

The Villages®

Community Development Districts

Customer Service

(352) 753-4508

984 Old Mill Run

The Villages, FL 32162

&

4856 South Morse Boulevard

The Villages, FL 32163

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Community Development Districts

Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity

www.DistrictGov.org

Customer Service Team



- Matthew Armstrong – Director of Resident Services
- Becky Perkins - Customer Service Manager
- 8 Full Time Customer & Administrative Support Representatives
- 1 Part Time Customer & Administrative Support Representative
- 5 Part Time District Couriers

The District Customer Service Center is dedicated to providing each resident with friendly, accurate, and quality customer service!

We have two locations in which you can accomplish many of your District needs

- Obtain general information on all District departments
- Obtain community information and phone numbers
- Speak to a Bond Specialist regarding the bond on your home
- Speak to a Customer Service Utilities Representative regarding your monthly utility / amenity bill
- Purchase The Villages area maps
- Executive Trail Fee & Guest ID Card services

Villages Resident ID & Gate Access Cards

Resident ID Cards

- Replace ID cards due to loss, theft or damage
- 30-day Temporary ID available at no charge
- Permanent ID replacement - \$15.00
 - New picture
 - New Resident ID Number
- Non-owner Resident ID Card
 - Issued to residents not listed on the deed of the home
 - Must meet residency requirements and obtain homeowner authorization

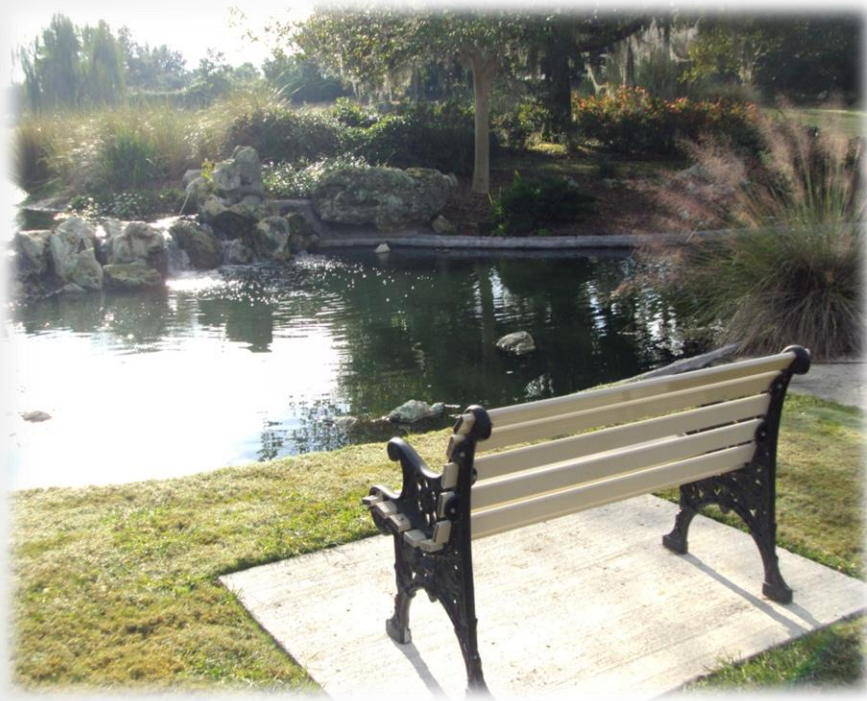
Gate Access Cards

- Replace gate access cards due to loss, theft or damage
- Current replacement charge - \$15.00
- Please bring in all remaining cards as they are issued in sets
- Up to four (4) cards can be issued per home

RV Storage Facility Space Rentals

- Alhambra Lot & Industrial Lot
 - 20' Space: \$32.00 + tax
 - 30' Space: \$40.00 + tax
 - 40' Space: \$43.00 + tax
 - 50' Space: \$49.00 + tax
- Fee placed on monthly utility / amenity bill
- Waiting list
- Temporary Space: \$6.00 + tax per day

Adopt-A-Bench



- Current cost: \$1,400.00
- Price includes: bench, plaque, concrete slab, freight & installation
- Benches located on District property
- Executive Golf Courses
- Postal Stations
- 943 Benches sold as of July 2022

Other Services

- Update Contact Information
- Register for Community Watch programs
- Pay your utility / amenity bill
- Veteran Brick Sales
 - Dedication ceremony each Veterans' Day - November 11th
 - Bricks cost \$55
 - 400 bricks will be dedicated during the 2022 ceremony
 - Must be purchased by March 31st to be included in current year's ceremony



Postal Facilities

District Couriers

- Couriers pick up correspondence from the Utility, Amenity & District Correspondence Box located at each postal facility
 - Monday - Friday
 - Utility/Amenity Payments
 - Bulletin Board Requests
 - Questions / Suggestions
 - No Postage Required!

Postal Facility Bulletin Boards

- Provide a valuable tool for communicating District and Village neighborhood information
- The Postal Facility Bulletin Board guidelines can be found at www.DistrictGov.org
- To submit a request:
 - Use the utility/amenity box at each postal station
 - Email item to customerservice@districtgov.org
 - Drop off item at District Customer Service Center

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Thank you!

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