

# Welcome to Dogwood Village Apartments

Welcome! We are very excited that you have chosen to make Dogwood Village your home. Our goal is to help you make this transition as smooth as possible and to make your stay a positive and pleasant experience.

One way to achieve these goals is to provide you with some helpful information. There are several ways to contact us and I will list those below. Our normal office hours are from 9:00 am to 5:00 pm Monday through Friday. You can contact us by phone or e-mail.

- Office Phone: (936) 553-2044
- E-mail: [dogwoodvillageapts@gmail.com](mailto:dogwoodvillageapts@gmail.com)
- Website: [dogwoodvillapts.com](http://dogwoodvillapts.com)

## Service Requests:

- **Maintenance service request:** Call the office number, e-mail us or go to our website to report a non-emergency maintenance service request.
- **Emergency maintenance service request:** Please call the office number to report an emergency maintenance request. **(Do not e-mail emergency maintenance requests)**. In the event of an emergency a maintenance technician will be dispatched to respond.

**Move-In Condition Form:** On move in day you will receive a Move-In Condition Form along with copies of your lease paperwork. The purpose of the Move-In Condition Form is to note any pre-existing conditions in the apartment home you have leased. We will review your Move-In Condition Form and schedule priority repairs/replacements for items related to the following: broken appliances, water intrusion, and/or security related issues. For any other service items listed which are not priorities, we will schedule and complete the necessary repairs/replacements as quickly as possible. **This form is due in the Rent Drop Box within 48 hours of move-in date. The Rent Box is located in the mailbox area.**

**Rent:** Rent is due on or before the 1<sup>st</sup> of the month and considered late after the 3<sup>rd</sup>. Please deposit the monthly rent in the Rent Box.

**Keys:** You will be issued two keys for your front door and one key for the mailbox.

**Parking:** You will be assigned 1 covered parking space. All other vehicles can park anywhere that is not covered.

**Pest Control/Air Conditioner Filters:** The service is mandatory and performed on an 8 week rotation. You will receive a 48 hour notice before service.

**Electrical Provider:**

You are required to set-up service in your name by lease commencement date.

We hope that you have a smooth transition into your new apartment home. We realize that this can be a stressful time. Please feel free to contact us if there are any questions or concerns that arise during this time.

Thank you again for choosing Dogwood Village as your new home!

Jocelyn Blake  
Dogwood Village Apartments