

# RESIDENT GUIDE

# West Shire Village

A STARK LIVING COMMUNITY

# STARK LIVING

A STARK ENTERPRISES COMPANY

## WELCOME HOME TO WEST SHIRE VILLAGE

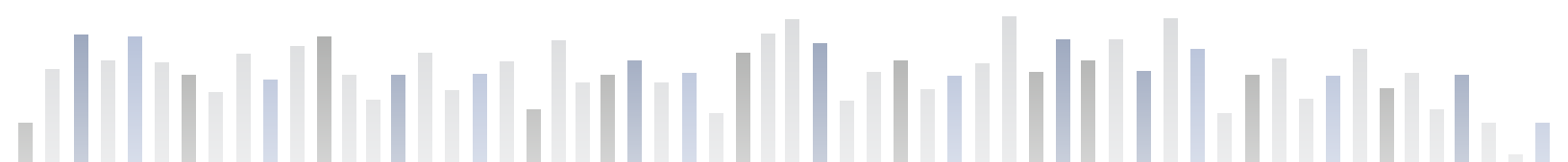
NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

LEASING OFFICE:  
352.844.9590

EMERGENCY  
MAINTENANCE:  
352.932.3509





# BEFORE YOU MOVE IN CHECKLIST

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## ELECTRIC

1. Contact number for SECO is 325.237.4107
2. Transfer the billing for your new home into your name. Upon doing so, you will be provided with an Account Number and Confirmation Number. Please take note of these, as we will need this information prior to or on your move-in date.

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## CABLE/INTERNET

Cox is our cable and internet provider. See how to set up your account on page 4.

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## RENTER'S INSURANCE

Proof of Insurance required prior to or on your move-in date.

1. Liability Insurance Requirements: \$100,000 minimum coverage.
2. Please list **West Shire Village** as the "Interested Party" with the address as  
P.O. BOX 391287 SOLON, OH 44139

Preferred Partner: MRI Insurance [www.yourresidentpolicy.com](http://www.yourresidentpolicy.com)

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## MONIES DUE

Please be prepared to pay the appropriate amounts on your move-in date:

1. Rent and Other Fees
2. Security Deposit

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Move-in fees are due at the time of move in as well. We will email you payment links 24 hours before move in.

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## PETS

1. If you have a pet, please provide a copy of up to date shot records and a picture of your pet prior to move in.
2. For dog owners, you will also need to register your dog into the Poo Prints DNA program. For more information on this program, please refer to the Pet Waste section of your Resident Guide.

Things to remember to provide to Management Office by Lease Start Date:

1. Copy of Renters Insurance Policy
2. SECO Electric Account Number
3. Monies due, listed above
4. Pet info: updated shot records and photo for Management Office

Please call with any questions!  
352.844.9590

Leasing office hours:  
MON - FRI: 9 AM – 6 PM  
SAT: 10 AM – 4 PM  
SUN: Closed

## YOUR NEW HOME

Unit: \_\_\_\_\_

Building: \_\_\_\_\_

## OFFICE HOURS:

MON – FRI: 9 AM – 6 PM

SAT: 10 AM – 4 PM

## 60 DAYS' NOTICE DATE:

\_\_\_\_\_

## LEASE EXPIRATION:

\_\_\_\_\_

# GETTING STARTED

## MAIL KIOSK

All mailboxes are located near the dog park. You will be issued two keys for your mailbox. If the keys are lost, please contact the Leasing Office for a replacement. The fee for a lost key is \$15. For larger deliveries, a parcel box key may be left in your mailbox by the mail carrier or delivered to your door. Place the parcel box key in the outgoing mailbox once you've obtained your delivery.

Your mailbox number is \_\_\_\_\_

## GARAGES

Each home will receive 2 garage door openers. Garage doors shall be closed at all times, except for entry, egress or active use.

## GUEST PARKING

The use of guest/overflow parking spaces are first come, first served. Use of these spaces should be on a short-term basis and in the event that the driveway is fully occupied. Overnight use of these spaces should be restricted to one night. Each resident will receive a guest pass for their guests to use at the time of move in. Overnight guests should have a guest pass displayed in vehicle when utilizing these spaces.

## FITNESS CENTER

The Fitness Center is located next to the Clubhouse. Residents have 24/7 access to the Fitness Center. You will receive a key fob at the time of move in that will allow access to the Fitness Center and Clubhouse. Please contact the Leasing Office if you lose your key fob.

## POOL, FIRE PITS, GRILLS, CO-WORKING OFFICE SPACES, COMMUNITY ROOM, BUSINESS CENTER, CLUBHOUSE

Please see the Leasing Office for hours of operation.

## WATER / SEWER / TRASH

Water/sewer usage will automatically be added to your monthly charges. No need to set any account up prior to move in. Account activated automatically upon move-in. Studebaker Submetering will bill each resident for their water and sewer consumption based on submeter usage within the billing period. The \$25 monthly Trash Fee will also be included. Each resident will receive a monthly statement via mail. The billed amount will be added to their online account and should be paid with rent each month. Please refer to page 7 for trash details.

# SETTING UP CABLE / INTERNET



COX is our Internet and cable provider here at West Shire Village. Follow the steps below to set up your internet and cable.

## 1. Plug In

Connect your gateway's power cable to an outlet. The pre-installed gateway is located in your new home's media panel.

## 2. Sign Up

New customers: visit **cox.com/quickconnect** to activate internet services.

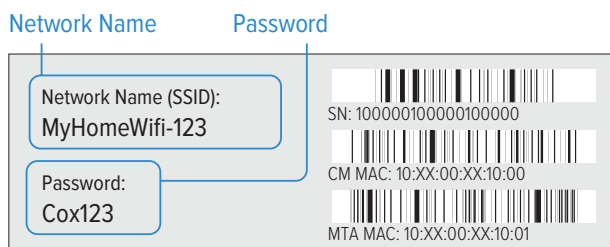


Existing customers: visit **cox.com/move** to add or activate your internet services.



## 3. Set Up

Use the network name and password on the bottom of your gateway to connect your wifi-enabled devices



Network information above is for illustrative purposes only.



## NEW CUSTOMERS,

learn how to get your first month free\* at [cox.com/quickconnect](http://cox.com/quickconnect)

Includes Preferred Internet (up to 250 Mbps download) + gateway rental



# RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The Resident Resource Center is your online one-stop-shop for everything you need as a resident of West Shire Village. This all-encompassing page makes it easy to connect to where you need to go! You have quick access to your resident portal, payments, service requests, chat with management, & more! Please follow the steps below for ease of use with all our services.

## Step 1: Resident Resource Center

Bookmark this URL!

**WESTSHIREOCALA.COM/RESIDENTS**



SCAN TO ACCESS  
YOUR RESIDENT  
RESOURCE CENTER

## Step 2: Resident Connect Portal



Personal Portal

Here you can access and edit your information you have on file and view all your available forms. Please note that you log in with your email and password that you used when you applied. You do not make a new account!

## Step 3: Aptexx



Payments

Aptexx is our secure preferred payment partner. You will go through them to make payments, submit service requests(see step 4) and chat with management.



Chat with Us

When first accessing their site, you will be asked to enter in your information to verify your status as a resident. Then you will be required to create a 4-digit pin upon registration, each time thereafter when you log in you will be required to enter this pin.

## Step 4: Maintenance Requests

HOW TO SUBMIT A SERVICE REQUEST



Service Requests

1. Go to your online resident resource center
2. Click Service Requests
3. Enter your name and unit number
4. Start creating your service request

Scan to sign up for live updates on your service requests!



**NetVendor** MAINTENANCE | formerly **ServusConnect**

# APTExx

CHOOSE WHICH  
PAYMENT OPTION  
WORKS BEST FOR YOU!

**CHECKING ACCOUNT  
(ACH) FEES**

NO FEE - FREE!

**DEBIT CARD FEES**

\$5.95 PER PAYMENT

**CREDIT CARD FEES**

VISA, MASTERCARD,

DISCOVER: 3.00%

AMERICAN EXPRESS: 3.50%

\*FEES SUBJECT TO CHANGE

# NEIGHBORHOOD SERVICES

## BUSINESS CENTER

Stop by the Clubhouse for free printing or copies of anything you need & enjoy a FREE coffee for all residents!

### RESERVE THE COMMUNITY ROOM FOR PARTIES OR MEETINGS

CONTACT THE OFFICE FOR NIGHTLY RATE & BOOKING



## PREFERRED LOCAL VENDORS: VILLAGE VALUES



### MOVING SERVICE:

Tri-County Movers  
352.208.5288  
\$50 OFF MOVING SERVICES



### HOTEL:

HDG Hotels  
352.500.0501  
CONTACT FOR EXCLUSIVE DISCOUNT



### PHOTOGRAPHER:

Cynthia Lee  
Photography  
352.239.5899



### FURNITURE RENTAL:

Paysmart USA  
407.538.6167



### INTERNET / CABLE:

COX  
1.844.240.2416  
DISCOUNTED RATE



### PET CARE:

Doggy's Doos  
352.509.1986  
10% OFF SERVICES  
  
Ocala Pet Sitting  
352.361.4206  
CONTACT FOR EXCLUSIVE DISCOUNT



### CLEANING SERVICES:

Krystal's Clear  
Cleaning  
352.581.1226  
10% OFF SERVICES  
  
Urban Detailing (Auto)  
352.247.8184  
10% OFF SERVICES  
  
Classic Dry Cleaners  
352.300.7248  
10% OFF SERVICES



### LOCAL DINING:

Giggles Gourmet Popcorn Company  
info@gigglespopcorn.com  
10% DISCOUNT  
  
Tasty Bites Cookies  
352.286.1162  
CONTACT FOR EXCLUSIVE DISCOUNT  
  
Piesano's  
10% DISCOUNT  
  
Build a Bouquet  
buildabouquetocala.com/  
10% DISCOUNT

To take advantage of these exclusive West Shire Village discounts, simply present your Village Values card at check out! Visit [westshireocala.com/values](http://westshireocala.com/values) to see an updated list of all participating businesses.



We strive to make your lifestyle more comfortable by offering you the best services. Our staff is dedicated to making your life easier. Our Neighborhood Services are just the beginning. Let our on-site team pamper you with unparalleled service.

## RESIDENT REFERRAL PROGRAM

Friends make great neighbors! Refer a friend and receive a \$250 rent credit. Must mention guest referral upon first tour.



# HELP KEEP OUR COMMUNITY CLEAN!

As your management staff, we work each day to provide you with the highest quality. However, we all play a role in keeping our community clean. We kindly ask you to help us in our effort to maintain a clean and safe environment for all to enjoy.

## TRASH:

Garbage collection is picked up curbside every Friday. Please place your garbage at the curb before 6:30 AM on Friday morning. All trash must be placed inside the cart provided to you at move in. Please keep a three (3) feet distance between obstacles (parked cars, low branches, or traffic signs). Carts should be placed with handles in and arrows facing the street in the corner of the driveway. Garbage should be drained of all liquids, especially cooking oils. Please keep garbage contained in plastic trash bags inside the cart. Additional 95-gallon carts may be purchased by the resident for \$125 + tax.

- GARBAGE NOT ACCEPTED
- Yard Waste
  - Petroleum or Hazardous Waste (Paint, Tires, Car Parts, Chemicals)
  - Florescent Light Bulbs
  - Sharp Objects (Syringes, Needles)
  - Broken Glass

- FURNITURE & BULK ITEMS
- Bulk collection is available to schedule for pickup on Mondays. Pickup for bulk items is by appointment only and must be prescheduled. Items must be called in by 2 PM on the Friday before in order to have them picked up in the following Monday's collection. Once scheduled & prepaid, bulk items must be curbside on Monday morning before 6:30 AM.
- To schedule a pickup and pricing, or if you have any questions, please call our customer service department: 325.369.5411



## RECYCLING:

Recycling is not included with your weekly trash pickup. West Shire Village encourages our residents to drop off recycling (cardboard, cans, bottles, plastic, electronics) at Canal 457 SE 110<sup>th</sup> St. Ocala, Florida 34480.

## PET WASTE:

All pet defecation **MUST** be picked up and disposed of properly; if pet waste stations are out of waste bags, this not relieve you of your obligation to pick up your pet's waste. There is a fine for dog feces found and traced back to your dog through our PooPrints Pet DNA program.









The process of registering your dog in the Poo Prints Pet DNA program is very simple. All dogs must be registered. Bring your dog to the office where you will follow the instructions with the provided kit. We will submit the DNA sample to PooPrints. Once the registration of all dogs is complete, any feces found on the property will be submitted for analysis. Waste samples will be compared to the cheek swab samples on file and the dog owner who did not pick up will be fined.

- PET FEES:
- \$350 Pet Fee
  - \$99 PooPrint Fee (non-refundable)
  - \$20/month per pet (Pet Rent)

- FINES:
- \$100 for first dog waste violation
  - \$250 for each additional dog waste violation
  - \$300 for failure to register your dog

If fines are not paid or your pet is not registered, you will risk additional fines or lease termination. Only dogs are required to register for PooPrints. Cats must be registered with the Leasing Office as part of the lease, and their records must be on file. Your compliance with this notice is necessary; we appreciate your attention to this matter and assistance in keeping our community clean!

# AMENITIES MAP

- **CLUBHOUSE**
  - COMMUNITY ROOM
  - FITNESS CENTER & MOVEMENT STUDIO
  - CO-WORKING OFFICES
- **MAIL KIOSK**
- **POOL DECK**
- **PLAYGROUND**
- **SPORT COURTS**
- **DOG PARK**
- **PET WASTE STATION**
- **BIKE RACKS**





352.618.2201  
8710 SW 71<sup>st</sup> Avenue Rd • Ocala, FL 34476  
WestShireOcala.com  
WestShireVillage@StarkLiving.com

A STARK LIVING COMMUNITY

# WestShire Village

MAIN ENTRANCE

SW STATE RD. 200



PHASE 2

# KEEPING YOUR HOME CLEAN

## HELP MAINTAIN YOUR LUXURY APPLIANCES & FEATURES



### 1 STOVE

- Regularly clean your stove after every use
- Use a glass top stove cleaner and non-abrasive cloths when cleaning



### 2 REFRIGERATOR

- Use caution with magnets, as they can damage the stainless steel finish
- Use caution when opening the refrigerator doors, as the adjacent cabinet handles can damage the finish
- Use a stainless-steel cleaner to clean the surface of the doors
- Use non-abrasive clothes to clean



### 3 SINK

- Do not put hot items in the sink
- Use a drain trap to catch unwanted items from going down the drain, like rice, coffee grounds, oil, bones, etc.



### 4 COUNTERTOPS & CABINETS

- Use a quartz countertop cleaner and non-abrasive cloths to wipe down the kitchen and bathroom counters
- Do not place hot items directly onto the countertops
- Countertops stain easily, wipe up any spills immediately
- Use non-abrasive cloths when cleaning cabinets to prevent scratches



### 5 LAUNDRY

- Leave washer door and soap dispenser open after every load to prevent moisture build up
- Empty lint trap in dryer after every load



### 6 TV MOUNTS

- If mounting on a wall with a pocket door, please pull out the door before mounting
- Double check stud location before drilling



### 7 FLOORS

- We recommend laying down an area rug or runner in high traffic areas
- Use furniture pads under the furniture legs to avoid damaging the floor



### 8 BATHROOM

- Do not use drain cleaner down the tub drain, please call maintenance if there is a blockage
- Use a hair catcher to catch unwanted items from going down the tub drain
- Use non-bleach cleaners on toilet to prevent staining

Not sure what cleaning tools and products to use?

**Find our recommended supply list here!**



## RAISED GARDEN BEDS

Residents are welcome to place a raised garden bed on the edge of their patio.

### **Raised Garden Bed Requirements:**

- Must be a neutral color; wood, gray, black, green, silver, or brown. Please refrain from purchasing a brightly colored garden bed.
- The placement of the garden bed must be on the edge/border of the patio

Example of an approved product:

