



Dear Pines of Springtree Residents,

Hello! We're OnCall, and we wanted to take a moment to introduce ourselves and give you some important information so you can help us make your parking experience at Pines of Springtree hassle-free. Our mission is to make sure that you have parking peace of mind, knowing you can come home and park easily and safely without concern for unauthorized vehicles in your community. Using an e-permit system, we regularly monitor and make certain that only vehicles belonging to you and your neighbors (and any authorized guest vehicles, of course) are parked at Pines of Springtree. Once you register a vehicle with us and purchase a parking e-permit, we'll be able to communicate with you about any issues related to your vehicle via text or email.

Here are a few things you need to know, right off the bat.

First, just so you don't miss this and experience any unwelcome surprises: **ANY RESIDENTS WHO HAVE NOT PURCHASED THEIR PARKING E-PERMITS ARE SUBJECT TO VIOLATION/TOW.**

Good? Great. We'd hate for you to miss that and then be missing your vehicle! Now for the equally important, but much less dramatic, details.

How Do Parking E-Permits & Decals Work?

So that we can easily identify your vehicle as a resident vehicle on our daily patrols, every validated resident needs to purchase a parking e-permit from OnCall. Once you purchase an e-permit, your registered vehicle is authorized immediately for parking and we will send you a decal to place in the right rear window of your vehicle.

Here's What To Do Right Now

The first step in purchasing an e-permit is to register with OnCall through our website. Go to www.OnCallMS.com and scroll down just a little bit to where it says "STEP 1 Register With Us". Click on the word "Here" where it says "Click **Here** To Register Now." You'll probably notice that the first thing you're asked for is a Registration Keyword. Your Registration Keyword is **PINES**. Next, complete filling out all the needed information to register with OnCall. As soon as your residency is verified by your property manager, **you will receive an email with your personal login credentials.** Once you have that, you can return to www.OnCallMS.com and click on "Resident Login" to register additional vehicles, if necessary, **and purchase e-permits for any vehicles you own.**

New E-Permits & Replacement Decals

Once you purchase an e-permit for your vehicle, please allow 7-10 business days for the vehicle decal to arrive. Depending on the property, OnCall will deliver the decal via mail or drop them off at the property manager's office. *Remember, your vehicle is authorized immediately upon payment, so there is no need for any concern about incurring a tow just because your decal hasn't arrived yet.*

To request a replacement decal, please login to your OnCall account and select the "replacement decal?" link at the top of your screen. As with new e-permit purchases, please allow 7-10 business days for your replacement decal to arrive.

Renewal E-Permits

All OnCall parking e-permits must be renewed annually. In most cases, your e-permit expires when your lease expires. If you are an owner or are part-way through a multi-year lease, your e-permit expires annually based on when you are approved for an account in our system.

*For those with approaching lease expiration dates, in order to renew your e-permit, your lease expiration date **must** be updated within our system in order to allow you to renew your e-permit. If the lease expiration date has not been updated within the system, you will need to contact your property manager to complete the change. Once your property manager updates your lease expiration date, you may renew your e-permit. There is no need to request a new decal; your existing decal continues to be valid as long as your e-permit is valid.*

10-Day Grace Period: Verified residents are given a 10-day grace period at the beginning of any lease, (and also after their initial lease expiration date, for those who are renewing) to purchase their e-permit. If you don't purchase a new e-permit during the 10-day grace period, you will be assessed a 15% late fee. As always, if you run into any difficulties purchasing or renewing an e-permit, please call us and we'll be happy to help you.

Need To Get In Touch?

Our support team is here to help you with any questions you might have about the OnCall system, to assist you in making any changes you might need to make to your account, and to provide you with details about a specific violation or tow. You can check your OnCall account 24 hours a day, 7 days a week (online or through our mobile app), call to speak to us during our business hours, or email us anytime.

OnCall Management Systems On The Web

www.OnCallMS.com

OnCall Support Line (Business Hours: *Monday thru Friday, 6:00am – 10:00pm.*)

(954) 473-9001

*Please note: **if you have questions or concerns over a weekend** or during the late night / early morning hours about a violation or tow, **please check your OnCall account (on the web or the mobile app) for a detailed report of the incident** (by the way, more information on our free mobile app is available below). You're welcome to call us outside of business hours, too, if you prefer – just leave us a voicemail with complete details (contact info, which community you live in, and your vehicle information – especially your license number) and we'll get back to you as soon as we can.*

Email Support

support@oncallms.com

PLEASE EMAIL ONCALL SUPPORT FOR ANY CHANGES TO YOUR VEHICLE (for example, if you get a new license plate, or purchase a new vehicle). As much as we'd enjoy chatting on the phone, the thing that makes us happiest is providing great service, and email *helps ensure we get all the details about your vehicle exactly right (especially your license plate number).* Thanks!

What About Guests*?

*See that little asterisk next to guests? We've got some super important information that talking about guests brings to mind that we know you might need to know about. Please read the three notes a little further down for all details.

If you've got a guest visiting (for example, a friend or family member, **or really, anyone coming to the property long enough to need to park their vehicle**), we've made it as simple as possible for you to register their vehicle in our system so that they can enjoy the same hassle-free parking benefits you do. As a registered resident, you can add **2** guest vehicles (see definition of "guest vehicle" below) per unit to your account at any given time. This can be done in the following ways:

Free OnCall Mobile Application

OnCall has developed an application to streamline the guest vehicle registration process. You may download the free **OnCall Parking** application for your Android or Apple devices by visiting the Google Play or iTunes App stores via your mobile device. Just search for "OnCall MS" or use the following links.

Android App

<https://play.google.com/store/apps/details?id=com.appsbuilder.AppsBuilder977700&hl=en>

iTunes App

<https://itunes.apple.com/us/app/oncall-ms/id1009202473?mt=8>

Three Super Important Notes About Guest Vehicles

GUEST VEHICLE DEFINITION: Any vehicle besides your primary registered vehicle(s) that needs to be associated with your OnCall account. For example, a loaner vehicle or rental vehicle that you are using would be considered a "guest vehicle", even though it is used by you.

LICENSE PLATE NUMBERS: When registering a guest vehicle, **please be careful to input the correct license plate number into the system.** If it has not been entered correctly, OnCall has no way of knowing a vehicle should be authorized on your account and can't be responsible for the vehicle being towed and removed from the property. If you think you might have made a mistake entering your guest vehicle's license plate number properly, **please login to your OnCall account at www.oncallms.com and make the change directly by selecting the guest vehicle and editing the license plate number so you can get it all squared away.**

15-DAY LIMIT: There is a limit of **15 DAYS** for each guest vehicle. Once a guest vehicle exceeds the 15-day limit, that vehicle will then be restricted from the premises for an additional **15 DAYS**. You will not have the ability to register a restricted guest vehicle again until after the 15-day restriction period, unless otherwise authorized by your property manager within our system. (If you anticipate the need for an extension for any guest vehicle, please discuss it with your property manager; OnCall will not authorize any extensions directly.) In order to see the number of days remaining for a particular guest vehicle, please check your OnCall account under the "register a guest vehicle" feature.

ALL GUEST VEHICLES THAT HAVE NOT BEEN REGISTERED WITHIN OUR SYSTEM ARE SUBJECT TO IMMEDIATE TOWING. THERE IS A ZERO TOLERANCE POLICY FOR NON-RESIDENT/NON-GUEST VEHICLES.

You probably noticed that we made that last paragraph CAPITALIZED and **bolded** and **red** just to make sure you didn't miss it. Don't worry, we're not upset. We simply want you and your guests to enjoy hassle-free parking experiences, and we'd feel terrible if we had the towing company move one of your friends or family member's vehicles (**or a vehicle you are renting or borrowing**) because we didn't make it clear that we have no way of knowing a vehicle belongs on the property without you telling us! Thanks in advance for your help, and please do call us if you have any questions about how all this works.

How Do We Monitor Parked Vehicles?

OnCall will patrol the property between the hours of **10pm – 6am**. Therefore, it is especially important during these hours that all guest vehicles must be registered. **FAILURE TO REGISTER GUEST VEHICLES PARKED BETWEEN THE HOURS OF 10PM—6AM WILL RESULT IN AN IMMEDIATE TOW AT THE OWNERS EXPENSE. THERE WILL BE NO WARNINGS.** Again, we aren't upset. We just want to stress the importance of registering vehicles.

How Are Violations Handled?

Each resident is allowed **3** violations per **unit** annually. Once you exceed 3 violations, your vehicle is subject to tow. To ensure that you do not receive any violations, please make sure that you follow your property's **PARKING POLICY, available online through your OnCall account.** To review this parking policy, please login to your OnCall account and select "view parking policy".

If you receive a violation, a green adhesive warning sticker will be placed on the vehicle. **This has been authorized by your board of directors.** We don't want anyone concerned that they've incurred a violation without knowing it.

Hey, What Do I Do If My Vehicle Gets Towed?

Hopefully, you'll never need to know the answer to that question, but just in case, here's the scoop. In the event that your vehicle is towed, please contact the tow company (see their info below). Please note, OnCall sends a request for the vehicle to be towed, but the tow company does not have the specific details regarding the violation. For questions or concerns, please check your OnCall account (online or our mobile app) for a description of the violation, or call our customer support number **(954) 473-9001**.

Towmaxx Towing
3816 NW 49th Street Tamarac, FL 33309
towmaxxtowing@yahoo.com
(954) 680-0105

Optional Add-Ons

We have two **optional** add-on features available to any resident with an active OnCall account. These features apply to any vehicle associated with your OnCall account (primary resident vehicles and registered guest vehicles), and can be purchased at www.OnCallMs.com

Phone-In-Guest Feature

For residents who have purchased the Phone-In-Guest feature, you may call our OnCall Support line during business hours (Monday through Friday, after 6 a.m. and before 10 p.m.) in order to register your guests' vehicles. The Phone-In-Guest feature is available through OnCall for \$29.99 per year.

Call-Before-Tow

For residents who have purchased the Call-Before-Tow feature, we will attempt to contact you by phone before towing any vehicles associated with your OnCall account. For example, in the event your vehicle becomes subject to towing because you have exceeded the allowed number of violations, you will receive a phone call from OnCall before your vehicle is towed, and when appropriate, you may have the opportunity to immediately resolve the violation and avoid a tow. The Call-Before-Tow feature is available through OnCall for \$9.99 per year.

Thank for you for your help in making parking a hassle-free experience for all the residents at Pines of Springtree. **Don't hesitate to reach out to us with any questions or concerns; call us at (954) 473-9001** or email support@oncallms.com.

Always OnCall for you,
OnCall Support