



We are pleased to welcome you to your new home, proudly managed by Reid Rental Management! Our staff is here to assist in any way possible in making the transition to your new residence as smooth as possible. This guide is filled with important information including office contacts, utility providers, Homeowner Association (HOA information) and more. If there is anything else you need, please ask!

### **REID RENTAL MANAGEMENT CONTACT INFORMATION**

We are here to help with any questions or concerns that may arise during your entire tenancy. The following is important contact details for your management company, Reid Rental Management:

#### **OFFICE LOCATION**

1618 Camerbur Drive  
Orlando, Florida 32805

Office Phone: (407) 454-9189  
Office Fax: (407) 442-0673

Office hours are typically conducted Monday through Friday from 9am to 6pm EST and Saturdays from 9am to 1pm EST. You can also retrieve the answers to many questions 24 hours a day on our website, [www.ReidRentalManagement.com](http://www.ReidRentalManagement.com). Any non-emergency issues that arise after normal office hours will be addressed on the following business day.

#### **STAFF INFORMATION**

|                  |                  |                        |  |
|------------------|------------------|------------------------|--|
| Odalis Rosario   | Property Manager | Direct: (407) 697-2179 | <a href="mailto:odalis@reidresortrealty.com">odalis@reidresortrealty.com</a>     |
| Crisetty Lamouth | Property Manager | Direct: (407) 233-6002 | <a href="mailto:crisetty@reidresortrealty.com">crisetty@reidresortrealty.com</a> |
| Steven Ketcham   | Leasing Agent    | Direct: (407) 350-1088 | <a href="mailto:steve@reidresortrealty.com">steve@reidresortrealty.com</a>       |
| Spencer LaClair  | Leasing Agent    | Direct: (407) 683-6042 | <a href="mailto:spencer@reidresortrealty.com">spencer@reidresortrealty.com</a>   |

***\*Email is the preferred method of communication to avoid any questions or concerns being missed to above staff. Please always ensure when sending an email, that both Property Managers are included for a quicker response.***

#### **REID HANDYMAN DIVISION**

Jackie Schildkraut      Maintenance/Accounting Direct: (407) 697-2467 [jackie@reidresortrealty.com](mailto:jackie@reidresortrealty.com)

**All Maintenance request MUST be submitted via online thru the tenant portal at [www.reidrentalmanagement.com](http://www.reidrentalmanagement.com) for proper scheduling. Multiple emails and work orders will create a delay in scheduling. Any accounting related concerns or questions please email directly to Accounting department.**

**Emergency issues consist of the following:** Water leaks/damage, AC above 80 degree weather, pipe burst, appliance outage such as Refrigerator. Any request that is not an emergency will be address during normal business hours. Please do submit a work order and email to [Odalis@reidresortrealty.com](mailto:Odalis@reidresortrealty.com) for Emergency issues ONLY. Please allow at least 12 to 18 hours for a response if not replied to sooner.

### **MOVING IN TO YOUR NEW HOME**

We know that moving in to your new home can be an overwhelming process, and we want to help make that even easier! When your move-in date arrives, our staff will provide you detailed instructions as far as our move-in procedures. Your key will be retrieved right at the property to avoid extra trips to our office! Any community related items such as gate clickers, parking details, and amenity passes will be ordered and ready for your collection [for more information, please review the Homeowner's Association section below.

As a new tenant, you will shortly receive a welcome email from our online property management platform. This email will let you know that your new online account has been created and will provide you with a temporary password. After you receive this, please feel free to log in and tour our platform. Here, you will be able to request maintenance and even pay your rent online, right from the comfort of your own home!

Once you have moved into your new property, you may find small repairs or items in the house that need to be brought to our attention. After about a week, once you have found these items, please submit ONE work order addressing all issues. Anything that can be addressed will be repaired; anything that cannot be fixed will be noted to the account so you are not held liable.

### **RENT PAYMENTS**

Rent payments are always due on the 1<sup>st</sup> day of each month. You do have a 3 day grace period, after which time a late fee will be assessed. Rent payments may be made in several methods:

- ◆ Personal check, money order, cashier's check or bank draft may be mailed or dropped by our office (please be sure to notate your property address in the memo section). Cash may also be submitted for rent payment but only if paid in person so that a receipt may be issued.
- ◆ Pay your checking account through our online payment system
- ◆ Credit card payment through our online payment system\*

*\* When paying with a credit card, additional fees may be levied to the total balance processed.*

## **HOMEOWNER'S ASSOCIATIONS & COMMUNITY INFORMATION**

Most of our communities have independent associations that are responsible for the maintenance and daily operations of the community itself. Each association will be different with different regulations and requirements for its tenants. Our staff will work to ensure that you have been made aware of your responsibilities as a tenant of the community. If any questions should arise with regards to the community rules, please feel free our staff or the community office directly.

Most communities will require items such as a gate clicker, amenity pass / swipe card, or keys to facilities such as the fitness center to gain entry to the community or its various amenities. Prior to your move-in, these will be ordered for you. You will be able to collect from the community office upon move-in. Photo identification will be required for the release of these items. Additionally, individual communities may require additional information such as vehicle registration and proof of insurance when releasing items such as gate clickers or parking decals.

Please note that in the event of a lost item, you will be responsible for the cost of replacement. All items must be returned to our company upon move-out to avoid any additional charges.

Typically community amenities will include a community pool (either with or without spa), fitness center, and more. Amenities will vary by community.

## **MAINTENANCE IN YOUR HOME**

From time to time, you may encounter maintenance issues within your property. We have an in-house maintenance team to get these repairs addressed for you. Should you encounter any troubles, please report this to our office as soon as possible, all work order requests **MUST** be submitted through our online platform in **ONE** uniform request to ensure there are no delays in processing your request.

It is important to be as detailed as possible so we can attempt to diagnose/troubleshoot the concern prior coming to the home and if any parts are needed we may bring at that time. Additionally, please always include best contact information so we may know how to contact you at time of scheduling.

We are not always able to resolve issues in 24 hours but do our best to have it remedied as soon as possible. Sometime we find that our tenant's submit work orders and they are expecting it to be resolved the same day. There are circumstances that will arise with other units that will not allow for same day service depending on the severity of the issue. However we do strive in providing quick and efficient service to ensure the comfort in your home.

## UTILITIES

When moving into your new residence, it is important to ensure that you have the various utility services transferred into your name.

To set up your accounts, you will contact the utility providers directly (see below for vendor list). You will need basic information such as your name, residence address, contact phone number and more. Most utility providers will require a deposit [based on credit] and typically a service initiation charge will be levied on your first month's bill. Be sure to check with the utility provider for a complete list of fees associated with the service. Services may take up to 48 hours to be initiated, so please factor in this time when setting up your accounts.

Each community may offer different utilities such as water or trash as a part of their Homeowner's Association dues that are paid by our owners. This too will vary by company. The following is a general list of utility providers for each of our communities.

### ELECTRIC SERVICE



*\*OUC may also be your service provider for water / sewer service. If not, refer to the water providers in the following section.*

#### **ORLANDO UTILITIES COMMISSION**

[www.ouc.com](http://www.ouc.com)  
(407) 423-9018

#### **APPLICABLE COMMUNITIES**

Azur, Central Park, Sunset Lakes, Stonebridge, The Hamptons, Serenata, Orlando Academy Cay Club, The Madison, Walden Palms, The Fountains, Regency Gardens, Venetian Place, Avalon



#### **PROGRESS ENERGY**

[www.progress-energy.com](http://www.progress-energy.com)  
(800) 700-8744

#### **APPLICABLE COMMUNITIES**

Bella Terra, Magnolia Court, Park Place, Cypress Point, Reunion

### WATER & SEWER SERVICE



#### **NATIONAL EXEMPTION SERVICE**

[www.submeter.com](http://www.submeter.com)  
(800) 488-1746

#### **APPLICABLE COMMUNITIES**

Serenata

#### **WATER SERVICE IS INCLUDED WITH THE HOA DUES IN THE FOLLOWING COMMUNITIES:**

The Hamptons, Regency Gardens, Venetian Place, Avalon

CABLE, INTERNET, & PHONE SERVICE

Unless noted, BrightHouse Networks is the primary provider for cable service in the Greater Orlando area. If you would like to select one of the other service providers, you will need to contact them for availability in your area.



**BRIGHTHOUSE NETWORKS**  
[cfl.mybriighthouse.com](http://cfl.mybriighthouse.com)  
(866) 309-3279

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**SHENTEL**  
[www.shentelnow.com](http://www.shentelnow.com)  
(800) 409-1243

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**\*VENETIAN PLACE ONLY**



**VERIZON**  
[www.verizon.com](http://www.verizon.com)  
(800) 483-4000

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Home Phone



**AT&T**  
[www.att.com](http://www.att.com)  
(888) 757-6500

**SERVICES AVAILABLE**  
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High Speed Internet  
Home Phone

Should any questions arise beyond this information package, please do not hesitate to contact us. We are always here to help!

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\*See Showroom for additional details. Offer good through December 31st, 2010.



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**Present certificate to installer. Certificate must be returned for validation.**

**Realtor Authorization**

Realtor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Valid for 60 days)

Printed Name: \_\_\_\_\_

Scott Reid

License ID: \_\_\_\_\_

BK 312632

**This certificate must be presented to your installer within 60 days of the realtor authorization date.**

This offer is limited to addresses currently serviceable by Bright House Networks. This offer cannot be used in conjunction with any other Bright House Networks special offer. Limit one certificate per household. This certificate has no cash value. Some restrictions may apply. Bright House Networks reserves the right to modify or cancel this offer without prior notice. Offer is valid only for address appearing on this certificate.