



Welcome Home to
vineyard

215 Boone Heights Drive Suite 100
Ph: 828.262.3431 | Fax: 828.262.3432
Email: info@winklerorganization.com
www.winklerorganization.com

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A Move In Inspection and any Move In Maintenance Service Issues must be submitted within 5 Days

1. Move In Maintenance Service Issues

We do our very best to provide you with a clean and repaired apartment, however we may have overlooked something. If you need to request maintenance service, please follow these instructions:

- Go to **winklerorganization.com** and login to your Tenant Web Access portal by clicking the **Resident Login** tab.
 - This is the same login you created to pay your Administrative Fee during leasing
- Once you are logged in to your Tenant Web Access portal, open the **Service Issues** tab and click **Add Service Issue**.
- Select a **Service Issue Category** and write a brief **Description** of your maintenance request (be sure to specify which area/room of the apartment) in the space provided.
- Click **Add Service Issue** to submit. You may monitor the status of your Service Issues at any time on your Tenant Web Access portal.
- **Please call the Winkler Office or Emergency Phone Line for any emergency items**
 - The Winkler Organization office (Monday - Friday 8:30-5:00 pm): **828-262-3431**
 - Emergency Phone Line (24/7): **828-406-9961**

NOTE: Any damages or maintenance items that you submit a Maintenance Service Issue for must also be documented in your Move In Inspection Form (see below).

2. Move In Inspection

We require that every tenant submit a Move In Inspection. You may visit our website or scan the QR code below to submit your Move-In Inspection.

The Move-In Inspection Form lists all the items in your unit including all furnishings and/or appliances. Do a walk-thru of your entire unit and carefully note the condition of each item listed. This form is very important as it gives us a record of the condition of the unit when you move in and could affect your security deposit settlement. **Note that the Move In Inspection is used for documentation purposes only. You must submit a Maintenance Service Issue if maintenance action is requested.**

Be sure to enter the name of your Property, Unit Number and Bedroom Letter on the form. You are on an individual lease and are held solely responsible for your Bedroom and Bathroom, and jointly responsible for the Common Areas. Refer to the letters posted above each bedroom door in order to identify your bedroom.

This form must be submitted to our office within 5 days of your Move-In. It is important that you include your cell phone number and email address at the end of the form so that we can contact you if necessary. You will also be required to enter your Driver License number to confirm identity. In the meantime, settle in and enjoy your new home!

NOTE: If you do not submit a Move-In Inspection or if any items are left blank or unchecked on the Inspection, it will be considered in 'OK' condition, and recorded as such.

Move In Inspection: <http://winklerorganization.com/inspection/>



Maintenance Work Orders During Residency

EMERGENCIES

If you have an emergency such as: **A Fire, Gas Leak, Flooding, No Water, No Heat, or No Refrigeration**

Please **immediately** call the Winkler Organization Emergency phone line at: **828.406.9961**

ALL OTHER MAINTENANCE REQUESTS CAN BE PROCESSED ONE OF TWO WAYS:

1. From the Website: <http://winklerorganization.com/help/> and log in to your Resident Login.
2. Call the office: **828-262-3431**. Please leave a voicemail if your call is after office hours. Make sure to provide the following information:
 - a. your name
 - b. property name
 - c. unit number
 - d. bedroom or area of problem
 - e. Detailed description of the problem

A FEW HELPFUL TIPS AS A WINKLER TENANT:

- If your toilet is overflowing, immediately turn off the toilet water supply. The toilet water supply valve is located on the wall behind the toilet and can be shut off by turning the silver handle clockwise. Please call the Winkler Office immediately.
- It is imperative that the smoke alarms in your unit are in working order. Please call us if your smoke detector batteries need replacing and the fire detector is beeping. For your safety and the safety of others, we will come replace those for you as soon as possible.
- It is your responsibility as the tenant to have replacement light bulbs. If you have any problem installing your new light bulb, let the office know and maintenance will be over to help you. If desired, you can place a work order for maintenance to come install the light bulb as long as you have provided a replacement.
- You are responsible to take your garbage all the way to the dumpster. Garbage not removed from the doorway of a dwelling for an extended period of time will start to smell, invite insects and animals, and possibly lead to other health hazards.
- Fire laws in Boone prohibit the use of any type of grills whether they are electric or charcoal burning grills. These will not be allowed on the properties and possible fines will be incurred if they are found in or near the dwelling units.

Housekeeping Service

Your first Housekeeping service will occur during the months of August or September. You will be notified of the date and time that Housekeeping will arrive in your unit via text message 2-3 days prior to their arrival. If you do not receive a text, please update your phone number in your Resident Login.

The following items/rooms will be cleaned:

KITCHEN

- Stove top/oven/vent hood
- Refrigerator (areas accessible)
- Dishwasher
- Built-in Microwave (if applicable)
- Cabinet Exteriors
- Kitchen Sink & Countertops
- Vacuum & Mop

BATH

- Tub
- Sink
- Mirror
- Toilet
- Vacuum & Mop

COMMON AREAS (Living/Dining/Hall)

- Vacuum and/or Mop

You are not required to be in the unit while staff is cleaning.

We hope this service will be a great benefit and time saver for you!! If you have any additional questions or concerns, please feel free to contact us!

Online Payments Information

1. Monthly Rent Reminder via email and Online Payment are courtesy features. The failure to receive a Rent Reminder via email does not alleviate you of your responsibility to pay monthly rent, which is due the 1st of every month, per your Lease Agreement. Should you change your email address mid-year (from the email address you provided on your application), you must notify us of the change of address. If you did not receive your monthly reminder, please check your spam folder prior to contacting the office.

Please be aware that all rent is due the 1st of the month regardless of the due date stated on the statement.

2. Monthly Reminders for Rent & Utilities will be emailed to the Resident and Lease Guarantor and may be paid by either party. Rent Reminders will be emailed by the 27th of the preceding month from the Winkler office.
3. Reminders are not a reflection of your statement balance – your statement balance is sent in a separate email on or around the 7th of each month.
4. Please note that if payment has not been made by 5:00 PM on the 6th, rent will be noted as late and you will be charged a \$15 late fee.
5. To pay your rent online, you must set up and log in to your Resident Login. If you have trouble signing up or logging in to your Tenant Web Access Portal, please contact the office at (828) 262-3431 for assistance.
6. If you use a credit or debit card, there will be a 3.5% convenience fee that will be added on to your payment. If you choose the personal checking or savings option, no additional convenience fee will be added to your payment.



Cable Tech Support

1. All TV sets must have a Charter issued set-top cable box attached to it in order to operate properly. Without this box – you will have no cable service.
2. Charter has installed one of these boxes for the TV located in the common area of your unit **ONLY**. When you move out of your unit, the box and remote provided for the common area will need to be left in the unit. You will incur a charge if either is missing when we inspect your unit during move out.
3. If desired, each tenant is allowed to go to the Charter Store at 755 George Wilson Rd, Boone, NC to pick up an additional box for your bedroom. The cable box in the bedroom is an optional service and not required by the Winkler Organization. There is **NO ADDITIONAL COST** to have a cable box in your bedroom; however, it is your responsibility to pick up the box, as well as provide your appropriate unit number and bedroom letter. The provided information is imperative for Charter to keep track of individually issued cable boxes.
4. Special Notes about the bedroom boxes:
 - a. It is Important to understand that without a cable box in the bedroom, you will not be able to watch any cable television in your personal room.
 - b. You are responsible for returning any bedroom cable boxes and remotes that you pick up for your bedroom to the Charter location when you move out of your unit. The Winkler Organization will not be held responsible for any non-returned bedroom cable boxes.
5. The Winkler Organization **CANNOT** troubleshoot any cable upgrades or box installation issues. You will need to call Charter Tech Support:

Charter Cable Tech Support Number: 1-888-345-7139

***We strongly suggest obtaining tech support and/or setting up any additional services at the local Charter office located at the address above.**

***Please note that if you choose to have a bedroom cable box, any additional upgrades or premium cable services such as movies on demand, will be charged to you directly by Charter and is your personal responsibility to pay.**



Internet Tech Support

The Vineyard

575 Queen Street (Townhomes #1-15)

150 Green Street (Apartments #16-24)

Boone, NC 28607

If you have any problems with your internet services, please call the personalized Charter support line 1-888-345-7139 and follow these instructions:

1. Do not enter a phone number when prompted. You will be asked twice. If you wait, you will be prompted to speak the reason for your call.
2. When prompted for service zip code, enter "28607"
3. Say "Tech Support"
4. Say "Internet"
5. You will be prompted to reset your modem. You may try to follow the steps as directed by the automated service. However, if this does not fix your issue, say "Agent" to be connected to a Charter Representative
6. When the Agent comes on the line, tell them you are a resident on a Bulk Account and tell them your apartment address (listed above) and your apartment number. They should then be able to access your modem and/or cable box and resolve your issue.
7. Keep in mind that you cannot add or remove internet or cable services included in your rent on our Bulk Account. If you would like to add services, you must set up an individual account with Charter to be billed directly to you.

If you have an interruption in service that you feel is not being attended to appropriately, please contact the Winkler Organization so that they may inform your account representative.

For any additional services that you would like to add individually, please visit the retail location in person, located at **755 George Wilson Rd, Boone, NC 28607.**