

Dear New Neighbor,

Welcome to the Lofts!!!! As a condo community in Tuscan Village, we want to assist you with your moving in activities to any way we can.

The best way to start is by contacting our management company – Goodwin & Co. which is located in the Clubhouse just down the street from the fountain! Our property manager is Kelley Slupek who can be reached at Kelley.slupek@goodwintx.com. Kelley's assistant, Shelbi Stockton is also located in the Clubhouse – shelbi.stockton@goodwintx.com. Monday through Friday we have a full-time maintenance person (Lance Knorr) on site as well.

At the closing you should have:

___ received 2 fobs from the previous owner – which will get you into the garage and into the doors. (If you need more fobs, you can purchase through Goodwin)

___ received keys to your unit and two (2) keys to the P.O. Box

___ been informed of your garage parking location (if not check with Kelley)

Utilities that need to be set up in your name:

- Billed directly to you

___ Electricity is through City of Austin, call 512-494-9400.

___ Water is with WCID#17 (Water District) managed by a company called Texas Water, call Kellie Tuttle at 512 259-3888;

billing@texaswater.net www.texaswater.net

- Billing is included in your HOA dues – except if you want additional services:

___ Spectrum- for Internet, Cable TV and phone. Ask specifically for Spectrum BULK SERVICES Department at 855 855-8679. Let them know you are with Tuscan Village, Lakeway TX. Service included in your HOA fee: Internet/WiFi at 100 Mbps; Cable TV programming (one box) and a digital land-line phone. Additional boxes, more speed on Internet or additional premium channels on cable can be purchased and billed directly to you.

Checklist for Moving IN:

___ Inform Goodwin of your date or anticipated date of move-in and if it is M-F, we'll ensure that our maintenance personnel are aware to guide you

___ **Complete a Tuscan Village New Homeowner and Resident Notification Form no later than 1 week after closing (see attached)**

___ **Elevator Pads:** If you are on the 2nd or 3rd floors, we need to know the date of move-in so we can have elevator pads in place to protect the elevator walls.

___ **Packing materials:** should be removed from the boxes and placed in the garage in the designated area for boxes

___ **Boxes:** will need to be broken down and placed in the garage in the designed area for boxes.

___ **Garbage:** Please, only bagged garbage can be placed in the chute in the garbage room

___ **Pet waste:** dog waste and kitty litter should be bagged and taken to the garage where there is a special pet waste container; Do not use garbage chute

___ **Large items or furniture** that are to be discarded, you will need to be arrange for a pickup perhaps to our Goodwill (just north on 620) or to take it to Lakeway Charity Thrift Shop (just south on 620)

After move in:

___ **Post Office:** located down the street at 2110 RR 620 S, Lakeway TX. Ensure you have completed a change of address form.

___ **Door name plate** – these can be purchased at Stokes Sign Co., 1909 RR 620 (across from HEB) – 512 263 7446 (M-F, 9 am to 5 pm) - Goodwin maintenance will install for you.

___ **Call box at front door:** Goodwin will ensure that their amenities department will add your name(s) and cell phone number(s) to the Call Box.

___ **Package Deliveries:** The call box is used for guests but also package delivery. Note: if you expect a package BEFORE you have been added to the call box, the delivery person will either leave it at the front door –or- have them call you directly to come down to pick it up

___ **In case of Emergency forms:** Complete and store your emergency forms “Door Tags” and ICE form

___ **Key to your unit:** please provide Goodwin with a key to your unit – this is required per the community manual for your safety and for the

safety of your property in case of fire or other challenges. Be aware that keys are kept locked and secured

___ **HOA Website:** Goodwin will assist you with logging into our website is called TownSquare at app.townsq.oi

___ **Orientation:** Request a building and unit orientation provided by the HOA

___ Come join us to meet your neighbors at our Loft Happy Hours – come to any or all! These may be held outside on the pavers (weather permitting) or inside. Sunday – 102 bldg. community rm.; Tuesday – 104 bldg. community rm.; Thursday – 106 bldg. community room. Just bring a drink!

Looking forward to meeting you and Welcome Again!

Your Lofts Homeowner Association

