

NORTHSIDE
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RESIDENT HANDBOOK

2024 - 2025



CONTACT INFORMATION



Leasing Office:

972-428-3024 ext. 1

Resident Services Office:

972-428-3024 ext. 2

After Hours On-Call:

972-428-3024

After Hours On-Call Maintenance

972-428-3024

Leasing Email:

northsideleasing@bbcgrp.com

Resident Email:

northsidersidents@bbcgrp.com

Office Hours:

Monday - Friday: 9AM - 7PM

Saturday: 10AM - 5PM

Sunday: CLOSED

After Office Hours:

Monday - Thursday: 7PM - 8AM

Friday: 7PM - 10AM

Saturday: After 5PM

Sunday: ALL DAY

PROPERTY MANAGEMENT STAFF



Area Community Manager

Tearra Ross-Storkes | trossstorkes@bbcgrp.com



Assistant Community Manager

Michaela Pope | mpope@bbcgrp.com



Leasing & Marketing Manager

Dorcas Nzoumba | dnzoumba@bbcgrp.com



Facility Manager

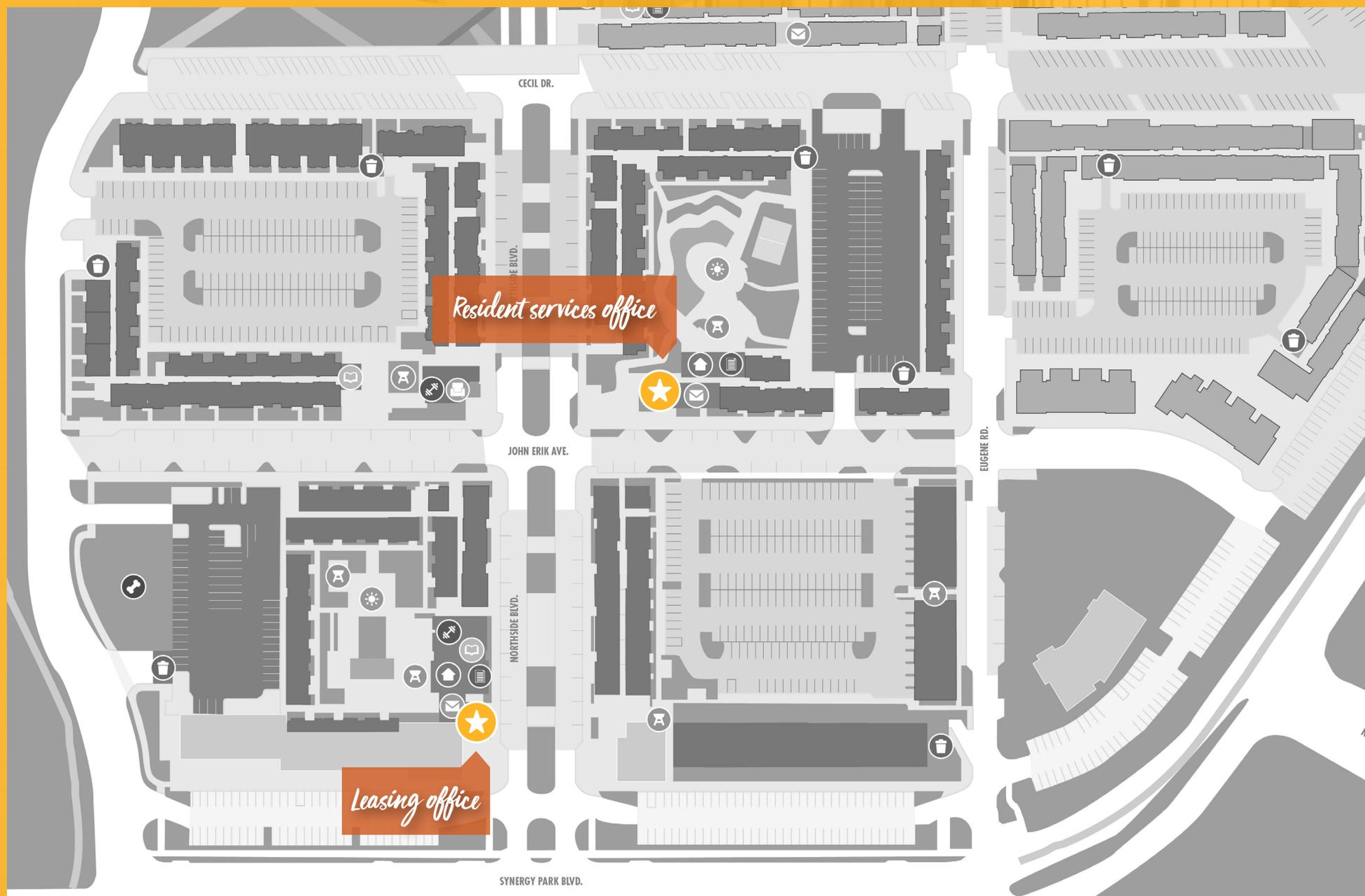
Julius Butler | jbutler@bbcgrp.com

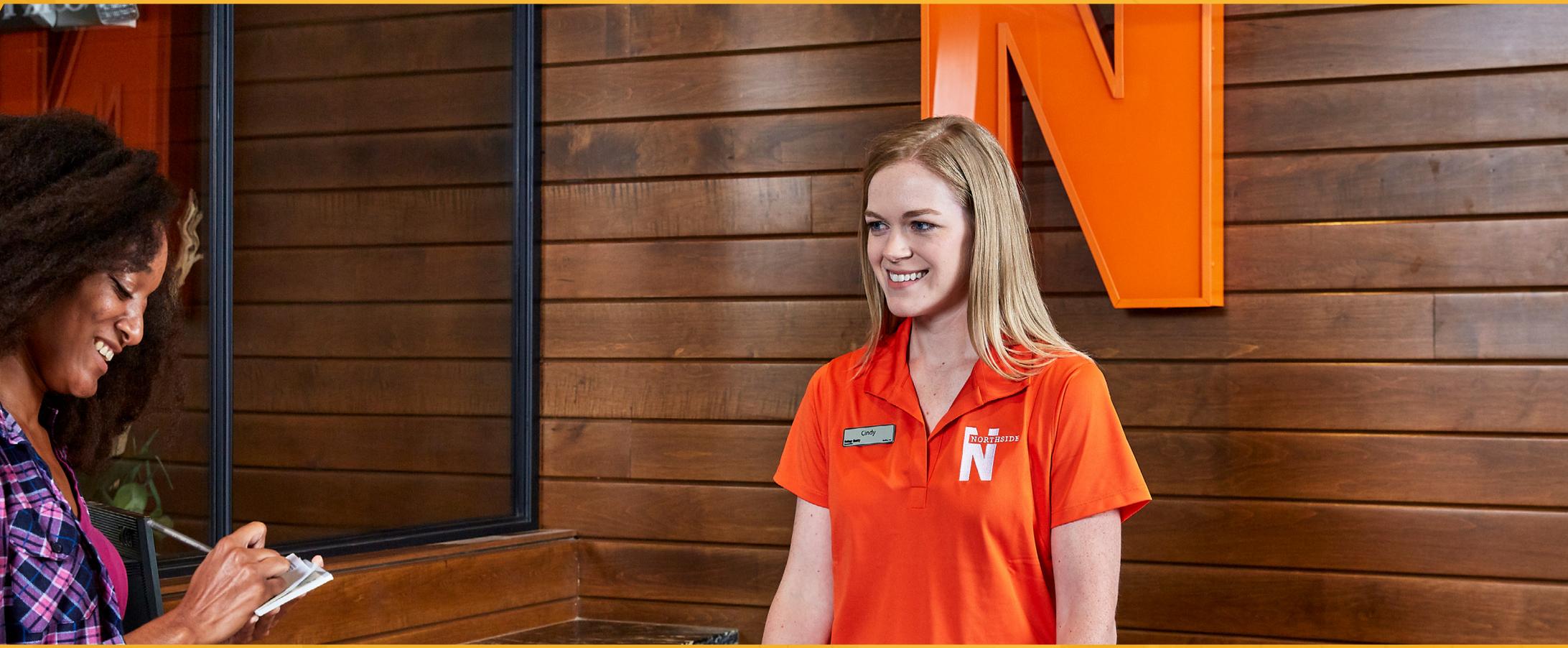
LEASING OFFICE

The Leasing Office is located in Northside Building 1 - 3000 Northside Blvd.

Stop by our Leasing Office for the following:

- Leasing
- Renewing
- Touring





RESIDENT SERVICES OFFICE

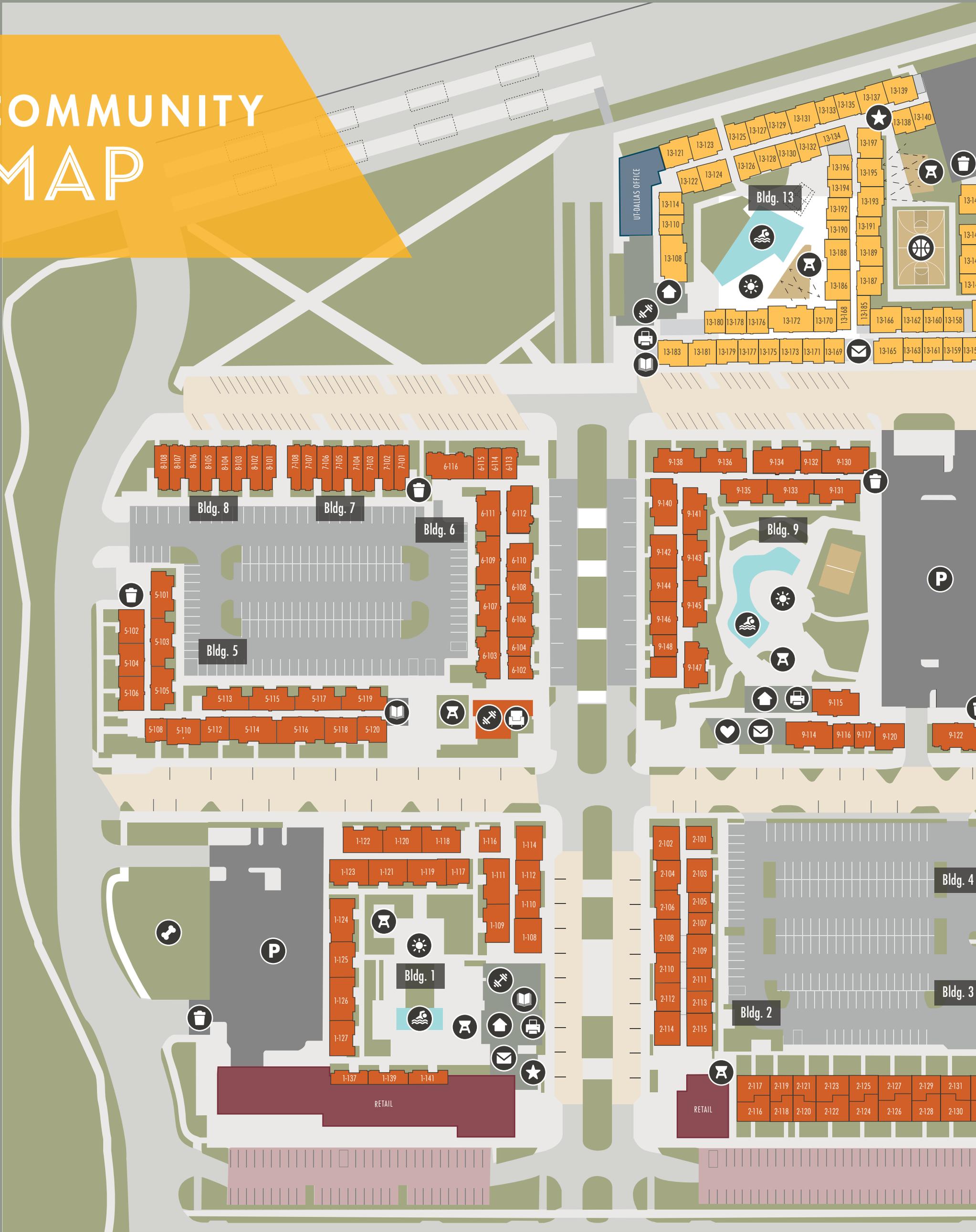
The Resident Services Office is located in Northside Building 9.

The Resident Services Office is where all residents should go to:

- Address roommate conflicts
- Ask questions
- Drop off rent checks/money orders
- Get keys programmed
- Pick-up packages
- Pick-up parking permits
- Reserve amenities



COMMUNITY MAP





BUILDINGS

- Northside
- Northside Plus

OFFICES

- ★ Leasing Office
- ♥ Resident Services Office

PARKING

- Resident parking
- P Resident parking garage
- Retail parking
- Visitor parking

AMENITIES

- 🏀 Basketball court
- 💻 Business center
- 🏠 Clubhouse
- ☀️ Courtyard
- 🍷 Grill station
- 🐕 Dog park
- 🏋️ Fitness center
- ✉️ Mail
- 🏊 Pool
- 📺 Sky lounge
- 📖 Study lounge
- 🗑️ Trash room

CLUBHOUSES

NORTHSIDE



Access to courtyard

Business Center

Fitness Center

Lounge area

Media Room

Ping pong table

Poker table

Pool table

Study lounge

Warming kitchen

NORTHSIDE PLUS



Access to courtyard

Business Center

Fitness Center

Lounge area

Media Room

Ping pong table

Poker table

Pool table

Study lounge

Warming kitchen

SKY LOUNGE



Located at Northside Building 6 • 4th Floor

The Sky Lounge is a reservable amenity available to residents. Upon request, residents can reserve the Sky Lounge for special occasions and events.

To make a reservation, log into the Resident Portal to create the reservation agreement. All reservations will be reviewed and approved by Management. A fee of \$50 will be charged per reservation.

SKY LOUNGE HOURS

9AM – 10PM

RULES

- Residents must accompany guests at all times.
- All persons using the Sky Lounge area do so at your own risk. Management is not responsible for accidents and injuries.
- Shoes and shirts are required at all times.
- No pets permitted in the Sky Lounge.
- No smoking.
- No equipment or furniture shall be removed from the Sky Lounge.

COURTYARDS

Northside has three courtyards located on the property, each featuring different amenities for resident use.



The courtyards are located at Building 1 and 9, and can be accessed by walking through the Clubhouse or using your key fob on the control access gate. Includes resort style pools, a hammock garden, grill stations, lawn games, fire pits, outdoor lounge seating and a sand volleyball court.



The courtyard is located in Building 13, and can be accessed by walking through the Clubhouse or using your key FOB on the control access gates. Includes resort style pool, grill stations, lawn games, a fire pit, outdoor lounges and a basketball court.

COURTYARD RULES

- Resident use only. Up to two guests are permitted so long as they are accompanied by a resident.
- No glass allowed in the courtyards.
- No food allowed in the pool.
- No pets allowed in the courtyards.
- No smoking.
- When using pool, proper swim attire is required.
- No running or horseplay when next to the pool.

COURTYARD HOURS

9AM – 10PM

In case of emergency, call 911.

BUSINESS CENTERS & STUDY LOUNGES

NORTHSIDE



Building 1: Study lounge and Business Center are both conveniently located inside the Clubhouse.

Building 5: Study lounges are located on all floor levels on the NE side of the building.

Building 9: The Business Center is located next to the Clubhouse & bathrooms.

NORTHSIDE PLUS



Building 12: Study lounges are located on all floor levels on the NE side of building. The Business Center is located on the first floor.

Building 13: Study lounges are located on all floor levels on the SW side of the building. The Business Center is located on the first floor.

Building 14: Study lounges are located on all floor levels on the E side of the building.

BUSINESS CENTER & STUDY LOUNGES ARE OPEN 24/7

RULES

- Resident use only. Up to two guests are permitted so long as they are accompanied by a resident.
- Files must be saved to your own USB drive. We are not responsible for lost or damaged files.
- To print, please follow instructions on the PrintWithMe printer.
- Free wireless printing (up to 50 BW pages/mo.)
- No obscene or offensive materials.
- No pets are permitted in study lounges or Business Center.
- No smoking is allowed.
- In case of emergency, call 911.

DOG PARKS

LOCATIONS:

To the West of Building 1,
by the parking garage.

To the North of
Building 14.

HOURS:

Open from dawn
until dusk



Rules

- Resident use only. Residents must accompany guests at all times.
- Owners must supervise their dog while in the park and are legally responsible for the behavior of their dog(s) at all times.
- Aggressive dogs must be removed immediately.
- Dogs must be leashed while entering and exiting the park.
- Dog waste must be cleaned up by their owners immediately.
- No food, alcoholic beverages or glass allowed in or around the dog park area.
- Owners must bring their own water & food bowls.
- Use at your own risk. Management is not responsible for any damage or injury to persons or pets.

FITNESS CENTERS

Northside

Fitness Centers can be found inside the Clubhouse in Building 1 and in Building 6 by the elevator lobby and can be accessed from the 1st and 2nd floors.

Northside Plus

The Fitness Center can be found inside the Clubhouse in Building 13 and can be accessed from the 1st and 2nd floors.

Rules

- The Fitness Center is for the enjoyment of all residents and their guests only.
- Limit of 2 guests per apartment.
- Guests must be accompanied by a resident at all times.
- Adult supervision is required for anyone under the age of 18.
- No food or glassware allowed.
- No smoking is allowed.
- Appropriate exercise shoes and clothing must be worn.
- Wipe down machines after use.
- Use Fitness Center and equipment at your own risk.
- Inspect equipment prior to use. If damage is found, do not use equipment and report damage to the Management Office immediately.

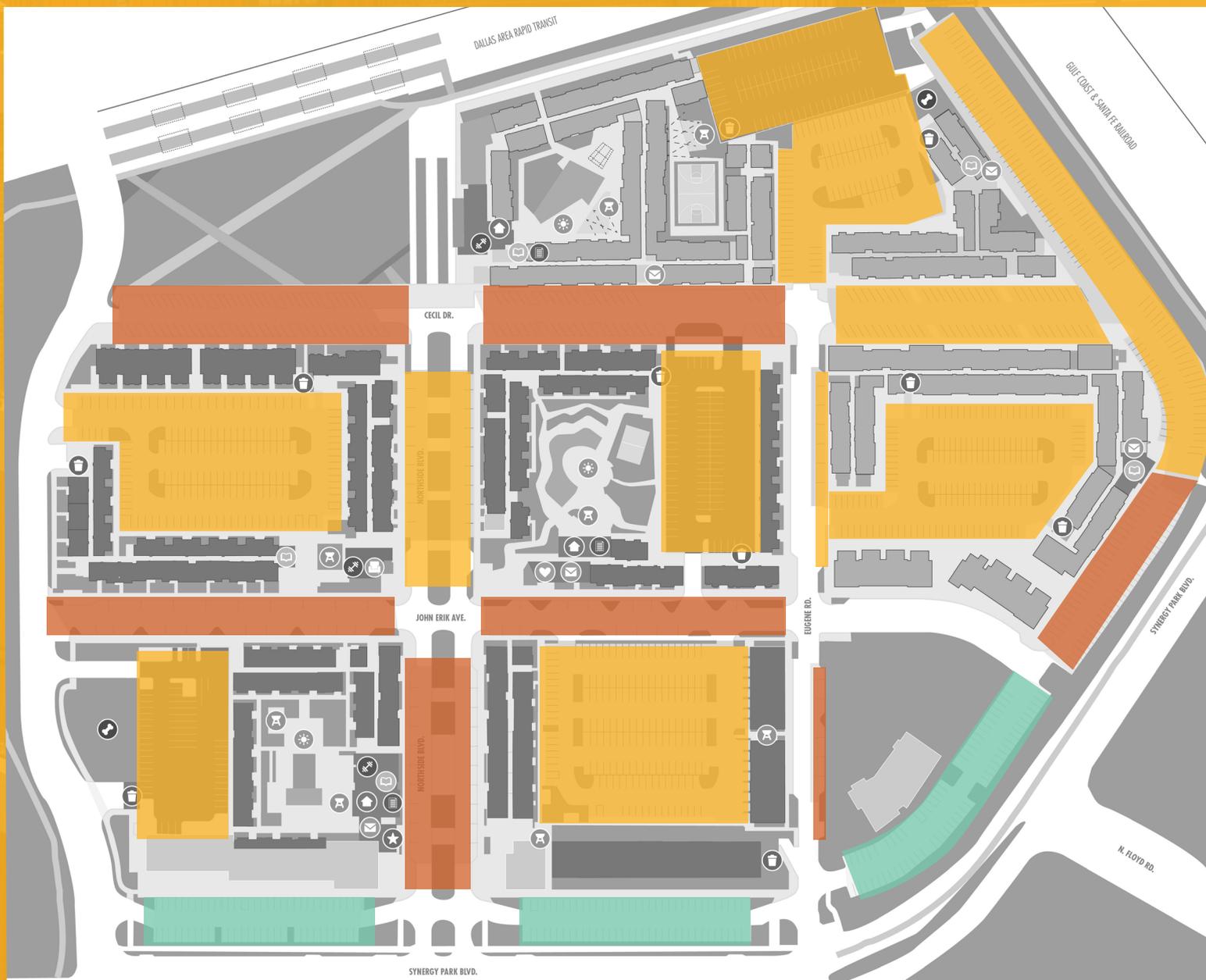


FITNESS CENTERS ARE OPEN 24/7

In case of emergency, call 911.

PARKING RULES & REGULATIONS

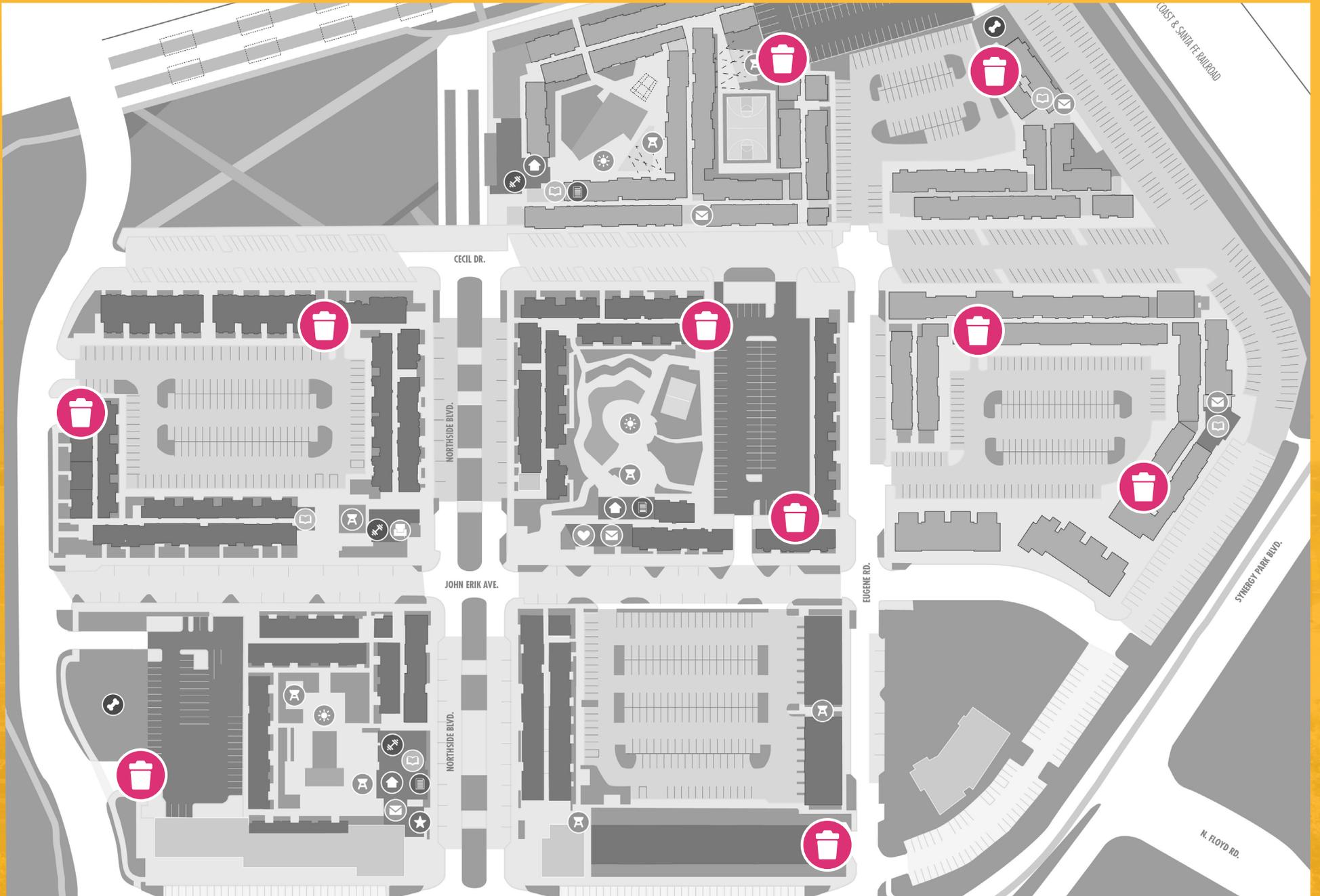
- Residents must contact Management via the Resident Portal and submit vehicle information to register for parking.
- Residents are allowed to register ONLY one vehicle per occupant.
- Residents are allowed to park ONLY in areas designated as resident parking.
- Visitors are allowed to park ONLY in the areas designated as visitor parking.
- Visitor parking has a strict 2-hour limit which is enforced Monday – Friday 9AM – 6PM.
- If a resident brings a new vehicle to the property, they must register it through Pro Park.



QUESTIONS? Please contact the Resident Services Office at: 972-428-3024 or northsidersidents@bbcgrp.com.

TOWING INFORMATION: Texas Impound | 1204 Capital Ave., Plano, TX 75074 | 972.424.6700

TRASH



VALET TRASH SERVICE – we take the trash out for you!

- A trash bin will be provided for each apartment.
- Residents should place designated trash bin outside their unit between 4PM - 6PM.
- Trash pick up is Sunday – Thursday nights. Bins should not be left outside of door Friday – Saturday.

QUESTIONS? Please contact the Resident Services Office at: 972-428-3024 or northsideresidents@bbcgrp.com.

- Trash disposals are located throughout the property. Please refer to the community map above for location sites.
- Trash must be tied and inside trash bin and all card board boxes must be broken down.
- Trash is not permitted to be left outside the balcony, patio, etc.
- Trash violations will result in a \$25 fine per bag.

RENT

Rent Due:
1st of the month

Grace Period:
2nd-5th

6th:
\$50 late fee

7th-15th:
\$5 daily late fee



Who to make the check out to:

NORTHSIDE

Buildings 1-4: Northside Campus Partners

Buildings 5-9: Northside Campus Partners 2 LP

NORTHSIDE PLUS

Buildings 10-12: Northside Campus Partners 3 LP

Buildings 13-14: Northside Campus Partners 4 LP

Accepted forms of payment:

IN PERSON:

- Personal check
- Money Order/MoneyGram

MAIL:

Personal check or Money Order/
MoneyGram can be mailed to:
Northside
3000 Northside Blvd.
Richardson, TX 75080

ONLINE:

- E-check
- E-money gram
- Visa/Debit Card (convenience fee applied)

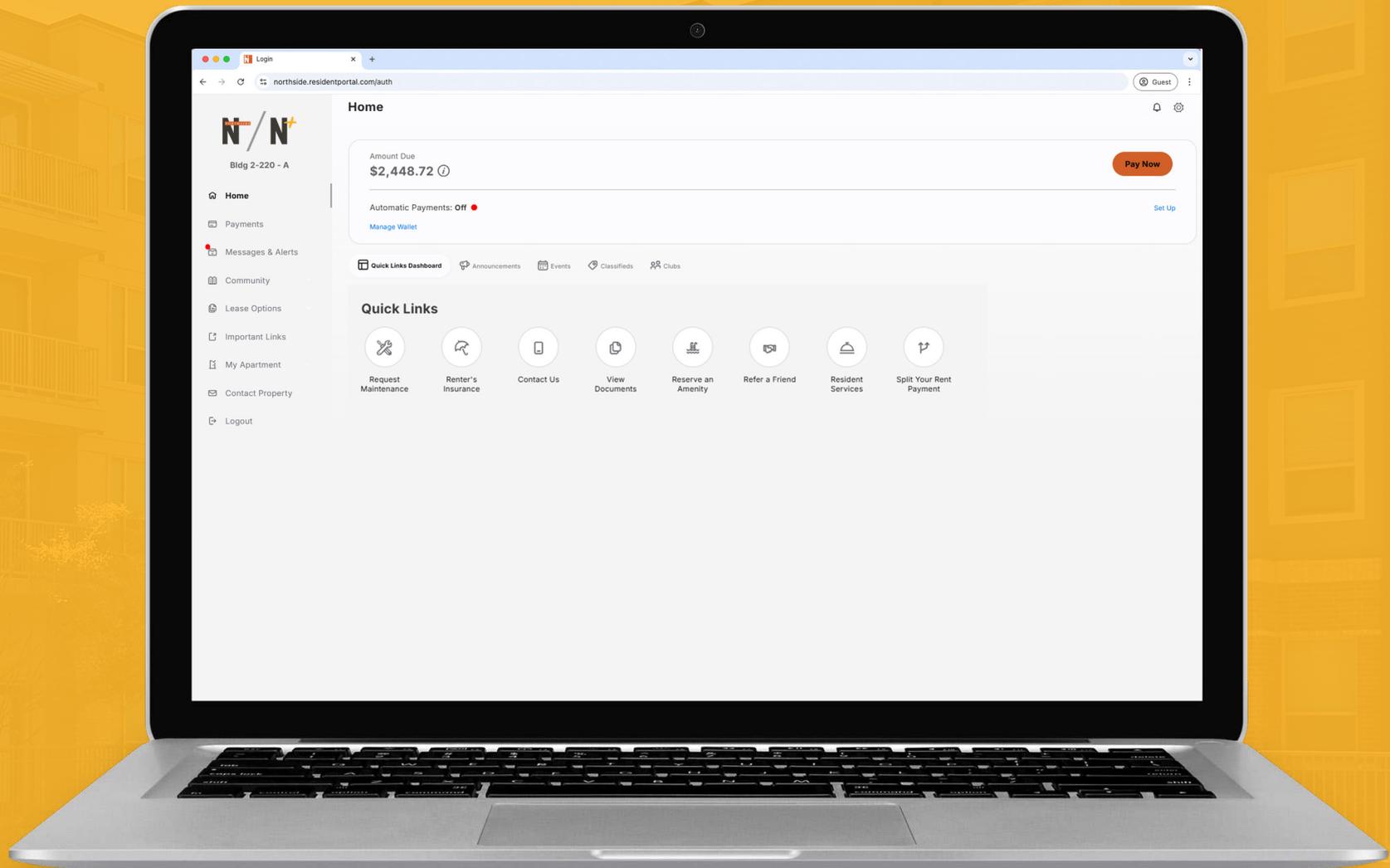
RETURNED PAYMENTS:

If a payment is returned, there is a \$25 non-refundable fee the resident will be responsible to make a separate payment to avoid late fees.

Utilities

Internet, cable, water, sewer and electricity charges are billed back to the resident via the Resident Portal.

RESIDENT PORTAL



Payments - Make a payment online using e-check or credit card; view ledger, set up automatic payments and edit billing information



Maintenance - Submit work orders, check on work order status, move-in inspection form



Community - View community events, join resident groups/club, buy/sell items under classifieds



Contact us - Residents may submit a contact request form if they have general, financial, complaint, renewal, or notice to vacate questions



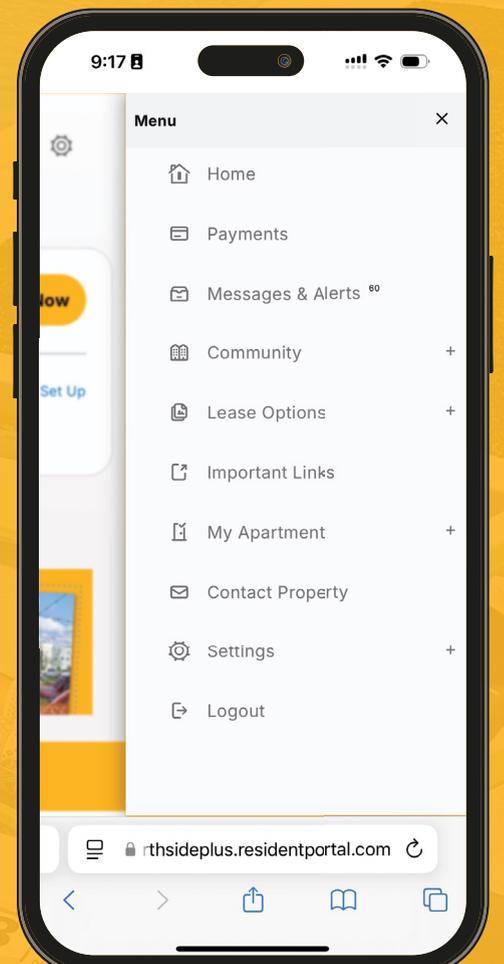
Documents - View electronic copy of signed lease or sign addendum



Priority alerts - Delivery notifications, important emails, document signature reminders



Amenity reservations - Schedule and reserve community amenities. Management will approve and deny requests.





Living here
has its rewards!

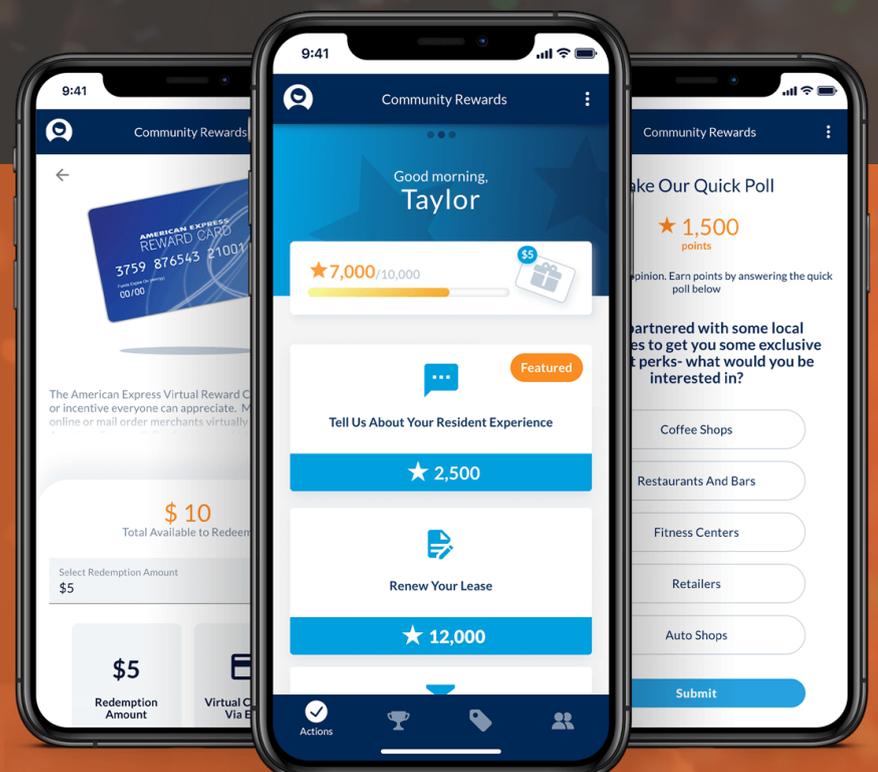
Earn points. Redeem for rewards.

EARNING POINTS IS EASY!

As a thanks for your loyalty each and every day, residents will have the opportunity to earn rewards for a variety of milestones including:

- First time you log-in
- Moving in
- Completing surveys
- Setting up recurring payments
- Posting an online review
- Following us on social media
- Referring a new resident
- Attending resident events
- Renewing your lease
- Adding photos to community photo album and voting for your favorite photo

After moving into the community, you will receive an email invite to join Community Rewards.



LEASE MODIFICATION

A lease modification is when a resident would like to make changes to the original lease contract in place. To modify your lease, you will need to:

- \$200 fee per alternation to the original lease
- All Residents must contact Management via the Resident Portal to notify of any modifications to the original lease
- Once we receive all residents' contact forms, a new lease modification will be generated with the changes to be signed/approved.
- Only one lease modification permitted per lease term.

**Any new resident being added to lease must complete an application and pay application fee.*

RE-LET YOUR LEASE

A re-let is when a resident would like to get out of their lease. To re-let your lease, you will need to:

- Submit a Notice to Vacate Form through the Resident Portal
- Sign "Notice of Intent to Re-let" document electronically
- Once your lease is taken over, a re-let fee will be charged.
- If any renewal concessions were received during lease term, those will be charged back in full for terminating the lease early.
- \$500 Relet fee will need to be paid once relet signs their lease

**Northside offers no guarantee that your lease will be taken over. Resident is responsible for all monies owed on the lease until a new tenant takes over the contract.*

LEASE VIOLATION/FEEES

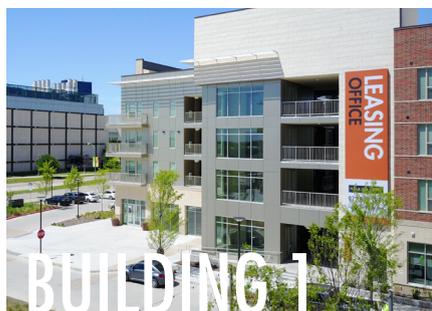
Listed violations and fees are not inclusive of all potential violations. All fees are subject to change based on the severity of lease violation.

- Damage to Northside property
- Unauthorized parties - \$500/infraction
- Improperly disposed of trash - \$25/bag
- Apartment cleanliness
- Noise violation
- Roof violation - \$1,000 or lease termination
- After-hours lockout - \$25
- Lost/Replacement Key: \$75/fob, \$25/Mailbox, \$25/bedroom
- Late move out/holdover - \$200
- Unauthorized roommate
- Unauthorized pet:
1st time (warning)
2nd time (\$420)

MAIL & PACKAGES

There is one mailbox per unit. If you find a key in your mailbox this means you have a package in the associated numbered parcel locker.

NORTHSIDE



Resident Mailing Address:
3000 Northside Blvd., Apt. Bld# - Unit #
Richardson, TX 75080

Mailboxes are located in
Building 1



Resident Mailing Address:
3100 Northside Blvd., Apt. Bld# - Unit #
Richardson, TX 75080

Mailboxes are located in
Building 9

NORTHSIDE PLUS



Resident Mailing Address:
750 Synergy Park Blvd. Apt. Bld# - Unit #
Richardson, TX 75080

Mailboxes are located in
Building 12



Resident Mailing Address:
850 Cecil Dr., Apt. Bld# - Unit #
Richardson, TX 75080

Mailboxes are located in
Building 13



Resident Mailing Address:
800 Cecil Dr., Apt. Bld# - Unit #
Richardson, TX 75080

Mailboxes are located in
Building 14

AFTER OFFICE HOURS

Courtesy Hours

Sun-Thurs | 10PM - 8AM

It is your right to live comfortably in your home but realize that student housing will never be silent. Please be respectful to those around you by keeping noise to an optimal level.

Maintenance on Call:

To report after hours maintenance emergencies, call 972.428.3024 to leave a voicemail for the on-call maintenance technician. Please be sure to state your name, apartment number, and reason for calling.

Maintenance Emergency:

- Toilet not working in one bedroom floorplan
- Power outage
- AC not working if temps above 80 or AC not working if temps below 60

Community assistance on call:

To contact the after hours representative, please call 972.428.3024 to leave a voicemail for the on-call employee. Ensure that you state your name, apartment number, and reason for calling.

Reasons for Calling:

- Noise complaint
- Lock-out
- Parking issues

RETAIL



7-Eleven
Hours: Daily 24/7
Phone: 469.662.4563
7eleven.com



Fukuro
Hours: Daily 11AM - 10PM
Phone: 972.528.9888
Fukurotx.kwickmenu.com



Insomnia Cookies
Hours:
Sun-Wed 11AM - 1AM
Thurs-Sat 11AM - 3AM
insomniacookies.com



Chopped Halal Grill
Hours:
Mon - Sat 11AM - 9PM
Phone: 214.403.8439
choppedhalalgrill.com



Northside Drafthouse
Hours: Daily 4PM - 12PM
Phone: 214.709.6367
northsidedrafthouse.com



Pinto Urban Thai Diner
Hours:
Mon - Sat 12PM - 9PM
Phone: 972.479.9979
pintoutd.com



Starbucks
Hours: Daily 6AM-10PM
starbucks.com



Fun Pizza Kitchen
Hours: Coming soon
funpizzakitchen.com



Bindaas
Hours:
Sun-Wed 12PM - 12AM
Thurs-Sat 12PM - 2AM
gobindaas.com

I signed a lease for a furnished unit, but can I bring my own furniture?

Northside will not remove the furniture in your furnished unit. You can remove it and store it at your own cost during your stay with Northside and return all furniture removed back to the unit when you move out.

What should I do if my roommate has a guest over all the time?

Residents are not allowed to have a guest stay past 14 days straight. If this happens, please notify the Resident Services Office.

Can my roommate bring a dog if my application says no pets?

If you have a “no pets” preference, all roommates are required to consent to a pet living in apartment prior to the pet being registered at the community and before pet can be brought to the premises.

I lost my key fob, how do I get a new one?

Please put in a work order through your Resident Portal detailing which keys will need to be replaced. Before picking up your replacement keys, all charges associated with the replacement must be paid.

Who do I call if I have a maintenance emergency?

Please call the Resident Services Office at 972-.428.3024 and we will assist you immediately. If after hours, please call 972-.428.3024 to leave a voicemail for the on-call maintenance technician. Please be sure to state your name, apartment number and reason for calling.

What if I don't like my roommate after I move in?

We offer a roommate mediation program through our Resident Services Office. If there are issues between roommates that cannot be resolved, residents may be able to transfer as rooms are available. A transfer fee of \$500 will apply. Please contact the Resident Services Office for more information.



How do I cancel my lease?

As outlined in your lease contract, you will be required to find someone to take over the remaining lease and financial obligation. Once the new tenant moves into your space a \$500 re-let fee will be charged to your account.

What do I do if I am locked out of my unit?

If you are locked out of your unit, contact the Resident Services Office at 972.428.3024. If after hours, please call 972.428.3024 to leave a voicemail for the on-call employee. Ensure that you state your name, apartment number, and reason for calling.





Connect
with us

