

CHANGE/CANCEL RESERVATION

Augusta Housing

📍 The Glen at Alexander Apartments

1040 Alexander Drive, Augusta, GA 30909

Leasing Office: (762)-200-2707



6 beds per apartment

3 single-sex, shared bedrooms/2 bathrooms

Pre-Arrival

Important Policies to Review

 [GA Statewide AHEC Housing Agreement 2023 2024.pdf](#)

 [GA Statewide AHEC Fines and Fee Schedule 2023 2024.pdf](#)

Location Photos

Supplies

Items Supplied

Pots, pans, cookie sheet	Pasta strainer	Washer & dryer
Dishes and glasses	Kitchen towels	Refrigerator
Cooking utensils	Trash bags	Microwave
Eating utensils	Limited cleaning supplies	Dishwasher
Toaster	Coffee maker	Vacuum

Items Supplied by Students

Bedding (twin sheets, blanket, pillow)	Disinfectant wipes
Towels and washcloths	Hangers
All toiletry items, including toilet paper	Laundry detergent
Paper towels and/or napkins	Food and drinks

Arrival

Self Check-In Procedure

You will receive your room assignment and unique keypad access code with entry instructions 5 days before your check-in date.

NOTE: If you do not check-in, you may be subject to a no-show fine. Foothills AHEC uses Operto software to generate and periodically monitor usage of your unique access code in order to confirm check-in, utilization of housing throughout your reservation, and check-out.

Parking

Parking in the complex is unrestricted.

During Stay

Cleaning Services

- Professional cleaning occurs on a bi-weekly schedule (every 2 weeks) by Yuria Mitchell Cleaning Services.
- Please clean up after yourself and keep the space tidy out of respect for the cleaning staff and for your roommates.
 - Personal items must be kept off of the floor and counters.
 - Dishes/food should not be left in the sink or elsewhere so that all surfaces can be properly cleaned/sanitized.

NOTE: The cleaning staff will not move your personal belongings. If the cleaning staff report the inability to clean, students may be charged a fine.

NOTE: Cleaning of any area of the housing location, including individual bedroom spaces, cannot be refused. Doing so may result in being charged a fine or cancellation of the remainder of your housing reservation.

Important Numbers

- **Emergency:** 911
- **Non-Emergency:** Richmond County Sheriff's Office (706) 821-1080
- **Mental Health Crisis:** 988
- **Poison Control:** (800) 222-1222
- **Richmond County Water Emergency:** (706) 821-1851
- **Richmond County Animal Services:** (706) 790-6836
- **Georgia Power:** (888) 660-5890

Incident Reports

Please use the [Incident Report online form](#) to report serious incidents in student housing. Please do not use this form to report maintenance, internet, or cleaning issues. To report those issues, please email studentsupport@foothillsahec.org.

Internet Access

The Wi-Fi network and password is posted inside the apartment on the bulletin board.

Fitness Center

Mail

Personal mail and packages may not be received. Please use an Amazon counter for packages.

Maintenance

Maintenance issues should be reported to The Glen at Alexander's office staff in a timely manner.

Email: glenatalexander@thesterlinggrp.com

Phone: (762) 200-2707

Trash Procedures



Preparation

- Bag and tie all waste - loose items are a safety hazard for our Service Valets.
- Double-bag pet waste to prevent leaks and stains outside your home.
- Aim to keep the weight of your bags to 25 pounds or less.
- Do not include needles or other sharp objects.
- Help aid the collection process by breaking down all cardboard boxes.
- Bundle newspapers and magazines.



Collection

- Place your tied waste in your Valet Living provided container outside your home between 6:00 PM and 8:00 PM on the scheduled nights of service.
- Doorstep collection will start after 8:00 PM.

No Service Holidays

- Easter Sunday
- Memorial Day
- Fourth of July
- Labor Day
- Halloween
- Thanksgiving Day
- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day



Next Morning

- After your doorstep collection service has been completed, bring your Valet Living provided container back inside your residence by 9:00 AM the next morning.

**Valet Living**
Setting the Standard

Tell us how we're doing!
1-877-574-2587
Support@ValetLiving.com
ValetLiving.com

RM-C

- Place a tied trash bag into the provided Valet Living container outside your front door between the hours of 5 – 7 PM on Sunday through Thursday only. Your trash will then be picked up at your front door after 8 PM.
- If you do not have a trash can, please let the leasing office know as soon as possible!
- PLEASE BRING IN YOUR CONTAINER BY 9AM THE NEXT MORNING.
Note: Valet Living will remove the trash can and there will be a \$25 fee to have it reissued. They want to avoid trash out during business hours.
- Only approved Valet Living containers are allowed.

- No loose trash or bulk items will be collected. Only items inside the tied bags in the Valet Living container will be picked up.
- Oversized items are your responsibility to properly dispose of.
- There is a 25 lb. weight limit on all trash bags.
- The container is 13 gallons and will require a 13-gallon plastic bag that ties.
- Bags must be TIED and inside the Valet Living container or on top if there is a second bag.
- If you have any questions, please contact Valet Living Customer Care at 1-877-5-PICKUP.

Places Nearby

[Banks](#)

Name	Driving Time (min)
Truist	4
Cardtronics ATM	4
SouthState Bank	3
Pinnacle Bank	7
Security Federal	9

[Gas Stations](#)

Name	Driving Time (min)
Exxon	2
Circle K	5
BP	5
Kroger Fuel	2

[Grocery Stores](#)

Name	Driving Time (min)
The Fresh Market	3

Lidl	1
Publix	4
Kroger	2
Pope's Grocery Store	7

[Laundromat](#)

Name	Driving Time (min)
Lucy's Laundry	7
Belair Marketplace Laundromat	12
Peanuts Laundry	7
Grand Central Station	9

[Restaurants](#)

Name	Driving Time (min)	Cuisine
Docs Porch Side	5	American
Vallarta Restaurant	2	Mexican
Bonefish Grill	5	Seafood
Carrabbas	3	Italian
Veracruz Restaurant	5	Mexican
Top Dawg Tavern - Augusta	3	American
TBonz Steakhouse	3	American
Cookout	4	American
Chik-Fil-A	5	American
Metro Diner	3	American

[Urgent Care](#)

Name	Driving Time (min)
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Physicians United Urgent Care	10
MedNow Urgent Care	3
Martinez Urgent Care	9
MainStreet Family Care	11
Piedmont Prompt Care at Furys Ferry	10
Piedmont Prompt Care at Georgia Avenue	10

Departure

Check-Out Procedures

- Clean out all your items from the refrigerator and pantry.
- Remove all trash from the house and place it in the trash can outside.
- Use the provided cleaning supplies. Contact Foothills AHEC if there is a need to restock items at studentsupport@foothillsahec.org
- Wash, fold, and replace any used kitchen towels
- If you are the last person to depart on a Saturday, leave the thermostat to 65 F in winter and 75 F in summer.
- Turn off all lights.

Questions?

- Contact studentsupport@foothillsahec.org.
- Urgent questions/issues after-hours until 9 pm: (770) 533-1052