

## Welcome to Pinnacle Place Condos and The Homestead Resort!

- Please Keep Referral Information and Guidelines Posted on Fridge –

Effective December 1, 2020, Interior and Exterior Maintenance Service and Repairs will be supplied by Glen Arbor Outdoor (GAO.) Owners can email [kfro@glenarboroutdoor.com](mailto:kfro@glenarboroutdoor.com) with requests.

Effective September 1, 2022, Housekeeping and Cleaning Services will be managed by Glen Arbor Outdoor.

### During Your Stay (Check-In Time: NO SOONER THAN 5:00 p.m.)

Representatives from GAO can be reached for emergencies ONLY at 231-334-3650. Non-emergency repair requests can be made by an owner via email to [kfro@glenarboroutdoor.com](mailto:kfro@glenarboroutdoor.com). Copy co-owners and the Interior Chairperson on your email. GAO's office is open M-F 8-4:30 and Saturday 9-2:30. Only true emergencies should be reported during non-business hours. GAO will not provide services which an owner can reasonably accomplish on their own, for example: supplying or changing easily reached light bulbs; supplying mouse traps or batteries; plunging a toilet, etc. Owners should keep a back-up of supplies (such as lightbulbs, batteries, paper products, dish soap, dish washer soap and hand soap) in their storage unit and change safely reached light bulbs and batteries when needed.

**Charter Communication:** Cable 800.314.7195 or Wi-Fi 833.697.7328, for customer service. The Wi-Fi code can be found on router.

**Websites:** **Pinnacle Place**, [pinnacleplacecondos.com](http://pinnacleplacecondos.com). **The Homestead**, [thomesteadresort.com](http://thomesteadresort.com)

**Parking:** extended vehicles (ie. large SUV's, such as a Suburban, extended pickups) please park in first four spots on the left as you enter the parking lot. Remove bike racks or back into parking on left. Park, please, within the lines.

### **Safety and Emergency Information**

This unit is equipped with floor and baseboard electric heaters. Although the system is UL approved and safe if used properly, **make sure everyone in your party is aware that nothing should be placed on or adjacent to the floor or baseboard heaters.** That includes doors, clothing, furniture, bedding, luggage, etc. Also, always place the fire-retardant rug, which is provided, directly in front of the fireplace when in use.

**Fire or Other Emergency:** call 911. In the case of fire, also vacate your unit immediately and notify your neighbors. In the case of false fire alarm/faulty smoke detector, open windows, doors and fan smoke away from the alarm. Never attempt to disconnect an interior fire alarm or temperature sensor.

**Leelanau County Sheriff's Department:** 231.256.8800, to be contacted if an unruly disturbance threatens your safety. All occupants are requested to comply with state and federal laws related to the use of regulated drugs and the possession of alcohol and tobacco products.

### Upon Your Departure (Check-Out Time: BY 11:00 a.m.)

- Confirm departure at least 48 hours prior with **Housekeeping**, Glen Arbor Outdoor at [kirstin@glenarboroutdoor.com](mailto:kirstin@glenarboroutdoor.com). To assist GAO with scheduling, an even longer lead time beyond this 48-hour notification would be most helpful.
- Combine and place all dirty/used towels loosely in a bathtub. Leave used bed sheets on unmade beds.
- Collect and bag all trash, tie, and deposit in the garbage bins in the woodshed. Your unit door key opens the woodshed. Make sure the shed is closed and locked.
- Place all dirty dishes, glassware, etc., in dishwasher and turn "on" as you leave.
- Close and **lock** all windows on all three floors.
- Close and **lock** all doors, including glass deck doors on middle and lower level.
- The locking mechanism on the glass door in the living room and lower level requires that the door handle be **lifted up** to engage the mechanism. Without this step, the door does not seal.
- Ensure all shades/blinds are closed slowly and carefully and left in the down position.
- Turn off all lights.

### **Guidelines for Winter/Cold Weather Departures**

During the months of November through April, set all thermostats in the unit to **60 degrees Fahrenheit**. Open all interior doors including bedrooms, bathrooms, closets, laundry room, and hot water tank closet doors. Also, open cupboard doors under sinks in the upstairs master bedroom/bath area, lower bathroom, half-bath on the first floor and kitchen.

**Enjoy Your Stay!**

**Pinnacle Place Condo Association Board, August 2022**