

LAGO APARTMENTS

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WELCOME PACKET



 LAGO

Lago Apartments

CONTACT US



239-384-6881



lago@greystar.com



www.lagoapts.com



10200 Sweetgrass Circle
Naples, FL 34104

Leasing Office Hours

MONDAY - FRIDAY | 9 AM - 6 PM

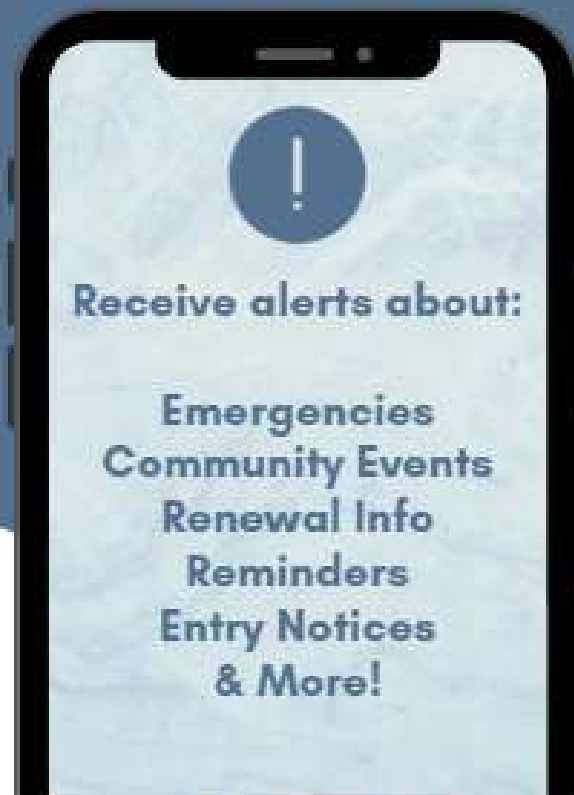
SATURDAY | 10 AM - 5 PM

SUNDAY | 12 PM - 5 PM

Clubhouse Hours

7 AM - 10 PM

Sign up for Lago SMS alerts!



**Send “Start”
to
(833) 559-6299**

LAGO

AMENITIES



- A - Lake
- B - Saltwater Pool
- C - Clubhouse
- D - Detached Garages
- E - Pet Park
- F - Dog Wash
- G - Car Wash
- H - Mail Kiosk
- I - Fire Pits
- J - Putting Green
- K - Outdoor Seating with TVs
- L - Grills
- M - Recycling
- N - Trash Compactor

This plan is an artist's rendering for illustrative purposes only and may not be to scale. All dimensions and distances are approximate. Actual product and specifications may vary in dimension or detail. Please see a representative for details.

10200 SWEETGRASS CIR.
NAPLES, FL 34104

239.384.6881

LAGOAPTS.COM



LAGO



Supercharge your smart devices with Quantum Fiber Internet®.

Get online in minutes starting at **\$30 a month.**

Supercharge your smart devices with ultra-fast-speeds backed by our rock-solid 99.9% reliable* network.

*Based on network uptime or availability.

- No waiting
- No install
- No contract
- No credit check



Quantum Fiber Instant Internet

Speed up to 200 Mbps

\$30/mo.

Speed up to 500 Mbps

\$45/mo.

Speed up to 940 Mbps

\$60/mo.

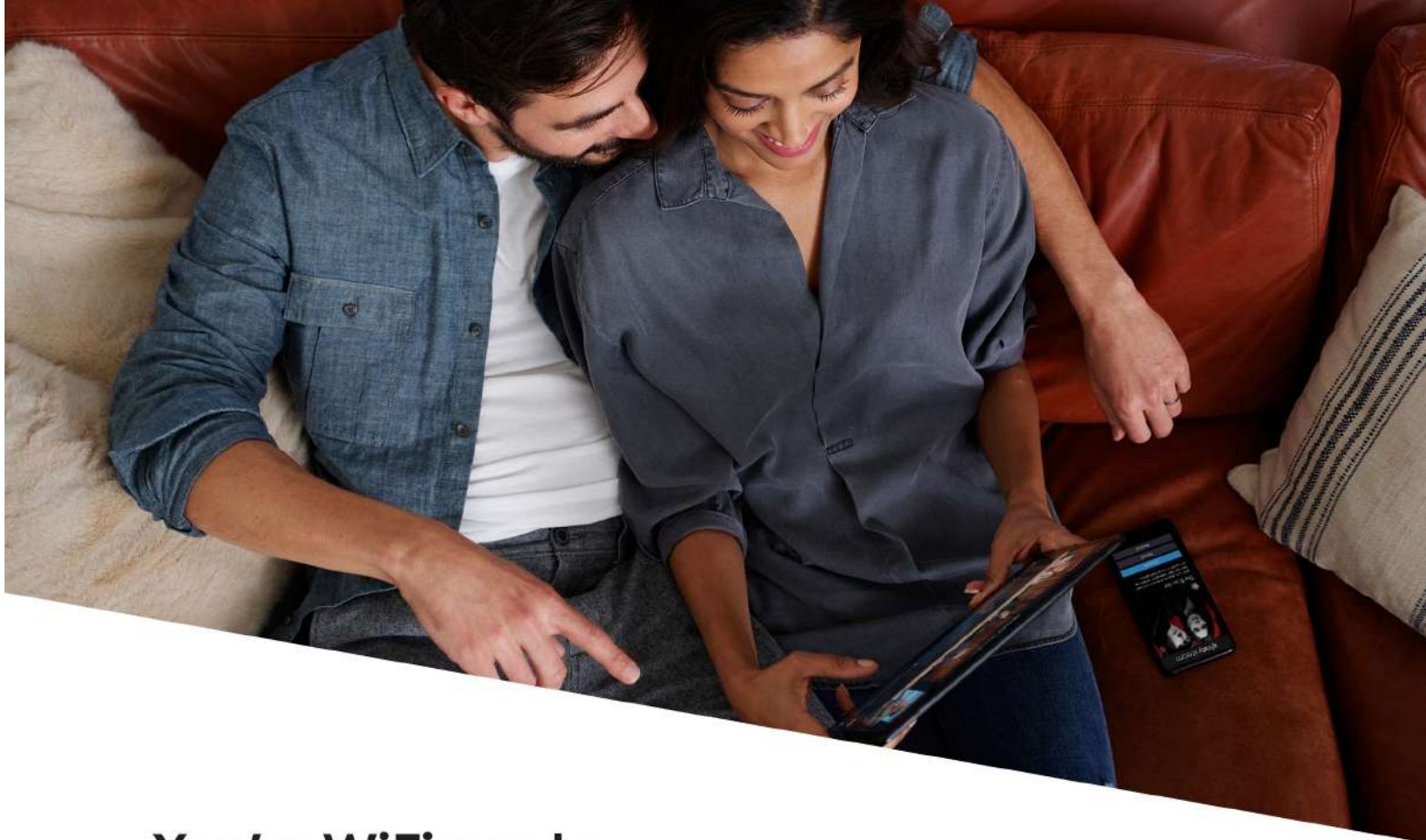
Limited availability. Service and rate in select locations only. Bank account payment required. Taxes and fees apply.

Order today. Sign up at QuantumFiber.com/Instant30



Want to pocket a **\$25 Reward Card** on top of this amazing offer?
Use your leasing agent's referral ID when you sign up.

Quantum



You're WiFi ready. Get online before you unpack your first box.

Welcome home! To help you get settled, we've already installed an xFi Gateway to make subscribing to Xfinity easy. No scheduling technicians. No waiting for appointments. You can get online in minutes.

Here's how to sign up with Xfinity:

- 1) Sign up for Xfinity services at **xfinity.com/wifiready** or by calling **1-844-284-0039**, and rent the xFi Gateway.
- 2) Look for the sticker on your xFi Gateway with the WiFi network name and password. Use this information to connect your device to the WiFi.
- 3) Open a web browser and follow the instructions to configure your Xfinity Internet.
- 4) You're online!

Plus – when you sign up for Xfinity TV, you can start enjoying live news and a popular selection of On Demand titles with the Xfinity Stream app instantly.

Have questions? Visit **xfinity.com/wifiready** or call us at **1-844-284-0039**.

xfinity

Restrictions apply. Not available in all areas. **TV:** Streaming content limited to U.S. **Internet:** Limited to Xfinity Internet. Actual speeds vary and not guaranteed. For factors affecting speed visit www.xfinity.com/networkmanagement. Monthly charges apply to Internet service and leased Gateway.



The Way You Pay Rent is Changing

You'll now pay rent through the **Resident Experience app** and earn rewards while managing everything in one place.



Earn BILT Points



Enjoy everyday perks



Discover resident experiences



Submit service requests



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Terms and Conditions: biltrewards.com/terms





MAINTENANCE EMERGENCIES

- No heat when outside temperature is under 60 degrees
- No air conditioning when outside temperature is over 80 degrees
- Overflowing toilet
- Stopped-up toilet if only one bathroom is available
- Water issues/leaks, broken pipes, running water onto any ground surface
- Malfunctioning of an essential appliance (refrigerator, stove, etc.)
- Malfunctioning access gates that are locked and will not open
- No hot or cold water
- Any threatening situations: fire, flood, severe weather, police action, protecting a crime scene (broken windows/doors)

**If any of these apply during after-hours, please call
(239) 384-6881 for after-hours emergencies.
We will contact you ASAP.**



**TRASH
BUTLER**
EVERY DAY IS TRASH DAY SOMEWHERE

TRASH COLLECTION GUIDE

5 Nights a Week Doorstep Trash Pickup

TRASH COLLECTION DAYS/TIMES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8 PM	8 PM	8 PM recycling pick-up	8 PM	8 PM		

PLACE CONTAINER OUT NO EARLIER THAN 6 PM
BRING CONTAINER BACK IN NO LATER THAN 9 AM

STEP 1



STEP 2



STEP 3



TRASH PREPARATION

- Bag, tie, and place your trash in the container.
- If placing multiple bags out for pickup, place one in the container, and the extra on top.
- No loose trash.
- Double bag all pet waste.
- No bags over 25 lbs.
- No broken glass, sharp objects, or hazardous waste/liquids
- No ripped or torn bags.

YOUR CONTAINER

- Trash Butler provides each residence with one 13 gallon trash container
- Place your container with up to 2 tied trash bags outside of your door no earlier than 6 PM. Place up to 3 broken down boxes beside container.
- **For recycling please use clear or blue plastic recycling bags and place them on top of your trash.**

EVENING COLLECTION

- **COLLECTION STARTS PROMPTLY AT 8PM**
- **No service on:** 4th of July, Labor Day, Thanksgiving, Christmas Eve/Day, New Years Eve and Day, Easter Sunday, Memorial Day
- **BRING YOUR CONTAINER BACK INSIDE BY 9AM**
- Containers left out during the day may result in interruption of your service

877-941-1007

www.trashbutler.com

LAGO



RECOGIDO DE BASURA A DOMICILIO DIRECTRICES Y CALENDARIO

DOM 8pm 	LUN 8pm 	MAR 8pm 	MIERC 8pm 	JUEV 8pm 	VIER 	SAB 
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**COLOQUE EL BOTE AFUERA
ENTRE LAS 6PM Y
LAS 8PM**

**SU "BUTLER" PASARÁ POR SU RESIDENCIA
PARA RECOGER LA BASURA.
EL SERVICIO COMIENZA A LAS
8PM**

**LLEVE EL BOTE ADENTRO AL DÍA
SIGUIENTE
ANTES DE LAS 9 AM**



El reciclaje está disponible en su comunidad. Utilice bolsas de reciclaje de plástico transparente o azul y colóquelas dentro o encima de su contenedor de basura para su recogida. Los artículos de reciclaje colocados en una bolsa de basura normal se considerarán basura y se descharán en el receptáculo de basura normal.



PREPARACION DE BASURA

- Amarre su bolsa de basura y colóquela dentro o encima de su bote de basura
- No llene demasiado. El peso máximo es de 25 libras
- Bolsa doble para todos los desechos de mascotas
- No use bolsas de basura de supermercado o de jardín
- No use bolsas rotas, esgarradas, o basura suelta
- No se permiten líquidos, vidrios rotos, objetos afilados o cualquier material peligroso o de riesgo biológico



SU CONTENDOR

- Puede colocar hasta 3 bolsas de basura atadas en los días de servicio designados
- Se pueden colocar hasta 3 cajas dobladas de tamaño pequeño/mediano detrás de su basurero
- No coloque ninguna bolsa de basura en el suelo
- La basura colocada afuera después de la hora de servicio puede ser que no sea colectada
- No artículos al mayor o cajas grandes (es decir, muebles, electrodomésticos, etc)



DÍAS DE NO SERVICIO

- Día de Año Nuevo
- Domingo de Pascua
- Día Conmemorativo
- Día de la Independencia
- Día Laboral
- Acción de Gracias
- Nochebuena
- Día de Navidad
- Víspera de Año Nuevo



The **Amazon Hub Lockers** are located next to mailboxes in the **Mail Kiosk**.



Step 1

Residents place an order to their home address.



Step 2

Residents receive a pickup code and/or barcode via email or through SMS text message when their package has arrived.



Step 3

At the Locker, residents enter their one-time pickup code or scan their barcode.



Step 4

A door will pop open to retrieve their package.

Recycle dumpster is located within the enclosure next to the compactor. Please breakdown your recyclables and place in the slot. Any items found outside of the dumpster will be subject to a \$25 fine.



How to Make a PetScreening Profile

Individuals without pets must complete the online affidavit, while Pet/Animal Owners should gather current vaccination records, veterinarian information and snapshots of their pet/animal.

<https://lago.petscreening.com/>

1. Review pet & animal policies and select your profile type
2. Create your account & complete your profile
3. Submit to share your profile with your housing provider

What's your profile type?



Household Pet

The Household Pet profile includes pet photos, breed info, vaccination details, and behavioral history. Pet profiles are shareable with boarding facilities, groomers, pet caretakers, walkers, etc.

Cost: \$20 for first profile, \$15 for each additional profile, and \$15 to renew per pet. A renewal discount is offered prior to the profile expiring.



Assistance Animal

The Assistance Animal profile is created when an individual makes a reasonable accommodation request for an assistance animal (service animal, emotional support animal, companion animal, etc.).

All reasonable accommodation requests are reviewed in accordance with HUD Fair Housing guidelines.

Cost: \$0



No Pet or Animal

The No Pet/Animal profile allows those without pets or animals to acknowledge their housing provider's pet policies and restrictions on pet sitting, visiting pets, and getting a pet mid-lease.

The No Pet/Animal profile includes a brief questionnaire that can be completed in 5-minutes or less.

Cost: \$0

MONTHLY BARKBOX GIVEAWAY

- Enter your name and apartment number for your chance to win this month's Bark Box!
- Drawing will take place last Friday of each Month.
- Winner **must have an active** Pet Screening Profile!



LOCAL RECOMMENDATIONS

breakfast

Three60 Market
Good Times Diner
5th Avenue Coffee & Co.

lunch

Taqueria San Julian
Hibachi of Japan II
Pepper's Deli & Butcher

dinner

21 Spices
Rumba Cuban Cafe
Michelbob's

coffee lounge

Bean To Cup Cafe
Kunjani Craft Coffee
5th Avenue Coffee Co

nightlife

Celebration Park
5th Avenue
Third Street South

parks

Baker Park
Cambier Park
Naples Pier

pet friendly

Turco Taco
Sea Salt
M Waterfront Grille

family fun

Lowdermilk Park
Naples Zoo
Naples Botanical Garden

shopping

Waterside Shops
Mercato
Miromar Outlets

arts + culture

The Naples Players
Naples Art District
Artis - Naples

farmer's markets

Third Street South Farmer's Market
Vanderbilt Market At Galleria Shoppes

AC HOTEL & LAGO PARTNERSHIP



30% OFF | June - November
20% OFF | December - May



\$149/Night | June - October
15% OFF | November - May
Code: F3681

Join
US

1st
Wednesday
of Every
Month!

HAPPY
HOUR

As a Lago Resident, take advantage of the spectacular deals
offered at the AC Hotel in Downtown Naples!
Grab your membership card from Leasing Office.

Restrictions and Limitations May Apply

Leave us a

Google Review



SCAN ME

Tell us how you living in our
beautiful luxury apartment
community has been for you!

**Help others find their next home
with real life reviews from you!**