

COURTESY REMINDERS

Condorliving.com

Don't forget that at condorliving.com you can pay rent, contact the office, submit a maintenance request, update your contact info, fill out a survey, read the latest newsletter, and stay up to date with community news via our social media. Check us out today!



Parking Lot Protocol

Please remember that the speed limit in the parking lots is 10 mph. Use caution when turning corners and near building entries to help prevent an accident from happening.

Also, take care to pull in between the parking space lines when park-

ing in the lot, and be careful when you open your door so you don't hit other cars.

We try to be diligent in replacing light bulbs as soon as they go out. However, if you notice a light out in the lots or anywhere on the property, please contact the Office.



Cleaning Tips

Did you know maintaining the cleanliness of your home is a lease requirement? Please make sure you are using appropriate cleaning products, intended for use on the item you are cleaning. Reading labels and following directions on products will help prevent damage and keep your appliances and surfaces in good condition. Be especially careful with plumbing fixtures (e.g., faucets, sinks, tubs, toilets) and appliances. Abrasive cleaners and products can damage these items. For recommendations on which products might work well, contact the Rental Office.

Give these apartment cleaning pro tips a try the next time you're give your home a once over!

- ◆ **Caddy your cleaning supplies.** Keeping all of your cleaning supplies labeled and organized in a bucket, caddy, bag, or other portable item makes cleaning much easier as you move about your apartment!
- ◆ **Be environmentally conscious and savvy.** Cleaning with reusable microfiber cloths, used dryer sheets, and household products such as liquid dish soap, baking soda, and white vinegar is not only effective and eco-friendly, but also saves money.
- ◆ **Don't procrastinate.** Experts agree that procrastination is the one mistake keeping most people from maintaining a clean and tidy home. Having a daily cleaning routine and tackling messes as they happen is important in keeping your home in good condition.

Noise Notes

Even though the walls of your home are sound-controlled, please be mindful of excess noise coming from your apartment and the courtyards. We ask that you not disturb your neighbors at any hour of the day, but especially between 10:00 p.m. and 8:00 a.m.

Please also be quiet and courteous in common areas such as swimming pools, barbeque grill areas, and parking lots. If you have a noise complaint, please call the Rental Office (follow the prompts if after hours to reach the on-call staff).

No Smoking Areas

In accordance with the Florida Indoor Clean Air Act, smoking is prohibited in all common areas. This includes the clubhouse, swimming pools, barbeque grill areas, and mailbox areas. Please respect this policy and show consideration for your neighbors by limiting smoking to your car, your apartment, or outdoors. Remember to dispose of your cigarette butts in a proper and safe manner and call the Rental Office if you'd like a complimentary "butt bucket" for your home.

Lovely Lanais

Thank you to everyone who decorates their lanais and contributes to the beauty of our community! Appropriate outdoor decorations are always encouraged throughout the year.

Please periodically inspect your lanai screens and outside doors for any damage, and report any necessary repairs to staff. Lanais must be maintained in an attractive condition and may not be used for any kind of storage.

The PalmCove Press

A newsletter published for the residents of Palm Cove Apartments



Office Info

Mon-Thurs: 9:00am - 6:00pm
Fri: 9:00am - 5:00pm
Saturday: 10:00am - 4:00pm
Sunday: Closed

📞 941-761-4300
@ palmcove@condormgt.com

THANK YOU!



Residents like you are what transform our apartments into homes and our property into a community!

We'd like to say welcome to all the new residents who have moved in during the last few months and a very big thank you to those of you who have continued your residency here. We sincerely appreciate you all and look forward to continuing to exceed your housing needs.



Resident's Portal



Social Media

IN CASE OF EMERGENCY

There are staff members available after hours for emergencies. An emergency is considered anything that can't wait to be handled until office hours resume. Common examples include air conditioning problems, water leaks, lack of water, being locked out of your apartment, and noise concerns. For this type of after-hour emergency, please call the Rental Office at 941-761-4300 and follow the prompts to reach the on-call staff member. Call 911 for police, fire, or health emergencies.

For non-emergencies, leave a message or fill out a maintenance request at condorliving.com under the "resident's area" tab. An office staff member will assist you during business hours.



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Introducing *Condor Solutions*

We will do our best here at Palm Cove to handle all of your questions and concerns, but we recognize that sometimes our residents want to escalate issues to our corporate management team. That's okay! Our Condor Solutions team is here to offer additional support. Don't hesitate to reach out via the contact info below if that's ever the case. We look at these instances as opportunities to learn and improve!

solutions@condorliving.com
651-340-9705

TELL US HOW WE'RE DOING!

We're committed to making sure our communities are well kept and our residents are a priority. Please don't hesitate to let us know if we're getting it right or if we've got work to do. The only way we can continue to improve is to keep learning! You can submit an anonymous survey online anytime at condorliving.com > residents area > resident survey. Or feel free to contact us directly with your feedback anytime (see contact info on page 1). We also appreciate and encourage public online reviews. Good or bad and no matter how we receive it, we take all feedback seriously and use it to continue to improve our communities and service!

INDOOR AMENITIES

Whether your New Year's resolution is to get fit, relax more, or just have some fun, you can accomplish it right in your own community by taking advantage of the following awesome indoor amenities.

Clubhouse



Let's have some fun!

For an easy change of pace right at home, take a walk over to the clubhouse, open daily during office hours. Relax in the lounge area and watch TV, get some work done in the business center, or reserve the party room for your next private gathering. Contact us to ask about availability today!

Fitness Center



It's time to break a sweat!

The fitness center has a variety of equipment to help you meet your fitness goals, and it's open 24/7 for your convenience. You can work up a sweat on the recumbent bike, elliptical, treadmills, or multi-use weight machine. Or, take a few minutes to relax in the sun and take a dip in the outdoor pools (one heated this time of year) or spa!

New Year - New Records

Remember to update your contact and vehicle information with the Rental Office so you don't miss out on important information. You can fill out a form on the website at condorliving.com > residents area > update contact info. Or shoot us an email or give us a call to let us know.

Though we will always do our best to respect your privacy and only call you when necessary, there are times when we must contact you. We keep a database of information that allows us to reach you for many reasons, including safety matters; lease information; and fire, maintenance, and safety emergencies.

Having your current contact and vehicle information helps make this process easier for us and ensures you get emergency information timely!

Rent is due on the 1st!

Rent payments received on the 4th or later will incur a late fee.



Please note that your lease requires you to pay your rent online unless otherwise approved by management.

MAINTENANCE CHECK-UP

Disposal Use

Most garbage disposal issues can be avoided by taking the following measures:



Always run cold water before, during, and after you put food in the disposal to flush the unit and lubricate the bearings.



Use discretion as to what items you put in the disposal.



Don't put drain cleaner into the disposal. Call the Rental Office for clogged sinks.



Don't run the disposal for extended periods. If it shuts down, you may attempt to restart it after a few minutes by pushing the red reset button at the bottom of the machine.



To avoid food buildup and unpleasant odors, run the disposal often, flushing it with water. Pouring vinegar, lemon juice, or ice into the disposal will keep it smelling fresh.



Run the disposal at least once per week to prevent possible damage.

Do Not Dispose

The following are examples of items your disposal can't handle:

- Nut and egg shells
- Melon rinds
- Bones
- Grease
- Large vegetable peels (including potatoes) and stems
- Leafy or stringy foods such as celery and lettuce
- Rice and pasta
- Fish skin

Looking For Leaks

The usual suspects for water leaks include toilets, faucets, and sinks, but it's important to monitor your water heater too. We ask that you regularly check that all equipment is running properly and that there are no leaks. Many water leaks and plumbing problems give warning signs and can be repaired while the problem is still minor, so catching a leak early can help minimize the damage to your and your neighbors' homes.



If you ever notice moisture, standing water, a leaking pipe, or a dripping sink, please be sure to contact the Rental Office immediately. You may be held responsible for costs incurred by failure to report damage to the property. Remember that renter's insurance is an important part of your lease agreement and can help protect you from unexpected losses.

Maintenance Requests

If you are experiencing issues with your heat, thermostat, garbage disposal, or any other appliances or home maintenance needs, you can submit a maintenance request on our website:

condorliving.com

→ Residents Area

→ Maintenance

Fill out form and submit or give us a call or send an email!

Be on the lookout for our maintenance satisfaction email once your work is complete. Your Maintenance Techs appreciate the feedback!



Heat It Up

This time of year it is often necessary to turn on your heat. If you're experiencing any problems with your heat, please contact the Rental Office right away.

The following tips will help keep your home comfortable in the coming months:

- ◆ Make sure your lanai door and all windows are tightly closed for efficient use.
- ◆ Turn your heat on every few months to keep the furnace coils in good condition and free of dust.
- ◆ Replace the filter every 30 days. A clean filter is important for heating and air conditioning efficiency. Filters are available for free in the clubhouse; just stop by and pick one each month!