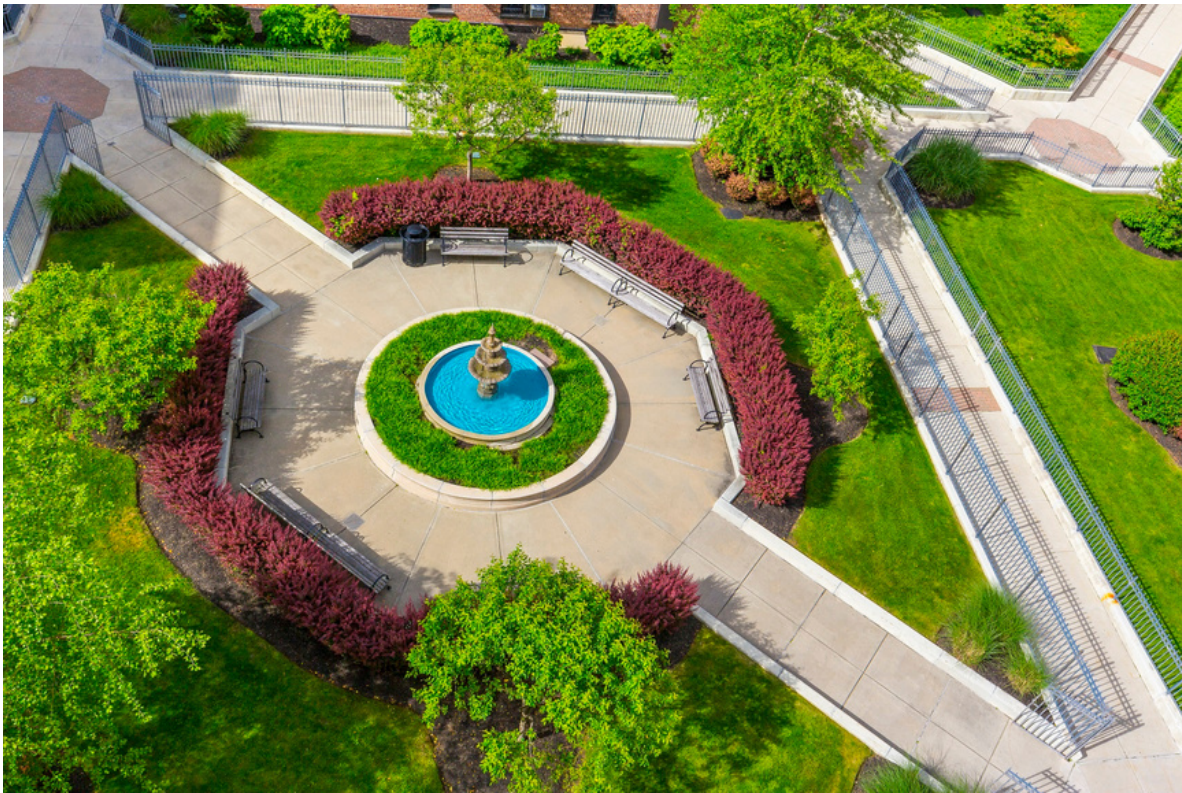


WELCOME HOME!



Wavecrest Gardens

20-02 to 20-57 Seagirt Blvd, Far Rockaway, NY 11691



We are dedicated to providing our residents with quality service. This welcome packet will help you understand the policies and procedures regarding your new community.

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Move-In Rules

- Moving is allowed Monday through Saturday from 8AM-5PM.
- Please see security at the north security booth for directions on where to park.
- Note: All cars parked on the grounds at Wavecrest must first be registered at the rental office and given a sticker. You may not park on the grounds without a registered sticker. All guests and temporary vehicles must park in the visitor parking lots located on either side of the property.
- You will be responsible for any damages to common areas attributable to your move.
- You are responsible for any moving and packing materials that are not properly disposed of.
- **If you have any issues with your apartment upon move-in, please notify us immediately. Contact maintenance at rocmaint@goldprop.com with the subject line MOVE IN ISSUES + your building and apartment number. All other maintenance requests should be made through the resident portal (Rent Café) by visiting GoldfarbProperties.com and logging in as a resident.**

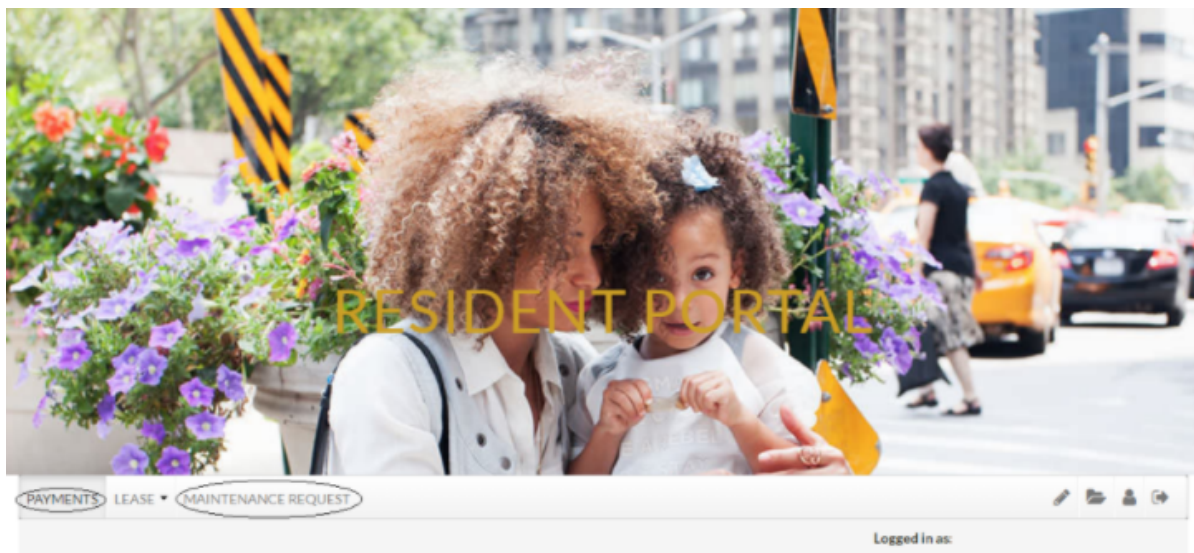
Gas & Electricity

- You are responsible for your electric each month. Please contact **PSEG** at **1-800-490-0025** to set up a utility account prior to moving in.

Cable & Internet

- Cable and internet, as well as landline phone service, are provided through **Spectrum**. Please call them directly at **1-855-243-8892** to set up these services.

Resident Portal



Rent Café is our resident portal where you can:

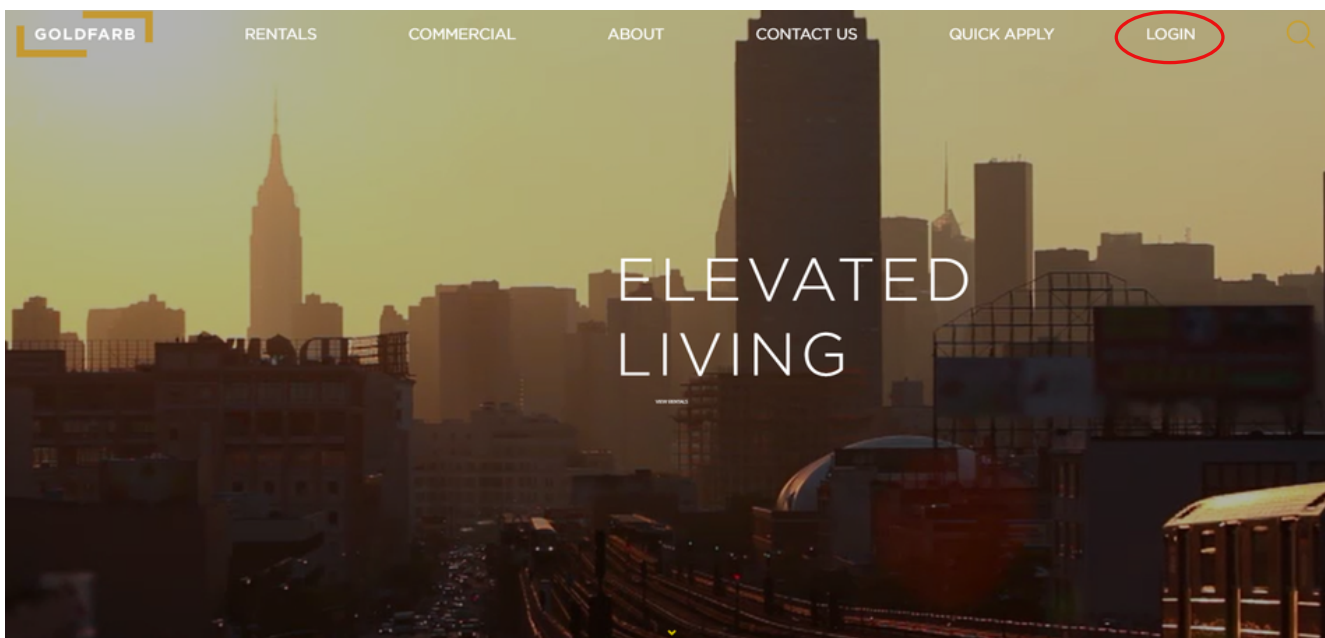
- Make online rent payments and view your rental statements
 - Set up automatic payments via bank account
 - Pay manually with debit or credit card
- Make maintenance requests

Access Rent Café by either:

- Downloading the **RENTCafé Resident App** in the [App Store](#) or [Google Play Store](#).



- Visiting GoldfarbProperties.com and click the login link in the upper right-hand corner.



Making Your First Payment

Here is what you will need to do to submit payment for the new lease:

- Log into your account at Goldfarb Properties (Using the same credentials as when you applied)
- When you are logged in, under “Payments”, select the “Payment Accounts” tab, and add your bank account. Initial payments cannot be made via Credit Card.
- After your initial payment is processed you will have the option to also pay rent using your credit card if you choose (there is a 2.5% credit card processing fee).

PAYMENTS

Make Payments Auto-pay Setup Recent Activity **Payment Accounts**

NOTE: ADDING A NEW BANK ACCOUNT WILL REQUIRE THE ACCOUNT TO BE VERIFIED.

YARDI WILL MAKE A SMALL DEPOSIT TO YOUR NEW ACCOUNT. ONCE YOU SEE THE AMOUNT DEPOSITED BY YARDI (LOOK FOR A DEPOSIT WITH THE DESCRIPTION BANK VERIFY), THEN LOG IN TO YOUR RESIDENT PORTAL ACCOUNT AND CONFIRM THE AMOUNT THAT WAS DEPOSITED BY YARDI TO COMPLETE THE VERIFICATION. ALLOW 48 HOURS FROM THE TIME YOU ADDED YOUR BANK ACCOUNT FOR THE DEPOSIT TO APPEAR.

BANK ACCOUNTS

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

ADD BANK ACCOUNT

- After your bank account has been added, return to the “Make Payments” tab, and select “Make a One-time Payment”:

Current Outstanding Charges

No charges available for payment.

Date	Description	Amount
	Account Balance:	\$0.00

Make a One-time Payment

- The charge will not be displayed on your account, so you will need to manually type it in and submit the payment. The amount should be equivalent to 1st month rent + 1 month security deposit for your unit.

Please contact the office if you have any questions, concerns, or technical difficulties. Thank you!

Making a Maintenance Request

Here is what you will need to do to make a maintenance request:

- You can submit maintenance requests online through your new account on Rent Café. Log into your Rent Café account using the same credentials as when you applied.
- Fill in required areas to submit the request.
- There is a handyman available Monday through Saturday from 8am to 5pm to fulfill maintenance requests.
- For after-hours emergencies, contact security at 718-327-3212.

The screenshot shows a navigation bar with the following tabs: Concierge, Payments, Lease, Maintenance Request (highlighted), and Refer a Friend Program. On the right side of the bar, there are icons for a pencil, a folder, a user profile, and a share icon.

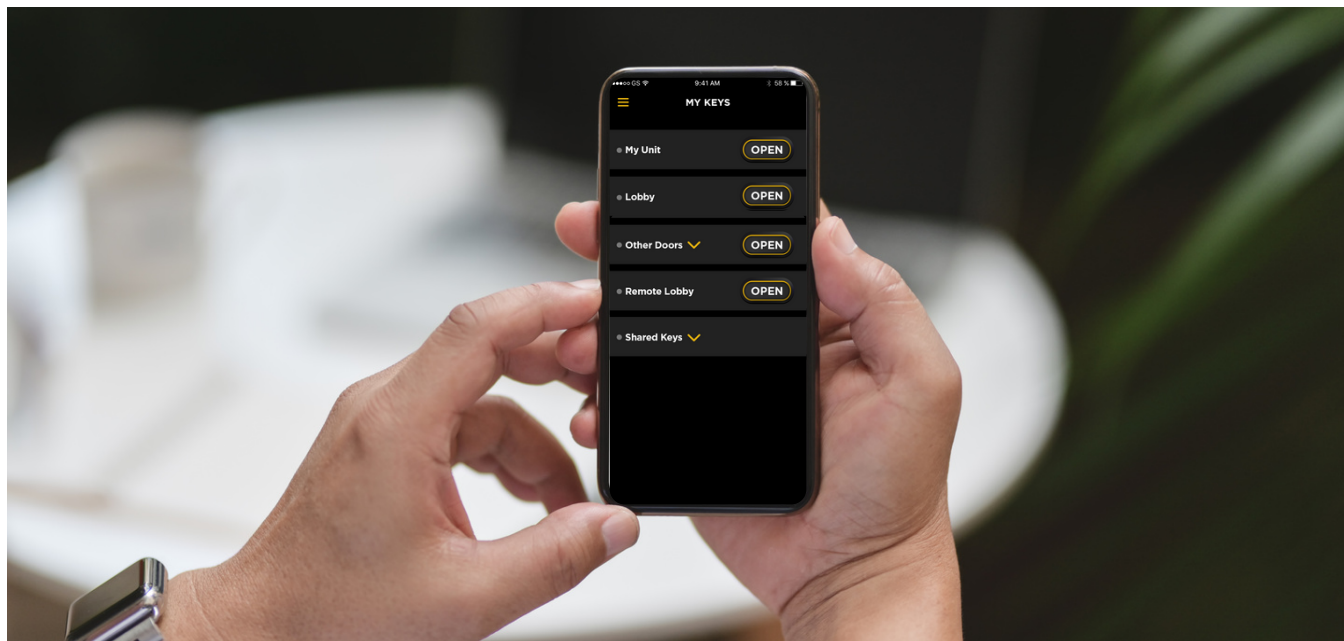
MAINTENANCE REQUEST

The screenshot shows the 'Submit Maintenance Request' form with the following fields and annotations:

- Priority***: A dropdown menu. Annotation: "Enter priority level".
- Category***: A dropdown menu with the text "Select a Category". Annotation: "Select Web Request".
- Sub Category**: A dropdown menu with the text "Select a Sub category".
- Full Description***: A large text area. Annotation: "Provide a clear and detailed description of the issue". Below the text area, it says "1499 characters remaining".
- Access Instructions**: A text area. Annotation: "Indicate preferred date and time of appointment".
- Permission to Enter***: A dropdown menu with the text "No". Annotation: "Indicate if maintenance has permission to enter".
- Attachment i**: A button labeled "Choose File" and the text "No file chosen". Annotation: "Upload any photos".
- SUBMIT**: A button at the bottom of the form. Annotation: "Click to submit".

GP Connect App

The GP Connect App helps you access your building, apartment, and any amenities you pay for right from your phone, no keys needed. You can even allow visitors access remotely and schedule access for service providers.



Here's how to download the app and get started:

1 Update Your Mobile

Click here to ensure your mobile phone number is up-to-date

2 Watch the Tutorial

Click here to watch a detailed tutorial on how to install and use the app

3 Download the App

Click here to download Goldfarb Connect on the App Store or Google Play Store



Amenities

- **Laundry rooms** are located on each terrace in the following buildings: 20-10, 20-16, 20-26, 20-46, 20-29, 20-35, 20-43, 20-49. If you do not live in one of the buildings with a laundry room, your key fob will give you access to the lobby of the building with laundry on your terrace (i.e.: you live in 20-02, you will enter through the lobby of 20-10 and go down to the basement to use laundry room). The attached map on page 11 will show the location of each laundry room. Laundry cards are available for purchase in the laundry room. Laundry room hours are 6am–11pm.
- **Outdoor parking** is on a first come first serve basis. You must have a valid blue sticker in addition to a valid vehicle registration, license plate, and inspection sticker properly displayed at all times. Assigned parking is available for \$175 + tax (indoor)* and \$125 + tax (outdoor)*. If you want to request a space, please contact the rental office ASAP, as there are waitlists for most garages (718-471-7800).
- **The Gym** is located in building 20-10. There is a gym membership fee of \$30/month + applicable taxes*.
- **Storage** is available in 3 different sizes (\$80–\$135 per month*). Call or visit the rental office to find out availability on storage units.
- **Garbage and recycling** information can be obtained by contacting the maintenance office at 718-327-3498.

*Prices are subject to change.



Laundry Room

Our laundry rooms offer brand-new state-of-the-art Huebsch laundry machines, powered by Lavar Secar. These smartphone-enabled machines offer an easy way to check for open machines, pay online, and check the status of your current wash. Here's how to get set up:

- 1 Download the Huebsch app for iOS or android by [clicking here](#).
- 2 After downloading the app, create and verify your profile.
- 3 Add your location using the code **ROC002**.
- 4 Once you set your location, you can add funds directly to your account. Please note there is a \$20 minimum.

House Rules

- 1** Wavecrest Gardens is a smoke-free complex. Smoking is prohibited in all areas of this property, both private and common areas, whether enclosed or outdoors.
- 2** Wavecrest Gardens has embraced a **no-pet policy**.
- 3** There is a compactor chute on each floor for the disposal of household trash. A recycling area is located in the basement. Leaving recyclable items or trash of any type in the chute area or hallways will result in a \$200 fine per occurrence.
- 4** The public halls and stairways of the building shall not be obstructed or used for any purpose other than to enter and exit from the apartments in the building.
- 5** Residents are expected to maintain reasonable noise levels as to not interfere with the comfort of other residents. Please note as per your lease, 80% of your apartment's floor must be covered in wall-to-wall carpet.
- 6** No personal items may be stored in the hallways or staircases. No items are permitted to be placed on doors, windows, fire escapes, or exterior windows. In addition, if you rent a parking spot in an indoor garage, you may not place any additional items in this space.
- 7** Awnings, window air-conditioners, and ventilators are not permitted unless approved by the Landlord. Satellite dishes are prohibited.
- 8** Signs, notices, advertisements, or window illuminations are not permitted in windows or within the building unless approved by the Landlord.
- 9** There is a \$100 fee if you require a lockout service to enter your apartment. This charge will apply only for apartments that management has access to. All other apartments will need to contact a locksmith. There will be a one-time courtesy per apartment for the first lockout, and after that you will incur a charge.

Rules are subject to change at owner's discretion

Resources & Info

LEASING OFFICE

Contact: 718-471-7800 | wavcrest@goldprop.com

Office Hours:

- Monday -Wednesday & Friday from 9am-5pm
- Saturday from 9am-4pm
- Sunday & Thursday - Closed

MAINTENANCE

Contact: rocmaint@goldprop.com | 718-327-3498

Hours: Monday - Friday from 8am-5pm

24 HOUR EMERGENCY NUMBER / SECURITY BOOTH

Contact: (718) 327-3212

Please contact security for emergency situations after hours (ie: leaks, lockouts)

WAVECREST SHOPPING CENTER

Located on Beach 20th street, Wavecrest Shopping Center offers the following stores for your convenience: Bank of America, Subway, Dunkin Donuts, Shop Fair, Wavecrest Cleaners, J&M Pizza, CVS Pharmacy, and more.

EXTERMINATION

Extermination is available every Monday and Saturday (excluding holidays), free of charge. Please feel free to place a work request online or call the maintenance department to schedule.



Floor Care Guide

We know you've got a lot on your mind as you get settled in, and taking care of your floors is the last thing you're thinking about - so leave it to us, we've got you covered! A lot of thought went into the flooring in your space, and we knew that a worry-free, hassle-free floor was definitely the way to go. Whether your unit has natural wood or luxury plank vinyl, here are a few things you can do to protect and prolong the beauty of your floor:

- Use entry mats inside doorways to trap dirt and grime before it can enter your home.
- Avoid the use of mats that contain natural latex rubber as they can stain or discolor your floor.
- Use chair pads and wide caster rollers to protect the floor.

Follow a simple maintenance routine that includes:

- Sweeping or dust mopping daily
- Wiping up spills as quickly as possible
- A ph-neutral cleaner - simply spray on and go over with a dry mop
- Avoid the use of a steam cleaner on your floor
- DO NOT use a bucket of water and a wet mop on hardwood floors. Water will damage hardwood floors.

Window Care Guide

Taking care of your windows isn't something you probably think about too often - but without proper care, they can be damaged or fail to lock. Here's how to operate and care for your windows:

- To open the window it is recommended to pull from the center of the bottom sash.
- To close the window pull down from the bottom frame of the sash.



When the latch is turned outwards or in the direction of the closed padlock sign, this means that the window is now locked. When the latch is turned inwards or is pointing towards the open padlock sign, this means that the window is now unlocked. When the window is locked properly the top and bottom sashes will line up evenly.



A/C Guide

If your apartment came with a pre-installed sleeve air conditioner and/or a stand-up A/C with exterior ducted exhaust, you can control your unit via a wifi-enabled device, so long as you have your own wifi, using the following 2 apps:

- For a sleeve (in-wall) A/C unit, download the Friedrich Connect app in the [App Store](#) or [Google Play Store](#).
- For an in-room stand-up unit, download the Frigidaire app in the [App Store](#) or [Google Play Store](#).



Frigidaire 2.0



FriedrichConnect

If you supply your own air conditioner in the window – you must put a work order in online to have the maintenance department install it, along with the proper bracket. Fees and conditions apply.

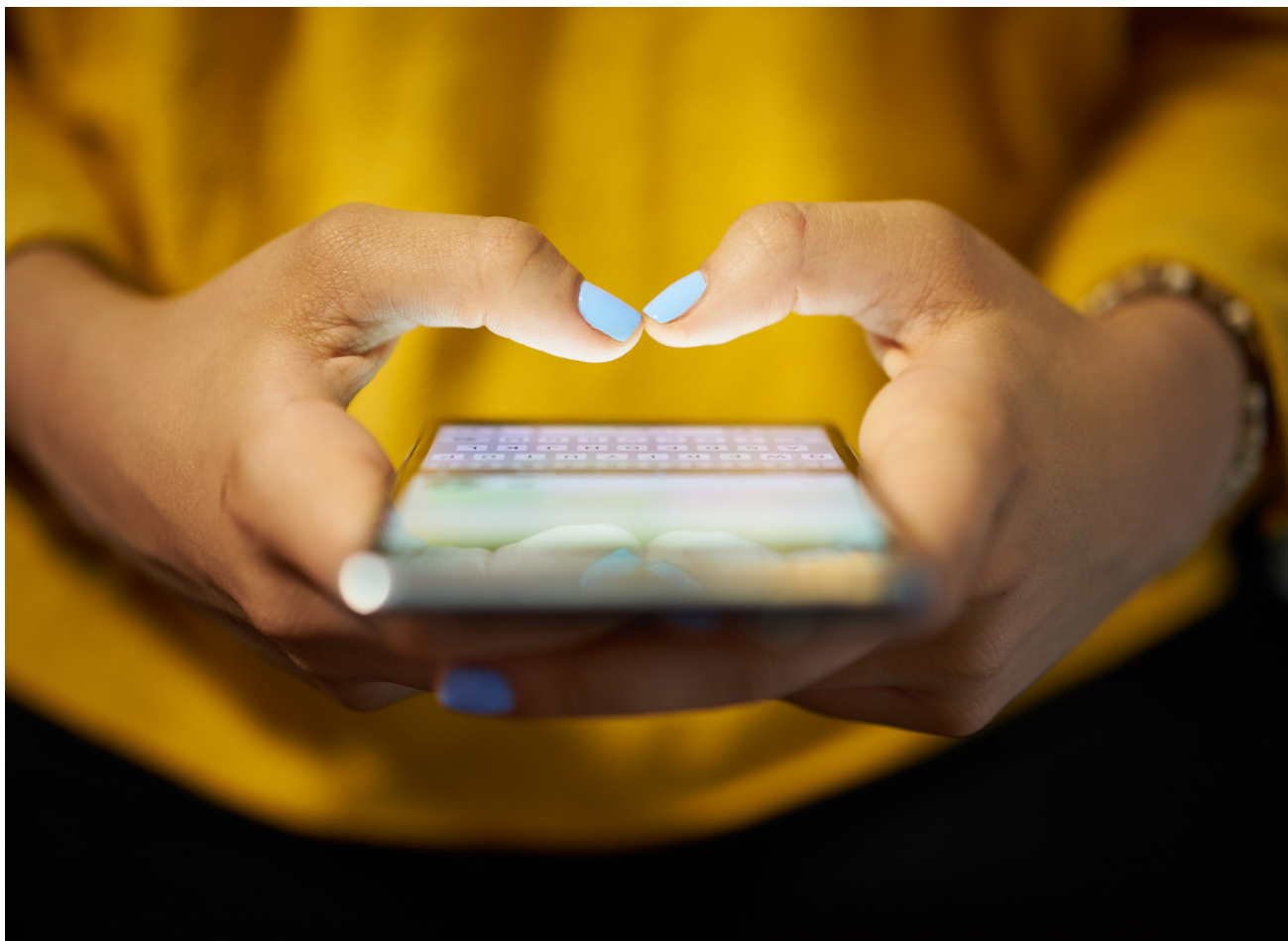


Keep In Touch!

At Goldfarb Properties, we love our residents. Thanks for being one of them! We want to make sure you feel the love too. If you're loving life at Wavecrest Gardens, we would love it if you could leave us a review! You can [click here](#) to leave us a review on Google, or simply scan the code below with the camera app on your phone.



Didn't have the experience you expected? Let us make it up to you. Call our leasing office at 718-471-7800 and we'll make it right!

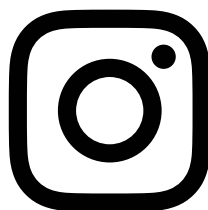


Get Connected!

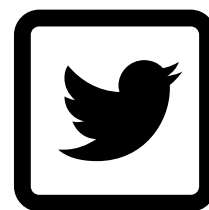
We're so happy you're part of our community! We want to get to know you, so hit us up on social to find out all of the happenings here at Wavecrest Gardens. Don't forget to tag us in your photos! We'd love to see pictures of your new home, how you enjoy spending time in the neighborhood, and how you're enjoying life in Far Rockaway. Click the icons below to connect!



@GoldfarbProperties



@GoldfarbProperties



@GoldfarbProp



WAVECREST GARDENS



AMENITIES

-  LEASING OFFICE
-  FITNESS CENTER
-  LAUNDRY
-  SELF STORAGE
-  TRASH & RECYCLING
-  SPLASH PAD
-  PLAYGROUND
-  FOUNTAIN
-  CONCIERGE
-  PEDESTRIAN GATE
-  BULK TRASH
-  BUS STOP
-  PAID GUEST PARKING

GOLDFARB

20-10 Seagirt Blvd
Queens, NY 11691
718.471.7800

GoldfarbProperties.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
INSURED	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A:	
	INSURER B:	
	INSURER C:	
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE \$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$
							MED EXP (Any one person) \$
							PERSONAL & ADV INJURY \$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE \$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG \$
	OTHER:						\$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) \$
	☐ ANY AUTO						BODILY INJURY (Per person) \$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident) \$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident) \$
							\$
	UMBRELLA LIAB						EACH OCCURRENCE \$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE \$
	DED ☐ RETENTION \$						\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE ☐ OTH-ER ☐
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N ☐	N/A				E.L. EACH ACCIDENT \$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$
							E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE