UCOME HOME

WELCOME GUIDE 2021







LORENZO





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



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MEET YOUR MANAGEMENT TEAM

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. We are looking forward to an amazing year! Welcome home.



CHRISTINA IRBY

General Manager



KATRINA LOPEZ Asst. General Manager



ROBERT TORRES Maintenance Manager



CARLA MORALES



SERGIO MOLINA Sr. Resident Safety Manager







facebook.com/lorenzoapts

instagram.com/lorenzoapts



snapchat | lorenzonearusc















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 & Bedspace (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 ons. Cross out items not applicat



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.

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.



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

INTERNET & TV







HOW DO I GET ONLINE?

You can now register before you move in!

What you'll need to sign up for internet: - 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's MAC address call our support line at 887.446.7462.
- If you are a resident, type in your Resident ID to get unthrottled access.



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 BaiConnect Support Line at 213.514.5790 or email GoSupport@baiconnect.com



MY TELEVISION IS HAVING ISSUES. WHAT SHOULD I DO?

Please call the AerioConnect Support Line at 213.514.5790 or email GoSupport@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 follow the same steps above to enjoy complimentary Internet Access! They don't need a resident ID to use Guest access.





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 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 16TH.



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

👰 Lorenzo	Ø Dashboard	My Home	My Profile	My Community	
Payments Service Requests	Reservations	My Lease Info			
ccount History Pay Rent Online Recu	rring Payments Save	ed Payment Accounts			
ccount Snapshot	Ado	Payment Acc	count		
urrent Amount Due (Includes past due)	Paymer	nt Type:			
\$0.02		POWERE	D BY DIRECT TM	OFFERED BY The Lorenzo	
Make a Payment		VISA 💽	DISCOVER	check	
WHAT ARE MY PAYME For your convenience th	NT OPTIONS? e Lorenzo acce	? epts the followin	ng payment op	otions:	
WHAT ARE MY PAYME For your convenience th Visa - 2.95% of each res	NT OPTIONS ? e Lorenzo acce ident's monthly	? epts the followin y lease. No max	ng payment op kimum transac	otions: tion amount.	
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WHAT ARE MY PAYME For your convenience th Visa - 2.95% of each res For example, if your are paying one mon MasterCard & Discover	NT OPTIONS ? e Lorenzo acce ident's monthly rent is \$1,000/r th or the entire r - 2.95%/trans	? epts the followin y lease. No max nonth you would contract at once. action convenie	ng payment op kimum transac be charged a c ence fee - \$9,0	otions: tion amount. onvenience fee of \$29.50 regardless of i 00 maximum per transaction.	f you

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.



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.







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 confirmation, 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[™]

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

2. PACKAGE DELIVERED TO LOCKER



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?

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-9am, \$75.00

*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

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



LORENZO EXCLUSIVE USC SHUTTLE



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

LORENZO EXCLUSIVE HUSSIAN COLLEGE SHUTTLE ANGELES

HUSSIAN COLLEGE

IN STUDIO

LOS



THE LORENZO APARTMENTS **ELEVATOR MAP**

	P2	P1	GROUND	MEZZ	2ND	3RD	4TH	5TH	6TH	7TH	ROOF	0
ELEVATOR #1	X	X	X		Х	Х	X	Х	Х			
ELEVATOR #2	X	X	X			X	X	X	X	X	X	
ELEVATOR #4	X	X	X			Х	Х	Х	Х	X	X	LUWIMAN
ELEVATOR #5	X	X	X			X	X	X	X	X	X	OUTPATIENT
ELEVATOR #6		X	X			X	X	X	X	X		CENTER
ELEVATOR #7		X	X			X	X	X	X	X		
ELEVATOR #8		X	X	X		X	X	X	X	X		-0000
ELEVATOR #9		X	X			X	X	X	X	X	X	

METRO STATION

(MAIN ENTRANCE)



GRAND STREET

FLOWER STREET



