



7400 N Lamar Boulevard | Austin, TX 78752 | 512.452.7400 | [aveliving.com](http://aveliving.com)

Welcome home,

Your move-in date is

**Your address**

7400 N Lamar Boulevard

Austin, TX 78752

**Mailbox**

**Resident Services**

Hours

Monday-Friday: 9 am – 6 pm

Saturday: 10 am – 5 pm

Sunday: Closed

Contact

512.452.7400

[Austin.northlamar@aveliving.com](mailto:Austin.northlamar@aveliving.com)

Thank you for choosing AVE Austin N Lamar as your new home!

Sincerely,

Your AVE Team



## Community Guidelines

At AVE, we're on a mission to help you LIVE BETTER™. We ask that you familiarize yourself with our community guidelines, and thank you for your cooperation in keeping our community safe and enjoyable for all residents.

### Resident Services

- For your convenience, rent and utility payments can be submitted on our Resident Services Portal. Please visit the following link to get started: <https://www.aveliving.com/resident-login>.
- For after-hours maintenance support, please call 512.452.7400. Your call will be routed to our emergency line to dispatch a maintenance team member. Please be advised, the response time may take up to 2 hours.

### Parking

- Parking Garage: We have covered parking spaces available in our Resident Parking Garage for an additional fee. It is open parking and requires a parking tag to enter and exit. Please contact Resident Services should you need parking access.
- Guest Parking: Upon entering the parking garage, guests may park in the spaces that are just before the garage gate on the first level.
- EV charging: Charge your EV at home with our (2) on-site stations. Please refer to the enclosed Chargepoint flyer for more information.

### Community Access

- Key FOB: This key will provide you with access to all the amenity spaces, entrance and exit doors, and your apartment. Please contact Resident Services should you need a replacement key. There is a \$50 fee.
- ButterflyMX Call Box: There is (1) ButterflyMX callbox onsite located at the resident entrance of Building 1 on Lamar Boulevard. Download the mobile app to provide you and your guests entry.
- Lockouts: We kindly ask to always have your key fob with you. If you do not have your key fob, please use the ButterflyMX call box and mobile app for entry. For further assistance, please contact Resident Services. For after-hours support, you may call 512.452.7400. Your call will be routed to our emergency line to dispatch a maintenance team member. Please be advised, the response time may take up to 2 hours. There is a \$75 fee for this service.

### Pets

- Pets should be leashed at all times when outside your personal residence.
- Pets should not be left unattended on patios or balconies.
- Please help us maintain a beautiful community by not allowing your pet to relieve itself in the amenity spaces or courtyard areas.
- For your convenience, there is a designated pet relief station in the rear of the building near the garage entrance.



### Trash

- There is (1) trash room located on each floor with trash chutes.
- Secure waste in a trash bag prior to disposing in the designated chutes.
- Place all trash bags in the chutes. Please do not leave on the floors of the trash rooms.
- Break down cardboard boxes and place them neatly in the corner of the trash room. Do not place them down the chutes.
- For all larger items, such as furniture, please contact Resident Services for assistance.

### Amenities

- Access on-demand remote workspace with our 24/7 business lounge and conference rooms equipped with high-speed Wi-Fi.
- Achieve your health and wellness goals at our 24/7 on-site fitness center featuring state-of-the-art strength and cardio machines, an outdoor fitness courtyard for HIIT classes, and Zen Garden yoga lawn.
- Enjoy our complimentary beverage bar in the first-floor lobby offering coffee, tea, hot chocolate, and more.
- Relax at our resort-style pool featuring in-lay lounge chairs and outdoor grilling stations. Please see the attached Pool Rules.
- Watch sports games, attend community events, or catch up with fellow residents in our pool lounge equipped with a tv viewing area, indoor kitchen, and shuffleboard.
- Bask in views of downtown Austin at our rooftop lounge featuring indoor outdoor seating, and a foosball table.
- Keep your furry friend fresh and clean at our pet spa featuring wash stations and hair dryers.
- Enjoy our complimentary seasonal bike share for fitness or fun. Stop by Resident Services to check out the fleet and reserve a bike.
- Seamlessly pick up your deliveries with our 24/7 Luxer One self-service kiosk.

Please contact Resident Services by phone at 512.452.7400 or email [austin.northlamar@aveliving.com](mailto:austin.northlamar@aveliving.com) should you have any questions.

Sincerely,  
Your AVE Team