

FAQ

Is the Apartment furnished?

Our seasonal apartments (Club Commons, Holiday House, Snow Eagle, and Heatherbed) are fully furnished. Beds, couches, etc... are provided.

What do I need to bring?

You will need to bring your own sheets, comforter, pillow, kitchen utensils, dishes etc.

Is there maintenance on site?

Yes, Monday through Friday from 8 to 4:30 we have people on site to replace light bulbs, fix disposals, sinks, clogs, smoke detector batteries, etc. After hours we have an emergency line for emergencies. Building managers are also on site and on call for lockouts, etc.

Utilities, are they included?

Yes

Is cable and internet included?

You will need to set up your own cable and internet when you arrive. The only property where internet is included is the Hub at Willits.

Is there a bus close?

All our locations are on the bus line if not multiple bus lines. You do not need to bring a car.

Can my deposit, admin fee, and parking all be paid on my online portal?

Yes, and you can always pay rent ahead of time as well.

Do you accept personal Checks?

Yes, we do, but we do NOT accept personal checks for your initial deposit payment. Deposits need to be paid on your online portal. After you pay your deposit, then personal check, money order and cashier's check will be accepted.

If I arrive outside business hours do I have to find other accommodation?

We ONLY leave keys if you have signed your lease, copy of ID on hand and zero balance on your online portal. We are open for move-ins Monday through Friday from 8AM to 4:30PM and would prefer if you can arrive during these hours.

How do I make sure to get my whole deposit back?

At move-in you will be given a move-in inspection form. You can list any and all damages within 10 days of move in to help ensure you will get all your money back when you leave.

I'm only here for 3 months do I still have to pay for the full lease term?

Yes, your lease term is the minimum requirement to live here.

Does my deposit count for last month's rent?

No! Please pay as normal. Deposits are returned once you are vacated and usually take up to 30 days.

Can I stay for summer, even if I'm not Ski Co?

If we have openings after all Aspen Skiing Company employees have secured housing and you are in good standing then you are welcome to renew your lease for the summer.

When is the soonest I can move in for winter?

Depends on your received lease term. Please contact the Housing Office right away to see about the possibility of early move-in.

When is the latest I can stay for winter?

April 30th after April 30th you will need to have signed another lease obligation to stay for summer.

Is there security on site?

Cameras have been installed at most locations for your safety.

Renters insurance, should I get it?

Yes, we do not cover any of your belongings in the event of disaster.

Can I get mail there?

Fed Ex and UPS come every day to all locations however there is no United States postal mail drop off. Please check with your Housing Office concerning USPS mail delivery.

Can I send my stuff before I get there?

Yes, but if you need to ship items please time them around your move-in so they get here when you are already here to manage them. The housing office does not have storage, nor do we accept responsibility for resident packages.

Are Pets Allowed?

Only at Heatherbed and Sopris View Apartments are pets allowed and only once given approval. Please see the pet section in your lease. ESA pets still need to fill out an application through PAWH.

Is there resident parking?

Yes, it is available for a \$250 fee per season. However, you do NOT need a car here. Bus routes are near every property, some locations are walking distance to everything, and parking is very limited in Aspen and Snowmass. It is recommended you do NOT bring a car. Parking is first come first serve. Aspen residential parking fills fast, however in Snowmass there is plenty of resident parking.

Are there laundry facilities on site?

Yes. Loads are approx. \$1.50 per load. Laundry is available at all seasonal locations.