



THE REVERIE

Welcome Home!

Thank you for choosing to call The Reverie at Lake Boone
your new home, we are so excited you are here!



Leasing Office Hours

Monday – Friday: 10am - 6pm
Saturday: 10am - 5pm

MEET THE TEAM! #TEAMREVERIE

Hello@TheReverieRaleigh.com
919.335.9596

Community Manager – Jordan Lander
Assistant Community Manager – Tyrus Hinton
Leasing Professional – Kim Gallo

Maintenance Supervisor – Stanley Brisard
Maintenance Technician – Ian Lucas
Maintenance Groundskeeper – Josh Medlin



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Important Information!

Payments

Payments may be made via your Resident Portal using a debit card, credit card, or linking your bank account, as well as via personal check, cashier's check, or money order. We do not accept cash. Online payments may be subject to service fees. It is the resident's responsibility to keep up with their accounts even in a reoccurring payment plan is set up in the portal. Rent is due on the first of every month. If not paid by the end of the day on the 5th of the month, there will be a late fee automatically assessed.

Amenity Reservations

We allow reservations for the Conference Room, the Theatre, and our Clubhouse. The Theatre is available by reservation only. There are no fees associated with Conference Room or Theatre reservations, but a Clubhouse reservation requires a \$250 fee and \$250 deposit. To make a reservation, please log into your Resident Portal and find Reservations under the Concierge tab. All reservations must be approved by the office.

Callbox

All leaseholders should be set up in their building's callbox and receive a 4-digit callbox code. To use, enter the 4-digit code into the callbox and it will ring to the phone number associated with that code. You must answer the call and press number #9 on your phone for the door to unlock and allow entry. For any issues with the callbox, please contact the office.

Pets

Pets may be permitted with an additional fee and monthly rent; dogs are restricted by breed (found on our website). Residents must sign a separate Animal Addendum and complete a PetScreening profile. No more than two pets allowed per apartment. We do not allow any pets in the community unless they are registered. There is a one-time Pet Fee of \$350 for the first pet, and \$150 for the second pet. In addition, there is a monthly Pet Rent of \$35 per pet.



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Important Information!

Packages

Our mail building houses all apartment mailboxes, in addition to the LuxerOne package room, who we partner with to help manage your deliveries. You will want to set up your LuxerOne account prior to receiving packages, so you may receive the proper alerts. Once a package is delivered, you should receive a code to allow yourself access to the room and retrieve it. You are required to set up a card on file for your LuxerOne account in order to receive those delivery codes. If a package is still in the LuxerOne room after 5 days, your card on file will be charged a dollar per day, and marked as return to sender at day 11. We recommend all residents download the LuxerOne app! The app allows you to manage your account easily, and can provide a temporary access code in case you need immediate access. If a package is missing, we encourage you to contact the carrier to ensure the delivery was made to the correct location. For any additional questions, you are welcome to contact the office.

Noise

We follow the City of Raleigh's noise ordinances, which states quiet hours are from 11pm - 7am. For any urgent noise complaints, please contact the Raleigh PD's non-emergency line at 919-829-1911. Otherwise, you may email us at Hello@TheReverieRaleigh.com

Smoking

We are a non-smoking community. Smoking of any kind is strictly prohibited in apartments, buildings, parking lots, amenities, and anywhere else on community grounds.



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Parking

Our parking is sectioned off by zones, according to your building address:

4131 Briargrove Circle – Zone A

4111 Briargrove Circle – Zone B

4110 Briargrove Circle – Zone C

4231 Woodlake Place – Zone D

4250 Woodlake Place – Zone E

We allow one parking sticker per leaseholder for our zones. If desired, you may receive an additional parking sticker for \$25/month. We do offer other parking options in the community, these are on a first come, first serve basis and may be removed at any time with a 30 day notice:

Reserved Parking - \$75/month

Detached Garage w/o EV Port - \$175/month

Detached Garage w/ EV Port - \$215/month

Attached Garage w/o EV Port - \$200/month

Attached Garage w/ EV Port - \$240/month

Guest parking is marked by signage at the back of the community. Guests are only permitted to park in that area, and if those spaces are full then they may park along Landmark Drive which provides free street parking.

For any vehicles who are double-parked, parked in a handicap space without the proper documentation, or in a resident space that is not a resident, they are subject to towing at the owner's expense. Towing is operated by Unlimited Recovery Towing, 919.790.9393.



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Maintenance Services

Maintenance requests can be made via your Resident Portal. When entering maintenance requests, please be as specific as possible to the issue you are experiencing. We do aim to complete any non-emergency maintenance requests within 48 business hours of it being submitted. If there is an emergency work order request during office hours, please call the office number 919.335.9596 and speak to a team member. If you have an emergency outside of office hours, call the office number and follow the prompts to reach the maintenance member on call. See the list of maintenance emergencies below:

- No air conditioning if the outside temperature exceeds 85 degrees*
- No heat if the outside temperature is below 65 degrees*
- Uncontrollable water leak
- No electricity in entire apartment
- Refrigerator not working
- Unsecured doorway entry
- Fire
- Flood
- Smoke/Fire detector not functioning
- No working toilets
- No hot water or any water
- Locked out of apartment



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Social Media

Check us out on social media and be sure to follow us for perks, giveaways, and contests.



Instagram: @reverielakeboone



Facebook: Reverie Lake Boone