

RESIDENT GUIDE

West Shire Village

A STARK LIVING COMMUNITY

West Shire
Village

A STARK LIVING COMMUNITY

YOU ARE NOW
ENTERING
STRESS
FREE
ZONE

EXIT

ENTER

STARK LIVING

A STARK ENTERPRISES COMPANY



WELCOME HOME TO WEST SHIRE VILLAGE

NAME: _____

ADDRESS: _____

LEASING OFFICE:

352.844.9590

EMERGENCY MAINTENANCE:

352.932.3509

COURTESY OFFICERS: BLAKE BONDANK 352.572.4665 • RONALD BAILEY 352.718.4557

BEFORE YOU MOVE IN CHECKLIST

ELECTRIC

1. Contact number for SECO is 352.237.4107
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.

CABLE/INTERNET

Cox is our cable and internet provider. See how to set up your account on page 5.

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

MONIES DUE

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

1. Rent and Other Fees
2. Security Deposit

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

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 this 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: _____

LEASE EXPIRATION: _____

60 DAYS' NOTICE DATE: _____

Building: _____

THINGS TO REMEMBER

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.

PARKING

Street parking is prohibited between the hours of 1 AM and 5 AM. Street parking should not interfere with the regular flow of traffic. No parking on the grass. Guest/overflow parking spaces are available on a first-come, first-serve basis and are for guest vehicles only. These spaces should be used on a short-term basis and only when the driveway is fully occupied. Overnight use of these spaces should be restricted to one night. Overnight guests should display the visitor/guest parking pass in their vehicle when using these spaces. All resident vehicles must be stored in the garage or driveway of the home.

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.

SPEED LIMIT

The speed limit throughout the community is 15 mph. Please be aware of children at play, neighbors walking their dogs, the maintenance and office team at work, and visitors throughout the community.

TRASH SERVICES & BINS

Each home comes with one 95 gallon trash bin. Bins are picked up curbside every Friday at 6:30am. Bins must be stored out of

sight at all times – except on pick-up day. Trash service is billed through Studebaker. Please refer to page 6 for more details on bulk services and recycling.

STUDEBAKER SUBMETERING

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.

SECURITY CONCERNS

To report any security or safety concerns, you can contact our courtesy officers, Blake 352-572-4665 and Ron 352-718-4557 via text. Since our courtesy officers are active members of the law enforcement community, texting will be the most effective way to communicate. If it is urgent, feel free to call, and in the case of an emergency, call 911.

NOISE ORDINANCE

The Marion County noise ordinance prohibits excessive noise between 10pm and 7am. Please ensure music, televisions, and other noise sources are kept at a low volume during these hours to maintain a peaceful environment for all.

SIGNAGE

Signage of any sort is not permitted to be displayed outside of the dwelling unit or in any location visible from outside. This includes, but is not limited to, political flags or signs.

RAISED GARDEN BEDS

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

RESIDENT REFERRAL PROGRAM

Friends make great neighbors! Refer a friend to receive a \$600 rent credit. Guest referral must be mentioned upon their first West Shire Village tour.

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

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.



NEW CUSTOMERS,

learn how to get your first month free* at cox.com/quickconnect

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

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



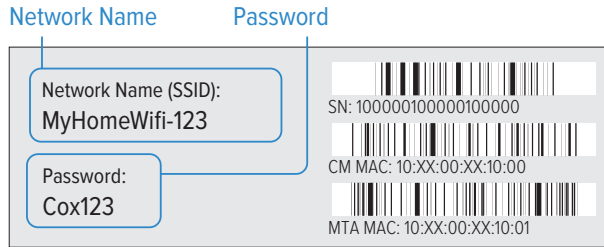
New customers: visit cox.com/quickconnect to activate internet services.



Existing customers: visit cox.com/move to add or activate 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.

Resident Inquiries

To ensure timely response and resolution to general service requests, COX offers the following process to contact our help center and customer care personnel.

Please call 844.240.2416 for Cox Communities support Team

Billing: 1

Customer Care agents can answer billing questions, upgrade services, payments, etc.

Technical Support: 2

Contact Technical Support for any troubleshooting needs.

Moving Services: 3

Contact Technical Support for any troubleshooting needs.

Sales: 4

Add new or upgrade services

Retention: 5

Downgrade or disconnect services

Chat via Text

Text the word "Agent" to 54512

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. Carts should be placed with handles in and arrows facing the street in the corner of the driveway. Garbage carts 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. Trash bins must be cleaned on a regular basis and kept out of sight in the garage.

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: 352.369.5411



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 Marion County Recycling, 7030, 7098 FL-40, Ocala, FL 34474

PET WASTE:

All pet defecation **MUST** be picked up and disposed of properly; if pet waste stations are out of waste bags, this does 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. This includes your yard/patio, common areas, and the Dog Park.

The process of registering your dog in the PooPrints 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!

LAUNDRY:

Please use high efficiency laundry detergent that is specially formulated for high-efficiency (HE) washing machines, which use significantly less water than traditional machines. Regular detergent creates too many suds in these low-water environments, which can damage the machine and leave residue on clothes.

PROPERTY MAP



COMMON AREA RULES & HOURS

-  **POOL / GRILLING AREA / FIRE PITS**
 - Open from dawn – dusk
 - 2 guests per resident
 - Resident must accompany guests at all times
 - No Bluetooth or personal speakers – headphones required
 - No pets permitted in the pool area
 - When grills are occupied or in demand, time on the grill is limited to 30 minutes
 - Resident must clean grill after use
-  **DOG PARK**
 - Open 24/7
-  **COMMUNITY ROOM**
 - Open 8am – 11pm
-  **PLAYGROUND**
 - Open 8am – 11pm
-  **SPORTS COURT**
 - Open 7am – 10pm
 - No bicycles, skateboards, or roller skates on the courts

FITNESS CENTER

- Open 24/7
- Proper attire required (no swimwear, no open-toed shoes or bare feet)
- No Bluetooth or personal speakers – headphones required
- 1 guest per resident

Please report any damage, malfunction, or improper (or unsafe) use to management promptly.

There is no smoking, profanity, or rough play permitted in any of the spaces.

Please dispose of trash in the receptacles provided and enjoy the spaces provided for you and your guests.

COMMUNITY AMENITIES

Two guests per resident, with a maximum of four per home, are allowed for use of the pool, grilling stations, community room, and fire pits. Per health code requirements, pets are not permitted at or in the pool area. One guest per resident is allowed in the Fitness Center. *The community room is available to rent for private events, which does not include use of the pool or other amenities.*



F FITNESS CENTER

Residents have 24/7 access to the Fitness Center, located next to the Clubhouse. You will receive a key fob at the time of move allowing access to the Fitness Center & Clubhouse. Contact the Leasing Office if you lose your key fob.



C BUSINESS CENTER

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



C RESERVE THE COMMUNITY ROOM

Contact the leasing office for nightly rate and booking





To take advantage of these exclusive West Shire Village discounts, simply present your Village Values card at check out! Visit westshireocala.com/values or scan the QR code above to see an updated list of all participating businesses.

BEAUTY:
 Bronz'd & Brand'd – Mobile Spray Tanning & Ear Piercing
 352.966.8294
 10% OFF SERVICES

Cutting Edge Studio & Spa
 352.362.5668
 10% OFF SERVICES

CLEANING SERVICES:
 Urban Detailing (Auto)
 352.247.8184
 10% OFF SERVICES

Classic Dry Cleaners
 352.300.7248
 10% OFF SERVICES

FINANCES:
 Ocala Community Credit Union
 FREE MEMBERSHIP

FURNITURE RENTAL:
 Paysmart USA
 407.538.6167

HEALTH:
 Carewise Pharmacy
 352.644.4005
 MULTIPLE DISCOUNTS AVAILABLE
 Chandelier Status Healthcare Services LLC
 904.274.3625
 10% OF SERVICES
 Prism of Art Medical Massage Therapy
 904.635.5240
 20% OFF SERVICES

HOTEL:
 HDG Hotels
 352.500.0501
 CONTACT FOR EXCLUSIVE DISCOUNT

INTERNET / CABLE:
 COX
 1.844.240.2416
 DISCOUNTED RATE

LOCAL DINING & RETAIL:
 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

MOVING SERVICE:
 Tri-County Movers
 352.208.5288
 \$50 OFF MOVING SERVICES
 Unique Quality Furniture
 352.433.3088
 10% OFF SERVICES

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

PHOTOGRAPHER:
 Cynthia Lee Photography
 352.239.5899
 CONTACT FOR EXCLUSIVE DISCOUNT



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.