



WELCOME HOME TO THE

LORENZO

2018 WELCOME GUIDE



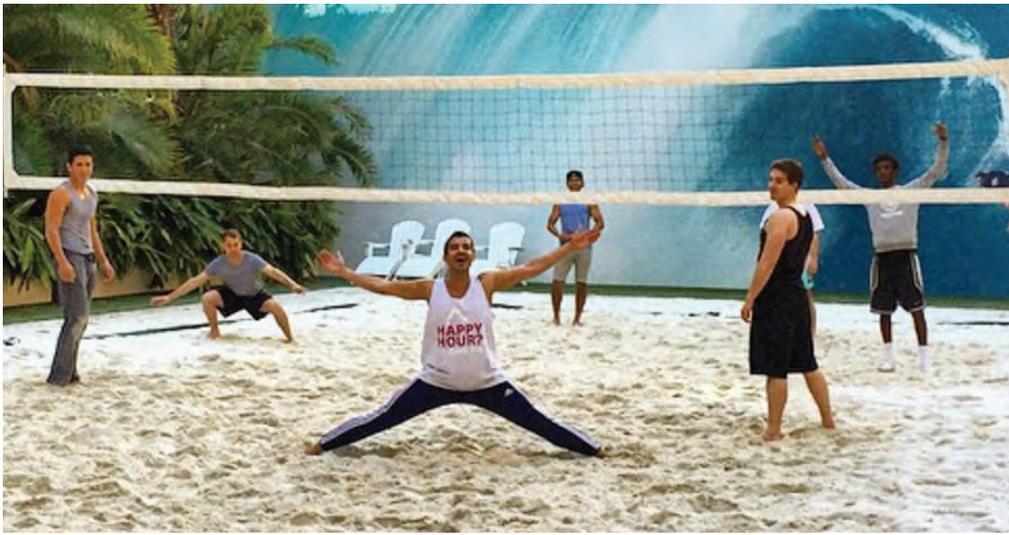


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MEET YOUR DIRECTOR OF RESIDENT LIFE



CHRISTINA IRBY

DIRECTOR OF RESIDENT LIFE

CHRISTINA@THELORENZO.COM

Greetings! We are thrilled that you have decided to call The Lorenzo your new home. As a Lorenzo resident, you are a part of a unique community full of exciting events, state-of-the-art facilities and wonderful people you can meet and grow with. Each floor has a designated **Resident Life Manager (RLM)** that will be your direct point of contact for all of your Resident questions, concerns, and ideas. Your RLM is also here to enforce Lorenzo rules, assist with roommate mediations, transfers, lease renewals, and any other resident service needs.

We encourage you to use your **Resident Life Manager** as a resource to guide you through this wonderful living experience.

MEET YOUR RESIDENT LIFE MANAGERS



**ANTONIO
SANCHEZ**

3RD FLOOR RLM

ANTONIO@THELORENZO.COM

INTERESTS:

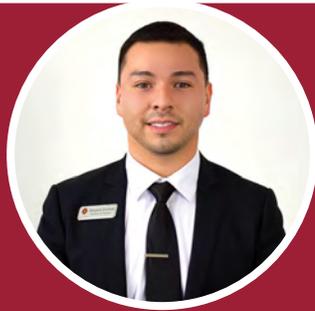


**ASHELY
BEAVERS**

4TH FLOOR RLM

ASHELYB@THELORENZO.COM

INTERESTS:



**GIOVANNI
ENCINAS**

2ND & 7TH FLOOR RLM

GIO@THELORENZO.COM

INTERESTS:



**LINDA
CHAVEZ**

5TH FLOOR RLM

LINDAC@THELORENZO.COM

INTERESTS:



**UBALDO
PEREZ**

6TH FLOOR RLM

UBALDO@THELORENZO.COM

INTERESTS:



INTERNET & TV

PROVIDED BY **aerio**
connect



**AERIOCONNECT TECH DIRECT
OFFICE PHONE NUMBER**
213.514.5790



**24/7 AERIOCONNECT TECH
SUPPORT HOTLINE**
877.446.7462

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'
 - 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.



AERIOCONNECT TECH DIRECT OFFICE HOURS

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



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



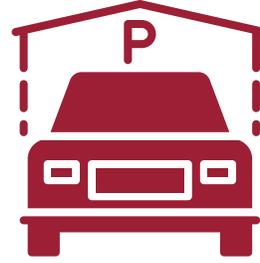
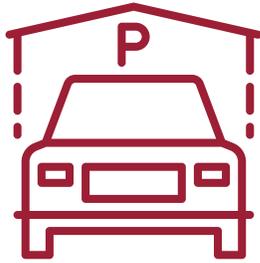
CAN I GET MY OWN MODEM/ROUTER?

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

5

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.

PARKING



Our residents can purchase onsite parking in the Lorenzo parking garage. The community's parking garage is for motor vehicles belonging to residents and their guests, on-site staff and company vehicles. Residents are provided with adequate decals and parking space assignments. Any parking spots designated as being intended for "Future Resident" are reserved for their respective vehicles. Any vehicles discovered to be illegally or improperly parked may be towed at the owner's expense.

Guests and Residents are required to abide by all posted parking signage in the parking garage, alleys, and entry ways. When parking, be aware of any specific parking restrictions and posted parking signage. Use of parking garage space may be restricted in certain areas for designated emergency use, clearance for community dumpsters, temporary event use or maintenance use.

GUEST PARKING IS AVAILABLE
\$5 a day or \$20 for overnight

*Guests are not permitted to enter or park their vehicles
in the resident parking garage.*

PARKING REGISTRATION WILL RESUME ON MONDAY, AUGUST 13TH.

ACTIVE BUILDING

GET UPDATES, RESERVE AMENITIES, AND MORE!

Active Building is the social hub for all things Lorenzo! Prior to move-in, you will receive an email notification similar to the screenshot below walking you through set-up. Through Active Building, you can get the latest updates on news, special announcements, and all events. Your feedback is valuable. Use this portal to give us feedback regarding your experiences while you're here.

Consider this the Yelp exclusively for The Lorenzo!



Welcome to our community portal!

We are pleased to introduce a private, online service exclusively for The Lorenzo!

Hello New Resident!

In addition to receiving important updates and information such as messages and announcements from management and maintenance/service requests and updates, the service provides you with a wide set of community tools including a marketplace, a building-wide message wall, neighborhood discounts and continuously updated information about the building and the neighborhood. Register as soon as possible and become part of the The Lorenzo community!

Thank you,

The Lorenzo team

[Click Here to Get Started!](#)



Messaging System

Receive important updates from your on-site staff, and respond to them directly!



Building Wall

Post messages on the building wall and let your neighbors know what you're up to.



Marketplace

Have something you want to sell? Post it in the marketplace for all your neighbors to see.



Neighbors Recommend

View a variety of neighbor recommendations, anything from babysitter referrals to local restaurant favorites.

ACTIVE BUILDING is your portal to all important announcements, news, and events at the Lorenzo.

THE LORENZO COMMUNITY GROUPS DASHBOARD

Post an update to Entire Community

Share something with your neighbors

Attach a file Post

Lora Lee

Quick Links

- Resident Lookup
- Staff Center
- Send a Message
- Reserve Amenity

COURTESY PATROL (COURTESY PATROL)

Dear Residents Elevator 7 is going out of service until 1:00 PM due to cleaning. We apologize for inconvenience. Have a great day.

3 days ago Comment Like

AKTIVE FITNESS (FITNESS COORDINATOR)

Dance the stress off! Residents, join #AKTIVELA for DANCE. TONE. SWEAT. tonight at 8pm! See you there!

3 days ago Comment Like

THOMAS VRIENS (MANAGER)

Attention Lorenzo Residents:

Currently Gate 5 at the USC campus is temporarily down for construction until further notice. Pick up and drop off will be at Gate 4 on Hoover Street. We will provide updates as we receive them. If you have any questions please call Lorenzo Courtesy Patrol at (213)234-5680.

3 days ago Comment Like

LORA LEE (DIGITAL MARKETING SPECIALIST)

Create your own Bath Bombs tonight at our DIY Bath Bomb & Body Wash event! We'll be in the Media Room from 6-8PM.

3 days ago Comment Like

Announcements Manage

Central Kitchen HAPPY HOUR - '20 for 12'

Get any 20oz beer for the price of just the 12oz size - every Monday through Friday 4pm-8pm!

Featured

Check out all your community has to offer! Get to know your neighbors, get crafty, get...

Read More

PAY YOUR RENT

Rent Payment Portal

Upcoming Events View Calendar

No Events Found

Recommended Groups View All

Movie

Anticipate. Watch. Review.

Join

Reserving amenities is quick and easy!

Check the feed to find out about important announcements regarding internet, maintenance, and resident services.

We'll also post announcements regarding events and all Aktive Fitness classes!

Check the Announcements section for promotions, specials, and more!

AMENITIES

CHECK OUT ALL OF THE AWESOME AMENITIES WE HAVE FOR YOU AT THE LORENZO!

◆ BASKETBALL COURTS

◆ ROOFTOP RESORT POOLS

◆ BEACH VOLLEYBALL COURT

◆ CENTRAL KITCHEN RESTAURANT

◆ STATE-OF-THE-ART GYMS

◆ ROCK CLIMBING WALL

◆ SAUNAS

◆ RETRO ARCADE

◆ ROOFTOP BBQ / LOUNGE

◆ MULTIPLE STUDY ROOMS

◆ INDOOR POOL

◆ MUSIC ROOM/PIANO ROOM

◆ AIR HOCKEY / FOOSBALL TABLES

◆ MEDIA ROOM

◆ SEWING ROOM

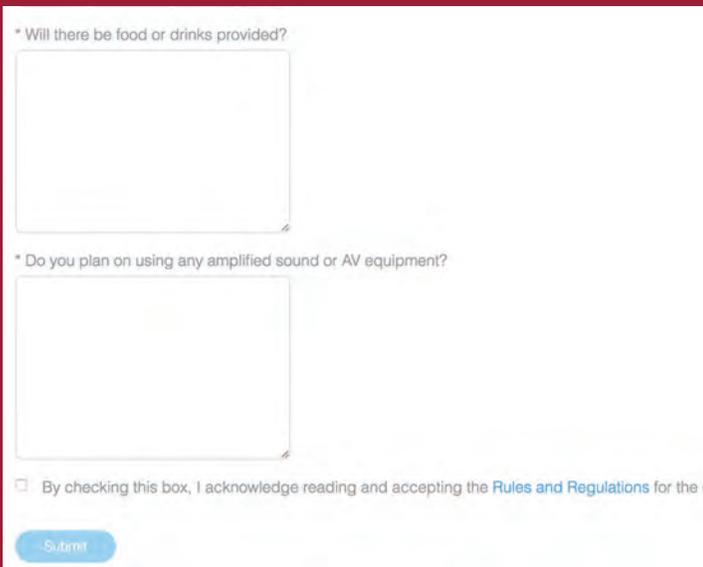
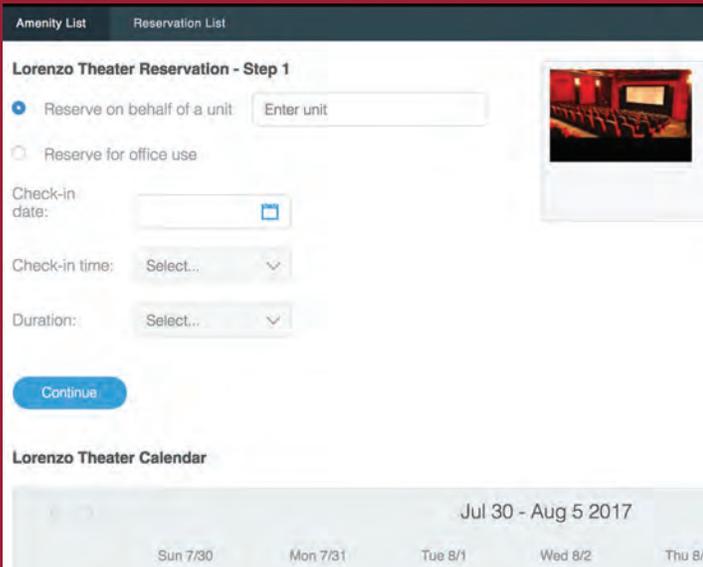
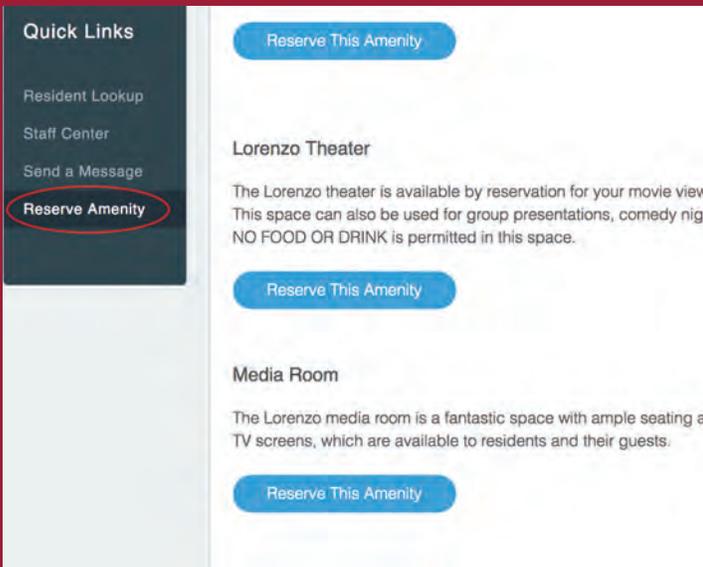
◆ PACKAGE CONCIERGE

◆ COMPLIMENTARY BIKES

◆ ELECTRONIC CAR CHARGING STATIONS



RESERVING AMENITIES



STEP 1

Log in to your Active Building account at **lorenzo.activebuilding.com**. Find the left panel Quick Links and click on **Reserve Amenity**.

STEP 2

You will see a list of available amenities that you can reserve. Click on the desired amenity and proceed to fill out the date and time for your reservation.

Note: If the requested time has already been reserved by another resident, there will be a prompt letting you know the desired time is unavailable.

STEP 3

Once you've filled out the date and time for reservation, you will proceed to a short form where you can fill out additional information. After you've completed the form, click **Submit** and you're done!

PAYING RENT

USE YOUR RESIDENT PORTAL TO PAY RENT CONVENIENTLY ONLINE!

The image shows a screenshot of the Lorenzo Resident Portal website. The top navigation bar includes 'HOME', 'AMENITIES', 'RATES', 'PHOTOS', 'NEIGHBORHOOD', 'MOVING DAY', 'I.T. SUPPORT', and 'BLOG'. The main header features the 'RESIDENTS' link with a red arrow pointing to it. Below the header, there are two main buttons: 'RESIDENT PORTAL' and 'PAY RENT ONLINE'. The 'RESIDENT PORTAL' button is highlighted with a red arrow. Below the buttons, there is a list of services: 'Work Orders', 'Pay by Check', 'Policies', and 'Resident Handbook'. The 'Account Snapshot' section shows the 'Current Amount Due (Includes past due)' as '\$0.00'. Below this, there are two green buttons: 'Make a Payment' and 'Set Up Recurring Payments'. The 'Make a One-Time Payment' section shows a red arrow pointing to the 'Add New Payment Account' button. Below this, there is a form for 'Amount to Pay' with a radio button selected for 'Other Amount' and a text input field. The 'Current Amount Due (Includes Past Due)' is also displayed at the bottom of the form.

STEP 1

Go to **thelorenzo.com**

Click on **RESIDENTS** at the top of the page and proceed to the **RESIDENT PORTAL**.

STEP 2

Sign into your **Real Page** account and click on **"MAKE A PAYMENT"**.

You will need to input your **Username** and **Password** for the **Resident Portal**, which will be set up for you on move-in day. If you are having issues accessing your account or do not have an account, please contact **Resident Services**.

STEP 3

Click on **"ADD NEW PAYMENT ACCOUNT"** which will take you to different payment options.

CREDIT CARD PAYMENT OPTIONS

The screenshot displays the Lorenzo tenant portal interface. At the top, there is a navigation bar with the Lorenzo logo and icons for Dashboard, My Home, My Profile, and My Community. Below this is a secondary navigation bar with tabs for Payments, Service Requests, Reservations, and My Lease Info. Under the Payments tab, there are links for Account History, Pay Rent Online, Recurring Payments, and Saved Payment Accounts. The main content area is split into two columns. The left column, titled 'Account Snapshot', shows the 'Current Amount Due (Includes past due)' as '\$0.00' and includes buttons for 'Make a Payment' and 'Set Up Recurring Payments'. The right column, titled 'Add Payment Account', shows 'Payment Type:' with two options: 'POWERED BY RESIDENTDIRECT™' which includes logos for VISA, MasterCard, and DISCOVER, and 'OFFERED BY The Lorenzo' which includes a 'check' logo. Both options have a 'Learn More' link.

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 month's rent to be paid in certified funds (credit card, cashiers check, or money order). However, after move in day we encourage you to sign up for automatic payments by setting up ACH. By turning this feature on, you'll save money by making your payments on time and avoiding late fees.

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.*

PLACING SERVICE REQUESTS

Our team of maintenance professionals will be here to assist you for both regular and emergency maintenance issues.

The screenshot shows the Lorenzo Resident Portal interface. At the top, there is a navigation menu with links for HOME, AMENITIES, RATES, PHOTOS, NEIGHBORHOOD, MOVING DAY, I.T. SUPPORT, and BLOG. A red arrow points to the 'RESIDENTS' link. Below the navigation is a large banner with the word 'RESIDENTS' and a welcome message. Underneath, there are two main buttons: 'RESIDENT PORTAL' and 'PAY RENT ONLINE'. The 'RESIDENT PORTAL' button is highlighted with a red arrow. Below these buttons, there is a list of services: Work Orders, Pay by Check, Policies, and Resident Handbook. The next section is the login form, which includes a 'Welcome to The Lorenzo' heading, a brief introduction, and a sign-in form with fields for 'User Name' and 'Password', and a 'Sign-In' button. Below the login form is the 'Service Issue' section, which has a dropdown menu for 'Appliance' (set to 'Clothes dryer'), a dropdown for 'Dryer does not work properly', and a text area for 'Please provide more detail, if needed.' Below this is the 'Unit Access' section, which has two questions: 'Has your pet information changed?' and 'Has your alarm code changed?', each with 'Yes' and 'No' radio buttons. At the bottom, there is an 'Entry Notes' text area and a green 'Submit Service Request' button.

STEP 1

Go to **thelorenzo.com**

Click on **RESIDENTS** at the top of the page and proceed to the **RESIDENT PORTAL**.

STEP 2

Input your **Username** and **Password** for the **Resident Portal**. Your login will be set up for you on move-in day. If you are having issues accessing your account or do not have an account, please contact **Resident Services** at 213.234.5700.

STEP 3

Once you're in the portal, you will see a **"SERVICE REQUEST"** button. Proceed and fill out the necessary information for your work order request.

STEP 4

After you have filled out the forms, click on **Submit Service Request** and you're done!

AFTER HOURS CONCERNS

Should an emergency issue arise '*after hours*' or outside of the hours of 9am-6pm Monday - Friday, we will dispatch our on-call service technician to take care of the problem.

Emergency maintenance issues include:

- Window that cannot close/window that is broken
- Front unit doors that cannot be secured or that will not allow access into the room
- Fires (Be sure to call 9-1-1 before calling The Lorenzo)
- Floods/Major Leaks
- Power failure
- A/C not working and apartment is **over** 80°F
- Heater not working and apartment is **below** 50°F
- Clogged toilet* (when there is only one toilet in the apartment, or all toilets are clogged or overflowing)

Locked Out of Your Apartment?

Lock Out Service is available through our Courtesy Patrol. There will be a \$75 replacement key charge. Please be aware that there is a fee for all after hours lock outs.

**Lorenzo Courtesy Patrol
Phone: 213.234.5680
Pricing: 8pm-11am, \$75.00**

*You must present your photo ID for proof of residence to be let into your apartment.

TO REACH ON CALL MAINTENANCE PLEASE DIAL 213.234.5680.

FOR LIFE THREATENING EMERGENCIES DIAL 9-1-1

Courtesy Patrol is on duty 24/7!

Your safety is of utmost importance to us at the Lorenzo. Courtesy Patrol is in place to monitor your safety and to make you feel more comfortable.

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

or by pushing the Courtesy Patrol button on your in-unit phone.



PACKAGE CONCIERGE™

The Lorenzo uses Package Concierge for handling all your packages!

- ◆ **To Register:** Prior to move-in you will receive an email with your Username. Follow the link in the email to select your PIN. All residents MUST input credit card information in order to receive packages at The Lorenzo. You will be charged a one-time fee of \$10 during registration.
- ◆ **Package Notification:** You will be notified via text or email when you have a package. The message will indicate which locker station has your package.
- ◆ **To Retrieve a Package:** Scan the barcode from your text or email or enter your username and PIN. All lockers containing your packages will automatically open.

For assistance call 888.989.7225 or email support@packageconcierge.com



HOW IT WORKS:



1. RESIDENT ORDERS PACKAGE



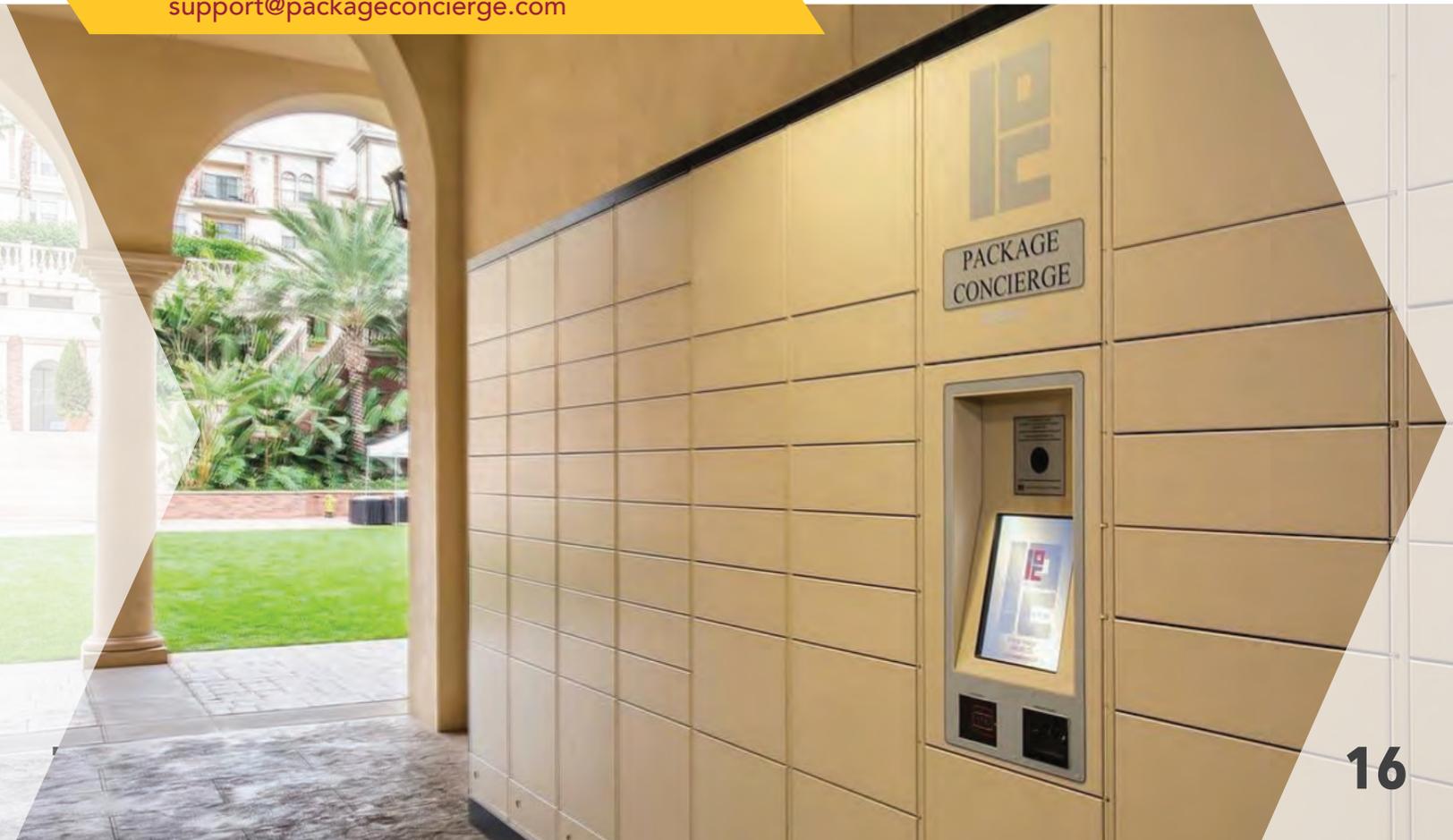
2. PACKAGE DELIVERED TO LOCKER



3. RESIDENT GETS NOTIFICATION



4. RESIDENT RETRIEVES WITH PIN





LORENZO

SOCIAL MEDIA



facebook.com/lorenzoapts



instagram.com/lorenzoapts



snapchat | lorenzonearusc



FOLLOW US ON OUR SOCIAL MEDIA FOR UPDATES ON CURRENT EVENTS, RENEWAL SPECIALS, & MORE!



COMMUNITY REWARDS

stay.play.

Get Rewarded



Complete
Challenges



Collect
Points



Earn
Rewards



Celebrate
You

Start Playing so you can Start Spending

Log onto [Communityrewards.me](https://communityrewards.me)

Download the app and start earning points today!
Your points can be redeemed for giftcards.

communityrewards.me | facebook.com/CommunityRewards.me | [@communityrewards](https://twitter.com/communityrewards)





Central Kitchen Restaurant offers delicious California-style dining and meals on-the-go. Enjoy the convenience of breakfast, lunch, dinner and snacks in the comfort the Lorenzo community near USC. We cater to the needs of your busy lifestyle and provide friendly and speedy service.

Menu items include: artisan sandwiches, crisp salads, hearty soups, quality pizza, upscale burgers, loaded burritos, grilled teriyaki bowls, savory side dishes, wholesome breakfasts and premium coffee drinks. We also serve goodies like fresh-baked cookies and brownies, nutritious smoothies, and frozen yogurt for between-meal cravings or an after-dinner treat. Central Kitchen also serves gluten-free and soy-based meals.



For your convenience:

- Dine inside or on our 100-seat covered patio, pick up to-go orders, or request delivery
- Order and pay online with credit, debit or your Central Kitchen Dining Card.
- Dining Card plans are available on a monthly, semester and annual basis offering great savings.
- In addition to our Dining Card, we accept Apple Pay, Visa, Mastercard, American Express, Discover, and of course, cash.
- Download our FREE easy ordering App offered for both iPhone and Android.

centralkitchenla.com

HOURS:

Mon-Fri: 8am-11pm

Sat-Sun: 9am-11pm

T: 213-908-2400



LORENZO EXCLUSIVE USC SHUTTLE



GROCERY TRIPS

Wed: 7pm drop off
8pm pick-up

Sun: 2pm drop off
3pm pick-up

(Between W. Adams / Vermont)

- ### USC SHUTTLE STOPS
- 1 Lorenzo
 - 2 28th St. / University
 - 3 USC Gate 5
 - 4 USC Gate 4
 - 5 Figueroa/McDonalds
- EXPRESS** Figueroa/McCarthy Wy

LORENZO USC SHUTTLE SCHEDULE

Mon-Wed: 7:15AM - 11PM
 Thursday-Fri: 7:15 AM - 1AM
 Sat: 10:00 AM - 1AM
 Sun: 10:00PM - 6PM

EXPRESS USC SHUTTLE SCHEDULE

Mon-Fri: 7:20AM - 10:00AM
 4:00PM - 6PM

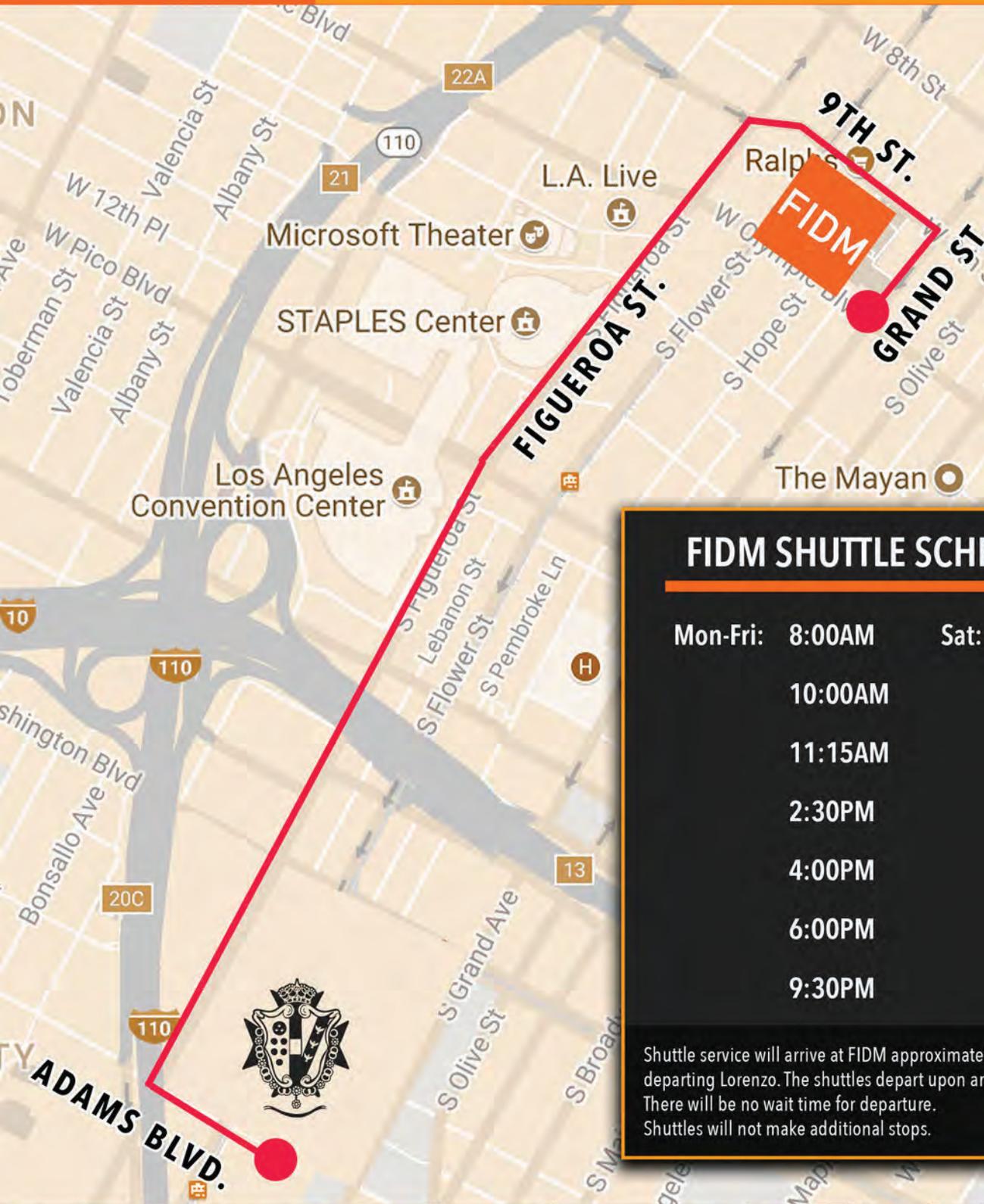
- Shuttle departs every 20 minutes from Lorenzo.

Shuttle will wait for 15 mins and then go to The Lorenzo. Shuttles will not make additional stops.

The shuttles depart upon arrival. There will be no wait time for departure.

FIDM

LORENZO EXCLUSIVE FIDM SHUTTLE



FIDM SHUTTLE SCHEDULE

Mon-Fri:	8:00AM	Sat:	8:00AM
	10:00AM		2:30PM
	11:15AM		
	2:30PM		
	4:00PM		
	6:00PM		
	9:30PM		

Shuttle service will arrive at FIDM approximately 15 minutes after departing Lorenzo. The shuttles depart upon arrival. There will be no wait time for departure. Shuttles will not make additional stops.

LORENZO EXCLUSIVE STUDIO SCHOOL SHUTTLE



STUDIO SCHOOL SHUTTLE SCHEDULE

Mon-Fri: 7:30AM	6:30PM
8:30AM	7:30PM
9:30AM	8:30PM

Shuttle service will arrive at Studio School approximately 15 minutes after departing Lorenzo. The shuttles depart upon arrival. There will be no wait time for departure. Shuttles will not make additional stops.

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

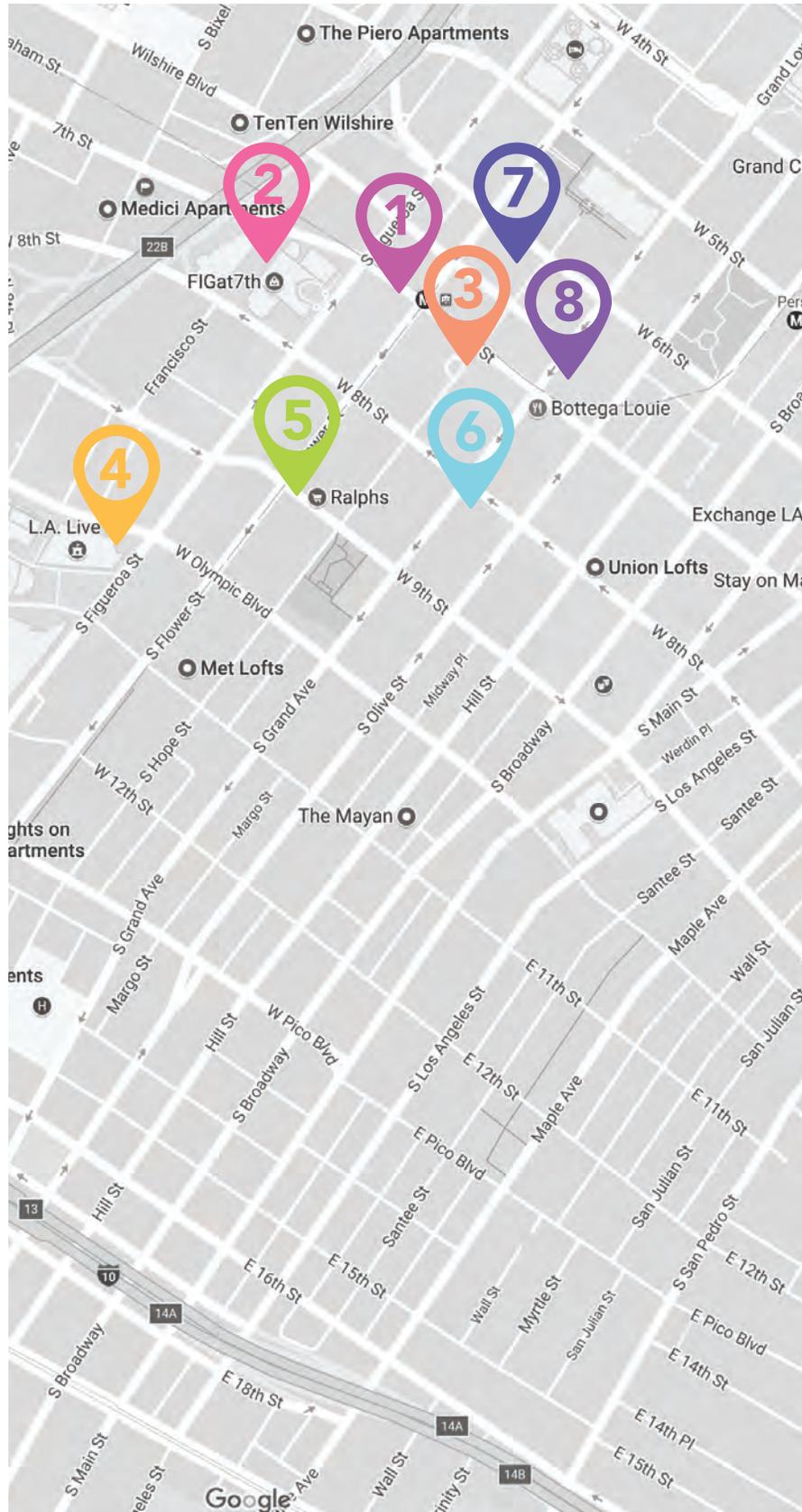
4  **FIG/OLYMPIC**
L.A. Live / Regal Cinemas / ESPN Bar

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

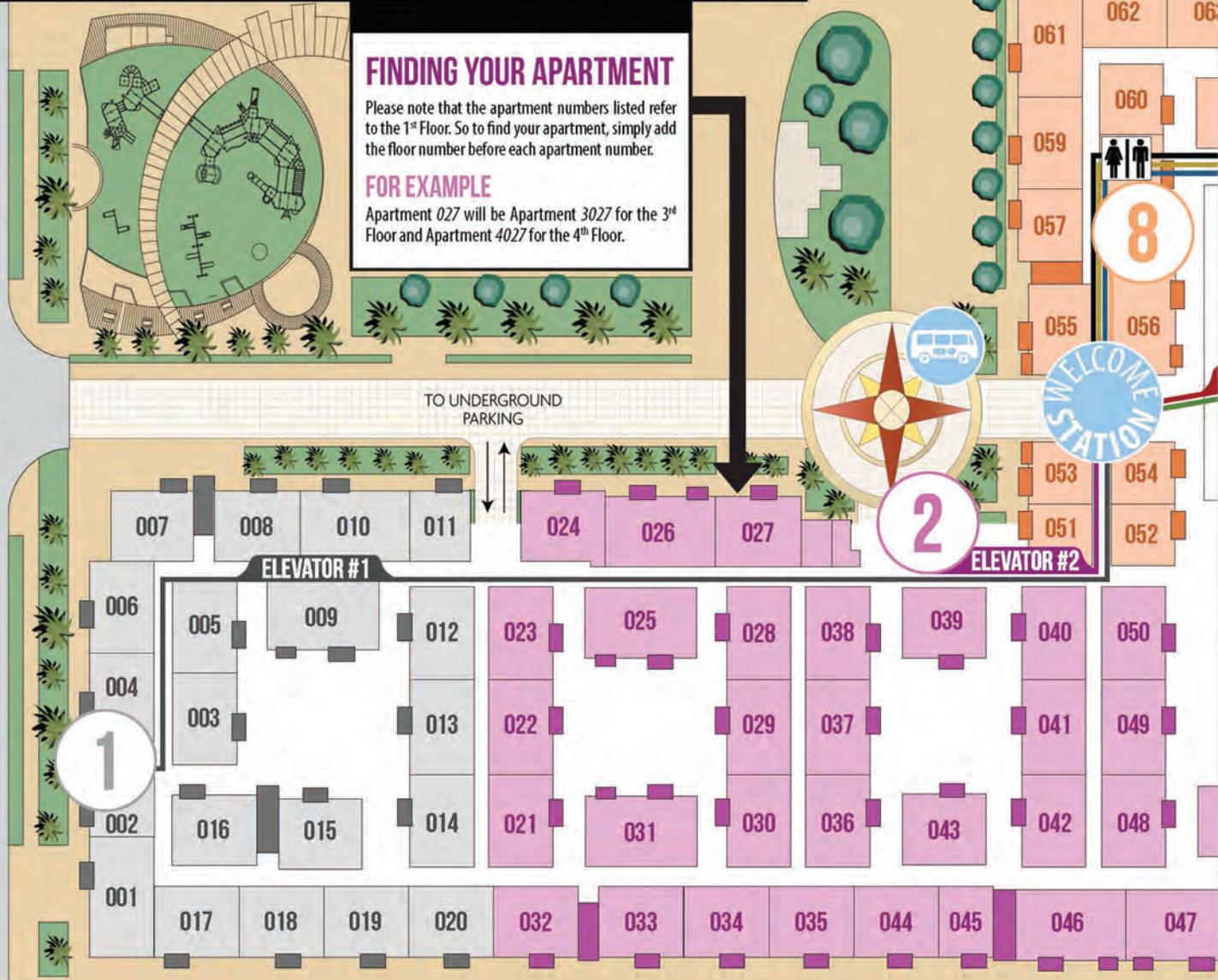
WEST ADAMS BLVD
(MAIN ENTRANCE)

FINDING YOUR APARTMENT

Please note that the apartment numbers listed refer to the 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.



FLOWER STREET

