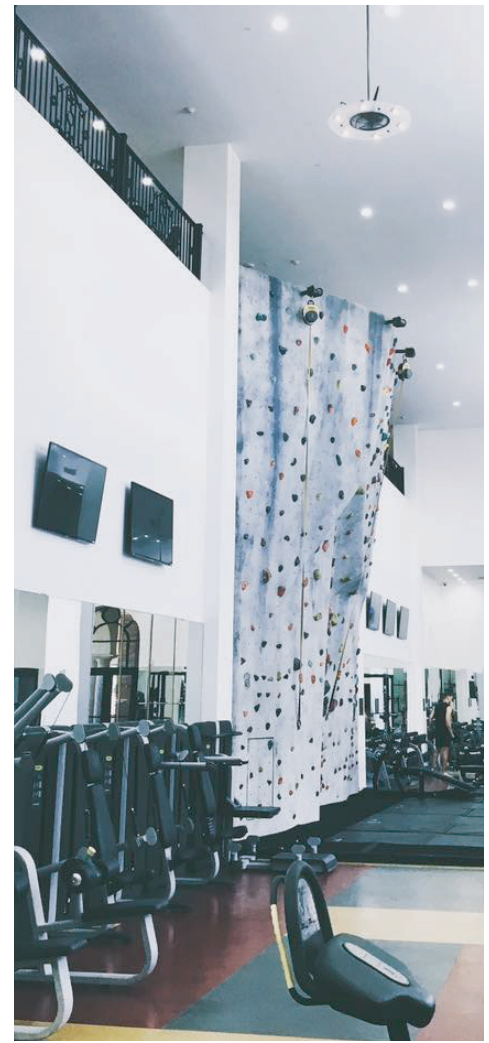


# *the* **Lorenzo**



# *Welcome Home*

MOVE-IN GUIDE 2019



Dear Residents,

## Welcome Home!

On behalf of the entire Lorenzo Team, I am thrilled to welcome you to your new home!

With move in day fast approaching, I've included step-by-step instructions to make your move in day experience go as smoothly as possible. Please review the 8 move-in steps, the map detailing where to park, what to do if you are bringing a car, frequently asked questions, how to connect to our internet and a map of Lorenzo.

Please complete the following 3 items prior to your arrival.

1. Please sign up for a specific day and time to move in, go to: <http://bit.ly/zoregister>
2. Please sign up for renter's insurance at [www.necessaryinsurance.com](http://www.necessaryinsurance.com)
3. To help shorten your wait, please pay August's rent online by entering the webpage below. If not, you will need to bring certified funds (cashier's check or money order) on the day of move in. After you have paid your first month's rent, we will provide free ACH for you to pay by direct deposit each month and avoid any credit card fees.
  - a. Payment Link: <http://bit.ly/zportal>

Our staff is here to provide our residents with service excellence. We encourage you to ask questions when you are unsure of something and please let us know how we can assist. If you have any questions before move-in, please email [movein@thelorenzo.com](mailto:movein@thelorenzo.com) or call 213-232-4870.

We look forward to meeting each of you.

Sincerely,



Chance Kidd,  
General Manager



# Welcome Home



We are excited to welcome you to your new home and are committed to making your Lorenzo move in experience as easy as possible. We have created a quick checklist of what you will need to move in and what to expect during the "BIG" move in day, August 9th, 2019. Please expect some lines as we will be welcoming over 2,200 incoming residents. You can minimize the time you spend at registration by completing the following ahead of time:

- Pay online. Paying in advance will expedite your move in process. Log in at: <http://bit.ly/zoportal>
- See important payment information on the Frequently Asked Questions page.
- Sign up for Renter's Insurance at [www.necessaryinsurance.com](http://www.necessaryinsurance.com)

1

## PREPARE AHEAD

Before you arrive make sure you have signed up for your renter's insurance and pay any rent, fees and deposits outstanding. You can still pay by logging onto <http://bit.ly/zoportal>. See important payment information on the Frequently Asked Questions page.



To sign up for renter's insurance go to [www.necessaryinsurance.com](http://www.necessaryinsurance.com)

2

## KNOW WHERE TO PARK

Enter the following address into your GPS: 244 West 23rd Street, Los Angeles, CA 90007 (Look for signage at the 23rd St. Parking Garage)



This will take you to our Welcome Garage where you will park your vehicle. Our shuttle will pick you up (it runs every 5 minutes) and bring you to our Check-In Station. **Do not bring your luggage on the shuttle, you will be brought back by the shuttle to the garage after you check in.**



Those who are taking Ubers/Lyft must be dropped off at a different location, in the parking lot located on the corner of Grand Ave & Adams Blvd. Please do not enter the Lorenzo driveway as this will cause unnecessary traffic congestion. Refer to our Move-In Parking Map for Drop-off location.

3

## WELCOME CHECK-IN STATION

The Lorenzo shuttle will take you to the Welcome Check-In Station.



Have your government issued photo identification ready when you arrive at the check-in table. Here you will be provided with instructions on what table to go to in the registration area and will be handed a colored coded ticket. (See Check-In Station, Registration, Elevators and Units Locations)



4

## FINISH YOUR PAPERWORK AND PICK UP YOUR KEYS



After you Check-In keep your identification (Driver's License/Passport) handy and head to Registration located in the Basketball Courts. This is where you will finish paperwork, pay, and pick up your keys. If you are issued a yellow ticket, we have not received payment by the due date. If you are issued a red ticket, you may have one or more incomplete items which may include outstanding renter's insurance.

5

## GETTING YOUR CAR TO THE UNLOADING ZONE



Once you have collected your keys, get back on the shuttle and return to the Welcome Garage where you will get your car and drive to the UNLOADING ZONE. Exit the garage towards Grand Ave, turn right then left on 23rd St and continue straight to park in the UNLOADING ZONE. Parking will be available on 23rd Street between Flower and Grand Ave. Complimentary moving carts are available for usage at our cart checkout locations. Look for the CART STATION for assistance. Valid photo ID is required to check out moving carts. **If you have not yet completed registration please use a student ID as a government issue ID will be required to pick up your keys.** Time at the UNLOADING ZONE is limited. You will be required to return your car to the Welcome Lot after you have unloaded all of your belongings.

6

## PARKING YOUR REGISTERED CAR



If you DO NOT have registered parking at The Lorenzo go to step #7. **ALL FUTURE RESIDENT PARKING MUST BE RESERVED IN ADVANCE.** If you have registered parking at The Lorenzo, you can retrieve your car from the Welcome Lot and park in your assigned space. Insert your key fob into the fob reader for garage access and park in your assigned space. You can enter the Resident parking lot on Adams Blvd or 23rd Street. **If someone else is parked in your assigned space please notify Courtesy Patrol and do not park in any other reserved space.**

7

## FINDING YOUR APARTMENT



From the UNLOADING ZONE on 23rd Street find your apartment using the map or using one of our site maps. Our elevators are numbered and color coded. Proceed to the elevator closest to your apartment. Our apartments are stacked and labeled based on 4 digit numbers. Please note that only the last three digits of the apartment are shown on the map. (For example, if your apartment number is 3134 you locate #134 on the map and proceed to the 3rd floor. The first digit is your floor number and the last 3 digits are your apartment number.)

For help finding your apartment please refer to the property map.

8

## COMPLETE YOUR UNIT INSPECTION



Once you have made your way to your new home, please take some time to inspect your unit and fill out the Unit Inventory Form we provide you when you pick up your keys. This is to help us ensure your unit meets Lorenzo standard. After this form is complete, please drop it off at Resident Services within 48 hours of your move in. Items noted on this list are for future reference during move-out only. **Please submit a service request for any items that require immediate attention.**

# MOVE-IN PARKING MAP



 REGISTRATION / BASKETBALL COURT

 UNLOADING ZONE

 UNLOADING ZONE PARKING

 UBER / LYFT DROP-OFF

 SHUTTLE PICK-UP

 ELEVATORS

# RESIDENT PARKING INSTRUCTIONS

**TO RESERVE PARKING:** Parking must be reserved in advance by submitting your proof of registration and insurance to [parking@thelorenzo.com](mailto:parking@thelorenzo.com) no later than Aug 2, 2019 after which you will be emailed a parking contract to sign. Your parking space number will be provided on move in day. Due to the high volume of move in's any requests submitted after that date will not be processed until after your move in day.

**NO PARKING WILL BE ASSIGNED BETWEEN AUG. 3RD-11TH  
PARKING REGISTRATION WILL RESUME ON MONDAY, AUGUST 12TH.**

## Smart Decal Application for Inside Windshield Placement

Dear Future Resident,

If you have been assigned parking in advance you will receive a smart decal sticker given to you with your keys in the basketball courts. Each Smart Decal has a unique ID number and QR code, and will be registered to your vehicle, apartment, and parking space number. Please apply your decal on your vehicle right away. Vehicles that do not have the decal visible, and/or vehicles that do not match the registered vehicle's information on file will be towed at the owner's expense.

### How to Apply:

1. Clean and dry the surface before applying your decal
2. Apply your decal to glass surface only
3. Apply in temperatures between 32° and 90° F
4. Carefully peel the decal from the paper lining by starting at the corner
5. Be careful not to touch the adhesive
6. Starting in the center, apply even pressure across entire decal to ensure proper bonding

### Where to Apply:

Inside of lower windshield, drivers side

Be sure the decal is not placed in tinted area of window



# What to Bring

We know that packing for school can be difficult, and we want The Lorenzo to feel like home. Although our apartments are furnished there are a few items you should be sure to pack, and a few others you might want to consider! We can't wait to welcome you home!

## Room:

TWIN XL (SHARED) or KING BEDDING (PRIVATE)  
DESK LAMP  
COFFEE MUG  
CLOTHING HANGERS  
SHOE HANGER/RACK  
FUZZY SLIPPERS  
EYE MASK & EAR PLUGS  
PERSONAL PHOTOS  
TISSUES

## Bathroom:

TOWELS  
TOILET PAPER  
HAMPER  
ROBE  
TOILETRIES  
BATH MATS

## Common Area:

FLOOR LAMP  
TRASH BIN  
WATER FILTER  
DISHWARE  
SILVERWARE  
FIRST AID KIT  
MOP/SWIFFER  
CLEANING WIPES  
IRON/STEAMER



# I.T. SUPPORT

PROVIDED BY **aerio**  
connect

## HOW DO I GET ONLINE?

You can now register before you move in!

What you'll need to sign up as a resident:

- Resident ID Number (will be emailed first week of August)
- A valid email address

Go to [www.thelorenzo.com](http://www.thelorenzo.com) and select the IT Support tab. Next select 'Get Connected' button or under Account Sign-up select "Click to get connected" and follow the steps on screen to create your account. Once your account has been created you will be shown a table that will allow you to add up to ten (10) devices. First, enter the name of each device (e.g. Mark's iPhone, Xbox) Then you will need to find the MAC address of the device and input that as well. You can repeat this process for each of your devices to ensure connectivity. We've provided some links on how to find the MAC address of some common devices. If you can't find your device, call our support line at 887.446.7462.



### MY INTERNET IS HAVING ISSUES. WHAT SHOULD I DO?

Please call the Aerio Support Line at 213.514.5790  
or email [GoSupport@aerioconnect.com](mailto:GoSupport@aerioconnect.com)



### MY TELEVISION IS HAVING ISSUES. WHAT SHOULD I DO?

Please call the AerioConnect Support Line at 213.514.5790  
or email [GoSupport@aerioconnect.com](mailto:GoSupport@aerioconnect.com)



### CAN I GET MY OWN MODEM/ROUTER?

No, you can not add your own modem/router at any time.



### AERIOCONNECT TECH DIRECT OFFICE PHONE NUMBER

213.514.5790



### AERIOCONNECT TECH DIRECT OFFICE HOURS

AerioConnect Tech Direct is your onsite technical support located by the package room.  
Monday - Friday 2PM-10PM



### 24/7 AERIOCONNECT TECH SUPPORT HOTLINE

877.446.7462

Have Family and friends that need WiFi?  
Have them follow the same steps above to enjoy complimentary Internet Access! They don't need a resident ID to use Guest access

# MOVE-IN DAY FAQs

## WHAT ARE MY PAYMENT OPTIONS?

For your convenience the Lorenzo accepts the following payment options:

**Visa** - \$37/transaction convenience fee - \$5,000 maximum per transaction.

**MasterCard & Discover** - 2.95%/transaction convenience fee - \$9,000 maximum per transaction.

**ACH - FREE!** We require the first months rent to be paid in certified funds (credit card, cashiers check, etc) however on move in day we encourage you to sign up for automatic payments by setting up ACH. If you have your account and routing number with you on move in day our team will personally help sign you up! Save money with ACH!

## IMPORTANT REMINDERS TO AVOID PROCESSING DELAYS IF YOU ARE PAYING WITH A CREDIT CARD:

If you are using an [international credit card](#) we strongly encourage you to inform your bank before trying to make payment as they will often decline the charge if it is a large international transaction.

Also as a security measure please be aware that any payment above \$3,000 will require identity verification such as your social security number or passport number for international payments.

*\*NY Residents: Please use The Lorenzo property address when processing credit card payments. 325 W. Adams Blvd. Los Angeles, CA 90007.*

## WHEN IS MY RENT DUE?

Rent is due August 1st (including utility fee) along with a mandatory one-time \$25 mattress cover fee. Please ensure you submit payment to confirm your unit placement and speed up your check in process. Your 2nd rental installment is due September 1st and then the 1st of each month for the rest of your lease term.

## WHAT IS A SEMI-OCCUPIED UNIT?

Many residents will be placed in currently occupied units. The common areas may be in use and contain the personal belongings of current residents occupying the other bed spaces within the apartment. We will be communicating the recommended cleaning guidelines to all current residents. Your individual bed space will be painted and cleaned prior to your move in. The exact condition of the common areas, which include kitchen, living room, laundry room and shared bathroom will be based on the residents currently occupying the apartment. Though we do attempt to clean/paint common areas, we cannot move or touch personal belongings making the common area spaces very difficult to clean.

## CAN I CHANGE MY UNIT ASSIGNMENT?

No, All unit and roommate assignments are completed in our RoomChoice placement system, and this close to move in no additional changes may be made.

## WHAT IF I NEED TO MOVE IN EARLIER THAN AUGUST 9?

Due to the time constraints of performing maintenance on 2500 bed spaces, early move in is not available.

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### **WHAT IS THE LATEST TIME I CAN CHECK IN ON MOVE IN DAYS?**

Check in will be available on August 9th between the hours of 8:00 AM and 6:00 PM. **If you plan on arriving after 6:00 PM, please secure hotel accommodations and check in the next day.** Limited staff will be available on Saturday August 10th between 8:00 AM and 4:00 PM, however wait times will be longer.

### **WHAT IF I PLAN TO MOVE IN AFTER AUGUST 9 OR 10?**

If you plan to check in after the designated move in day, please visit the Leasing Office during regular business hours from 11:00 AM to 6:00 PM Monday - Friday. No move ins can be processed on the weekends.

### **CAN SOMEONE OTHER THAN MYSELF PICK UP THE KEYS?**

Keys may be picked up only by the Leaseholder with government issued photo identification. Approved Guarantors are able to pick up keys without the Leaseholder present only if the Leaseholder gives written permission.

### **CAN I REQUEST TO HAVE THE FURNITURE REMOVED?**

No. All of the units at Lorenzo come fully furnished. We are not able to remove furniture packages and residents are not permitted to remove furniture themselves.

### **WHAT FURNITURE IS PROVIDED?**

The Lorenzo units are fully furnished with beds, drawers, a desk and a desk chair in each bedroom. In the living room area, there is a sofa, an oversized chair, coffee table, end table, entertainment center with a 46" Samsung TV, 2 bar stools and a kitchen table with chairs. Our kitchen includes designer stainless steel appliances, including a refrigerator with ice maker, gas ranges, a built in microwave oven, a multi-cycle dishwasher, a double stainless steel sink with a disposal, spacious pantries and a full size washer and dryer.

### **WHAT DO I NEED TO BRING WHEN I MOVE IN?**

These are the following items not included in your unit that we suggest that you bring: Bedding (our beds are twin XL with memory foam mattresses. If you have a private room the two twin beds can be pushed together to form a King size bed), towels, additional lighting such as desk lamps for your bedroom and floor lamps for the common area, pots, pans, dishware and silverware for the kitchen, a hamper, trash can and any additional personal items that would make your stay more comfortable.

### **CAN I MAIL PACKAGES AND BOXES TO MYSELF PRIOR TO MOVE IN?**

Unfortunately not. Since we house over 3,600 residents all packages are scanned to verify they are addressed to a resident before we accept them. Since you have not yet moved in your items will be returned to sender. We apologize for any inconvenience.

### **CAN I BRING A UHAUL OR LARGE STORAGE POD TO UNLOAD?**

No, since the property is in a high traffic area we do not have space for large trucks or pods to be delivered or unloaded. Please understand we will not permit any vehicles larger than an SUV onto the property due to space limitations and safety concerns.

# Meet your Lorenzo Team

## MANAGEMENT



**CHANCE KIDD**  
GENERAL MANAGER



**CHRISTINA IRBY**  
ASST. GENERAL MANAGER

## RESIDENT SERVICES



**ASHELY BEAVERS**  
SENIOR  
RESIDENT LIFE MANAGER



**UBALDO PEREZ**  
SENIOR  
RESIDENT LIFE MANAGER



**ANTONIO SANCHEZ**  
RESIDENT LIFE MANAGER



**GIOVANNI ENCINAS**  
RESIDENT LIFE MANAGER



**LINDA CHAVEZ**  
RESIDENT LIFE MANAGER



**ASHLEY DE LOERA**  
RESIDENT SERVICES  
FRONT DESK



**JAZMIN GONZALEZ**  
RESIDENT SERVICES  
FRONT DESK

## LEASING



**KATRINA LOPEZ**  
LEASING MANAGER



**CARLA MORALES**  
SR. LEASING AGENT



**EDGAR LOPEZ**  
SR. LEASING AGENT



**DAVID RODRIGUEZ**  
LEASING AGENT



**ROBERT DALCIN**  
LEASING AGENT



**STEPHEN OROPEZA**  
LEASING AGENT



**STACEY CASTANON**  
OFFICE MANAGER



**VIVIAN PATINO**  
FILE ADMINISTRATOR

## PARKING & RELETS



**AARON PUCHAHES**  
PARKING & RELETS  
MANAGER



**ANDREW MENZIES**  
PARKING & RELETS  
ADMINISTRATOR



**JAMES STANLEY**  
PARKING & RELETS  
ADMINISTRATOR

## ACCOUNTING



**DENISE JEREZ**  
ACCOUNTING MANAGER



**MIRZA ESCOBAR**  
BOOKKEEPER

## MARKETING



**SABRINA HERMAN**  
OUTREACH COORDINATOR

## SECURITY



**ROBERT TORRES**  
SAFETY & OPERATIONS  
MANAGER



**SERGIO MOLINA**  
SR. RESIDENT SAFETY  
MANAGER

## HOUSEKEEPING



**TANIA RODRIGUEZ**  
HOUSEKEEPING  
SUPERVISOR



**ANA MONROY**  
HOUSEKEEPER



**ANA PINEDA**  
HOUSEKEEPER



**ELDA FIGUEROA**  
HOUSEKEEPER



**OLGA OLIVARES**  
HOUSEKEEPER



**PATRICIA CAN**  
HOUSEKEEPER



**VANESSA GARCIA**  
HOUSEKEEPER

## PACKAGING



**EDUARDO HERNANDEZ**  
PACKAGING MANAGER



**KATRINA URBINA**  
PACKAGING ASSOCIATE



**HANNAH MARTINEZ**  
PACKAGING ASSOCIATE

**MAINTENANCE**



**RAMIRO LOPEZ**  
BUILDING SERVICE  
MANAGER



**WILLIE ESTEBAN**  
ASST. SERVICE  
MANAGER



**CHRISTIAN CRUZ**  
GROUNDS TECHNICIAN



**DAVID COLLINS**  
GROUNDS TECHNICIAN



**EDUARDO SOTO**  
SERVICE TECHNICIAN



**FIDEL DAVALOS**  
SERVICE TECHNICIAN



**GENARO MORA**  
GROUNDS TECHNICIAN



**GUSTAVO NAVARRO**  
SERVICE TECHNICIAN



**HENRY SANDOVAL**  
GROUNDS TECHNICIAN



**JAVIER CONTRERAS**  
PAINTER



**JESUS NAVARRO**  
PAINTER



**MARGARITA JIMENEZ**  
GROUNDS TECHNICIAN



**PAULINO ZACARIAS**  
GROUNDS TECHNICIAN



**REGINALD HAYES**  
GROUNDS TECHNICIAN



**SERGIO GUIJOSA**  
SERVICE TECHNICIAN



# *Courtesy Patrol is on duty 24/7!*

Courtesy Patrol is located at the front desk in the main lobby and is on duty **24/7**.

You can reach Courtesy Patrol at  
**213.234.5680**





# PLACES AROUND DOWNTOWN

metro expo line THE FOLLOWING LOCATIONS ARE ALL ACCESSIBLE CONVENIENTLY THROUGH THE METRO EXPO LINE LIGHT RAILS!

**1**  **7TH/METRO CENTER**  
Red Line / Purple Line / Blue Line / Gold Line

**2**  **FIG/7TH**  
H&M / ZARA / Target / Five Guys / Sprinkles / Chick-fil-a

**3**  **FLOWER/7TH**  
Starbucks / LA Fitness / Macy's Plaza

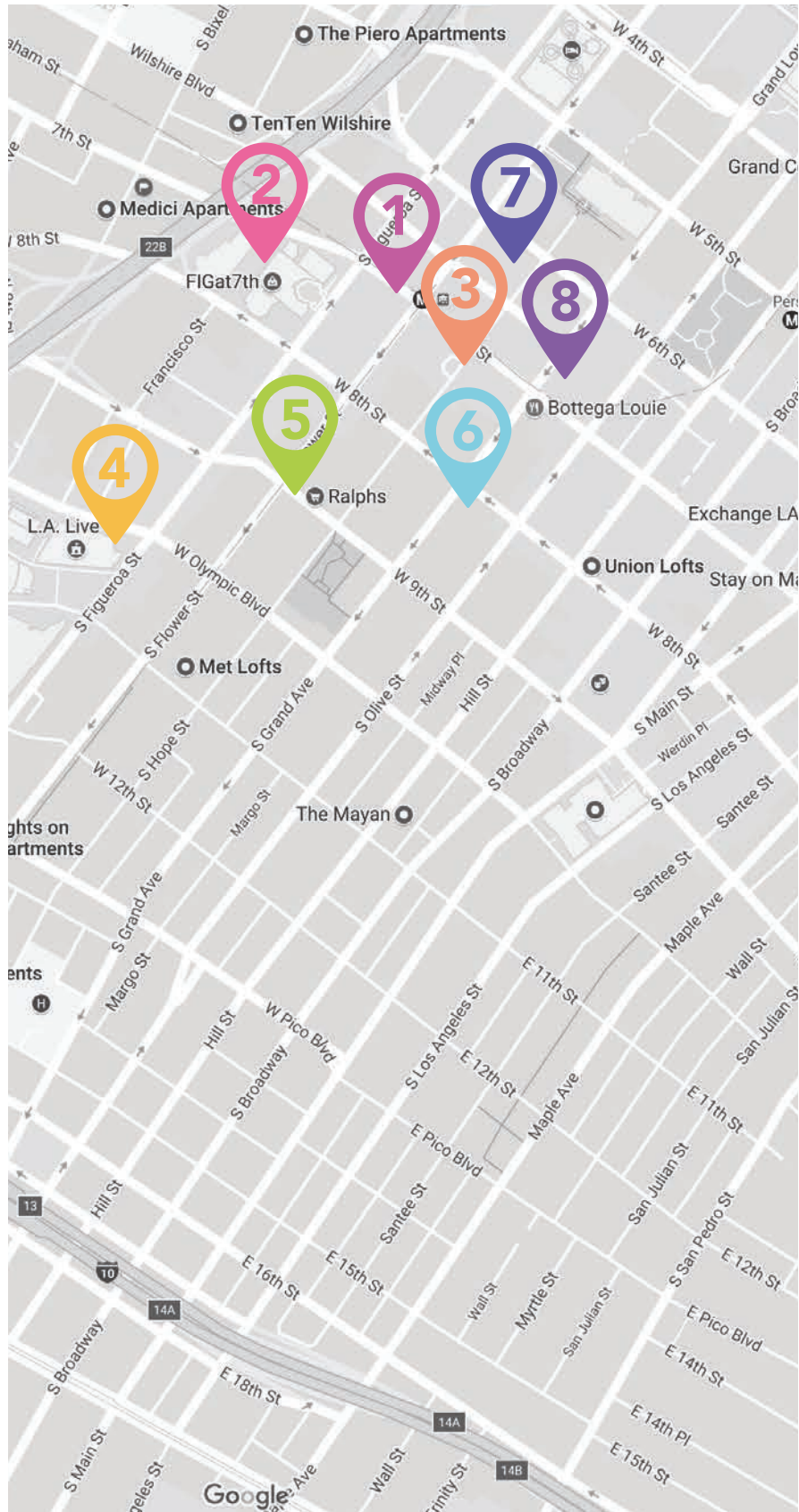
**4**  **FIG/OLYMPIC**  
L.A. Live / Regal Cinemas / ESPN Bar

**5**  **9TH/FLOWER**  
Ralphs / Coffee Bean / Starbucks

**6**  **8TH/GRAND**  
Whole Foods Market / FIDM

**7**  **WILSHIRE/HOPE**  
86°C Bakery / Jinya Ramen Bar / Wells Fargo

**8**  **7TH/HOPE**  
Walgreens / Rite Aid



# THE LORENZO APARTMENTS ELEVATOR MAP

METRO STATION

	P2	P1	GROUND	MEZZ	2ND	3RD	4TH	5TH	6TH	7TH	ROOF
ELEVATOR #1	X	X	X		X	X	X	X	X		
ELEVATOR #2	X	X	X			X	X	X	X	X	X
ELEVATOR #4	X	X	X			X	X	X	X	X	X
ELEVATOR #5	X	X	X			X	X	X	X	X	X
ELEVATOR #6		X	X			X	X	X	X	X	
ELEVATOR #7		X	X			X	X	X	X	X	
ELEVATOR #8		X	X	X		X	X	X	X	X	
ELEVATOR #9		X	X			X	X	X	X	X	X

LOWMAN  
OUTPATIENT  
CENTER

WEST ADAMS BLVD  
(MAIN ENTRANCE)

## FINDING YOUR APARTMENT

Please note that the apartment numbers listed refer to the 1<sup>st</sup> Floor. So to find your apartment, simply add the floor number before each apartment number.

### FOR EXAMPLE

Apartment 027 will be Apartment 3027 for the 3<sup>rd</sup> Floor and Apartment 4027 for the 4<sup>th</sup> Floor.



GRAND STREET

# FLOWER STREET

