

PROXIMITY

Frequently Asked Questions

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Is Proximity a smoke-free community?

Yes, Proximity is a 100% smoke-free community where we do not allow smoking on the property at all. We ask that all smokers go to the sidewalk on Proximity Drive to smoke & then properly dispose of cigarette butts.

What is the public wifi password?

The network is XiFi. The password is foxyproxy2021. Wifi can be accessed in the clubhouse, fitness center, and pool.

Does the office accept packages?

We do not unless it is signature required. Drivers will deliver to your front door.

Are any utilities included with rent?

Utilities are not included. Proximity 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 Proximity directly with your rent (not to ConService).

Proximity has a required utility package of \$125 a month that is for valet trash, pest control & cable/internet.

Electricity is metered by and paid to Dominion Energy, who can be contacted at 1-800-251-7234 or <https://www.dominionenergy.com>. Your electricity account must be active by your move-in date and throughout your residency.

When should I expect Valet Living to complete its collection?

Valet Living completes door-to-door pick-up Sunday-Thursday after 8 PM. Trash can be placed outside your door in the Valet Living container between 6 PM -8 PM to ensure collection. The Valet Living container will need to be brought back inside by 9 AM the next morning. If you set out prior to 6 PM or do not bring the container in by 9 AM there will be a \$25 fine charged to the account.

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 \$150 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.

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

Court filing takes place on the 11th of every month. This is the first step in the eviction process. The filing fee is \$105. 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. If you would like more information or to set up coverage through our preferred insurance vendor, Assurant, they can be reached at 1-855-846-9278.

May I transfer to a different unit at Proximity?

Proximity wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. However, one must have lived in their current apartment for at least 6 months and have no late payments to qualify to transfer. Submit a transfer request with the leasing office and we will conduct a pre-move-out inspection of your current apartment. No additional security deposit or application fees are required; your security deposit will follow you to the new apartment. We may require further income verification. Once your transfer request is approved, you will need to pay a non-refundable transfer fee of \$500.

Does maintenance change light bulbs or air filters?

We conduct preventative maintenance typically on a quarterly basis. We change filters and test smoke detectors inside every unit. We do not change light bulbs unless you are unable to reach the light fixture; however, the light bulb must be provided by the resident.

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order. All leaseholders must agree in writing to have locks changed. However, per your lease, there is a \$35 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

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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 agreement, please reach out to the onsite management team for details.

May I sublease my apartment?

Proximity does not offer sub-leasing.

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. There is a possibility the security deposit can be increased based on their application. Once approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and us. There is a \$175 lease change fee due upon signing the roommate addendum.

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. The pet fee is \$300 for one pet and \$500 for two pets. There is also pet rent in the amount of \$20/pet. Please see the pet policy attached at the end of this handbook for more details.

May I bring guests to the pool?

Yes, you may bring 2 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 Proximity?

Unfortunately, you cannot use a charcoal or gas grill in your apartment or on the balcony or patio. This is a fire hazard. We have two natural gas grills for you to use inside the pool area.

What Internet/cable provider do you recommend?

Proximity is partnered with Xfinity and this is paid through the required utility package. You will have to set up an account with Xfinity to receive the cable & internet boxes and they can be reached at 866-694-9415.

How much notice do I need to give if I want to decline to renew my lease?

Of course, we'd love for you to renew instead! A written notice 60 days prior to the end of your lease is required. If you miss the 60-day mark, rent will be pro-rated at the pre-determined month-to-month rate beginning the day after your original lease term ends for 30 days.