



CHARLESTON AT THE MEADOWS

Tenant's Handbook

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1.1 Introduction

Welcome to your new home at Charleston At The Meadows (CATM). We hope your transition into our neighborhood is a smooth one and your stay here is pleasant for you. This handbook answers many of the questions you may have as you move in, and will be useful to refer to throughout your residency. For your convenience, you will also find a digital version of this handbook through the Tenant's Portal on our website, www.CharlestonAtTheMeadows.com. The online version of this handbook will be kept updated as necessary. You will be notified of any changes in policies, practices or procedures by emailed and written notices.

In addition to some practical information about your unit, this handbook also includes further detail on issues and topics previously addressed in your lease agreement. In the event of a conflict between this handbook and the lease, your lease agreement will be in control in combination with any written and distributed notices from Management.

The CATM Management Team leases available units, supervises rental payments, arranges for needed maintenance or repair services, and enforces the terms of your lease. If you have any questions or needs concerning your unit, please contact us by phone, text, e-mail, fax or mail.

CATM seeks to continuously improve the care, courtesy and communication extended to its tenants and the stewardship provided to the property's owners. You are therefore invited to offer any suggestions for consideration in preparing future updates of this Handbook. Please let us know of any additional topics you would like to see covered, or any information you find unclear.

1.2 The Management Office

During office hours, the phone will be answered at the on-site Management Office. After hours calls will be answered by the Manager On Duty. With the exception of emergencies, you are requested to limit calls to office hours.

Our Management Office, located in Building 21, Unit 3 on Charleston View Court, is **open weekdays from 11:30am to 3:30pm**. Feel free to drop by during those hours with any questions or concerns you might have, or just to meet your **on-site Property Manager, Paul Westin**. After hours and during the weekend, leave a message in the general voice mailbox; the Manager On Duty will respond as needed.

Phone: (828) 513-0606

Fax: (828) 489-3441

Email: office@charlestonatthemeadows.com

Mailing address: FGC Summit Management, PO Box 1467, Brevard, NC 28712

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