

Welcome to

27NORTH

STUDENT LIVING APARTMENTS





Dear newest 27 North resident,

On behalf of 27 North Management, we want to extend a warm welcome to your new home. We are thrilled to have you as our resident and are here to ensure that your stay is comfortable and enjoyable.

As a college student, we understand that this may be your first time living on your own, away from home. Rest assured that we are here to support you in any way we can. Our team is available to answer any questions or concerns you may have, and we strive to provide a comfortable living environment.

We take pride in maintaining our properties to the highest standards and we hope that you will take care of your new home as well. We encourage you to reach out to us if there are any maintenance or repair issues that need to be addressed. We can be reached via email, call, or the resident portal.

Once again, we are thrilled to have you as a resident and look forward to your residency throughout your time with us. If you have any questions or concerns, please do not hesitate to reach out to us.

Sincerely,

27 North Management

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# Meet *the Team*



**Lawain Brooks**  
General Manager



**Derrick Peprah**  
Assistant General Manager



**Leah Kankelborg**  
Leasing Manager



**Spencer Garner**  
Leasing Specialist



**Alyson Guthormsen**  
Events and Marketing Specialist



**Steven Melendez**  
Maintenance Supervisor



**Chuck Smith**  
Maintenance Technician



**Mamaz**  
Chief Happiness Facilitator



# Community *Amenities*

27 North Student Living provides you with a plethora of luxurious amenities that cater to the needs of modern students. The heated resort-style pool is the perfect spot for you to relax, unwind, and soak up the sun. Additionally, the property features bike storage facilities, making it easy for you to take a short bike ride to campus or explore the local San Jose State neighborhood.

One of the amazing amenities that makes 27 North stand out is our study lounges on every floor, allowing you to focus on your studies without distractions. You can also reserve these rooms should you wish to host a study session with your peers.

Our Community's courtyard with a fire pit and grills is the perfect place to enjoy a BBQ with friends or relax by the fire. The fitness center is fully equipped with the latest equipment, ensuring that you can maintain your fitness and well-being. The controlled access parking garage provides convenient parking for you, making it easy to get in and out of the building. Additionally, the building is controlled access, providing you with security measures to ensure a comfortable living environment.

Overall, 27 North Student Living offers you an unparalleled living experience with state-of-the-art amenities that are designed to make your life easier and more enjoyable.



# Apartment *Features*

27 North Student Living offers a variety of apartment features to enhance your living experience. All apartments are fully furnished, ensuring that you can move in and feel at home immediately. The stylish furnishings include comfortable beds, desks, chairs, couches, and more. Additionally, all units feature stainless steel appliances, adding a modern touch to the living space. The appliances include a refrigerator, stove, microwave, and dishwasher, making it easy for you to prepare and enjoy meals.

Here at 27 North, your apartment also comes equipped with high-speed internet and cable TV. This ensures that you can stay connected to your studies and the outside world while enjoying your downtime. In-unit washer and dryers are also available, saving you the hassle of having to go to a laundromat. This convenience allows you to focus more on their studies and social activities.

Rooms are available for single occupancy or can be shared with a roommate through the RoomSync roommate matching system. Keyed bedroom entry provides an extra level of security and privacy, ensuring that you can relax in your own space without worrying about unwanted interruptions. 27 North is also pet-friendly, allowing you to bring your furry companion along. Walk-in closets are available in select units, providing ample storage space for clothing and other personal belongings.



# WiFi *Set Up*

## **Your WiFi**

Upon Move-in, you all will be receiving an email containing your login credentials. Please be sure your phone number and email address are updated in your resident portal. This is crucial for setting up your WiFi. There will be a one-time set up fee of \$99.

## **Community WiFi**

The common area Wi-Fi information is posted in each common area for your convenience.

## **Having WiFi Problems?**

If you are experiencing WiFi issues, please contact Xfinity directly at (844) 790-6935 or [XCsupport@comcast.com](mailto:XCsupport@comcast.com). 27 North Management cannot assist you with connectivity trouble.





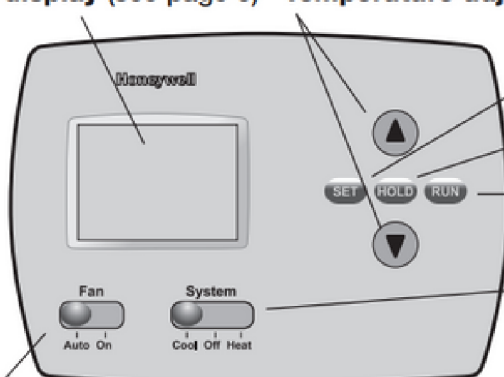
# Air Conditioner

## Controls and Settings

### Operating Manual

## Quick reference to controls

**Digital display** (see page 5) **Temperature adjustment** (see pages 11-13)



- **Set:** Press to set time/day/schedule
- **Hold:** Press to override programmed temperature control
- **Run:** Press to resume program schedule

**System switch** (see page 7)

- **Cool:** Thermostat controls only the cooling system.
- **Heat:** Thermostat controls only the heating system.
- **Off:** Heating and cooling systems are off.

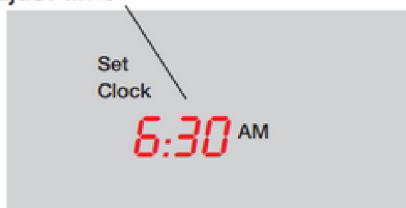
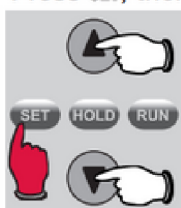
**Fan switch** (see page 8)

**On:** Fan runs continuously.

**Auto:** Fan runs only when heating or cooling system is on.

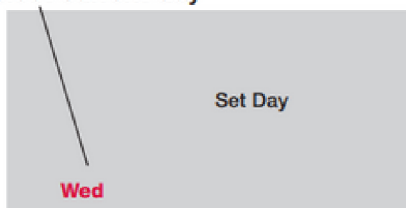
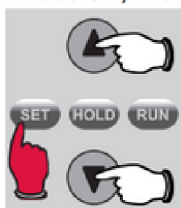
## Set the time and day

Press **SET**, then adjust time



- 1 Press the **SET** button, then press **▲** or **▼** to set the clock time.
- 2 Press the **SET** button, then press **▲** or **▼** to select the day of the week.
- 3 Press **RUN** to save & exit.

Press **SET**, then select current day



**Note:** If the display flashes **Set Clock**, the thermostat will follow your settings for the weekday "Wake" time period until you reset the time and day.

# Air Conditioner

## Controls and Settings

### System switch



Set **SYSTEM** switch to control the heating or cooling system.

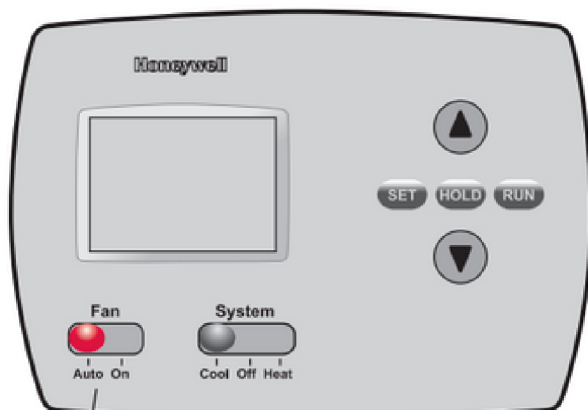
The **SYSTEM** switch can be set to control your heating or cooling system, depending on the season.

- **Heat:** Thermostat controls only the heating system.
- **Cool:** Thermostat controls only the cooling system.
- **Off:** Heating and cooling systems are off.



**CAUTION: EQUIPMENT DAMAGE HAZARD.** To prevent possible compressor damage, do not operate cooling system when outdoor temperature is below 50°F (10°C).

### Fan switch



Set **FAN** switch to choose whether the fan runs continuously or only as needed.

Set the **FAN** switch to Auto or On.

In “Auto” mode (the most commonly used setting), the fan runs only when the heating or cooling system is on.

If set to “On,” the fan runs continuously. Use this setting for improved air circulation, or for more efficient air cleaning.



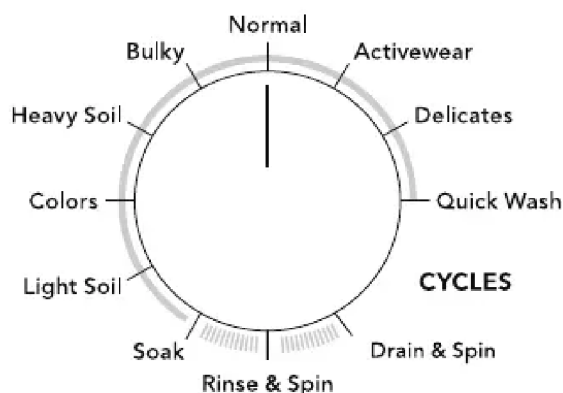
# Washing Machine

## Controls and Settings



This manual covers many models and not all cycles, options, or features listed are available on every model. Consoles shown above for reference only. Your model may differ.

### Wash cycle selection



#### Normal

Select this cycle for normally soiled cottons, linens, towels, shirts, denims, and mixed loads.

#### Activewear

Select this cycle for small loads of light-weight, synthetic apparel worn for working out, running, swimming, cycling, tennis, and similar activities when removal of light soil and perspiration are important.

#### Delicates

Select this cycle for lightly soiled knits and delicates which require gentle washing.

#### Quick Wash

Select this cycle to quickly wash a small, lightly soiled load in 35 minutes.

#### Rinse & Spin

Select this cycle for loads that require a cold water rinse or to add fabric softener that may have been omitted in a regular cycle.

#### Drain & Spin

Select this cycle to drain excess water from a load.

#### Soak

Select this cycle to soak heavily soiled and stained items before washing. Cold water is recommended with this cycle as warmer water may set some stains. Use the amount of detergent recommended for a normal wash cycle. If desired, use a bleach or a soaking agent safe for the fabric. The washer will continue on with a soil-loosening wash cycle immediately after the soak phase.

#### Light Soil

Select this cycle for lightly soiled cottons, linens, towels, shirts, denims, and mixed loads.

#### Colors

Select this cycle for lightly soiled, dark, or highly dyed fabrics which may be susceptible to dye loss.

#### Heavy Soil

Select this cycle for heavily soiled cottons, linens, towels, shirts, denims, and mixed loads.

#### Bulky

Select this cycle for bulky items such as comforters, blankets, mattress pads, sleeping bags, and other similar items

### NOTE

Washers connected to water supplies with lower inlet pressure will experience longer filling times and may not complete cycle as quickly.

# Washing Machine

## Controls and Settings

### Wash cycle settings

#### Wash temp (water temperature)



Press the Wash Temp button to cycle through wash water temperatures until the desired temperature is selected. The LED will light to indicate the current selection. Select a wash water temperature according to fiber content, colorfastness, and soil level. To protect your fabrics, the temperature range of cold to hot settings may be different depending on cycle selected.

The water heater setting, its distance from the washer, water usage in other parts of the home, and seasonally low ground water temperature in some geographic areas can affect water temperature.

#### Hot

Select this setting for heavily soiled white or colorfast cottons and blends.

#### Warm

Select this setting for normally soiled white or colorfast cottons or blends.

#### Cold

Select this setting for lightly soiled non-colorfast items, knits, delicates, and hand washables. Some warm water will automatically blend with cold tap supply to achieve cold.

#### Water level



Press the Water Level button to cycle through wash water level until the desired water level is selected. The recommended water level can be determined by the size of the wash load.

#### MaxFill

Select the MaxFill water level setting if the tub is over one half (1/2) full.

#### Med (Medium)

Select the Medium water level setting if the tub is between one third (1/3) and one half (1/2) full.

#### Low

Select the Low setting if the tub is one third (1/3) or less full.

The Medium and MaxFill settings are also recommended for heavily soiled loads to remove excess dirt and detergent or if household members have sensitive skin.

#### Detergent Packs

For best results add the recommended quantity of detergent packs (One or Two) directly in the empty drum BEFORE placing the laundry into the unit.

**DO NOT** place the detergent packs on top of the laundry as the gel coating may stick to the clothes.



#### For best results

Follow the fabric care label instructions on items to be washed.



# Dryer

## Controls and Settings

### Dryer controls and settings



This manual covers many models and not all cycles, options, or features listed are available on every model. Consoles shown above for reference only. Your model may differ.

#### Dry cycle selection

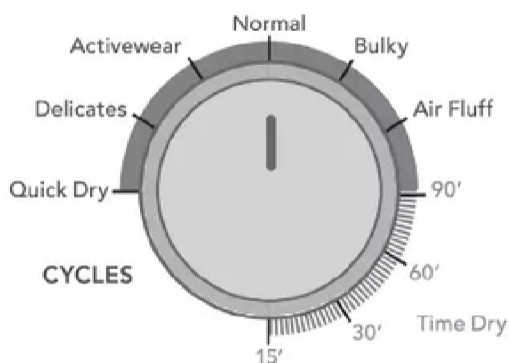


The Clean Lint Filter LED will illuminate after each drying cycle as a reminder to clean the lint filter. The lint filter must be cleaned after every load. This is NOT a warning of a clogged exhaust duct or filter. Open door or press CANCEL to turn off the LED.



#### For best results

Follow the fabric care label instructions on items to be washed



To change settings after the cycle starts, press the START/PAUSE button and adjust the setting. Press the START/PAUSE button again to resume the cycle.

#### Auto dry cycles

Auto Dry cycles take the guesswork out of selecting the correct drying time for each load. With auto dry cycles, the load will automatically be dried at the selected temperature. When the load has neared the end of the drying cycle, it will continue to tumble for a brief cool down period. This helps reduce wrinkling and makes items easier to handle during unloading.

Drying time varies depending on size of load, dampness of load, and fabric type. Available auto dry settings are as follows:

##### Normal

Select this cycle to dry everyday fabrics including cottons, linens, and sheets.

##### Bulky

Select this cycle for bulky items such as comforters, blankets, mattress pads, sleeping bags, and other similar items.

##### Delicates

Select this cycle to dry cottons, blends, and permanent press items with a no-iron finish.

##### Activewear

Select this specialty cycle to dry lightweight synthetic athletic apparel including stretch fabrics

# Dryer

## Controls and Settings

### Timed dry cycles



#### WARNING

##### FIRE HAZARD

To avoid fire hazard, DO NOT use heat to dry items containing feathers or down, foam rubber, plastics similarly textured, rubber-like materials. Use the Air Fluff setting.

#### Quick Dry

Select this timed cycle to quickly dry a small load made up of just a few items. It provides approximately 25 minutes of tumbling including a cool down period.

#### Timed Dry

Select a timed drying cycle for any load using one of the preset cycles of 15, 30, 60, or 90 minutes. The dryer will continue to heat throughout the cycle until the final cool down period.

#### Air Fluff

Select this cycle for loads that require air drying only. No heat is applied on this cycle. Use this setting for dry items such as items containing feathers, down, foam rubber, plastics, or rubber-like materials; to refresh clothing, stuffed animals, pillows, or blankets; and to dust draperies.

#### High

Recommended for durable fabrics and towels.

#### Normal

Recommended for most cotton fabrics.

#### Low

Recommended for delicate fabrics.



#### NOTE

Air Fluff setting does not use heat and WILL NOT illuminate any of the Dry Temp LED lights.

### Drying cycle settings

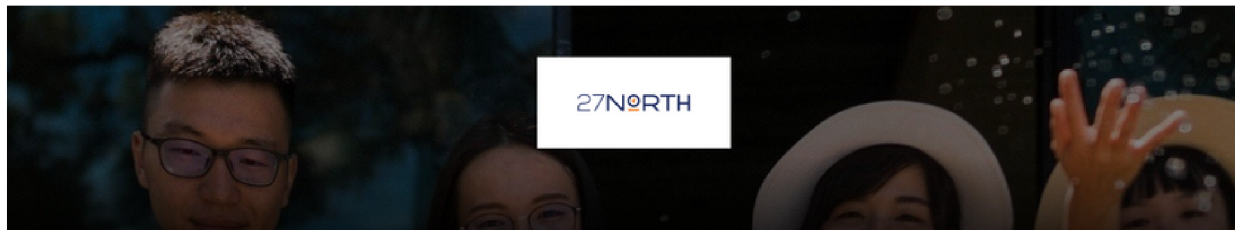
#### Dry Temp (Drying Temperature)



Select the temperature setting most suitable for each load. To protect your fabrics, not all temperatures are available with every cycle. If an unavailable temperature setting is selected by the user, the nearest available temperature will be substituted.

# Submitting *a Maintenance Request*

To submit a maintenance request, start by logging into your 27 North Resident Portal. For your convenience, we recommend downloading the resident portal app available on IOS and the App Store.



## Welcome to Resident Services

\* indicates required fields.

Email\*

Password\*

[Sign In](#)

[Forgot password?](#)  
[Click here to register.](#)  
[Send Verification Email](#)



### Make Payments

Pay online, check the status of your payments and review your payment history.



### Maintenance Requests

Submit online maintenance requests.



### Technical Support

For technical support please email [info@27north.com](mailto:info@27north.com) or call (833) 681-2326







Next, select "Maintenance Request" from the menu in the top right corner.

Then, fill out the required fields and click "Submit."



# Submitting a Maintenance Request

PAYMENTS	LEASE	MAINTENANCE REQUEST	   
Logged in as: Lawain Brooks			

## Maintenance Request

[Submit Maintenance Request](#) [Request History](#)

**\*\* Service requests submitted online are processed during normal business hours only. If this is a maintenance emergency, please call (833) 681-2326 and press option #3. \*\***

DISCLAIMER FOR OCCUPIED APARTMENT HOME REPAIRS AT RESIDENT REQUEST; INCLUDE ON PORTAL 27 North - Student Housing Apartments has implemented measures consistent with CDC and local and Federal guidance to try and reduce the spread of COVID-19 on these premises, including enhanced cleaning protocols. Even with these procedures in place, PLEASE BE ADVISED that employees of the building owner or building manager—or independent contractors hired by the building owner or manager—may have contracted, or have been exposed to, COVID-19 or other infectious diseases, and may expose you. By submitting a resident repair request, you voluntarily assume all risks of permitting representatives of the building owner or manager into your premises—INCLUDING THE RISK OF EXPOSURE TO INFECTIOUS DISEASE—and you waive all claims, including claims for negligence, against the building owner and manager arising out of the actions taken in response to your resident repair request. The building owner and manager hereby disclaim all liability for any injuries arising out of the actions taken in response to your resident repair request, including the exposure to infectious disease.

Priority\*

Category\*


Sub Category

Full Description\*

1499 characters remaining

Access Instructions

Permission to Enter\*

Attachment   No file chosen



# Explore *the Neighborhood*

Live close to the action when you live at 27 North Student Housing. The apartments are just steps away from San Jose State University where you'll spend less time commuting and more time on what you love, whether that's exploring the endless eateries, shops, and entertainment in Downtown San Jose or staying in and relaxing in one of our beautiful amenities or student housing apartments.

We're located near San Pedro Square Market, the SAP Center, along with a Starbucks right across the street for mornings before class or late night study sessions.

27 North is conveniently located 0.3 miles from SJSU campus, 3 miles from Santa Clara University, 3 miles from San Jose City College, and less than 9 miles from De Anza College, Evergreen Valley College, and Mission College.

About San Jose and Silicon Valley - One of the largest cities in the U.S. featuring world-class arts, cuisine, sports and industry. Want to see more? 27 North is just a short drive to the most beautiful places in Northern California like San Francisco, Carmel, Pebble Beach, and many more.



# Community *Events*

At 27 North, we understand that college can be tough, which is why we prioritize the wellness of our residents above all else. Our community is designed to provide you with the support you need to succeed, both academically and personally.

That's not all! We also offer free massages to help you relax and unwind after a long day of studying. Our friendly staff is always on hand to offer assistance and support, and we're dedicated to creating a welcoming, inclusive community where you can thrive.

We offer a range of creative and self-care events as well as monthly raffles with prizes ranging from gift baskets to Coachella tickets. Our goal is to provide you with the tools you need to manage stress and take care of yourself, so you can focus on what really matters: your education.



# Community Rewards

## What is it?

Community Rewards rewards you for being a part of our community from the moment you sign up (ps: it's free)!

## Join for the rewards

Community Rewards is resident life, rewarded. Earn points for completing daily actions and redeem those points for rewards at your favorite brands!

## Stay for the community

Stay in the loop with what's happening at your community, and never miss out on a chance to connect with your neighbors

## Exclusive offers and discounts

Enjoy discounts and deals to your favorite brands just for being a resident. Exclusive monthly giveaways can also put some extra money in your pocket!

# 27 North Loyalty Program

27 North loyalty members have access to exclusive events, additional raffle tickets for raffles, discounts at local businesses, and many more great things to come!

Becoming a loyalty member is as simple as renewing your lease before a certain date.

Be sure to keep an eye out for our emails!





## Follow these easy steps to set up your Flex account

1. Download the Flex app or go to [onboarding.getflex.com](https://onboarding.getflex.com)
2. Enter your mobile number and the 4 digit code texted to you
3. Enter your first name, last name, and email
4. Type in your address and search for your property
5. Enter the username and password you use for your resident portal
6. Enter the estimated monthly cost of rent and utilities
7. Link your primary bank account
8. Confirm your date of birth and SSN (this is only a soft credit check)
9. Confirm your Flex payment schedule and details



Sit back and enjoy paying rent when you want.

[getflex.com](https://getflex.com)





flex.

# FAQ

## Your questions, our answers.

### How late can a resident sign up for Flex and still have their rent covered?

Residents who are approved by 5:00 pm ET on the 3rd of the month will be eligible for Flex rent payment for that month. If a resident signs up after the 3rd, they will be enrolled for the following month.

For example, if a resident signs up by 5pm ET on June 3rd, they will be eligible to pay June rent via Flex. If they sign up on June 4th, they will be able to start paying rent through Flex in July.

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### When does Flex make rent payments for residents?

Flex covers the rent for residents between the last day of the prior month through the first 5 days of the month. For certain special circumstances, Flex will pay on the 4th and 5th.

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### How much does Flex charge the resident?

Flex charges a flat monthly membership fee. The Blue Ridge Bank Flex Credit Line has 0% APR, no interest charge, no late fees, or penalty fees.

Flex offers various pricing options, based on the partners needs for their specific residents. Reach out to your Flex contact for your portfolio's pricing.

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### What are the resident qualifications to use Flex?

To be eligible, residents must:

- Have no outstanding rent balance.
  - Have a minimum credit score.
  - Have a valid debit card that has a history of deposits (no pre-paid cards).
  - Be a current resident at a property that uses an active resident portal for rent payments.
  - Must have funds in their account to cover the first installment payment before the 5th of the month.
- 

### Does Flex affect a resident's credit score?

During the application process, Flex runs a soft credit check on the resident which does not affect their credit score. As residents use Flex over time, their on-time payments may help build credit history.

# flex. FAQ

## What happens if a resident doesn't pay Flex back?

Flex takes charge of all customer repayment issues internally, including write-offs. For late repayments, Flex works with residents to develop payment plans to help them get back on track. While Flex does not continue to offer its services to users who have a past due balance when rent is due, users that repay their balance may be eligible to re-enroll. Residents whose repayment is past due more than 60 days will be reported as delinquent to the credit bureau.

Flex processes all customer repayments and write-offs internally, never coming back to the property for repayment. However, residents can be put on payment plans to help them get back on track. Once the resident has zeroed out their balance, they will be eligible to reactivate with Flex.

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## Is there any reason rent would not be paid after a resident is approved?

There are a few reasons why rent may not be covered for residents that are approved.

- Rent will not be paid for residents with insufficient funds to pay the initial payment. In order to process the payment, Flex requires residents to pay an initial payment of 50% of the rent balance.
- The resident has an existing balance with Flex past due from previous months.
- ACH is disabled on their account by the property and was not enabled by the 5th of the month.

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## How do residents contact Flex with questions?

Residents can contact customer support directly within the app or by sending an email to [help@getflex.com](mailto:help@getflex.com).

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## What does a resident need to do if they no longer want to use Flex?

Residents can easily cancel their account in the Flex app. They can also reach out to our support team by emailing [help@getflex.com](mailto:help@getflex.com). If they would like to reactivate their account at any point in the future, they can contact our support team.

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## Additional Questions?

Property management personnel can contact [partners@getflex.com](mailto:partners@getflex.com). Or visit Flex's online [FAQs](#).





**Valet Living**  
Doorstep®

# Doorstep Collection Begins After 8 PM

Sunday, Tuesday, Thursday, Friday and Saturday



## Preparation

- Bag and securely tie all waste — loose items are a safety hazard for our Service Valets.
- Double bag pet waste to prevent leaks and stains outside your home.
- Bags must hold contents securely during transport, without ripping or leaking
- Do not include needles or other sharp objects.
- Help aid the collection process by breaking down all cardboard boxes.
- Bundle newspapers and magazines.



## Collection

- Place tied waste in your container outside between 6:00 PM and 8:00 PM on the scheduled days listed above.
- Place flattened cardboard out with container.
- Doorstep collection will start after 8:00 PM.

### No-Service Holidays

New Year's Eve & New Year's Day  
Easter Sunday  
Memorial Day  
Fourth of July  
Labor Day  
Halloween  
Thanksgiving Day  
Christmas Eve & Christmas Day



## Next Morning

- After your doorstep collection service has been completed, bring your Valet Living provided container back inside your residence by 9:00 AM the next morning.



**Valet Living**  
Setting the Standards

Tell us how we're doing!  
877-574-2587  
[Support@ValetLiving.com](mailto:Support@ValetLiving.com)

[ValetLiving.com](http://ValetLiving.com)

RM WAS13G SuTuThFSa8P



# / 24/7 Secure Package Delivery & Retrieval

Peace of mind and happiness,  
delivered daily.



Our property wants to help keep all your packages safe. That's why we've partnered with Parcel Pending to provide you with secure, easy-to-use lockers on site.

**As a Parcel Pending customer, you will enjoy all the benefits and features of our secure package system, including:**

- On-demand package accessibility
- Total package security
- 24/7/365 customer support
- Email, text, and/or app notification
- Contact-free package retrieval
- No 3<sup>rd</sup> party delivery scheduling

## Here's how it works:

- 1 You will receive an email with a link to register for Parcel Pending. Click the link to register and complete your profile.
- 2 Accept the terms and conditions, then enter your payment information to complete your registration.
- 3 After registering, you will be instantly notified by email, text, and/or app notification when you receive a package.
- 4 To receive your package, enter the access code provided in your notification on the locker kiosk's touchscreen.

## Please Note:

If you did not receive the email from Parcel Pending, check with Property Management or contact Parcel Pending Customer Service at (855) 316-4756.

**SPECIAL.  
DELIVERY.**

# Frequently Asked Questions

## **Q: What is Individual leasing?**

A: Each resident signs their own lease agreement for a specific bedroom while common areas are shared. If a roommate moves out of the apartment, the remaining roommates are not responsible for the rent of the vacating resident's bedroom.

## **Q: What are rental installments?**

A: Rental installments are a series of payments made from the total sum of the housing contract. The lease term (start & end date) is factored into the total sum, as well as any proration.

## **Q: How do I pay rent?**

A: Rent is due by the 1st of the month. On the 4th, rent is late and subject to late fee assessment. You can pay by logging into the resident portal and add a bank account, set up automatic payments, and pay by debit/credit card (fees may apply). Additionally, you may also pay by cashiers or personal check delivered to the front office.

**CASH WILL NOT BE ACCEPTED.**

Personal checks, debit cards, and/or credit cards are not accepted payment methods for FIRST installments.

Check payments may be dropped off at the 27 North Leasing Office during regular business hours or mailed to:

27 N. 6th Street San Jose, CA 95112

Please make them out to: "27 North"

## **Late Fees:**

A late fee of \$50 will be assessed on the 4th of each month, payments should be received by the 3rd.

## **Q: What if I get locked out?**

A: If you are locked out of your unit during regular office hours, there is no charge for lockout re-entry. However, should you become locked out after office hours, a \$50 lockout fee will apply. If locked out after lease call the emergency line at 408-703-6776 and press \*3

Remote Control - \$75

Brass Key - \$25

Key Fob - \$75

Lock Change - \$50

Mailbox Key - \$10

Lockout After Hours - \$50



**CONTACT THE LEASING TEAM**

(833) 681-2326

INFO@27NORTH.COM

**LEASING OFFICE HOURS:**

9AM-6PM (Monday-Friday)

10AM-5PM (Saturday)

12PM-5PM (Sunday)

WWW.27NORTH.COM

