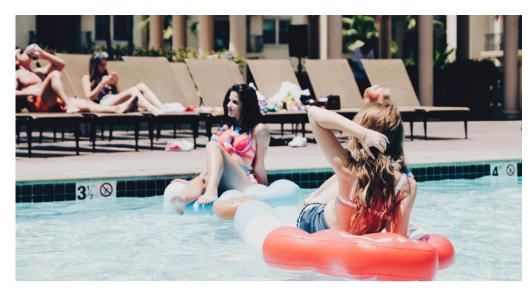
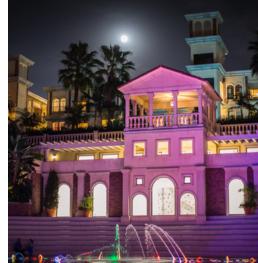
# UCOME HOME

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### WELCOME GUIDE 2023







# ORENZO USERZO







Be sure to scan the QR code below to access and review the Lorenzo Resident Handbook!



_	
3	MEET YOUR MANAGER
4	SOCIAL MEDIA
5	MOVE-IN INSPECTIONS
6	SERVICE REQUESTS
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8	INTERNET
9	PARKING
10	ACTIVE BUILDING
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### MEET YOUR COMMUNITY MANAGER



Greetings!

On behalf of the entire Lorenzo team, we are excited to welcome you to your new home! As you quickly discover, the Lorenzo is a massive community with state-of-the-art amenities at every corner. This guide was designed to help you navigate the property and settle into your new apartment.

Moving is never easy, but the Lorenzo team is here to support you. We have several fun events planned to introduce you to life at the Lorenzo! Whether you're into gaming, fitness, movies, or simply free food, we've got you covered!

We're committed to creating an environment where students thrive academically, pursue their passions, and build friendships that will last a lifetime.

Again, welcome home! We are looking forward to an amazing year!

Sincerely,

Chad Fehr General Manager

# SOCIAL MEDIA

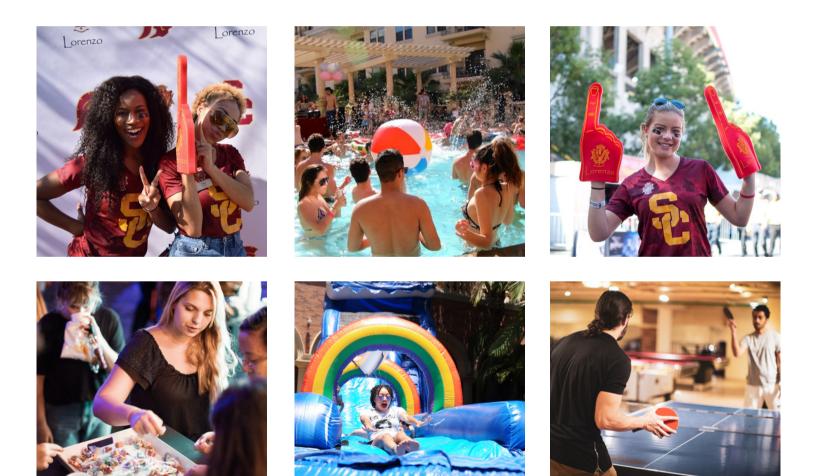




facebook.com/thelorenzoapts

instagram.com/thelorenzoapts

tiktok | @thelorenzoapts





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

# **STEP 1: UNIT INSPECTION**

orenzo

### MOVE IN/MOVE OUT ITEMIZED STATEMENT

Resident Name	Initial Inspection Date	Initial Inspection By	Move-In Date
Apartment Number & Bedapace (ex: 2001A2)	Final Inspection Date	Final Inspection By	Move-Out Date

The condition of these premises is clean, undamaged, in good working order and adequate for customary use unless otherwise noted hereon. Use codes and comments to describe exceptions. Cross out items not applicable.

CODES: NCC - Needs complete cleaning • REP - Replace • SC - Needs spot cleaning • SP - Needs spot painting RPR - Needs repair • PT - Needs painting • SCR - Scratched • CLN - Clean • NEW - New • APPL - Appliance in apt.

KITCHEN	MOVE-IN INSPECTION	INITIAL INSPECTION (RESIDENT'S OPTION)	FINAL
Ceiling			
Walls			
Floors			
Counter Top			
Sink/Faucets			
Drains/Disposal			
Cabinet/Doors			
Shelves/Drawers			
Under Sink			
Electric Fixtures	-		
Light Bulbs			
STOVE/OVEN	MOVE-IN INSPECTION	INITIAL INSPECTION (RESIDENT'S OPTION)	FINAL
Stove - Outside			
Burners			0
Drip Pans			
Vent			
Timer/Controls			
Oven Racks			
Broiler Pan			· · · · · · · · · · · · · · · · · · ·
Light	-		
	MOVE-IN	INITIAL INSPECTION	FINAL
REFRIGERATOR	INSPECTION	(RESIDENT'S OPTION)	INSPECTION
Inside (all parts)			
Outside			Statement of the local division of the local
DISHWASHER	MOVE-IN INSPECTION	INITIAL INSPECTION (RESIDENT'S OPTION)	FINAL
Inside (all parts)			
Outside/Controls			
COMMON AREA	MOVE-IN	INITIAL INSPECTION (RESIDENT'S OPTION)	FINAL
Wails			
Celling			
Windows			
Scieens			
Blinds			
Flooring			
Television			
Couch			
Love Seat			
Cottee Table			
Dining Table			
Dining Chairs (4)		-	
Satellite Receiver			
sident Name (Prin	t) Sigr	nature	Date
			Bata
wner/Agent (Print) itial Inspection:	Sig	nature	Date



### According to state law

Any security shall be head by the landlord for the tenant who is party to the lease or agreement. The claim of a tenant to the security shall be prior to the claim of any creditor for the landlord. (Civil Code Section 1950.5(d)) According to Civil Code Section 1950.5(c) he security deposit may be used by the owner for any purpose, including, but not limited to, any of the following: (1) The compensation of a landlord for a tenant's default in the payment of rent.

- wing: The compensation of a landlord for a tenant's default in the payment of The repair of damages to the premises, exclusive of ordinary wear andtear caused by the tenant or by a guest or licensee of the (2)

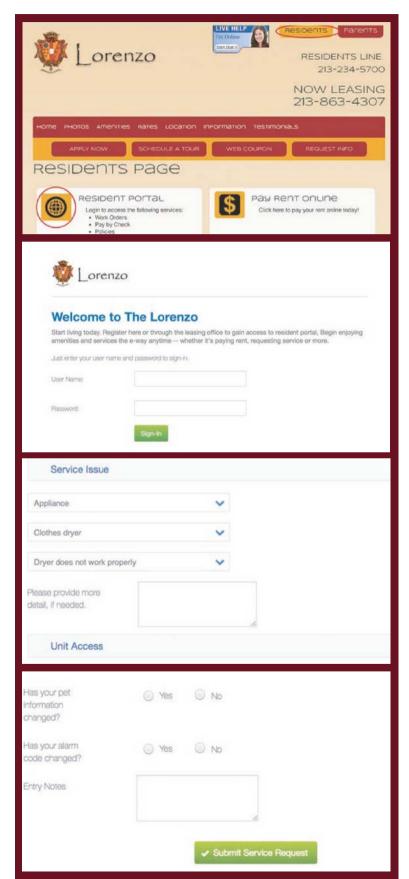
(2) The repair of damages to the premises, exclusive of ordinary wear andhear caused by the tenant or by a guest or licensee of the tenant.
(3) The cleaning of the premises upon termination of the tenancy necessary to othern, the unit to the same level of cleanliness it was in all the indexistic of the premises upon termination of the tenancy necessary to othern, the unit to the same level of cleanliness it was in all the indexistic of the tenants. The amendments to the paragraph, all the indexistic of the tenant is any obligation under this rental agreement to restore, replace, or return personal property or appurtenances, exclusive of wear and tear, if the security deposit is authorized to be applied thereto by the result agreement.
From the time of the initial inspection until the termination of the tenancy, the tenant may remedy the deficiencies identified in the initial inspection, in a manner consistent with the rights and obligations from the security deposit is rental agreement, in create to avoid deductions from the security deposit for the tenant may the the value of the tenancy or that were not identified due to the premeared the termination of the tenancy or that were not identified to to the presence of the testident's possesions during the time of the resident prior to the termination of the tenancy or that were not identified to to to presence of the testident's possesions during the time of the testident prior to the termination of the tenancy.
A final itemized statement will be sent to you within 3 weeks of the termination of your tenancy.

Once you have made your way to your new home, please take some time to inspect your unit and fill out the Move In/Move Out Itemized Statement 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.

# **STEP 2: SERVICE REQUESTS**

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





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!

# FOB KEY INSTRUCTIONS

- 1. Find your black fob key in your move-in case.
- 2. Upon arriving at your new residence, use the fob key provided to you to unlock the door. Insert the key into the keyhole and turn it in the appropriate direction to release the door lock, allowing you to gain entry.
- 3. When you leave your home or want to secure it, use the same key to lock the door. Insert the key into the keyhole and turn it either to the right or left, depending on the lock mechanism, until you feel or hear the lock engaging. This will ensure that the door is securely locked.



# INTERNET & TV







### **HOW DO I GET ONLINE?**

What you'll need to sign up for internet:

- A valid email address
- Your unit number



- Scan the QR code above. This will take you to baiconnect.com/Lorenzo.
- Fill out the form to register. You will receive an email confirmation containing the password for logging on.
- Connect to "Lorenzo Resident" Wi-Fi network in your device's settings.
- When you connect for the first time, please use a device with a web browser, such as a computer or phone.
- Open a web browser, or new window in your web browser. You will be redirected to a splash page to review and acknowledge the Terms of Service and Acceptable Use Policy.



### **BAI CONNECT TECH DIRECT OFFICE HOURS**

BAI Connect Tech Direct is your onsite technical support located by the package room. Monday - Friday 11:30 AM-8PM



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

Please call the BAI Connect Support Line at 213.514.5790 or email lorenzolTsupport@baiconnect.com



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

Please call the BAI Connect Support Line at 213.514.5790 or email lorenzolTsupport@baiconnect.com

# **^**

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

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

### Have Family and friends that need WiFi?

Have them use the Lorenzo Guest network! The password is "WELCOME123". They will need to accept the Terms and Conditions and will be timed out after 4 hours of use.





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 without notice or warning.

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 r estricted in certain areas for designated emergency use, clearance for community dumpsters, temporary event use or maintenance use.

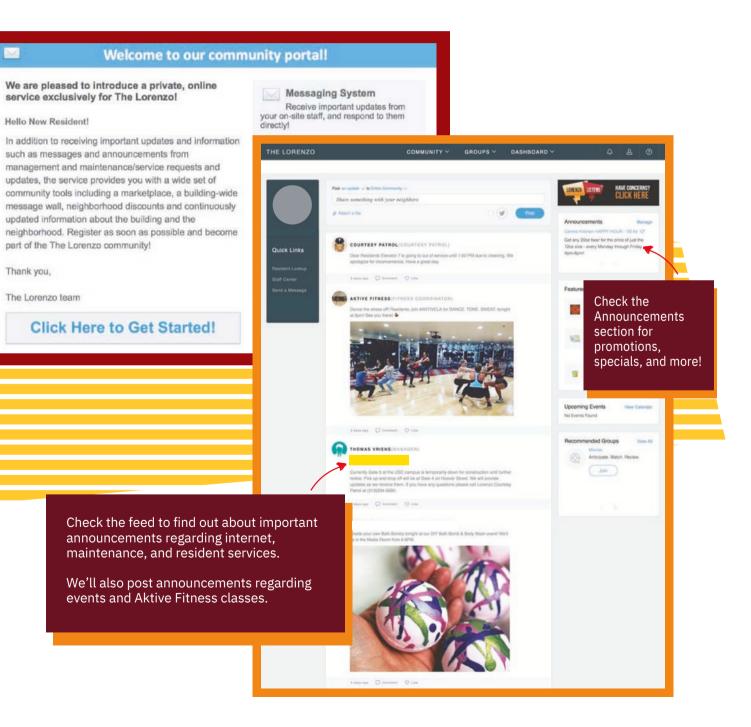
### GUEST PARKING IS AVAILABLE \$5 a day or \$20 for overnight

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

# ACTIVE BUILDING

### GET UPDATES 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. Use this portal to give us your valuable feedback regarding your experiences while you're here.









# **Get Rewarded**







Complete Challenges Collect Points Earn Rewards Celebrate You

### Start Playing so you can Start Spending

### Log onto Communityrewards.me

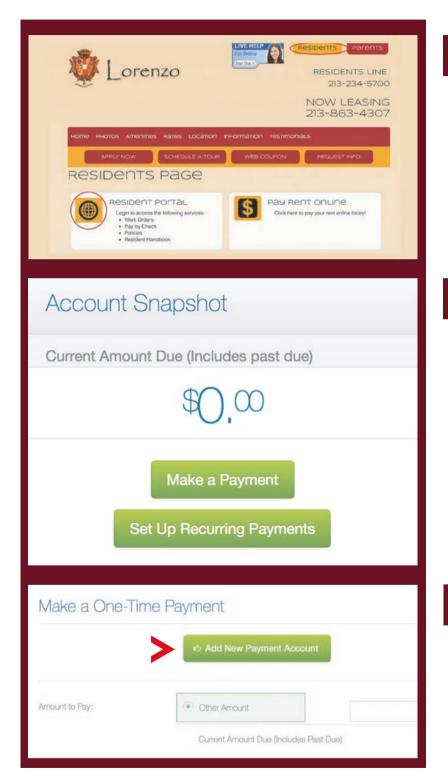
Download the app and start earning points today! Your points can be redeemed for giftcards.

communityrewards.me | facebook.com/CommunityRewards.me | @communityrewards



# PAYING RENT

### USE YOUR RESIDENT PORTAL TO PAY RENT CONVENIENTLY ONLINE!



### 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

	Ø	â		282	
Torenzo	Dashboard	My Home	My Profile	My Community	
ayments Service Request	ts Reservations	My Lease Info			
count History Pay Rent Online		ed Payment Accounts			
ccount Snapshot	Add	Payment Acc	count		
rrent Amount Due (Includes past du		nt Type:			
\$O.00		POWEREI			OFFERED BY
Make a Payment		VISA	DISCOVER		check)
Make a raymen		Learn M	lore		Learn More
WHAT ARE MY PAY	e the Lorenzo acce				
For your convenience Visa - 2.95% of each For example, if	e the Lorenzo acce n resident's monthly	y lease - \$6,000 month you would	) maximum pe	r transaction.	f \$29.50 regardless of if you
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For your convenience Visa - 2.95% of each For example, if are paying one of MasterCard & Disco ACH - FREE! We req money order). Howe ACH. By turning this Questions about these contact Resident Direc IMPORTANT REMIN If you are using an in make payment as the	e the Lorenzo accept or resident's monthly your rent is \$1,000/month or the entire conver - 2.95%/transature the first month ver, after move in d feature on, you'll set t support to explain t <b>IDERS TO AVOID P</b> nternational credit ey will often decline	y lease - \$6,000 month you would ontract at once. action convenier h's rent to be pai day we encourag ave money by m t charged by the L these fees at (855 <b>PROCESSING DI</b> <u>card</u> we strong e the charge if it	9 maximum pe be charged a c nce fee - \$9,00 d in certified f ge you to sign o haking your pa orenzo but is c ) 473-7729 or F ELAYS IF YOU ly encourage y is a large inte	r transaction. onvenience fee o D0 maximum pe unds (credit car up for automatic yments on time collected by the c ResidentDirect@r J ARE PAYING you to inform yo rnational transa	er transaction. d, cashiers check, or c payments by setting up and avoiding late fees. ard processors. Please ealpage.com. WITH A CREDIT CARD: bur bank before trying to

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

# AMENITIES

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

**BASKETBALL COURTS ROOFTOP RESORT POOLS** BEACH VOLLEYBALL COURT 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









# SIGN UP FOR AMENITY PASS

Our amenities are a valuable resource to be enjoyed by all of our residents. Amenity Pass allows us to open and manage amenities in a responsible and fair way so all residents have an equal opportunity to use them. Amenity Pass reservations are required for select amenties.

Each individual is required to have a valid pass while using our amenities.

### Visit AmenityPass.app or Scan Here





### STEP 1:

Go to amenitypass.app on your smartphone, tablet, or computer. Search for "The Lorenzo Apartments" and tap/click on the result in the list.



### STEP 2:

Tap/click on the amenity you want to use, select any available time for the pass, and tap/click "CONTINUE" at the bottom of the screen.

### STEP 3:

Enter your apartment #, passcode, and name. You may also need to enter your phone number and/or email (this info will not be shared with outside parties). When everything has been entered, tap/click "GET PASS" at the bottom of the screen.

### To cancel your pass:

Tap/click the "cancel pass" link at the bottom of your Amenity Pass conrmation, enter your passcode, and tap/click "CANCEL PASS". Passes may not be canceled after the start time.

### To get a pass for multiple people:



Repeat the process above for each person who needs to use the amenity. Every person using a shared amenity (one not reserved by a single apartment) MUST have their own Amenity Pass. Limits may apply according to the amenity rules.

# ON SITE DINING





Welcome! We look forward to serving you at Central Kitchen!

If you haven't already, be sure to 1) download our free app for both iPhone and android 2) order your Dining Card today so you can begin enjoying the savings. Stop by Central Kitchen and get your card, or you can purchase right now online at CentralKitchenLA.com. Central Kitchen Dining Cards work like gift cards, when you order, the price of your meal is simply deducted from the amount on your card. Central Kitchen Dining Card plans offer great savings, and the amount on your card carries over month to month and semester to semester, and it never expires.

Central Kitchen is your exclusive source for on-site dining at The Lorenzo. We're a counter-service casual restaurant offering delicious California-style meals and food on-the-go for busy students.

Our menu offers a wide variety of breakfast, lunch, dinner and snack options for Lorenzo residents and their friends. 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 offers gluten-free and vegetarian choices, as well.



You'll enjoy-

• FREE iPhone & Android app with easy online ordering for faster pickup

• Dine inside, or on our spacious covered patio, pick up to-go orders, or request delivery to your Lorenzo apartment • Central Kitchen Dining Card plans with convenience and savings

• A choice of four plans with savings from \$25-\$450

• Pay with your Dining Card, Apple Pay, Visa, Mastercard, American Express, Discover, and of course, cash.



### centralkitchenla.com

**HOURS:** Mon-Fri: 8am-11pm Sat-Sun: 9am-11pm T: 213-908-2400



# PACKAGE CONCIERGE<sup>™</sup>

### 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



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

### HOW IT WORKS:





1.RESIDENT ORDERS PACKAGE



3. RESIDENT GETS NOTIFICATION





4. RESIDENT RETRIEVES WITH PIN



# 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?

Effective 8/16, 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 of \$75.

### Lorenzo Courtesy Patrol Phone: 213.234.5680

\*You must present your Lorenzo 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

# 24/7 Courtesy Patrol

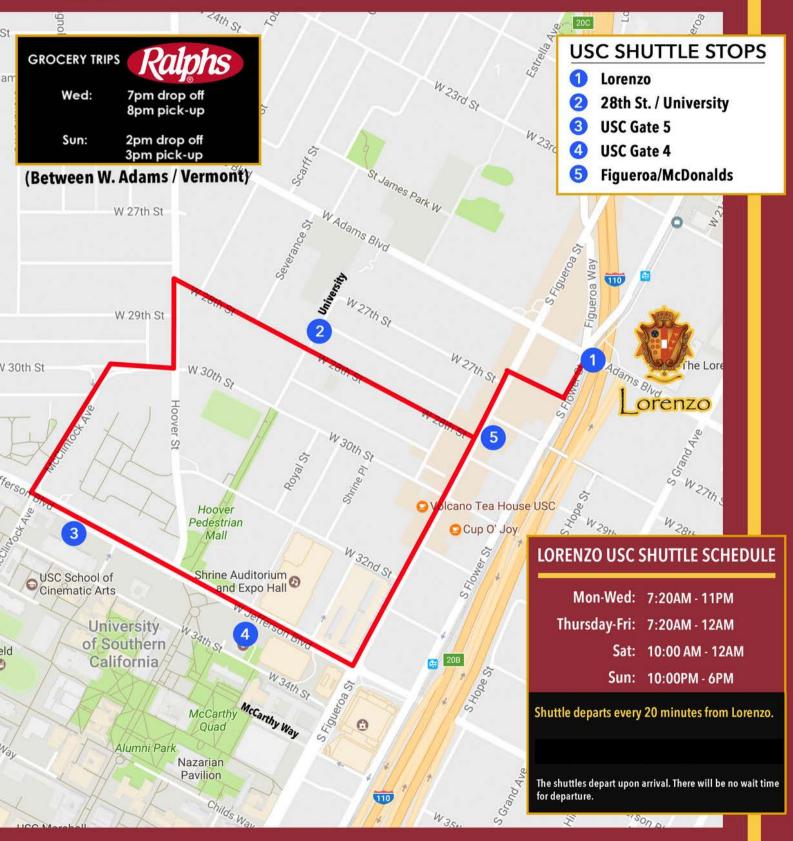
Your safety is of utmost importance to us at the Lorenzo. Courtesy Patrol is in place to monitor your safety and to make you feel more comfortable.

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

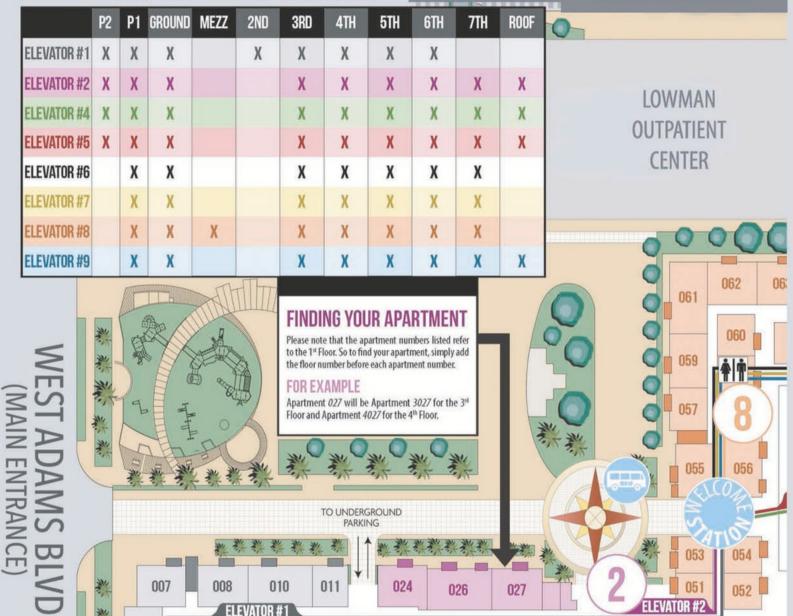
# You can reach Courtesy Patrol at 213.234.5680



# LORENZO EXCLUSIVE USC SHUTTLE



# THE LORENZO APARTMENTS ELEVATOR MAP



**METRO STATION** 



## **GRAND STREET**

# FLOWER STREET

