

RESIDENT GUIDE



A STARK LIVING – GAEKWAD COMMUNITY



STARK LIVING

A STARK ENTERPRISES COMPANY

WELCOME HOME TO SUMMER POINTE VILLAGE

NAME: _____

ADDRESS: _____

LEASING OFFICE:
352.844.9585

EMERGENCY
MAINTENANCE:
352.783.4425

BEFORE YOU MOVE IN CHECKLIST

☐ ELECTRIC SERVICE

Please remember to contact **SECO** to set up your account and have service placed in your name before your move-in date.

Steps below:

- Contact SECO at 800-842-5871 and request a Proof of Service Letter.
- Your meter number is:

- Transfer the billing for your new home into your name to begin on your move in date. You will receive an account number and confirmation number (Proof of Service letter)
- Please provide confirmation of account setup to the office prior to or on your move-in date.

☐ CABLE & INTERNET

Your home is pre-installed with Spectrum Internet. Setup instructions are on Page 5, allowing you to connect within minutes. Please note that service cannot be transferred from an existing account.

☐ RENTER'S LIABILITY INSURANCE

Proof of renter's liability insurance is required prior to or on your move-in date.

- Minimum coverage: \$100,000 Liability
- Summer Pointe Village is the "Interested Party" | Address P.O. Box 391287, Solon, OH 44139.
- Preferred Insurance Partner: Assurant Insurance – www.yourresidentspolicy.com

☐ MONIES DUE ON MOVE-IN DATE

The following is due on your move-in date:

| | |
|---|--|
| First Month Rent | |
| Pro-Rated (if applicable) | |
| Pet Fee - \$350 per pet (Max 2) | |
| Pet DNA Registration Fee - \$99 per pet | |
| Pet Rent - \$25 a month per pet (Max 2) | |
| Internet/Cable | |
| Security Deposit | |
| TOTAL MOVE-IN COST | |

All move-in fees are due at move-in. Payment links will be emailed to you 24 hours before your move-in date. Note: your Security Deposit must be made as a separate payment.

☐ PETS

- If you have a pet, please provide updated vaccination records and a recent photo of your pet prior to move-in.
- Dog owners are required to register their dogs with the PooPrints DNA program. Our team will schedule a time prior to move-in to meet your pet and collect a DNA sample.

☐ ITEMS TO PROVIDE FOR MOVE-IN

- Copy of Renter's Liability Insurance Policy
- SECO Account Number & Confirmation Number
- Monies Due (listed above)
- Pet Documentation: vaccination records, photo, DNA sample (if applicable)

For any questions, call us at **352.844.9585**

Leasing Office Hours:

MON - FRI: 9AM - 6PM

SAT: 10AM - 4PM

SUN: Closed

YOUR NEW HOME

Unit: _____

Building: _____

THINGS TO REMEMBER

MAIL KIOSK

All mailboxes are located near the Clubhouse. 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 \$25. 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 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. All resident vehicles must be stored in the garage or driveway of the home.

GUEST PARKING

Guest/overflow parking spaces are available on a first-come, first-served 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.

SPEED LIMIT

The speed limit within the community is 15 mph. Please watch for children playing, neighbors walking their dogs, maintenance and office staff at work, and visitors moving throughout the property.

TRASH SERVICES & BINS

Each home comes with one 95 gallon trash bin. Bins are picked up curbside every Monday at 6:00am. 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 officer. 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 **11pm 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! When you refer a friend to Summer Pointe Village, you'll receive a **\$1,000 rent credit** after they move in. To qualify, the referral must be mentioned at the time of your friend's first tour of the community.

RESIDENT GUIDE TO ONLINE RESOURCE CENTER

The Resident Resource Center is your online one-stop-shop for everything you need as a resident of Summer Pointe 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!

SummerPointeVillage.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!**

TRANSACTION FEES:

**CHECKING ACCOUNT
(ACH)**

NO FEE - FREE!

DEBIT CARD

\$7.95

**CREDIT CARDS:
VISA, MC, DISCOVER**

3.0%

AMEX

3.5%

PAY BY BANK

\$3.95

**MOBILE WALLET
OPTIONS:**

APPLE, VENMO, & PAYPAL

3.0%

*fees subject to change

SETTING UP CABLE / INTERNET



As a resident of Summer Pointe Village, you receive Spectrum Ready, an Internet solution with instant activation and access to stream the best in entertainment from Spectrum.

Your Benefits

Spectrum Internet GIG

- Speeds up to 1 Gbps
- No data caps

No Installation Needed

- Nothing to pick up or install and no technician needed
-Spectrum's Internet equipment is already installed in each unit*

Upgrade Your Service

Spectrum TV®

- 160+ Channels with TV Select Plus
- Select Spectrum TV plans include Disney+ Basic, Paramount+ Essential, ViX Premium with Ads and ESPN+ at no additional charge.

*Upgrades are billed separately

Activating Your Service

Activating your service is easy. Scan the QR code or visit Spectrum.com/Ready to activate your services.



Managing Your Service



Download the My Spectrum App to personalize your WiFi network, configure advanced router features and more.



Technical Support

Spectrum's customer service and technical support is available 24/7. Get help with your service activation, assistance with upgrades, or answers to any technical support questions.

Any Spectrum customer can call the 24/7, U.S.-based Technical Support at 1-855-326-5115

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 Monday. Please place your garbage at the curb before 6:00 AM on Monday 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 \$75 + 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)
- Fluorescent Light Bulbs
- Sharp Objects (Syringes, Needles)
- Broken Glass

FURNITURE & BULK ITEMS

Bulk collection is available to schedule for pickup on Wednesdays. Pickup for bulk items is by appointment only and must be prescheduled. Items must be called in by 2 PM on the Tuesday before in order to have them picked up on Wednesday's collection. Once scheduled & prepaid, bulk items must be curbside on Wednesday morning before 6:00 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. Summer Pointe Village encourages our residents to drop off recycling (cardboard, cans, bottles, plastic, electronics) at **Weirsdale Recycling Center** – 13535 SE 164th St, Weirsdale, FL 32195. Open Mon/Wed/Sat 7am–5pm, Fri 7am–7pm, Sun 9am–5pm. Accepts household garbage & single-stream recycling.

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 only **high-efficiency (HE) 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

- | | | |
|--|--|--|
| <p>POOL / GRILLING AREA / FIRE PITS</p> <ul style="list-style-type: none"> • Open dawn to dusk (weather permitting) • 2 guests per resident • Resident must accompany guests at all times • No Bluetooth or personal speakers – please use headphones • 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 | <p>DOG PARK</p> <ul style="list-style-type: none"> • Open 24/7 <p>COMMUNITY ROOM</p> <ul style="list-style-type: none"> • Open 8am – 10pm Daily <p>SPORTS COURT</p> <ul style="list-style-type: none"> • Open dawn to dusk • No bicycles, skateboards, or roller skates on the courts | <p>FITNESS CENTER</p> <ul style="list-style-type: none"> • Open 24/7 • Proper attire required (no swimwear, no open-toed shoes or bare feet) • No Bluetooth or personal speakers – please use headphones • Must be 16 years or older to use the facility • 1 guest per resident <p>SPORTS SIMULATOR</p> <ul style="list-style-type: none"> • Open 8am – 10pm Daily |
|--|--|--|

Please promptly report any damage, malfunctions, or unsafe use of amenities to the management team. To ensure a pleasant environment for all, smoking, profanity, and rough play are not permitted in any common spaces. Kindly dispose of trash in the receptacles provided, and enjoy these shared spaces responsibly with your guests.



To take advantage of these exclusive Summer Pointe Village discounts, simply present your Village Values card at check out! Scan the QR code above or visit SummerPointeVillage.com/values 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



MOVING SERVICE:

Affordable Moving USA
352.877.2900
20% OFF SERVICES OCT 2025 - MARCH 2026



FURNITURE RENTAL:

Paysmart USA



HEALTH:

Carewise Pharmacy
352.644.4005
10% OFF SENIOR & MILITARY

Chandelier Status Healthcare Services LLC
904.274.3625
10% OF SERVICES

Perhealth Chiropractic and Wellness Center
352.235.9496
\$49 NEW PATIENT SPECIAL*

*See SummerPointeVillage.com/values for more details



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.