



Welcome Home Hive Residents!!!

In an effort to answer a majority of the **Frequently Asked Questions** we have received over the years, we have created this handy list of important facts to know about our building! Please read through and feel free to stop in the office with any follow up questions you may have! 😊

1. Please make sure the Xcel Energy bill is set up under the name of someone in the apartment. You can contact them at **(800) 895-4999** to arrange payments. Only ONE PERSON per unit needs to do this and coordinate with the others who are required to pay back that person.
2. If you have issues with your internet/cable, please contact Spectrum Charter at **(844) 258-8113**. Instructions/password for the WiFi are posted in the back of your coat closet in the main kitchen area by the front door of your unit.
3. To set up your District901 gym membership, stop in The Hive office or into the gym during regular business hours. There will be some liability paperwork that needs to be signed and to activate your fob.
4. If your unit requires maintenance please log into your tenant portal and request maintenance work by submitting a Work Order.
5. Monthly rent will be paid through the AppFolio portal.

We want your stay at The Hive to go as well as possible and we want to fully refund your security deposit following your eventual move out.

Please read over the following information.

- o **Nails.** Use a limited number of small wire brad nails to hang items on your wall. Larger nails or screws will leave a larger hole and may require more work to fill in, texture, paint, etc. Adhesive wall fasteners such as command strips are not permitted. Tenants will be charged for patching, texture, painting of larger nails, screws, adhesive fasteners, etc
- o **Laundry.** Keep dryer lint trap cleaned out before using it. Failure to clean out lint trap may result in increased dry time and it's a fire hazard. Do NOT overfill your washer. Report any issues immediately. We have linen bags in the office.
- o **Plumbing.** Grease should NEVER be put in any sink or other drain. Grease placed in a drain will coat the pipes and eventually cause a blockage that the tenant will need to contact a plumber to fix. Either wipe out the grease with a paper towel then throw away or have a separate container to collect grease then eventually throw out
- o **Bath fan.** Use your bathroom fan during and for a minimum half hour after showering. Leave the bathroom door wide open when not in use.
- o **Appliances.** Keep the oven clean by ensuring you cover items that are cooking. You may also place an oven liner at the bottom of your oven to prevent food from spilling onto the oven bottom. We have liners in the office.
- o **Keys.** Place your door key and fob on your key ring immediately upon receipt and do not lose it. It's costly to replace.
- o **Parking permit.** Must remain on your vehicle rear bumper clearly visible at all times. Please remember to switch out your parking permit if you get a replacement vehicle. Parking lot is for tenants with a parking permit only. All other vehicles will be towed at owner's expense.
- o **Animals.** No pets/animals are allowed in your apartment by you or any guest at any time for any reason.
- o **Garbage:** Please break down boxes prior to disposal to save space.

- o **Please report suspicious or illegal activity to the La Crosse Police Department 608-785-5962. If you suspect any illegal drug activity then contact the Crime Stoppers 784-8477. You can remain anonymous.**

Thank you again for choosing The Hive Apartments! We are looking forward to a great year!