



2026 - 2027

RESIDENT GUIDE





We are excited to welcome you to our community!

In this booklet, you will find the answers to some of our most frequently asked questions. We hope this information helps as you settle into your new home!

Welcome to your perfect place to smile!

-The *Smile* Student Living Team.

Let's Connect.

Smile Student Living
615 S Wright Street
Champaign, IL 61820

hello@smilestudentliving.com
(217) - 903 - 0440
smilestudentliving.com

Follow us on *Instagram*, *Facebook*, or *Tik Tok* to stay up to date on events, specials, and more!



INSTAGRAM



TIK TOK



FACEBOOK

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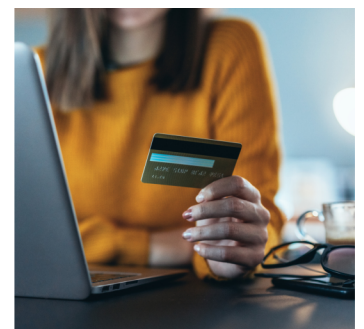
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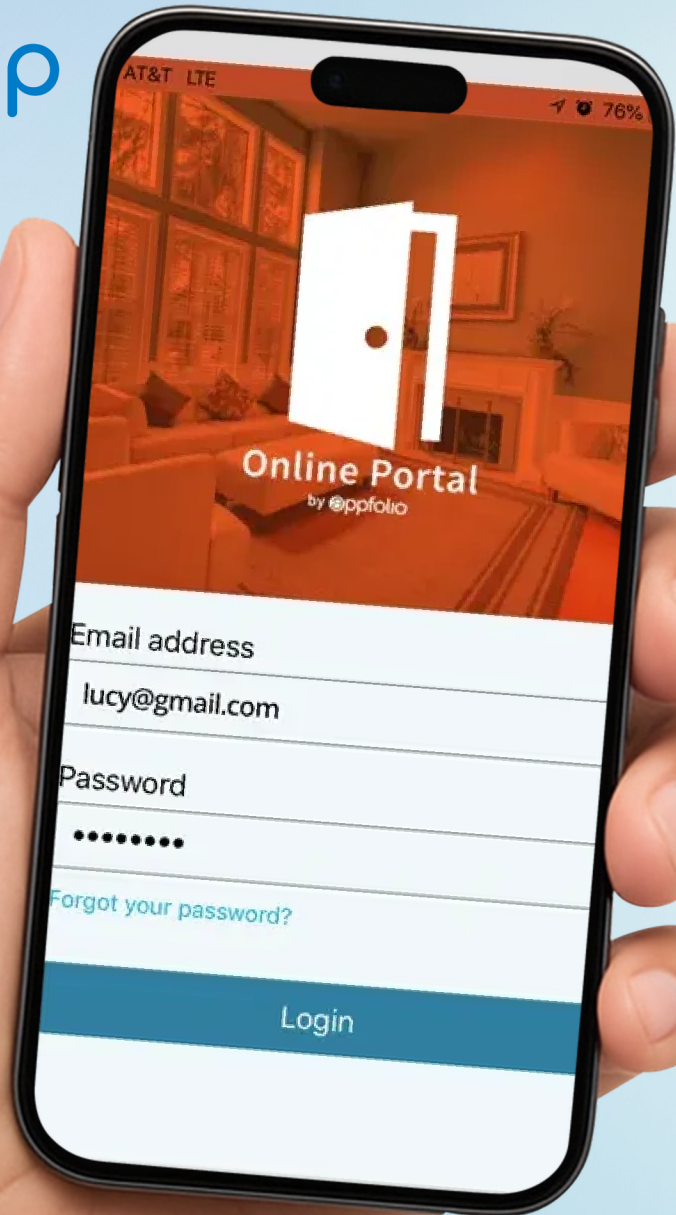


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appfolio mobile app



Your portal. Your way.

Get access to your portal anytime, anywhere. Pay rent, submit maintenance requests, and view your current account settings.



PAY RENT

Securely pay rent online from anywhere. Set up automatic payments so you always pay on time.



SEAMLESS COMMUNICATION

Send communications to us at anytime.



SUBMIT MAINTENANCE REQUESTS

Quickly submit maintenance requests that go directly to our maintenance queue.



RENTERS INSURANCE

Easily submit proof of insurance coverage or purchase a policy, right from your portal.



Appstore



Google Playstore



Log In

Download The App Now

UTILITIES

Electricity

Some of Smile's apartments require tenants to set up electricity in their own name. If the electricity service is not placed in the tenant's name, Smile will add the bill to your online portal and charge an additional \$50 processing fee for each bill we receive. Please refer to the Utilities and Service section of your lease to see what utilities are included.

Setting up

Setting up Electricity.

Ameren Illinois is the local energy provider for Champaign and Urbana. To put the electricity service in your name, you will need to create a customer account with Ameren by going to:

<https://www.ameren.com/service/start-stop-move>

If you have any questions, please contact Ameren at (800) 755-5000.

UTILITIES

ELECTRICITY REQUIRES SET UP

- 48 John
- 52 Armory
- 57 Chalmers
- 103 Chalmers
- 104 Lincoln
- 105 Busey
- 105 Wright
- 106 Gregory
- 107 Springfield
- 202 Chalmers
- 207 Fifth
- 301 Chalmers
- 304 Daniel
- 309 John
- 402 Fifth
- 402 Gregory
- 404 Clark
- 405 Stoughton
- 408 Healey
- 408 Springfield
- 503 Stoughton
- 507 Fourth
- 510 Stoughton
- 510 White
- 601 Green
- 606 Stoughton
- 608 Chalmers
- 608 White
- 615 Wright
- 804 Illinois
- 806 Third
- 809 Springfield
- 809 Stoughton
- 812 Nevada
- 813 Springfield
- 903 Locust
- 905 Oregon
- 909 Locust
- 1009 Stoughton

NO SET UP REQUIRED

- 103 McCullough
- 106 Healey
- 107 Healey
- 108 Healey
- 111 Springfield
- 203 Wright
- 303 Green
- 401 Springfield
- 504 Clark
- 506 Elm
- 507 Clark
- 507 White
- 512 Clark
- 805 Green (Busey Court)
- 907 Oregon
- 1001 Clark
- 1010 Stoughton

INTERNET

Internet

Please note that most Smile apartments do not come with the router or modem.

As a Smile resident, you will either have Volo Broadband or Pavlov Media as your internet provider. If you find yourself running into any issues with your internet, please contact your provider directly.

Routers

If your unit does not include a router please purchase one for the unit that suits your needs. All units have wired internet hookups. You can purchase a modem or router from the following locations:

- Target
- Walmart
- BestBuy
- Meijer's

INTERNET

VOLO BROADBAND

- 48 E John
- 52 E Armory
- 57 E Chalmers
- 103 E Chalmers
- 103 S McCullough
- 104 N Lincoln
- 105 N Busey
- 105 S Wright
- 106 S Gregory
- 107 E Springfield
- 202 E Chalmers
- 301 E Chalmers
- 303 E Green
- 304 Daniel
- 309 E John
- 401 W Springfield
- 402 N Gregory
- 402 S Fifth
- 404 E Clark
- 408 E Healey
- 408 E Springfield
- 503 E Stoughton
- 507 S Fourth
- 606 E Stoughton
- 608 E White
- 804 W Illinois
- 806 S Third
- 809 W Springfield
- 809 W Stoughton
- 812 W Nevada
- 813 W Springfield
- 903 S Locust
- 905 W Oregon
- 907 W Oregon
- 909 S Locust
- 1010 W Stoughton

PAVLOV MEDIA

- 106 E Healey
- 107 E Healey
- 108 E Healey
- 111 E Springfield
- 207 S Fifth
- 405 E Stoughton
- 504 E Clark
- 506 W Elm
- 507 E Clark
- 507 E White
- 510 E Stoughton
- 510 E White
- 512 E Clark
- 601 W Green
- 608 E Chalmers
- 615 S Wright
- 805 Green (Busey Court)
- 1001 W Clark
- 1009 W Stoughton

INTERNET SERVICE NOT INCLUDED

203 S Wright St.

MAINTENANCE

If you are experiencing an emergency service request in your apartment, please call our maintenance dispatch at: **(317) - 899 - 9738**

Maintenance Requests

How to Submit a Maintenance Request

If you experience a maintenance issue in your apartment, please submit a work order through your Resident Portal as soon as possible.

When submitting your request:

- Include a clear description of the issue and its location.
- Include all related maintenance items on one work order whenever possible.
- Avoid submitting duplicate requests for the same issue. Duplicate work orders may be combined or canceled so our team can efficiently track and complete the request.

Emergency Maintenance

The following are considered emergency maintenance requests:

- No water
- No heat or air conditioning
- Refrigerator not functioning
- Unit lockout (charges may apply)
- Active or significant leaks
- Sewer backups
- Clogged toilet when there is only one bathroom in the apartment (charges may apply)
- Toilet or shower not functioning when there is only one bathroom in the apartment

Welcome Week

Our maintenance team works to respond to all service requests as quickly as possible. During Welcome Week, we typically receive a higher-than-normal volume of requests, so some non-emergency items may take additional time to complete. Emergency requests will continue to be prioritized.

NON EMERGENCY ISSUES:

- Apartment cleanliness at the time of move-in
- Shower rods - (these are not provided by Smile)
- Broken or missing furniture (except beds)
- Rips or stains on furniture or carpet
- Lightbulbs or light fixtures
- Paint chips/scratches
- Dents/holes in walls
- Washer/dryer or dishwasher not functioning
- Furnace filters

For non-emergency maintenance issues, please submit a service request through your AppFolio Resident Portal. During move-in, response times may be slightly longer due to increased request volume.

Please document the condition of your apartment on your Move-In Condition Report within 72 hours of move-in. This report is used to record any pre-existing conditions or cosmetic damage, such as scuffs on walls, stains on flooring, scratches, dents, or other existing wear. You do not need to submit a work order for these items unless you are requesting that something be repaired or addressed.

The Move-In Condition Report does not create a maintenance request. If an item needs repair, please submit a separate service request through your AppFolio Resident Portal. Only one Move-In Condition Report may be submitted per apartment.

PAYMENTS

Rent Payments

Rent is due on the 1st of each month, with late fees being applied if rent is not received by the 4th day of the month. Refer to section 3.5 of your lease agreement for fee costs. A processing fee of \$2.49 applies to all ACH payments made through AppFolio.

Certified Funds

If an online payment or personal check is returned for any reason, you will be charged a \$25 Non-Sufficient Funds (NSF) fee, and your account will automatically be put on "Certified Funds Only". This means that you must pay your account balance with either a money order, cashier's check, or an electronic cash pay slip.

Once your balance has been completely paid off, we can allow online payments again. Please note that the certified funds condition can only be removed from your account once, so if there is a future NSF, your online portal will no longer allow online payments for the remainder of your lease.



PARKING

1001 W Clark
#1001

2026-2027 Parking Permit



Expires (Punch One):

- ☐ January
☐ May
☐ August

Smile uses a parking permit system instead of assigned parking spaces. Your parking permit will give you access to any designated parking space in the location/address that was outlined in your parking lease. You must display your parking permit to avoid being towed.

The permit must be displayed on the inside driver's side of the cars windshield at all times. Parking spaces are striped.

Parking permit numbers are specific to the parking lot a lease was signed for, and cannot be used at other Smile parking locations. If a parking lot becomes full, and there are no more spaces for you to park within your leased lot, you will have to call our towing partner Don's Towing. They will verify all parking permits are visible on all parked vehicles and are assigned to each lot. Any vehicle without a valid Smile parking permit, or with a permit not registered to that specific lot, will be towed at the owner's expense.

Payment for the parking lease is required within 48 hours of signing. Once payment is received, your parking permit will be issued.

If you are interested in parking, please scan this code to be taken to the parking page on our website!

[Don's 24hr Towing - \(217\) 352-8457](tel:(217)352-8457)



<https://www.smilestudentliving.com/parking>

ALL PARKING PERMITS FOR THE 26/27 YEAR
MUST BE PICKED UP AT 615 S WRIGHT BY 9/1/25
(During business hours Monday - Friday, 9AM- 5PM)

LANDLORD LIABILITY INSURANCE

As a Smile resident, you are required to have Landlord Liability Insurance (LLI). This protects our properties from any damages throughout the duration of your lease.

You may opt for our AppFolio insurance coverage and upload the policy to your portal (minimum of \$100,000 in liability coverage per resident). It is imperative that every resident in the apartment is covered, and Smile Student Living is listed as "additionally insured." This policy does not cover damage to your personal belongings, so we highly recommend also getting renters insurance. See the next page for information specific to renters insurance.

Please ensure that any added lessees or sublessees obtain renters insurance prior to their scheduled move-in date. This is required for all additions to the lease.

RENTERS INSURANCE

Renters' insurance protects your personal belongings if something happens to them. Sometimes, your parents' homeowners' or renters' insurance covers your belongings, so please make sure to check their policy.

Covered by most renters' insurance policies:

- Personal Property
 - o Damage from fire, pipe bursts, and ceiling cave-ins
 - o Theft
 - o Vandalism
- Liability
 - o Bodily injury resulting from the renter's negligence
 - o Property damage resulting from the renter's negligence
 - o Defends the renter from a claim brought against them by an injured individual

NOT covered by most renters' insurance policies:

- Criminal or intentional acts that result in loss or theft by tenant or their visitors
- Water backup of sewers and drains
- High-value assets that require additional coverage
- Personal property of anyone not named on the policy (such as roommates)

APARTMENT FURNISHINGS

Section 2.6 of your lease lists what furniture is included with your apartment.

Furniture can vary unit to unit, so you may notice that your neighbors may have slightly different furniture than you. We are not able to facilitate any furniture swaps, and we cannot store furniture for tenants.

While some units may come with a shower rod, they are not officially included in your lease, so you will likely need to bring one yourself, as well as shower curtains.

Smile will be happy to replace a flickering or burned-out lightbulb at move-in, but we will not replace a functional bulb - even if it is a different color than other lightbulbs in your apartment. Kindly remember that you are responsible for replacing them during the lease period. This excludes fluorescent fixtures which we will replace.



PET POLICY

Smile is pet-friendly. While we do welcome your furry friends into our flock, there are some rules you should be aware of.

Owners of cats, dogs, and other pets that aren't confined to a cage at all times will need to sign a pet addendum. This will include a \$250 non-refundable deposit per pet as well as monthly pet rent of \$25 each. The pet addendum will include our rules for owning a pet, which are there for everyone's health and safety. Individually leased units do not allow pets. Only 2 animals per apartment.

Please note that you are not allowed to have any additional pets that are not listed in the addendum. This would mean no temporary pet arrangements, such as pet sitting or fostering a pet.

Service Animal and Emotional Support Animal owners will also be required to sign an addendum for their animal which includes similar rules and responsibilities as the Smile pet addendum. Please reach out to the Smile office to get additional information regarding Service Animals and Emotional Support Animals.



PetScreening



HOW-TO Make a PetScreening Profile

1. Sign In To Your PetScreening Account At:

<https://fairlawntenterprise.petscreening.com>

Tip: Please use the email address that was used for your property application.

2. Select Your Profile Type



Assistance Animal

Free – No Associated Fee

If you have an assistance animal (support or service):
Upload animal photos & medical documentation, if required. Add breed, vaccinations, and behavioral history details.



No Pet/Animal

Free – No Associated Fee

If you do not have any pets or animals:
Affirm your property's affidavit and understand the pet policy in place.

3. Complete & Submit Your Profile!

Profiles are active for one year from creation date & should be updated annually. View your PetScreening account settings for auto-renewal options.



For PetScreening support, email support@petscreening.com

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RESIDENT BENEFITS

One profile.
Real-world perks.
Everyday peace
of mind.



Better Living in a PetScreening Community

Creating your PetScreening profile helps make pet ownership simpler, safer, and more supported while contributing to a more transparent and respectful community for everyone. With all pets registered and verified, important details like vaccinations and behavior history are on file, helping reduce issues and keep shared spaces cleaner. Plus, you'll enjoy access to pet perks from our family of brands, adding even more value for you and your pet. Log in and visit [Resident Benefits](#) for the latest offers.*



FidoAlert

Access to free pet ID tag and nationwide lost pet recovery network.



\$75 Wag! Credit

Dog walking support for busy days or new neighborhoods.



6 Months Free TeleVet

Virtual vet visits anytime, anywhere, while you establish your local provider.



Free Tractive GPS Collar

Real-time tracking for everyday explorers. With subscription purchase.



BetterPet Wellness Program

Access to affordable monthly wellness plan with \$525 in routine care reimbursements.

Helping you and your pet thrive wherever you live, work, stay, play & travel.

BetterPet Parent Playbook

Personalized care tips based on your pet + a curated list of pet-friendly places in your city. [Explore now!](#)

Digital Pet ID

A 12-month shareable profile for landlords, groomers, sitters, vets, HOAs, doggy daycares & more.

Includes vaccination reminders.



*Offers are subject to change. Terms & conditions may apply.

&

SUBLEASE

RELETTING

SUBLEASING AND RELETTING

At Smile, you have the option to sublease or relet your apartment in the event that you are no longer able to live there. Here are the steps to do this:

1. Find a new tenant (you will need to find them yourself)
2. Have them apply to our subleasing application, which can be found on our website, smilestudentliving.com
3. Email us at hello@smilestudentliving.com and include The following information is about the new tenant:

- o Full name
- o Email address
- o Phone number
- o Move-in and move-out dates
- o Choose between sublease or a lessee addition/removal

*All applicants will go through the approval process and must meet all current leasing criteria. Smile Student Living does not assist in locating sublessees. The responsibility for finding a qualified sublessee rests entirely with the resident seeking to sublease their apartment.

SUBLEASE

Tenants may find someone to sublet their bedroom for a period of time. Both the current tenant and the sublessee are financially responsible for the unit during the duration of the sublease. This is ideal for tenants who are going to be gone for a few months but plan on coming back to their unit. In this case, the sublessee would benefit the most because the original tenant would still be responsible for the rent and the unit if the sublessee did not pay rent or caused damage. The fee for this is \$100.

LESSEE ADDITION/REMOVAL

Current tenants may request to add a new tenant to the lease and/or remove an existing tenant. All parties must complete the required documentation, and any new tenant must apply and meet Smile Student Living's current leasing criteria before the change can be approved.

The fee is \$100 to add a tenant and \$100 to remove a tenant. If both an addition and removal are being completed, both fees apply.

MISCELLANEOUS

KEYS

- Fob replacement: \$75* per fob. If keys are lost you will be subject to a lock change fee. (Starting at \$150.00 per replacement.) *Always carry your keys when leaving your unit in case an agent or maintenance is to lock your door. Lockouts would then be the tenants' responsibility.
- *prices are subject to change

PACKAGE DELIVERY

Some delivery services may not be able to enter your building if they are secure access so packages may be left outside. Smile is not responsible for any lost or stolen packages. If package theft is a concern, consider requiring a signature for all packages, renting a PO box, or utilizing Amazon's Hub Lockers.



Fresh International
Market, 505 S NEIL
ST STE STE4,
Champaign, IL,
61820



QuikTrip - 7194,
1505 N NEIL ST,
CHAMPAIGN, IL,
61820



Circle K, 1601 W
Springfield Ave,
Champaign, IL,
61821-3013



Circle K, 1511 N
Prospect Ave,
Champaign, IL,
61820-2121

LEGAL, LEASE, OR ROOMATE ISSUES

The University of Illinois provides great services for students who have questions about housing. The OffCampus Community Living (OCCL) program supports and assists students with landlord, lease, and roommate questions. The Office for Student Conflict Resolution offers free conflict resolution services to any student who is experiencing conflict with another student.

EMAIL - occl@illinois.edu

PHONE - (217)-333-0112

RESIDENT AMENITIES

24/7 Fitness Center

Private Conference Rooms

Study Space

Mini Mart

Print With Me Services

Monthly Resident Events

Resident Rewards Program

24/7 Cycle & Yoga Room

Skylounges*



The FLAMINGO



MINI MART



STUDY ROOMS



GYM & CYCLE ROOM



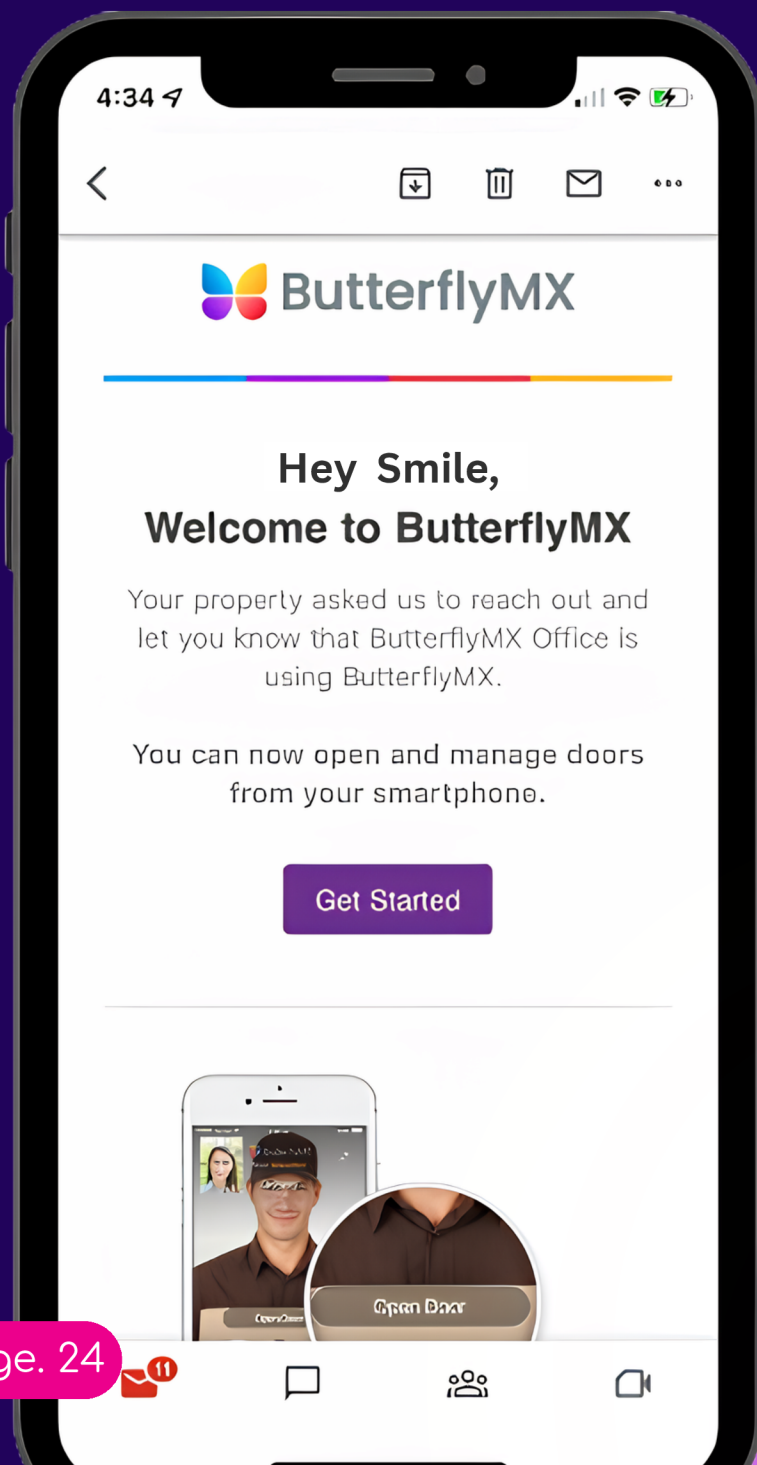
MONTHLY EVENTS

THE FLAMINGO FEATURES

As a Smile resident, you have access to the Flamingo Amenity Space through the ButterflyMX app (activation is sent via email on move-in day). Enjoy reservable study rooms through Skedda, a fully equipped fitness center with cardio, weights, cycling, and yoga areas, a Mini Mart stocked weekly with snacks and drinks, PrintWithMe printing services, and monthly resident events featuring free food, prizes, activities, merchandise, and special guests. If you have any questions or need help accessing the space, please contact our office.

ButterflyMX

Smile uses Butterfly MX to give secure access to select properties using this cutting edge secure technology.





Getting Access

Before move-in day, make sure to download the Butterfly MX app on either the Apple App Store or the Google Play Store. On move-in day, you will receive access through an email sent to you. After logging in with your account granted access through this email, you will be able to access both your building if equipped, and the 615 S Wright Building. You will have access to The Flamingo amenities space after hours using Butterfly MX.

Operating Butterfly MX

You can use Butterfly Mx to access your building by using the app to swipe open a door, tap with Bluetooth access (only available for unit doors, not building access doors), or using a custom door pin you create in the app. These means of access allow you secure entry. Also available to you is a Visitor pass and delivery pass system you can use to create temporary access pins for guests or delivery services.

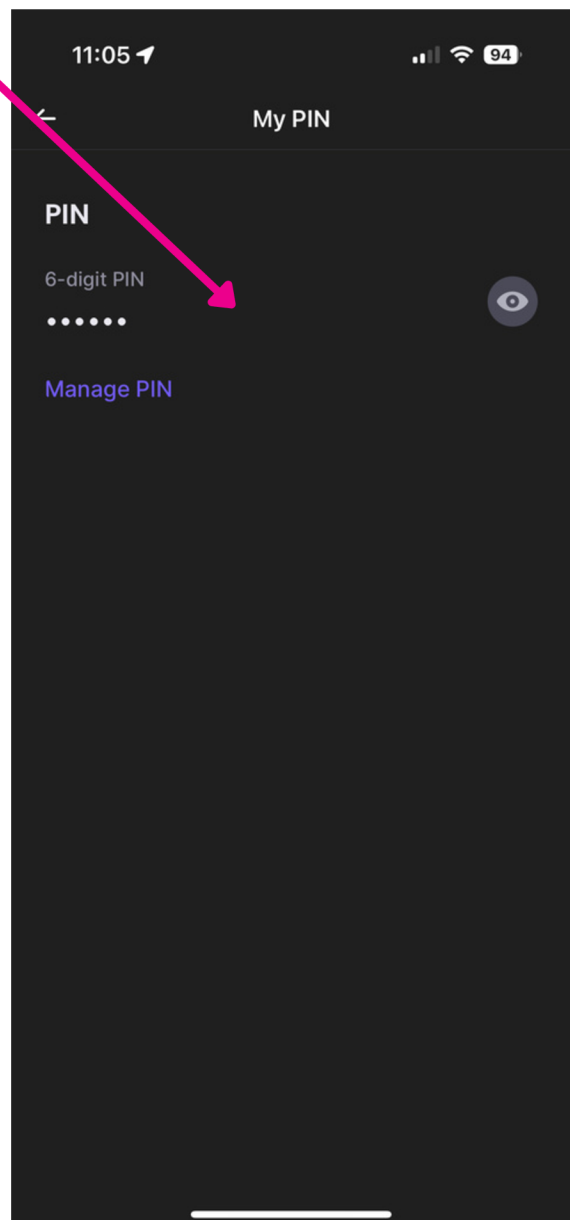
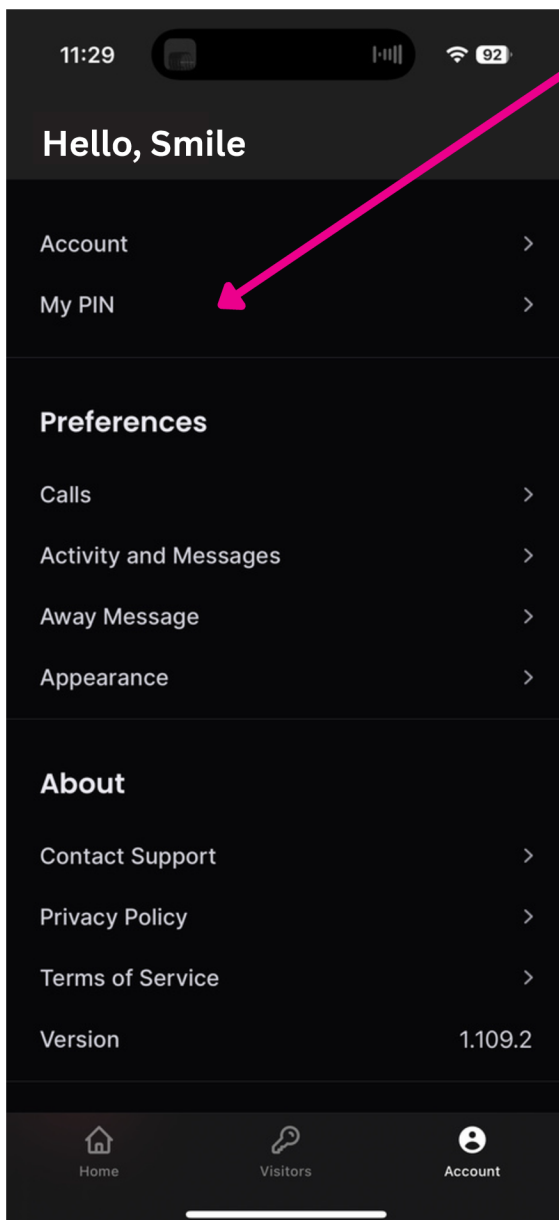
For information on how to use the app, see page 16.

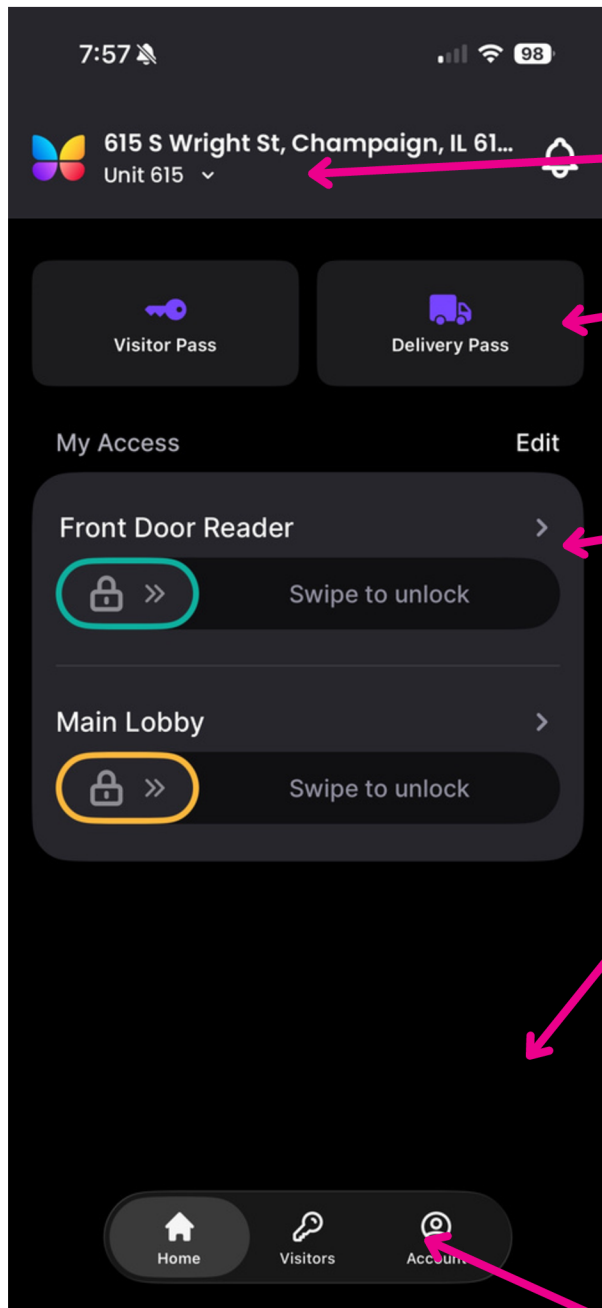
Registration and office access

You should receive a registration email to set up your butterfly MX account on the day of your move in. If you do not receive the access email or are unable to set up a account please email us at: hello@smilestudentliving.com.



By tapping on the accounts page, you can access the page to view and change your custom access pin.

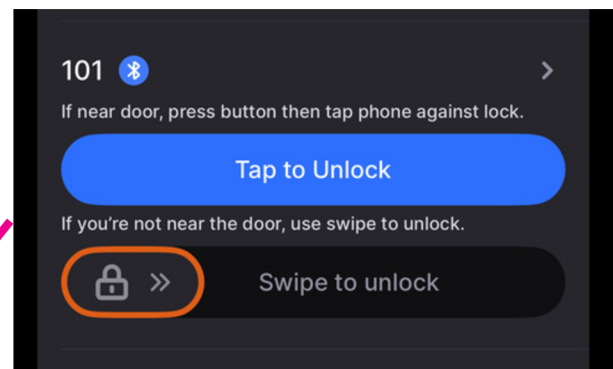




This drop down can be used to swap between access for properties.

You can use these buttons to easily make temporary passes.

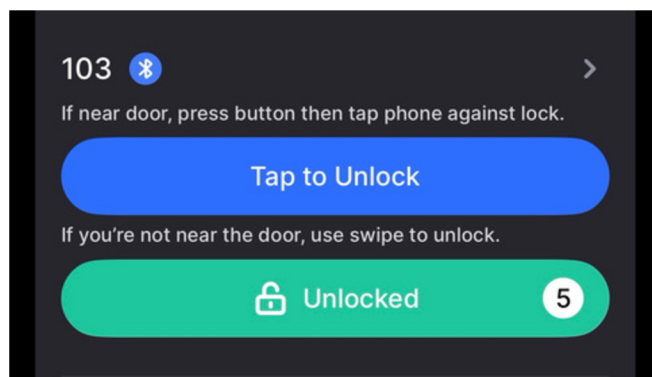
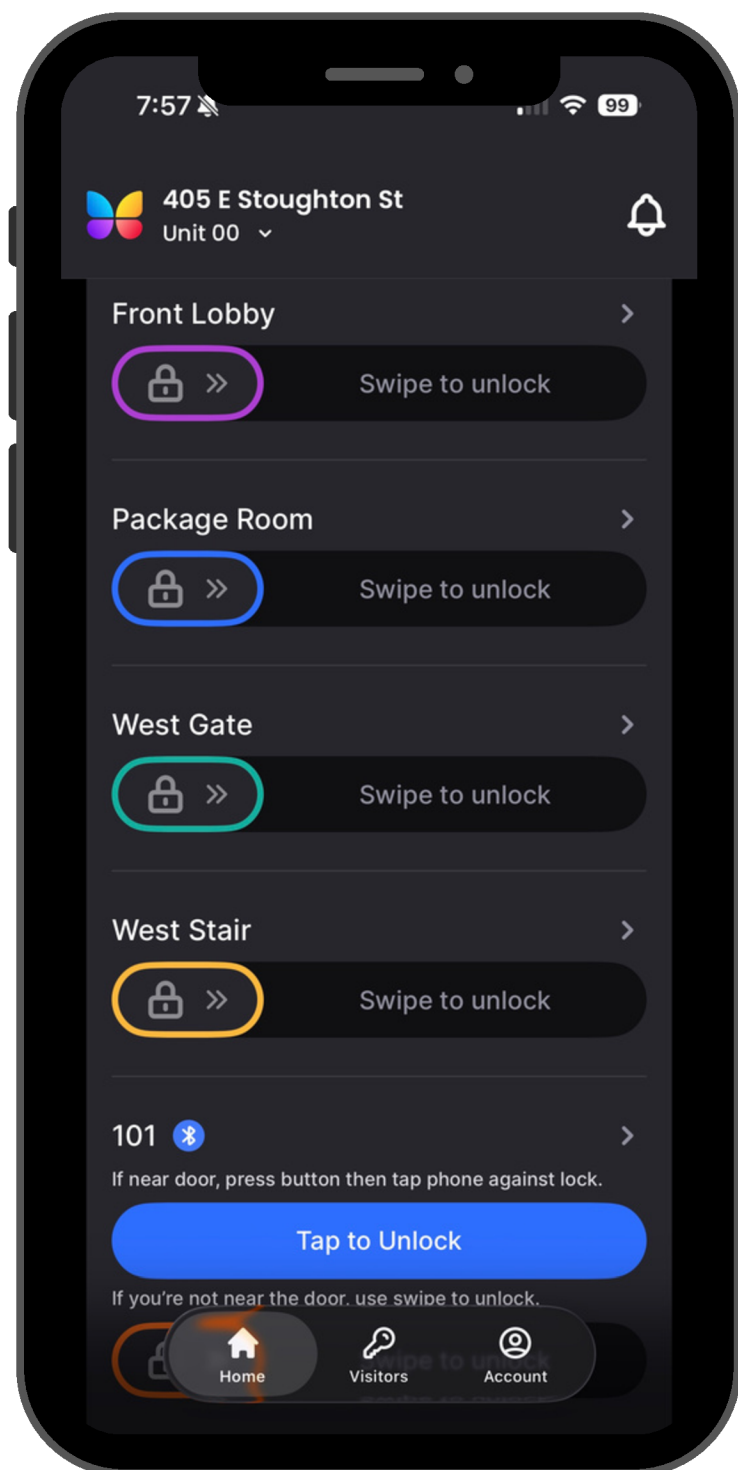
Swipe these to get access to the building doors of your available selected property.



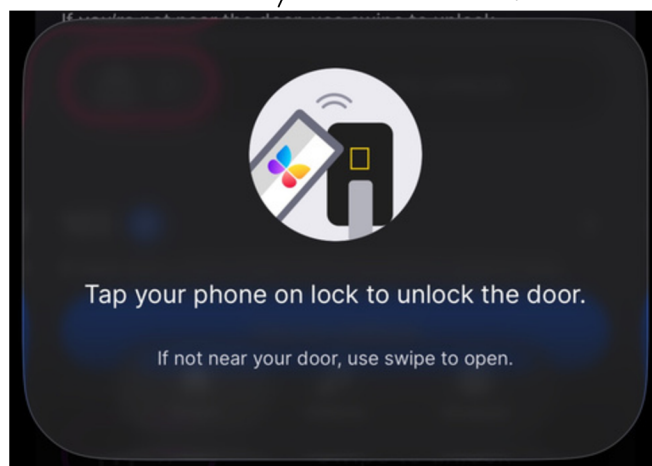
If your unit has tap to open, you will see the above figure show up in this area.

This area is where you can access your visitor passes, account page, or home/access page.

405 STOUGHTON UNIT LOCKS



Use the swipe to unlock feature to access your door lock.



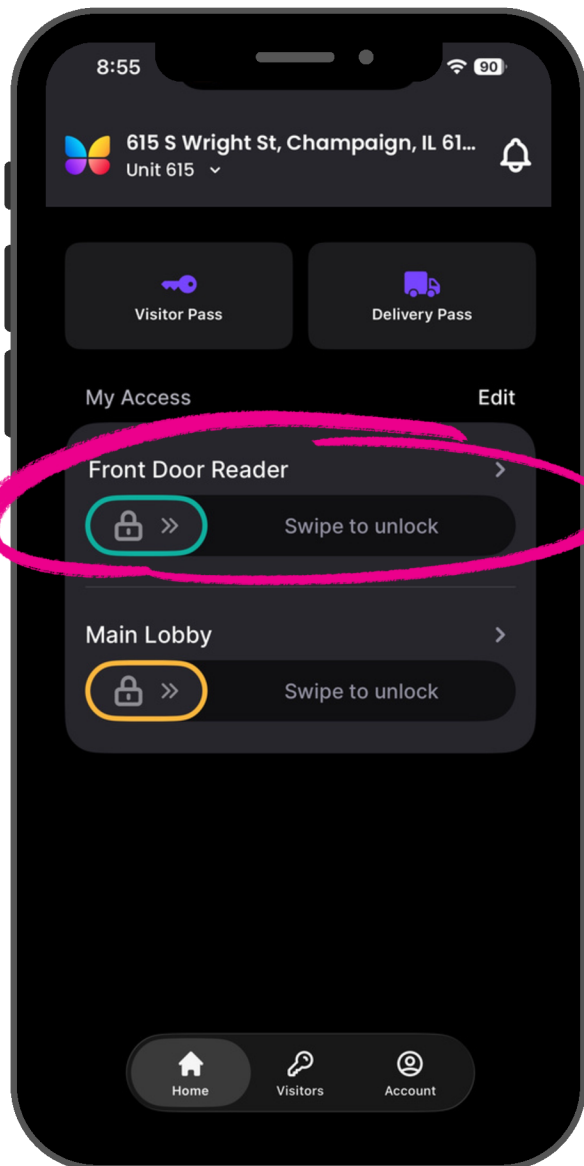
Or use the tap to unlock. Press the tap to unlock button then hold your phone to the lock.



Use either swipe or tap to lock and unlock your apartment.



AMENITY SPACE ACCESS



All Smile residents have access to the Flamingo Amenity Space through their ButterflyMX mobile access.



Access the Flamingo Amenity Space by swiping into the main entrance, or head upstairs to the second-floor gym using the stairwell.



You can also access the gym by taking the elevator to the second floor.



BRAND AMBASSADOR PROGRAM

**Are you
excited to be
a part of our
flock and
want to be a
Smile Star?**

GOALS FOR THE PROGRAM

1. Increase Brand Awareness
2. Ambassadors promote the property on campus and online.
3. Boost Leasing & Renewals
4. Generate leads and referrals that convert to signed leases.
5. Enhance Community Engagement
6. Foster a vibrant, student-focused culture.



IDEAL BRAND AMBASSADOR PROFILE

- Current resident or student at a nearby university
- Active on social media (TikTok, Instagram, etc.)
- Well-connected on campus, a member of a major organization (clubs, sports, Greek life, etc.)
- Outgoing, approachable, and good at networking
- Comfortable creating social content



INCENTIVES & REWARDS

- Cash Bonuses or Gift Cards for each post, tour and signed lease
- Free Swag & Merch (hoodies, water bottles, etc.)
- VIP Access to Events (exclusive resident perks)



BRAND AMBASSADOR PROGRAM



SOCIAL MEDIA PRODUCTION

- Post about the community (e.g., amenities, events, leasing specials)
- Share leasing links, promo codes, and event invites



ON CAMPUS NETWORKING

- Hand out flyers, stickers, and merch
- Talk to friends and peers about leasing opportunities



EVENT PARTICIPATION

- Help host property events, tours, or pop-ups
- Assist with community move-in days



LEAD GENERATION

- Track referrals using unique codes or QR links
- Encourage tours and applications



community rewards

SIGN UP / LOG IN

SCAN ME



JOIN FOR THE REWARDS

Community Rewards is resident life, rewarded. Earn points for completing daily actions and redeem those points for rewards at your favorite brands!



STAY FOR THE COMMUNITY

Stay in the loop with what's happening at your community, and never miss out on a chance to connect with your neighbors.



EXCLUSIVE OFFERS AND DISCOUNTS

Enjoy discounts and deals to your favorite brands just for being a resident. Exclusive monthly giveaways can also put some extra money in your pocket!

FAQ'S

When do I need to Renew my lease?

We offer an exclusive renewal period before our leasing season begins each year which offers renewal specials (and typically giveaways)! After this period ends, we will open up leasing to everyone so your unit could be signed for by incoming tenants. Please reach out if you're interested in renewing our lease with us!

How do I pay rent?

It's easy; you can do it online or through our app! You can also bring us a check or mail it to us. For everyone's safety, we don't accept cash payments.

When is rent due?

Rent is due on the 1st of each month. However, you have a grace period until 11:59 PM on the 4th to make your payment without incurring any late fees. After this grace period, late fees will be applied to your account.

Why does my account say I can't make online payments?

If you're unable to make online payments, it's likely because a previous payment was returned, possibly due to incorrect account numbers or insufficient funds. When this happens, your account is restricted to certified funds only (money order, cashier's check, or electronic payslip). To restore online payment access, you must pay your full balance using one of these methods. However, if another payment is returned, the "Certified Funds Only" status will remain for the rest of your lease term.

What do I do if I need something fixed?

Let us know, and we'll fix it! Use your online portal to submit a maintenance request, and a tech will be out to help. Please note that the timeliness of the completed maintenance request depends on its severity. For example, heating or AC being out would be prioritized over chipped furniture.

Can I still get parking?

Yes! We have parking spots for rent at or near our properties. You can view the parking spot locations on our website!
<https://www.smilestudentliving.com/parking>

I want to sublease. Is that allowed?

Yes! Smile offers both subleasing and lessee additions/removals. Residents are responsible for finding their own replacement or sublessee, and all new applicants must apply and meet our current leasing criteria.

Sublease:

A sublease allows another person to occupy your bedroom for a specific period of time while you remain on the lease. The original tenant remains financially responsible for the lease, including rent, damages, and other charges, throughout the sublease period. The sublease fee is \$100.

Lessee Addition/Removal:

This option allows a tenant to be added to and/or removed from the lease. All required parties must sign the appropriate documentation before the change is completed. The fee is \$100 to add a tenant and \$100 to remove a tenant.

For joint leases, all current leaseholders must agree to and sign off on any lessee addition, removal, or other change to the lease before it can be completed.

Once your prospective tenant has submitted an application, please contact Smile and provide:

- Full name
- Email address
- Phone number
- Desired move-in and move-out dates
- Whether you are requesting a Sublease or Lessee Addition/Removal

Please contact us as soon as your prospective tenant applies so we can locate and review their application.

