

# 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

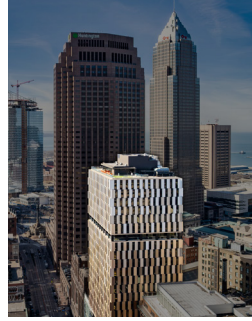
**Front Desk:**  
216.292.0084

**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 let in through the main entrance or side lobby entrance using the ButterflyMX system. Through ButterflyMX, you will be able to send your guests virtual keys and your delivery drivers a special delivery pass code they will enter at the kiosk, located at either entrance. See next page for more information.

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

# ButterflyMX

## Better property access

You can now open and manage your building's front door from your smartphone. To get started, follow the instructions below.



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216.292.0084

515 Euclid Ave. Cleveland, OH 44114

## Features you'll love



### Video Calling

See who's at the door or gate before letting them into the property



### Virtual Keys

Send friends, family, & visitors virtual keys for managed access



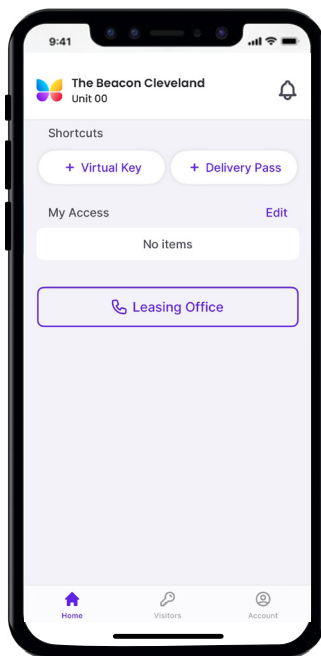
### Door Release Logs

Review all door releases, which include a time- & date-stamped photo



### Review Messages

If a visitor is missed, they can leave a message that can be reviewed within the mobile app.



Management has the right to revoke amenity privileges.

## How to use ButterflyMX



### Step 1 Register

Provide your email address to your building owner or property manager. You will then receive a registration email. Click the link in that email and register using the same email address you provided.



### Step 2 Download

Once registered, download the ButterflyMX mobile app from the Apple App Store or the Google Play Store to your smartphone or tablet.

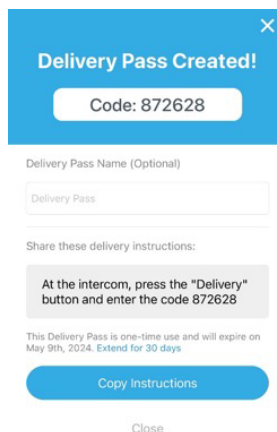
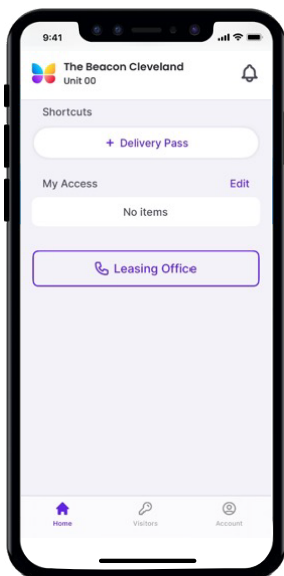


### Step 3 Sign In

Once the ButterflyMX mobile app has been downloaded, open the mobile app and login using the email address and password you created during registration.

## Delivery Instructions:

1. Open ButterflyMX app
2. Choose 'Delivery Pass'
3. This will generate a one-time use access code for your delivery driver
4. Choose 'Copy Instructions' and enter into your address notes for your delivery
5. When your delivery arrives, they will be able to use this code to access the lobby



SCAN HERE  
TO REGISTER:



butterflymx.com/register



# 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



PERSONAL  
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



PAYMENTS

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



CHAT  
WITH US

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



SERVICE  
REQUESTS

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!

#### TRANSACTION FEES:

CHECKING ACCOUNT  
(ACH)

NO FEE - FREE!

DEBIT CARD

\$7.95

CREDIT CARDS:  
VISA, MC, DISCOVER

3.0%

AMEX

3.5%

PAY BY BANK

\$3.95

MOBILE WALLET  
OPTIONS:  
APPLE, VENMO,  
& PAYPAL

3.0%

\*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**  
**1-833-697-7328 Opt. 2**

**Your Nearest**  
**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](https://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 | <b>Scan QR Code</b><br>From your Phone<br><br> |
| 4 | 5 | 6 | GO     |                                                                                                                                                                                                                     |
| 7 | 8 | 9 |        |                                                                                                                                                                                                                     |
| 0 |   |   |        |                                                                                                                                                                                                                     |

### STEP 2

RESIDENT SIGNS

Your package requires a signature, please sign below

x


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**

### 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®**  
C L E A N I N G

Safer for you, your garments  
and the Environment.



## AMBASSADORS AT YOUR SERVICE

THE BEACON  
C L E V E L A N D

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

### NOTABLE CLEAN & SAFE STATS



PATROLLED

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

on bike



REMOVED

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

tags

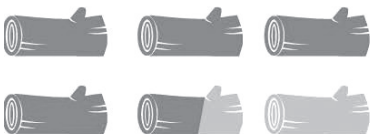


PROVIDED

**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

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

THE BEACON  
C L E V E L A N D

■ A STARK ENTERPRISES AND DESSLER JOINT VENTURE



### 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



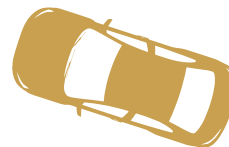
**STEP 1** Go to LAZParking.com

**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

The Beacon has partnered with a growing number of great local shops, restaurants, and more to offer special EXCLUSIVE discounts to our residents.



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

## RESIDENT REFERRAL PROGRAM

EARN **\$1,000**

**WHEN YOU REFER A FRIEND!**

**SEE MANAGEMENT FOR DETAILS.**

Referral must take occupancy before the credit is applied



## 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



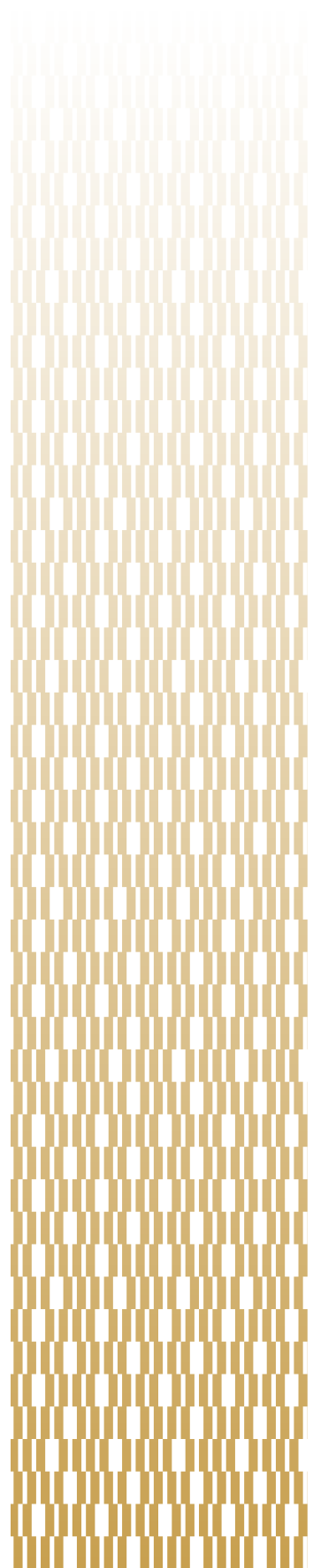
### 3 SINK

- 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!

The Beacon has partnered with Chair-ity to collect gently used furniture & home items for aged-out foster youth! Here's how it works:

# Donate Furniture to chair-ity.

Help support aged-out foster youth transition to independent living!

2



Take a photo of the full item in good lighting, each item separately (10 pics max per submission)

4



Check your email for a message from our staff to schedule a pick up (\$15 fee) or drop off

## ITEMS WE ACCEPT

- Couches/sofas
- Love seats
- Armchairs
- Coffee tables
- End tables
- Dining tables
- Dining chairs
- Dressers
- TV stands
- Nightstands
- Small desks
- Bookshelves
- Lamps
- Silverware
- Plates/Bowls
- Cups/Glasses/Mugs
- Pots/Pans
- Cooking Utensils/Bakeware
- Artwork

1



Make sure items are free of rips, tears, stains, and pet residues, and cleaned to the best of your ability

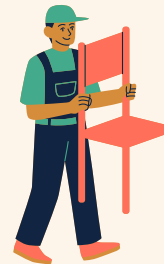
3

UPLOAD



Submit your items at [www.chair-ity.org/donate-furniture](http://www.chair-ity.org/donate-furniture)

5



Meet our staff at the designated time and place, and see your furniture off to its second life!

## ITEMS WE DO NOT ACCEPT

- Bed frames
- Mattresses
- Cribs
- Car seats
- Sleeper sofas
- Wine glasses
- Wine racks
- Stained tupperware
- Dish towels
- Curtains
- Toys
- Books
- Mirrors
- Decorative items (vases, figurines, etc.)
- Any broken items

Learn more at [www.chair-ity.org](http://www.chair-ity.org)