

FRANKLIN PARK APARTMENTS

6615 Franklin Avenue
Los Angeles, CA 90028
(323) 851-1398

INSTRUCTIONS FOR INTERNATIONAL TENANTS

Utilities

Electric Department of Water and Power (DWP) 800-342-5397

Please set up an account online for electricity service at www.ladwp.com. You will need to know the address of the building and your apartment number.

When you arrive in Los Angeles, you will need to go to the Department of Water and Power office at 6547 Sunset Boulevard, Suite B, Los Angeles, CA, 90028. If you do not have a social security number, you will be asked to pay a \$205.00 deposit which will be refunded when you move out. They accept cash, credit or debit card for payment.

Office hours for DWP are Monday-Friday, 9am-5pm, and every second Saturday from 9am-1pm. Electricity will be turned on the next business day Monday-Thursday.

Gas The Gas Company 800-427-2200
Building reference number: #18870265578

When you arrive in Los Angeles, you will need to go to call the Gas Company at 800-427-2299 or go to their office at 1811 N. Hillhurst, Los Angeles, CA, 90027. If you do not have a social security number, you will be asked to pay a deposit which will be refunded when you move out. They accept cash, credit or debit card for payment.

You will need to verify your identity within 5 days by showing two forms of identification at their office, or you can fax copies to 818-701-3950 Be sure to include the address of our building and your apartment number on the fax.

Office hours for The Gas Company are Monday-Friday, 9am-5pm, Gas will be turned on the next business day Monday-Thursday.

Cable & Spectrum 866-550-3211
Internet Bulk account #8448 3003 2005 3330
(We pay for your basic cable under a bulk account.
Premium channels and internet are your responsibility)

NOTE: THIS BUILDING IS NOT WIRED FOR UVERSE INTERNET

When you arrive in Los Angeles, you will need to go to call Spectrum at 866-550-3211 or go to their office at 100 N. La Cienega, Suite B-231, Los Angeles, CA, 90048 (Inside Beverly Connection shopping center). If you do not have a social security number, you may need to pay a deposit or sign up for automatic payment. They accept cash, credit or debit card for payment. You may request a self-install kit be sent to you Federal Express for your internet.

Moving in

- Notify the building manager of the date and time of your move-in.
- All paperwork must be completed, in addition to rent and fees paid, before keys will be issued.
- All move-ins must take place from the Whitley side of the building only.
- Due to our glass façade along the building entrance, liability expressly prohibits moving in using the front door, front stairwell, and lobby on Franklin Avenue.
- Your moving truck may be parallel parked against cars on Whitley, or backed up against the red barriers in the exit driveway. Please pull your truck far enough forward so that other cars may exit. Leave a note on blocked cars with your cell number in case they need to get out.
- Please use your garage clicker to open and close the Whitley gate. For security reasons we cannot leave it propped open. The manager can also unlock the Whitley fire door for additional access to the hallway. Be sure to close it when finished.
- Both elevators and the stairway can be used to bring in belongings.
- Do not drag boxes and furniture across hallway floors! Tenants moving in are responsible for any damage in the hallways.
- Please notify manager immediately of any appliances not working, or other problems
- Boxes should be collapsed and left in the trash room down in the subterranean parking structure. The trash room is located in the center of the garage and has a large, metal blue door.

ONLINE PAYMENT SYSTEM

We have an online payment system available for Franklin Park Apartments. This is where you can review your monthly statement, view your payment history, enter a service request, make rent payments and even set up automatic monthly payments.

A welcome email will be sent to you with a registration code and upon logging in you will be required to create a password and then confirm your account.

The system can be accessed from our website at www.6615franklin.com/tenants/

Automatic payments can be scheduled with the routing number from your checking account or credit/debit card. Rent is then charged on the 1st of every month. We accept VISA, Master Card, and Discover.

We will continue to accept paper checks and payments in person at the office by appointment.

Do not hesitate to call us with any questions on learning how to use the online payment system or if you experience any difficulties.