

Move-in tips for new owners

310 Arlington Avenue
Factory South Lofts
December 8, 2024

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Move-in tips for new owners

1. Utilities

- a) Electricity with Duke Energy (ask FSR about meter access/key lock box.) You do not need to be present for connection.
- b) Internet/CATV with Direct TV, AT&T or Spectrum. You do need to be present for installation....about 90 minutes. As of 12/8/24, Google Fiber is not available at FSL.

2. Mail delivery

- a) Parcels (FedEx, USPS, Amazon, UPS, DHL) are delivered to package room on **second floor**. Contact nina.henderson@fsresidential.com to obtain the access code. (See keypad after you place your hand over the sensor.) After exiting the front elevator, go toward unit 237 and take the first right. The room is the first door on the right.
- b) If you are missing a package: check the lobby; check with the concierge at 315 Arlington.
- c) Letters:
 - i. Mailboxes in lobby are key operated. You should receive the key at closing.
 - ii. There is an outgoing mail slot in the middle of the individual boxes.
 - iii. If you have a pile of mail for previous occupants, mark it RTS (return to sender) and drop it in the outgoing mail slot in the lobby. Hopefully, this will eliminate mail to previous occupants. This only works for first class mail so just discard any second-class mail.

3. Access and Keys

- a) You should receive a key to your apartment, a common key, a mailbox key, and a remote garage door opener. It is possible to program your car's transmitter to open the garage gate; check your car's owner's manual for instructions. FSR has a supply of the remotes. There is an optional fob for the garage elevator.
- b) FSR can provide the programming code to the eight switches in the garage remote.
- c) You need an invitation email to register with the **Swiftlane front door access system**. Contact nina.henderson@fsresidential.com.
- d) Remember to purchase a lock for your chicken-wire storage unit locker.
- e) The common key can be obtained from Rich Leder if not received at closing. Use it to:
 - i. Open exterior doors;
 - ii. open loading dock door;
 - iii. open storage room door;
 - iv. open pedestrian gate to the left of parking garage entrance; and
 - v. open stairwell door on the bottom level next to the garage
- f) Use a PIN or facial recognition to open the front door.
- g) Use the optional fob by the garage elevator to enable the elevator call button to work. To use the fob, hold it next to the sensor on the keypad.
- h) You can also access the garage elevator by pressing the code. Code changes from time to time. Email nina.henderson@fsresidential.com to obtain the current codes.
- i) Commercial Office units on residential floors: please retrieve keys and fobs when an employee leaves your company.

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4. Parking

- a) Each unit is assigned one parking space within the covered garage. No other parking spaces are assigned to a unit.**
- b) Parking in someone else's space: your car may be towed without notification since you are impeding someone's ability to park in his or her space.**
- c) To park in the Bland Street lot, download the AirGarage app and register, including your credit card and the license plate number from your car. Parking is \$4 per hour. If you are not logged in on the app, your car may be towed without notification. At a minimum, not logging in is a \$50 fine.
- d) Parking places on Arlington are
 - a. for FSL owners, renters, and guests, and
 - b. are subject to a two-hour maximum during the daytime.
 - c. Violation can result in towing.
 - d. You and your guest must use a parking hang tag while parked on Arlington.
 - e. Your service worker/contractor must use a parking hang tag on Arlington.
 - f. Each unit receives two "guest" hang tags and one "contractor" hang tag.
- e) Parking spaces in the horseshoe-shaped lot accessed from South Blvd are only for the customers of the commercial tenants and should not be used by FSL residents.
- f) Some owners do not use their garage parking spaces and are willing to rent them for about \$200 per month if they know you. There is no right of an owner to have a second space, but sometimes they are available.
- g) Parking spaces at the end of Arlington Ave are reserved for contractors and service trucks until 6:00 PM.

5. Visitors and Guests

- a) Access control is by the Swiftlane system at the front entrance. Contact the property manager nina.henderson@fsresidential.com to receive the owner's invitation email to get registered in the system.
- b) Residents can have the entrance door opened for a visitor by pressing the button in the Swiftlane app or creating a one-time code for a one-time visitor. Codes can be created in the app for repeat visitors also.

6. Trash and recycle

- a) Bag and tie your trash and drop it in the chute in the closet by the front elevator on your floor. (If you don't bag it, the chute gets clogged.).**
- b) Take your recyclables to the ground floor recycle collection center in loading dock area. This would be paper, plastic, glass, cans. Put the items (without a plastic bag) into the blue barrels.**
- c) To recycle cardboard, boxes must be broken down and flattened. Put cardboard in the separate brown wooden box for the purpose in loading dock area. (Do not put cardboard in the trash chute because it causes clogs.)**

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- d) Large or bulky items. On the interior side of the doors going to the loading dock is the "chute room." In here, there is a metal door on the wall that gives access to the dumpster. There are buttons on the wall to the left of the access door. After you toss an item into the dumpster, press the button (that has a key in it) by pushing on the key. This activates the compactor. Close the door when finished.
- e) If your item is too large for the dumpster (say, a sofa), please contact City of Charlotte "bulky item pickup." <https://serviceRequest.charlottenc.gov> You (and a buddy) have to haul the item down to the loading dock deck. The City will pick it up from there in response to your request. You are responsible to ensure they do pick it up. Otherwise, you will be charged for removal.
- f) To dispose of live Christmas trees, take them down the stairs and out to the curb on Bland Street. The City will collect them there if you have removed the stand and plastic wrap.

7. Property attendants

- a) A cleaning company keeps the common areas clean from Monday to Friday.
- b) FSR has a maintenance man that does repair and maintenance.

8. HOA

- a) Set up your monthly HOA fee payment on the ClickPay website. Go to the Factory South resident portal <https://factorysouth.connectresident.com>. Set up your profile. Then click the payment button. You may pay by check, credit card (fee), or ACH electronic debit.
- b) The HOA fee changes annually in July based on the operating budget. During the first week of June, reset your monthly payment amount, so that the payment due by June 25th, for the month of July, will be the correct amount. Your new payment is in the annual budget that all owners receive by email.
- c) Board elections. Annually in June, owners elect three new board members. The new board elects the officers.
- d) Monthly meetings on the **last Wednesday of the month** are held in the private room at Nikkos Sushi Restaurant on Arlington Ave, or virtually with the Zoom app. Notice will be given by email from FSR. All owners are encouraged to attend/login.
- e) There are two board committees: *Architectural Review* and *House*.
- f) HOA official documents – meeting minutes, rules, policies, budget, etc – are on the Factory South resident portal <https://factorysouth.connectresident.com>.
- g) There are 85 residential units and 6 commercial units.
- h) The Factory South resident portal <https://factorysouth.connectresident.com> has an opt-in directory.

9. Property taxes

- a) Either at closing (or online), obtain the bill for the current year assessment. Pay it in December unless it is included in your monthly mortgage payment.

10. Homeowner's Insurance

- a) **Master policy.** The HOA maintains a policy to cover losses on common areas of the building. The deductible is \$15,000 for water damage, \$10,000 otherwise.

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- b) Homeowners' casualty policy. (fire, theft, weather damage.) Units have sprinklers in every room.
- c) Liability (if a problem in your unit causes damage to another unit.) Most likely problem is a water leak/flood. Get this coverage in your policy; else pay up to a \$15,000 deductible in case of an accident.

11. Furniture or Appliance Delivery

- a) **Important!** For a delivery truck to fit into the loading dock area, it must have top clearance less than 12 feet. Typical trucks having 26+ feet in length are **too big**, and FSL does not have a ramp for the dock.
- b) Requires three days' notice to FSR so elevator pads can be put up and to ensure that two units are not trying to move in or out at the same time.
- c) Sensitive issue since some people damage elevators when they move **in/out**.

12. Outdoor Grills on common patio by garage

- a) Fueled by propane tank.
- b) First come, first served. Last replaced in 2022. Notify nina.henderson@fsresidential.com if a tank is empty. Refilled tanks are kept in the Dry Riser Room adjacent to the canopy in front.

13. Stairs

- a) You need your common key to enter the stairwell on the ground floor by the garage.
- b) You cannot access the lobby via stairs.
- c) There are four stairwells:

Number	Indoor access near:	Exits to outside	Comment
1	Front elevator	Horseshoe retail parking	Has roof access; need key code from FSR.
2	Unit x26	Arlington Avenue	
3	Unit x01	Bland Street metal steps	No access to Level 1.
4	Hall near Unit x13	Garage motorcycle area; Bland St. concrete steps	

14. Unit Owners are responsible for Mandatory Unit Maintenance

- a) Monitor the catch pipe in the mechanical closet that catches condensation from the air handler. A common and expensive problem is that these pipes overflow causing floods or leaks that damage units below. Your HVAC service worker can install a kill switch that stops the A/C from producing condensation when water accumulation is detected. Most owners have an annual service check from an HVAC vendor, and they test the catch pipe for clear flow. Otherwise, pour a diluted bleach solution in your catch pipe twice a year to prevent algae backup.
- b) Be aware of the age of the hot water tank. Once the tank is ten years old, the likelihood of a tank failure and catastrophic flood gets very high. When tanks fail, the unit owner is financially responsible for damage to units below.

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- c) Monitor the condition of the caulking around their plumbing fixtures. Old, cracked caulking is a common source of water leaks to units below.
- d) Have their dryer vents cleaned annually.
- e) Allow annual inspection in their unit of the ceiling mounted fire suppression sprinklers. This is a law from the fire code. This usually happens in early October.

15. Other items of interest

- a) **Level 1 units** are all commercial tenants. Owners vote at HOA like residential owners in proportion to the square footage owned. A few more units on the residential floors are used for commercial office space.
- b) As of December 2024, **28 residential units are rental tenants**. One owner has 11 adjoining residential units. There are six units in the residential area that are used as daytime business offices.
- c) As of December 2024, **there are two commercial units under construction on the ground floor**. One will be sushi take-out, and the other will be an upscale tapas bar.
- d) **Dry cleaners** pick up and deliver to FSL. The resident must give the delivery worker a code to enter the building.
- e) No wood burning **fireplaces**. Ventless models are okay, but fuel must be electricity since only first floor tenants have natural gas supply. (There is one unit with a fireplace that was built before the rule was adopted.)
- f) Laundry **dryers are vented** to the outside, but stovetops and bathroom fans are not.
- g) **Noise control** is important. Be considerate of tenants below, **above** and to the side especially in audio and conversation volume level. Between 11:00 PM and 8:00 AM is quiet time. The lofts have no sound insulation. You should expect to hear the general hum of neighbor conversation or TV, footsteps, and street noise.
- h) You may opt in to have your door-lock keyed to be on the **FSL master key**. This could be handy if you are out of town and there is an emergency maintenance issue in your unit.
- i) There are periodic **fire drills** that cause the fire doors to automatically close, and the elevator will reset to the first floor.
- j) An individual membership to the **Dowd YMCA** (across South Blvd at corner with Lexington) is \$81 monthly **as of 2024**.
- k) A round trip ticket on the **light rail** is \$2.20 that you can buy with your credit card at the train stop. There are discounts for senior citizens. An easy way to buy tickets is to use the CATS smartphone application.
- l) The HOA provides **furnace filters** once every six months. Please install these and discard old one. If you do not need a filter, place this new filter by the closet next to the garage elevator.
- m) **Water shut-off valve** in your unit is in the _____.
- n) **Your pet** must be registered with FSR by submitting a form and a picture. The form is on the FSL resident portal website on pg. 17 of Rules & Regulations under the Documents section.
- o) In the fall when the temperatures drop into the 30's, your windows will experience **condensation** and you will see some water accumulation on the sills and side frame. If this is bothersome, purchase a dehumidifier to remove some moisture from the air.
- p) There is a **10-foot ladder** available for loan (from owner Jerry Slayton) on the fourth floor. You can use this to change lights on your ceiling.

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- q) (Except in the original 14 units of the building.) inside your unit, up on the second row of windows, there are **small windows** that open to the outside. There is a tool (wooden rod with a metal tip) that you can buy to use to open the small window without getting on a ladder. Some units have slider windows.
- r) In the garage by the elevator, there is a **grocery cart** useful for transporting big loads from your car to your unit. Please return the wagon to the garage as soon as you are **done**.
- s) Target, Walmart, and Academy Sports sell collapsible **canvas rolling wagons** for about \$60. These are very useful at FSL.
- t) Nothing other than your vehicle may be left (stored) in **your parking space**. No coolers, strollers, sports equipment, shoes, automotive gear, or wagons.
- u) **Electric Cars**. There is a charging station on South Blvd in the block just south of FSL. Charging is free with ChargePoint application, but parking is not during certain hours.
- v) Major local **news outlets**: The Observer; Charlotte Business Journal; WBTV; and "Axios Charlotte," an upbeat brief daily blog of local events, store openings, and major real estate announcements. Subscribe to their daily free newsletter. Also follow StuffToDoInCharlotte and SouthEndclt on Instagram.
- w) The **rail trail** (a sidewalk parallel to the railroad tracks) is a popular local place to walk. It goes only a short distance toward uptown (maybe three blocks) but runs two miles south toward Clanton Road.
- x) On Saturday from 9AM to 1PM, there is a **farmers' market** on the rail trail just past the intersection with Tremont Ave.

16. Medical

- a) Atrium Hospital ER at corner of Morehead St and Kings Dr.
- b) Urgent Care clinic at same location and at 2041 South Blvd.
- c) 24-hour drug store, Walgreens, corner of South Blvd and Woodlawn Rd.

17. Postal Service

- a) There is a **postal service** substation inside the Cannon Pharmacy at 2334 South Blvd. The official post office for our zip code is at 201 N McDowell Street, which is downtown. To return online-purchase packages, **US Postal Service drop off** is at Cannon Pharmacy; **UPS drop off** is at 1800 Camden Rd, and **FedEx drop off** is at Office Max on South Blvd. Option: Amazon returns can also be dropped off at Whole Foods, 400 E Brooklyn Village Ave.

18. Voting

- a) Get the registration form at the Board of Elections website.
www.mecknc.gov/BOE/voter/Pages/default.aspx.
- b) Your voting precinct #22 is at Greater Galilee Baptist Church, 501 W Park Ave, Charlotte 28203.

19. Power outages

- a) In the event of a **power outage**, the gate to the garage operates on battery power so it will open and close.

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- b) The stairwells have battery-powered emergency lighting.
- c) Call Duke Energy at 800.769.3766 to report outages or use the Duke Energy app.

20. HVAC unit maintenance

- a) You will need roof access if you perform maintenance on your HVAC unit. Arrange this in advance with nina.henderson@fsresidential.com at FSR to coincide with your service appointment. **The lockbox containing the roof key is on the 4th floor stair landing by the front elevator.** Nina can give you the lockbox code.

21. Rentals

- a) If you want to **rent your unit** to a tenant, the minimum rental period is 30 days.
- b) A copy of the lease agreement must be submitted to FSR nina.henderson@fsresidential.com prior to move-in; FSR needs to ensure that the lease agreement imposes a duty on the tenant to obey the HOA regulations.
- c) You must give FSR the tenant's phone number and email address. This is very important when there are eBlasts that need to be seen by all building occupants (scheduled power outage or water shut-off, car parked in wrong spot, fire drill, window washing, security danger, etc.)

Move-in tips for new owners

Current access codes: garage elevator _____ package room _____

Parking space # _____

22. Vendors with experience working at Factory South Lofts

<i>Category</i>	<i>Name</i>	<i>Used by</i>	<i>Contact info</i>
Plumber, HVAC, Electrician	Nu Blue	HOA and others	866-455-2583
HVAC	GSM	[whole building]	980.256.2789
HVAC, annual service	Phillip Bowen, Air Maxx	C. Woodlief, 418	704.527.3745
Electrician	Chris White	C. Woodlief	832.477.4151
Wall board	Juan Cevallos	J. Bouagnon, 416	704.910.7742
Laundry	2U	C. Woodlief, 418	2Ulaundry.com
Locksmith	LocDoc \$\$\$\$, Pop-A-Lock	Loc Doc (704) 554-6121	Pop-A-Lock 704.596.6737
General contractor	Andrew Roby	J. Turner, 408	704.334.5477
Maid service	Maribel Tapia (limited English proficiency)	Unit 418, 318	704.449.8815
Handyman	Juan Cevallos	J. Bouagnon, 416	704.910.7742
Flooring	Nance Hardwood Floors		704.684-0325
Lighting	Lighting & Bulbs Unltd	C. Woodlief	980.819.5194
Water damage restoration	24/7 Metro Restoration	FSR	704.372.1200
Pest control	Dodson	[whole building]	704.375.2581
General construction, repair, maintenance	Griffin Construction Svcs	[whole building]	704.835.3988

Please contribute to this list if you have a reference to share. cindywoodlief@gmail.com