



We hope this FAQ helps you get to get to know 42 North!

If you do not see the information you are looking for here, please stop by or call the office anytime!

#### WHAT ARE THE OFFICE HOURS?

Monday - Friday: 9:00 am to 7:00 pm  
Saturday: 10:00 am to 5:00 pm  
Sunday: 12:00 pm to 5:00 pm

#### HOW DO I CONTACT THE OFFICE?

Our phone number is main line and you can contact us from our website, [www.42-north.com](http://www.42-north.com) . You may also email [ca.42north@pepthmgmt.com](mailto:ca.42north@pepthmgmt.com)

#### WHEN IS RENT DUE, HOW CAN I MAKE MY PAYMENT, AND WHO DO I CONTACT IF I HAVE QUESTIONS?

- Rent is due on the 1<sup>st</sup> of each month.
- Rent is considered late on the 3<sup>rd</sup>.
- On the 3<sup>rd</sup>, \$50 in Late Fees are added to your account, then an additional \$10 late fee per day until the balance is paid.
- Payment can be made online by e-check, credit/debit cards, or Moneygram.
- **Cash will not be accepted** as a form of payment and late fees will be charged until a payment is made online.
- If you have questions regarding your rent, please call the office or email the Resident Services Manager at [assistantmanager.42north@pepthmgmt.com](mailto:assistantmanager.42north@pepthmgmt.com)

#### WHAT IS THE RESIDENTPORTAL?

The **ResidentPortal** is accessible through our website [www.42-north.com](http://www.42-north.com) or you can download the app to your mobile device. You can use ResidentPortal to pay rent, see your lease documents, and make maintenance requests.

#### WHERE IS MY MAILBOX? WILL THE OFFICE HOLD PACKAGES DELIVERED BY CARRIERS OTHER THAN THE POST OFFICE?

- All Mailboxes are located just North of the Clubhouse in the Mail Center
- We use Amazon Hub Lockers; they provide 24/7 access. The lockers are located next to the Mailboxes.
- You will receive an email from Amazon, following move-in, to setup your Amazon Hub account. This is required to use the Hub Lockers.
- Any package you receive will be delivered into the lockers, you will the receive a code by email (to your account on file with Amazon) to open the locker with your package.
- To streamline your package delivery please ensure you have your correct building address and unit number, along with bedroom number.
- Example (4203-A is actually - 4301 Shire Court 203-A) **BE SURE TO INCLUDE YOUR UNIT AND BEDROOM LETTER**
- Your building address:  
Building 2 - 14507 Valor Circle Tampa FL 33613  
Building 3 - 4302 Shire Court Tampa FL 33613  
Building 4 - 4301 Shire Court Tampa FL 33613  
Building 5 - 14503 Valor Circle Tampa FL 33613  
Building 6 - 14511 Valor Circle Tampa FL 33613
- A government issued ID is required when picking up your package(s), that cannot fit into the Hub Lockers.

#### HOW DO I RECEIVE INFORMATION ABOUT UPCOMING EVENTS, COMMUNITY NEWS, AND/OR IMPORTANT NOTIFICATIONS?

In addition to community flyers and social media posts, 42 North will send out notifications and news via email and text alerts. We will use the email you provided through the application process. Please be sure to check this email account daily for important information from staff.

### WHAT ARE THE HOURS/RULES FOR THE AMENITY CENTER?

All amenities are available by reservation only through your online ResidentPortal app.

We will notify you if any of the above amenities will be closed for specific reasons or maintenance repairs. If you see something that is damaged or needs repaired, please notify the office immediately.

### WHAT IS THE POLICY ON PETS?

- We do allow pets at 42 North!
- All pets must be registered with the office and fees paid before the pet comes home with you.
- Pet fees include a \$300 non-refundable fee for each dog or cat, plus \$30/month for pet rent.
- Visiting pets are not allowed and owners of unregistered pets are subject to a \$500 fine.
- Pet owners are responsible for picking up after their pets. Pet Waste Stations are located throughout the property. Fines will be issued to owners not picking up after their pets.
- We do have breed restrictions so please contact the office before making your decision on a new pet.

### WHERE DO I TAKE MY TRASH?

- Valet trash pickup is a service that is included in your rent. Place your trash outside your front door (in the provided black trash can) between 5 PM and 7 PM. Trash pickup begins after 7 PM. Bring your trash can inside before 9 AM the following morning to avoid fines. Trash must be put in 25 gal bags and tied. If a bag is not tied or not in the black can, it will not be picked up and you will be fined.
- Boxes must be broken down and taken to the compactor.

### HOW DO I CONNECT TO THE INTERNET?

- Our Community is fully wireless!
- High-speed internet is provided to all residents free of charge!
- The first time you log in you will be required to enter a username and password.
- Please read over the document provided from Single Digits to assist with your connection.
- If your internet is not working properly, or you have questions regarding your internet service or upgrades, **please contact Single Digits 888.266.1096**

### DO WE HAVE CABLE? WHERE DO I HOOK UP MY TELEVISION?

- Cable is provided to all residents.
- We only provide connection to the common area tv.
- If your cable is not working properly, or you have questions regarding your cable service, **please contact Single Digits 888.266.1096**

### WHERE DO I PARK? DO I HAVE TO REGISTER MY VEHICLE?

- You are provided one parking decal for your vehicle at move in. You should have registered it when picking up your keys, but if you did not, add your vehicle to your resident portal online. Any vehicle parked in a non-visitor spot without a decal will be towed. If you lose your decal, there is a \$100 charge for a replacement.
- Any vehicles towed will be towed at the owner's expense. Contact All Pros in the event you or your guest are towed at 813.402.2911.
- All NUMBERED parking stalls are Reserved. If you or your guest park in a Reserved stall you may be towed at your own expense.
- You are only allowed to park one (1) vehicle at the community

### HOW DO I PUT IN A MAINTENANCE REQUEST?

You can put in a maintenance request by either of the following ways:

- Calling the office at 813.425.1035
- Login to you ResidentPortal and click "Submit Work Order"

### WHO DO I CONTACT FOR MAINTENANCE REQUESTS AFTER OFFICE HOURS?

In the event of an after-hours emergency, our maintenance team is available on an on-call basis. If you experience a maintenance emergency, please call 813.425.1035. The afterhours call center will take your information and notify the on-call staff. Routine and non-emergency requests will be completed during regular business hours. **IN THE EVENT OF A NON-MAINTENANCE EMERGENCY, CALL 911.**

### CAN I PAINT MY APARTMENT A DIFFERENT COLOR?

Yes, you can!

- We do ask that you paint it back to its original color upon move-out.
- If you do not paint it back to its original color, you will be subject to additional charges.