

The Claridge House Cooperative

New Resident Quick Reference Guide

Management Office Hours: Monday - Friday: 9:00 a.m. to 4:00 p.m.
Saturday: 11:00 a.m. to 4:00 p.m.

Concierge: The front desk concierge is available 24/7. The concierge will sign for and distribute packages, take messages, maintenance emergencies, and assist you as needed.

Leases: Please ensure the Management Office has a copy of your sublease and approved your residency.

Move-ins: All move-ins must be scheduled with the Management Office or via Building Link, our resident portal. No moves are allowed on Holidays. No moves or deliveries will be allowed through the lobby. Before a move can be scheduled, the following conditions must be met:

1. The \$350 move in fee (due even for furnished units) is waived through December 31, 2021.
2. Submission of a signed sublease and Resident Registration Form.

Moving Hours: Monday – Saturday: 9:00 a.m. to 5:00 p.m.
Sunday (**only in August**): 9:00 a.m. to 5:00 p.m.

Resident Portal: Once your sublease and Resident Registration Form are approved you will receive an email with login info for our resident portal, BuildingLink. With this program, you can submit service requests, reserve the service elevator for your move, enter an admit instruction, view a copy of your sublease, buy/sell items in our resident marketplace and much more.

No Smoking: Per your new sublease, there is no smoking permitted in the Building. This includes your unit and all common areas. This rule is strictly enforced.

Key Fobs: Stop by the Management Office to complete a Key Fob Registration Form. A \$25 refundable deposit is required. If you receive a fob when you moved in, please stop by the office to register it.

Laundry: There is a regular capacity washer and dryer on each floor of the North Building as well as a large capacity washer and dryer in the basement of the North Building. There are regular capacity washers and dryers in the basement of the South Building. Laundry cards are available for \$1 from Value Adder Machines in both basement Laundry Rooms; machines are also used to add money to laundry cards. Residents may also download the CSC Pay Mobile App to cell phones.

Energy Conservation: Claridge House earned the coveted EnergyStar certification for 2015, 2016 and 2018 and we ask all residents to help us maintain this distinction by conserving utilities and being energy conscious.

Renters Insurance: We strongly recommend that you obtain a basic renters insurance policy to protect your personal belongings and offer liability protection for events such as fire, flood, theft, injury and water damage to name a few. Policies are available for as little as \$10/month.

Important Contact Info:

- Front Desk (24/7): (202) 337-2240 / frontdesk@claridgehousecooperative.com
- General Manager: Pilar Juergenson
Direct: (202) 342-0254 / pjuergenson@claridgehousecooperative.com
- Associate Manager: John Morse
Direct: (202) 337-0461 / johnmorse@claridgehousecooperative.com

Please take a few minutes to read the full version of our Welcome Package for new residents, which is available on our website at www.claridgehousecooperative.com/resources.