

# THE BEACON

C L E V E L A N D

⌘ A STARK ENTERPRISES AND DESSLER JOINT VENTURE

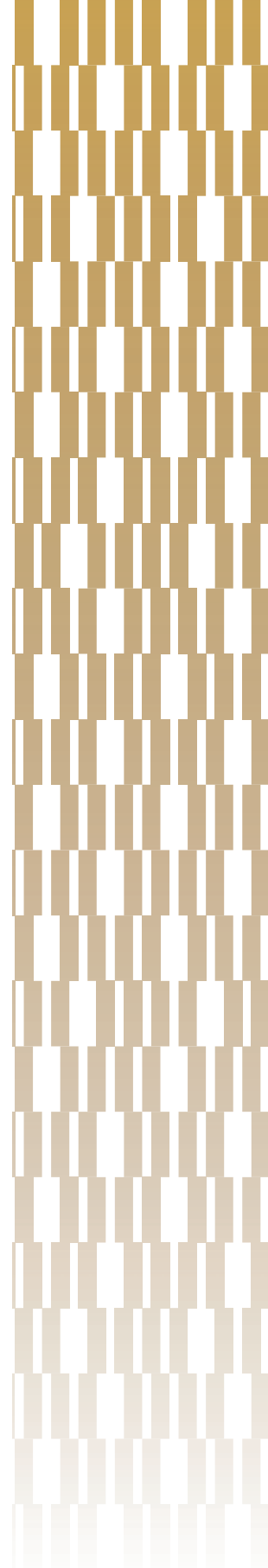
*Welcome Home*



**Hello** \_\_\_\_\_

515 Euclid Avenue, Suite \_\_\_\_\_ Cleveland, OH 44114

216.292.0084 | BEACONCLE@STARKLIVING.COM | THEBEACONCLEVELAND.COM



## IMPORTANT INFORMATION

**Front Desk:**  
216.292.0084

**Office Hours:**  
M - F: 9am - 6pm  
Sat: 10am - 4pm

**Emergency Maintenance:**  
216.633.3747 (*After Hours ONLY*)

**After Hours Security:**  
216.644.9035

**Spectrum Support:**  
855.895.5302



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**Visitor Access:** For your convenience, guests can be buzzed into the lobby using the Service Kiosk, located in the main lobby vestibule, or the call box, located at the side lobby entrance. Guests will need to locate your last name and press the CALL button. The system will dial the telephone number provided upon application, unless otherwise noted. Upon receiving the call, the connection will last approximately 60 seconds. To grant access, press "9." To provide the highest level of security, your guest will only be granted access to your floor with prior consent.

**Mailbox:** \_\_\_\_\_

Your mailbox is located on the lower level in the Beacon Services Room. Outgoing mail is picked up daily from the designated 'outgoing mail' slots.

**Package Concierge Room:** The Luxer One Package Concierge room is located in the Beacon Services Room. User instructions can be found later in this packet.

**Rubbish:** Rubbish chutes are located on the west end of each hallway. Please break down all cardboard boxes and place in the room along the wall across from the chute. Large items should not be placed in these rooms nor forced down the chute please make arrangements with management if you have a large item to dispose of.

**Fitness Center Access:** Located on the Lower Level with 24/7 access through your key fob.

**Dry Cleaning Service:** Dry Cleaning Service is picked up/dropped off every day at the D.O. Summers drop-box located in the Lower Level.

**Dog Spa:** The dog spa is open 24/7 accessible via your key fob. It is located in the lower level of the parking garage. Follow the directional signage upon exiting the Resident Entrance on -2.

**Bike Vault:** The Bike Vault is located in the lower level of the parking garage just past the Dog Spa. Follow the directional signage upon exiting the Resident Entrance on -2. Those who have registered with the office can use their key fob to gain 24/7 access.

**The Beacon Backyard:** The Beacon Backyard is located on the 8th floor of the parking garage and is for residents and their guests to use. All rules posted must be followed at all times. The Beacon Backyard and pool are open seasonally, weather depending. Guests are limited to 2 per resident.

**The Sky Lounge & Sky Deck:** The Sky Lounge & Sky Deck are for residents and their guests to use. Guests are limited to 2 per resident. All rules posted must be followed at all times. The Sky Lounge & Sky Deck are located on the 29th floor. Pets are not allowed in these areas.

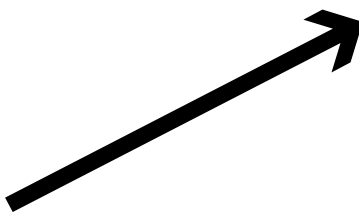
**60 Days' Notice Due Date:** \_\_\_\_\_ **Lease Expiration Date:** \_\_\_\_\_

# RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The Resident Resource Center is your online one-stop-shop for everything you need as a resident of The Beacon. This all-encompassing page makes it easy to connect to where you need to go! You have quick access to your resident portal, payments, service requests, chat with management, & more! Please follow the steps below for ease of use with all our services.

## STEP 1: RESIDENT RESOURCE CENTER

BOOKMARK THIS URL!  
**THEBEACONCLEVELAND.COM/RESIDENTS**



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**RESIDENT RESOURCE CENTER**

## STEP 2: RESIDENT CONNECT PORTAL



Here you can access and edit your information you have on file and view all your available forms. Please note that you log in with your email and password that you used when you applied. You do not make a new account!

## STEP 3: APTEXX



Aptexx is our secure preferred payment partner. You will go through them to make payments, submit service requests(see step 4) and chat with management.



When first accessing their site, you will be asked to enter in your information to verify your status as a resident. Then you will be required to create a 4-digit pin upon registration, each time thereafter when you log in you will be required to enter this pin.

## STEP 4: MAINTENANCE REQUESTS

### HOW TO SUBMIT A SERVICE REQUEST



1. Go to your online **resident resource center**
2. Click **Service Requests**
3. Enter your **name and unit number**
4. Start creating your **service request**

Scan to sign up for live updates on your service requests!



**NetVendor** MAINTENANCE | formerly **ServusConnect**



**CHOOSE WHICH PAYMENT OPTION WORKS BEST FOR YOU!**

**CHECKING ACCOUNT (ACH) FEES**  
NO FEE - FREE!

**DEBIT CARD FEES**  
\$4.95 PER PAYMENT

**CREDIT CARD FEES**  
VISA, MASTERCARD, DISCOVER: 3.05%  
AMERICAN EXPRESS: 3.50%

\*fees subject to change

## RESIDENT GUIDE TO SPECTRUM

As a resident of The Beacon you receive a **TECHNOLOGY PACKAGE provided by Spectrum**. An email from Spectrum will be sent out on your lease start date, that will contain your username and password for The Beacon Resident Wi-Fi access.

### INCLUDED IN YOUR PACKAGE:

- A Highly secure 300 X 300 Mbps personal Wi-Fi network
- The convenience of Wi-Fi throughout our community
- Special 24/7 internet support
- Access to the Spectrum TV App

### OPTIONAL FEATURES:

- Two Spectrum cable boxes (no additional cost)
- Spectrum Digital Select on One HD converter, along with 150 HD video channels and thousands of On Demand titles.

To receive premium Digital Video Services and Equipment, residents are required to create a separate account in their name. This account enables residents to order video services and cable boxes outside of the property provided package such as additional Premium channels and DVR services. If you are not an existing Spectrum customer, to establish a Spectrum account you can either:

**CONTACT:**                      **Spectrum Customer Care**                      **Your Nearest**  
   **1-833-697-7328 Opt. 2**                      **Spectrum Store**

Once you have created your account with Spectrum, you will have the option of picking up your equipment at a Spectrum Store, having it mailed to you or scheduling a professional installation. **Professional installations by Spectrum technicians or Self Installation of equipment not included in The Beacon package and will require a one-time installation fee.**

Customers with existing accounts should contact Spectrum and determine if they would like to add additional video services above what The Beacon provides. Additional services will be billed directly by Spectrum to you. **Residents who are currently internet customers with Spectrum and do not want additional services should contact Spectrum to disconnect their internet service immediately and turn in their modem.**

Upon move out any resident who requested additional cable services will need to contact Spectrum to cancel their account. If cable boxes were requested, they will need to be returned to a Spectrum store prior to move out.

*PLEASE NOTE: Customers subscribing to Spectrum Voice telephone services should keep their modem to continue receiving those services. Customers using an email address associated with individual spectrum Internet accounts will lose access to that account after disconnecting that service.*

## PACKAGE CONCIERGE SERVICE

### Package Pick-Up

You can safely & securely pickup your packages from the new Luxer One Package acceptance system.

[luxerone.com/residents](http://luxerone.com/residents)

### Need a Hand?

Contact the Luxer One dedicated support team.



**Email**

[support@luxerone.com](mailto:support@luxerone.com)



**Phone**

415.390.0123

### Top Tips

#### Going out of town?

Put packages on hold in your Luxer One account settings.

#### Don't see your package?

Double-check the tracking numbers to make sure it was delivered. Or check your USPS mailbox

## HOW IT WORKS

**STEP 1**

### RESIDENT INPUTS ACCESS CODE FROM EMAIL/TEXT

Enter Pick up Code from Email/Text

1	2	3	Delete
4	5	6	GO
7	8	9	
0			

**Scan QR Code**  
From your Phone

↓

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**STEP 2**

### RESIDENT SIGNS

Your package requires a signature, please sign below

x *Charlie B*

Clear Signature
Done >

---

**STEP 3**

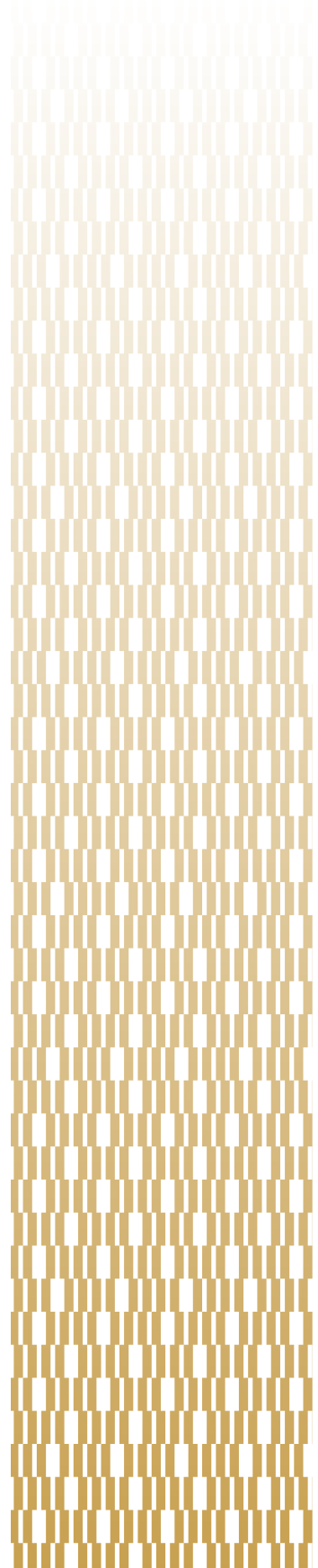
### LOCKER DOOR UNLOCKS. RESIDENT PICKS UP PACKAGE.

LOCKER

**Package Room**

Pick-up your item and please remember to close the door

Re-Open
Exit





## DRY CLEANING SERVICES

### COMPLIMENTARY PICK-UP & DELIVERY

- No minimums
- Personalized Express Bag(s)
- No need to call for service
- Convenient “on file” credit card billing

### AVAILABLE SERVICES INCLUDE

- Bespoke cleaning
- Laundry/Folded shirts & blouses
- Couture cleaning
- Dry cleaning of formal wear
- Wash-Dry-Fold
- Sheets cleaned and pressed
- Comforters & pillow shams cleaning\*
- Wedding dress cleaning & preservation\*
- Leather cleaning\*  
(jackets, pants, hand bags, boots)
- Small area rug cleaning\*

\*More time may be needed for the proper cleaning & care for these items (up to 2 weeks)

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

### NEXT DAY SERVICE

#### MONDAY THROUGH FRIDAY

In drop box by 9am delivered back next service day by 11am inside the package concierge

**Drop Box Located in the hallway near the Fitness Center.**

### GET STARTED TODAY

**ALEC TORGERSON • 216.870.5297**  
Personal Route Concierge

**JASON FIFIK • 216.402.5141**  
Personal Route Concierge

Exclusive to D.O. Summers



**GREENEARTH**  
CLEANING

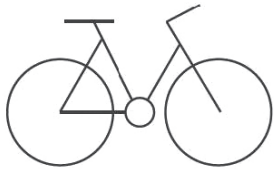
Safer for you, your garments and the Environment.

# AMBASSADORS AT YOUR SERVICE



**7:00AM TO 12:00AM** SEVEN DAYS A WEEK

## NOTABLE CLEAN & SAFE STATS



PATROLLED

**2,255**  
**MILES**

on bike



REMOVED

**3,096**  
**GRAFFITI**

tags

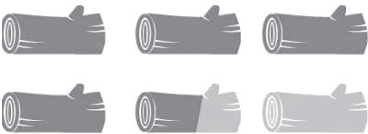


PROVIDED

**1,530**  
**SAFETY**

escorts

## FROM THE CUYAHOGA RIVER & NORTH COAST HARBOR



REMOVED

**1,233 LOGS**



COLLECTED

**154,000 LBS**  
**OF TRASH AND DEBRIS**

DOWN  
**55%**  
from 2016



CALL  
**216.621.6000**



Downtown Cleveland Alliance's Clean and Safe Ambassadors provide a wide range of services in Downtown Cleveland including safety escorts, graffiti removal, powerwashing, assistance with flat tires, lockouts and jump starts; and our workforce training program maintains flowerbeds throughout Downtown. Additionally, DCA Ambassadors operate the only maritime safety programs in the county.

# THE BEACON GARAGE PARKING



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## 515 EUCLID GARAGE

515 Euclid Ave  
Cleveland, OH 44114  
(216) 771-5333  
515Euclid@lazparking.com

**\$195**

General Parking

**\$235**

Lower Level  
Non-Reserved

**\$275**

Lower Level  
Reserved

### PARKING SERVICES



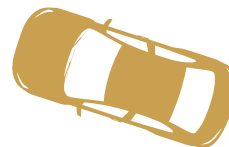
**STEP 1** Go to LAZParking.com

**STEP 2** Search: 515 Euclid Garage

**STEP 3** Fill out the Monthly Parking Sign-Up Form & you will then be added to the waitlist

**STEP 4** Email 515Euclid@lazparking.com with your name and "Beacon Resident Rate" in the email. They will then email a confirmation of The Beacon Resident Rate

**STEP 5** Your parking pass will be dropped off at the front desk for pick-up



## RESERVE YOUR PARKING TODAY

1 Spot per suite, additional spaces at market rate  
See LAZParking.com for additional Terms & Conditions  
**Remember to sign up for reoccurring payments**



# BLACK CARD



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**20% OFF**

**20% OFF**

BUY ONE 90 MIN MASSAGE, GET A 60 MIN FREE INFRARED SAUNA SESSION

**10% OFF**

**DISCOUNT**

**20% OFF**

**\$1 DOLLAR OFF**

**DISCOUNT**

10% OFF 1ST YEAR OF MEMBERSHIP  
15% OFF 1ST FACIAL  
10% OFF PRODUCTS

**FREE COFFEE**

**2 CLASSES FOR \$12**

**10% OFF**

**10% OFF**

**10% OFF**

**20% OFF YOUR 1ST VISIT**

**10% OFF**

USE CODE: BLACKCARD15  
**15% OFF**

**15% OFF**

**25% OFF**

**\$5 DRAFTS  
10% OFF FOOD**

MOVING BUDDY  
**\$25 HEINEN'S GIFTCARD**

**20% OFF**

**20% OFF**

**DISCOUNT**

**10% OFF**

**15% OFF ANY CLASS PACKAGE**

**50% OFF**

**DISCOUNT**

**20% OFF**

**20% OFF**

**20% OFF**

The Beacon has partnered with a growing number of great local shops, restaurants, and more to offer special EXCLUSIVE discounts to our residents.  
Visit [TheBeaconCleveland.com/BLACKCARD](http://TheBeaconCleveland.com/BLACKCARD) for more details



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For an updated list of The Beacon Black Card members, scan here!

## RESIDENT REFERRAL PROGRAM

EARN **\$500**

**WHEN YOU REFER A FRIEND!**

**SEE MANAGEMENT FOR DETAILS.**  
Referral must take occupancy before the credit is applied

# KEEPING YOUR HOME CLEAN

## HELP MAINTAIN YOUR LUXURY HOME'S APPLIANCES & FEATURES



### 1 STOVE

- Regularly clean your stove after every use
- Use a glass top stove cleaner and non-abrasive cloths when cleaning



### 2 REFRIGERATOR

- Use caution with magnets, as they can damage the stainless steel finish
- Use caution when opening the refrigerator doors, as the adjacent cabinet handles can damage the finish
- Use a stainless-steel cleaner to clean the surface of the doors
- Use non-abrasive clothes to clean



### 3 SINK

- Do not put hot items in the sink
- Use a drain trap to catch unwanted items from going down the drain, like rice, coffee grounds, oil, bones, etc.



### 4 COUNTERTOPS & CABINETS

- Use a quartz countertop cleaner and non-abrasive cloths to wipe down the kitchen and bathroom counters
- Do not place hot items directly onto the countertops
- Countertops stain easily, wipe up any spills immediately
- Use non-abrasive cloths when cleaning cabinets to prevent scratches



## 5 LAUNDRY

- Leave washer door and soap dispenser open after every load to prevent moisture build up
- Empty lint trap in dryer after every load



## 6 TV MOUNTS

- If mounting on a wall with a pocket door, please pull out the door before mounting
- Double check stud location before drilling



## 7 FLOORS

- We recommend laying down an area rug or runner in high traffic areas
- Use furniture pads under the furniture legs to avoid damaging the floor



## 8 BATHROOM

- Do not use drain cleaner down the tub drain, please call maintenance if there is a blockage
- Use a hair catcher to catch unwanted items from going down the tub drain
- Use non-bleach cleaners on toilet to prevent staining



Not sure what cleaning tools and products to use?

Find our recommended supply list & appliance user manuals here!