

welcome home!



Lake Johnson Mews

Resident Handbook

4233 Avent Ferry Road | Raleigh, NC 27606

(919) 825-3271 | lakejohnson@prgrealstate.com

<https://www.lakejohnsonmews-prg.com/>

Your T-Code:

Resident Resources:
bit.ly/lakejohnsonmews



FREQUENTLY ASKED QUESTIONS

1 of 3

Are any utilities included with rent?

Utilities are not included. Lake Johnson Mews will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.) on the first of the month.

Water/sewer is conveniently sub-metered and managed by a company called ConService. You will receive your water usage statement by email from ConService monthly. This balance will be paid to Lake Johnson Mews directly with your rent (not to ConService). Please know that water/sewer charges are billed two months in arrears.

Electricity is metered by and paid to Duke Energy, who can be contacted at 1-800-777-9898 or www.duke-energy.com. Your electricity account must be active by your move-in date and throughout your residency.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Partial payments are not accepted.

What happens if my rent is late?

A late fee equal to 5% of the base rent will be charged at the close of business on the 5th of every month. Once rent is late, payment will only be accepted in a certified cashier's check or money order(s), and only for the full amount. Partial payments are not accepted.

What happens if my rent is later than the 11th of the month?

Court filing takes place as early as the 11th of every month. This is the first step in the eviction process. As of March 2016, court filing fees total \$211 plus \$30 for each additional leaseholder. The full balance, including court filing fees, is due no later than the 25th of the month in a certified cashier's check or money order(s) only. If paid after the 25th, the following month's rent is due upfront at the same time. We may reserve the right to no longer accept your payment. Partial payments are not accepted.

Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability coverage. Additionally, the following must be listed as "additional interest" on your policy:

Insurance Tracking
PO Box 979159
Miami, FL 33197-9159

Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood, but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider, since policy coverage may vary.



FREQUENTLY ASKED QUESTIONS

2 of 3

What if I want to transfer to a different unit within the community?

Lake Johnson Mews realizes your changing lifestyle and we will gladly discuss our transfer policy to determine if you qualify.

How do I put in a service request?

There are many ways you can submit a work request! Simply call 919-439-4505 anytime during or after business hours, email lakejohnsonmews@prgrealestate.com, or go online to our online portal, Resident Connect, and submit your work request online. If you have an emergency work request you must call the office so that our on-call personnel can be contacted. We always have maintenance staff on-call 24/7 for maintenance emergencies.

Does maintenance change light bulbs or air filters?

Yes! We conduct preventative maintenance typically on a quarterly basis when we change filters and test smoke detectors inside every unit. Our maintenance team will replace speciality bulbs but other bulbs would be the resident's responsibility.

Can I have my locks changed?

Yes, we will be glad to change your lock and provide you with new keys if you so request (request must be made by all leaseholders in writing, and all leaseholders will be given new keys). However, per your lease, there is a \$25 charge for this service and can only be done during regular maintenance hours, 9am - 4pm. We may ask for the payment upfront before the service is performed.

Can I get a pet after I move in?

Yes. We are a pet-friendly community. Before you get the pet you must fill out a pet application with the office and pay the current pet fees. We have a restricted breed list for dogs so you must check with the office before you get the pet. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine.

What if I need to break my lease?

For any reason other than the fulfillment of the Military Personnel Clause of paragraph 22 in your lease the agreement, you have two options: (1) Submit a written notice and pay a buyout fee (amount of fee depends on how much notice you provide) (2) Submit a written notice, then pay rent on your apartment until the next resident moves in or until your original lease term end, whichever comes first. Please stop by the office for more details.



FREQUENTLY ASKED QUESTIONS

3 of 3

May I sub-lease my apartment?

If you want to sub-lease your apartment, the prospective new resident must apply and pass our rental requirements the same as every other leaseholder. Once the new resident is approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and us. The new resident shall accept your apartment as-is, you will pay rent up until the day the new resident takes over the lease, and the security deposit will stay with the apartment and thus will transfer to the new resident's ownership.

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required to apply and pay the application fee and pass our rental requirements the same as every other leaseholder. Once approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and us. Adding or removing someone to your lease has an associated lease change fee of \$150.

May I get a pet after I move in?

Yes! We are a pet-friendly community. Before you get the pet, you must fill out a pet application with the office and pay the current pet fees. Please be advised that certain breeds of dogs are restricted. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine. Please see the pet policy online for more details.

May I bring guests to the pool?

Yes, you may bring a couple of guests with you to the pool as long as you are present with them and you and/or your guests are not creating a disturbance to others.

May I grill at Lake Johnson Mews?

Unfortunately, you cannot use a charcoal or propane grill in your apartment or on the balcony or patio. This is a fire hazard. You must be 10 feet away from a building to use a charcoal grill. However, you can store a charcoal grill on your patio and then use it on our grounds as long as you are 10 feet from a building. We also have two gas grills that are located in the pool area that you are welcome to use while the pool is open. We have charcoal grills near the outdoor picnic tables around the community that are available year round.

What Internet/cable provider do you recommend?

We recommend Spectrum. Sharon Pittard is Lake Johnson Mews' personal contact. Please reach out to Sharon at sharon.pittard@charter.com or (984) 243-7722 for your Internet/cable needs.





Please leave us a Google Review, like us on Facebook, and follow our Instagram! Scan QR code or visit bit.ly/lakejohnsonmews

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Lake Johnson Mews is nothing short of exceptional! To help us achieve this goal, we have implemented a survey system that gathers your feedback. You will receive occasional surveys via email from Kingsley inquiring about your experiences at Lake Johnson Mews. **We welcome your responses!**

Thank you!



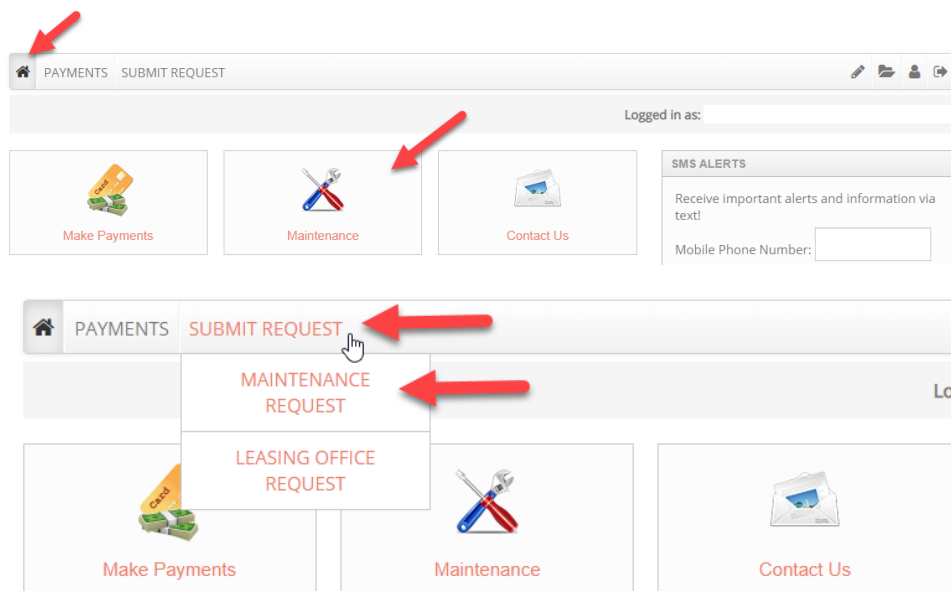
HAVE A SERVICE REQUEST?

LET US KNOW 24/7!

Service requests are completed in order of age in queue and priority. Please be aware that requests made online may not be seen until the following business day.

Option 1: Submit a Request Through Resident Connect:

We will be notified immediately when you submit! This is a great way to communicate requests in your own words. You can even upload pictures!



Option 2: Send us a Text or an Email:

Go to bit.ly/lakejohnsonmews and select "Text Us," or email lakejohnson@prgrealestate.com.

Make sure you include your name and address in the message.

Option 3: Call our 24/7 Resident Service Line:

You can call us at (919) 825-3271 to notify us of your service request. If the office is closed or we are unable to answer the phone, a member of our Call Center team can notify us right away!



FOR EMERGENCIES, PLEASE CALL (919) 825-3271.
THE CALL CENTER IS AVAILABLE 24/7. FOR A FIRE, CALL 911.

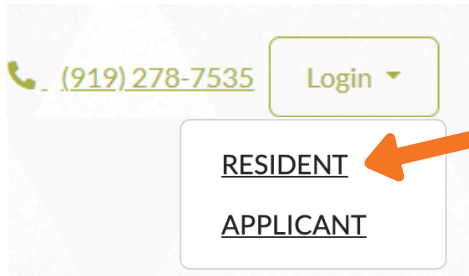




PRG RESIDENT CONNECT

Resident Connect is your handy online resident portal! From here, you can contact us, post on the residents' bulletin board, submit service requests, pay online, manage your notification settings, and more.

- To register, go to www.lakejohnsonmews-prg.com/ and select **Login** in the top right-hand corner. Then, select **Resident**.



- Choose **Click here to register**.

Welcome to Resident Services

If your username is not an email address, [click here to login](#).

- Fill in the required information on the registration screen.

Your **registration code** is the t-code or r-code that management provided for you.

***Important: The email you use must match the one management has on file!**

Don't forget to **accept** the terms and conditions and press **Register** when you are finished!

Already a member? [Click here to login](#).

User Registration

* Denotes a Required Field

Personal Details

Account Information

User Verification

Register

Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

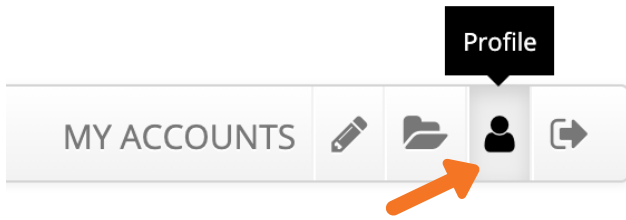



COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Park Ridge Estates, we send helpful and important information by email and sometimes by text message.

Make sure you opt-in as soon as possible!

- 1) First, navigate to your **profile**. Select this button near the top right-hand corner of your dashboard:



- 2) Press  near the top right corner (below "MY ACCOUNTS") to adjust your communication settings. Make sure you opt-in for emails and SMS (text) notifications!

My Profile

Email:

Office1:

Home:

FAX:

Allow Text (SMS) Notifications:



Mobile Phone for Texts (SMS):

**See Disclosure. Rates may apply.*

Bulletin Board Display Name:

Bulletin Board Email Notifications:


Allow personal messages from Bulletin Board:

Subscribe to Voice Calls:

Subscribe to email notifications:



When you are finished, scroll all the way to the bottom and press **Update Profile** to save your settings!

Update Profile 



ONLINE RESIDENT RESOURCES



- View Your Handbook
- See Community Updates
- Text the Office Staff
- Get Food Truck Menus
- Go To Resident Connect
- Find Answers to FAQs
- Review Policies
- Follow us on Social Media
- Review us on Google
- ... and more!

Scan code or visit in
your browser:

bit.ly/lakejohnsonmews



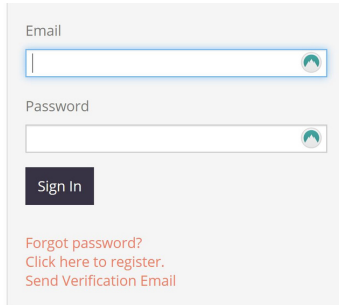
COMMUNITY AMENITIES

- Sparkling Outdoor Pool
- Resident Clubhouse
- Hammock Hangout Area
- Package Concierge Service
- Bike Racks
- Gated Bark Park
- Direct Access Points to the Lake Johnson Walking Trail
- Poolside Picnic Area with Gas Grills
- Community Events
- Kayak Storage
- Tennis Courts
- Business Center
- Access to Lake Johnson Boat House/Concession Stand



ALL THE WAYS YOU CAN PAY

RESIDENT PORTAL



A screenshot of a web login form. It features two input fields: 'Email' and 'Password', each with a small eye icon to toggle visibility. Below the fields is a dark 'Sign in' button. At the bottom, there are three links: 'Forgot password?', 'Click here to register.', and 'Send Verification Email'.

- Easy-to-use online portal
- Available 24/7
- Set up monthly auto pay
- Make a one-time payment via a checking/savings account or a credit card*

* a convenience fee may apply

CERTIFIED FUNDS



- Money Order, Cashier's Check, Certified Check
- Drop off at the leasing office
- If you have an NSF payment, you must use this payment option for the next 6 months



RENT CAFÉ APP

Download the app on your smart device to access PRG Resident Connect anywhere!



PAY BY PHONE

- Call toll-free: **(833) 971-2622**
- Available 24/7
- Credit Card payments only



PAY BY TEXT

Opt-in to SMS notifications on your Resident Connect portal and then register on the payments tab



PERSONAL CHECK

Drop off in the leasing office. Personal checks may be processed a few business days after receipt.



PACKAGE RECEPTION



Announcing Package Concierge: A New Service for Handling Packages!

- **To Register:** You will receive an email with your username. Use the link provided to create your PIN and register for your account.
- **Package Notification:** You will receive instant notification when a package has been delivered via, email, text message, push notification and/or phone call.
- **To Retrieve a Package:** Enter your username or scan your key fob or barcode. Then enter your PIN. All lockers containing your packages will automatically open.



Download the free mobile app for on-the-go account management!



For assistance call 888.989.7225 or email support@packageconcierge.com

Package Concierge offers you the convenience of having your packages delivered securely with 24/7 access

How it works:



Place an order



Carrier delivers the package in less than eight seconds



Instant notification of delivery is received by resident



Resident is able to retrieve package 24/7 with barcode, key fob, or username

packageconcierge.com

PackageConcierge is a secure package locker delivery system. Carriers will bring your packages to the mailroom adjacent to the leasing office. They will deliver the package to a locker under your name. You will be notified of its arrival with a text and/or email. Retrieve your package using your username and PIN code 24/7 at your convenience! To register, you must enable billing and enter your card information. You will not be charged for storage fees unless the package has been waiting for over 5 days. Please notify Package Concierge ahead of time if you will be away for a while, and they can pause storage fees for you. The daily storage fee for overdue packages is \$3.00. If the lockers are full, your package will be delivered to your door.



WWW.UTILITIESINFO.COM

Utilitiesinfo.com is Conservice's mobile-friendly account portal. With it you can:



- 1 Make payments and view balance
- 2 View, download, and print current & past bills
- 3 View current month utility usage
- 4 View account history
- 5 Adjust key settings
- 6 Monitor recent account activity

Getting Started

To log in for the first time, use the account number and web pin located in the top right-hand corner of your bill. For security reasons, you will be prompted to change your password during your initial log in. If you have trouble logging in, please call 1.866.947.7379.

The screenshot shows a utility bill for Fort Bragg - Corridor. A red box highlights the account information, and another red box highlights the account number and web pin. Arrows point from these boxes to the login fields in the bottom left.

Account Information:

- Account #: 11111111
- Account Name: Jane Doe
- Past Due Date: 11/01/2018
- Statement Date: 10/17/2018
- Total Charges: \$26.50
- Service Address: 123 ABC Street #105, Dallas, TX 7XXXX
- Web Pin: 99999999

Utility Statement for Fort Bragg - Corridor

UTILITY	DATES	START READING	END READING	CONSUMPTION
Electricity	10/1/2018 - 11/1/2018	20416.00	20500.00	170.00 kWh

SERVICE TYPE	SERVICE PERIOD	TOTALS
Electricity	10/01/2018 - 11/01/2018	\$125.40
Electric Allowance	10/01/2018 - 11/01/2018	-\$98.90
Current Electric Total		\$26.50
Utility Total		\$26.50
Prior Balance	THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT	
Payments Received		\$0.00
Grand Total		\$26.50

Account # = username

Web Pin = password

Store drinking water in the refrigerator rather than running the tap. This way, every drop goes into you and not the drain.



ASSURANT
Specialty
Property®

RENTERS INSURANCE Is ESSENTIAL.

FIRE

FACT: Last year, there were **1,298,000** fires in the U.S. That means every minute, fire departments responded to 2 to 3 fires. The value of belongings residents lost equals **\$11.5 Billion.**

Source: The National Fire Protection Association



EXPLOSION

FACT: The average household contains between 3 and 10 gallons of materials that are classified as **hazardous...** the dangers of explosion, fire, or reaction are constant in their storage.

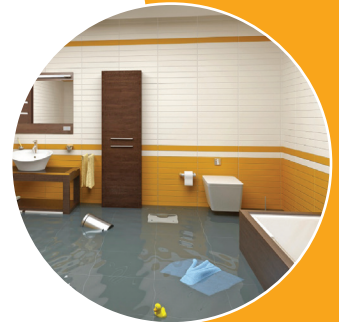
Source: Ohio State University Fact Sheet



WATER

FACT: The average cost of a water damage claim is **\$6,965** and annual costs to insurance companies for water and mold damage adds up to **\$2.5 Billion.**

Source: Water Damage Defense



BURGLARY & THEFT

FACT: Last year the number of thefts and burglaries was **7,932,918.** That's more than 15 occurrences every minute. The value of stuff victims lost was over **\$12 Billion!**

Source: The Federal Bureau of Investigation



Accidents happen every day. Could your residents pay for damages from fire, smoke, explosion or water? Could they afford to replace their belongings if they lost everything?

Assurant Renter's Insurance* covers all of the above, with **guaranteed acceptance.**
*HO4 Policies Only