



Dear William,

Thank you all for a great move-in week. . We are so excited to welcome you to your home away from home, and are looking forward to spending this next year getting to know you! We encourage you to become involved with the people in your community and our staff to take advantage of all

opportunities while living at SYL. Our team is here to support and serve you As everyone gets settled in for this upcoming semester, below we have provided additional information to ensure everyone has a positive experience during their stay here a SYL.

Conduct on Property: Zero Tolerance Policy

Sol Y Luna and Nelson Partners Property Management has a **zero tolerance** policy as it relates to any acts of nuisance, community disruption/disturbance (including loud noise), and/or a resident and/or guests engaging in dropping or throwing objects/items off of a balcony or from the roof deck. Not only is this a basis for sanctions under your lease agreements, and immediate eviction, but violators are pursued criminally by TPD and the City of Tucson. The act of throwing an object from a balcony or roof to the ground below is criminal, and the resident and/or guest is subject to prosecution for an act of reckless endangerment. Penalties for this offense include immediate eviction, a fine of up to \$2,500.00, and a jail term up to 180 days. It is important to note that it isn't just the person who throws the item that is subject to criminal prosecution. A resident who allows his or her balcony to be used for this conduct could also be charged as an accomplice to the criminal offense. Please ensure that your roommates, guests and visitors are being responsible while on-site. Your conduct on property should be respectful to the property, your neighbors, and those around you at all times.

Reporting witnessed aforementioned behavior to Management at 520-622-8400, Avalanche Security after business hours at 520-244-0923 and/or Tucson Police Department (911) is also important in ensuring that we maintain a peaceful environment.

Service Requests:

Maintenance requests are typically completed in a timely manner; however, with hundreds of residents moving in over the past week, we are experiencing an influx of inquiries which as a result has caused a slight delay. Emergency work orders will always be top priority and then we will move onto regular work orders. Your work order is considered an emergency if it falls under the following categories:

- The refrigerator is not cooling
- No Air Conditioning when the outside temperature is above 80 degrees
- No heater when the outside temperature is below 50 degrees
- A broken water line or flooding
- No electricity in the entire unit

If it does not fall under the categories above, it will be completed after all emergency requests are taken care of and in the order the request was submitted.

After Hours Lock-Outs:

There is a \$25 charge for any lock-outs that occur after office hours between 6PM – 12 AM, and a \$50 charge for lock outs between the hours of 12AM – 10AM. Note that after hours lock-outs are only for FRONT apartment door lock outs. After hours lock-outs are not for bedrooms. Therefore, if you are locked out of your bedroom, a leasing agent would be happy to assist you during regular office hours. If you are locked out of your apartment after hours, please call 520-622-8400.

Parking:

Parking for both Sol and Luna are 100% full for the current lease term.

Please review the following rules:

- Sol and Luna parking garages are by permit only
- Permits should be for the 2022-2023 term
- Permits should be displayed on the bottom left-hand corner of the front driver-side window

If you do not have the proper SYL parking permit, are double parked, not parking in an actual parking spot, or parked in a handicapped parking space with no permit you will be towed.

Towing will be at your expense, and we are not liable for any fees that are due to the towing company or any damage that may occur while being towed.

Trash & Refuse Removal:

All trash is to be bagged and placed into the appropriate trash chutes and/or taken down to the main Dumpster areas. At no time is trash permitted to be placed outside of unit doors, in hallways, or other common areas. Bags belonging to units/residents not disposed of properly will be charged back to the resident/unit. Trash is not to be set alongside, in front of, or behind the Dumpsters at any point. Obstructing the disposal company from being able to empty the disposal containers is a fineable offense. All items are to be bagged and placed into the proper disposal containers. All other non-baggable items, such as boxes, and other items are to be broken down and walked down to the large disposal containers and placed in them appropriately.

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Our mailing address is:

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