



2240 Calle de Luna | Santa Clara, CA 95054 | 408.758.5440 | aveliving.com

Welcome home,

Your move-in date is

Your address

2240 Calle de Luna

Santa Clara, CA 95054

Mailbox

Secure Wi-Fi

Credentials

Username:

Password:

Resident Services

Hours

Monday-Friday: 8 am – 6 pm

Saturday: 10 am – 5 pm

Sunday: 11 am – 5 pm

Contact 408.758.5440

santaclara@aveliving.com

Thank you for choosing AVE Santa Clara as your new home!

Sincerely,

Your AVE Santa Clara Team



Community Guidelines

At AVE, 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, rent and utility payments can be submitted on Rent Cafe Portal. Please visit the following link to get started: [https://www.aveliving.com/resident- login](https://www.aveliving.com/resident-login).
- For after-hours maintenance support, please call 408.758.5440. Your call will be routed to our emergency line to dispatch a maintenance team member. Please be advised, the response time may take up to 2 hours.

Parking

- Parking Garage: We have spaces available in our Resident Parking Garage for an additional fee. It is open parking and requires a parking permit to be displayed on the front windshield of your car to enter and exit. Any vehicles parked in the garage without a parking permit will be towed without notice. Please contact Resident Services to register your vehicle.
- All parking spaces are unassigned, except for the tandem parking spaces which are assigned.
- Guest Parking: Guests may park on the retail level of the parking garage located on the first floor. Please reference the posted parking rates.
- EV charging: Charge your EV at home with our (8) on-site stations. Please refer to the enclosed Flash flyer for more information.

Community Access

- Key FOB: This key fob will provide you access to all resident entrances, elevator and stairwell entrance on the garage-level, self-service package room, and your apartment. Please contact Resident Services should you need a replacement key fob. There is a \$50 fee.
- Alarm.com: Open your apartment front door using Alarm.com. Please refer to the enclosed Alarm.com flyer to activate your account.
- Lockouts: We kindly ask to always have your key fob with you. If you do not have your key fob, please use the Alarm.com mobile app for entry or you may call 408.758.5440. Your call will be routed to our emergency line to dispatch a maintenance team member. Please be advised, the response time may take up to 2 hours. There is a \$100 fee for any lockouts that occur.

Pets

- Pets should be leashed at all times when outside your personal residence.
- Pick up after your pet every time – pet waste stations are located at the perimeter of the community for your convenience.
- Pets should not be left unattended on patios or balconies.
- Please help us maintain a beautiful community by not allowing your pet to relieve itself in the amenity spaces or courtyard areas.



Trash

- There is (1) trash room located on each floor near the elevator lobby with trash chutes.
- Secure waste in a trash bag prior to disposing in the designated 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 neatly in the corner of the trash room. Do not place them down the chutes.
- For all larger items, such as furniture, please contact Resident Services for assistance.

Amenities

- Access on-demand flex workspaces and private work suites equipped with gigabit Wi-Fi in our 24/7 business center on the 4th floor or additional conference rooms on every residential floor.
- Achieve your health and wellness goals at our 24/7 state-of-the-art, 2-story fitness center with top-of-the-line strength and cardio equipment, located on the 1st and 2nd floors.
- Enjoy our complimentary hot beverage stations in the 1st floor lobby and 4th floor lounge offering coffee, tea, hot chocolate, and more.
- Relax at our resort-style heated pool and hot tub on the 4th floor, featuring a Zen courtyard and comfortable lounge areas. Please see the attached Pool Rules.
- Keep your furry friend fresh and clean with our dog washing station. The entrance is on level 1 of the garage. Residents can use their key fob to access it.
- Reward your furry friend with a tail-wagging treat at our Bark Bar in the lobby.
- Enjoy our complimentary AVEnture Hub for on-demand access to outdoor equipment for fitness and fun. Stop by Resident Services for access to bikes, paddleboards, kayaks, camping equipment, and more or use the VTS app to schedule, promote and manage your AVEntures.
- Watch the big game, attend community barbeques, or bask in the mountain views at our rooftop deck on the 8th floor equipped with a TV viewing area, outdoor kitchen, and firepit lounge.
- Seamlessly pick up your deliveries with our 24/7 self-service package room.

Please contact Resident Services by phone at 408.758.5440 or email santaclara@aveliving.com should you have any questions.

Sincerely,
Your AVE Team