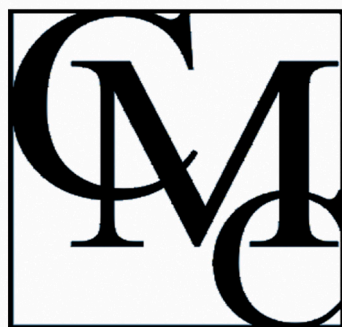


# Progress

VILLAGE  
APARTMENTS

BUILT AROUND YOU



*building relationships*

# CONGRATULATIONS



You've made a smart decision by choosing Progress Village. This information has been compiled to help you transition to your new home. As a resident of Progress Village, you and your family will enjoy our diverse amenities and convenient location. We know you are going to love living here. Our team looks forward to making your move smooth and serving your needs as a resident. Welcome home!

## THIS PACKET INCLUDES:

- 3** | Contact Numbers, Fees & Surveys
- 4** | Online Payments & Insurance
- 5** | Community Information & Pets
- 6-8** | Maintenance Information & Helpful Home Care Tips
- 9** | Saving Money on Utilities
- 10** | Community Text Messages & Referrals

## LET'S CONNECT



Hours [progressvillageapartments.com](http://progressvillageapartments.com)  
Mon-Fri: 9 - 6PM  
Sat: 10 - 5PM  
Sun: 1 - 5PM

After-Hours Maintenance  
Call (800) 919-9888



**CALL or TEXT**  
**(813) 462-9200**

**YOUR NEW ADDRESS:** \_\_\_\_\_ Serene Retreat Lane Apt # \_\_\_\_\_  
Tampa, FL 33619



# COMMUNITY INFORMATION



✓ **OFFICE HOURS:**

Monday - Friday: 9AM - 6PM

Sat: 10AM - 5PM

Sun: 1PM - 5PM

✓ **OFFICE PHONE NUMBER:** (813) 462-9200

✓ **EMERGENCY MAINTENANCE**

After Hours Emergencies or Lockouts: (800) 919-9888

✓ **FITNESS CENTER HOURS:** Open 24/7

✓ **POOL HOURS OF OPERATION:** Dawn to Dusk

Residents may access the pool, fitness center, and cyber café with key-fob.

## RESIDENT SURVEYS

We STRIVE for FIVE at Progress Village! 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. We also appreciate constructive criticism that improves our processes.

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 at the office. Please make your payment out to Progress Village and include your 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 [AffinityTampa.com](http://AffinityTampa.com).
2. Select "Resident Portal" at the top of the screen.
3. Enter your email and password that you set up when you applied online.
4. Enter payment account information.
5. Once logged into 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 (813) 462-9200 regarding 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 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.

## INSURANCE

This CMC community requires 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 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 can 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. Please like and follow us on your favorite platform and get connected!

Facebook: Affinity-Apartments-Tampa  
Instagram: @affinityapartments

## 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.

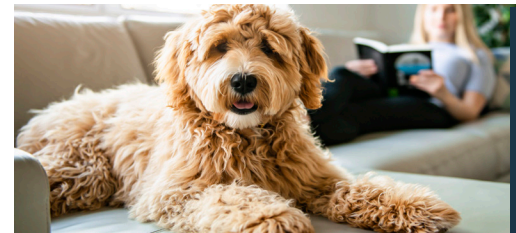
## PEST CONTROL

Our pest control service is on-site every Wednesday. **If you require pest control in your apartment, you must inform the office immediately.** Should you have further questions or concerns, please contact the office at (813) 462-9200.

## TRASH VALET

Affinity provides a valet trash service for residents Sundays through Thursday. Just place your trash can outside your door between the hours of 6:00 PM and 8:00 PM for pick up. Please reference the valet trash flyer provided for additional details.

# 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. **Important: All unauthorized pets discovered will incur double fees.**
- ✓ Please keep dogs, cats or other authorized pets on a leash at all times while outside. NOTE: This is not only a community rule, but is also a Hillsborough County Ordinance: "A dog owner has a duty 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."
- ✓ DO NOT leave any pet(s) tied outside or in any common area, such as walkways, stairwells, courtyards, patios and balconies, etc.
- ✓ Please confine walking of any pet(s) to designated areas and do not allow any pet(s) to interfere with any other residents' or guests' use and enjoyment of the premises.
- ✓ It is MANDATORY to pick up after your pets each time they go outside. As a resident of Progress Village and as a pet owner, please be responsible and respectful of your neighbors.
- ✓ If you notice a resident being uncompliant with our pet policies, please call, text or email the on-site management team so we may address each issue on an individual basis.



# 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 Progress Village's resident portal as soon as the concern arises. Our maintenance team is available Monday - Friday until 4:30 PM. Most maintenance requests are completed within 24 - 48 hours. Outside of regular office hours, please contact (800) 918-9888 for our after-hours call center if an emergency occurs.

## Examples of Emergency Maintenance Requests

- ✓ Floods inside apartment
- ✓ Water leaks (MUST BE REPORTED IMMEDIATELY)
- ✓ Non-operational toilets when only one toilet is available
- ✓ A/C units not cooling when outside 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 bath room are out, press the reset button on one of the GFI outlets, which are located in the kitchen and in ONE of the bathrooms.

### Garbage Disposal

- ✓ Run water in the disposal 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.
- ✓ 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 properly, 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. Call the office immediately.
- ✓ If you smell smoke when turning on the heat, keep the furnace on to burn off dust on the heat strips.

### Ceiling Fans

- ✓ 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.
- ✓ Unfortunately, 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.



# TUBE, 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 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...

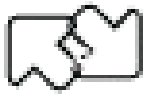
- ✓ Clean thoroughly once a week.
- ✓ Use cleaning products such as Mr. Clean, Windex, 409, dish washing detergent or Lysol type products.

## 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 TO KEEP 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 Progress Village. You may receive information via text message regarding the following:

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

## OPTING OUT

At any time you may text STOP to be permanently removed from receiving text messages from Progress Village, but doing so precludes you from receiving emergency messages via text. Progress Village guarantees that your cell phone number will not be sold or given to third parties for solicitation.



## REFER A FRIEND SAVE ON YOUR RENT

Don't keep Progress Village 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. 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 Progress Village.

