



Move – In Guide August 27th 2026

Office Information

Monday–Thursday: 9:00am–5:00pm

Friday: 9:00am–4:00pm

Call: 435-284-4877

Text: 435-253-6402

Email: libertysquare@redstoneresidential.com

Address: 556 N 400 E Provo, UT 84606

Community Manager: Kenna

Leasing Manager: Taci

Leasing Team: Addie, Kristi, Zoe

Maintenance Team: Faybein, Lucas, Nathan

Welcome Lib Fam! We're SO excited for this year and already have many events planned to make memories with you!

Please read this move-in guide fully; it has everything you need to get started. Before reaching out with questions, be sure to review your lease in your Resident Portal. You're always welcome to stop by the Leasing Office (check your community map) for information, a snack, or just to say hi! We can't wait to meet you and make this the best year yet!

Let's talk about...

KEYS

Your apartment door code was sent to your email at 9:00 am this morning. If you experience any issues with it, please find a Liberty team member to help you out. To enter your apartment, type in the four-digit code and press the lock button. Please do not share your door code with anyone other than the members of your apartment for you and your roommates' security.

Amenity access is available through your black key fob. This can be picked up BEFORE SEPTEMBER 25th in the leasing office. This fob will give you access to the indoor court, clubhouse, laundry room, gym, pool, and hot tub! There is a \$75 fee to replace your fob, so keep good track of it. (We recommend attaching it to your keys or giving it a designated spot in your apartment) If you have issues with your door code or key fob, please inform the office.

USPS provides mail keys to all residents. Some past residents chose to leave their mail keys, and, in that case, it is hanging up next to the front door of your apartment. If you do not have a key hanging by your door please visit USPS at 936 S 250 E Provo, UT 84606 with the first page of your lease and apartment number and address ready. They will print you a mail key and call you when it is time to pick it up. You can get your mail key for free until SEPTEMBER 27TH, and after that you will need to pay a key replacement fee to USPS.

Let's talk about...

Mail

Liberty Square has 13 different buildings and 13 different addresses. Please address your mail properly. All building addresses are listed below.

Adams: 514 N 400 E Apt # ___ Provo, UT, 84606

Concord: 578 N 400 E Apt # ___ Provo, UT, 84606

Jamestown: 555 N 555 E Apt # ___ Provo, UT, 84606

Jefferson: 562 N 400 E Apt # ___ Provo, UT, 84606

Lafayette: 441 E 500 N Apt # ___ Provo, UT, 84606

Lexington: 485 E 500 N Apt # ___ Provo, UT, 84606

Madison: 566 N 400 E Apt # ___ Provo, UT, 84606

Mansion: 448 E 600 N Apt # ___ Provo, UT, 84606

Marshall: 485 E 500 N Apt # ___ Provo, UT, 84606

Plymouth: 488 E 600 N Apt # ___ Provo, UT, 84606

Virginia: 420 E 600 N Apt # ___ Provo, UT, 84606

Washington: 546 N 400 E Apt # ___ Provo, UT, 84606

Yorktown: 528 N 400 E Apt # ___ Provo, UT, 84606

If you have mail delivered to the office, you will receive a text message about it. If you have not received a text, you do not have mail in the office.

Note: Liberty Square is not responsible for any mail or packages that go missing or are not delivered to the correct address.

Let's talk about...

PARKING

Parking is limited and because of that, instructions to sign up for a parking spot were sent out via email in July. If you would like to join the waitlist for parking, you need to come into the leasing office and notify a staff member. When a spot becomes available, we will notify you and you will have 24 hours to sign up.

Pricing is as follows:

Uncovered: \$60

Covered: \$75

Because of a limited number of available spaces, Liberty Square does not have guest parking.

Parking is monitored daily, and any car parked on the property is subject to being booted or towed if it is not properly registered.

Note: Liberty Square is not responsible for parking enforcement or violations. If you get booted, towed, or are otherwise in violation of parking regulations, you must call Utah Parking Authority at (801) 505-0005 or by text at (801)-377-8200; the text line is available 24/7.

Let's talk about...

WORK ORDERS

We are lucky enough to have 3 amazing Maintenance team members. Faybein, our maintenance supervisor, Lucas and Nathan our maintenance technicians. They are here 24/7 to help you complete any maintenance issues. Each apartment has been thoroughly inspected by Maintenance and office management prior to your move-in. However, issues can and will arise throughout the year. If you require assistance, please visit the maintenance tab on your Resident Portal to submit a work order. Work orders can take time for a variety of reasons. Please be patient as our team works their hardest to find the best solution.

Note: When submitting a work order, be as detailed as possible to help resolve issues in a timely manner.

Let's talk about...

YOUR APARTMENT

To ensure that you receive your full Security Deposit back at the end of your lease, please limit the number of nails and sticky tack that you put in the wall and ensure that you restore the walls to their original condition.

For us to keep track of your cleaning and maintenance, you will be given a bed letter. Bed numbers are labeled at the bottom of each bedframe with a stickered letter. They will be labeled left to right.

You are welcome to pick up your bedspace. We will reach out to you a few weeks after moving inquire about what bedspace letter you selected.

Please respect your roommates and neighbors by respecting Utah's quiet hours. They are 10:00pm - 7:00am

Let's talk about...

RENT

Your rent is due on the 1st of each month. You can access and pay your balance on your Resident Portal under that payment tab.

You will receive a \$75 late fee if you have a balance after the 5th day of each month. Please refer to your lease for further information on the "pay rent or vacate" process that comes with unpaid rent.

You are welcome to set up automatic payments, make partial payments, or pay rent in advance through your Resident Portal.

If you have a guarantor on your account, both of you have a Resident Portal and access to sign documents and pay rent.

Note: If you would like to avoid the convenience fee that comes with paying with a debit or credit card, please pay with a check or attach your bank account to your resident portal payment methods and pay through ACH.

If you are reading this packet, you have paid for August's rent and are already a rent paying pro! I highly recommend downloading the Resident Portal app as it will make certain processes easier.

Let's talk about...

AMENITIES

We want to keep our amenities in the best shape for your use and enjoyment. With that in mind, it is your responsibility to clean them after each use. You will be responsible for ALL damages that ensue from any guests that you bring to the amenities Report any amenity damage so we can ensure that they are in working order.

Removal of any equipment from any of the amenity areas is strictly prohibited and will result in a replacement fee. Our court and clubhouse can be reserved for free on the Resident Portal up to a month in advance.

Use of the grill is first come first served. Please clean the grill after every use.

Our laundry machines are smart machines that do not accept coins of any kind. To set it up, you will need to scan the QR code in the laundry room for payment instructions. If a machine is not working, Hainsworth at (800) 526-0955.

Our pool is open from Memorial Day through Labor Day, depending on the weather. The pool and hot tub hours are everyday 10:00am-1:00am. Please observe posted pool rules and guidelines. Please keep the pool clean and immediately report any damage you may find to the office.

Let's talk about...

INTERNET

Liberty Square provides WI-FI but not a supporting router. You must purchase and provide your own router. You will need to plug your router into your ethernet port directly in your wall, (not your Google Fiber box unless you pay for Google Fiber as an add-on separate from Liberty Square) located in your common space area. Each apartment has Wi-Fi that can stretch to all bedrooms, and one router is sufficient for all residents.

Please reach out to Google Fiber or Fastel with any internet issues.

Google Fiber Phone Number: 866-777-7550 (If subscribed for add-ons)

Fastel Phone Number: 801-322-3278 (Liberty Square's provided Wi-Fi)

To Wrap it Up

We are so excited to have you as a part of our community and can't wait for you to live here and love Liberty Square as much as we do. Keep an eye out in your email (especially over the next few weeks) for updates on everything, move-in, event, and reminders. We can't wait to meet you!