



This packet contains all the information that you will need to make Spyglass your new home.

We're excited to see you around the property.

WELCOME HOME!

LET'S CONNECT



Hours
Mon - Fri: 9 a.m. - 6 p.m.
Sat: 10 a.m. - 3 p.m.

Call or Text 
(352) 373-6330
Spyglass@CMCApt.com

SpyglassApts.com

Your New Address

701 SW 62nd Blvd. Apt #
Gainesville, FL 32607



COMMUNITY INFORMATION



OFFICE HOURS

Monday - Friday from 9 a.m. to 6 p.m.
Saturday from 10 a.m. to 3 p.m.

OFFICE PHONE AND FAX

Phone: (352) 373-6330
Fax: (352) 336-3951

We utilize text messaging at Spyglass. You may opt in on the resident portal to receive information via text message to assist in your stay at our community, such as:

- Resident Activities
- Property Inspections
- Scheduled Maintenance Updates
- Rent Payment Alerts
- Renewal Rate Specials
- Local and Property Emergencies

At any time you may text **STOP** to be permanently removed from receiving text messages.

Spyglass guarantees that your cell phone number will not be sold or given to any third party for solicitation purposes.

EMERGENCY MAINTENANCE

After Hours Emergencies or Lockouts: (352) 505-6966.

After hour lockouts require a \$25 (before 10 p.m.) or \$50 (after 10 p.m.) cash fee due at the time we come to unlock your door. **No exceptions!** *If you do not have cash, electronic payments may be available.*

GATE CODES

Each resident will be issued a gate remote. You may also enter the four-digit gate code that changes monthly at the call box located next to the guard shack. You can sign up on the resident portal to see the codes or stop by the office!

FITNESS AND BUSINESS CENTER HOURS

Hours subject to change. You can check announcements on the resident portal to see the monthly door codes and any changes in hours.

POOL, JACUZZI, GRILLS, TENNIS, BASKETBALL & VOLLEYBALL COURTS

Hours subject to change. You can check announcements on the resident portal to see the monthly door codes and any changes in hours.

BUS ROUTES

Bus stop located at the front entrance. Bus routes can change by semester. Stay up to date at Go-RTS.com.



COMMUNITY INFORMATION



RENT REMINDER

Rent is due on the 1st of each month. If rent is not paid by the end of day on the 3rd of the month (even if we're closed), a late fee equal to 10% will be added to your balance. An additional \$50 late fee is applied if your balance has not been paid by the 10th of the month.

Please Note: We do not bill you each month for rent. You are responsible for making payments on time.

PAYMENT METHODS

Checks, Money Orders and Cashier Checks are accepted in the office.

You can pay your rent and any balance online at SpyglassApts.com or mobile app with an eCheck, Mastercard, Visa or Discover. *(There is a convenience fee for credit cards and a small \$1 fee for eCheck)*

HOW TO PAY ONLINE

Click "Resident Login" on SpyglassApts.com and login or register. If you're having trouble registering, please contact the office.

In order to make a payment, you'll first need to store a payment method. Once you set this up, you won't have to for future payments. After you have a payment method stored, you'll be able to click "Make a Payment" from the main screen.

Note: *Upcoming rent due may not always be reflected in the balance. Contact the office for any balance inquiries.*

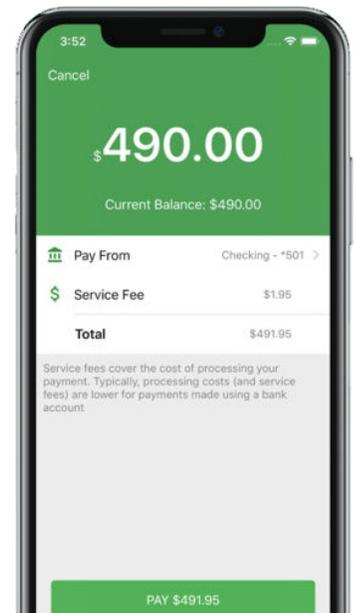
AUTO PAY

For your convenience, you can create recurring monthly payments by choosing "Setup Auto Pay."

Auto pay is a great way to have your rent paid on time every month and one less thing to have to worry about in your already very busy life.

MOBILE APP

If you prefer making manual payments each month, the mobile app makes it easy to stay on top of your rent on the go. Search RENTCafe Resident in your app store to download.





FURTHER REMINDERS



SPYGLASS NEWS

We frequently text updates or email to inform you of outstanding balances, upcoming events, current issues and concerns. Please read these notices so that you have the most up-to-date information available. Make sure you add SpyglassApts@CMCApt.com to your safe senders.

CONTACT INFORMATION

You are responsible for providing accurate phone numbers and email addresses to office staff at all times during the lease term. In order to receive text messages and emails, all contact information needs to be up-to-date.

PEST CONTROL

Our pest control service is on-site Friday mornings. If you should require pest control in your apartment, please let the office staff know as soon as possible. Should you have any further questions or concerns, please let us know.

TRASH

Help keep our community clean! We use a trash compactor at our community and encourage you to press the green start button after each visit. This will prevent the compactor from getting jammed and reduce overflow. We also offer on-site recycling for cardboard and paper/plastic products in an assigned recycling dumpster nearby.

MAIL AND PACKAGES

Mailboxes are shared by all roommates (one per apartment).

We do **NOT** accept packages in the office on your behalf.

Incoming mail must have a current resident's name and correct apartment number or it may be returned to sender.

INSURANCE

Please note that your lease requires that you carry renter's insurance with liability and personal content coverage your entire lease term. If it is canceled at any time of your lease, you will be subject to pay additional fees.

CAUTION FIRE HAZARD

Do not place cardboard boxes on top of your stove! Even if you believe that your burners are off, knobs can accidentally be turned and a fire can quickly ignite in your kitchen.



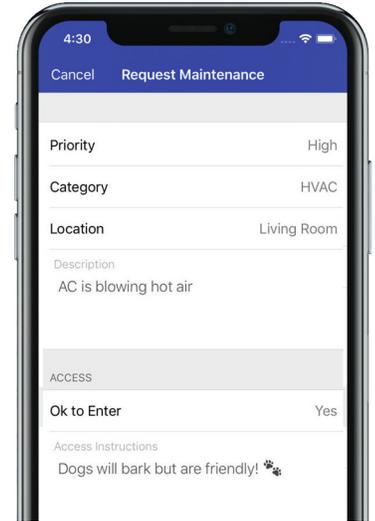
MAINTENANCE INFORMATION



We urge you to put in maintenance requests as soon as you realize a repair is needed. Requests can be put in online, by mobile app or by calling the office. Our maintenance team is available Monday through Friday until 4:30 p.m. Most maintenance requests are taken care of within 24 to 48 hours.

Please call (352) 373-6330 or our after hours number (352) 505-6966 if you have an emergency so we can address it immediately:

- » Floods
- » Water leaks (**MUST BE REPORTED IMMEDIATELY**)
- » Non-operational toilets when only one toilet is available
- » A/C units not cooling when outside temperature is 75+ degrees
- » Refrigerator is not cooling



HELPFUL WORK ORDER TIPS

Electrical Issues

- First, check your breakers. If the outlet(s) in kitchen or the bathroom is out, then press the reset button on one of the G.F.I. outlets (located in kitchen and in one of the bathrooms).

Garbage Disposal

- Run water in the disposal while it is operating.
- If it is not working, try pressing the reset button located under or on the side of the disposal
The reset button is a red square button (call maintenance if that doesn't work).
- Do **NOT** use Drano or any other chemical drain cleaner.
- The following items are **NEVER** to be placed in the garbage disposal: egg shells, potato peels, bones, pasta noodles, fruit peelings, cooked rice, coins, utensils, plastic, glass or bottle caps. **PLEASE** be very limited to the items placed in your garbage disposal as the disposals are not industrial strength.

Dishwasher

- Check the garbage disposal to see if it is full of food (could cause issues for dishwasher).
- If leaking: Did you use the correct dishwashing soap?
- Please do **NOT** use liquid detergent (i.e., Dawn, Joy, etc.).

Toilet

- We recommend purchasing a plunger.
- If the toilet is overflowing, turn the water off (the handle is located on the wall below the toilet – twisty-knob).
- Please do **NOT** put female or male products in the toilet.
- Please do **NOT** put paper towels in the toilet.
- If the toilet is running constantly, it generally means that the flapper is not dropping down as it should. Carefully shake the toilet handle a few times to see if you can help the flapper drop. If that does not work, please contact the office.



MAINTENANCE INFORMATION



Bathtub/Sink

- If tub/sink is not draining properly, please contact the office. Do **NOT** use Drano.

Heating & Cooling Systems

- Make sure the heat/cool setting is on AUTO.
- Make sure the A/C filter is clean. Please note that apartments with pets require more frequent filter changes. A/C filters are available in the office.
- If the A/C is frozen, turn the system off and turn the fan on. **Call office immediately.**
- If you smell some smoke when turning on the heat, keep heat on to burn off the dust that is on the heat strips. If smell persists for long period of time, please turn heat off and call the office.

Ceiling Fans

- If the ceiling fan and/or light will not come on, please check to be sure that the pull chain is turned on and a light bulb is in the fixture.
- Please do **NOT** put any type of stickers on ceiling fan blades, because they throw the fan off balance.

Washer

- Do **NOT** overload with clothes. They will **NOT** come clean, and it will throw the washer off balance.
- Washing your clothes in **COLD** water will save energy.
- Unfortunately, the units are not big enough for comforters, so **PLEASE do not** wash your bed comforters in the washing machines.

Dryer

- Clean lint filter **after every load**. Not only is it a fire hazard, if the lint trap is not cleaned, it can cause the drying time of your next load of laundry to be as much as 3x longer!

TIPS FOR KEEPING YOUR UTILITY BILL LOW

Summer Months

- Set thermostat at 76 degrees or higher.
- Setting the thermostat to the lowest setting does not cool your home any faster.
- Use ceiling fans and set thermostat 2 to 3 degrees higher.
- Shade the east-west facing windows from the sun.
- Keep windows and doors tightly shut when using the air conditioner.

Winter Months

- Set your thermostat at 68 degrees or lower during the day.
- Lower your thermostat 5+ degrees at night.
- Setting the thermostat higher does not heat your home any faster.
- Keep your blinds or curtains open on sunny windows and close them at night.



PET RULES & INFORMATION

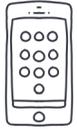


Below are some simple tips for pet owners:

- Pets are not permitted unless approved in advance by the office. Please stop by to sign a pet lease and pay the applicable security deposit and pet rent. Any pets not pre-approved by the office with applicable pet lease will incur double fees.
- Please keep any dog, cat or authorized pet allowed on a leash at all times that the pet is outside your apartment or the dog park. Please remember that this is not only a community rule but is an Alachua County Ordinance: *"A dog owner has a duty under Section 72.12 to maintain "physical control" of the dog when the dog is off the owner's property. Off the owner's property includes streets, parks, public property, and private property of others."*
- Do **NOT** leave any pet(s) tied outside of your apartment in any common area, such as walkways, stairwells, courtyards, patios and balconies, etc.
- Pets should only be walked in designated areas. Please be considerate of other residents and do not interfere with others' enjoyment of the premises.
- Please pick up after your pets. Let's face it, there's nothing fun about stepping in poop. Please do not allow your pets to defecate on the streets or sidewalks.

Don't forget to stop by and enjoy the dog park and dog wash!





IMPORTANT PHONE #'s



UTILITIES

Gainesville Regional Utilities (GRU.com) (352) 334-3434

CABLE AND INTERNET SERVICE

Cox (Bulk Account) (855) 512-8876

Epproach (24/7 Internet Support Team) (877) 364-5907

UNIVERSITY OF FLORIDA

Financial Aid (352) 392-1275

UF Bookstore (352) 392-0194

Marston Science Library (352) 273-2851

Library West (352) 273-2525

Career Resource Center (352) 392-1601

UF Police Information Line (352) 392-5447

SANTA FE COLLEGE

Financial Aid (352) 395-5480

Bookstore (352) 327-9777

Santa Fe Library (352) 395-5406

POLICE

Non-Emergency (352) 955-1818

AREA HOSPITALS AND URGENT CARE

UF Health Consultation Center (352) 265-0943

UF / Critical Care (352) 265-0111

North Florida Regional (352) 333-4000

Emergency Physicians Medical Center (352) 872-5111

UF Counseling and Wellness Center (352) 392-1575

UF Student Health Care Center (352) 392-1161

Santa Fe Student Health Care Center (352) 381-3777



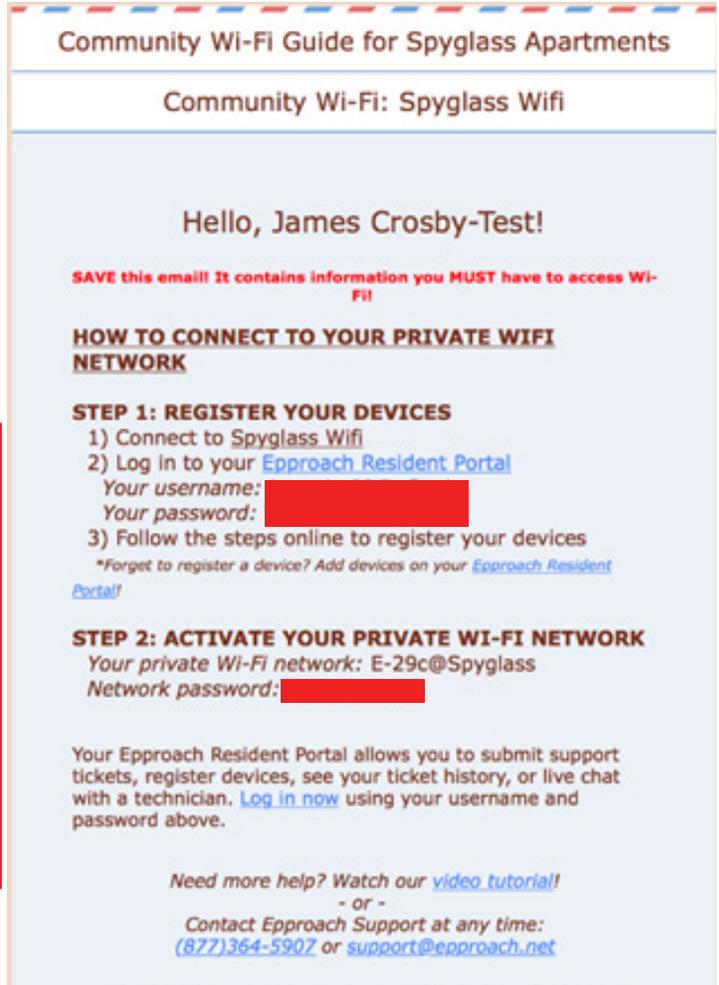
WI-FI REGISTRATION



ADDING DEVICES TO YOUR WI-FI

You'll receive an email that has instructions and links to setup your personal wifi. You'll need to follow these instructions and add each device that you want to have access to the Wi-Fi. We suggest printing or saving that email for future reference.

1. Connect to the public "Spyglass Apartments Wi-Fi"
2. Click the Epproach Resident Portal link from the email and login.
3. Scroll to the bottom of the portal homepage and click "Register a Device".
4. Select "Add a Custom Device" for each device you want to be connected.
5. Name each device and enter their MAC Address.
6. Repeat steps 4 and 5 for as many devices as you'd like to enter.
7. Connect your device to your apartment's wifi using the password provided in the email.



The MAC address is a set of numbers and letters formatted 11:A1:11:1A:A1:11 and is unique to each device. This address can usually be found in the wifi settings of each device. If you have an iPhone, the MAC address can be found by going to the Settings app, then selecting General > About and it is listed under Wi-Fi Address. For Android, you can go to Settings > About > Status and it is listed under Wi-Fi MAC Address.

Note: Passwords for the Epproach Resident Portal and Wi-Fi Networks are unable to be changed. Residents should save the original email as this has both passwords provided in it.



REMOTE PAIRING



PAIRING REMOTE TO YOUR TV

Press and hold **SETUP** until the **POWER** button blinks twice.

Press the **POWER** button

Press and hold down the **DIGIT** button for your TV brand. If your TV brand is not listed, refer to **REMOTES.COX.COM**



DIGIT	TV BRAND	DIGIT	TV BRAND
1	Insignia	6	Sanyo
2	LG	7	Sharp
3	Panasonic	8	Sony
4	Phillips/Magnavox	9	Toshiba
5	Samsung	0	Vizio

Let go of the button when your TV shuts off.

2 BLINKS - SUCCESS

1 BLINK - FAILURE

RESET REMOTE TO MINI-BOX

When remote isn't working with the mini-box at all:

- Hold the "setup" button until the power button blinks twice.
- Enter the following code "982" on the remote keypad.

PAIR REMOTE TO MINI-BOX

Make sure to point the remote directly at the white mini-box

- Press the "Cox" button on the remote. This should bring up a menu on the television screen.
- Navigate with the arrows on remote to "Customer Support" and press "Select."
- Next scroll to "Technical Support" and press "Select."
- Then move toward the "Pairing your remote" section and press "Select." You will then see instructions on the screen on how to pair your remote.

The following process must be completed while instructions on the screen are still being displayed

- First, hold the "Setup" button until the "Power" button blinks twice.
- Then, press the "Cox" button while pointing at white mini-box.
- You will see a three digit code displayed on the screen.
- While pointing at the mini-box enter this code on the remote keypad.

The television should then display that your remote has been paired successfully.



CHANNEL LINE-UP



3	WUFT/PBS Gainesville	39	Headline News
4	WGFL/CBS Gainesville	40	Univision
6	WRUF/IND Gainesville	41	Nickelodeon
7	WCJB/ABC Gainesville	42	Disney Channel
9	WNBW/NBC Gainesville	43	Cartoon Network
10	WCJB/CW Gainesville	44	Comedy Central
11	WGFL/MyNetwork TV Gainesville	45	TNT
12	Alachua County Ed. Gov't Access	46	Turner Classic Movies
13	WOGX/FOX Ocala	47	The History Channel
14	WGN	48	SunSports
15	Yurview	49	Bravo
18	ION Television	50	CMT
19	WJXT/IND Jacksonville	51	SyFy
20	QVC	52	AMC
21	Leased Access	53	TLC
22	Home Shopping Network	54	TV Land
23	FX	55	Freeform
24	Lifetime	56	QVCHD
25	Discovery Channel	57	WACX
26	ESPN	58	Travel Channel
27	ESPN2	59	Food Network
28	A&E	60	OWN
29	USA Network	61	Animal Planet
30	E!	62	Fox Sports 1
31	Weather Channel	63	MSNBC
32	Paramount Network	64	CNBC
33	NBC Sports Network	65	The Golf Channel
34	VH1	66	HGTV
35	MTV	67	TBS
36	BET	68	SEC
37	CNN	69	SEC 2
38	FOX News Channel	70	Fox Sports Florida



CHANNEL LINE-UP



72	Hallmark Channel	246	We TV
73	Game Show Network	267	Fox Sports 2
74	Fox Business Network	300	HBO HD
75	FXX	301	HBO2E
80	CSPAN	302	HBO FE
81	CSPAN 2	385	EWTN
82	CSPAN 3	387	BYUTV
83	National Geographic	389	Inspirational TV
84	Pop TV		
85	Movieplex	1097	Universal
87	Hallmark Movies & Mysteries	1098	MTV Live
88	Jewelry TV	1099	Velocity
89	Galavision		
90	Unimas	901 - 950	Music Channels
97	Newberry Government		
103	ID		
105	Nick JR		
111	QVC		
112	WOGX/Movies		
113	WUFT/PBS		
114	WUFT/PBS World		
115	WNBW/Me-TV		
116	Comet TV, WNBW3		
130	EVINH		
136	BTYIQ		
137	HSN2		
220	Oxygen		

Please be sure mini-boxes and remotes remain in the room they were assigned.
Fees may apply if lost or stolen.