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## WHERE TO FIND US

### ADDRESS

221 SW 1st Ave.  
Fort Lauderdale, FL 33301

*We're here if you need  
anything, anytime*

### WEBSITE

[flow.life/properties/fort-lauderdale](https://flow.life/properties/fort-lauderdale)



### FOLLOW

@livelifeinflow

## GET IN TOUCH

### EMAIL

[supportftl@flow.life](mailto:supportftl@flow.life)

### PHONE

(954) 889-6672

### SECURITY

754-732-3948

## WIFI

### USERNAME

Flow\_Resident

### PASSWORD

sharejoy



# GOOD THINGS TO KNOW

Flow Fort Lauderdale 101

# GET CONNECTED

## Live life in Flow

Flow is your key to community, with everything you need right at your fingertips. From keys, to rent payments, to events, to package delivery notifications, you'll only ever have to look in one place. We'll email you a log-in for the app 24 hours after you move in.

DOWNLOAD THE APP TODAY

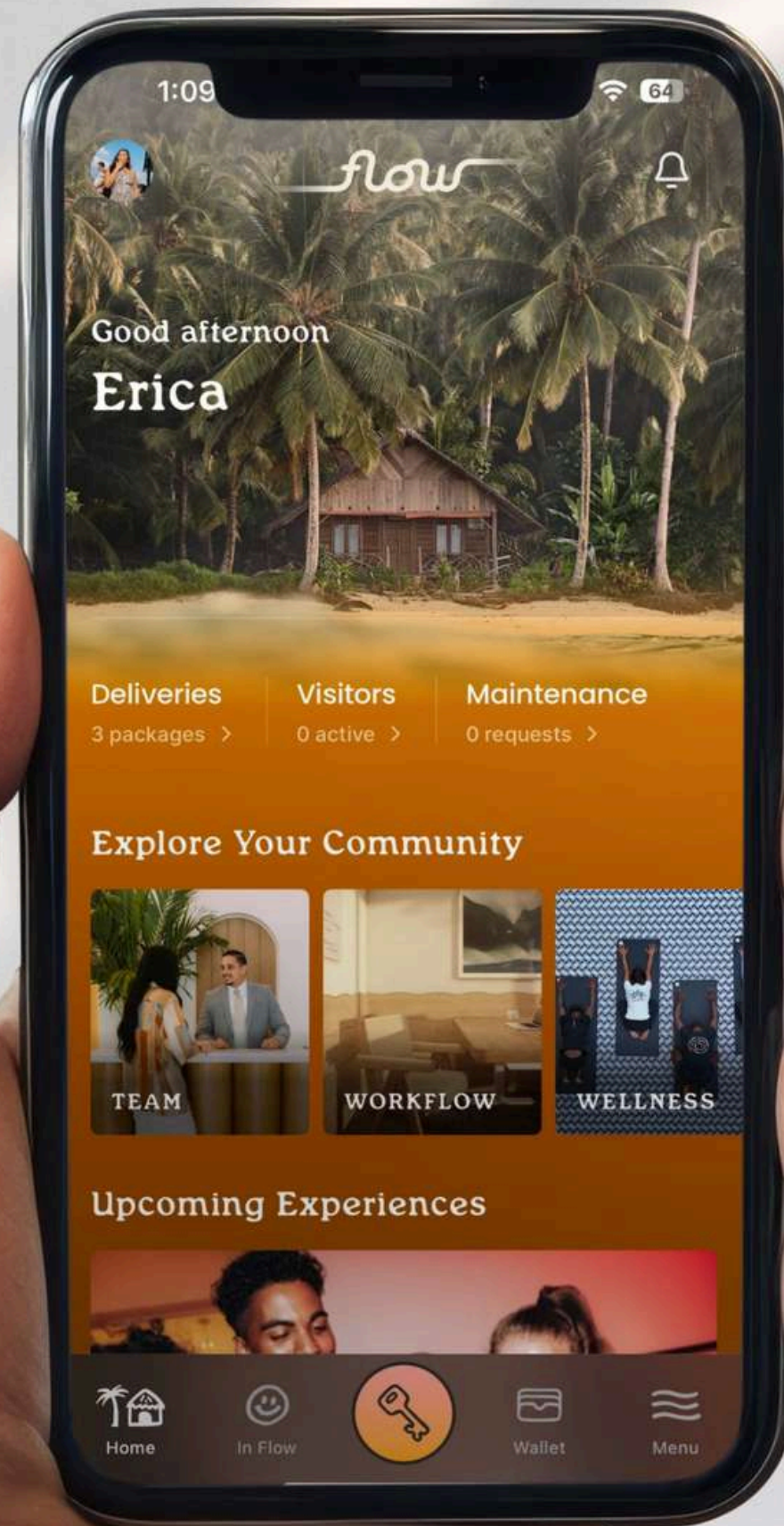


ios



ANDROID

If you need help getting access, email [support@flow.life](mailto:support@flow.life)



# THE MONEY PART

## Rent Payment

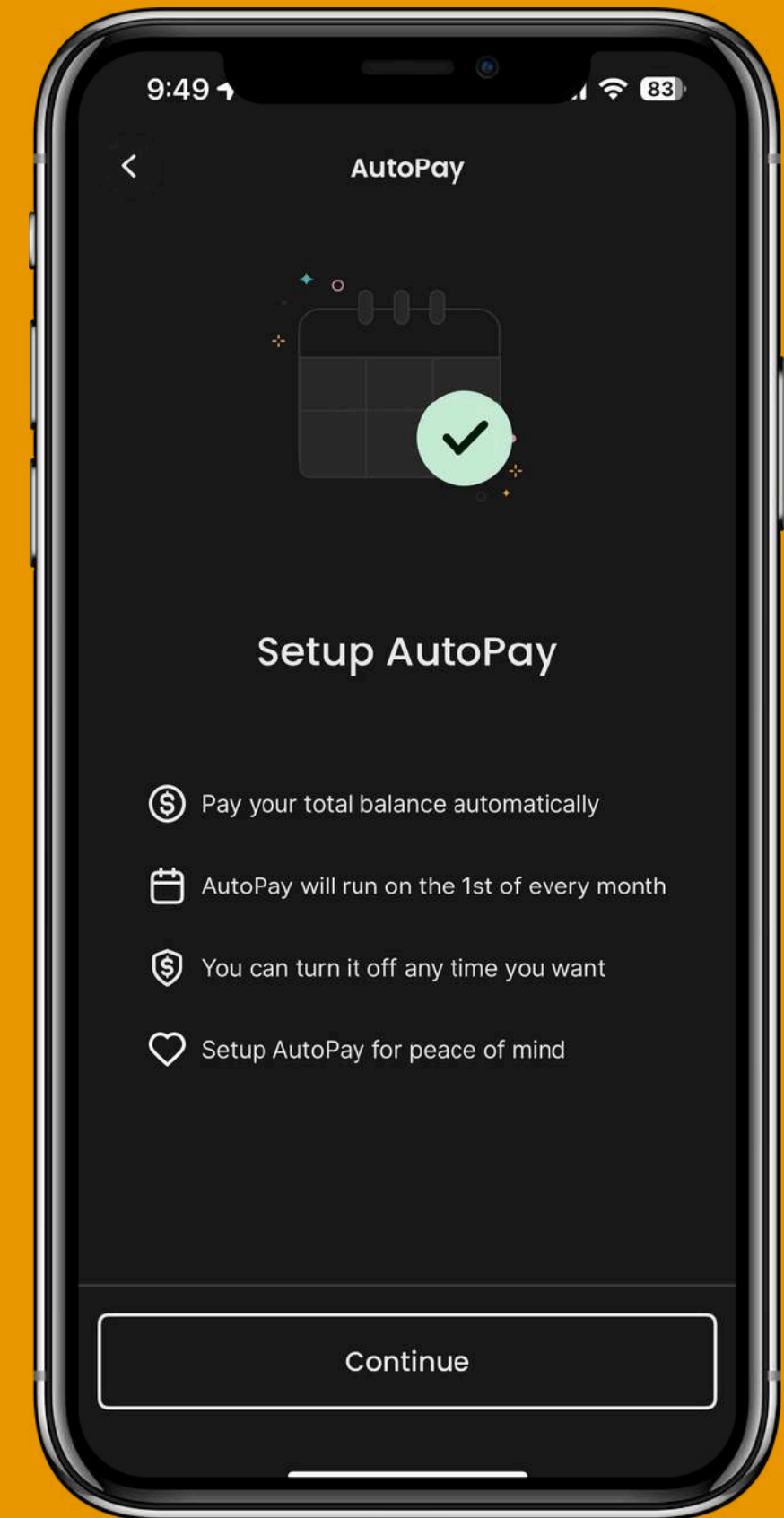
**The first of the month:** an important date — when rent and monthly payments are due, with a five-day grace period. This means rent is due through the 1st and 5th of the month.

But rules are rules, and if you pay after the grace period, there will be a late fee which is 15% of your monthly rent amount. Late rent payments is accepted through certified funds only, and you will not be able to pay online

If your payment fails due to insufficient funds, there will be a nonsufficient funds fee of \$100.

To help make sure that doesn't happen, please pay your rent on the Flow app\* with certified funds.

*\*Rent Payment in the Flow app is available for all users via the app store.*



**SET UP AN  
AUTOMATIC PAYMENT**



# PARKING

## Neighbor Parking

**LEVELS 5 – 10**

**Email [supportftl@flow.life](mailto:supportftl@flow.life)** to register your vehicle, or feel free to stop by the front desk. All you need is your vehicle registration or rental agreement.

**EV charging stations | Levels 3-4**

## Guest Parking

**LEVEL 4 | PAY TO PARK**



*Please note that if parking is not paid, you will be subject to tickets, fees, and/or towing.*

# NEED SOMETHING?

## We are here to help

Our maintenance team is here to provide you with the help listed here. If you are in need of a general handyman, please find a professional or look within our Community Commerce Marketplace to find a qualified neighbor to assist you.

## Service Requests

- You can submit a service request through the Flow app, and we'll get back to you within 48 hours
- For a maintenance emergency, please call **954-524-5656 ext 3**



## HERE ARE WHAT WE CONSIDER EMERGENCIES

- Water intrusions or leaks
- Smoke alarm malfunctions or chirping
- Electrical outages
- Broken locks — If you get locked out, again, rules are rules, there is a \$150 fee. Please provide a valid photo ID.
- Clogged toilets
- No heat (if it is under 60 degrees)
- No air conditioning (if it is over 80 degrees)

# PACKAGES & DELIVERIES

## Post & Packages

*Please make sure your delivery is addressed to the lease holder(s)*

- USPS mail and packages will be delivered to your mailbox in the lobby.
- All other packages (Amazon, FedEx, etc.) will be stored by us for up to a week at the Resident Experience Desk
  - You will receive a notification from Flow app\*.
  - Please bring a valid ID for pickup.
- Packages will be held for 7 days — if you know you cannot pick up your package within this timeframe, just let us know and we can hold it for longer.
- We also handle outgoing mail for UPS, USPS, and FedEx
  - Please attach the return label to your package when dropping it off

## Food & Grocery Deliveries

- For food deliveries please send them to the lobby — the front desk will confirm and then let them up to your unit. Bon appetit.

*\*Currently only available for iOS users, with push notifications on.*



# GETTING SETTLED



## How To Get In

### UPON MOVE-IN WE WILL GIVE YOU:

- One apartment key per leaseholder.
- One mailbox key per leaseholder.
- If you lose a key – happens all the time – come see us at the Resident Experience desk and you can purchase a replacement.

### VISITORS:

- Within the Flow app, you can send visitors digital keys to get into the building for set amounts of time.
- If the time lapses, you can re-add them as a guest and the key will refresh

## Hallway Etiquette

- Safety is number one. Please keep all personal items out of the hallway such as doormats, umbrellas, strollers, etc. to avoid any fire hazards.
- To keep hallways clear and everyone safe, we will remove any items found.



# KEEP IT CLEAN

## MINIMIZING ANY FOOTPRINTS WHERE WE CAN IS IMPORTANT TO US. HERE'S HOW TO MANAGE WASTE:

- Send your garbage and recycling down your floor's trash chutes, which are adjacent to the service elevators on each floor.
- Think about Chutes and Ladders — chutes are narrow, so large boxes and items aren't going to make it down. Please break down boxes and large items and bring them to the trash room. All you have to do is take the service elevator down to floor 1R and follow the signs.



*Please keep the space clean and be respectful. Rules are rules and there will a fine if you are not following these guidelines.*



**IN CASE OF FIRE,  
PLEASE CALL 911  
AND REFER TO THE  
EVACUATION PLAN**

## **THERMOSTAT CONTROL**

Use the Ecobee App to sync your thermostat so you can set your thermostat even when you're away.

You can add additional features on your own as well:

- Cooling Schedules
- Door Opening Sensors
- Movement Sensor
- Cameras

And some with a monthly fee:

- Security Monitoring
- ECO+ Feature

## **SMOKE & CARBON MONOXIDE DETECTORS**

- Safety first. Your home is equipped with both a smoke and carbon monoxide detector that will alarm you if there is smoke in the building or if levels are too high.
- Periodic chirping indicates low battery — please place a service request in the Flow app if this occurs.



## THE MODERN CONVENIENCES

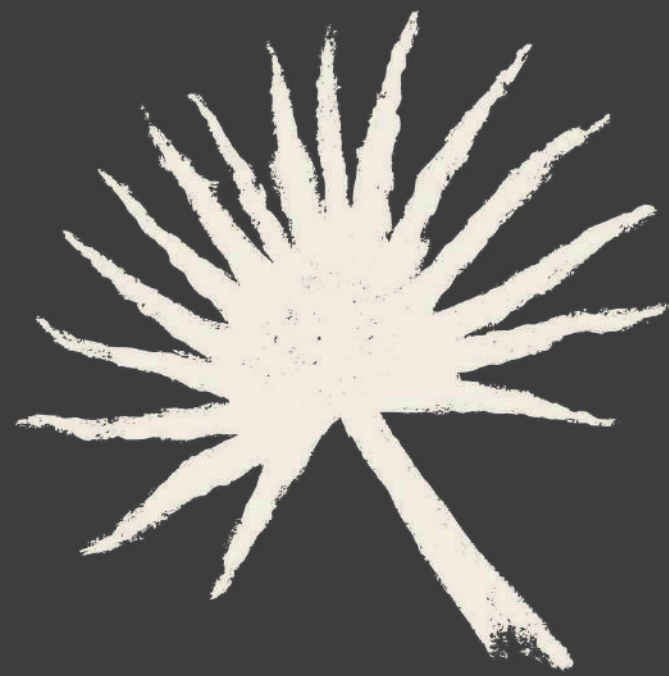
### FLOW FORT LAUDERDALE USES CONSERVICE TO MONITOR AND BILL MONTHLY WATER, CABLE/WIFI, AND ELECTRICITY USAGE

- Neighbors who are living in Studio, JR 1-Bedroom, 1-Bedroom, and 2-Bedroom units will need to set up an FPL account before move-in to get all of this set up.
- Rent-by-Bedroom apartments will have all of this set up prior to your move-in.
- Please make sure you activate the electric service before you move in and avoid cancelling mid-lease. There is a fee and service expense for the period where accounts were not activated or canceled.

## INTERNET & TV

### THANKS TO HOTWIRE, ALL LIVING SPACES COME WITH 15- MBPS INTERNET CONNECTION AND BASIC CABLE.

- To upgrade or troubleshoot, contact Hotwire
  - Hotwire Communications
  - 800-355-5668 | 855-225-9009
  - [gethotwired.com](http://gethotwired.com)



# AMENITY DIRECTORY

Hey, where's Hemingway's?



# LEVEL 2

## What's on Level 2

### **THE RESIDENT EXPERIENCE LOUNGE**

Your front door hangout where you can visit the Resident Experience team for:

- Help with any questions or assistance you may need
- Package storage and pick-up
- Outgoing package drop-off

### **USPS MAILBOXES**

- All standard mail, like all those save-the-dates and holiday cards

### **TIDE LOCKERS**

- Dry-cleaning drop-off and pick-up

# LEVEL P

## What's on Level P

### **POOL**

Arguably one of the better rooftop pools in Florida. Beach-entry pool, sun ledge, lounge chairs, day beds, open turf areas, hammocks, and more. Open from 6 a.m. to 10 p.m.

### **HEMINGWAY'S**

Your all-day Mexican Fusion Cantina. Dips and chips, sandwiches, coffee, the menu goes on. [Order online.](#)

### **GYM**

Brand new Techno-gym equipment for any workout. Open 24/7

### **FITNESS STUDIO**

Something for everyone. Check our events schedule in the Flow app for weekly wellness programming.

Dive into the Flow community with weekly events and fitness classes offered daily. Feel free to drop by, there's something for everyone.

[Event and Fitness Class Schedule](#)



# LEVELS 23-25

## What's on Levels 23-25 North

### **OUTDOOR GRILLING TERRACES**

Cook and entertain. Reserve the private grilling terrace for your dinner party needs.

### **FEAST ROOM & KITCHEN**

Gather and dine together. Book this room to host friends and family.

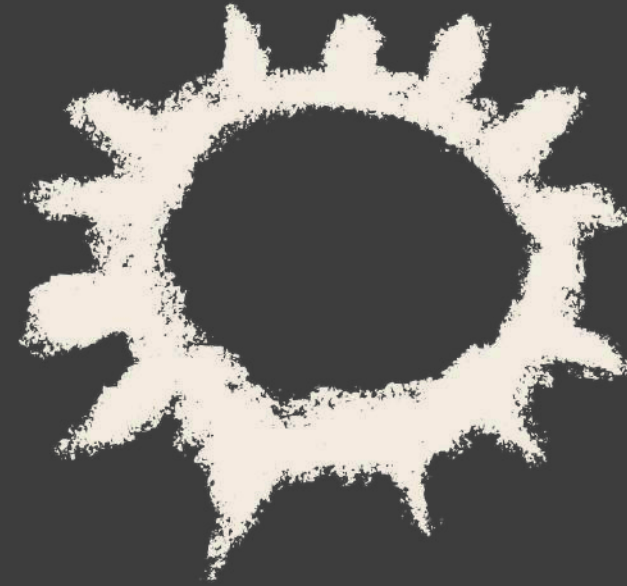
## What's on Levels 23-25 South

### **COWORKING SPACE**

Open seating and reservable conference rooms.

### **SKY TERRACE**

Large open space to host friends and family.



# COMMUNITY GUIDELINES

Couple things to keep in mind so everything  
remains nice, clean, and safe



# GYM & POOL

## Pool

- Your basic pool rules: no diving, no running, no rough activities, no smoking.
- For safety, please keep glass and pets out of the pool area.
- Please shower or make sure you are clean before entering the pool and spa.
- All guests must be accompanied by a Flow neighbor while in the pool area.
- All swimmers swim at your own risk. We are not responsible for accidents or injuries.

## Gym

- Pretty much the same as every gym: shirt and shoes required, wipe down your equipment, no food or alcoholic beverages.
- Please use headphones. No speakers please.

*If you see anything problematic or hazardous at the pool or gym, please let us know.*



IF YOU HAVE  
A CONCERN REGARDING  
NOISE, PLEASE CONTACT  
THE RESIDENT  
EXPERIENCE DESK.

# COMMON COURTESY

## Quiet Hours: 10 p.m. - 6 a.m. daily

**Please be mindful** during these hours and limit the noise inside and around your home. With your neighbors in mind, please be mindful of things like:

- Loud playing of music, TVs, or musical instruments
- Barking or other loud pets
- Using amenities to host parties of multiple guests

## Balcony Etiquette

This extra outdoor space is meant to be enjoyed, so keeping your neighbors above, below, and next to you mind, please keep it clean and nice-looking. Please keep in mind:

- Plants are encouraged, but excessive watering can cause unwanted showers for the neighbors below.
- Please no BBQ grills due to fire safety.
- Please never throw anything off of your balcony for safety of anyone below.



# PETS

## **Animals make the world better.**

Flow neighbors can have up to two pets per home.

### **What's needed for your pets:**

- Vet records and proof of rabies vaccination
- Pet photo
- Please note that certain breeds are restricted

### **Pet Policies**

- Out of courtesy to other neighbors, please keep your pets leashed at all times in common areas, stairwells, elevators, and hallways.
- Accidents happen. If your pet has an accident in the building or at the front entrance, please pick it up. We also ask that you notify the front desk to make sure the area is sanitized and deodorized.
- Pets are not allowed in Rent-by-Bedroom units (ESA and Service animals do not apply).



Welcome to Flow Fort Lauderdale

## WE'RE SO HAPPY YOU'RE HERE

We're excited for you to experience living life in flow, with opportunity to prioritize yourself, connect with your neighbors, and get back into nature.

We hope you take advantage of all Flow has to offer from wellness classes, the pool, creating meaningful connections, and more.

We are here if you need anything. Please reach out if you have any questions or concerns.