

Welcome home,

Your move-in date is

**Your address**

834 Chestnut Street

Philadelphia, PA 19107

**Mailbox**

**Resident Services**

Our on-site friendly team members are available at the front desk 24/7 to assist you with any inquiries you may have.

Contact

215.629.9900

[inquiries@franklinresidences.com](mailto:inquiries@franklinresidences.com)

Thank you for choosing The Franklin Residences as your new home!

Sincerely,

Your Franklin Residences Team

## Community Guidelines

At The Franklin Residences, we're on a mission to help you LIVE BETTER™. We ask that you familiarize yourself with our community guidelines, and thank you for your cooperation in keeping our community safe and enjoyable for all residents.

### Resident Services

- For your convenience, maintenance requests, and rent and utility payments can be submitted on our Resident Services Portal. Please visit the following link to get started: <https://www.aveliving.com/resident-login>.

### Parking

- Parking Garage: There is covered parking available in our valet underground garage for an additional fee. Please contact Resident Services to sign up for a monthly parking pass or more information.
- Guest Parking: Valet parking is available to your guests. Please reference the posted parking rates should they wish to enjoy this service.
- EV charging: Charge your EV at home with our (2) on-site stations located in the Resident Parking Garage. Please refer to the enclosed ChargePoint flyer for more information.

### Community Access

- Key FOB: This FOB will provide you with access to the amenity spaces and Resident entrances.
- Electronic Key: This key will provide you with access to your personal residence.
- Lockouts: We kindly ask to always have your key fob with you. Please visit Resident Services if you are locked out. A Resident Services team member will assist you. To ensure proper resident identification, please be prepared to show your ID.
- Replacement Keys: Please contact Resident Services should you need replacement keys. There will be a fee.

### Pets

- Pets should be leashed at all times when outside your personal residence.
- Pets are not permitted in amenity spaces such as the Lincoln Balcony, business lounge, and fitness center, except for service animals. If your pet is a service animal, please ensure proper documentation is provided to Resident Services.
- Pets should be taken outside of the community to relieve themselves. For your convenience, Washington Square Park is about 2 blocks away.

### Trash

- There is a trash room with trash chutes located on each Residential Floor.
- Secure waste in a trash bag prior to disposing in the chutes.
- Place all trash bags in the chutes. Please do not leave on the floors of the trash rooms.
- Break down cardboard boxes and place them in the corner of the trash room.
- For all larger items, such as furniture, please contact Resident Services for recommendations.

### Amenities

- Access on-demand remote workspace with our 24/7 business lounge, conference rooms, and flex spaces equipped with high-speed Wi-Fi.
- Achieve your health and wellness goals at our on-site 24/7 fitness center with cardio and strength equipment.
- Seamlessly pick up your deliveries with our self-service package kiosk.
- Bask in the fresh air at the Lincoln Balcony with comfortable lounge seating.
- Visit our on-site retail partners DiBruno Bros., Passero's Coffee Roasters, Pure Barre, High Street Philly, and Body + Beauty Lab.

Please contact Resident Services by phone at 215.629.9900 or email [inquiries@franklinresidences.com](mailto:inquiries@franklinresidences.com) should you have any questions.

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Your Franklin Residences Team