



# *Welcome Home!*

2024-2025 Resident Information Packet



SWEETWATER

# *Welcome to Sweetwater!*

We are so excited to have you as a resident and are looking forward to a great year together. This Resident Handbook is provided to inform you of our policies and procedures and help you become familiar with your new home. Please read the material carefully and contact the leasing office with any questions.

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# Building Information

## Leasing Office

### Hours:

Monday – Friday: 10 am – 6 pm

Saturday: 11 am – 4 pm

Sunday: 1 pm – 4 pm

Office Number: (352) 604-5695

Office Email: [leasing@sweetwatergainesville.com](mailto:leasing@sweetwatergainesville.com)

Emergency Maintenance: (352) 604-5695, select option for emergency maintenance



## Amenity Hours

Mailroom and Luxer Package Room: 24 hour access

Fitness Center: 24 hour access

Saunas: 24 hour access

Yoga Studio: 24 hour access

Rooftop Lounge: 24 hour access

Rooftop Pool: Dawn to dusk

### Daydreamer Cafe:

Monday – Friday: 9 am – 4 pm

Saturday – Sunday: 9 am – 3 pm

Hours may change seasonally, see [Instagram](#) for updates.

Download the Daydreamer app for **10% off** your order for the whole year when you use code **SWEETWATER10** at checkout.

# Living at Sweetwater

## Wi-Fi & Internet

Wi-Fi at Sweetwater is through WhiteSky. The Wi-Fi network name & password are provided on an information sheet that has been placed in your unit.

For issues with Wi-Fi please reach out to [support@whitesky.us](mailto:support@whitesky.us) or call (866) 755-8593.

## Mail & Packages

The mail room is located on the ground floor with 24-hour access. You have been assigned a mailbox number, which will be given to you with your keys.

Your mailing address is:

FIRST NAME, LAST NAME  
1225 W. University Ave.  
Apt #  
Gainesville, FL 32601

Please be sure to include your first and last name on all mail and packages, or you may run the risk of not receiving your package or mail.

If you receive a package, you will be notified by email. In this email, you will receive a one time code that you may use to enter the Luxer package room. You can access the Luxer package room at any time, with the one time code provided.

All meal prep deliveries need to be picked up by the end of the day they are delivered or they will be disposed of, as there is not refrigeration available at Rambler. All food deliveries (DoorDash, Uber Eats, etc.) should be met at the front of the building.

## Trash & Recycling

Trash and recycling chutes are located on each residential floor of the building.

You are responsible for your unit's trash. Trash bags should be disposed of in the trash shoot located in the trash room on each floor. If any trash is found outside of your apartment, you will incur a \$25 fine per bag.

All recycling should be disposed of in the recycling shoot also located in the trash room on each floor. Boxes must be completely broken down before they are thrown away or you may incur a fine.

## Printer

There are printers available for residents to use, located on the second floor common space. You will be able to wirelessly print, copy, scan, and fax from any device. Instructions are placed by the printer or follow the instructions below:

### To print by email:

1. Email attached documents to the printer at [sweetwatergainesville@printwithme.com](mailto:sweetwatergainesville@printwithme.com).
2. Open the auto-response email and follow the secure link.
3. Select your options and press "Print with Release Code" to receive a 6-digit code.
4. Enter the 6-digit on the printer using the touchscreen.

### To print by internet:

1. Visit [printwithme.com](http://printwithme.com)
2. Select your printer's location by clicking "Search for a Private Location" and enter your building's printer email address: [sweetwatergainesville@printwithme.com](mailto:sweetwatergainesville@printwithme.com).
3. Upload your file(s).
4. Select your preferred options and press "Complete Order & Print" to receive a secure release code.
5. Enter the secure release code on the printer's touchscreen.

## Parking

**Visitor/Guest Parking:** There is not parking available onsite for guests or visitors. Please instruct guests and visitors to find parking offsite.

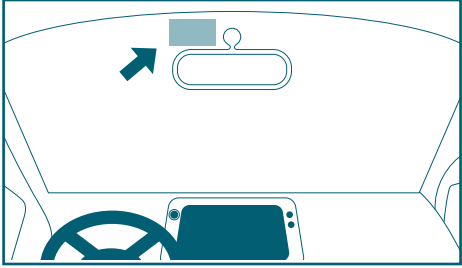
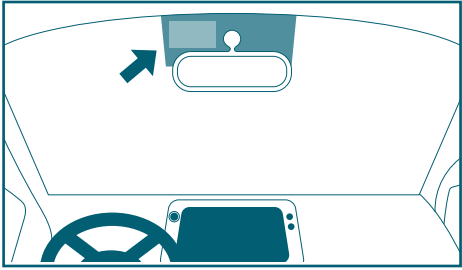
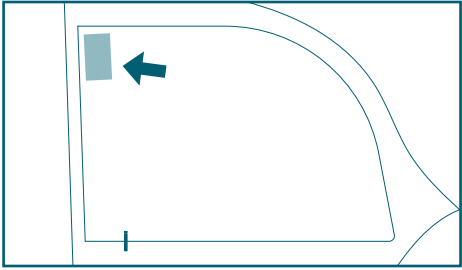
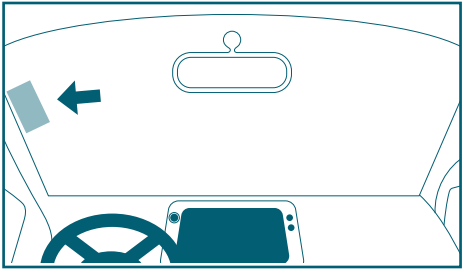
**Onsite Parking:** If you signed a lease with parking, you are free to park your car in the garage. Regular garage parking is first-come, first-serve spots. Instructions for attaching your parking sticker are on the following page.

**Offsite Parking:** If you do not have a parking spot at Sweetwater, the closest parking garage is the Southwest Downtown Parking Garage. You can learn more at <https://www.gainesvillefl.gov/Government-Pages/Government/Departments/Financial-Services/SW-Parking-Garage-Permits>.

## Attaching Your Parking Pass

Your parking sticker works best if the tag is attached to the windshield inside of the car. The ideal location of the tag depends on the characteristics of the windscreen. For typical cars, the tag is best attached to the top center of the windshield (or slightly off-center towards the driver's side) within the area cleaned by the windshield wipers, but not too close to the upper edge of the windscreen (a distance of 1.6" is recommended).

To test the performance of the tag, it is recommended to temporarily attach it (e.g. using adhesive tape) to a suitable area on the inside of the windshield. On particularly tall vehicles, the tag should be placed further down.

Windshield Type	Mounting Position	Illustration
Type A: Regular Non-metalized Windshield / No Heating Wires	Place centered in upper section of windshield (near rearview mirror) at least 1.6" from the edge.	
Type B: Metalized windshield with non-metalized area	Position centered within the non-metalized area (usually tinted and located at upper edge center).	
Type C: Fully metalized windshield or combined with heating wires	If reader is NOT mounted centrally over lane, place vertically on driver side window.  If reader is mounted centrally, then stick your hand out the side window and show the tag each time you enter.	
Type D: Windshield with integrated heating wires	Check tag in mounting position like Type A, otherwise mount it in wire-free area, as high up as possible, preferable centrally between windshield edge and wires.	

# Resident Portal

Your resident portal is where you'll manage all of your payments, including monthly rental installments and any additional fees, submit maintenance requests, update vehicle information, and more. Your resident portal can be accessed at any time at [sweetwaterapt.residentportal.com](http://sweetwaterapt.residentportal.com). This is where you can view your lease, make your monthly payments, and enter, view, or receive resident information.

## Paying Rent & Fees

Rental installments and monthly fees are due by the first of each month and are considered late on the 4th. Payments can be made through your resident portal. Log in at [sweetwaterapt.residentportal.com](http://sweetwaterapt.residentportal.com) and go to the "Payments" tab to see any balances owed. We accept checks, money order, cashier's check, and credit card/e-check online. We are unable to accept cash.

You can enroll in auto-pay to avoid any late fees. This will draft the monthly balance from your account on the 1st of every month. If you have any issues, please contact the front office at (352) 604-5695.

## Managing Parking & Vehicle Information

If you lease an onsite parking spot, you can add your vehicle under My Apartment > Vehicles. Click "Add Vehicle" to enter your Year, Plate, Number, State, Make, Model, and Body Color.

If your vehicle changes while you have a leased onsite parking spot, you'll need to update your vehicle information to avoid towing by going through the same process in the Resident Portal.

## Maintenance Requests

Maintenance work orders can be placed online in your Resident Portal. If you have any issues placing a work order, please contact the front office at (352) 604-5695.

### Maintenance Responsibilities for Residents:

**Clogged Toilet:** These water-efficient toilets cannot flush excessive amounts of toilet paper at one time. Also, sanitary napkins, paper towels, trash, etc. can not be flushed. If you do clog your toilet, you should use a plunger to remedy the problem. If you still need maintenance assistance, please call the office at (352) 604-5695.

**Clogged Garbage Disposal:** Glass and other foreign objects and material can clog your garbage disposal. Do not put any of these objects in your disposal. Please place a work order if you have a disposal problem (see Additional Charges).

**Dishwasher:** It is recommended that you use your dishwasher at least once a week and only use dishwasher detergent in the machine to avoid problems. Do not put any dish soap in the dishwasher.

**Thermostat:** A charge will be applied to any resident/unit responsible for A/C issues caused by resident damage or negligence.

**Insect/Pest Removal:** You are responsible for the removal of insects and pests caused by open window/doors, improper removal of trash and food, or any situation in which your actions cause an infestation of pests/insects.

We have a pest control company that services, once per week for non-resident caused pests. If pest control is needed on a nonscheduled day, the resident will be responsible for the extra charge. Pest Control comes to Sweetwater every Friday.

**Light Bulbs:** You are responsible for the replacement of light bulbs. If you need assistance, please place a work order for maintenance. If Sweetwater provides the light bulb, the resident account will be charged \$5 per light bulb.

## Emergency Maintenance

24-hour emergency maintenance is available for residents. After community office hours, emergency maintenance requests can be reported by calling the front office and selecting the emergency maintenance option at (352) 604-5695. The resident must be at the apartment to allow entry for maintenance, except in case of emergency whereby imminent or ongoing damages are occurring.

Don't forget you must notify our office and/or emergency maintenance immediately if there's any issues that may arise that could potentially cause damage to the apartment or property.

### Emergency Maintenance Situations:

- No heat or air conditioning during extreme weather conditions (A/C units before dark)
- Electrical or gas failure of any nature
- Overflowing toilet
- Stopped-up toilet if only one is available
- Water problems – leaks, severe plumbing, and broken pipes
- Malfunction of an essential appliance
- No hot or cold water
- Any unsecured entry
- Broken windows
- Any threatening situation: fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors)
- Any situation that may cause property damage or bodily injury

## Additional Charges

Additional charges will be incurred, outside of your standard rent installment, in the following situations.

**Locked Out of Apartment:** Photo Identification is needed to be let into the apartment. There will be a \$75 charge after hours.

**Lost Key Fob:** If a resident reports a lost key fob a replacement key fob may be purchased for \$100.

**Lost Bedroom Key:** If a resident reports a lost bedroom key, a replacement key may be purchased for \$50.

**Mailbox Keys:** A replacement key is \$25. If all mailbox keys are lost, then a lock change is needed.

**Trash:** Residents are responsible for removing any trash around the outside of the apartment. If there are trash bags or litter/debris found near your apartment or found to be belonging to your apartment, you will be charged \$25 for each bag removed with a minimum charge of \$25 per incident. Trash should properly be disposed in the trash chute located on each floor.

**Maintenance Calls:** Calls for clogged toilets and/or garbage disposals will be a \$25 charge or more, depending on the work parts needed. Any work orders resulting from tenant negligence will result in a charge assessed.

**Returned Checks:** There is a \$30 fee for any and all returned checks. After two returned checks we will no longer accept personal checks, the resident will have to pay rent with a credit card, money order or certified check.

**Late Rental Fees:** If rent is not paid by the third of the month, a \$50 late fee will be posted to your account on the fourth.

# Conservice & Utilities

## Accessing Your Online Account

The [utilitiesinfo.com](http://utilitiesinfo.com) website is the one-stop location for all your Conservice account information. With this mobile-friendly site you can:

- View balance\*
- View, download, and print current & past bills
- View account monthly utility usage
- View account history
- Adjust key settings
- Monitor recent account activity

\*Your monthly utility bill will be posted on your resident portal for payment. You do not need to pay through Conservice.

## Getting Started

To log in for the first time, use the account number (username) and web pin (password) located on your billing statement. For security reasons, you will be prompted to change your password during your initial log in. If you have trouble logging in, please call (866) 254-4577.

To simplify your utility payment process, Sweetwater has partnered with Conservice for the monthly billing of your utility charges.

You will receive a monthly invoice for your utility service costs, which will be posted on your resident portal. This invoice will be calculated in accordance with the utility addendum that you signed at the commencement of your current lease agreement.

Conservice is committed to providing quality customer service. Their Utility Experts are available during extended business hours (M-F, 8 am – 10 pm EST) to answer any questions you may have regarding the utility portion of your monthly invoice.

Call (866) 254-4577 to speak with a live representative or use the online chat and email features at [utilitiesinfo.com](http://utilitiesinfo.com).

## Save money and the planet with these conservation tips!

### Energy Conservation Tips

- Turn your computer and display device or monitor off when not in use.
- Unplug cell phone chargers, curling irons, hair dryers, etc. when not in use.
- Turn off lights when not in use.
- Separate clothes drying loads into heavy and lightweight items, and clean the dryer lint filter after each load.
- Make sure furniture, curtains and rugs don't block the flow of air from vents and air registers.
- In the winter, open the curtains and shades to let the sun warm your home naturally.
- Set your thermostat a few degrees lower in the winter and higher in the summer.

### Water Conservation Tips

- Don't let the faucet run while you clean vegetables. Rinse them in a filled sink or pan.
- Don't use your toilet as an ashtray or wastebasket – throw trash in a garbage can instead.
- Shorten your showers. Even a one- or two-minute reduction can save up to 700 gallons per month.
- Turn off the water while brushing teeth and shaving. This simple step can save up to three gallons each day.
- When washing dishes by hand, use the least amount of detergent possible, minimizing rinse water needed.