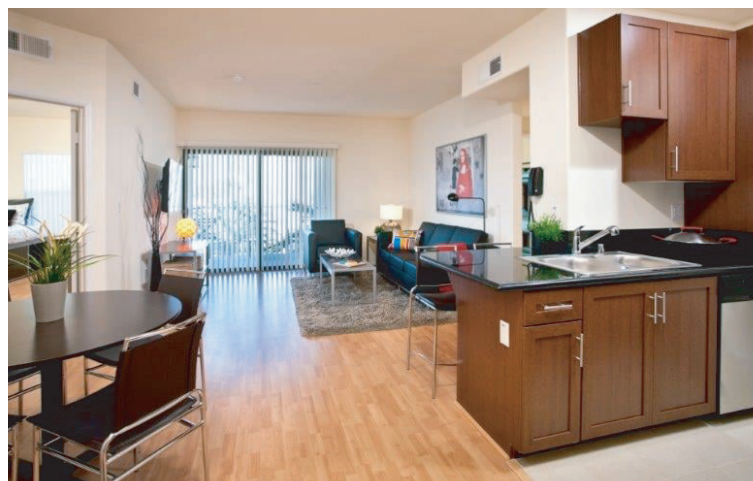
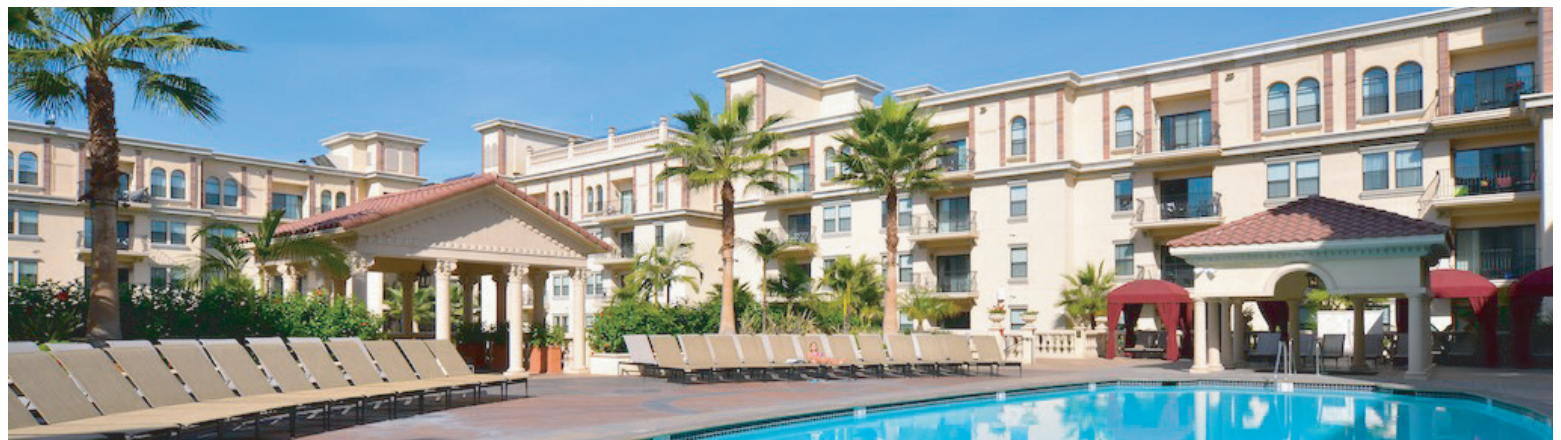
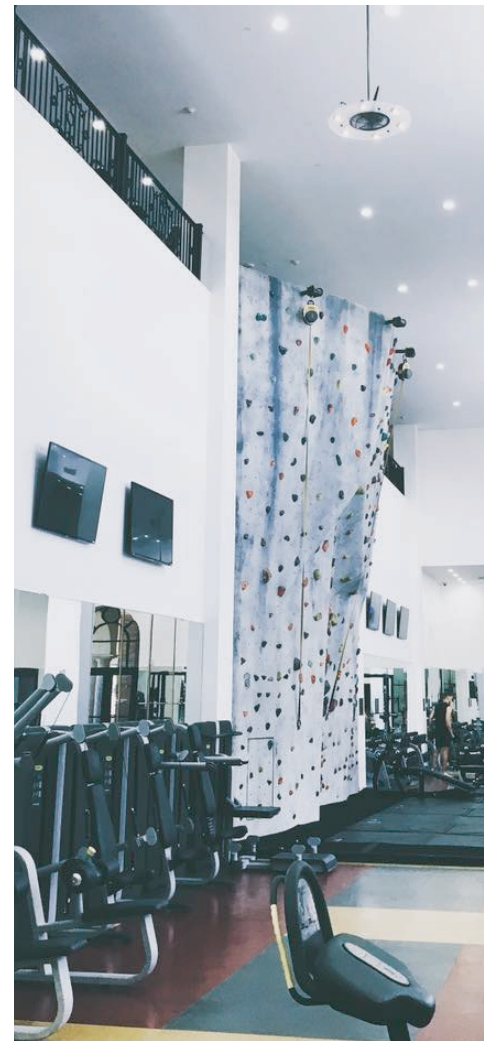
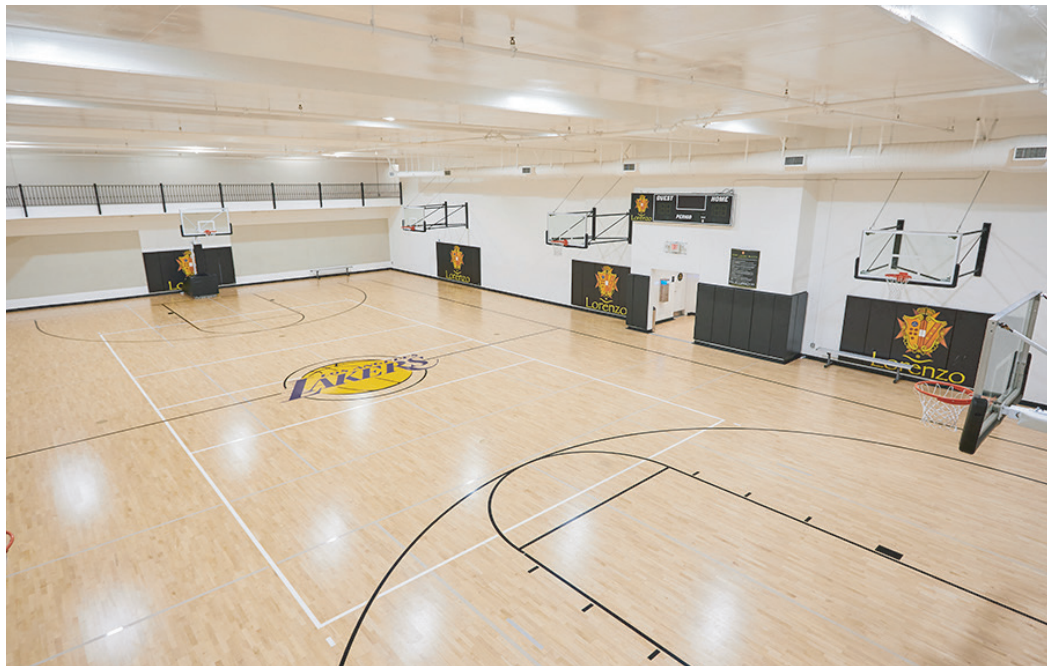


LORENZO



welcome home

MOVE-IN GUIDE SPRING 2021



Dear Residents,

Welcome Home!

On behalf of the entire Lorenzo Team, I am thrilled to welcome you! We understand that these are unprecedented times and appreciate your decision to call the Lorenzo home. At the Lorenzo, the health and safety of our residents and team members is paramount. As such, we have implemented a contactless check-in in accordance with CDC, state and local guidelines. I have included in this guide a COVID-19 protocol as well as examples of signage you will see throughout the property. Please make sure to adhere to all signage and practice social distancing measures, including, among others, maintaining distances of six feet, wearing face coverings, washing hand frequently, and staying home when sick. We are all responsible for practicing the preventative steps recommended by the CDC, and your proactive involvement is needed to help prevent the spread of COVID-19 at our Community.

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. I encourage you to read this guide carefully as there is vital information to help you prepare for your arrival.

Please review the 8 move-in steps, the map detailing check in procedures, how to pay rent, 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 the Lorenzo.

Please complete the following 3 items prior to your arrival.

1. Please sign up for a specific day and time to move in. All time slots have been specifically designated to ensure that we can maintain social distance in common areas, and to complete hourly disinfecting. We ask that you arrive at your selected time with only one person to accompany you during the move in process. We require that face coverings are worn during check-in and while in all common areas.
2. Please sign up for renter's insurance at www.necessaryinsurance.com
3. In order to help facilitate a contactless check in, the Lorenzo highly recommends paying January 2021 rent online by entering the webpage below. 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/zoportal>

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.

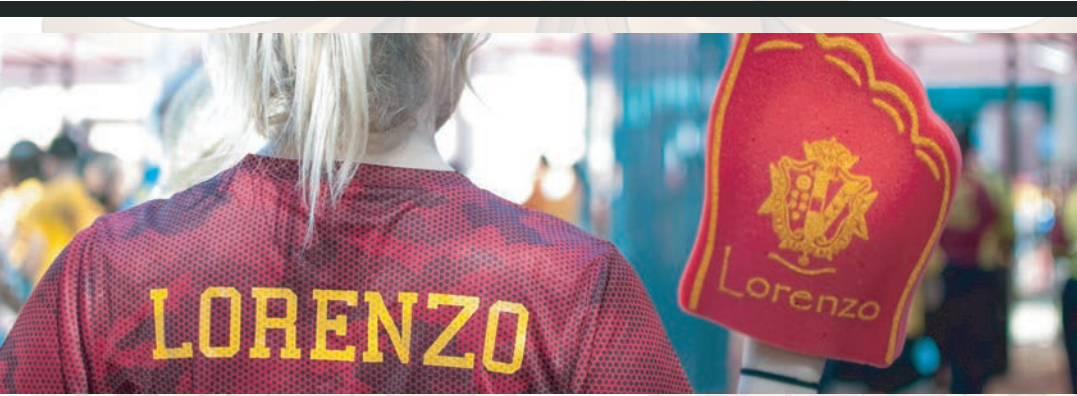
We can't wait to Welcome you Home!

Sincerely,



Christina M. Irby,
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 our spring move-in day in January 2021. Please expect some lines as we will be welcoming our 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

1

PREPARE AHEAD



Before you arrive make sure you have signed up for your renter's insurance and pay any rent, fees, and outstanding deposits. You can still pay by logging on to <http://bit.ly/zoportal>. See important payment information on the frequently asked page. **Face coverings will be required to enter the property and must be worn at all times in common areas.**

To sign up for renter's insurance go to www.necessaryinsurance.com

2

KNOW WHERE TO PARK



Enter the following address into your GPS: 436 West 23rd Street, Los Angeles, CA 90007

This will take you to our Guest Parking Garage where you can park your vehicle.



Those who are taking Uber/Lyft must be dropped off in the main roundabout located off of W 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

KNOW WHERE TO CHECK-IN



Once parked follow the signage that will lead you to our check-in location in our main lobby. Do not hesitate to ask a Lorenzo team member for assistance finding your way.

**4**

MOVE-IN DAY GUIDELINE REMINDER



To decrease the amount of traffic at the Lorenzo during move-in, we kindly ask that each resident bring limited luggage. Only one individual may accompany each resident inside the property while moving in. **Residents and guests will be encouraged to maintain social-distance at all times. Please be advised this includes use of elevators, amenities, office visits, and all common areas throughout the property. Face coverings are required in all common areas.** In order to assist your move-in, complimentary carts are available for usage at our cart rental locations. Look for the CART STATION for assistance. Valid photo ID is required to rent moving carts. Carts will be sanitized after each use.

5

PARKING YOUR REGISTERED CAR



If you DO NOT have registered parking at The Lorenzo go to step #6. **ALL FUTURE RESIDENT PARKING MUST BE RESERVED IN ADVANCE.** If you have registered parking at The Lorenzo, you can 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.

6

FINDING YOUR APARTMENT



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.

7

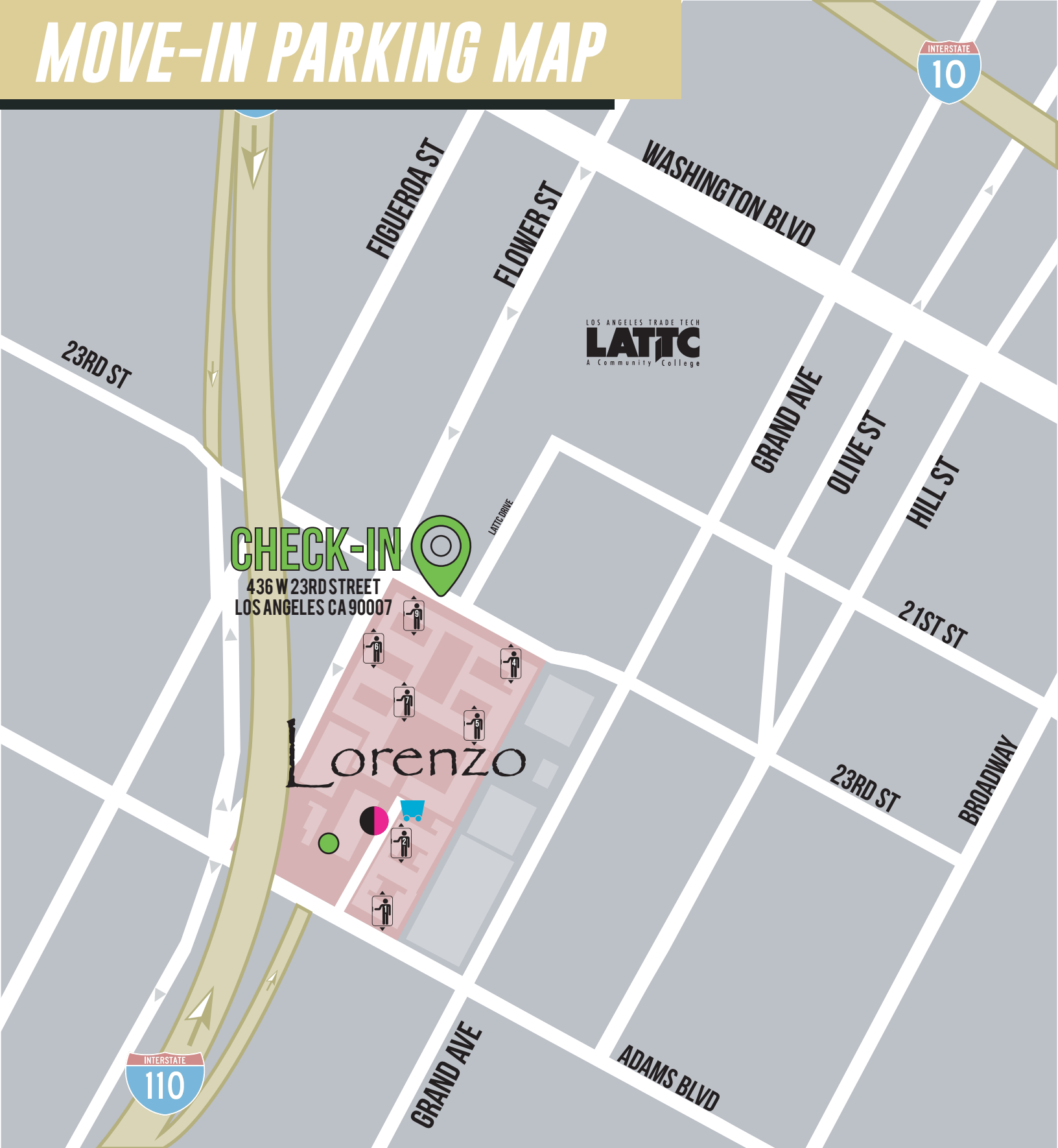
COMPLETE YOUR UNIT INSPECTION



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



CHECK-IN 
436 W 23RD STREET
LOS ANGELES CA 90007

Lorenzo

UBER / LYFT DROP-OFF



325 W. ADAMS BLVD
LOS ANGELES, CA 9007

 **CHECK-IN**

 **CART RENTAL STATIONS**

 **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 no later than December 28, 2020 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 DEC. 29TH - JAN. 10TH
PARKING REGISTRATION WILL RESUME ON MONDAY, JANUARY 11TH.

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

Common Area:

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

Bathroom:

TOWELS
TOILET PAPER
HAMPER
ROBE
TOILETRIES
BATH MATS

Personal Wellness

HAND SANITIZER
FACE COVERINGS
MULTIVITAMINS
CLEANING WIPES
HAND SOAP
TISSUES

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 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



MY TELEVISION IS HAVING ISSUES. WHAT SHOULD I DO?

Please call the AerioConnect Support Line at 213.514.5790
or email 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.

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 January 1st (including utility fee). Please ensure you submit payment to confirm your unit placement and speed up your check in process. Your 2nd rental installment is due February 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 IS THE LATEST TIME I CAN CHECK IN ON MOVE IN DAYS?

Check-in will be available between the hours of 10:00 AM and 5:00 PM.

If you plan on arriving after 5:00 PM, please secure hotel accommodations and check in the next day.

WHAT IF I PLAN TO MOVE IN AFTER MY DESIGNATED MOVE-IN DAY?

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 weekend move-ins will be processed.**

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 no. 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.

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

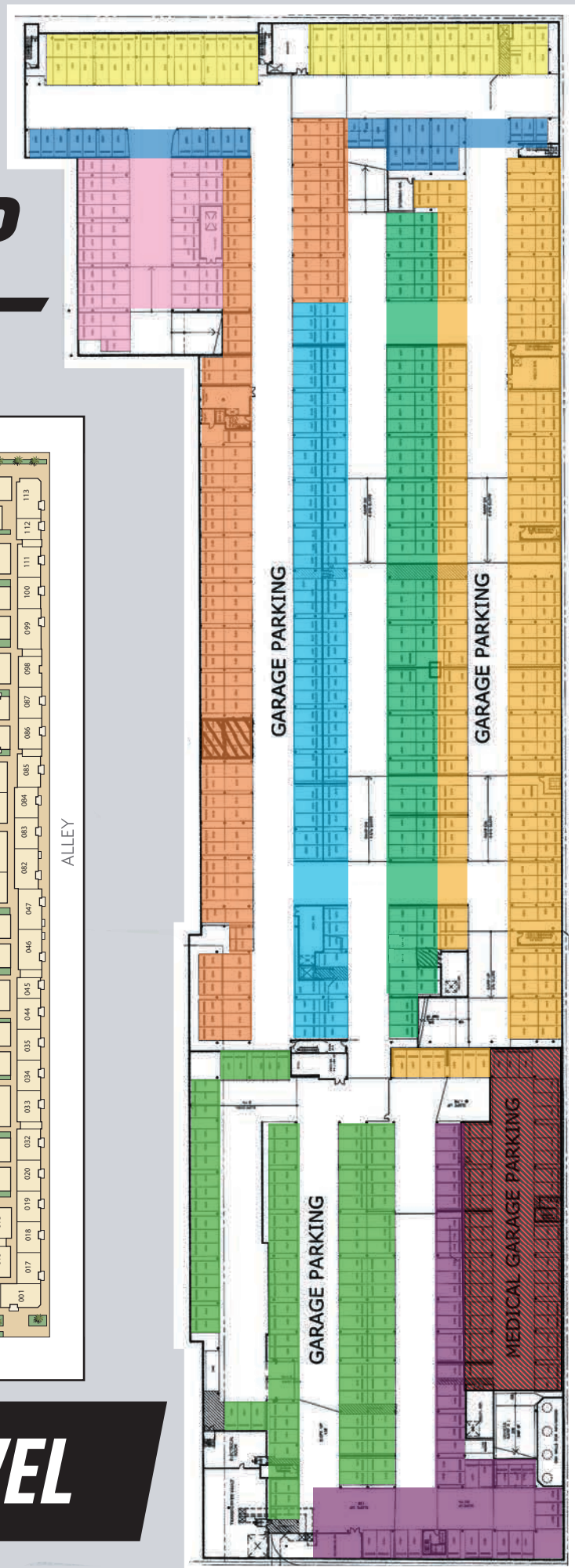
8 
7TH/HOPE
Walgreens / Rite Aid



LORENZO PARKING MAP



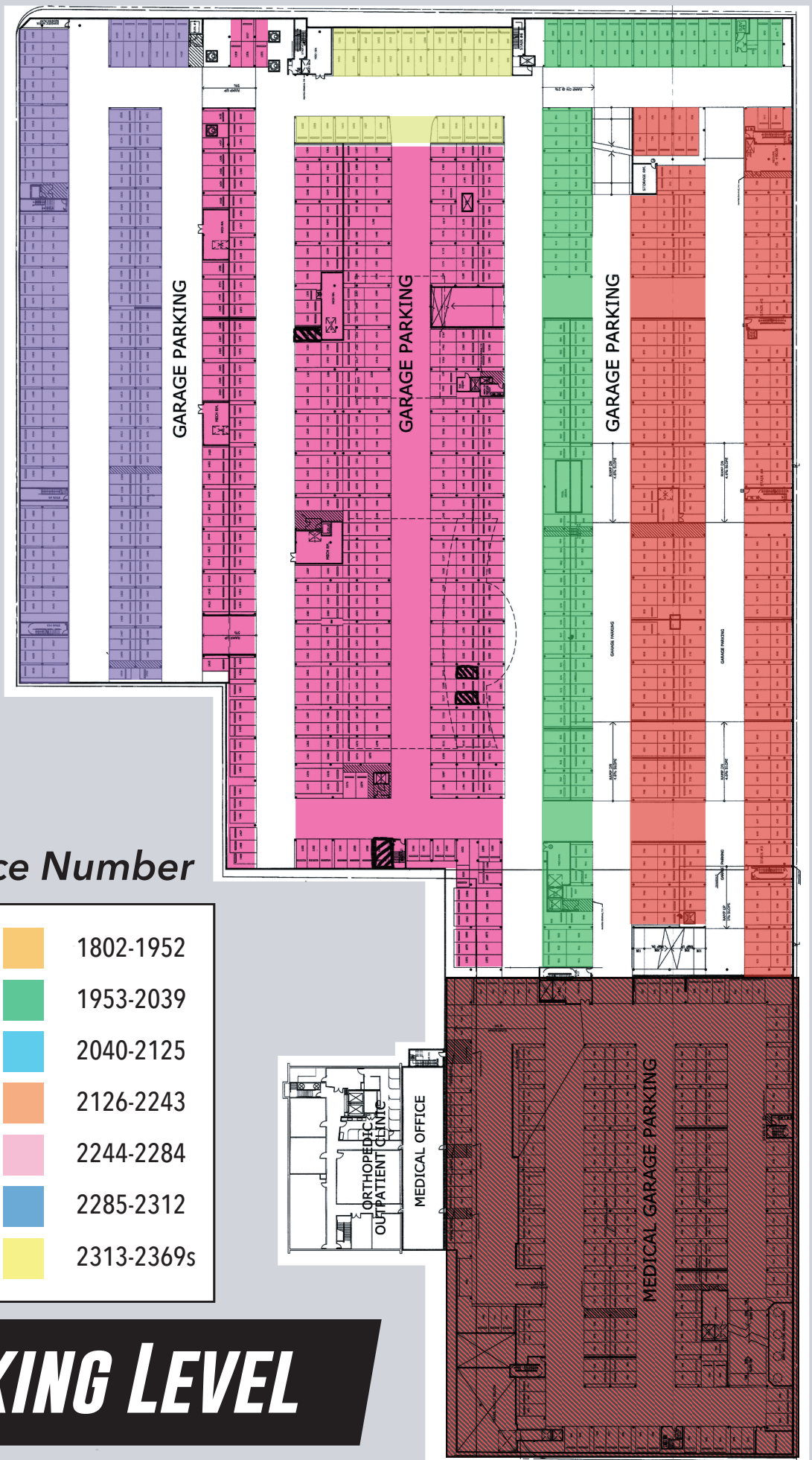
P2 PARKING LEVEL



Parking Space Number

630-868	1802-1952
869-995	1953-2039
996-1033	2040-2125
1034-1438	2126-2243
1439-1622	2244-2284
1623-1719	2285-2312
1720s-1762	2313-2369s

P1 PARKING LEVEL



THE LORENZO APARTMENTS ELEVATOR MAP

	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

METRO STATION

LOWMAN
OUTPATIENT
CENTER

FINDING YOUR APARTMENT

Please note that the apartment numbers listed refer to the 1st 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 3rd Floor and Apartment 4027 for the 4th Floor.

WEST ADAMS BLVD
(MAIN ENTRANCE)



GRAND STREET

FLOWER STREET

