



## 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 Application (Step 1: which can be done online or the form can be printed and sent to Countryside at the address listed in the application). 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 Tenant's credit card (**Visa or MasterCard**) which is provided upon check-in. Once Countryside has received the Master Application, we can start working on the tenant account. Tenants are responsible to complete Step 2 (form can be printed from our website and sent 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. If the approval is received within a week before arrival, Countryside will keep the Welcome Packet in-house for pick-up upon registration.

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 associations **6-weeks** before arrival.

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

Yes, but you will be charged the current \*\$10.09 fee to activate the card. Simply, list the 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 the Master Application **AND** the local association must approve tenants to avoid disruption of privileges. We ask for a 6-week lead time.

**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 RAD and put you in our system.

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

2018-2019 Transfer fees for the fiscal year include sales tax and are subject to change.

Golf Unit Fee: \$293.18

Social Unit Fee: \$159.43

No Membership Fee: \$112.08 (Tenants without any Club privileges including Gym access).

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

No. Your member number will be different this year because we have a new system.

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

**10. Did the PIN change for the pedestrian gates?**

Countryside no longer has a PIN for the pedestrian gates. You will need to request a Prox Card. 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 would need to purchase a Prox Card which will give you access only to the pedestrian gates.

**If you have any additional questions, please do not hesitate to contact the Administration Office: 239-353-1780 x. 107.**