

# The Villages®

Community Development Districts

## Customer Service

(352) 753-4508

**NORTH  
SATELLITE OFFICE**  
1200 Avenida Central  
in La Hacienda

**DISTRICT CUSTOMER  
SERVICE CENTER**  
984 Old Mill Run  
in Lake Sumter Landing

**SOUTH  
SATELLITE OFFICE**  
4856 S. Morse Blvd.  
just south of SR 44



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*Hospitality ~ Stewardship ~ Hard Work ~ Innovation & Creativity*

[www.DistrictGov.org](http://www.DistrictGov.org)

# Customer Service Team



- Tobey Cyr – Director of Customer Service
- Becky Perkins - Customer Service Manager
- Anne Flanagan – Customer Service Supervisor
- 9 Full Time Customer & Administrative Support Representatives
- 1 Part Time Customer & Administrative Support Representative
- 6 Part Time District Couriers

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

We have three 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

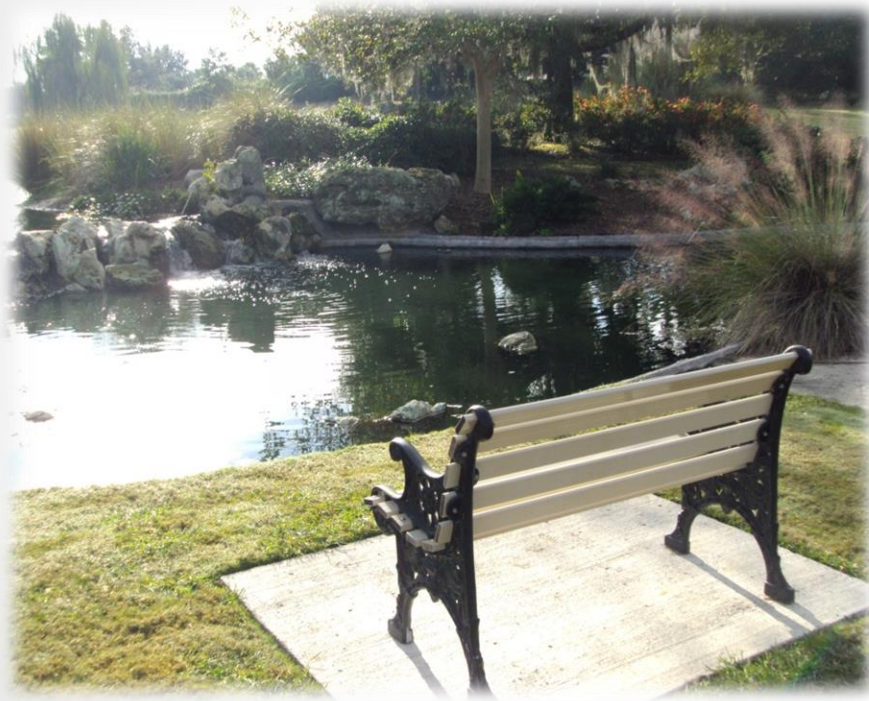
- Replace gate access cards due to loss, theft or damage
- Current replacement charge - \$15.00
- Please bring in all remaining cards as they are issued in sets
- Up to four (4) cards can be issued per home

# 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
- 996 Benches sold as of July 2023

# Other Services

- Update Contact Information
- Register for Community Watch programs
- Pay your utility / amenity bill
- Veteran Brick Sales
  - Dedication ceremony each Veterans' Day - November 11<sup>th</sup>
  - Bricks cost \$55
  - 302 bricks will be dedicated during the 2023 ceremony
  - Must be purchased by March 29<sup>th</sup> to be included in current year's ceremony



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# 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](http://www.DistrictGov.org)
- To submit a request:
  - Use the utility/amenity box at each postal station
  - Email item to [customerservice@districtgov.org](mailto:customerservice@districtgov.org)
  - Drop off item at District Customer Service Center



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# Thank you!

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