

## Frequently Asked Questions for Tenant Applications:

### 1. I have not received my Tenant Welcome Packet, what's taking so long?

There is a 2-Step process in order to receive your welcome packet. First, Countryside needs to receive the Master Tenant Application, Step 1. Please fill-out the form completely and **do not** attach a check to cover the transfer fee. The transfer fee is charged directly to the Owner's account. Once Countryside has received the Master Application, we can start working on the tenant account. Tenants and/or Owners are responsible to complete the Local HOA Application, Step 2, and send directly to the Local HOA Association. Please fill out the form with the lease, and send a check to cover their fees to the Local HOA (all information on who, address and how much to make the check for is listed on page 2 of the application).

- The HOA receives and process your application.
- HOA sends the application to the Unit's Board for approval.
- The Board reviews the application and approves or denies the application.
- Board sends it back to the Property Management Company.
- Management Company sends the approval/denial to Countryside.
- Once Countryside receives the **approval** from the HOA, we create the Welcome Packet and send it to the tenant's home address. If the approval is received within 2 weeks before the lease start date, Countryside will keep the Welcome Packet in-house for pick-up upon registration during business hours.

It is the owner and tenants' responsibility to follow-up with the HOA to get the approval sent to Countryside in a timely manner. We recommend the applications are completed and sent to the appropriate association's **6-weeks or more** before arrival.

### 2. I have a Wellness Center Prox Card from last year, can I re-use it?

Yes, but you need to inform the Administration Office as all Prox Cards are deactivated per previous lease dates. To reinstate, list the 3 or 4-digit number located on the back of the card in the "Optional Tenant Access Card" form included in the Master Application. If you do not have one, no worries, we will provide a new one in your welcome packet upon request.

### 3. I have a barcode in my vehicle's window for the gate access, would this still work?

No. We have changed out gate access and we now use RADs (Resident Access Decal); **ONE** will be provided in your welcome packet. If you need to purchase an additional RAD, you can do so at the Administration Office.

### 4. What happens if my paperwork is not completed and/or sent in time?

As stated in the application, there will be a delay of Club usage if we do not receive both applications **AND** the local association must approve tenants to avoid disruption of privileges. We ask for a 6-week lead time. In addition, there will be a late fee of \$100 added to rental transfers received less than 15 days in advance of your start lease date.

### 5. Can I choose which transfer fees to pay?

No. The transfer fees are dictated by the Unit you lease. If you rent/lease a Golf Unit, and you would like Club usage (golf, dining, gym access), you must select and pay the Golf Unit fee. Only Social Units can pay the Social Unit fee. If you choose not to have club usage, you can select "No

Privileges”, however, there is still a processing fee to provide you with a Prox Card/RAD and put you in our system.

**6. What are the current transfer fees?**

2023 – 2024 Transfer Fees for the fiscal year include current sales tax and are subject to change.

1. Golf Unit Fee: \$347.50                      \*with late fee: \$454.75
2. Social Unit Fee: \$214.00                      \*with late fee: \$331.07  
This membership only applies to Social Units (St. Ives Way & Glenmoor Ln.)
3. No Membership Fee: \$160.50                      \*with late fee: \$267.50  
(Tenants w/o any Club privileges). One RAD & One Prox Card will be provided for walking gate access only. No Gym access.

\* There will be a late fee of \$100 added if any of the applications are received less than 15 days in advance of your rental start date.

\* Owners acknowledge that the Local Homeowners & Condominium Association may require additional applications and/or fees.

\* Transfer fees are non-refundable.

**7. Will I have the same tenant number?**

No. Your member number will be different **every** year. You must call the Admin Office prior to your arrival to check-in and provide a Credit Card.

**8. My credit card is on file from my previous stay, do I have to provide my credit card again?**

Because we have a new system and you are provided with a new tenant number, you will need to provide a credit card upon check-in via phone call. Please **do not** write your credit card number in the application and **do not** send a check.

**9. What is ENVERA?**

ENVERA is our gate access company. You must fill-out the form provided in the Master Application. Once received, we submit this to ENVERA so that they add you to the gate access. Please make sure you include an e-mail address and list temporary/permanent visitors in the application. Once they receive the form, within the next couple of days, ENVERA will send you an e-mail with a 4-digit PIN (different from your Countryside Tenant number). With this PIN, you are able to access the guest lane and make changes to your visitor list. Tenants are responsible for adding/removing visitors to ENVERA. Please contact ENVERA directly one week prior to your rental start date if you have not received your pin. 1-877-936-8372 or by sending an email: customerservice@enverasystems.com.

**10. How do I access the pedestrian gates?**

You will need to use the Prox Card provided in your Welcome Packet. If you requested a Prox Card for the Wellness Center, you can use the same card for the pedestrian gates. If you selected no membership, you will be provided with a Prox Card which will give you access only to the pedestrian gates.

**Please check the status of your Rental Application by visiting our website at:**