



*Suites at Fort Henry  
Guest Guidebook*

1778 Fort Henry Dr.  
Kingsport, TN 37664



Inviting extended stay motel, designed to provide you with a cozy and convenient home-away-from-home experience. Whether you are visiting for business or leisure, Suites at Fort Henry offers a range of amenities to ensure a comfortable and enjoyable stay.

We are conveniently situated on Fort Henry Drive, near the Fort Henry Mall, offering easy access to nearby shopping, restaurants, major transportation routes, worksites (including Eastman Chemical Company), and multiple hospitals. No matter if you are in town to explore the city, enjoy outdoor fun nearby, or work remotely; our location provides a convenient starting point for your daily adventures.



The image above shows the entire property, with highlighted building numbers and smoking areas. Any construction zones or areas to avoid will be noted in additional letters to guests and clearly marked.

There are parking areas adjacent to each building. One space is reserved for each unit based on the number of bedrooms. Overflow parking is street parking on Memorial Court. Do not impede traffic flow when parking anywhere on or around the property. Please ensure to clean up any common or parking areas after use. (*i.e. trash belongs in a trash can and not on the ground outside*)

To gain access to your unit, use the code issued to you by management. This code is unique to you so do not give this out to anyone you don't want to give access to your unit. If you need to change your code, you can request a new one from management. Use caution with the small manual switch on the back of the smart lock. If flipped to the red side, it could enable a "secure lock" mode which will lock you out of your room and incur a lockout charge.

There are external Arlo security cameras located throughout the property for your safety and peace of mind. Should you have an issue, you can request that management pull and review video for you.



- 2 Guests Maximum per Unit
- No more than 1 Pet per unit (Pet Fees apply; see full policy letter)
- Check in time: 2:00 PM
- Check out time: 11:00 AM
  - Coordinate with management for exceptions to check in / check out times
- Quiet hours are after 10:00 PM. Please be considerate of other guests. Some are here for business.
  - Please be considerate outside of posted quiet hours. Many guests work non-standard hours.
- No Smoking of any kind in or near units (No Vaping either)
  - Approved smoking areas are the grassy area across from building 1 and the grassy area in front of building 3.
- Mail / Packages can either be delivered to your door or to the mailbox adjacent to unit 107 (former office in building 1). Management is not responsible for security of your mail.
- Payments: We do not accept cash, check, money order, or physical payments of any kind. Instructions for various digital payment options are enclosed in our Payment and management policy.
- ***For more detailed policy information, please refer to the Buildium Application "Documents" Section. There are policy letters posted.***



- Wi-Fi: The property has high speed Wi-Fi for your convenience.
  - Building 1 Network: Suites at Fort Henry / Password: Greenwood
  - Building 2 Network: Suites at Fort Henry 2 / Password: Greenwood
  - Building 3 Network: Suites at Fort Henry 3 / Password: Greenwood
- Laundry: To be added in 2024-2025!
- Trash: Guests are responsible for emptying their unit trash in the property's dumpsters located past the grassy area across from Building 1. The dumpsters are collected by the city on Monday evenings.
- Fire pit / BBQ Area: To be added in 2024-2025!
- ***An initial stock of supplies is provided (toilet paper, garbage bags, paper towels, soap, etc...Once that is depleted, you are responsible to restock as needed for your stay.***

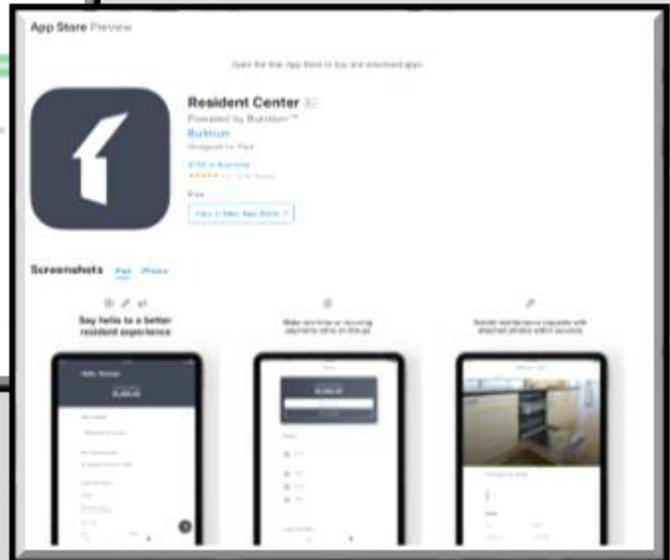


Appliances and Items Provided: Smart TV, refrigerator, microwave, coffee maker, 2 or 4 burner stove top (select units), cookware, flatware, cups, bowls, plates.

**Stove Top:** For units with a ceramic 2 burner stove top on the kitchenette, It is an induction style burner. It is designed to only get hot with certain types of cookware placed on top of it. The cookware provided in the cabinet directly below the stove top will work. One important safety feature is the lock function. You can ensure that it doesn't turn on inadvertently by pressing and holding the square lock shaped button on the lower left side until the red light turns on (locked). Another press and hold, will unlock it allowing you to cook (red light extinguished). For more detailed instructions, refer to the user manual.

**Microwaves:** Ensure microwaves are wiped out as required after use to avoid smells.

- 1) The Gray Line Group LLC Main Page: <https://thegraylinegroup.com>
  - View what the Gray Line Group has going on and what other projects the team is working on!
- 2) Suites at Fort Henry Guest Sign In Page: <https://thegraylinegroup.managebuilding.com/Resident/public/home>
  - From this page you can view or apply for available units, read documents and policies from management, or access contact info for management. You can also send this link to friends and prospective guests!
- 3) Suites at Fort Henry ‘Resident’ Center Mobile App:
  - Access the same information as the desktop page conveniently from your smart phone with the Resident Center Mobile App powered by Buildium.
  - You can download
  - Suites at Fort Henry uses this amazing software for ease of communication, payment collection, maintenance management, and much more. This helps ensure your needs are met in the most efficient and timely manner possible.



Resident Center, powered by Buildium, is designed with simplicity in mind. You can make payments, submit maintenance requests, contact management, learn about your community, and more—with just a few taps. This property is still a Motel and residents are considered guests. The software refers to guests and leases based on it's design. This does not imply that lease agreements exist.

**Key features:**

- Never miss payment deadline again! With autopay you can set up recurring payments through your bank account or credit card.
- Don't stress if you have an issue that needs to be fixed! Easily submit a request right from the app and include a photo so management can get it resolved as soon as possible.
- Stay informed about your building and unit. Management can post announcements through the app to give you a heads up about things like parking bans, office hours, or even fun events in your neighborhood.



# RESIDENT CENTER



Email

Type your email...

Password

Type your password...

Remember me

[Forgot password](#)

**Sign in**

Don't have an account? [Sign up](#)

Property manager, renter, owner, or vendor? [Sign in here](#)

By signing in you agree to [Buildings Privacy Policy](#) and [Terms](#)

**Resident Center  
Sign In**

The screenshot shows the Resident Center dashboard for 'Test Account'. The top right corner displays the account name and address: 1778 Fort Henry Dr., Unit 108, Kingsport, TN 37664. The main content area shows a 'Hello, Test!' greeting and a large green box indicating 'Your current balance is \$0.00' with '1 scheduled payment'. To the right of the balance are three buttons: 'Make payment', 'Set up autopay', and 'Get Paycode'. Below this are sections for 'Open requests' (with a 'Create request' button), 'New announcements' (with the text 'You're all caught up!'), 'Lease information' (including account number 00313953 and address), and 'Contact us' (with phone number (423) 398-1152 and email thegraylinegroup@gmail.com). A navigation menu on the left includes Home, Payments, Requests, Announcements, Documents, Contacts, Community, and Resident Services (Renters Insurance). An orange arrow points from the 'Make payment' button in the dashboard to the 'Resident Center Sign In' box.

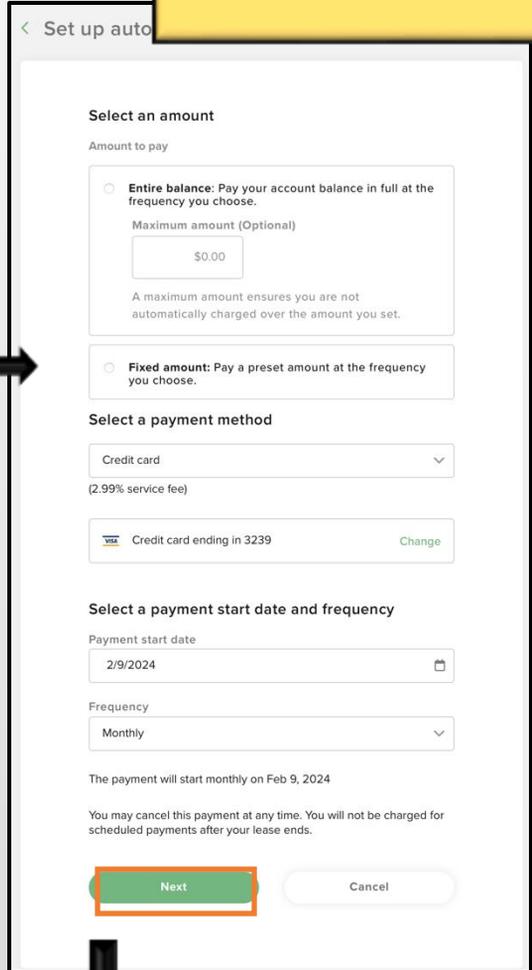
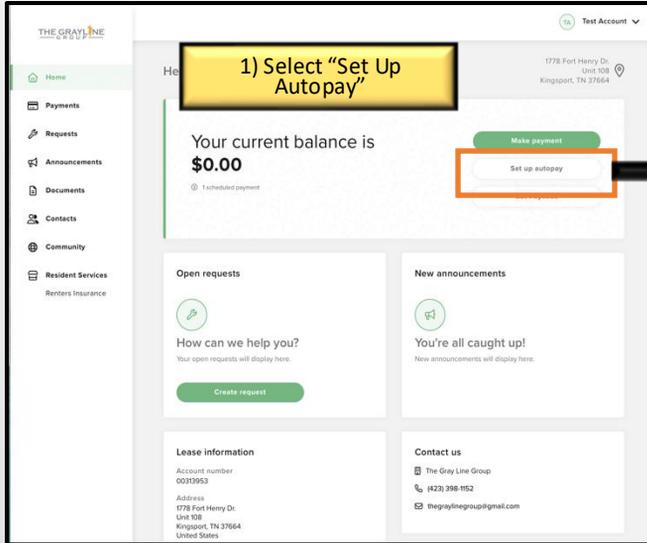
Once signed into the residence center, you can access a variety of options to include...

- Submitting maintenance requests with pictures to the staff
  - Reviewing announcements from management
- Community discussion page for neighbors to share information
  - View documents and policies from management
- **Make your payments manually, set up/view auto-pay, access Pay Near Me code**

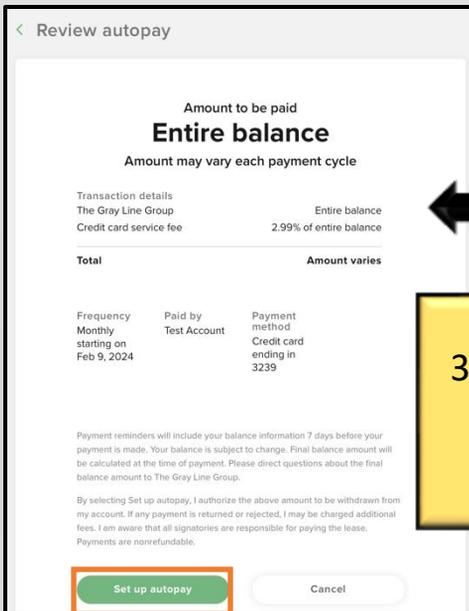
# E Pay: It's this easy!!

2) Select "Entire Balance", insert payment method, and select frequency matching the duration of your stay

1) Select "Set Up Autopay"

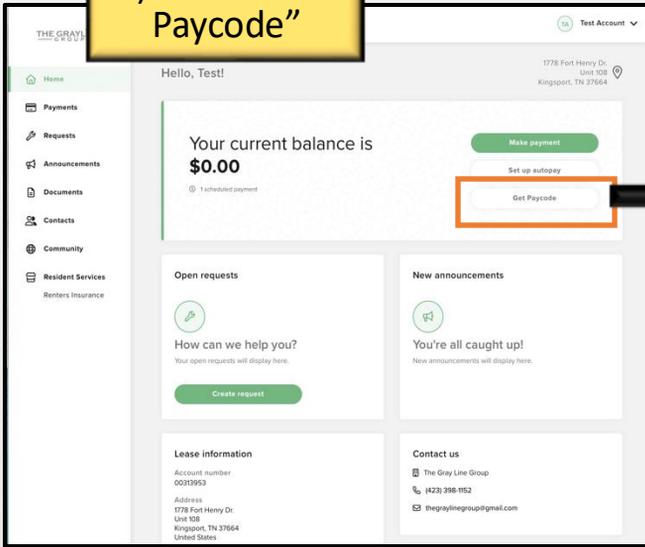


3) Review information accuracy and select "Set up autopay"

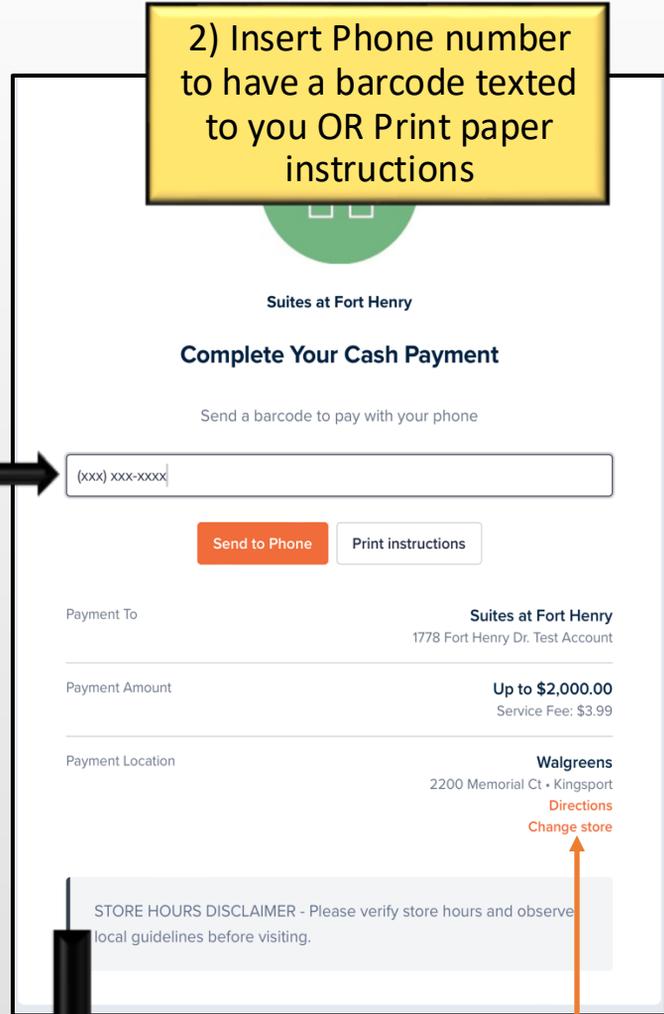


# Pay with cash or check via Pay Near Me

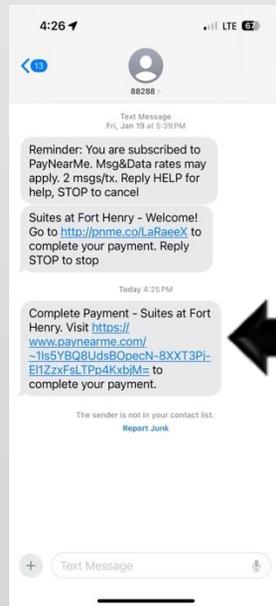
1) Select "Get Paycode"



2) Insert Phone number to have a barcode texted to you OR Print paper instructions



3) Select the link and then receive your discreet bar code.



4) Give the cashier your payment and display the barcode for them to scan.

A complete list of locations that accept "Pay Near Me" can be found by clicking the orange "Change Store" link located under the Payment Location.



# Locations nearest to Suites at Fort Henry that accept Pay Near Me

 Over 60,000 payment locations nationwide

**Where Do You Want To Pay?**  
**DISCLAIMER - Please Verify Store Hours**

1778 fort Henry dr. Kingsport, TN Search

**PAYMENT LOCATIONS NEARBY**

	<b>Walgreens</b> 2200 Memorial Ct Kingsport, TN	0.2 miles <a href="#">Directions</a>
	<b>Walmart</b> 3200 Fort Henry Dr Kingsport, TN	1.6 miles <a href="#">Directions</a>
	<b>CVS</b> 128 W Stone Dr Kingsport, TN	2.5 miles <a href="#">Directions</a>
	<b>Walgreens</b> 3900 Fort Henry Dr Colonial Heights, TN	3.1 miles <a href="#">Directions</a>
	<b>Walgreens</b> 2790 E Stone Dr Kingsport, TN	2.9 miles <a href="#">Directions</a>
	<b>CVS</b> 4106 Fort Henry Dr Kingsport, TN	3.4 miles <a href="#">Directions</a>
	<b>Walmart</b> 750 Lynn Garden Dr Kingsport, TN	3.2 miles <a href="#">Directions</a>
	<b>Walgreens</b> 1420 W Stone Dr Kingsport, TN	3.4 miles <a href="#">Directions</a>
	<b>Walmart</b> 2500 W Stone Dr Kingsport, TN	4.7 miles <a href="#">Directions</a>
	<b>CVS</b> 5215 Memorial Blvd Kingsport, TN	4.7 miles <a href="#">Directions</a>
	<b>CVS</b> 4400 W Stone Dr Kingsport, TN	5.8 miles <a href="#">Directions</a>

Cash or Check Payments (Pay Near Me)

