

VISTA DEL SOL

VISTA
DEL SOL
APARTMENTS

WELCOME

7100 Louisiana Blvd NE, Albuquerque, NM 87109

855.783.9837 | Vistadelsol@fpacific.com



WELCOME TO YOUR NEW HOME!

IN THIS PACKET IS INFORMATION TO HELP FACILITATE YOUR MOVE-IN PROCESS

Your New Address	Your Total Rent Amount	Mailbox Information

OFFICE INFORMATION

Office Address

7100 Louisiana Blvd NE
Albuquerque, NM 87109

Office Hours

M-F | 9:00 a.m. - 5:30 p.m.
Sat-Sun | Closed

Office Contact

Phone: 855.783.9837
Fax: 505.821.1827
Email: Vistadelsol@fpacific.com

MAINTENANCE INFORMATION

Maintenance Request

505.506.0714 or log into Resident Portal

EMERGENCY MAINTENANCE | 505.506.0714

UTILITIES

Electric

Public Service Company of New Mexico
505.246.5700

Gas

New Mexico Gas Company
888.664.2726

IMPORTANT INFORMATION

In the case that you smell gas, please contact your gas company first, before contacting maintenance.

Should you ever need to report a crime, please contact the police first. They will notify the office.

If you should lose your keys, or be locked out of your home after hours, please call emergency maintenance. Fees will apply.

EMERGENCY CONTACTS

Police | Fire | Ambulance : 911

NEIGHBORHOOD DIRECTORY

ANIMAL CLINICS

4 Paws Pet Hospital

505.821.0309 | 6600 Holly Ave NE Suite B-5
Thrivepetcare.com

Northview Animal Hospital

505.828.1136 | 7601 Anaheim Ave NE
Northviewvets.com

CHILD CARE

Precious Moments Child Care

505.344.1686 | 7522 2nd St NW C
Preciousmomentslc.com

DEPARTMENT STORES & SHOPPING CENTERS

Ross

505.889.0351 | 5001 Montgomery Blvd NE
Rosstores.com

Costco

505.345.9411 | 1420 N Renaissance Blvd NE
Costco.com

Dollar Tree

505.433.6374 | 6300 San Mateo Blvd NE Spc G
Dollartree.com

DRY CLEANERS

The Cleanery

505.298.2629 | 5200 Eubank Blvd NE Ste E4

Bestway Cleaners

505.821.2929 | 7331 San Antonio Dr NE

GROCERY STORES

Trader Joe's

505.796.0311 | 8928 Holly Ave NE
Traderjoes.com

Albertsons Market

505.821.9655 | 7101 Wyoming Blvd NE
Local.albertsonsmarket.com

Sprouts Farmers Market

505.821.7000 | 6300 San Mateo Blvd NE Ste A
Sprouts.com

Whole Foods Market

505.856.0474 | 5815 Wyoming Blvd NE
Wholefoodsmarket.com

SALONS

Great Clips

505.798.1999 | 8100 Wyoming Blvd NE Ste M3
Salons.greatclips.com

Uniquely Elegant Salon Spa

505.717.1816 | 8311 San Pedro Dr NE Ste 1, Albuquerque
Uniquelyelegantsalon.com

PHARMACIES

Albertsons Market Pharmacy

505.821.1275 | 7101 Wyoming Blvd NE
Local.pharmacy.albertsonsmarket.com

Walgreens

505.858.3134 | 8011 Harper Dr NE, Albuquerque
Walgreens.com

Sam's Regent Pharmacy

505.346.0533 | 7120 Wyoming Blvd NE #7B
Samsregentrx.com

POST

USPS

800.275.8777 | 6255 San Antonio Dr NE
USPS.com

The UPS Store

505.858.1600 | 8100 Wyoming Blvd NE Ste M4
TheUPSSStore.com

SCHOOLS

Edmund G. Ross Elementary

505.821.0185 | 6700 Palomas Ave NE, Albuquerque
Egross.aps.edu

Desert Ridge Middle School

505.857.9282 | 8400 Barstow St NE
Desertridge.aps.edu

La Cueva High School

505.823.2327 | 7801 Wilshire Ave NE
Lacueva.aps.edu

URGENT CARE/ HOSPITALS

PRESNow 24/7 Urgent and Emergency Care

505.596.2100 | 6400 Paseo Del Norte Blvd NE
Presnow247.org

Duke City Urgent Care

505.814.1995 | 7200 Montgomery Blvd NE
Dukecityurgentcare.com

COMMUNITY INFORMATION

BALCONIES

Patios are to be kept clean at all times and are not to be used for storage. Grilling is not permitted on the patio and must be done 10 feet away from any dwelling. A grill is provided by the pool for your convenience.

TRASH

Every home has a trash area located close by. Please don't hesitate to contact us if you are not sure of the closest area to you. We offer a trash valet service once a week! Trash valet at Vista Del Sol is every Thursday at 9am. Please place your bags of trash on your porch and a member of our team will pick it up. Please note that you will be fined for leaving trash outside your entry on days other than trash valet days. Please do not dump any large items, you will be charged for these items.

AMENITY KEY

The amenity key unlocks the pool gates, fitness center, laundry room, and tennis court.

POOL/HOT TUB/DRY SAUNA

The pool is open for use all summer, usually from May to September. No one under the age of 16 is permitted in the pool area without adult supervision. All Vista Del Sol residents must have an amenity key to access the pool. Hours of operation are from 10 am – 9 pm. The Jacuzzi is located inside of the pool area and is open year round for your enjoyment from 10 am- 9pm. The dry sauna is also open year round for your enjoyment.

RENT - PAY ONLINE 24/7

Rent is due on the first of the month. Late fees are assessed on the 4th of every month. Late fees are in the amount of 10% of your monthly rent. Pay rent online by check for FREE to avoid late fees by the 3rd. No cash accepted. Feel free to sign up for auto-payment through your account on our website! Please contact the office if you have any questions. Credit and debit cards are accepted.

FITNESS CENTER

The fitness center is accessible 24/7 with the amenity key. Work out anytime! We have a treadmill, elliptical, recumbent bike, and weight station. For your enjoyment, we have cable tv and FREE wifi access.

PETS

We allow a maximum of 2 pets per apartment home. To have a pet, there is a \$100 refundable pet deposit and a one time \$200 non-refundable pet fee. There is a monthly fee of \$35 per cat and \$35 per dog. We also have a community dog wash station as well. Please ensure your pet is always on a leash when outside.

Pet stations are located throughout the property for your convenience. Please note that if you do not clean up after your pet you will be issued a \$25 fine for each occurrence. Certain breed and weight restrictions apply. You must have management approval and sign a pet agreement.

PEST CONTROL

Pest control rotates monthly. Every apartment will be sprayed every six months or as needed. If you require pest control, please call the office or submit a service request online and we will add you to monthly pest control.

RESIDENT EVENTS & NEWSLETTER

Please join us and participate in our monthly resident events! It's a great way to meet other residents. Resident events will be announced on the website resident portal, in our newsletter, our Facebook (and other social media sites) page and displayed on all community notice boards. We always appreciate suggestions on what events you might like to see at Vista Del Sol.

LIGHT BULBS

You are responsible for maintaining your light bulbs in all fixtures upon move in. Please call the office if you need assistance.

CURB APPEAL- YOUR HOME

We are here to serve you and appreciate you letting us know your ideas, suggestions, and anything else that might need our attention. We want you to love your new home and be proud to Call Vista Del Sol home.

MAINTENANCE INFORMATION

Please contact the office to submit a maintenance request. You can also submit a service request through your resident portal at Vista-Del-Sol.com

MAINTENANCE EMERGENCIES

If you have an after-hour maintenance emergency you must call the emergency maintenance phone at 505.506.0714, in order to get it looked at that night. Anything submitted online will not be seen until the next day.

Maintenance Emergencies Include:

- Fire – Call 911 first
- Major Electrical Problems
- Fridge not working
- A/C not working in extreme heat
- Heat not working in extreme cold
- Lock outs or unsecured doors
- Toilet not working
- No water or no hot water
- Strong gas smell

PLEDGE OF GOOD MAINTENANCE

A great business reputation does not spring up overnight; rather, it grows slowly and soundly because it is rooted in the solid ground of customer satisfaction. At Vista Del Sol, we stand behind our maintenance team and their performance!

1. Maintenance requests that are essential to your comfort and wellbeing are priority. Items that fall into this category are things like heating problems, air conditioning problems, no hot or cold water, and security issues related to your home, just to name a few.
2. We will always strive to complete non-emergency requests within 48 hours excluding holidays and weekends.
3. If you are not satisfied with the work performed or the time it took, please speak with your community manager who is committed to solve your problems.

We want satisfied residents who will enthusiastically refer their friends and family to the Vista Del Sol community!

MAINTENANCE INFORMATION

RANGE & OVEN

Please wipe over your stove after use to prevent build up. Do not use sharp objects to get rid of food on the stove or oven surface. If you require new drip pans please note there is a replacement cost. We suggest using aluminum foil to make cleaning your oven and stove top easier. Don't forget to clean the fan above the stove as well!

REFRIGERATOR

Your freezer is frost free. A good way to clean your fridge is to regularly wash it with warm soapy water. Do not block the fan in the back of the freezer as it will cause it to freeze up. Vista Del Sol Tip! To keep your fridge fresh, use vanilla extract or baking soda when wiping it down. Should you have any issues with your fridge let us know immediately online, by calling the office, or adding a service request online 24/7.

PLUMBING

Please do not flush ANY diapers/wipes/feminine products/paper towels down your toilet. Not even toilet friendly wipes. Note that you will be charged if we have to repair your drains due to discarding these or any large items down any drains. Should you have any drips from your faucet please contact the office. It is always good to know how to shut off your water and toilet in case of an emergency.

LOCKED OUT

Should you lock yourself out of your home after hours, please call the office and select the courtesy patrol. There is a \$50 charge for all lock outs after office hours. We provide 2 apartment keys on move-in. Please do not copy the keys. If you need additional keys, please notify the office.

GARBAGE DISPOSAL

Please never put pasta, potato peels, grease or egg shells down your garbage disposal. These items may keep it from working correctly. Vista Del Sol Tip! To keep your garbage disposal smelling and working well, put a lemon or orange peel and ice cubes periodically down it to keep it clean and running properly.

HEATING & A/C

When using your furnace in the winter please set your thermostat to 75-76 degrees. The fan should always be set to auto and set it on heat. In the summer months change the setting to cool and set on 72 degrees. Do not store items in the utility closet. Should you need any filters changed, cleaned, or notice anything not operating as it should, please contact the office immediately. It is a good idea to use the blinds to be more efficient with heating/cooling your home. If you hear of a freeze warning, it is a good idea to keep a slow drip to avoid pipes freezing over. If you need to have vaulted ceiling blinds installed please contact the office.

APPLIANCE CARE

The best cleaner for stainless steel appliances is to dip a soft cloth in warm water mixed with a mild dish detergent. Wipe the surface, rinse the cloth and wipe again, then dry with a towel to prevent water spots. If you still see fingerprints, spray with a glass cleaner. You can also buy a commercial stainless steel cleaner such as Zep stainless steel cleaner, Simple Green stainless steel cleaner, or Weiman sold at Home Depot.

SNOW REMOVAL

We do our best to clear and salt all sidewalks and stairs. If you are in an area that requires our attention, please call the office immediately.

FLOORING

To best take care of your flooring, please vacuum or dry mop the floor before moving onto wet cleaning. Make sure you get under furniture, in corners, and along baseboards. Use gentle cleansers while mopping, such as vinegar mixed with water. To avoid scratches to your floor, use door mats, rugs, and furniture pads.



MAKE YOUR FRIENDS YOUR NEIGHBORS

YOU CAN RECEIVE UP TO \$100 WHEN YOU REFER
SOMEONE TO LIVE AT VISTA DEL SOL!

CONTACT THE OFFICE FOR MORE INFORMATION

VISIT VISTA DEL SOL.COM