



LAKEWOOD VILLAS

Discover New Heights in Apartment Living



CONGRATULATIONS



You have made a smart decision by choosing Lakewood Villas. This information has been compiled to help you transition to your new home. As a resident of Lakewood Villas, you and your family will enjoy our diverse amenities and convenient location.

We know you are going to love living here and our team looks forward to making your move-in smooth and serving your needs as a resident. Welcome home!

LET'S CONNECT

lakewoodvillas.com



Hours: Mon-Fri: 9 - 6 pm
Sat: 10 - 3 pm
After Hours Maintenance
Call: (352) 505-6966



CALL or TEXT
(352) 371-8009

YOUR NEW ADDRESS:

700 SW 62nd Blvd. Apt # _____
Gainesville, FL 32607

THIS PACKET INCLUDES:

- 3 | Community Information
- 4 | Setting up online rent payments
- 5 | Reminders
- 6-7 | Maintenance Information
- 8 | Modems & Utilities
- 9 | Community Text Messages



COMMUNITY INFORMATION

- ✓ **OFFICE HOURS:** Monday – Friday 9:00 am – 6:00 pm
Saturday 10:00 am – 3:00 pm
- ✓ **OFFICE PHONE NUMBER:** (352) 371-8009
- ✓ **OFFICE FAX NUMBER:** (352) 336-3905
- ✓ **EMERGENCY MAINTENANCE**
(After Hours Emergencies or Lockouts): (352) 505-6966
- ✓ **FITNESS CENTER/COMPUTER LAB HOURS:**
Open 24 Hours/7 Days per Week
Fitness Center Code: _____
Computer Code: _____

You can sign up to receive your codes via text.
- ✓ **POOL, TENNIS, BASKETBALL COURTS:**
Hours of operation: 10:00 a.m. – 10:00 p.m.

A FEW REMINDERS

FEES:

Rent is due on the 1st of each month. A late fee equal to 10% of your balance is added at the end of business on the 3rd day for all unpaid rent. There is an additional late fee of \$50 assessed on the 10th of the month for any unpaid balance.

Checks, Money Orders, and Cashier Checks are accepted in the office. Make sure your form of payment is made out to Lakewood Villas and that you include your apartment number and phone number on the payment. If you're using a money order, please print your name on the payment as well.

You can pay your rent and any balance online at www.lakewoodvillas.com with an eCheck, MasterCard, Visa, or Discover. There is a convenience fee for credit cards.

If you use a Visa card make sure to complete the phone authorization with the phone number and ID number given to you.



ONLINE RENTAL PAYMENT INSTRUCTIONS

1. Open Internet Browser to www.lakewoodvillas.com
2. Select "Resident Login" at the top of the screen.
3. Enter your Email and Password you set up previously when you applied online.
4. Enter payment account information.
5. Once logged in to your account, click "Make a Payment"
6. Enter the amount you would like to pay, and click Continue.

NOTE! The amount owed shown on the screen may not reflect all rent charges. Call the leasing office at (352) 371-8009 for any balance inquiries.

7. Enter the desired payment method and select "Continue."
8. Verify the information and select "Pay Now."
9. If you wish you can save your preferred method of payment and also create recurring monthly payments by choosing "Setup Auto Pay." You will receive a confirmation of payment at the email address on file once payment has been successfully submitted.

Note: Additional Fees May Apply, but are shown on the payment screen

Insurance: Lakewood Villas IS responsible for the apartment buildings and common grounds; however, we are NOT responsible for you or your personal belongings. If your belongings become damaged or stolen while residing at Lakewood Villas, we are not responsible for repairing or replacing them. For this reason, we strongly recommend that you purchase renter's insurance.

Bus Routes: The bus stop is located at the front of our community. If you are going toward UF, pick up the bus on our side of 62nd Blvd and if your destination is toward The Oaks Mall, pick the bus up on the opposite side of 62nd Blvd.

For the most current bus schedule please visit <http://go-rts.com>.



FURTHER REMINDERS



LAKEWOOD VILLAS NEWS:

We frequently post notifications to inform our residents of outstanding balances, upcoming events, current issues and concerns. Please read the information posted to ensure that you have the most up-to-date information available.



CONTACT INFORMATION:

Residents are responsible for providing accurate phone numbers and email addresses to office staff at all times during the lease term. In order to receive text messages and emails, all contact information must be up-to-date at all times.



PEST CONTROL:

Our pest control service is on site Friday mornings. If you should require pest control in

your apartment, please let the office staff know as soon as possible. Should you have any further questions or concerns, please don't hesitate to contact us in the office at (352) 371-8009



TRASH:

Help keep our community clean! We use a trash compactor at our community and encourage you to press the green start button after each visit. This will prevent the compactor from getting jammed and reduce overflow. We also offer on-site recycling for cardboard and paper/plastic products in an assigned recycling dumpster nearby.



REMINDERS FOR PET OWNERS



Pets are not permitted unless approved in advance by lessor. Please stop by the office to sign a pet lease and pay the applicable pet deposit. All unauthorized pets discovered will incur double fees.



Lessee shall keep any dog, cat, or similar pet allowed on a leash at all times that the pet is outside the Lessee's apartment. Please remember that this is not only a community rule but is an Alachua County Ordinance: "A dog owner has a duty under Section 72.12 to maintain "physical control" of the dog when the dog is off the owner's property. Off the owner's property includes streets, parks, public



property, and private property of others."



Lessee agrees NOT to leave any pet(s) tied outside of Lessee's apartment in any common area, such as walkways, stairwells, courtyards, patios and balconies, etc.



Lessee agrees to confine walking of any pet(s) to designated areas and not allowing any pet(s) to interfere with any other resident or guest's use and enjoyment of the premises.



MAINTENANCE INFORMATION

This list of Helpful Work Order Tips provides the most common repair requests. If you have any Service Requests for your apartment during the term of your lease, we urge our residents to notify the office as soon as you realize a repair is needed. Our maintenance team is available Monday – Friday until 4:30 p.m. Most maintenance requests are taken care of within 24 – 48 hours.

You may also submit request online, but please call our corporate number (352) 505-6966 if you have an emergency so we can address ASAP.

- ✓ Floods
- ✓ Water leaks (MUST BE REPORTED IMMEDIATELY)
- ✓ Non operational toilets when only one toilet is available
- ✓ A/C units not cooling when outside temperature is 75 degrees or higher
- ✓ Refrigerator quits cooling



HELPFUL WORK ORDER TIPS:

Electrical Issues

- ✓ First, check your breakers. If the outlet(s) in kitchen or the bathroom is out, then press the reset button on one of the G.F.I. outlets (located in kitchen and in ONE of the bathrooms).

Garbage Disposal

- ✓ Run water in the disposal while it is operating.
- ✓ If it is not working, try pressing the reset button located under or on the side of the disposal. The reset button is a red square button (call maintenance if that doesn't work).
- ✓ Do NOT use Drano or any other chemical drain cleaner.
- ✓ PLEASE be very limited to the items placed in your garbage disposal as the disposals are not industrial strength. The following items are NEVER to be placed in the garbage disposal: egg shells, potato peels, bones, pasta noodles, fruit peelings, cooked rice, pennies, utensils, plastic, glass or bottle caps.

Dishwasher

- ✓ Check the garbage disposal to see if it is full of food (could cause issues for dishwasher).

- ✓ If leaking: Did you use the correct dishwashing soap?
- ✓ Please do NOT use liquid detergent (i.e., Dawn, Joy, etc.).
- ✓ Please do NOT use the dishwasher until maintenance has made the repairs.

Toilet

- ✓ We recommend purchasing a plunger.
- ✓ If the toilet is overflowing, turn the water OFF (the handle is located on the wall below the toilet – twisty-knob).
- ✓ Please do NOT put female or male products in the toilet.
- ✓ Please do NOT put paper towels in the toilet.
- ✓ If the toilet is running constantly, it generally means that the flapper is not dropping down as it should. Carefully shake the toilet handle a few times to see if you can help the flapper drop. If that does not work, please contact the office.

Bathtub/Sink

- ✓ If tub/sink is not draining properly, please contact the office. DO NOT use Drano.

HVAC

- ✓ Make sure the heat/cool setting is on AUTO.
- ✓ Make sure the A/C filter is clean. Please note that apartments with pets require more frequent filter changes. A/C filters are available in the office.
- ✓ If the A/C is frozen, turn the system off and turn the FAN on. Call office immediately.
- ✓ If you smell some smoke when turning on the heat, keep heat on to burn off the dust that is on the heat strips.

Ceiling Fans

- ✓ If the ceiling fan and/or light will not come on, please check to be sure that the pull chain is turned on and a light bulb is in the fixture.
- ✓ Please do NOT put any type of stickers on ceiling fan blades, because they throw the fan off balance.

Washer

- ✓ Do NOT overload with clothes. They will NOT come clean, and it will throw the washer off balance.
- ✓ Washing your clothes in COLD water will save energy.
- ✓ Unfortunately, the units are not big enough for comforters, so PLEASE do not wash your bed comforters in the washing machines.

Dryer

- ✓ Keep the LINT FILTER clean after every load. Not only is it a fire hazard, if the lint trap is not cleaned, it can cause the drying time of your next load of laundry to be as much as 3x longer!



MODEM TROUBLESHOOTING:

SYNCING A MODEM AND A ROUTER

- ✓ 1. If you have a wireless router, unplug the power to the router
- ✓ 2. Reboot the modem by unplugging from the power source
- ✓ 3. When the online light comes back on in the modem, then plug the router back in
- ✓ 4. Internet connection should be working
- ✓ 5. Skip to Step 2 if you do not have a wireless router
- ✓ 6. If you are still unable to connect, please call Cox directly 1-888-269-9693



TIPS FOR KEEPING YOUR UTILITY BILL LOW:

Summer Months:

- ✓ Set thermostat at 76 degrees or higher.
- ✓ Set thermostat at a normal temperature when turning it on. Setting the thermostat lower does not cool your home any faster.
- ✓ Use fans with or instead of your air conditioner and set thermostat 2 to 3 degrees higher.
- ✓ Shade the east-west facing windows from the sun.
- ✓ Keep windows and doors tightly shut when using the air conditioner.

Winter Months:

- ✓ Set your thermostat at 68 degrees or lower during the day.
- ✓ Lower your thermostat 5+ degrees at night.
- ✓ Set your thermostat at a normal setting when turning on your heater. Setting the thermostat higher does not heat your home any faster.
- ✓ Keep your blinds or curtains open on sunny windows and close them at night.



TEXTING SEND & RECEIVE ALERTS

We utilize text messaging at Lakewood Villas. You may receive information via text message to assist in your stay at our community, such as:

- ✓ Resident Activities
- ✓ Access Code Changes
- ✓ Property Inspections
- ✓ Scheduled Maintenance Alerts /
- ✓ Updates
- ✓ Rent Payment Alerts
- ✓ Renewal Rate Specials
- ✓ Local and Property Emergencies

OPTING OUT

At any time you may text STOP to be permanently removed from receiving text messages from Lakewood Villas.

Lakewood Villas guarantees that your cell phone number will not be sold or given to any third party for solicitation purposes.