

Welcome to Hope Valley Apartments

Office Address: 660 N. 200 E., Provo, Utah, 84606

Email: hopevalley57@gmail.com

Phone: (385) 265-1005 (Call or Text)

Website: goldengatemanagement.org

Emergency Maintenance Number: (801) 369-2890

1. **Rent:** You will receive invoices via email. Payments are due on the 1st day of the month. Please pay through the online portal at goldengatemanagement.org or drop a check in the rent drop box.
2. **Maintenance:** Please send any maintenance request to our email or text the office number listed above. Maintenance issues are important to us. Please alert us to any maintenance problems ASAP.

If there is a water, electrical, or heating maintenance issue, please call (385) 265-1005 or (801) 369-2890 immediately.

3. **Utilities:** The following utilities must be placed in your name, effective your contract start date. You are responsible for utilities, regardless of whether you are occupying the unit or not. Failure to place utilities in your name will result in a \$10/month fee.

Gas Utility – Dominion Energy – 1-800-323-5517

Electric Utility – Provo City – 801-852-6000

Internet and Cable Utilities: Google Fiber – 1-866-777-7550

4. **Parking:** Parking stickers can be picked up in the office. **Cars are subject to towing for improper parking, having an out-of-date sticker, or not having a sticker.**
5. **Plumbing:**
 - a. Do not use Drano. Do not flush anything except toilet paper down the toilet. Do not flush a clogged toilet more than once without plunging. Call management for plumbing issues.
 - b. **Garbage Disposal and Dishwasher:** Do not place large amounts of food in the garbage disposal (i.e. potato peels, rice, orange peels, etc.). Make sure to run the garbage disposal before running the dishwasher, dishwashers work best when using liquid dishwasher detergent.
6. **Apartment Memos:**
 - a. Do not use cinder blocks to raise your bed or other furniture. Please use plastic bed risers.
 - b. **Hanging Decorations:** Please use small nails to hang decorations. Refrain from using command strips on the walls, we've found they cause more damage to the walls than small nails.
 - c. No Plug-In Air Fresheners, candles, or candle warmers allowed in the apartments for safety.
 - d. No bikes allowed inside the apartment. There is a bike rack available, inquire at the office for details.
7. **Selling Contracts:** If you need to sell your contract, please inform management ASAP. Please be aware that you are liable for the full term of your contract until it is transferred to a suitable tenant.
8. **Final Check-out:** You will need to complete a final cleaning inspection. You must be present at your final check-out. **If you are not present for your final check-out you will forfeit your deposit.** Failure to complete your cleaning job will result in cleaning fees.