



**BECOVIC**

Neighborhood. Community. Home.

**R E S I D E N T  
H A N D B O O K**

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# WELCOME

We welcome you to Becovic! We are happy to have you here and look forward to a long and happy residency together.

We've created this book for you in the hopes that you'll be able to find answers here that may not be answered in your lease. We are happy to answer any of your questions or concerns and ask that you reach out to us either by entering a Service Request, emailing or calling the appropriate department/staff member at 773.271.6143. You'll hear a helpful listing of options, so please listen carefully.

## Office Hours & Information

Our Management and Service offices are located at 4520 N. Clarendon in Uptown while our Leasing & Sales office is located in Rogers Park at 1531 W Howard St.

All Becovic offices are staffed Monday-Fridays from 9am-5pm. To ensure the staff member best able to assist you is available, we require appointments before in-person visits. Please call or email to schedule.

## Emergency Numbers

Our Emergency Service Line is staffed outside of our normal business hours and on-call maintenance staff is available. The Emergency Service Line is 773.271.6143 Option 2.

## Your Lease

Your lease is a contract obligating both parties to the terms and conditions agreed to in that document. Please read your lease thoroughly and reach out about anything which you do not understand immediately.

## Appfolio Resident Portal

Our online portal makes it easy for you to pay rent, submit a service request, view bills, set up or stop automatic payments, update your contact information, and more.

We urge all residents to pay rent through the Appfolio Resident Portal.

To gain access, go to [becovic.com/residents](https://becovic.com/residents) and click the appropriate link.

Once your account has been created, you can also download the Appfolio Resident Portal app from Google Play or the Apple App Store for quick access from your mobile devices.



## Paying your Rent

Rent is due on the 1st of each month. If your full rent is not paid by the 5th of each month, late fees will be applied. We offer a variety of options for paying your rent:

- Online with the Appfolio Resident Portal: Please note it takes 1–3 business days to clear your checking account. *A 3rd party service fee applies — this fee is not set by or paid to Becovic.*
- Mailed: Send money order or cashier's check to our office (NO personal checks) made payable to Becovic Management Group, Inc. *As of 2023, there is a processing fee for money order or check payments delivered to the office.*
- Electronic Cash Payments: Pay at a local 7–11, Walgreens, Walmart, or CVS. (Resident must first contact the Accounting Department to obtain your pay slip for your unit prior to going to 7–11 or CVS.) *A 3rd party service fee applies — this fee is not set by or paid to Becovic.*
- Flex. Each month, Flex splits your rent into two payments: you pay part of your total rent up front and finance the rest with a Flex Line of Credit. You have the flexibility to choose your second payment date to better align with your finances. Resident must sign up by the 3rd of the month in order to get this option for that same month. Visit [getflex.com](https://getflex.com) to sign up. *A 3rd party service fee applies — this fee is not set by or paid to Becovic.*

## Renters' Insurance & Limit of Liability Insurance

All Residents are required to furnish Becovic with evidence of Required Insurance prior to move in and at the time of each lease renewal. Your lease outlines the required coverage of \$100,000 Limit of Liability for damage to our property, as well as your own required Renters' Insurance to cover your own belongings.

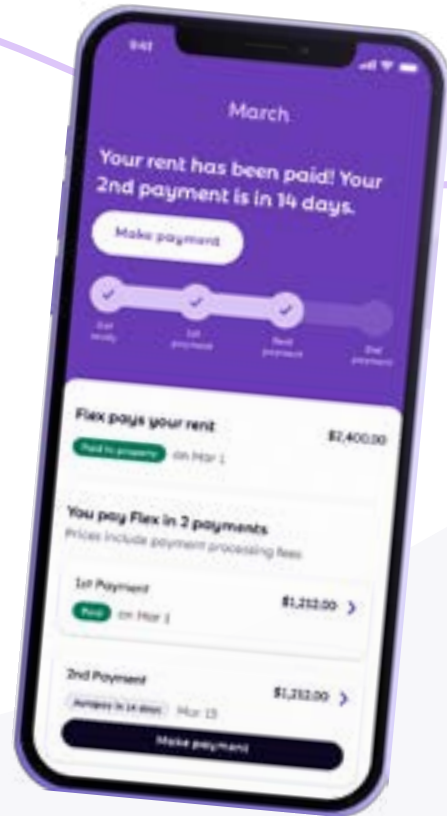
While we are happy to refer you to Lemonade [HERE](#) please understand that all decisions about insurance company, additional coverage in excess of what is required, and details of your policy are yours and yours alone.



flex.

# Rent pay, your way.

Split your rent into two  
worry-free payments.



Flex gives you the flexibility to pay rent on a schedule that works better for your monthly budget.

## Flex can help you:

**1. Pay rent on time.**

By splitting your rent into two payments, you pay on time on your schedule.

**2. Improve cash flow.**

Flex allows you to pay over the month, better aligning your rent and finances.

**3. Build your credit history.**

Every payment establishes your payment history, helping you build your future.

Join hundreds of thousands of renters across the country finding more financial flexibility with Flex.

Sign up  
for Flex by  
scanning  
the QR code



or visit [getflex.com](https://getflex.com) to learn more

Flex services are offered as a monthly membership with a recurring fee of \$14.99, which includes access to a Flex line of credit from Blue Ridge Bank, N.A. Member FDIC at 0% APR. A payment processing fee is also charged (amount varies, but is a small percentage of the monthly rent based on your chosen payment method). Membership is subject to credit approval and individual credit line amounts vary based on eligibility (graphics are illustrative only). Active membership requires timely payments each month and will automatically renew until canceled. Flex reports payment history to TransUnion, and late or missed payments may be reflected on credit reports. Terms and conditions apply.

# SECURITY & SAFETY

## Your Security

The safety of our residents and of our communities is of utmost importance to Becovic. Please report any unusual activity or suspicious persons to the Chicago Police Department and to the Management Office. Adhere to the following safety guideline:

- Keep your interior, patio and balcony doors closed & locked at all times.
- When entering or exiting your community, ensure that the door latches securely behind you.
- Enter a work order immediately if any doors or locks are not engaging properly.
- Do not give strangers access to the lobby, common areas, or building amenities. Anyone who should be in your building will have access and codes to get in.
- Do not buzz in delivery people unless you are expecting that delivery.
- Collect your mail and packages as soon as possible.

## Communication

We rely on digital communication to ensure that we can connect in a timely manner with all Residents for important building alerts, emergency situations, account updates, neighborhood events, and office happenings that may impact response times. Any resident that unsubscribes from Becovic text messages or blocks emails while still residing in the unit will be in breach of lease and a 10-day notice will be issued.

Please note that if you receive a text from us, that text comes from our Appfolio software – not a company or employee's phone. Additionally, that system is not monitored outside of office hours. Should you text back during non-business hours, you will not get a reply until the staff member that last contacted you returns. Service issues must go through the portal, and never through text messages. (see Page 8 for more info.)

## Vacation

Before leaving on holiday, we ask that you complete the following tasks to ensure the security of your unit:

- Tell us the dates of your travel and the name of anyone who be accessing your unit while you're gone (pet sitter, house cleaner, mail collector, etc.) via an email to [info@becovic.com](mailto:info@becovic.com)
- Notify the mail carrier, newspaper carrier, and all other delivery people when you plan to be away for an extended time to ensure your absence is not broadcast.
- Dispose of open food and bring your trash & recycling to the dumpster.
- Keep all windows closed during your absence to prevent rain damage or access.
- Check all electrical appliances to make sure they are off and/or unplugged.
- Remember that rent is due on the first of the month, whether you are here or away.

## ButterflyMX

Many of our communities use ButterflyMX, a smartphone-powered intercom and access solution. ButterflyMX empowers residents to open doors, gates, and parking structures with their smartphones — ensuring you never miss a visitor or delivery.

**\*If you lose your phone or your battery dies, (or in the event of an outage) you can still get in with a PIN you set yourself in the app.\***

Through the ButterflyMX app, you can provide virtual keys to your dog walker, give a code to your Amazon delivery person and mailman, and rescind those keys just as easily. Additionally, upon move out, we can remove a user's access, ensuring that your community stays accessible to only those who live there without the hassle of community-wide lock changes.

If your building is already equipped with ButterflyMX, your processing team should give you this access information at move in. We have been introducing ButterflyMX across our entire portfolio since 2022, and if your building is going to be onboarded, we will walk you through it.

It's an intuitive, fast, and secure solution to your building access and we hope you love it!



### Fire Precautions

- Store all items safely in your unit or a storage locker off-site. Porches, balconies and hallways are not intended for storage of items and impede access in the event of a fire.
- Residents are prohibited from storing flammable materials on Becovic properties — kerosene heaters are also prohibited.
  - Empty waste containers daily. Dispose of magazines & newspapers regularly.
  - Store matches and lighters safely.
- Clean spilled food and grease from the cooking range and oven immediately.
- Keep appliances clean and in good repair. Replace frayed cords immediately and avoid overloading electrical sockets.
- NEVER barbecue on your porch – this is prohibited in both your lease and city ordinance. Charcoal grills are prohibited on our properties — many communities have BBQ Patios!
- Smoke/CO<sub>2</sub> detectors are provided in your apartment. Be sure to check your batteries at least twice yearly. A chirping noise indicates that it's time to change the battery, and you are responsible for changing those batteries.

**Remember, prevention is your best tool against fire!**

## Keys & Locks

Residents are not permitted to alter any lock or install a new lock to their doors.

If you are locked out, regardless of time of day, call the Service Line at 773.271.6143 Option 2 and enter a work order through your portal. In most cases, staff can be on-site within 30 minutes to help you. \*A lockout fee will be applied to your account.

## Noise Disturbances

Chicago's Noise Ordinance states that quiet hours are daily between 10pm and 8am.

We encourage our residents to first politely contact a neighbor who is possibly unaware of the noise disturbance that they, their guests, their pets, or their audio devices are causing during those quiet hours. We also ask that if a neighbor comes to your door to ask you to turn it down, that you politely oblige. Any noise complaints that are too disruptive or disregarded can also be reported to the Chicago Police Department. Dial 311 to file a complaint with the city (or 911 if the noise violation seems to be the result of criminal activity). You will need to provide the address, apartment number, and other relevant information about the violation such as the time it occurred, the nature of the disturbance, etc. Ask the dispatcher if you should be present to make a statement. For recurring problems, you can call 312-744-2277 to be connected with your district to learn about community meetings where you can discuss the issue.

Please let us know when you've reported a noise complaint to CPD and provide your report. Please also include video footage of the noise showing both the apartment door and the continued noise once you return to your unit and/or your reports from the CPD. We will speak to both residents, and add notices to accounts as needed.

Two notices is a lease violation.

In the event that this disturbance is created by vendors beginning work prior to their sanctioned start times, we ask that you call the Emergency Service Line so that our Service Team and Field Supervisor can address this with our vendors directly and immediately.

## Packages & Mail

An estimated 1.7 million packages are lost or stolen in the U.S. every day, according to the security company Security.org and this is an issue in Chicago and beyond. As you know from your signed lease, Becovic Management Group, Inc. is not liable for damage or loss to mail or packages delivered to the property — but we do operate to the best of our ability to keep your packages safe and work with delivery personnel to ensure that they are delivering your package responsibly and to a secure place inside your community.

- Never buzz in or allow access to anyone who you don't know or an expected delivery person.
- We urge you to schedule deliveries for a time that you will be home if possible, or have your packages delivered to where you are. Thieves look for unattended packages and will find a way in. Remove the bait!
- Require signature on delivery if possible and collect your packages immediately.



- Provide your carrier delivery instructions, PIN codes, directions to your package room, and anything else to ensure that your carrier can get in and know where they should leave your package.
- Sign up for Informed Delivery with the US Postal Service so you know what's coming.
- **If your building has an Amazon locker, register and use it so that your Amazon packages can be delivered securely. These directions are on or nearby the locker.**

If you are unable to fully engage with the package security in your building, there are countless options to hold packages at hubs for your retrieval, mailbox rentals, and more. Please reach out directly to your carriers for this information.

*If you have a Package Stolen:*

- *File a police report immediately. You can do this online through the CPD website at <https://home.chicagopolice.org/services/online-crime-reporting> or over the phone to 311.*
- *Email Nate at [nate@becovic.com](mailto:nate@becovic.com) with the time frame of your missing packages. His team will get an email to you with next steps.*
- *We will assist and work with the police and, at their request, turn over any footage to the Detective assigned to your case. Please have CPD email [nate@becovic.com](mailto:nate@becovic.com).*

*\*If it is found that the person responsible for the theft is a Becovic resident or guest of a Becovic resident, a 10-Day Notice will be issued with eviction proceedings to follow. The resident who had the package stolen from can then press charges against that resident as package theft is a felony.*

*\*\*Becovic cannot press charges on behalf of our residents.*



# SERVICE & MAINTENANCE

## Service Request Procedures

You may enter all service requests through your Appfolio Resident Portal or over the phone to the Service Department at 773.271.6143 opt 2. Service requests or work orders entered via email, text, or social media will not be addressed.

If you select "permission to enter" Becovic will attend to your work order as soon as possible and enter your unit whether you are home or not.

If you select "no permission to enter" you must contact the Service Department to schedule a date & time for your work order during normal business hours. If a work order is scheduled and the appointment is cancelled less than 24 hours before the start time, a cancellation fee will be added to your ledger.

If you have any questions about the status of your work order, please contact the Service Team directly via phone or email at [Service@Becovic.com](mailto:Service@Becovic.com), keeping in mind that this staff handles every request in every building in our 60+ community portfolio. Their response may not be immediate.

We strive for our service request procedure to provide fast, courteous, and efficient service. Work orders are addressed with the assistance of our janitors, maintenance staff, and outside contractors. Work orders are prioritized by need, not chronologically. If your request has not been addressed and your order needs to be escalated, please reach out to Nate at Ext 1219.

## Emergency Service Request Procedures

The Service Department phone number is staffed 24/7/365. After office hours, this number should be used to report:

- No heat in winter when temperatures are below 60°
- A plumbing leak or sewer stoppage which might damage personal belongings or community property.
- Any condition which might start a fire.
- Lock out. *(If you call for lockout and subsequently gain access to the unit through other means, it is your responsibility to promptly notify the same entity with who you places the request to cancel the lockout request. Failure to notify about the resolved lockout will result in a charge.)*

\*\*\*If you detect an odor of gas, contact your local gas company directly followed by an immediate call to the Becovic Service line.

The Emergency Service line is not interchangeable with the Chicago Police Department, Chicago Fire Department, or Emergency Medical Technicians. We ask that you be considerate of our employees during their off hours and only call them for service in emergency situations.

## **Cable Service Hookup**

If you schedule your cable/internet company to come to your unit, you must also open up a work order to inform our Service Department. These appointments must be during our working hours outlined on P1. If you call when the installation personnel arrives you run the risk of Becovic staff not being able to get to you in time and the outside service having to be rescheduled.

## **Decorating**

Your apartment was cleaned, painted, and prepped before your move in. Painting, wallpapering, tiling, etc. is prohibited without prior written authorization from Becovic . Please take care when hanging art in your unit. Ordinary wall art requires standard hangers and may be installed and removed by the resident. Large nails, screws, bolts, or more intense hanging hardware is not permitted. A repair charge will be assessed if damage occurs.

## **Light Bulbs & Detector Batteries**

Becovic provides light bulbs for every fixture and appliance prior to move in, and batteries for every detector. Replacement bulbs and batteries are the Resident's responsibility though accommodations can be made for those that need assistance, and a small fee will apply.

## **Water & Plumbing**

Your community's sewer system is designed to handle all normal drainage. It is not designed to handle paper towels, disposable diapers, sanitary napkins, or wipes (flushable or otherwise). These and similar items should not be flushed.

Pouring of grease into sinks, tubs or toilets is prohibited.

Damage caused by negligence will be charged to the resident.

Plumbing leaks should be reported via work order or to the emergency service line immediately. Be sure that your tub/shower, as well as the tiles and windows in your bathrooms and shower areas are fully caulked. Water seepage can cause serious damage to your unit as well as your neighbors'. If your bathtub has a window, please place a shower curtain over the window to protect the window sash from over-spray.

## **Air Conditioning & Heat**

For efficient heating and cooling, please:

- Keep all windows and doors closed to prevent heat or cooling loss. In the event of weather advisories, instructions will be sent to all communities.
- Dust your air intake vents. These pull air from inside of your unit and can become very dusty over time, blocking air flow.
- Install and remove window unit air conditioners according to manufacturers instructions, and keep installed only during applicable months. All window units are to be removed each fall, and residents will be notified when the time for installation & removal arrives.

- Your apartment has an internal thermostat. If you get warm in the winter & open your windows, this alerts the building's boiler to start and can easily overheat your neighbors. Please do your part in maintaining the temps in your building & consider an oscillating fan if your unit is stuffy, rather than opening your windows & disrupting the balance.
- Radiator valves should be turned all the way on or off. Radiator knobs do not regulate temperature and if turned halfway can cause steam buildup, noise, and damage.

## **Appliances**

**STOVE + OVEN** | To eliminate grease buildup, clean your stove top/ceramic cooktop with cleaner each time they are used and especially in instances of boiling over or spills. Do not use oven cleaner in self cleaning ovens.

**REFRIGERATOR** | The outside of your refrigerator can be cleaned with glass or stainless steel cleaner. The inside of your fridge can be cleaned with baking soda and water. To help eliminate food odors, place an open box of baking soda in your fridge and change every 3 months.

**DISHWASHER** | Scrape and rinse all food particles before placing dishes in dishwasher. Use only the recommended type and amount of detergent. Report any leakage immediately. An unreported prolonged leak can result in damage fees.



## **Pest Control**

Becovic's pest control company is Cycor. They provide on-call services for reported pest activity in units and buildings, as well as bi-annual inspections and treatments. If you have a pest control problem, please report it via work order immediately. The Service team will help you connect with and schedule treatment for your unit (and possibly units around yours.) Failure to allow the pest control company into your unit as scheduled will result in a fee and a 10-day notice.

We appreciate your not leaving open food out in your apartment as this attracts insects and rodents. If you grill at your community's BBQ patio, please scrape the grill and properly package and remove all scraps & leftovers when done.

Disposing of garbage and waste properly and keeping dumpster lids closed is a vital tool in the efforts to alleviate pests in and around your community. If your community has trash chutes, and

they are full, you must bring your trash down to the dumpster. Under no circumstances are residents to leave trash (bagged or otherwise) in or near the chute rooms, on balconies or porches, in hallways, or in any location that is not a trash receptacle. As stated in your lease, this action will result in fines.

# RENEWING/MOVING OUT

We're so excited for the next chapter of your life and appreciate your time with us! There are a few things you'll need to do when you're ready to move on from Becovic:

- Our staff handling lease renewals will be reaching out in advance of the expiration of your lease. Please respond as quickly as you can, but no later than 60 days from your lease expiration so that plans can be made for your apartment. Failure to adhere to this timeframe will result in a fine. If you'd like to renew sooner, you may reach out.
- You should submit your move-out notice through your Appfolio Tenant Portal with a forwarding address.
- Be sure to change your address with USPS, Amazon, bank, subscriptions, online payment systems, etc.
- You will receive, in advance of your move out, your move out instructions. This will also have tips for cleaning your unit, turning in your keys, removing utilities from your name, and closing out your accounts. Be sure to complete all of these items as described to ensure that your transition from Becovic is as smooth as it can be.

After you have confirmed that you've vacated your unit, there will be a move out inspection. Personal property left on the premises will be considered abandoned and disposed of. If Becovic incurs a charge for removal of your items, or damages (as defined in your lease) are recorded, you will be billed or charges will be removed from your security deposit, if you had one.

## Security Deposits

Becovic stopped collecting Security Deposits in 2012. If you moved in with us, you do not have a deposit to be returned. If we purchased your building and you had a security deposit with your prior landlord, we will have that deposit to return to you after your move out inspection. Once again, you must provide a forwarding address, as that check will be mailed. **The process of receiving your final move out statement and/or check can take 2-3 weeks.**



# GENERAL POLICIES

## Occupancy

It is necessary to identify and register all persons living in your unit, or guests staying for a period of time. Only those residents named on your lease and lease application are permitted to occupy your apartment.

Sub-lessees and roommate changes must be approved by the Management office. No one other than those on the lease may occupy a unit. Notify us of any proposed change from the original listing of residents as stated in the lease, and we will be happy to walk you through those processes in a way that protects your interests and contractual responsibilities.

## Pets

All of our communities are pet friendly! We must have current and accurate information on all pets living in your unit at all times.

While there is no pet rent, there is a one time pet fee that must be paid when a new furry, feathered, or scaly family member moves in, and a pet agreement that must be signed at that time. Once you sign and pay, we will look forward to adding the details of your new critter into your account once they arrive!

With this being said, there is a significant fee in addition to the pet fee given to units where unreported pets are discovered.

In the event of building evacuation, we turn over building rosters to emergency responders so that everyone can be accounted for. It is vital that we know who is in your unit, human & non-human.

If you will be pet-sitting, there is no pet fee, but please notify Management in advance to avoid the unreported pet fee.

All pets must be on a leash when outside the walls of your unit. Staking of animals on property or keeping animals in stairwells is prohibited. Every pet must be with their owner at all times when outside of your unit.

Picking up and disposing of your pet waste is required in the City of Chicago. We know animals have accidents and, should that happen on your way in or out, you need to return immediately to clean with cleaner and rags. If it happens on carpet, we ask that you pick up and clean what you can and immediately notify your building staff. There will be a charge brought to your account for carpet cleaning. If you do not pick up after your pet inside or out, there are violation fines.

If you have a need for Service, we will request that you secure your pets since our teams can work much faster without dodging dog kisses and cat swats.

## **Parking**

Vehicles are to park in their designated assigned spaces only and only after a parking agreement has been signed by the resident and by Becovic. Please email [processing@becovic.com](mailto:processing@becovic.com) to inquire about parking and secure a space. Becovic parking permits should be displayed at all times in any parked vehicle. There is no guest or visitor parking.

Driving or parking on lawns, sidewalks, medians, or landscaping is prohibited, and residents will be charged for repairs. Residents are also not permitted to wash or repair cars on the premises.

Always park in your assigned spot and in a way that allows access in and out of the lot/garage. Any vehicle illegally parked in Becovic lots or driveways may be towed without notice. The cost of towing caused by a violation of these rules will be assigned to the resident or owner of the car. Note that parking revocation is permanent.

No vehicles, including bicycles, are to be stored on balconies or porches. Please follow all posted Bike Room rules and advice. You will find that signage on page 17.

Charging of any electric vehicles is strictly prohibited.

## **Trash & Recycling**

Residents must place all trash in securely tied bags before transporting to dumpsters or chutes. Break down all boxes to allow as much room as possible in your community's recycling dumpsters. Disposing of garbage and waste properly and keeping dumpster lids closed is a vital tool in the efforts to alleviate pests in and around your community. If your community has trash chutes, and they are full, you must bring your trash down to the dumpster.

Under no circumstances are residents to leave trash (bagged or otherwise) in or near the chute rooms, on balconies or porches, in hallways, or in any location that is not a trash receptacle. As stated in your lease, this action will result in fines.

If you notice that your dumpsters are not being emptied, please do not hesitate to submit a work order so we can check in with the vendors assigned to your community.

## **Laundry Facilities**

Laundry Centers are open to residents only and equipped with PayRange, a mobile app that allows you digital payment and notifies you when your cycle is done. Please remove your wash promptly to allow those waiting to wash or dry access and follow all posted Laundry Center rules and advice. You will find that signage on page 18.

Report all machine defects or issues, either in the Laundry Center or your in-unit machines, to Service via a work order through your Resident Portal. For machine malfunction-based refund requests, report directly to PayRange through that app.

## **Fitness Centers**

Fitness Centers are open to residents only. Please follow all posted Fitness Center rules and advice. You will find that signage on page 19.

## Duplex Tower Pool

The pool at 6166 is open to Duplex Tower residents only. Please follow all posted and shared rules and advice. You will find that signage on page 20.

## Courtyards & Patios

Courtyards, Patios, Grills, Rooftop Decks and all other outdoor shared amenity spaces are open to residents from 8am-10pm daily, in accordance with the city noise ordinance.

## Community Appearance

We are proud of our communities and use our on-site teams, in-office staff, and residents to maintain the premises. We ask that you abide by the following policies in order to maintain the appearance and safety of your community, and to create a welcoming and pleasant atmosphere for your family and your guests.

- Mops, brooms and other clutter should not be stored on balconies or porches. Do not hang items such as rugs or clothing on railings, balconies, porches, or patios.
- Window coverings should be attractive. Blankets and sheets are not acceptable window coverings. If your Becovic-provided blinds or window-coverings are broken, please submit a work order for replacement.
- Feeding of birds and other wild animals on the property is prohibited.
- Fire code prohibits the storage of any item on landings, in stairwells, hallways, or other common areas. Items stored in common areas (including but not limited to shoes, coats, doormats, and plants) will be removed at the discretion of your building staff.





# BECOVIC.COM

## Helpful URLs

Again, know that this handbook was created to answer some of our most frequent questions. It neither overrides or replaces your lease, but should work in tandem with that document to make your time with us the best it can be. Below, please find additional URLs to help navigate our office structure, know our employees, and take full advantage of your resident opportunities!

### [Becovic.com/Our-Story](https://becovic.com/our-story) or [Becovic.com/Contact-Us](https://becovic.com/contact-us)

You can always find our staff listings and contact information at [Becovic.com/our-story](https://becovic.com/our-story) and departmental extensions at [Becovic.com/contact-us](https://becovic.com/contact-us) We encourage your outreach, questions, and input.

### [Becovic.com/Events](https://becovic.com/events)

This page lists all Becovic events along with events that we support and sponsor in all Becovic neighborhoods. You'll also find events submitted by or curated from neighborhood non-profits, our Neighborhood Partners, and our Residents.

### [Becovic.com/Residents](https://becovic.com/residents)

As mentioned earlier, this page has your Appfolio Resident Portal access, but also has the deals from our Neighborhood Partners. Our Neighborhood Partners are local neighborhood businesses that offer special discounts to Becovic residents. This list changes often, so keep an eye there for specials in your neighborhood. Do you know of or own a business that you'd like to see become a Becovic Neighborhood Partner? Let us know at [Marketing@Becovic.com](mailto:Marketing@Becovic.com)!

### [Becovic.com/Availability](https://becovic.com/availability)

Families and households shrink and grow, and you may find that your housing needs change. Take a look at our current availability and reach out to Leasing at 773.271.6143 Option 1 if you're interesting in transferring.

### [Becovic.com/Careers](https://becovic.com/careers)

We have incredible benefits, a great team, and wonderful residents. Any Becovic job postings will be posted here at our Careers page.

### [Becovic.com/Blog](https://becovic.com/blog)

Find not only Becovic Press releases here, but information about your neighborhood, restaurant ratings, fun lists and non-profit news.

## Social Media Sites



### **@becovicchicago**

Community and neighborhood news including Neighborhood Partners, Chicago fun, apartment listings, beautiful buildings, what your Becovic staff is up to, and so much more! Resident contests (Halloween Pets, Decor, etc.) are always posted here!



### **@becovicchicago**

Find video love letters to our neighborhoods, how to videos for the tech in your unit, and community tours!



### **@becovic**

Find job postings, neighborhood trends, and press releases about our most recent acquisitions.

## Reviews

Unfortunately, things can go wrong – your feedback allows us the chance to put things right. The worst kind of dissatisfaction is the kind we don't know about — please don't hesitate to enter work orders, respond to surveys, and reach out directly!

If you'd rather tell Google or Yelp, please be sure to provide the details for your complaint and the name with which you're registered in our system — the time spent trying to connect a code name to an actual resident can be so much better spent solving the issue that's causing you trouble. We will always respond.

Of course, if you're happy in your Becovic experience, we always love to hear about that directly and in online reviews!

# Welcome to the Bike Room!

Use of this facility serves as your acknowledgment & agreement of the rules below.

- **Management is not responsible for loss of or damage to items stored in this room. Please store items at your own risk.**
- **All bicycles stored in this space must be locked with your own lock to the provided vertical racks.**
- **Racks are first come, first served. If racks are full, you may not store your bike.**
- **Unfortunately, this space does not offer storage for strollers/wagons/scooters/etc. Items other than racked & locked bikes will be removed. We apologize for the inconvenience this may cause.**
- **Occasionally, we may ask that bikes are moved for needed maintenance in the room. Any bikes left after those deadlines will be disposed of by Management.**
- **Chicago Complete Streets has an excellent page that every bike owner should know at [chicagocompletestreets.org/theft-prevention](http://chicagocompletestreets.org/theft-prevention). There's also a link there to register your bike with the CPD.**
- **Don't forget to take your bike when you move!**
- **Thank you for following the rules to ensure everyone's enjoyment of this space!**



# Welcome to the Laundry Center!

Use of this facility serves as your acknowledgement & agreement of the courtesies below:

- Management is not responsible for damaged or lost articles including, but not limited to, runaway socks.
- Kindly remove your clothing from machines promptly. Did you know that Pay Range will alert you when your load is done?!
- Clean lint traps after drying cycles.
- Do your part in keeping your laundry room clean by wiping spills, picking up dryer sheets, and disposing of your trash. Fines may be assessed to support on-site staff who has to pick up after anyone not cleaning up their own messes.
- Report any machine defects or issues immediately via a Service Request through your Resident Portal.
- Refund requests caused by machine malfunction should be placed through your Pay Range app.
- DO NOT use these facilities for tinting or dyeing.
- DO NOT sit on counters, tables or machines.
- DO NOT remove items from the room that do not belong to you under any circumstances.
- DO NOT overfill the machines. If you overload a machine, the cycle will be cancelled for repair and you will not be refunded.
- Thank you for doing your part to ensure the function of this shared amenity! Enjoy the good clean fun!!



# Welcome to the Fitness Center!

Use of this facility serves as your acknowledgement & agreement of the courtesies below:

- Management is not responsible for injury. Please use equipment at your own risk.
- Shirts & workout shoes must be worn at all times.
- No food, glass, alcohol, smoking, or horseplay.
- Children aged 10-16 must be accompanied by an adult at all times. Children under the age of 10 are prohibited at all times.
- Report any faulty, missing or damaged equipment immediately via a Service Request through your Resident Portal.
- Use management provided sanitizing spray & wipe down on machines & equipment after use.
- Move on to the next station after you've completed your workout. Do not lounge on machines.
- DO NOT remove items from the room that do not belong to you under any circumstances.
- Re-rack all of your used equipment when finished.
- Thank you for doing your part to ensure the function of this shared amenity & hooray for getting strong!



**BECOVIC**  
Neighborhood. Community. Home.

# Welcome to the Pool!

Use of this amenity serves as your acknowledgment of & agreement to the rules below.

Since there is no lifeguard on duty, these rules must be strictly adhered to.

Neither Becovic nor The Duplex Tower hold liability for the safety of residents & guests in the pool and surrounding areas.

- Guests of residents may not use the pool or pool deck area without resident in attendance. Anyone found sharing access codes with non-residents will be in breach of lease.
- Do not hold gate open or allow others into pool area. Everyone can access the pool who should be accessing the pool.
- Shower before entering pool.
- No animals in pool, on pool deck or in seating areas.
- NO food & NO glassware in pool or on pool deck. NO alcoholic beverages.
- NO running. NO boisterous or rough play. NO diving.
- Children under the age of 14 years may not use the pool without their parent or guardian in attendance.
- Babies & children not toilet trained are not permitted in the pool unless wearing appropriate plastic/rubber swimwear.
- Proper swim attire is required in pool and pool deck area. Street clothes are not permitted in the pool.
- Residents must dry, dress and put on shoes before entering the building. Please use the freight elevator when returning from pool.
- **POOL OCCUPANCY: 35 people**
- **POOL HOURS: 8AM-10PM** The pool may be closed at any time due to weather, equipment repair, cleaning, etc. Trespassing in the pool outside of open hours will result in lease violations & fines. Police will be called.

**Thank you for following the rules to ensure everyone's enjoyment of this space!**





Celebrating 50 years of Chicago real estate, the Becovic family has invested in multifamily properties throughout the northside of Chicago since 1973. Today, the Becovic Chicago portfolio has over 2700 units spanning numerous Chicago neighborhoods. As long-term owners with a hyper-local pulse on each community's values, needs and dreams, Becovic is dedicated to fostering diversity, integrity, beauty, and vitality in the neighborhoods where they own and manage. This is achieved through continuously investing in their buildings and improving residents' homes and lives.