



# THE CouRTYArds

JUST STEPS FROM CAMPUS





# CONGRATULATIONS!



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'll love living here, and our team looks forward to making your move smooth and serving your needs as a resident.

Welcome home!

## LET'S CONNECT



[CourtyardsGainesville.com](http://CourtyardsGainesville.com)

After Hours Maintenance  
(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 | Phone Numbers, Insurance, Fees & Surveys
- 4 | Online Payments
- 5 | Community Information
- 6-8 | Maintenance Information & Helpful Home Care Tips
- 9 | Saving Money on Utilities
- 10 | Community Text Messages & Referrals



## COMMUNITY INFORMATION



### ✓ OFFICE HOURS:

Monday – Friday	9AM – 6PM	
Saturday	10AM – 4PM	Seasonally
Sunday	12PM - 4PM	Seasonally

### ✓ OFFICE PHONE NUMBER: (352) 372-3557

### ✓ OFFICE FAX NUMBER: (352) 376-0809

### ✓ EMERGENCY MAINTENANCE

After-hours emergencies or lockouts: (352) 505-6966

### ✓ POOL HOURS: 10AM - 10PM

## RESIDENT SURVEYS

We STRIVE for FIVE at The Courtyards. In order to provide excellent and consistent customer service, residents will receive occasional requests to participate in customer-feedback surveys. We thank you for your positive feedback of team members who have provided superior service. Please scan this QR code with your personal device to take a survey at any time.



## IMPORTANT REMINDERS

### FEES

Rent is due on the FIRST of each month. A late fee equal to TEN PERCENT of your balance is added on the fourth day of the month for all unpaid rent. There is an additional late fee of \$50 assessed on the 11th of the month for any unpaid balance. Checks, money orders and cashier checks are accepted in the office. Please make your payment out to CMC LLLP and include your property's name and apartment number on the payment. If you're using a money order, please print your name on the payment as well.



## PAYMENT INSTRUCTIONS



1. Download the **RentCafé Resident App** or go to [CourtyardsGainesville.com](http://CourtyardsGainesville.com)
2. Select "Resident Portal" at the top of the screen.
3. Enter the email and password that you set up 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 shown on screen may not reflect all rent charges. Call the leasing office at (352) 372-3557 regarding balance inquiries.

7. Enter the desired payment method and select "Continue."
8. Verify the information and select "Pay Now."
9. You may 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.



## RENTERS INSURANCE

CMC communities require residents to provide proof of insurance throughout the term of their lease. Prior to move-in or lease renewal, all residents are required to purchase and maintain renter's insurance with minimum liability coverage of at least \$100,000 and personal contents coverage of \$10,000. If your current policy provides at least \$100,000 in liability, you are set. Simply bring your policy declarations page to the leasing office prior to your move-in date. The insurance declaration page should contain the policy effective date, coverage amounts, policy number, and list the property as an additional interested party.

We recommend that you visit our preferred vendor, Resident Shield, to receive a quote and to obtain coverage, or you may purchase a policy with another carrier of your choice. With a Resident Shield policy, you will receive \$100,000 liability insurance with \$10,000 - \$75,000 personal property coverage included, depending on your needs. To get your free quote now, visit Resident Shield or contact customer service at 1-800-566-1186. Coverage will begin immediately and our office will receive an automatic notification of your online policy purchase.



## RESIDENT REMINDERS



### SOCIAL MEDIA

We frequently post on Facebook and Instagram to inform our residents of community events, resident appreciation parties, current issues and concerns. Like and follow The Courtyards on Facebook & Instagram @CourtyardsGainesville to get involved with our community.



### 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.



### 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.



### PEST CONTROL

Pest control is on-site the second and fourth Tuesday of each month. If you require pest control in your apartment, please call the office immediately at (352) 372-3557.



### TRASH & RECYCLING

Please place trash in the dumpster and recycling bins located in the corral at Building B. Trash found anywhere else on the property is subject to a \$25 fine per bag. Please keep your balcony clean at all times.



### PETS

Pets are not allowed at The Courtyards at any time. This includes visitors' pets as well. There is a \$200 fine and an additional fee of



## MAIL & PARCEL DELIVERY

Mailboxes are shared by all roommates and there is one mailbox per 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 the current resident using their full name along with the correct apartment number in order to ensure proper delivery. Mail will be returned to sender without the correct information, and the office is not responsible for non-delivered mail and packages. There is a dedicated outgoing mailbox labeled for your convenience in the mail area.

Packages are not accepted at the office. All deliveries should be coordinated with individual carriers and delivered to your front door.



## MAINTENANCE INFORMATION



This list of helpful work order tips provides information about the most common repair requests. If you have a service request, please file a maintenance request ticket on the **RentCafé Resident App** or on the resident portal as soon as the concern arises. Our maintenance team is available Monday – Friday until 4:30 PM. Most maintenance requests are taken care of within 24 – 48 hours. **Outside of office hours, please contact (352) 505-6966 for our after-hours call center if an emergency occurs.**

### Examples of Emergency Maintenance Requests

- ✓ Floods
- ✓ Water leaks (MUST BE REPORTED IMMEDIATELY)
- ✓ Non-operational toilets when only one toilet is available
- ✓ A/C units not cooling when temperature is 80 degrees or higher
- ✓ Refrigerator not cooling
- ✓ Malfunctioning oven, stove or cooktop



## HELPFUL TIPS:

### Electrical Issues

- ✓ First, check your fuse box for thrown breakers. If the outlets in the kitchen or the bathroom are out, press the reset button on one of the GFI outlets, which are located in kitchen and in ONE of the bathrooms.

### Garbage Disposal

- ✓ Run water while the disposal is operating.
- ✓ If your disposal is not working, press the reset button located under or on the side of the disposal. The reset button is a red square button on the bottom of the disposal unit.
- ✓ DO NOT use Drano or any other chemical drain cleaner in your disposal.
- ✓ 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, coins, utensils, plastic, glass or bottle caps.

### Dishwasher

- ✓ Check the garbage disposal for blockage. This may cause issues for the dishwasher, too.





- ✓ If leaking, did you use the correct dishwashing soap?
- ✓ Please DO NOT use liquid dish detergent such as 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.
- ✓ Please DO NOT flush paper towels, female or male products in the toilet.
- ✓ If the toilet is running constantly, this is an indication that the tank-flapper is not dropping down. Gently shake the toilet handle a few times in order to drop the flapper. If that does not work, please file a maintenance ticket.

### **Bathtub/Sink**

- ✓ If your tub or sink is not draining, please file a maintenance ticket. DO NOT use Drano.

### **HVAC**

- ✓ Set your thermostat to AUTO.
- ✓ Make sure that the air filter is clean. Please note that apartments with pets require more frequent filter changes. Air filters are available in the office, free of charge.
- ✓ If your air conditioner is frozen, turn the system off and turn the fan on. File a maintenance ticket immediately.
- ✓ If you smell smoke when turning on the heat, keep the furnace on to burn off the dust 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 stickers on ceiling fan blades, as they can throw the fan off balance.

### **Washer**

- ✓ DO NOT overload your washer with clothes. They will not be cleaned and it will throw the washer off balance.
- ✓ Washing your clothes in cold water will save on energy costs.
- ✓ The units are not big enough for comforters, so please DO NOT wash your bed comforters in the washing machines.

### **Dryer**

- ✓ Empty your dryer's lint-filter after every load. Not only is a full lint-filter a fire hazard, it can also cause the drying time to be as much as three times longer.



## TUB, TILE & COUNTERTOP CARE



Due to the non-porous surface of the finish, there is no need to use any type of abrasive cleaners. Any household liquid detergent will provide excellent results. To remove mineral stains, use a mild acid-based solution such as a liquid bowl-cleaner.

All organic coatings such as the applied product must cure. This process starts at application and will continue for several days before cure completion happens. During this time, please refrain from using any products other than general cleaning solutions.

### PLEASE DO...

- ✓ Clean thoroughly once a week.
- ✓ Use cleaning products such as Mr. Clean, Windex, 409, dishwashing detergent or Lysol-type products.

### PLEASE DO NOT...

- ✓ Place heavy items on countertops.
- ✓ Leave soap or shampoo on the surface for extended periods of time.
- ✓ Use abrasive cleaners such as S-O-S pads, Comet, Soft Scrub or bleach.
- ✓ Use bath mats with suction cups on tubs.
- ✓ Allow faucet to continually leak onto a refinished surface.
- ✓ Cut food on countertop without using a cutting board.







# TIPS FOR KEEPING YOUR UTILITY BILL LOW

## SUMMER MONTHS

- ✓ Set thermostat at 76°F or higher.
- ✓ Set thermostat at the desired temperature. Setting the thermostat at a lower temperature does not cool your home any faster.
- ✓ Use fans to supplement your air conditioner and set the thermostat two to three degrees higher.
- ✓ Close blinds on the east- and west-facing windows.
- ✓ Keep windows and doors tightly shut when using the air conditioner.

## WINTER MONTHS

- ✓ Set your thermostat at 68°F or lower during the day.
- ✓ Lower your thermostat by five degrees at night.
- ✓ Set your thermostat at the desired temperature when turning on your heater. Setting the thermostat higher does not heat your home any faster.
- ✓ Keep your blinds or curtains open on sunny days and close them at night.





## TEXTING SEND & RECEIVE ALERTS

We utilize text messaging at The Courtyards. You may receive information regarding the following:

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

## OPTING OUT

At any time, you may text STOP to be permanently removed from receiving text messages from The Courtyards, but doing so precludes you from receiving emergency messages via text. 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 at any CMC community. When your referral signs their lease, ask them to mention your name. There is no limit to how many friends you can refer.

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

