

# FAQs

JUST MOVED IN? WE HAVE THE ANSWERS TO THOSE QUESTIONS YOU MIGHT HAVE ABOUT YOUR NEW HOME.

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## WHY IS MY ICE MAKER NOT WORKING?

There's an on/off switch located inside your freezer on the ice maker. If you need help with your ice maker, place a work order on the RentCafe portal.

## HOW DO I MAINTAIN MY WASHER AND DRYER?

We recommend keeping the washer door open when not in use to avoid building up an odor.

## HOW DO I DISPOSE OF LARGE ITEMS?

Large items that cannot comfortably fit down the trash chute can be disposed of via a coordinated bulk pick up. Please email [live@citycenterallentown.com](mailto:live@citycenterallentown.com) to coordinate and pick up. Fees apply.

## HOW DO I DISCARD MY ELECTRONICS?

Electronics and devices containing mercury must be taken to the approved Allentown recycling center by appointment. Complete Information at [www.allentownpa.gov](http://www.allentownpa.gov)  
1401 Oxford Drive, Allentown, PA 18103  
Phone: 610.437.8729

## IS MY BATHROOM FAN WORKING?

Bathroom vent fans are extremely quiet, however, if you believe your fan is not functioning properly, please enter a work order in your resident portal.

## HOW DO I USE MY GARBAGE DISPOSAL?

The on switch is mounted to the cabinet under your sink or the backsplash, depending upon your building. The garbage disposal is for discarding small food scraps and should always be run with cold water.

## WHY IS MY LIGHT SWITCH NOT DOING ANYTHING?

It could be a light switch that operates an outlet in the room so that you can turn a lamp on with a switch. It could be a tripped breaker, check your electrical panel for a breaker the opposite direction of the others and switch it back, or place a work order using the resident portal for one of our maintenance team members to come take a look.

## WHAT CAN I RECYCLE?

Recycling needs to be loose and not bagged. See page 3 for full details on recycling.

## HOW DO I DISPOSE OF CAT LITTER AND VACUUM CANISTER WASTE?

Cat litter must be double bagged and put in the trash chute. Vacuum canisters must be bagged and disposed of in the trash chute.



## WHAT IS THERE TO DO? DO RESIDENTS GET SPECIAL DISCOUNTS?

Check out our resident social app, [Cobu](#) for information on upcoming events in your community and a list of all the discounts residents can receive in Downtown Allentown.

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## WHAT DO I CALL MAINTENANCE FOR?

Maintenance number: 610.841.2489 (wait for the prompt and choose 0)

Call maintenance for urgent matters concerning your building or apartment facilities such as a burst pipe, broken window, no hot water, etc.

For non-urgent matters please place a work order in the RentCafe portal.

In the case of an emergency call 911.

## HOW DO I PLACE A WORK ORDER?

Login into your RentCafe portal and click on Request Maintenance and follow the prompts.

Choose the appropriate priority level

- **URGENT:** Response Needed Immediately – Call 610.841.2489, wait for the prompt and choose 0
- **HIGH Priority:** Response Needed Within 12-24 Hours
- **MEDIUM Priority:** Response Needed Within 24-48 Hours (Most Common)
- **LOW Priority:** Assessment Within 72 Hours

The maintenance team does their best to complete these orders promptly. Thank you for your patience.

## WHAT DO I CALL SECURITY FOR?

24/7 security number: 484.661.5111

Examples of the following requests: escort to your car or apartment, locked out of apartment during non-business hours, suspicious activity, or other concerns. In the case of a criminal or life-threatening emergency call 911, security does not replace the police.

## WHERE CAN MY GUEST PARK?

Guests can park in any public parking deck including the ArtsWalk Deck, Community Deck, 8th & Walnut Deck, and Maple Street Deck at the posted hourly rates. Key FOBs are available for guests upon request.

Please see your leasing office for pricing.



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## WHAT CAN I RECYCLE?

### YES

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- **Glass bottles and jars**
- **Plastic** (soda bottles and milk and water jugs)
- **Aluminum, tin, and steel cans**
- **Aluminum, foil, and bakeware**
- **Newspaper, magazine, office paper**
- Milk, juice, and egg **cartons**
- **Cardboard** - Please collapse all cardboard boxes and place in the appropriate container located inside the trash room.

### NO

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- **Plastic bags** – take them to your local shopping center, many have dedicated recycling bins for used bags.
- **Styrofoam** – small pieces should be discarded in a tied garbage bag down the trash chute. Larger pieces are to be placed in the cardboard tote to be disposed of by our staff to avoid clogging the chute.
- **Cat Litter** - Cat litter must be double bagged and put in the trash chute.
- **Vacuum canister contents** - must be bagged and disposed of in the trash chute.

## WHAT NEEDS TO BE DONE AFTER I GET MY KEYS?

Check your email to complete the following:

- Move-in checklist
- Finalize your ButterflyMX registration (not applicable in all communities)
- Package System (not applicable in all communities)
- Set up building wifi (not applicable in all communities)
- Register your dog(s) for a DNA swab and get their move-in gift



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