our vision, mission & values

Mission
The Redstone team are modern place makers, who believe that work is greater than an office, and positive places empower all of us. We support communities and spaces that inspire interaction and pride, developing empathy as energy.

Vision
We strive to advance the potential of place, helping to shape the communities we serve through partnerships and progress.

Values
Our purpose as an organization trumps the individual task. Together and independently, we are flexible and adaptable, approaching our work with agility, and handling inevitable change with ease.
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Welcome to the Spinner Place! Our team, comprised of maintenance, administrative, and student staff, are constantly working to provide you with an optimal living experience. We hope you will feel at home in this space as we work together to promote a community you can be proud of.

www.spinnerplace.com
Directory
Spinner Place has a variety of spaces for students to explore and build community.

FLOOR 7
- COMPOST RECEPTACLES
- TRASH & RECYCLING

FLOOR 6
- STUDY LOUNGE
- 24/7 LAUNDRY FACILITY
- VENDING MACHINES
- TRASH & RECYCLING

FLOOR 5
- COMPOST RECEPTACLES
- TRASH & RECYCLING

FLOOR 4
- STUDY LOUNGE
- VENDING MACHINES
- 24/7 LAUNDRY FACILITY
- TRASH & RECYCLING

FLOOR 3
- FITNESS CENTER
- COMPOST RECEPTACLES
- TRASH & RECYCLING

FLOOR 2
- SPINNER PLACE OFFICE
- MAILBOXES
- RENT DROP OFF
- KEY RETURN

www.spinnerplace.com
Safety & Security

01

Locking Your Apartment Entrance Door
Exterior doors are accessible by tapping your FOB on the reader. You can enter your FOB into the slot and turn left to unlock your unit; right to lock your unit. You must use your FOB to lock your apartment door by turning it to the right. There is a standard hard key for your bedroom door.

02

Bike Security
We encourage all residents to utilize U-Locks for maximum security while storing their bikes at Spinner Place. Our staff suggest residents keep bikes in their apartments; we also encourage residents to check on their bikes frequently if choosing to store them in a public area.

If you experience any damages to your bike, immediately file a report with Winooski PD.

03

Car Security
Please be sure to always keep your vehicle locked while it is parked at the City of Winooski parking garage. We encourage you to remove all personal belongings and valuables from your vehicle when it is unattended.

If you experience any damages to your vehicle, immediately file a report with Winooski PD.


**Room Key (Hard Key)**

This key gets you into your private bedroom. Be careful! Your door locks when you close it!

If you get locked out during business hours (Monday through Friday 8:30 a.m. to 4 p.m.) just come to the office and we can let you in free of charge!

For an after-hours lockout, please call the emergency maintenance line at 802.350.6210. A lockout charge will be added to your account.

**FOB (Electronic Key)**

This key gets you into your apartment and allows access into the building from the garage and front entrance.

To enter from outside the building:
1. Wave FOB in front of sensor.
2. Wait for light to turn green.
3. Pull handle

To enter apartment:
1. Insert FOB into designated key port
2. Wait for light to turn green.
3. Turn key away from handle to open door.
4. Turn handle and push.

**Mailbox Key**

You will be given one mail key that can be used to open your shared mailbox located in the main lobby by the management office.
HOW TO SUBMIT A REQUEST

Please log in through your Rent Cafe resident portal. Once logged in, please click “Maintenance Request” and fill out the form. There is a box to provide information if you require advanced notice for access, otherwise we don’t pre-notify once work is scheduled. Requests are prioritized based on when they are received and emergency needs. If you’d like an update on your request, please check the status of your request in Rent Cafe. Always communicate with your roommate(s) when submitting a maintenance request so that they are aware maintenance will be stopping by.

AFTER HOURS MAINTENANCE EMERGENCY?

Call 802.350.6210

Not sure when to call the emergency maintenance number? Here are some examples:

- Malfunctioning smoke detector (a real alarm or fire conditions to be reported to 911).
- Lack of heat or hot water.
- A burst pipe or another form of an active leak such as overflowing plumbing fixture.
- You are locked out – please note that a lock out incurs a fee and requires our team to properly identify you are a resident under the lease. ID is required.
- A toilet that won’t function (only if there is not another toilet in the apartment).
- Major appliances (fridge/stove/oven) not working.
My power went out! What do I do?
The electric/breaker box is typically located near the kitchen of the apartment (exact location varies by apartment). It is gray and metal. If the power goes out in any part of your apartment, check the circuit breaker first to see if it is ‘on’ or has been tripped ‘off.’ The breaker is ‘off’ when it is flipped to the ‘off’ position. Each breaker is labeled. If tripped ‘off’, turn off all electrical items in the affected area, flip the breaker ALL the way to the ‘off’ position then flip the switch to the ‘on’ position.

I'm locked out! What do I do? What happens if I lost my key?
The Management Office can assist with lockouts during business hours. If you are locked out after the management office is closed, the emergency after hours on call service will assist with entrance to your apartment for a fee that will be billed to your account. If you lose your keys, contact the Management Office and a new set can be provided for a fee charged to your account.

How will I be notified when routine work is scheduled for my apartment?
We encourage you to check your email every day to stay updated about important reminders for both your apartment and the community. At times, you may receive an email from us directly to let you know about routine work that is scheduled to take place in your unit, or you may receive an email from us when there are reminders going out to the larger community. Please be sure that you are reading all communications sent from Redstone and Spinner Place and follow up with us if you have questions or concerns.
I'M CONCERNED ABOUT SOME ASPECT OF MY SMOKE DETECTOR. WHAT SHOULD I DO?

Please notify our maintenance team immediately by submitting a maintenance ticket or calling the emergency maintenance line. Residents should never remove or disable a smoke/CO detector and can be responsible for a $500 fee as additional rent if Management finds that a detector has been removed or disabled.

MY SINK AND/OR TUB DRAIN IS A LITTLE SLOW. WHAT SHOULD I DO?

We always advise that if your unit has a pre-installed drain catch to leave this in and clean it regularly. If you are worried about a larger maintenance problem, please submit a maintenance ticket.

DO YOU HAVE ANY SUGGESTIONS FOR SETTING MY THERMOSTAT?

Always make sure the switch on your thermostat is set to heat in the winter and cooling in the summer. The fan option should always be set to "Auto." Always have your thermostat set to at least 60 degrees in the winter.
Redstone Property Management
Elevator Outage Plan

Purpose & Background
All elevators at properties managed by Redstone have contracted preventive maintenance plans with the elevator manufacturer or other qualified elevator repair company. These contracts usually have not less than monthly service visits. Elevator inspection certificates also posted within each elevator cab. Safety and accessibility are the goals of ongoing preventive maintenance of the equipment. In the event of an elevator outage, we ask that the outage be reported to us immediately via our office telephone [802-658-7400] or 24/7 maintenance line [802-350-6210]. We will respond to elevator outages promptly. Availability of the repair technician and ordering of any required parts may take hours or even days.

Reasonable Accommodations During Elevator Outage
Redstone is committed to making reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to give an individual with a disability an equal opportunity to use and enjoy their dwelling. Examples of possible reasonable accommodations can include:
- providing assistance with getting medications, groceries, trash removal, etc
- relocating temporarily to another unit or apartment on a lower level if one is available
- relocating residents to a hotel or other accessible lodging during the repairs

Steps We Ask Residents To Take If An Elevator Is Out
- Contact us immediately to ensure that the elevator outage has been reported
- If having a safe and operational elevator is a necessity based on your disability, please communicate with us when there is a reported outage so we can discuss any accommodations you may require.
- Keep in mind that it may take 24+ hours for an elevator technician to respond to the outage. Unfortunately, a broken elevator does take time to repair.
- If the repair results in a lengthy delay, you may wish to request a reasonable accommodation from us to relocate temporarily to another unit or apartment on a lower level if one is available.
- You can also contact your local emergency services department (e.g., Fire Department or equivalent) to alert them that you could be unable to evacuate in the event of an emergency.

Steps Redstone Takes If An Elevator Is Out
- We will promptly contact the elevator vendor to have repairs scheduled.
- We will notify building residents that we are aware of an outage and we are working on resolving.
- We will keep you updated and let you know when it is complete.
- We will respond to requests for Reasonable Accommodation during an elevator outage. Please keep in mind that response times may vary depending on the length of the outage.
NEED SOMETHING FIXED? NOTICE ANYTHING WRONG? NOT SURE WHO TO CONTACT?

HELP KEEP SPINNER PLACE CLEAN & FUNCTIONAL
DO YOUR PART IN COMMUNICATING ISSUES AS THEY ARISE. FOLLOW THIS QR CODE OR GO TO YOUR RENT CAFE ACCOUNT TO SUBMIT A MAINTENANCE REQUEST.

SCAN ME
HOW TO GET ONLINE

Great news! Internet is active in your apartment when you move in.

SET UP YOUR INTERNET

1. Connect to your building’s Wi-Fi network and launch a web browser. Your property’s registration page will appear.
2. Create your account and begin browsing.
3. Repeat the steps above for each device that you would like to connect using your new username and password.
4. For the best experience, restart each device after it is registered.

To connect a device without a web browser, (think gaming console, printer, Internet TV, etc.) please visit myaccount.wscmdu.com, locate and select your property, and log in to “My Account.”

VISIT MYACCOUNT.WSCMDU.COM

- Get help with registration
- Manage your account
- Add devices
- View a list of available services
- Access our FAQs

CUSTOMER CARE CONTACT INFORMATION

If you have additional questions that are not addressed here, you can visit www.myaccount.wscmdu.com for more helpful information.

When in doubt, always reach out to WhiteSky directly:

CALL 800-611-9837
TEXT “SUPPORT” to 66749
EMAIL support@wscmdu.com
**HOW DO I CREATE MY ACCOUNT?**

Before you can use internet service on your laptop, notebook, smartphone, or other browser-based device, you need to create your account. To do this, simply complete the following steps:

1. Open a web browser to connect to your property’s Wi-Fi network
2. After connecting, you will be automatically redirected to the account registration page
3. When you get to the landing page, enter your email address under "I live here"
4. From there, follow the instructions to create your account and browse away.

If you will be using more than one device to browse the internet, you will need to add them to your account. For help with this, check out How To Add Devices.

**HOW MANY DEVICES ARE ALLOWED ON MY ACCOUNT AT A TIME?**

The device limit for most accounts is four devices, and may include any combination of smartphones, tablets and laptops.

**HOW DO I ADD DEVICES TO MY ACCOUNT?**

**If the device you want to add is a computer, tablet or phone:**

1. Connect to your building’s Wi-Fi network
2. A web page should pop up. Enter your email address under "I live here."
3. Log into your account

That’s it! Logging into your account from the device you want to connect will connect it to your account.

**If the device you want to add is a router, Apple TV, Roku, Amazon Fire TV, gaming console, or another device that does not have a web browser:**

To connect this type of device, you’ll need to find its MAC address and add the device to your account.

1. Find your device’s MAC address and write it down (pro tip: be sure to include the colons, periods, and quotations)
2. Open up a browser on your phone or computer and log into your account
3. Click on Connect a Device in your welcome message; or navigate to My Devices on the left menu, then click Register a Device
4. Select the device type, enter the MAC address, and click "Add Device"
5. If your device does not connect automatically, try restarting it.
6. Depending upon your device, there may be additional steps required. To find more specific instructions to many common devices, click here.

**MY WI-FI IS DOWN! WHAT DO I DO?**

Not having access to Wi-Fi can be frustrating. You can reach out to Whitesky Support directly by phone at 1-800-611-9837 or text “support” to 66749, or email tsupport@wscmdu.com.
Guide to Mail & Package Delivery

**Packages:**
As a courtesy, we deliver packages directly to your door Monday – Saturday. Small packages will be placed in your mailbox.

Large and/or heavy packages will be left outside of the main office for residents to pick up at your convenience. Our team will notify you to pick-up via email.

**Mailboxes:**
You will be given one mail key that can be used to open your shared mailbox located in the main lobby by the management office.

**Address:**
Below is the format for your mailing address:

```
Your Name
25 Winooski Falls Way,
Suite 106
Apt #
Winooski, VT 05404
```
Laundry

The laundry rooms are located on the 4th and 6th floors on the west side of the building. There are 4 washers and 4 dryers per laundry room. Laundry is free of charge! Just choose your settings and start your cycle.

A laundry machine is broken and/or not functioning - what do I do?

If you notice that there's a maintenance issue with a wash and/or dryer, please submit a maintenance request through your online resident portal and our maintenance team will assess.
Be sure to refer to this page when winter arrives!

- Leave your heat on! The thermostat should be set to at least 60 degrees. Failure to do so can result in frozen pipes, flooding, and other serious maintenance issues.

- Close all apartment windows completely, including activating the window lock.

- Immediately report to Redstone any water leaks, including minor ones, through a maintenance request form. If it is after hours, call the After Hours Maintenance Emergency line.

- Report any issues with heating immediately. If it is after hours, call the After Hours Maintenance Emergency line.

- If you need immediate assistance outside of business hours, please call Redstone’s After Hours Maintenance Emergency line at 802-350-6210.
Roommate Communication

Below are some guided questions for you to take into consideration while reaching out to potential roommates or for communicating with the ones you have already. Communication is the key to a healthy roommate relationship.

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<th>#</th>
<th>Topic</th>
<th>Questions</th>
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<td>Study Habits</td>
<td>What do your student habits look like?</td>
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<td></td>
<td></td>
<td>Do you need silence?</td>
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<td></td>
<td></td>
<td>Some music playing in the background?</td>
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<td></td>
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<td>How much time do you need?</td>
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<td>02</td>
<td>Time w/ Others</td>
<td>How do you spend time with others?</td>
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<tr>
<td></td>
<td></td>
<td>Where do you spend time with others?</td>
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<tr>
<td></td>
<td></td>
<td>In your space?</td>
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<td></td>
<td></td>
<td>Exploring the community?</td>
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<td></td>
<td></td>
<td>Be sure to plan ahead with your roommate(s)!</td>
</tr>
<tr>
<td>03</td>
<td>Setting Boundaries</td>
<td>Do you want to share food?</td>
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<tr>
<td></td>
<td></td>
<td>Who can use which dishes?</td>
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<tr>
<td></td>
<td></td>
<td>Be sure to discuss these important questions.</td>
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<tr>
<td>04</td>
<td>Organizing Space</td>
<td>Does that go in the cupboard or in the fridge?</td>
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<td></td>
<td></td>
<td>Who cleaned the restroom last?</td>
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<tr>
<td></td>
<td></td>
<td>Make a plan for keeping your space organized.</td>
</tr>
<tr>
<td>05</td>
<td>Guests</td>
<td>While guests can only be over for a maximum of three nights in a 30-day period, it’s always important to communicate guest ground rules.</td>
</tr>
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</table>
Roommate Communication

Communicating with roommates is important. Below are some guided questions for you and your roommates to take into consideration.

These questions are a facilitation tool that helps residents identify and communicate their needs, become aware of others’ needs, and negotiate a mutually beneficial environment in their living space. This will be beneficial in helping you build healthy relationships with your roommates as you all discuss your living arrangements.

- **Question:** Ask clarifying questions instead of assuming. This will allow you to gain information and encourage others to share their story (e.g. What happened? How did you feel afterwards?)
- **Paraphrase:** After listening to your roommate’s answers try and summarize what you have been told by reflecting the content of the speaker’s message to them.
- **Affective Statements:** Use “I” statements that express a feeling (e.g. I am happy when you...I feel frustrated when you...I felt disappointed when you...)
- **Reflection:** Reflect on the different experiences that each person brings into the situation and the stories each person shared.

Now take the time to have an honest and open discussion with your roommate(s) on the following topics. Discussing these items thoroughly will help make living together a much more enjoyable experience.

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<th>Communication:</th>
<th>Sharing Space and Belongings:</th>
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<tr>
<td>1. What steps will you take to communicate and resolve disagreements when they arise?</td>
<td>1. What temperature will you keep the space?</td>
</tr>
<tr>
<td>2. What methods will you use to communicate with each other when issues arise?</td>
<td>2. Which of your belongings are you comfortable sharing and under what circumstances? What items are NOT okay for another person to use or require special permission to use?</td>
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<table>
<thead>
<tr>
<th>Sleeping and Studying:</th>
<th>Visitors:</th>
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<tr>
<td>1. What are the expectations when trying to sleep (wake up/bed time, heavy/light sleeper, noise in room, lights/music/TV on/off, etc.)?</td>
<td>1. How will you communicate with each other regarding visitors?</td>
</tr>
<tr>
<td>2. When will your space(s) be used as a primary place of study? What expectations do you have when studying?</td>
<td>2. How much notice is needed?</td>
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</table>

<table>
<thead>
<tr>
<th>Cleaning:</th>
<th>Safety:</th>
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<tbody>
<tr>
<td>1. What does keeping the space clean mean to you? Who will do the cleaning, and when?</td>
<td>How will you keep your space, belongings, and others in the space safe at all times? When will you lock the door?</td>
</tr>
<tr>
<td>2. Will you create a cleaning schedule? How do you keep recycling and compost areas clean and organized in the apartment?</td>
<td>2. It may be a good to let your roommate(s) know if you’ll be gone for extended periods of time. How will you go about this?</td>
</tr>
</tbody>
</table>
Exploring Winooski

**SCOUT & CO.**
Espresso bar + ice cream company with online ordering and three locations!

[scoutandcompanyvt.com](http://scoutandcompanyvt.com)

**PINGALA**
Delicious food truck inspired cuisine (that happens to be vegan).

[pingalacafe.com](http://pingalacafe.com)

**SAROM'S CAFE**
Family owned and operated, offering a variety of freshly made and handcrafted Vietnamese cuisine.

[saromscafe.com](http://saromscafe.com)

**GRAZER'S**
Serving creative casual fare including grass-fed burgers from Vermont farms, delicious salads, and lots of vegetarian choices too

[www.grazersvt.com](http://www.grazersvt.com)

**AUTUMN RECORDS**
Buy & sell used/new vinyl LPs + 45s, CDs, cassettes & stereo equipment. They are always looking!

[linktr.ee/autumnrecords](http://linktr.ee/autumnrecords)

**ROSSIE'S CONFECTIONS**
Local and sustainable sweets, coffee, tea and pastries!

[rosiesconfections.com](http://rosiesconfections.com)

**GOLDEN HOUR GIFT CO.**
A feel-good gift shop to brighten your day! Formerly known as Birdfolk Collective.

[goldenhourgiftco.com](http://goldenhourgiftco.com)

**SNEAKERS BISTRO**
Great spot for all-day breakfast and lunch faves!

[sneakersbistrovt.com](http://sneakersbistrovt.com)

**COMMODITIES**
Local, organic, and fresh groceries and produce.

[commoditiesnaturlamarket.com](http://commoditiesnaturlamarket.com)
Exploring Winooski: Green Mountain Transit

Spinner Place is just steps from the Champlain Mill Bus Stop with access to the #2 Essex Junction to Fort Ethan Allen and #9 Burlington Lines and it is FREE to ride with your student ID.

Go to ridegmt.com for a bus schedule or download the Transit App to track your bus in real time.

www.spinnerplace.com
Thank you for taking the time to read through your welcome packet, and thank you for choosing Spinner Place. We are so happy to have you as a member of our community.

If you have any questions, you can always reach us at spinner@redstonevt.com.