



Property Handbook

Haven at Arrowhead
20707 N. 67th Avenue
Glendale, AZ. 85308

VERSION 1.1

Pure Suites
Office: 480.526.7070
stay@111pure.com
www.111pure.com



1. Key Information:

- Pure Suites: 480.526.7070
- Mailbox Number: See Check-In Information
- Parking Spot Number: See Check-In Information
- Amenity Floor Wireless Password: Posted in Clubhouse
- Emergency: 911
- Non-Emergency: 311
- Apartment Wireless User Name/Password: See Magnet on Refrigerator

2. Rent: Rent is payable on the 25th of each month. If you have elected to pay monthly, then the charge will go through on the 25th of the month. A late fee applies if rent arrives after the 25th of the month. If you booked through a 3rd party that handles billing, please refer to your agreement with the 3rd party for the payment schedule.

3. High Speed Internet: High-Speed Internet access is provided privately for your apartment. Wireless is enabled via the Wireless Router in the unit. You will need to connect to the wireless router and then enter wireless password. This information is found on the refrigerator on a magnet.

4. Amenities: Enjoy the pool, clubhouse, gas & charcoal BBQ grills, dog park, dog wash station and fitness center.

*Please note that glass containers cannot be brought to the pool, as glass in the pool will result in the need for the pool to be drained and shut down for a week.

*Maximum two guests at the pool, and residents must be present with the guests.

*No pets can be at the pool.

*Music can only be played through headphones in the amenity spaces, and not audible to others around you.

*BBQ grills must be cleaned after each use, and the gas turned off for gas grills.

Charcoal cannot be put in any trash chutes or dumpsters unless completely extinguished.

5. Security: Please lock the front door when you are not in the unit. Do not allow building access to anyone that you do not know.

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Bikes and Personal Belongings – we recommend keeping all personal belongings, including bikes, locked inside your apartment. We also recommend removing valuables from your vehicle and locking your vehicle at all times.

6. Trash: There are dumpsters on the complex for both trash and recycle.

7. Non-Smoking Unit: This building is non-smoking, including all indoor and outdoor facilities. Smoking must be conducted outside, and a minimum of 15 feet away from the building in the designated smoking area. This building will immediately evict residents found smoking in their apartment or in the building. Pure Suites does not have the ability to override an eviction for smoking in the unit or building.

In addition, tenants found to have smoked in the unit will be charged for a full home cleaning, including furniture cleaning and re-painting of the unit, to remove the smell.

8. Washer/Dryer: There is a lint vent in the dryer that should be cleaned each time the dryer is used and replaced prior to the next use. Failure to clean the lint vent will result in extended drying times, or items not drying at all. Liquid or powder laundry detergent can be measured and poured directly into the machine. Only liquid bleach should be poured into the bleach dispenser.

9. Transportation:

<https://www.glendaleaz.com/cms/one.aspx?portalid=15209085&pageid=15329825>

Taxi: You may be able to hail a cab, but we suggest calling a cab or Uber/Lyft in advance.

Bus: Schedule and routes can be found on the Glendale government website above.

10. Electricity: Please note that normal use of electricity is covered in your lease up to \$100/month. Any charges exceeding this limit will be billed to you on a monthly basis.

11. Parking: One reserved parking spot has been provided to you with your rental and was e-mailed to you with your unit number on your move-in day. Any uncovered, un-

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numbered spot is free parking that you can also use. Additional reserved monthly parking can be purchased by contacting Pure Suites.

12. Dishwasher: Please use dishwasher soap in the dishwasher, marked specially for a dishwasher. Never use regular dish soap (typically in a bottle) in the dishwasher. This will cause the dishwasher to overflow and you may need to pay for replacement of the dishwasher and all other damages as a result of the water.

13. Pool towels: Pool towels are provided as part of the linens in your apartment.

14. Replacement Keys/Fob: If you lose your keys/fob, there will be a charge imposed by the building for replacement. Please contact Pure Suites if you lose your keys/fob.

15. Repairs/Maintenance: Pure Suites offers 24-hour emergency maintenance service. If something requires repair in the unit, please contact Pure Suites. Tenant is responsible for replacement or payment for items damaged or broken outside of normal wear and tear.

16. Smoke Detector: All smoke detectors have been verified to be in current working condition prior to your arrival in the unit. You are responsible for maintaining the smoke detectors in the unit for the duration of your stay, and for reporting any issues with the smoke detector immediately to Pure Suites.

17. Fire Safety: A fire extinguisher is located under your kitchen sink. Please familiarize yourself with the evacuation plan located in the elevator lobby.

18. Pets: We welcome your pets. However, please make sure you have notified us that you will be bringing a pet with you so that we can appropriately accommodate your pet. There is a building required pet fee, and there are breed limitations for dogs in this building. Finally, a pet allowance must be agreed to in your lease. An unauthorized pet could lead to eviction from your apartment. Pets are not allowed in the amenity areas.

19. Mail and Packages: There is a mailroom located in the clubhouse. Your mailbox number is provided to you in your check-in information. The mailbox key is the small key provided to you on your check-in day. There are several ways packages may arrive

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to you. USPS will utilize the larger parcel boxes below your mailbox and will leave a key for that box if one arrives via this method. The majority of packages will go to the locker system located in the clubhouse. Pure Suites sends out codes daily during business hours, and once a day on Saturday and Sunday. Packages that are too big for the lockers will be left with the leasing office.

Your address for mail/packages is: Your name, c/o Pure Suites, your address, your apartment number, city, state, zip code.

20. Quiet Hours: Quiet hours are daily between 10:00PM and 8:00AM.

**Thank you for choosing to stay with Pure Suites.
We hope you enjoy your stay in Glendale!**

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General Move-Out Information

Move-Out: Check-out time is 11:00AM Local Time. If you need additional time, you may purchase an additional day in the unit, if available.

Cleaning: Please return the apartment in the condition in a generally clean condition, and remove all food and personal items. Please return linens washed and folded in the linen closet, with the exception of linens on the bed and/or towels you used last.

Key Return: Please place all keys and/or fobs on the counter in your apartment. Please push the “lock” symbol on your door to lock the apartment on departure.

Refunds for Overpayment: If any refund is owed to you as a result of a pro-rated stay, that refund will be returned to the original method of payment.

Mail: Please understand that we cannot access your mailbox after a new tenant takes possession of your apartment due to legal reasons. Please take a minute to remove all mail from the mailbox on departure.

Questions: Please contact us at 480.526.7070 or stay@111pure.com.

We look forward to your next stay. Thank you again for choosing Pure Suites for your stay in Glendale!

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