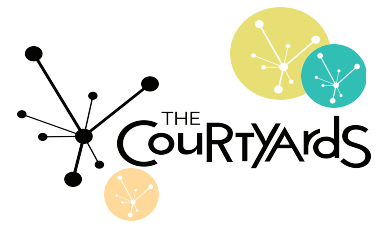




WELCOME!



Welcome to The Courtyards! This information has been compiled to help you transition to your new home. As a resident of The Courtyards, you will enjoy our diverse amenities and convenient location, just steps from UF.

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

LET'S CONNECT

courtyardsgainesville.com



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



CALL or TEXT

(352) 372-3557

YOUR NEW ADDRESS:

1231 SW 3rd Ave. Apt # ____
1221 SW 2nd Ave. Apt# ____
Gainesville, FL 32601

THIS PACKET INCLUDES:

- 3 | Community Information
- 4 | Setting Up Online Rent Payments
- 5 | Community Reminders, Mail & Packages
- 6-7 | Maintenance Information
- 8 | Internet Connectivity & Utilities
- 9 | Community Text Messages, Referrals



COMMUNITY INFORMATION

- ✓ **OFFICE HOURS:** Mon – Fri: 9AM – 6PM
Saturday: 10AM – 3PM - Seasonal
Sunday: 1PM – 5PM - Seasonal
- ✓ **OFFICE PHONE NUMBER:** (352) 372-3557
- ✓ **OFFICE FAX NUMBER:** (352) 376-0809
- ✓ **EMERGENCY MAINTENANCE**
(After Hours Emergencies or Lockouts): (352) 505-6966
- ✓ **POOL OPEN** Dawn to Dusk

IMPORTANT REMINDERS

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 your payment payable to The Courtyards and please include your apartment, bedroom 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 courtyardsgainesville.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.

RESIDENT SURVEYS

In order to provide excellent and consistent customer service, The Courtyards requests residents take frequent surveys to compliment those team members who have provided superior service or to notify management of areas we can improve. Please scan this QR code with your personal device to take a survey at any time.



ONLINE RENTAL **PAYMENT INSTRUCTIONS**

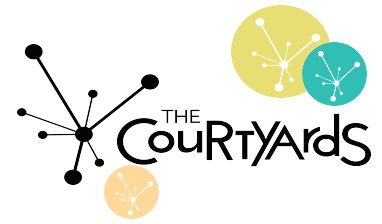
1. Open Internet Browser to courtyardsgainesville.com.
2. Select "Resident Login" at the top of the screen.
3. Enter your Email and Password you set up previously when you applied online.
4. Enter payment account information.
5. Once logged in to your account, click "Make a Payment"
6. Enter the amount 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) 372-3557 FOR 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 "SET UP AUTO-PAY." You will receive a confirmation of payment at the email address on file once payment has been successfully submitted.

Insurance: The Courtyards IS responsible for the apartment buildings and common grounds. However, we are NOT responsible for you or your personal belongings. If your belongings are damaged or stolen while residing at The Courtyards, we are not responsible for repairing or replacing your personal effects. For this reason, we strongly recommend that you purchase renter's insurance which covers your belongings and your personal liability in case you are sued.





COMMUNITY REMINDERS



THE COURTYARDS 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:

Pest control is on-site the 2nd and 4th Tuesdays of each month. If you require pest control in your apartment, please let the office know as soon as possible.



TRASH:

Place trash in the dumpsters located in the corral at Building B. Trash found anywhere but that dumpster is subject to a \$25 fine per bag. Please keep your balcony clean and free of clutter.



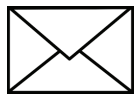
PETS:

Pets are not allowed at The Courtyards at any time. This includes "pet visitors" as well. There is a \$200 fine and additional fee of \$25 per day for illegal pets.



GRILLS:

Community grills are provided for resident use in both courtyards. The storage or use of personal grills inside dwellings or on balconies is strictly prohibited.



MAIL & PARCEL DELIVERY

Mailboxes are shared by all roommates and there is only one mailbox assigned to each apartment. It is not necessary to use the building or bedroom letters to have your mail delivered. Your apartment number is sufficient. Incoming mail must be addressed to a current resident's name with correct apartment number in order to be delivered. Mail will be returned to sender without this information. The office is not responsible for non-delivered mail. There is a dedicated outgoing mail box labeled for your convenience in the mail area.

Packages are accepted at the office for your convenience. If you prefer not to have your mail or packages delivered to the office, you must explicitly state that this in your shipping information. Packages are delivered by multiple carriers and can be delivered to your mailbox, the office, your apartment or package lockers which are located to the right and left of the mailboxes.

It is the resident's responsibility to closely monitor tracking status. If there are any issues you should contact the shipper of the package and follow-up. Please note, the office will only hold packages for 72 hours. Photo ID must be provided to pick up packages in the office. Only the person whose name is on the package is authorized to pick up said package.

The office team will NOT notify residents when packages are delivered. We recommend monitoring your tracking information so you will know when your package has arrived.

MAINTENANCE INFORMATION

This list of Helpful Work Order Tips provides the most common repair requests. If you have service request 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 4:30PM. Most maintenance requests are completed 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 your issue as soon as possible.

EXAMPLES OF EMERGENCY SITUATIONS INCLUDE

- ✓ 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

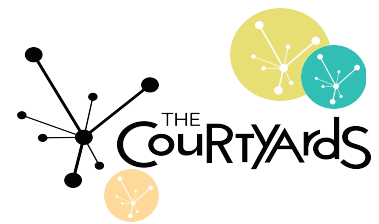
HELPFUL WORK ORDER TIPS

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 as this could cause drainage issues for the 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. 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 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.

On-Site Laundry Facilities

- ✓ Washers: Do NOT overload with clothes. They will NOT come clean, and it will throw the washer off balance. 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 to be as much as 3x longer!

| INTERNET TROUBLESHOOTING

If you are unable to connect to the internet, please call Gator Net directly (352) 334-3000

| 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 The Courtyards. 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 The Courtyards.

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



REFER A FRIEND SAVE ON YOUR RENT

Don't keep The Courtyards a secret! We offer a \$50 rent credit when you refer a new resident to sign a lease. When your referral signs their lease make sure they mention your name.

You will then receive \$50 off your next month's rent after your referral moves in. It's our way of thanking you for spreading the word about The Courtyards.