

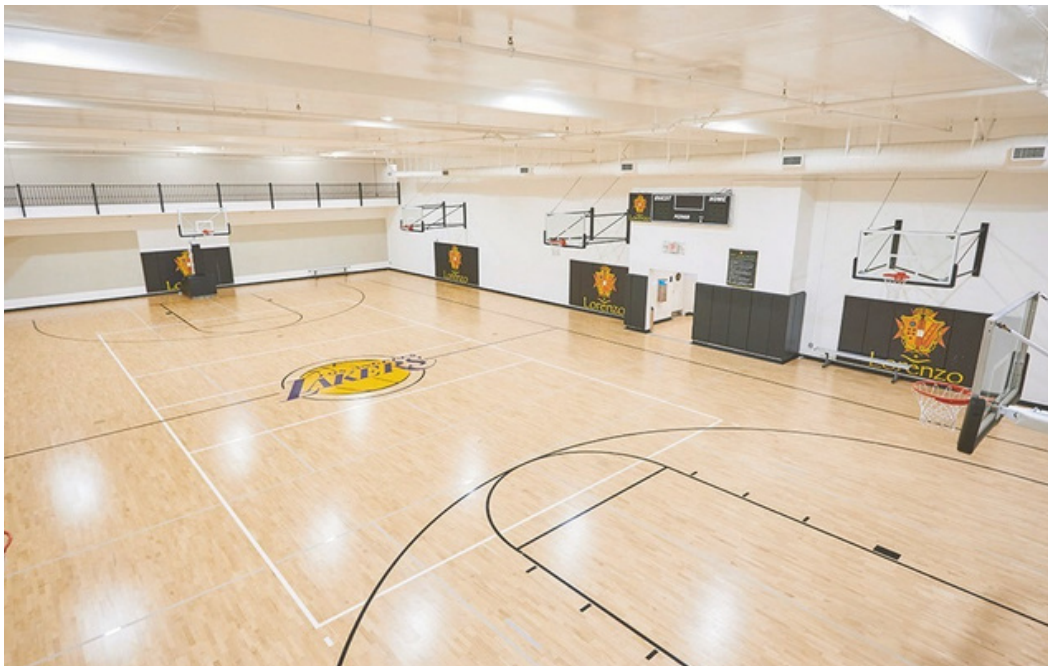
# LORENZO

WELCOME HOME



MOVE-IN GUIDE 2022





# WELCOME HOME



We are excited to welcome you to your new home and are committed to making your Lorenzo move-in experience as easy as possible. We have created a quick checklist of what you will need to move in and what to expect during the “BIG” move-in day, August 16th, 2022. Please expect some lines as we will be welcoming our incoming residents. You can minimize the time you spend at registration by completing the following ahead of time:

- Pay online. Paying in advance will expedite your move in process. Log in at: <http://bit.ly/zoportal>
- See important payment information on the Frequently Asked Questions page.
- Sign up for Renter’s Insurance at [www.necessaryinsurance.com](http://www.necessaryinsurance.com)

## 1

### PREPARE AHEAD



Before you arrive make sure you have signed up for your renter’s insurance and pay any rent, fees, and deposits outstanding. You can still pay by logging onto <http://bit.ly/zoportal>. See important payment information on the Frequently Asked Questions page.

To sign up for renter’s insurance go to [www.necessaryinsurance.com](http://www.necessaryinsurance.com)

## 2

### KNOW WHERE TO PARK



Enter the following address into your GPS: 244 West 23rd Street, Los Angeles, CA 90007 (Look for signage)

This will take you to LATCC Guest Parking Garage where you can park your vehicle. From this location, refer to the map and walk to Lorenzo’s Main Courtyard. Shuttles will also be available.



Those who are taking Uber/Lyft must be dropped off in the main roundabout located off of W Adams Blvd. Please do



not enter the Lorenzo driveway as this will cause unnecessary traffic congestion. Refer to our Move-In Parking Map for Drop-off location.

## 3

### WELCOME TO CHECK-IN



The Lorenzo Welcome Check-In Station is located at the Lorenzo main courtyard. (Enter the following address into your GPS: 325 W Adams Blvd, Los Angeles, CA 90007)

**Have your government issued photo identification ready when you arrive at check-in.** Here you will be directed to pick up your keys ONLY IF you have a complete lease file. This includes payment of August rent and renter’s insurance.



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## LEASING FILE **NOT** COMPLETE?



We highly recommend that you ensure your file is complete and all payments are made prior to moving in. When visiting the check-in table in the main courtyard, you will be provided a red or yellow card if your lease file is not fully complete. If paperwork is missing from your lease file, you will be directed to the Basketball Court and/or Resident Services to complete your file. This includes August rent and renter's insurance. All payments must be completed before residents may check in. Please note there may be considerable wait times if your file is not complete.

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## MOVE-IN DAY REMINDERS



To decrease the amount of traffic at the Lorenzo during move-in, we kindly ask that each resident bring limited luggage. In order to assist your move-in, complimentary carts are available for usage at our cart rental locations. Look for the CART STATION for assistance. Valid photo ID is required to rent moving carts. There will also be an UNLOADING ZONE on W 23rd between Flower St. and Grand Ave to drop off your luggage. There is no parking in the UNLOADING ZONE. Guest parking is available on the corner of Grand and W 23rd, follow the signage.

6

## PARKING YOUR REGISTERED CAR



If you DO NOT have registered parking at The Lorenzo go to step #7. **ALL FUTURE RESIDENT PARKING MUST BE RESERVED IN ADVANCE.** If you have registered parking at The Lorenzo, you can park in your assigned space. Insert your key fob into the fob reader for garage access and park in your assigned space. You can enter the Resident Parking Lot on Adams Blvd or 23rd Street.

**If someone else is parked in your assigned space please notify Courtesy Patrol and do not park in any other reserved space.**

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## FINDING YOUR APARTMENT



Our elevators are numbered and color coded. Proceed to the elevator closest to your apartment. Our apartments are stacked and labeled based on 4 digit numbers. Please note that only the last three digits of the apartment are shown on the map. (For example, if your apartment number is 3134 you locate #134 on the map and proceed to the 3rd floor. The first digit is your floor number and the last 3 digits are your apartment number.) For help finding your apartment please refer to the property map.

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## COMPLETE YOUR UNIT INSPECTION



Once you have made your way to your new home, please take some time to inspect your unit and fill out the Unit Inventory Form 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.**

*express move in*

**SKIP THE LINE**

**PAY YOUR AUGUST RENT &  
SUBMIT RENTER'S INSURANCE  
BY AUGUST 7TH FOR**

**EXPRESS MOVE IN**  
& ONE LUCKY PERSON WILL GET TIME IN THE  
**MONEY MACHINE!**



**FOLLOW US ON INSTAGRAM FOR MORE SPECIALS**  
**@lorenzoapts**



\*CONDITIONS APPLY. LEASE MUST BE FULLY EXECUTED. ONE RANDOMLY SELECTED RESIDENT WILL BE CHOSEN TO SPEND 15 SECONDS IN THE MONEY MACHINE. MANAGEMENT RESERVES ALL RIGHTS.

# MOVE-IN PARKING MAP



 REGISTRATION / BASKETBALL COURT

 CHECK-IN

 CART RENTAL STATIONS

 UBER / LYFT DROP-OFF

 ELEVATOR

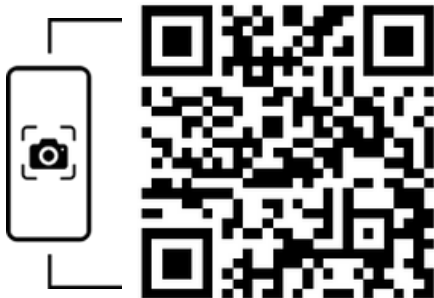
 UNLOADING ZONE

# reserving resident parking

**TO RESERVE PARKING:** For any current or incoming residents with a vehicle, you **must be registered to park at Lorenzo.** To submit vehicle information, please go to the Parking Attendant (link and QR code below) to **request resident parking no later than August 8, 2022** after which you will be emailed a parking contract to sign. Due to the high volume of move ins, any requests submitted after August 8th will not be processed until after your move-in day.

To register your vehicles on Parking Attendant, scan or go to:

[thelorenzo.parkingattendant.com](http://thelorenzo.parkingattendant.com)



## How to Submit a Parking Request:

1. Find image file of resident's drivers license, vehicleregistration, and insurance.
2. Go to [thelorenzo.parkingattendant.com](http://thelorenzo.parkingattendant.com)
3. Choose "Resident Parking Request"
4. Complete required fields
  - a. NOTE: Completing this form is a request for parking - your vehicle is not permitted to park until management confirms your space assignment. Incomplete requests, missing/invalid documentation, and incorrect unit/bed will result in the denial of your parking request.
5. Management will confirm your vehicle is registered when you receive your parking assignment and vehicle decal on move in day.

Here is an instructional video of the parking request process:

<https://vimeo.com/730372572>

## **IMPORTANT DATES:**

- **August 8th:** Last Day to Request Parking Prior to Move In
- **August 23rd:** Last Day to Register Your Vehicle

**NO PARKING WILL BE ASSIGNED BETWEEN AUG. 9TH-21ST  
PARKING REGISTRATION WILL RESUME ON MONDAY, AUGUST 22ND.**

# resident parking decals

## **Smart Decal Application** *for Inside Windshield Placement*

Dear Future Resident,

If you have been assigned parking in advance you will receive a smart decal sticker given to you with your keys in the basketball courts. Each Smart Decal has a unique ID number and QR code, and will be registered to your vehicle, apartment, and parking space number. Please apply your decal on your vehicle right away. Vehicles that do not have the decal visible, and/or vehicles that do not match the registered vehicle's information on file will be towed at the owner's expense.

### **How to Apply:**

1. Clean and dry the surface before applying your decal
2. Apply your decal to glass surface only
3. Apply in temperatures between 32° and 90° F
4. Carefully peel the decal from the paper lining by starting at the corner
5. Be careful not to touch the adhesive
6. Starting in the center, apply even pressure across entire decal to ensure proper bonding

### **Where to Apply:**

Inside of lower windshield, drivers side

Be sure the decal is not placed in tinted area of window





# WHAT TO BRING

We know that packing for school can be difficult, and we want The Lorenzo to feel like home. Although our apartments are furnished there are a few items you should be sure to pack, and a few others you might want to consider! We can't wait to welcome you home!

## Room:

TWIN XL (SHARED) or KING BEDDING (PRIVATE)  
DESK LAMP  
COFFEE MUG  
CLOTHING HANGERS  
SHOE HANGER/RACK  
EYE MASK & EAR PLUGS  
PERSONAL PHOTOS/DECOR  
SMALL LOCK FOR SAFETOWELS  
SURGE PROTECTOR

## Bathroom:

TOILET PAPER  
HAMPER  
ROBE  
TOILETRIES  
BATH MATS  
TISSUES  
HAND SOAP  
TRASH BIN

## Common Area:

FLOOR LAMP  
HDMI CORD  
TRASH BIN  
WATER FILTER  
DISHWARE  
FLATWARE  
FIRST AID KIT  
MOP/SWIFFER  
CLEANING SUPPLIES  
IRON/STEAMER  
LAUNDRY DETERGENT

# I.T. SUPPORT

PROVIDED BY

aerio  
connect

## HOW DO I GET ONLINE?

You can now register before you move in!

What you'll need to sign up as a resident:

- Resident ID Number (will be emailed first week of August)
- A valid email address

Go to [www.thelorenzo.com](http://www.thelorenzo.com) and select the IT Support tab. Next select 'Get Connected' button or under Account Sign-up select "Click to get connected" and 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, call our support line at 887.446.7462.



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

Please call the Aerio Support Line at 213.514.5790 or email [GoSupport@aerioconnect.com](mailto:GoSupport@aerioconnect.com)



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

Please call the AerioConnect Support Line at 213.514.5790 or email [GoSupport@aerioconnect.com](mailto:GoSupport@aerioconnect.com)



### can i get my own modem/router?

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



### AERIOCONNECT TECH DIRECT OFFICE PHONE NUMBER

213.514.5790



### AERIOCONNECT TECH DIRECT OFFICE HOURS

AerioConnect Tech Direct is your onsite technical support located by the package room. Monday - Friday 2PM-10PM



### 24/7 Aerioconnect Tech Support Hotline

877.446.7462

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

# MOVE-IN DAY FAQs

## WHAT ARE MY PAYMENT OPTIONS?

For your convenience the Lorenzo accepts the following payment options:

**Visa** - \$37/transaction convenience fee - \$5,000 maximum per transaction.

**MasterCard & Discover** - 2.95%/transaction convenience fee - \$9,000 maximum per transaction.

**ACH - FREE!** We require the first months rent to be paid in certified funds (credit card, cashiers check, etc) however on move in day we encourage you to sign up for automatic payments by setting up ACH. If you have your account and routing number with you on move in day our team will personally help sign you up! Save money with ACH!

## IMPORTANT REMINDERS TO AVOID PROCESSING DELAYS IF YOU ARE PAYING WITH A CREDIT CARD:

If you are using an international credit card we strongly encourage you to inform your bank before trying to make payment as they will often decline the charge if it is a large international transaction.

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.*

## WHEN IS MY RENT DUE?

Rent is due August 1st (including utility fee) along with a mandatory one-time \$25 mattress cover fee. Please ensure you submit payment to confirm your unit placement and speed up your check in process. Your 2nd rental installment is due September 1st and then the 1st of each month for the rest of your lease term.

## WHAT IS A SEMI-OCCUPIED UNIT?

Many residents will be placed in currently occupied units. The common areas may be in use and contain the personal belongings of current residents occupying the other bed spaces within the apartment. We will be communicating the recommended cleaning guidelines to all current residents. Your individual bed space will be painted and cleaned prior to your move in. The exact condition of the common areas, which include kitchen, living room, laundry room and shared bathroom will be based on the residents currently occupying the apartment. Though we do attempt to clean/paint common areas, we cannot move or touch personal belongings making the common area spaces very difficult to clean.

## CAN I CHANGE MY UNIT ASSIGNMENT?

No, all unit and roommate assignments are completed in our RoomChoice placement system, and this close to move in no additional changes may be made.

## WHAT IF I NEED TO MOVE IN EARLIER THAN AUGUST 16?

Due to the time constraints of performing maintenance on 2500 bed spaces, early move in is not available.

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#### **WHAT IS THE LATEST TIME I CAN CHECK IN ON MOVE IN DAYS?**

Check-in will be available on August 16th - August 18th between the hours of 10:00 AM and 6:00 PM.

**If you plan on arriving after 6:00 PM, please secure hotel accommodations and check in the next day.**

#### **WHAT IF I PLAN TO MOVE IN AFTER AUGUST 18?**

If you plan to check in after the designated move-in day, please visit the Leasing Office during regular business hours from 11:00 AM to 6:00 PM Monday - Friday. No weekend move-ins will be processed.

#### **CAN SOMEONE OTHER THAN MYSELF PICK UP THE KEYS?**

Keys may be picked up only by the Leaseholder with government issued photo identification. Approved Guarantors are able to pick up keys without the Leaseholder present only if the Leaseholder gives written permission.

#### **CAN I REQUEST TO HAVE THE FURNITURE REMOVED?**

No. All of the units at Lorenzo come fully furnished. We are not able to remove furniture packages and residents are not permitted to remove furniture themselves.

#### **WHAT FURNITURE IS PROVIDED?**

The Lorenzo units are fully furnished with beds, drawers, a desk and a desk chair in each bedroom. In the living room area, there is a sofa, an oversized chair, coffee table, end table, entertainment center with a 46" Samsung TV, 2 bar stools and a kitchen table with chairs. Our kitchen includes designer stainless steel appliances, including a refrigerator with ice maker, gas ranges, a built in microwave oven, a multi-cycle dishwasher, a double stainless steel sink with a disposal, spacious pantries, and a full size washer and dryer.

#### **WHAT DO I NEED TO BRING WHEN I MOVE IN?**

These are the following items not included in your unit that we suggest that you bring: Bedding (our beds are twin XL with memory foam mattresses. If you have a private room the two twin beds can be pushed together to form a King size bed), towels, additional lighting such as desk lamps for your bedroom and floor lamps for the common area, pots, pans, dishware and silverware for the kitchen, a hamper, trash can and any additional personal items that would make your stay more comfortable.

#### **CAN I MAIL PACKAGES AND BOXES TO MYSELF PRIOR TO MOVE IN?**

Unfortunately no. Since we house over 3,600 residents, all packages are scanned to verify they are addressed to a resident before we accept them. Since you have not yet moved in, your items will be returned to sender. We apologize for any inconvenience.

#### **CAN I BRING A UHAUL OR LARGE STORAGE POD TO UNLOAD?**

No. Since the property is in a high traffic area, we do not have space for large trucks or pods to be delivered or unloaded. Please understand we will not permit any vehicles larger than an SUV onto the property due to space limitations and safety concerns.

*Courtesy Patrol is on duty 24/7!*

**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**



# SOCIAL MEDIA



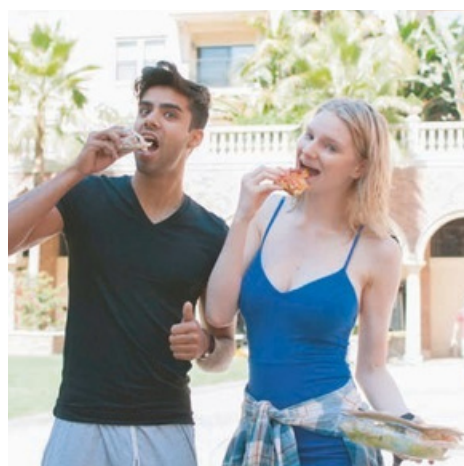
[facebook.com/lorenzoapts](https://facebook.com/lorenzoapts)



[instagram.com/lorenzoapts](https://instagram.com/lorenzoapts)



[snapchat | lorenzonearusc](https://snapchat.com/lorenzonearusc)



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

# PLACES AROUND DOWNTOWN

## metro expo line

THE FOLLOWING LOCATIONS ARE ALL ACCESSIBLE CONVENIENTLY THROUGH THE METRO EXPO LINE LIGHT RAILS!

**1**  **7TH/METRO CENTER**  
Red Line / Purple Line / Blue Line / Gold Line

**2**  **FIG/7TH**  
H&M / ZARA / Target / Five Guys / Sprinkles / Chick-fil-a

**3**  **FLOWER/7TH**  
Starbucks / LA Fitness / Macy's Plaza

**4**  **FIG/OLYMPIC**  
L.A. Live / Regal Cinemas / ESPN Bar

**5**  **9TH/FLOWER**  
Ralphs / Coffee Bean / Starbucks

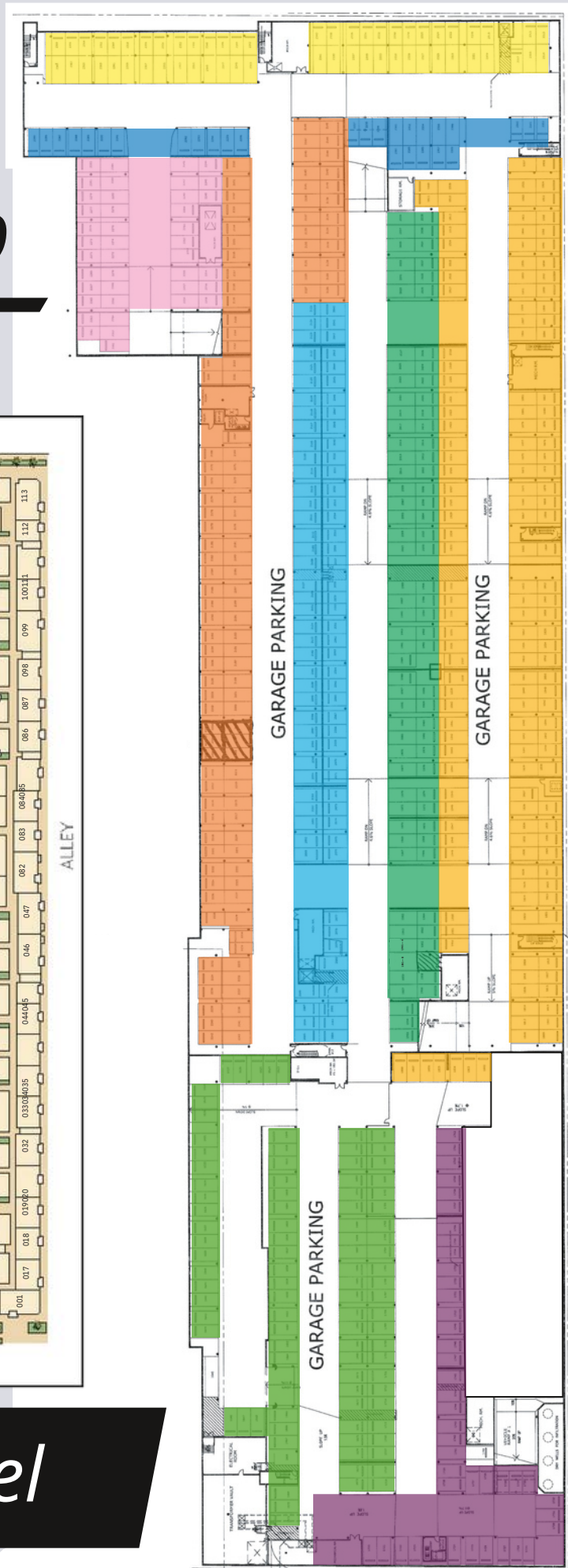
**6**  **8TH/GRAND**  
Whole Foods Market / FIDM

**7**  **WILSHIRE/HOPE**  
86°C Bakery / Jinya Ramen Bar / Wells Fargo

**8**  **7TH/HOPE**  
Walgreens / Rite Aid

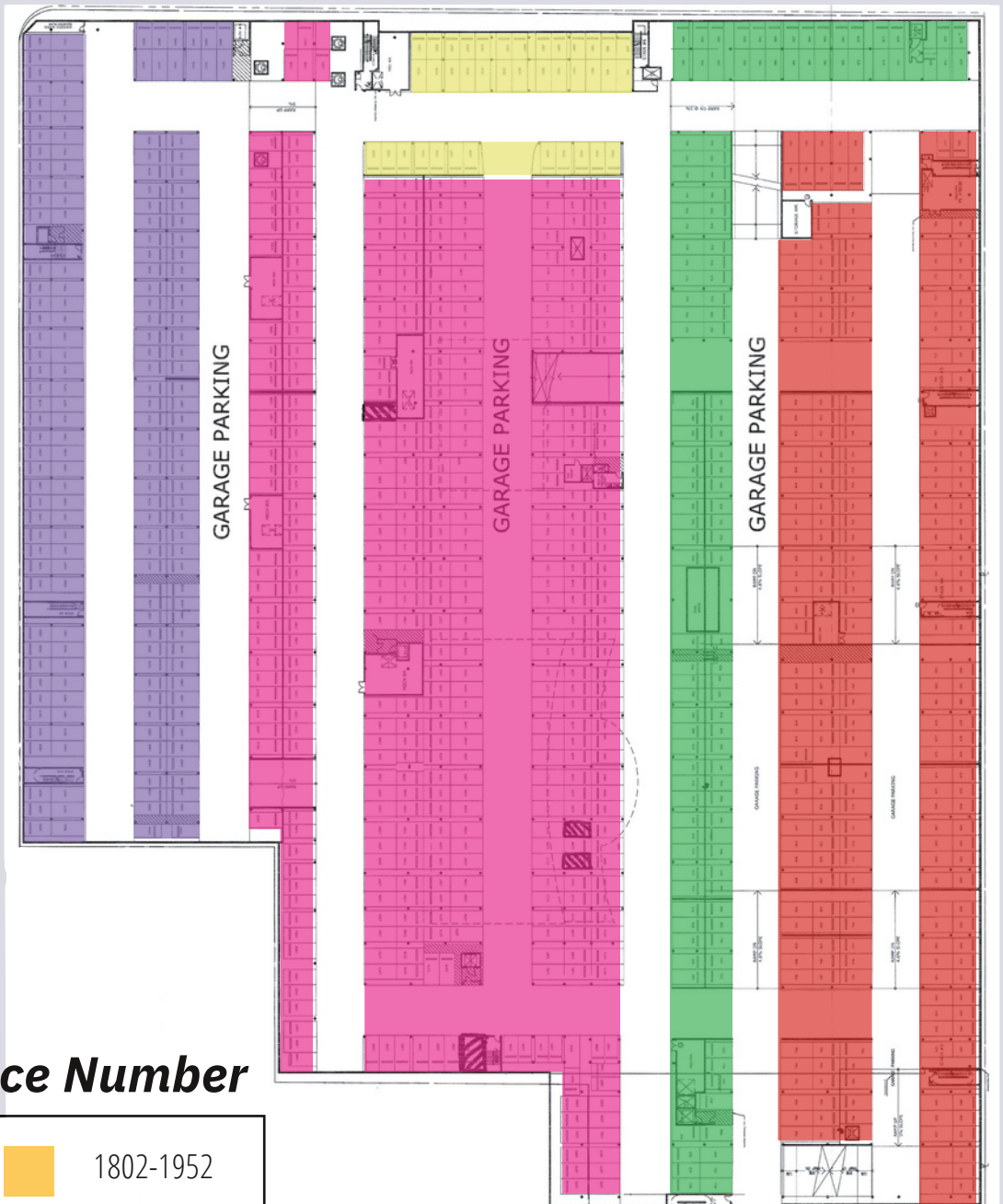


# Lorenzo Parking Map



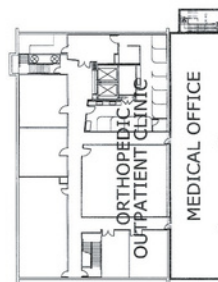
P2 Parking Level





## Parking Space Number

630-868	1802-1952
869-995	1953-2039
996-1033	2040-2125
1034-1438	2126-2243
1439-1622	2244-2284
1623-1719	2285-2312
1720s-1762	2313-2369s



**P1 Parking Level**

# THE LORENZO APARTMENTS ELEVATOR MAP

METRO STATION

	P2	P1	GROUND	MEZZ	2ND	3RD	4TH	5TH	6TH	7TH	ROOF
ELEVATOR #1	X	X	X		X	X	X	X	X		
ELEVATOR #2	X	X	X			X	X	X	X	X	X
ELEVATOR #4	X	X	X			X	X	X	X	X	X
ELEVATOR #5	X	X	X			X	X	X	X	X	X
ELEVATOR #6		X	X			X	X	X	X	X	
ELEVATOR #7		X	X			X	X	X	X	X	
ELEVATOR #8		X	X	X		X	X	X	X	X	
ELEVATOR #9		X	X			X	X	X	X	X	X

LOWMAN  
OUTPATIENT  
CENTER

WEST ADAMS BLVD  
(MAIN ENTRANCE)

## FINDING YOUR APARTMENT

Please note that the apartment numbers listed refer to the 1<sup>st</sup> Floor. So to find your apartment, simply add the floor number before each apartment number.

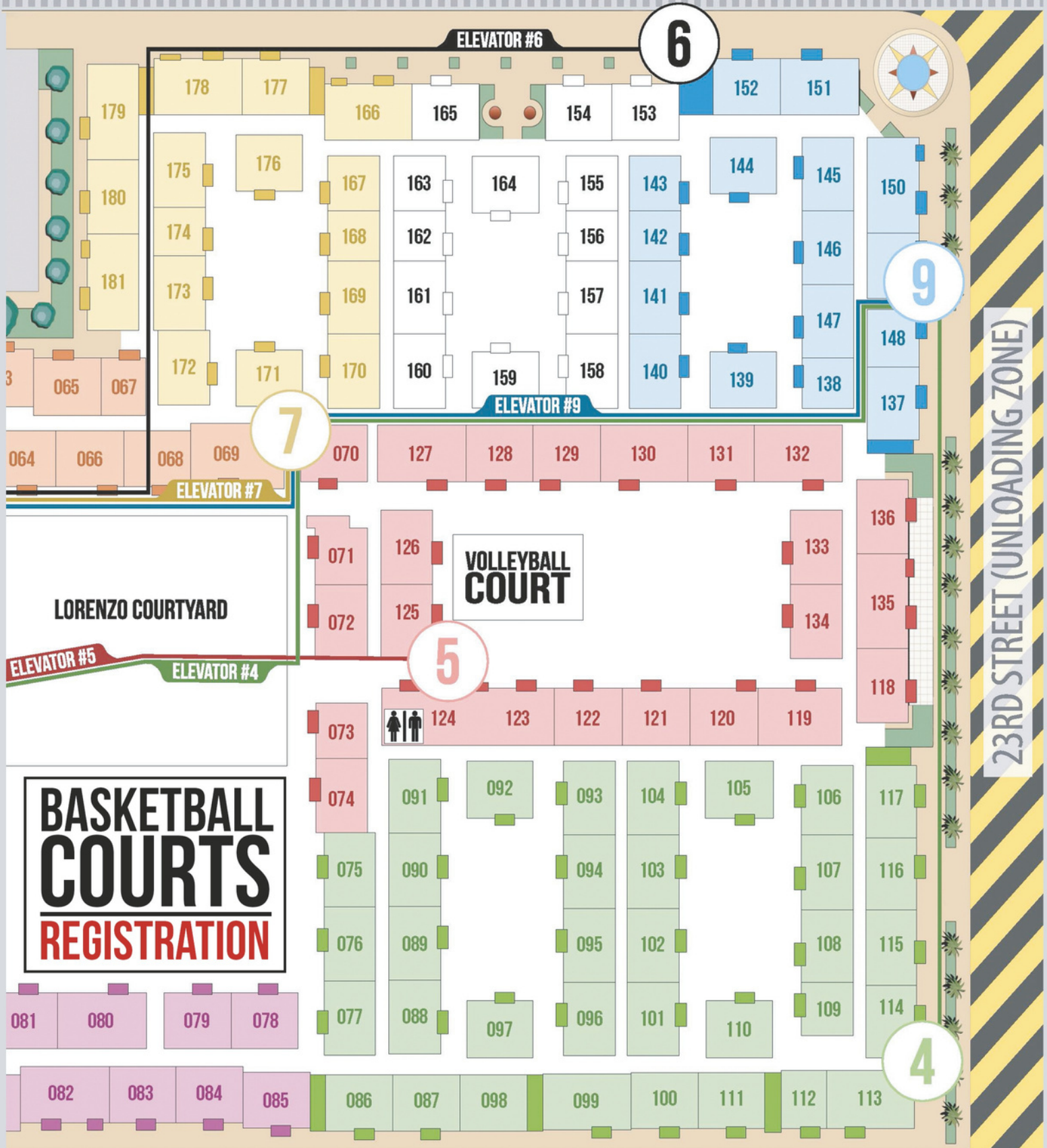
### FOR EXAMPLE

Apartment 027 will be Apartment 3027 for the 3<sup>rd</sup> Floor and Apartment 4027 for the 4<sup>th</sup> Floor.



GRAND STREET

# FLOWER STREET



6

9

7

5

4

23RD STREET (UNLOADING ZONE)

ELEVATOR #6

ELEVATOR #9

ELEVATOR #7

ELEVATOR #5

ELEVATOR #4

LORENZO COURTYARD

VOLLEYBALL COURT

BASKETBALL COURTS  
REGISTRATION





Lorenzo