

WELCOME *home*



resident handbook



RESIDENT PORTAL

Download the Resident Portal app on your phone to pay rent, input work orders, and more!



KEY INFO

Keep your apartment keys with you at all times. Your black FOB will give you secured access to your apartment. The larger metal key will give you access to your bedroom, and the smaller metal key will give you access to your mailbox.



WIFI & CABLE

WiFi works throughout the entire building, with each unit having its own AirWave network. You should have received your WiFi sign-up email from Elauwit to receive your password.

**If you need assistance with internet, please contact Elauwit Support at 704-800-3099.*



MAIL & PACKAGES

- Mail and smaller packages will be delivered to your designated mailbox by USPS.
- All other packages will be delivered directly to the office for storage, which can be picked up anytime during office hours. If your package is at the office, you will receive a notification from us by email.
- **Bring your ID to pick up packages in the Leasing Office.**
- If the package does not have a resident's name on it, it will be "returned to sender".

Example: [First & Last Name](#)
[1051 Red Mile Rd X-XXxB](#)
[Lexington, KY 40504](#)



SIMPLE BILLS

Utilities are managed by a third-party provider called SimpleBills and will require residents to set up an account with them to manage and pay any utilities. For any utility concerns or questions, please contact SimpleBills directly at 254-230-0199



BUILDING INFO

Main Office Building:

- Leasing Office
- Study Rooms/Area
- Computer & Printer Lab
- Gym

Outside of Main Office:

- Pool & Hot Tub
- Grills
- Outside Lounge & Pong Table
- Fire Pit

THE
STRETCH
— STUDENT HOUSING —

OFFICE #: (859) 202-3943
EMAIL: INFO@THESTRETCHKY.COM

OFFICE HOURS

- Mon - Fri 10:00 am - 6:00 pm
- Sat 10:00 am - 4:00 pm
- Sun 12:00 pm - 4:00 pm

FOR AFTER-HOURS EMERGENCIES, PLEASE CALL THE OFFICE NUMBER.

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