

MAIL

Mailboxes are located at the Mail Center. THE MAIL CENTER IS A COURTESY SERVICE AND IS NOT AFFILIATED WITH, OR PART OF, THE UNITED STATES POSTAL SERVICE. If you are uncomfortable with the operation, rules or regulations, you should secure your own post office box at the local post office or other mail handling facility.

- **CRITICAL ADDRESSING:** You must include your lot number in your address. All mail is sorted by lot number. Mail received with no lot number will be placed in a secondary sort bin and sorted by name as time allows. **THIS WILL DELAY RECEIPT OF YOUR MAIL.**

To expedite mail sorting, your correct postal address is:

- Your Name (*example: Mr. Jack Brown*)
 - 602 N. Victoria RD, lot # (*example: 602 N Victoria RD, #0000*)
 - Donna, Texas 78537
- **Residents must notify the Mailroom upon arrival and departure, and request holding or forwarding of mail.**
 - Forwarding of mail is a service provided for annual residents only, and for a period not to exceed 6 months. If you are a seasonal guest, you must handle your mail forwarding through the US Post Office.
 - For forwarding of mail, residents must furnish address labels (Check with Mailroom personnel for correct size of the labels). The Mailroom **WILL NOT** forward mail if forwarding labels are not on file. Without forwarding labels mail will be marked "Return to Sender" and returned to the Post Office.
 - Residents are requested to open a mailbox even if not expected to receive mail as important Memos/Notices to the residents will be placed in mailboxes.
 - For seasonal renters there is a \$50 refundable deposit on each mailbox key(s). This is payable at time of arrival in the Main Office and refundable

upon return of key to Main Office. **Note:** *Your refund may be applied toward any outstanding balance or returned to your credit card. If a refund is requested, and the deposit was paid by cash or check, and the guest has no outstanding balance, the refund can be held on account or will be paid by check from the corporate office and may take up to 6 weeks to process. We cannot refund in cash.*

- Annual residents have a mailbox permanently assigned to their unit. They must purchase their mailbox key(s) for \$20 each. The key transfers to the new owner if the unit is sold. There are no refunds on these keys.

NAME BADGES

Apart from helping residents get to know each other, name badges are safety and security items. Name badges help quickly identify legitimate residents.

- **NAME BADGES SHOULD BE WORN AT ALL TIMES.** Name badges may also be worn while attending out-of-resort activities.
- Annual lease holders will be issued a picture badge. These will be made for you at the Main Office upon signature of lease.
- For all other residents, a temporary badge will be provided.
- If you see someone who looks suspicious and is not displaying one of the two types of badges, please call our front gate, courtesy officers or the main office. *Do not confront them yourself.*

NEWSPAPERS

Local event magazines, flyers and newspapers are available inside the Mailroom.

NOTARY PUBLIC

Notary services are not available in the resort. Most banks, title companies and car dealers have notaries who are willing to help you.