



Welcome Home



info@cottagerowstillwater.com • 405.338.1188 • 920 E. Loveland Dr. Stillwater, OK 74075

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Office Hours:

Monday – Friday: 10am-6pm

Saturday: 11am-5pm

Sunday: Closed

Social Media



Cottage Row
Stillwater



Cottage Row
Stillwater



liveatcottagerowstillwater

Helpful Property Information

Street Guide

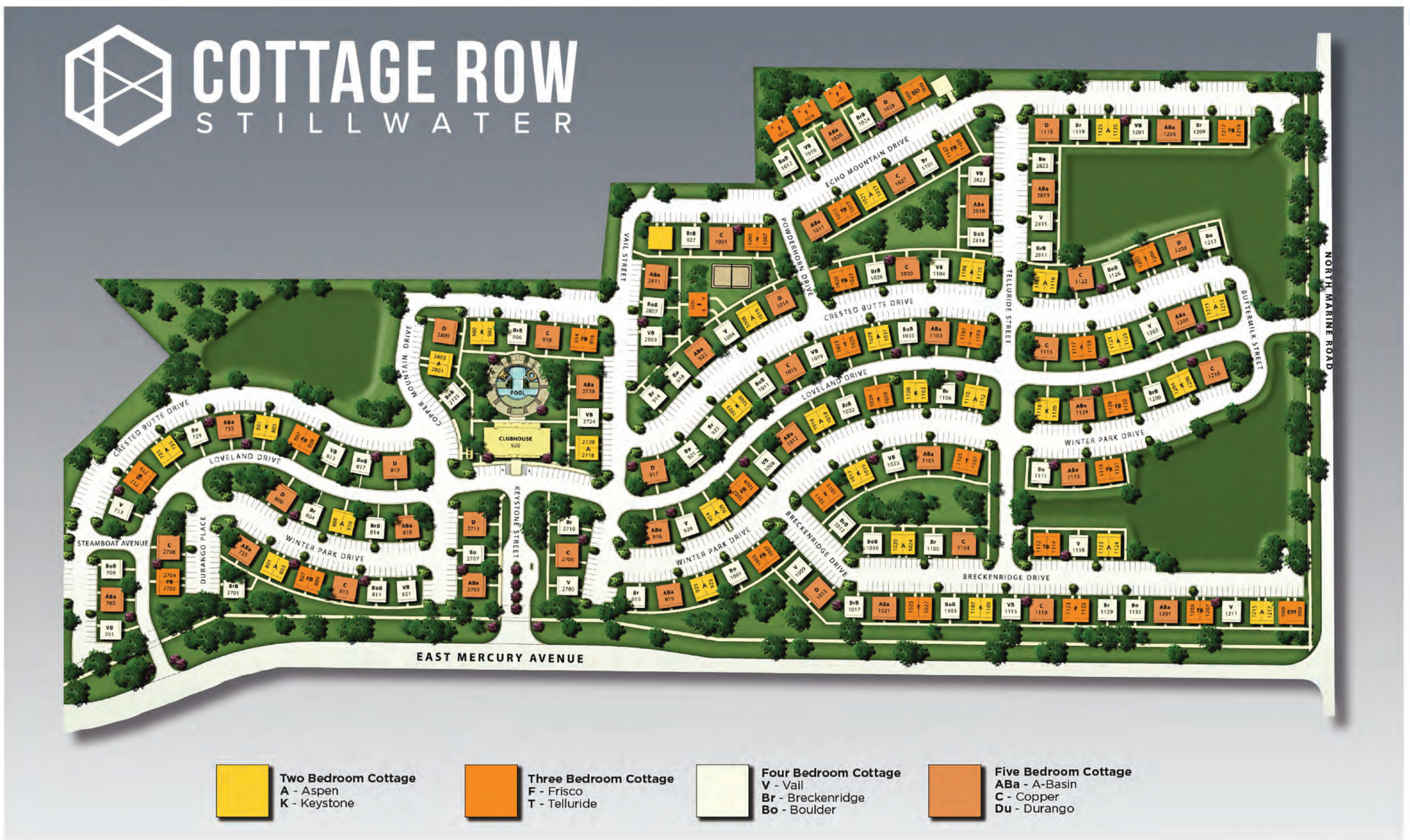
- BD = Breckenridge Drive
- CB = Crested Butte Drive
- CM = Copper Mountain Drive
- DP = Durango Place
- EM = Echo Mountain Drive
- WP = Winter Park Drive
- TS = Telluride Street
- VS = Vail Street

Your Mailing Address

Example:

First & Last Name
 Unit # Street Name
 Stillwater, Oklahoma 74075

Property Map





FAQ'S

WHY AM I PAYING A FULL INSTALLMENT FOR AUGUST?

- Your lease is written for the total amount of days that you are able to reside in your apartment. The total contract price is divided into twelve (12) equal installments. You are not paying for any additional days where you will not have access to your apartment in the Month of August, and this also applies to your final installment in July 2025.
- Rent is due on the first day of the month and is late after the third day of the month.

UTILITY INFORMATION

- Residents are responsible for their own portion of the utilities including electric and water. Wireless internet is included in the monthly rental price.
- Bills are divided equally between the roommates and then added to the resident portal.

HOW DO I PUT IN A MAINTENANCE REQUEST?

- Maintenance requests should be entered into your Resident Portal. In the event of an emergency, please call 405-338-1188. All non-emergency requests will be completed between 10 a.m. and 5 p.m. Monday through Friday (*excluding holidays*). After hours, maintenance requests will only be handled if they are emergencies.

WHERE IS MY MAILBOX?

- Located on the Southwest corner of the clubhouse. *All residents must register with USPS.* Small packages will be delivered to the mailbox parcel. Larger packages are delivered directly to your front porch.

CAN MY FRIENDS AND FAMILY USE THE AMENITIES?

- We want you to share your living experience with friends and family. When you move in, you will get three wristbands. One is a resident wristband, and the other two are guest wristbands. Guests must be always accompanied by a resident.

Pet Screening

Pet Screening

Whether you have a pet or not, please note that all residents are required to register a profile through cottagerowstillwater.petscreening.com. Failure to register will delay your move-in.

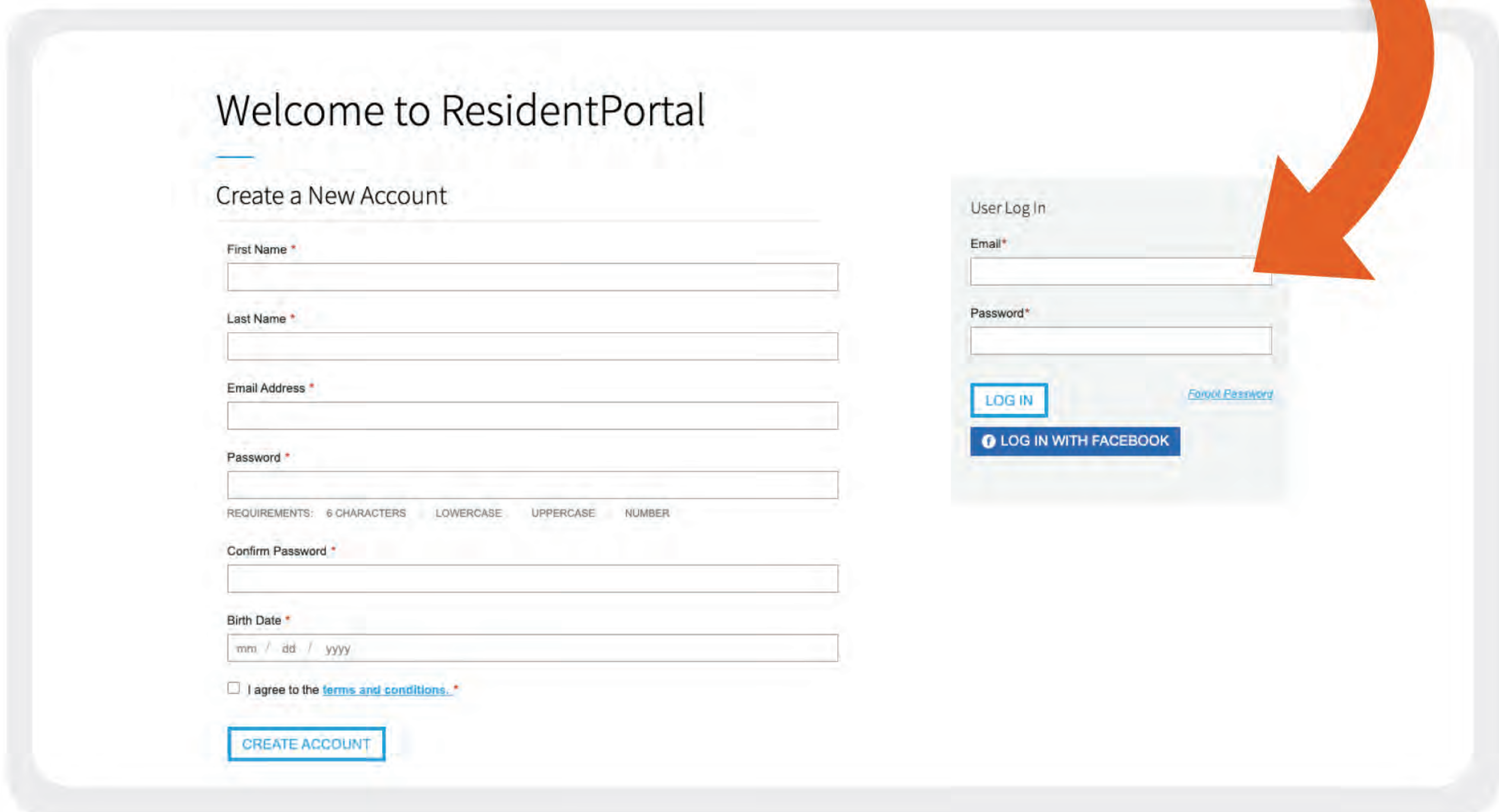
Resident Portal

Desktop Version

To access the resident portal from your computer, visit

cottagerowstillwater.residentportal.com

and log in with the email address and password you set up.



Welcome to ResidentPortal

Create a New Account

First Name *

Last Name *

Email Address *

Password *

REQUIREMENTS: 6 CHARACTERS LOWERCASE UPPERCASE NUMBER

Confirm Password *

Birth Date *

I agree to the [terms and conditions](#).

CREATE ACCOUNT

User Log In

Email*

Password*

LOG IN [Forgot Password](#)

LOG IN WITH FACEBOOK

Rent Payments

To make rent payments, click on the **"PAYMENTS"** tab.

You will then have the option of storing billing information, schedule payments, or submitting a one time payment.

Resident Portal App

Mobile App

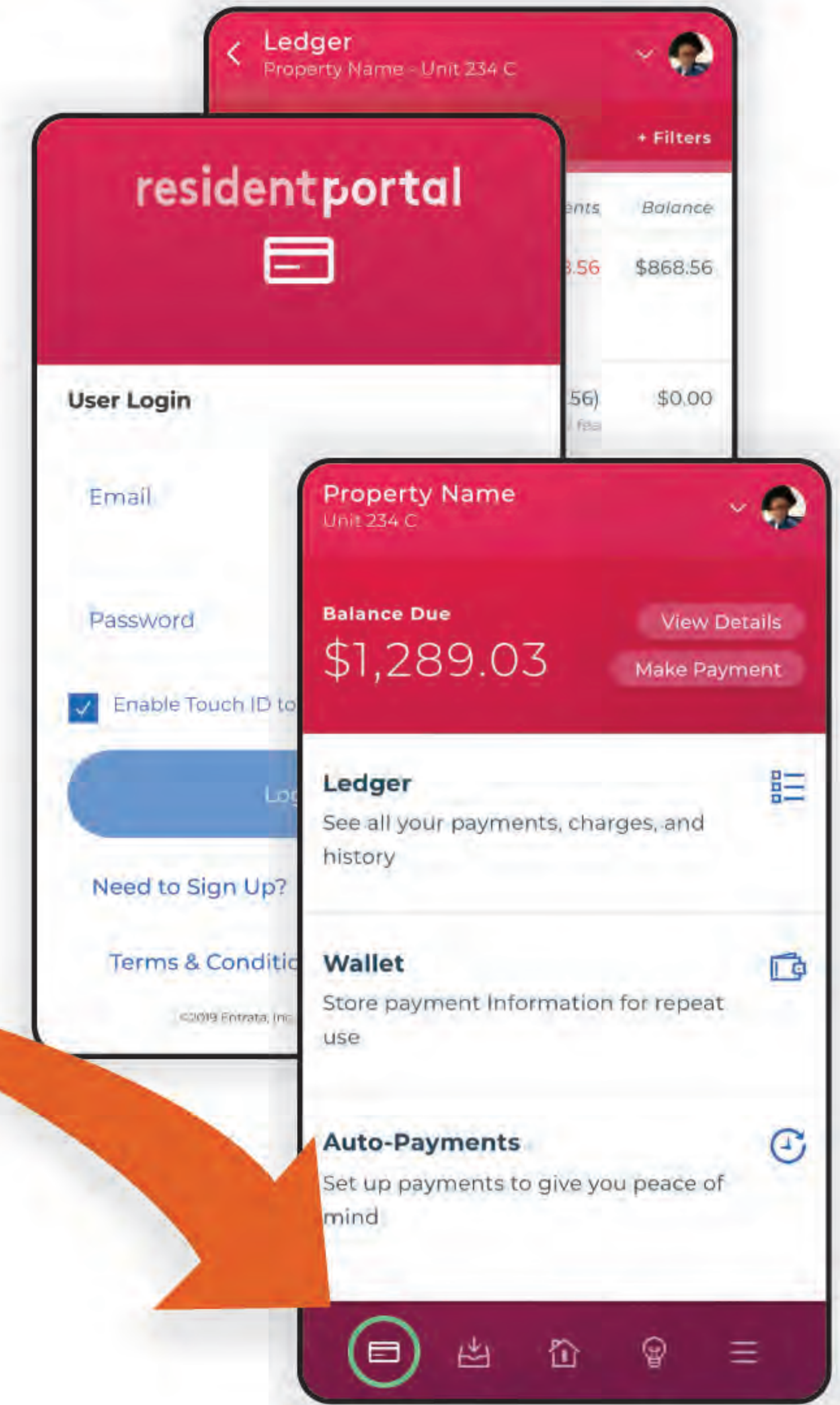


To access the resident portal from your phone, download the **Resident Portal App** from the app store and log in with your email and password.

Rent Payments

To make payment, select the first tab in the mobile app.

You will have the option to store billing info, set up auto payments, or make one time payments.



Work orders

Work Orders

To submit a maintenance request through the Resident Portal App or Website, select "Maintenance" from the home screen or main menu. Then select "Request Maintenance" and follow the maintenance submission workflow, adding descriptions and photos where applicable. All Work orders are to be placed in through your Resident portal.

Emergency Work Orders

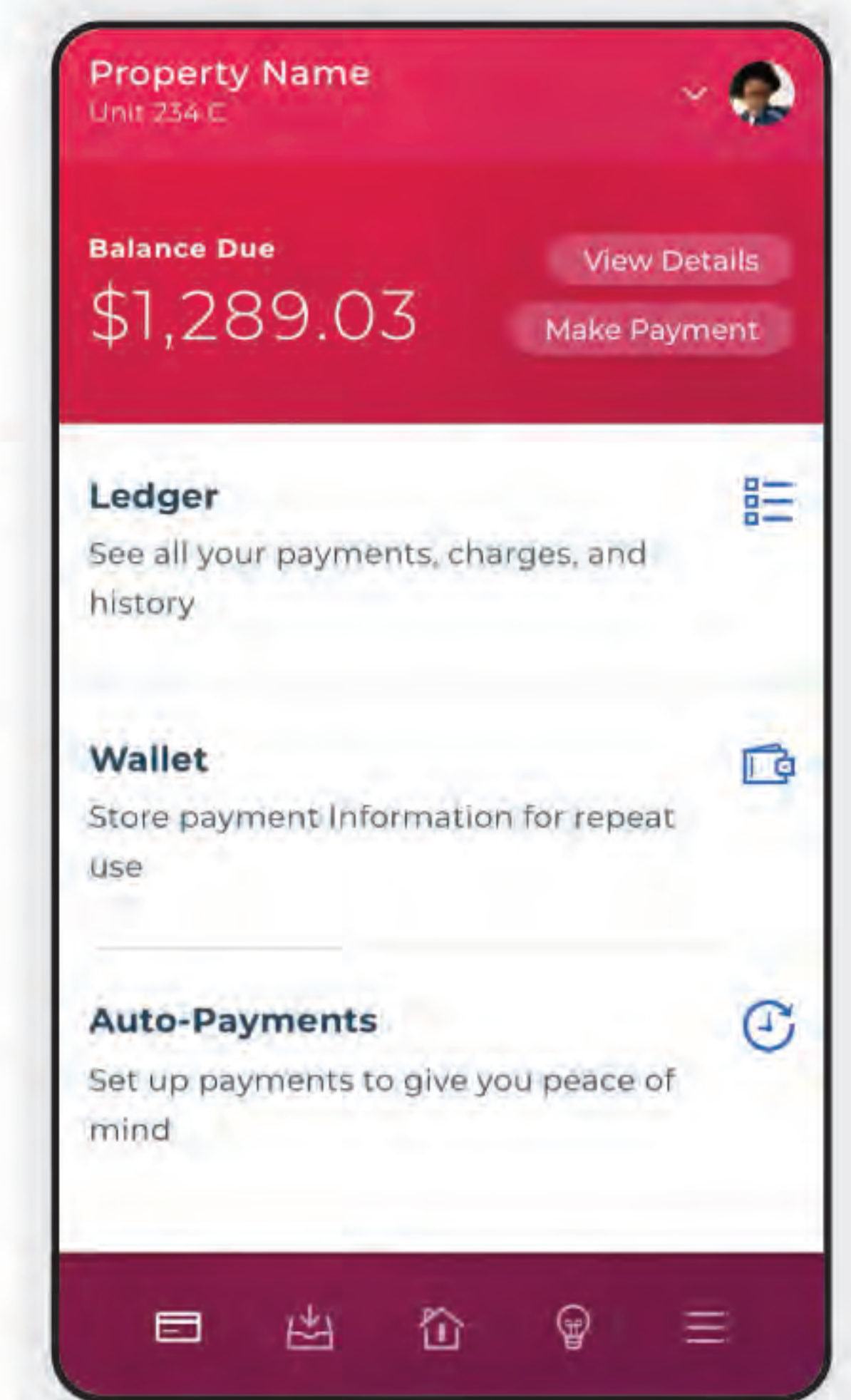
If you are having electrical, cooling/heating, or plumbing issues, these are considered emergency work orders and may be submitted over the phone or through the resident portal by calling.

405-338-1188

Emergency work orders will take priority and be completed as soon as possible by the maintenance team and appropriate vendors.

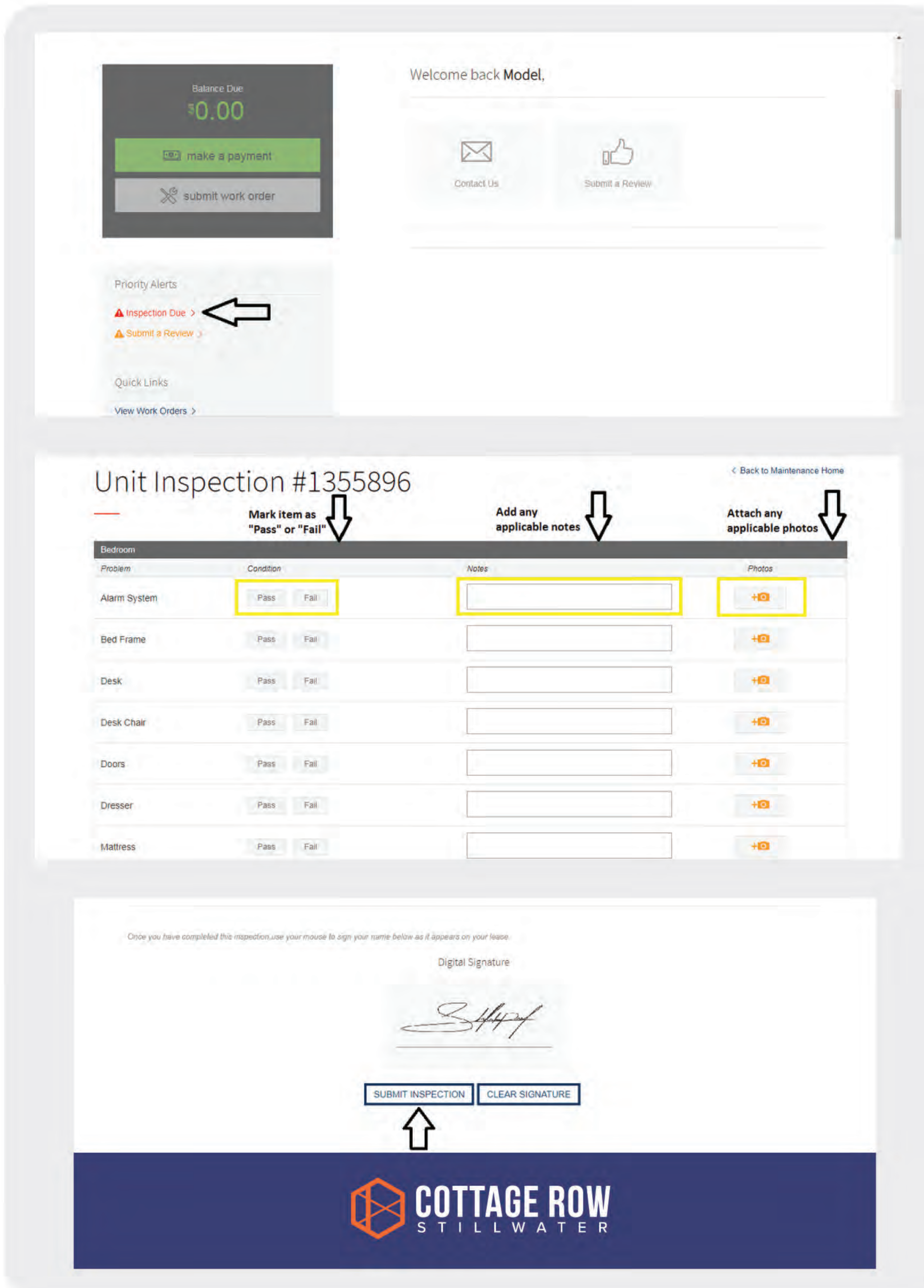
Non-Emergency Work Orders

All other work orders will be classified as non emergency and be completed within 2 business days of it being submitted.



Move In Inspection

How to Complete your move in inspection. You will need to have your inspection complete within 24 hours of moving in.



The screenshot shows the user interface for a move-in inspection. At the top left, there is a 'Balance Due' section showing '\$0.00' with buttons for 'make a payment' and 'submit work order'. To the right, a 'Welcome back Model,' message is displayed with 'Contact Us' and 'Submit a Review' buttons. Below this, a 'Priority Alerts' section contains 'Inspection Due' and 'Submit a Review' alerts, with an arrow pointing to the 'Inspection Due' alert. A 'Quick Links' section includes a 'View Work Orders' link.

The main section is titled 'Unit Inspection #1355896' and includes a 'Back to Maintenance Home' link. It features three instructional arrows: 'Mark item as "Pass" or "Fail"', 'Add any applicable notes', and 'Attach any applicable photos'. Below these is a table for the 'Bedroom' inspection:

Problem	Condition	Notes	Photos
Alarm System	Pass Fail		+📷
Bed Frame	Pass Fail		+📷
Desk	Pass Fail		+📷
Desk Chair	Pass Fail		+📷
Doors	Pass Fail		+📷
Dresser	Pass Fail		+📷
Mattress	Pass Fail		+📷

Below the table, a digital signature area is shown with the text 'Once you have completed this inspection, use your mouse to sign your name below as it appears on your lease.' and 'Digital Signature'. A signature is visible above two buttons: 'SUBMIT INSPECTION' and 'CLEAR SIGNATURE'. An arrow points to the 'SUBMIT INSPECTION' button. The bottom of the page features the 'COTTAGE ROW STILLWATER' logo.

FOB & Keys



1. House Key

Use this to enter the primary residence.



2. Room Key

This key is used to enter your personal room in your primary residence.



3. Mailbox Key

This is your mailbox key! It will work on the mailbox with your unit number on it.

Property Information

Pool Hours & Rules - The pool is open every day from 10am-10pm! Residents and guest must always wear wristbands in the pool area. Remember NO glass and NO pets by the pool.

Tanning Bed Hours - Tanning bed is open for use during office hours. Must check in with the staff at the front desk to use the tanning bed.

Clubhouse Hours - Our clubhouse is open 24/7!

Amenities - Check out the basketball court on the left side of the property and we also have a sand volleyball court on the right side of the property! We also have a putting green right behind the clubhouse.

Events - We have a lot of exciting events planned for this upcoming year so be sure to check your emails and our social media to add our events to your calendar!

Shuttle - You should receive a shuttle schedule in your move-in packet! The shuttle runs to and from campus everyday weekday and it runs to and from the strip Thursday – Saturday's

Parking - We do not have assigned parking on the property. Visitors may park in any available spot, however, extended use of Cottage Row parking may result in the vehicle being towed. Please notify the office if non-permitted vehicles are consistently or excessively taking up resident parking spaces.

Property Gates - Approach the gate with caution. The front gate is only open during business hours so make sure you have your gate clicker with you when leaving the property! Replacement clickers can be purchased at the front office. The side gates are exit gates only.

When your visitors enter the community, they will dial your name on the entry box, which will call your cellular phone. Keep the office updated with your current phone number. Dial "9" on your phone to let them in.

Community Reminders

Patios - Keep patios free of trash, boxes, tires, auto parts, broken furniture intended for indoor use. The management reserves the right to monitor the appearance of your patio.

Grills - Depending on product style and local regulations, grills may be allowed but must be at least 10 feet from the house or any flammable structure. Fire pits are not allowed on the property.

Trash Pick Up - Trash removal is your responsibility as a resident. Cottage Row provides a 7-day-a-week trash valet service through Valet Living. Each unit has been provided a trash container to store all trash. Please bag, tie, and place your trash in the 13-gallon container. Place your container with your tied trash bag(s) outside of your door between 6 and 8 p.m. on scheduled service days.

The collection process will begin at 8 p.m. each night. If our staff must remove your trash, we will assess a charge of \$25 per bag per unit.

Pet Owner / Pet Screening - You must keep your pet on a leash unless in a designated leash-free zone. Residents must always accompany the pet. Whether you have a pet or not, please note that all residents are required to register a profile through cottagerowstillwater.petscreening.com. Failure to register will delay your move-in.

Clean up after your animal. You are responsible for cleaning up your pet's waste on the property. If you fail to do so, you can be fined \$25 per violation.

Contact Information

Front Office - Cottage Row (405) 338-1188

Internet - Pavlov Media (888) 472-8568

Foxen - (614) 642-4828

Trash Pickup - Valet Living (877) 574-2587