



FAQs

We have compiled a few of the most frequently asked questions to help make your move go as smoothly as possible. Please feel free to reach out to our team with any additional questions.

Q: Where is the Trash Compactor?

A: The trash compactor is located near the dog park and car wash center. Please do not discard furniture or large items into the compactor as it will jam it up.

Q: When is rent due?

A: Rent is due on the 1st of every month. Your total balance will not be posted to your portal until the 1st. You have a grace period until the 5th of every month to pay without late fees. Late fees will begin on the 6th of each month.

Q: What do I do with my boxes after move in?

A: Please break them down and place them in the recycle bin at the recycling center.

Q: Can I pay rent with a check?

A: Rent should be paid through the online resident portal.

Q: Can I paint my walls and/or hang things?

A: We want you to feel at home! Of course you can paint your walls and hang your decorations. We just ask that any holes larger than a pencil eraser are filled at move out and any walls painted are primed before you leave!

Audubon Place Apartments

1000 FLYCATCHER WAY ARDEN NC 28704 | 828.650.6570 | AUDUBON@PEGASUSRESIDENTIAL.COM

AP
**AUDUBON
PLACE**
APARTMENT HOMES

FAQs

“Home is where one starts from.”

–T.S. Eliot

**Q: Can I store
PODs or Trailers in
the Parking Lot?**

A: There is no trailer parking allowed within our community, per the lease agreement. PODs may not be parked in the community longer than 24 hours and must have management approval prior to arrival.

**Q: How do I place
a Work Order?**

A: You may place a work order through the online portal or by calling the maintenance line or emailing our office.

**Q: Do I need
Renters
Insurance?**

A: We do not require renters insurance, since you pay the \$11 a month Building Protection fee. But if you would like renters insurance for your belongings you are welcome to have additional coverage.

**Q: Do you have
moving help/ can
an 18 wheeler fit?**

A: We do not offer moving assistance nor do we lend out trollies or carts for moving. Due to the tight corners in our community we unfortunately cannot fit an 18 wheelers and they will need to shuttle belongings in.

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