

Trellis at the Lakes Apartment

Nina B Local Guide · 16 reviews · 17 photos

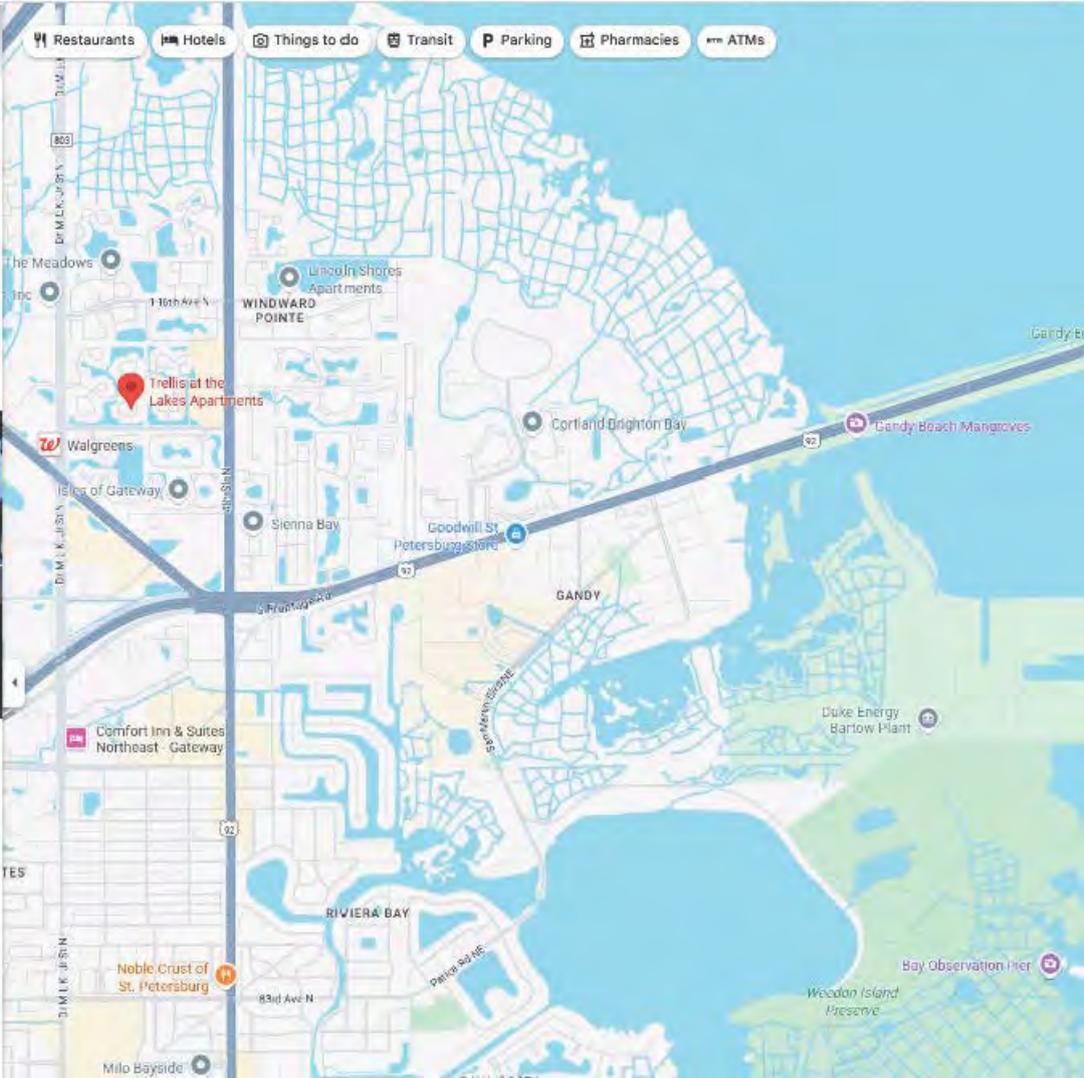
4 months ago

The apartments are okay but definitely overpriced. You'll pay an extra \$200 on top of the rent price for cable/internet, iApartments, trash, etc. Thin walls, you can hear your neighbors at all times. All of the amenities need some TLC, including the laundry rooms. Most of the washers were always out of service. Both trash compactors are constantly overfilled with trash. Certain parts of the complex flood during hurricane season or heavy rain, so keep that in mind otherwise your car might flood. Communication is terrible. They never answer the phone and never email back. I would not recommend living here.



4 likes | Share

Response from the owner 4 months ago  
Nina, we appreciate your feedback and are sorry to hear that your experience didn't meet your expectations. However, we were unable to locate you in our system as a tenant—perhaps there was a mix-up with the apartment community? We strive to provide comfortable living conditions and responsive communication, and we use all feedback to improve our services. If you have any further comments or suggestions, please feel free to reach out to us directly at 727-341-5149 or [Trellis@liverangewater.com](mailto:Trellis@liverangewater.com). Thank you, Trellis at the Lakes



Communities at Liberty Square - Tc Q X

Overview Reviews About

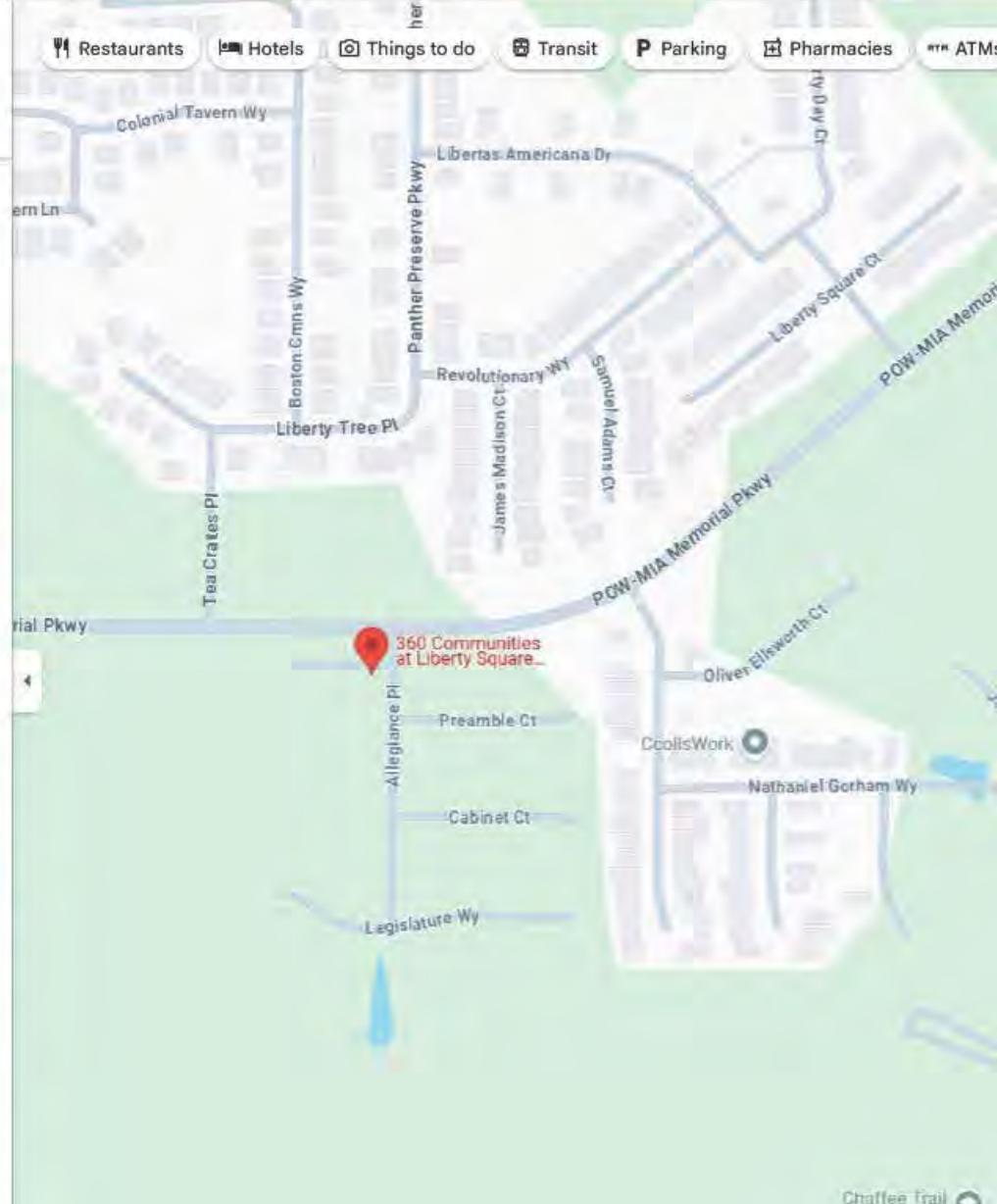
Ilia Sudarikov  
Local Guide · 32 reviews · 6 photos

6 months ago

I cannot recommend this townhouse complex for prospective tenants due to several significant concerns. First, the advertised rental price does not include a mandatory community fee, which is disclosed only after the initial listing and increases the overall cost of living. Second, the application review process can take up to four weeks, during which the selected townhouse may remain publicly listed and available for lease, as occurred in our case. Third, the application fees are expensive, totaling \$325 for the first applicant and \$75 for each co-applicant. Finally, there were technical issues during the application process that further complicated the experience.

Additionally, during the application process, the management requested a hard copy of my Social Security Number (SSN). According to guidance from the Social Security Administration, providing a physical copy of an SSN is not advisable due to the risk of identity theft. As I declined to submit this sensitive document, my application could not be completed. Despite this, I later received a pre-collection notice for the application fee, even though the application was never finalized.

The management's communication was also unsatisfactory. Despite the high application fee, timely updates were not provided, phone calls were rarely answered, and it was nearly impossible to reach the management team. These issues, combined with excessive and unnecessary documentation requirements, made the overall experience frustrating and disappointing.



← Cortona South Tampa 🔍 ✕

Overview **Reviews** About



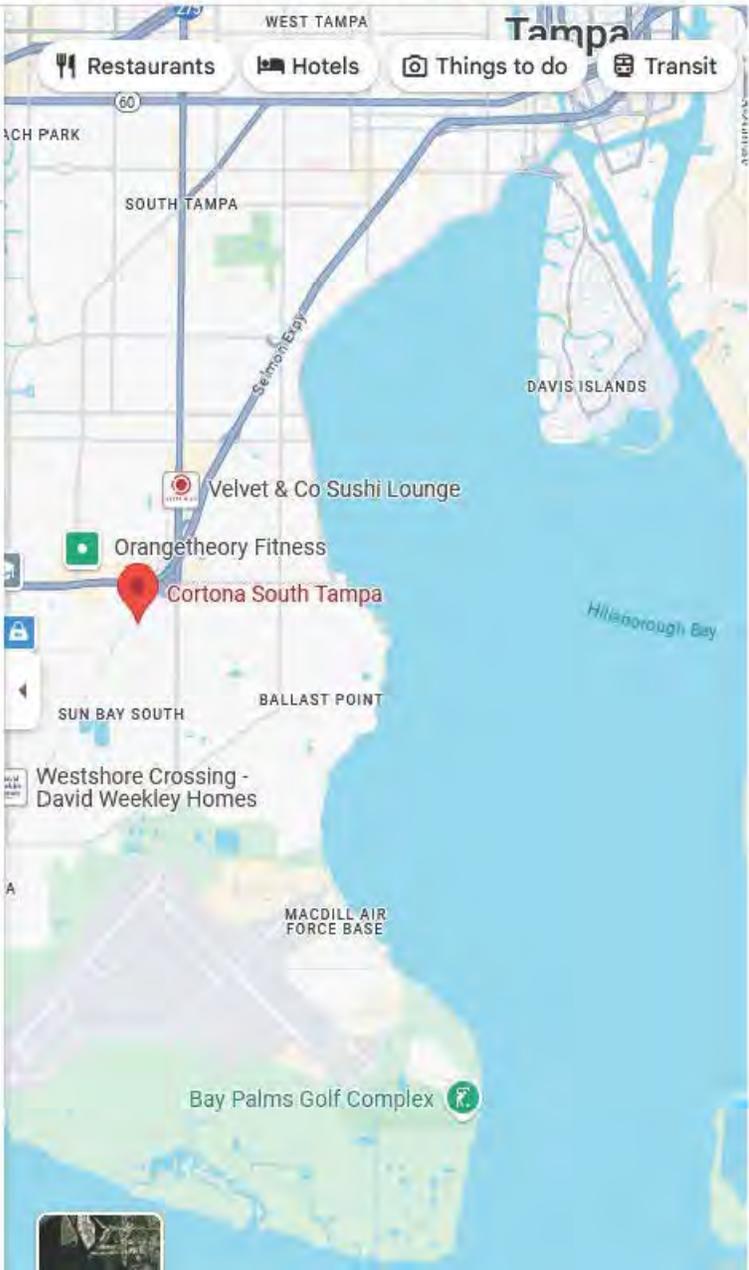
CC  
3 reviews

★★★★☆ Edited 3 years ago

I was good until I got my first month's bills. I'll take my responsibility here. I signed the lease but I won't resign at the level things are going.

This place hits you with a lot of surprise add ons and you can't find it out until you've paid non refundable admin fees and you basically stuck between having a place to live or nothing. You only get 24-48 hours for any sort of special before they say "too bad" and that new offer if you want to lease is \$400 more. The electricity bill for the cubhouse is not covered in your rent! Prepare for an extra \$15-\$20 in monthly expenses. You pay a sign up fee for the utility software you have to use each month. You pay an admin fee for water/ sewage. You pay an admin fee just for paying rent (no way around it, no matter your payment method). Dog wash station... gotta pay for that too. They really need to include these things in the up front discussions and welcome letters and not just quietly stick them in a 60+ page leasing doc.

There is an absolute insane amount of dog waste EVERYWHERE. People bring their dogs to the dog park and dont pick up at all. No one seems to pick up after their pets and they don't seem to do anything about it. Dog waste must be optional and it's a shame. I'd love to use the outside game areas but it's a minefield. People tend to leave their trash cans out all day too.



## Lake Maggiore Apartments

[Overview](#)[Reviews](#)[Pricing](#)[epIQ](#)[Amenities](#)[Leasing](#)[Management](#)[Education](#)[Q&A](#)

### Current Resident 3499

Resident # 2024 - 2025



3/17/2025

#### Rated 0

Living at Lake Maggiore Apartments has been nothing but a headache. First, they introduced a ridiculous new parking policy: only ONE vehicle per apartment, even though rent is over \$2,000 a month for a two-bedroom. They are also taking away reserved parking, which many of us paid extra for. On top of that, there is no parking available after 4 PM, and if you try to park outside the gate, you get towed. And keep in mind the complex isn't even at full capacity yet! People are moving in, and there already nowhere to park. To make it worse, there are hidden fees everywhere. You're told one thing when you sign, but once you're locked in, your rent mysteriously goes up. Be prepared for unexpected charges and poor communication. Honestly, the management doesn't care about the residents. It's all about squeezing more money while offering less. Save yourself the stress this place is NOT worth it.

Helpful (2) Report



### Property Manager Response

3/25/2025

Lake Maggiore Apartments is implementing a shift in its parking policy, limiting each unit to one parking space. This change aligns with the community's original design as a transit-oriented, urban development that encourages using alternative transportation options. Built in close collaboration with the City of St. Petersburg and in full compliance with zoning, building codes, and permitting requirements, Lake Maggiore was intentionally developed to promote a sustainable, walkable lifestyle. This adjustment supports the vision of reducing our carbon footprint while remaining dedicated to providing a high-quality urban living experience for all residents. We appreciate our residents' understanding as we continue to foster innovation and sustainability.

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## Lake Maggiore Apartments

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**Current Resident 284514**

Resident • 2024 - 2025

★★★★☆ 27 ▼

4/13/2025

### This apartment is a scam

They let everyone sign leases stating you are allowed parking for 1 car per licensed resident and then they suddenly (mid-lease) change the rules to only 1 car per apartment as of May 1st, 2025. The complex was built with only room for one parking spot per apartment so they always knew this was going to happen. Now they tell us that they will give us gift cards for bus passes, parking garages downtown (5-10 minute drive away) and scooters to commute. Unless you are single and living alone with only 1 car, I wouldn't waste your time here because you will quickly learn how miserable your parking situation is.



Helpful



Report



**Current Resident 167737**

Resident • 2023 - 2025

★★★★☆ 19 ▼

4/2/2025

### If you don't want your car stolen fi else

It saddens me to have to change my review. When I first moved here, I loved it because it's a brand new apartment. I tried my best to overlook past all of the flaws that it has, but let me break it down to you. Before I moved in I was told a price, but come move in day I had to pay wayyyy more. Then to top it off when I paid my first month rent, it was rejected because I used a savings account to pay (I've always used one, I have a saving account specifically for rent). With them rejecting my payment I had to pay late fees. They only excused one of the fees because I called my bank right in front of them and the teller had to tell them that I do in fact have the funds it was just rejected because I used a savings account. You would think I would have to pay nothing right? Wrong I didn't have to pay the late fees but I had to pay some other bs fee. Ever since that situation I have to go to Walmart just to pay my rent. I was told that they wouldn't allow me to pay online anymore. Total bs it's like every time you turn around there is some new rules we have to follow. We have a club house but we can't use it, they only use it for our events. There has been a few times where the security people have profiled black residents asking us if we lived here and what's our show apartment number, but they never asked. Others when they are literally at the pool to. We've had our gate broken multiple times and when that happened there were people coming in looking in people apartments, and just recently someone car was broken into. When we first moved in we were told that we could park outside of the complex, when there is no parking which is always. Just last week or so they told us if we do we will get towed. There are many residents who have to park their car elsewhere and uber home. WHY SHOULD WE HAVE TO UBER where we pay rent at. They charge for everything even if you don't have a reserved parking spot you are still being charged for a parking spot. Which is the reason why I just got a reserved spot. NOW as of yesterday we get a email saying that we are only allowed to have one parking spot per household. Meaning they do not care if your married your spouse will have to find somewhere else to park rather than be outside the gate or downtown. In the new email they stated that they are encouraging us to park downtown to ride a e-bike back home and we'll get compensated with a gift card \*\*\*king bs. Do yourself a favor and find somewhere else. Update: There have been multiple break ins and someone car was stolen last night out of the complex on 02APR2025. There were a bunch of bad reviews on google and they deleted everyone comment it has been bull s\*\*\*

← One Boynton Apartments 🔍 ✕

Overview Reviews About

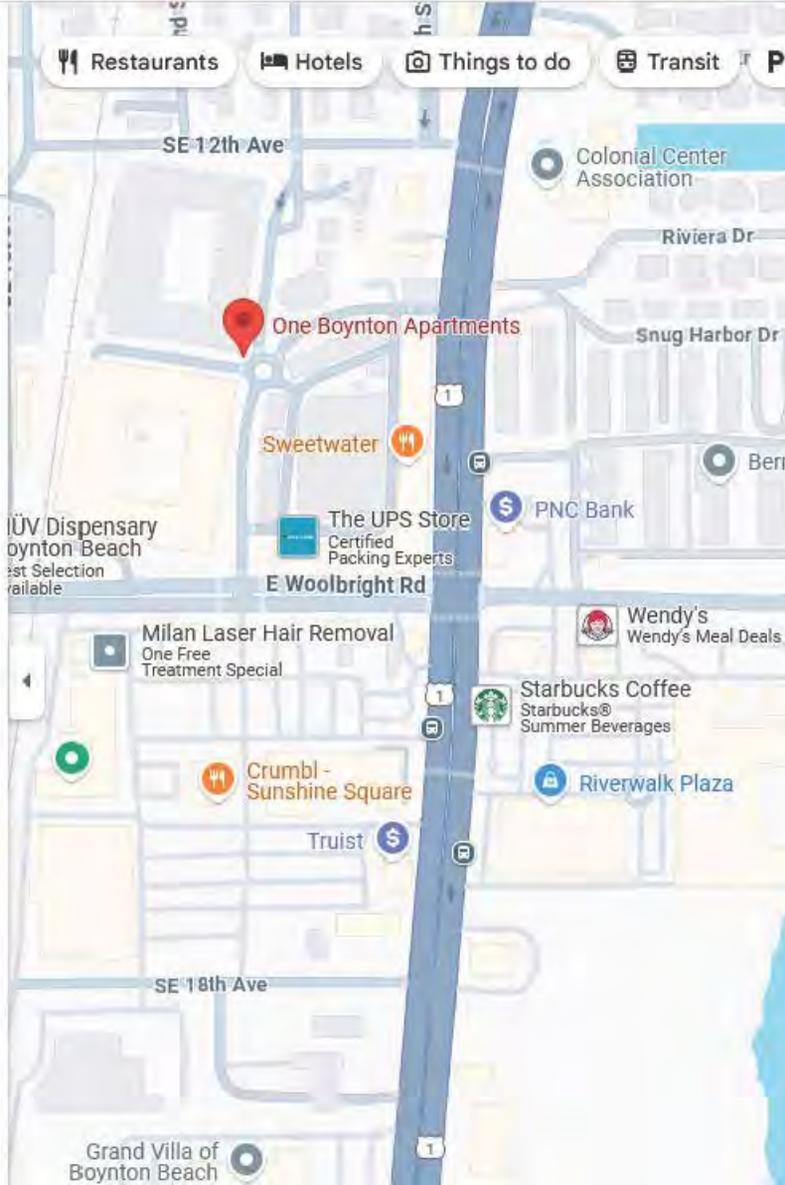
**F3** F3 Army  
1 review

★☆☆☆☆ a year ago

This apartment looks good from the outside but when you start dealing with the leasing office you realize they are only here for the money and not the comfort or care of residents. **Be prepared to add \$200+ a month onto your base rent for common apartment amenities.** What a scam.

👍 4 Share

**Response from the owner** a year ago  
We're sorry to hear that you feel this way about our leasing office. We strive to provide the best possible service to our residents, and we apologize if we have not met your expectations. **Our community fees cover various amenities such as access to our pools, gym, and other common areas,** which we believe adds value to our residents' living experience. We understand that some may not agree with this policy, but we assure you that our fees are in line with industry standards and are clearly spelled out in the lease agreement. If you have any further concerns, please don't hesitate to reach out to us at (561) 736-1818 or **CDOneB@LiveRangeWater.com**. Thank you, One Boynton.



← One Boynton Apartments 🔍 ✕

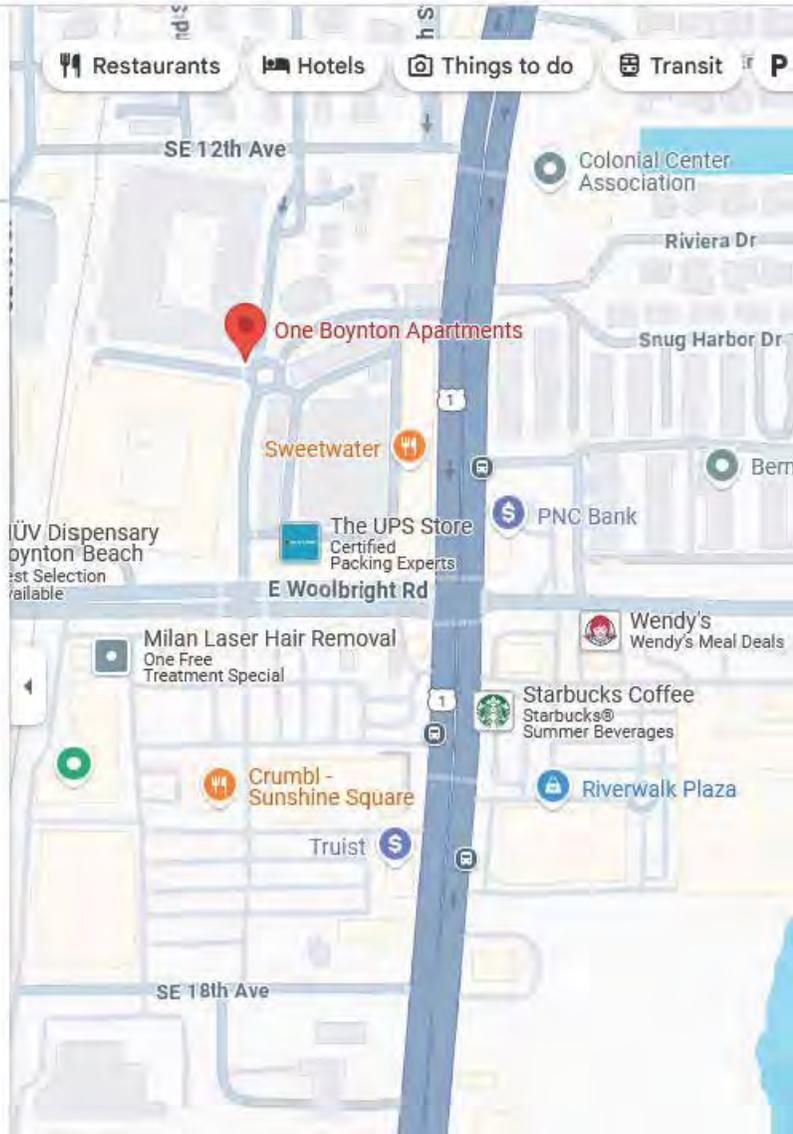
Overview Reviews About

**C** Cem Kutay  
1 review

★★★☆☆ 2 years ago

I lived in One Boynton for 1.5 years. They are so cooperative at the inception when they are still closing the sale but immediately show teeth later, once you are in. Front desk/reception completely hopeless the staff are quite arrogant and not helpful. Very hard to extract information, especially on **rent raises and the hidden costs**. When I was renewing the rent at the end of first term, they increased the rent while they were renting vacant units for much lower. When you ask about it, the answer is always "we do not negotiate rent". As the new incoming rentals decreased significantly into **2023**, they have compensated for this through **doubling many of the monthly peripheral charges, created something like "Common Area Electricity Charge" for \$35, "Valet Trash" (over and beyond the monthly \$20 trash fee) for \$18, etc.** When I asked for the reasons, you are encouraged to ask through the online platform, but they never respond. When I left my rent was \$2,750 for one bedroom and the new ads were \$2,100 for the same unit.

Stay away from One Boynton if you would like to avoid being ripped off.



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## Pearl of Viera

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- epIQ
- Amenities
- Leasing
- Management
- Education
- Q&A

 **Current Resident 1191225** Verified

Verified Resident • 2023

★★★★☆ 3.5

10/19/2023

We moved into the Pearl of Viera on February 16, 2023. Overall it is a nice complex and the office staff is pleasant and helpful. The maintenance staff is also cooperative, but they are in desperate need of additional help to manage the number of apartment here. It is difficult for them to respond to maintenance requests in a timely manner being so short staffed. Two or more people would be helpful in maintaining the apartment homes and grounds. Another negative for us is that while the rent is a tad high, but consistent with the area, the number of fees added to the rent each month is excessive and takes or rent up almost another \$100 per month. In truth, if that was explained before signing a lease, we may have chosen one of the neighboring apartment homes we also liked. Nonetheless, it is a pleasant community with nice facilities and we enjoy our apartment.

 Helpful  Report

### Property Manager Response

10/20/2023

We appreciate your feedback and are glad to hear that you find Pearl of Viera to be a pleasant community. We understand your concerns regarding maintenance and the additional fees. We strive to provide the best service to all of our residents, and we apologize for any inconvenience you've experienced. Your comments will be taken into consideration as we continually work to improve our community. If there are any further issues or concerns, please don't hesitate to reach us at 321-415-0672. Thank you - Pearl of Viera.

[\[Show Less\]](#)

www.google.com/maps/place/Alea+Miami

https://www.facebook... Yahoo | Mail, Weather, stars 3 "graham b firestone" -... Inbox -

Alea Miami

Overview **Reviews** About

**BENTMOON LAW**  
Local Guide · 10 reviews · 27 photos

★ ★ ★ ★ ★ Edited a year ago

**DO NOT MOVE HERE!**

First off, scroll past the 5 star reviews, which I assure you are either written by very new residents, or people who don't actually live here. Employees of the building are required to write 5 star reviews, to offset the real reviews.

I moved here in July 2023 thinking this would be a luxury building as it was presented that way, but it is far from it.

On a surface level, the building is beautiful. But once you live here you'll find:

1. Mold in all units! There is toxic mold throughout the building making tenants sick, myself included. The owners and property management are aware, but refuse to fix leaks in the building that cause moisture and mold. This building is hazardous.
2. Dog feces and urine on the carpet in the hallways, that unless complained of repeatedly, is left uncleaned. This is a public health issue (see pictures attached).
3. Damaged carpet in the hallways (see picture attached).
4. Damaged and dirty walls.

www.google.com/maps/place/Alea+Miami

https://www.facebook... Yahoo | Mail, Weather, stars 3 "graham b firestone" -... Inbox -

Alea Miami

Overview **Reviews** About

10. Once your lease is signed, they scale back services that you are paying for, but they continue to charge the same rate. They charge \$66/month for cable and internet, but as of January 31, they limited the cable package to essentially nothing, yet the monthly cost stayed at \$66. Also, you are charged a trash fee for trash to be taken from your door, yet no garbage service is provided.

11. Serious issues with windows and leaks. Residents have had tape put on windows to fix leaks after storms and then no responses to maintenance requests or calls for a more permanent solutions (see picture attached).

12. We used to have 24 hour security in the building, but we no longer do now that the building is cutting costs.

13. For weeks the building has had only 2 working elevators, with 3 elevators down. More recently, there is only 1 working elevator in a busy building with 250+ residents and 32 floors! There is nothing being done to have the elevators repaired nor has management kept residents updated with when to expect the elevators to be back in working order.

14. Management is unresponsive, so good luck trying to having any issues resolved.

And the list could go on...

Amelia at Westshore

Overview **Reviews** About

KT 2 reviews

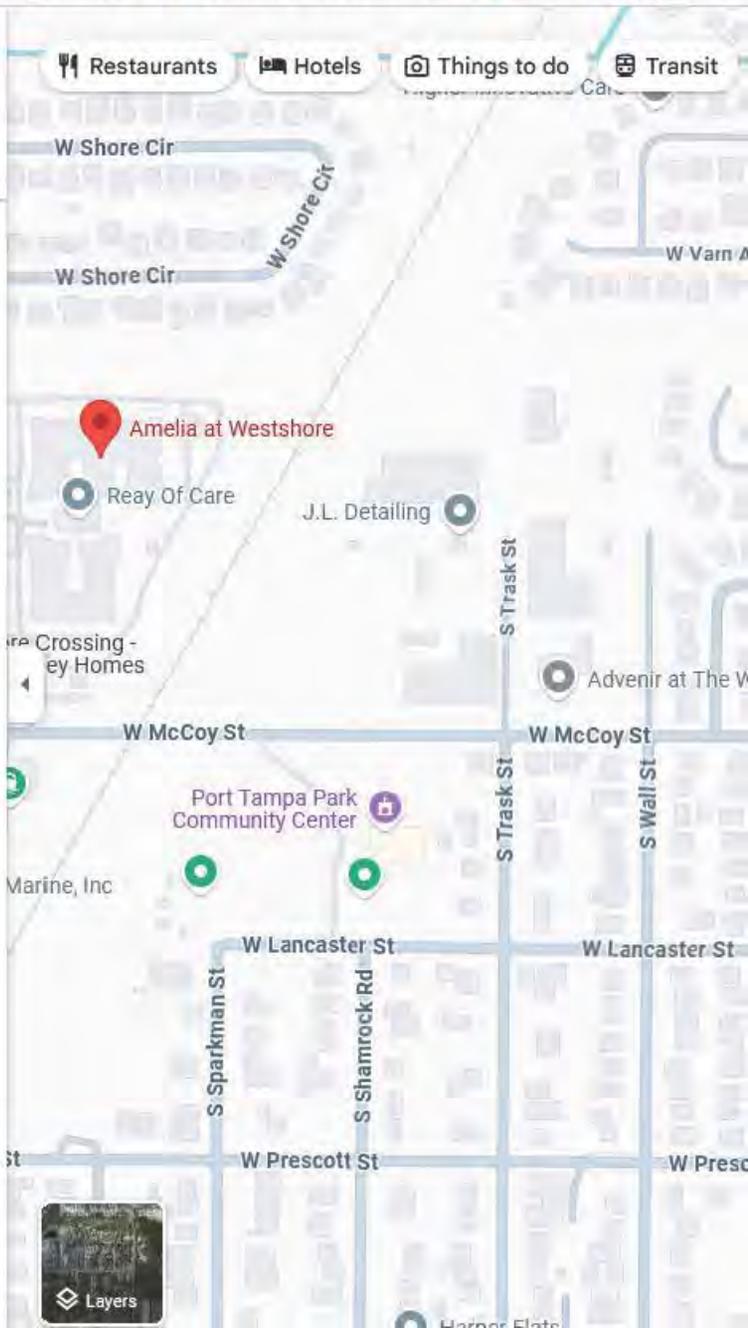
3 years ago

First of all, I liked this place overall. I felt safe, the management was always sweet and they had a great pool and gym. However, I do have many complaints. **First, the trash system is ridiculous** if you're going to implement this system where you pick up the trash every night, do it right! **SO many times I have been left with my trash outside (once for days) for a small tear or "wrong trash bag" in the bin. Good thing you pay 30\$ for this service.** The hallways STUNK because they were so horrible at getting the trash. Noisy neighbors was an issue, I complained about our upstairs neighbors and nothing was ever done. Lastly, don't expect that cute little 250\$ deposit you put down to do anything. **They will up charge you close to 1000 dollars to "fix" your damages that are normal wear and tear.** They are scammers!!! Attorney is involved because this is just unheard of.

10 Share

Response from the owner 3 years ago

Hello Kate, thank you for the review. We appreciate you bringing this to our attention. Your concerns are being forwarded to the Community Director. Please know this is not the standard to which we hold ourselves and we apologize for any inconvenience. Please feel free to call or stop by our office at your earliest convenience to discuss this matter.



Annalise Glen Creek

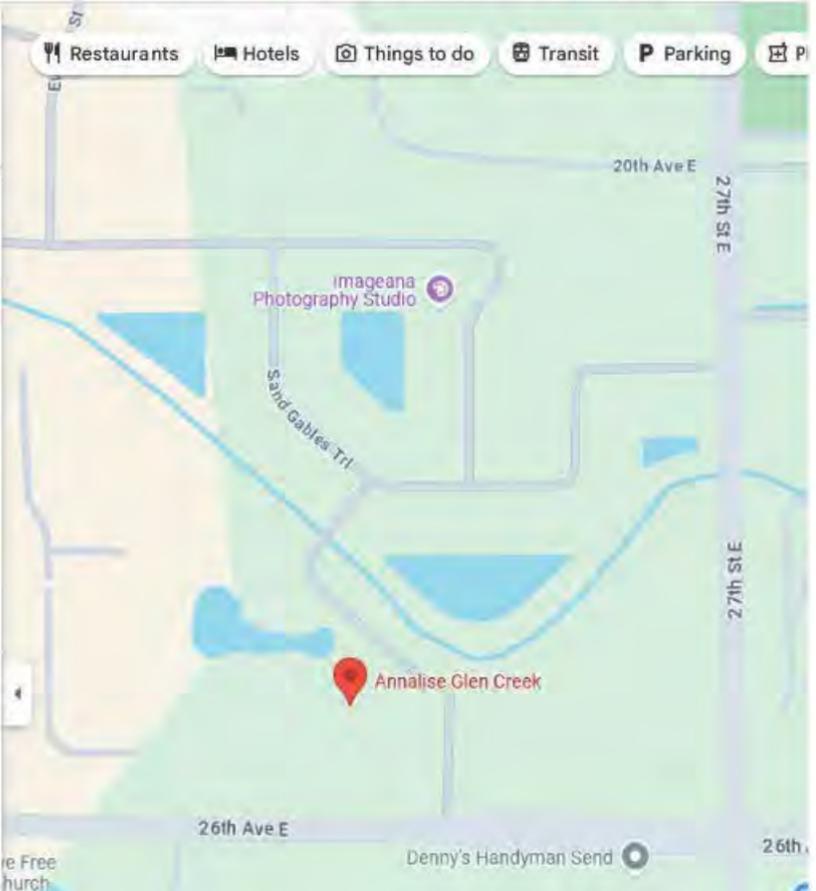
Overview **Reviews** About

**Adam Whitworth**  
4 reviews  
3 months ago

No one ever answers the phone. I've requested multiple times that I be given the correct access code to my front door, and over a week after move-in, I'm still not able to access my front door. Gigstream is forced upon every customer and they suck. I've been waiting over a week with 4 different tickets open for a simple request to **PAY THEM MORE MONEY AND THEY STILL HAVEN'T DONE IT. UNREAL. WORST EXPERIENCE EVER.**

Like Share

**Response from the owner** 2 months ago  
Adam, we genuinely apologize for any matters involving access to our team. What you describe isn't up to our goals for service and upkeep, and we are eager to turn this around. Please reach out directly to us at [cmglencreek@liverangewater.com](mailto:cmglencreek@liverangewater.com) and we'll get right on it!



Annalise Glen Creek

Overview **Reviews** About

**Jordan Paster**  
4 reviews

a month ago

I have been living here for 3 months and will start off with the good.. The townhomes are nice besides a few cosmetic issues from the builders (marks on walls, paint on floor, etc). The neighborhood is quiet and people have been friendly so far.

As for the bad.. The front office does not reply to emails. You physically have to walk into the office to get an answer on anything (besides maintenance) which is not that big of a deal but the lack of communication from the property managers regarding hidden fees and neighborhood issues is the WORST I have ever experienced out of the 6-7 apartment complexes I have lived in.

There is ALWAYS trash/garbage spread across the neighborhood because the "valet" trash service that you have to pay for is literally some lady in a beat up mini van putting trash bags on the roof of her vehicle and driving it to the dumpster. It is actually pretty comical.

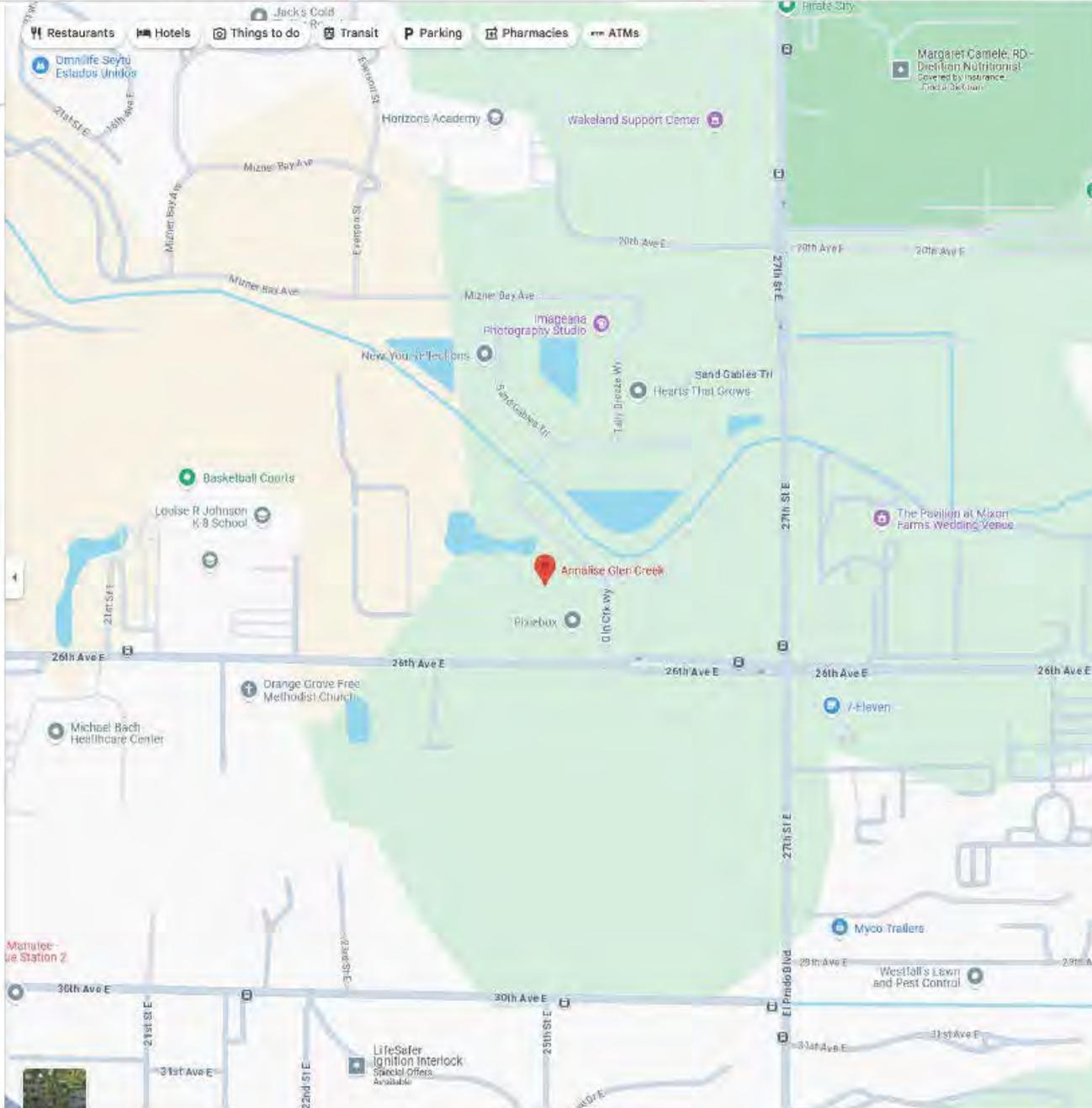
It is not a "gated" community because the gate is ALWAYS open and when it is closed.. it will not open to let you drive out because it is broken so you have to go to the other side of the neighborhood in order to leave.

The pool is really nice besides the fact that the 5-6 chairs they have out there are broken and hardly function.

Parking is out of control with neighbors parking in front of your driveway so you cant leave and there is absolutely no shot an ambulance or firetruck could squeeze through the neighborhood in the event of an emergency due to cars on both sides of the street.

You have little kids in the neighborhood throwing baseballs in the middle of the road with 20-30 cars parked.

Last but not least.. Jennifer (the property manager) seems to be no help at all. I had a \$40 "forced insurance" charge on my account even though we have insurance. I went to Jennifer to ask her to remove this charge and she told me that I need to reach out to their affiliate that puts that charge on the account. Which makes no sense because it is through the resident portal. Jennifer went on to proceed to tell me I can pay it and the insurance will credit my resident account but said she "Does not feel comfortable putting that in writing".



Aria Bradenton

Overview **Reviews** About

Samantha Stinson Local Guide · 15 reviews

★ ★ ★ ★ ★ 2 weeks ago NEW

Pros: Convenient location, pool and grounds are decently maintained, countertops are nice.

Cons: charging \$20 for visitor parking is actually insane, this is not Channelside or downtown st Pete and parking hasn't been a problem so this very recent change seems very much like a money grab.

Maintenance does not make a schedule so you just have to expect them at any point after you submit a ticket, if you don't give maintenance permission to enter on the ticket then they just mark your ticket as complete. Something is wrong with the building's breaker causing apartment breakers to flip constantly and when it happens to the refrigerator, you lose all your food. Cabinets are very cheaply made. Several dogs are left on their balconies all the time and bark at everyone and everything at all times of day and night.

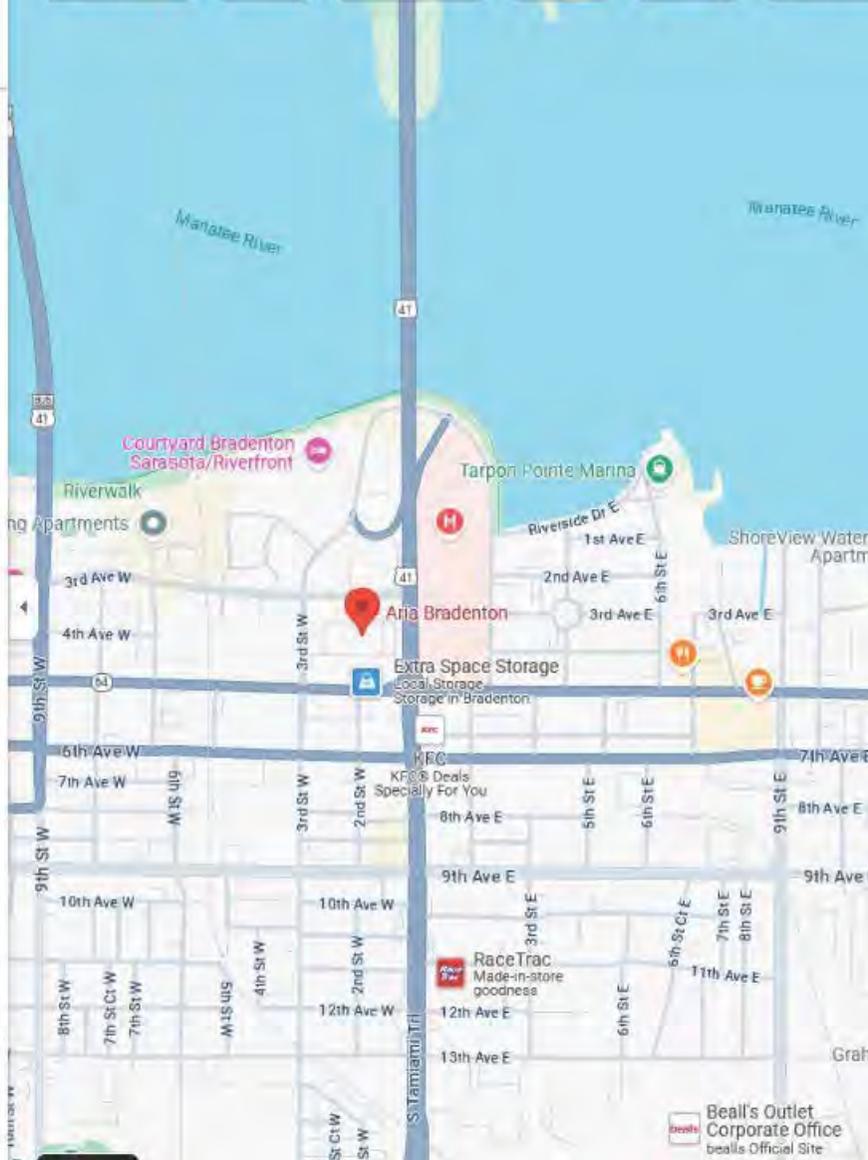
Edit to add: I would not have moved in if I had realized my guests would have to pay to visit me and I would not get a heads up or window for a rival for maintenance which has resulted in several scares and awkward interactions. (The maintenance team is nice but I've never had this happen in any of the other complexes I've lived in)

Like Share

**Response from the owner** a week ago

Samantha, our location, amenities, and well-kept grounds are points of pride for us, and we are grateful you highlighted your appreciation. That said, we would like to address your comments regarding parking and maintenance, so please contact us at cmaria@liverangewater.com. Thank you.

Restaurants Hotels Things to do Transit Parking Pharmacy



← Aria Bradenton 🔍 ✕

Overview Reviews About

 **Lori Petti**  
Local Guide · 73 reviews · 44 photos

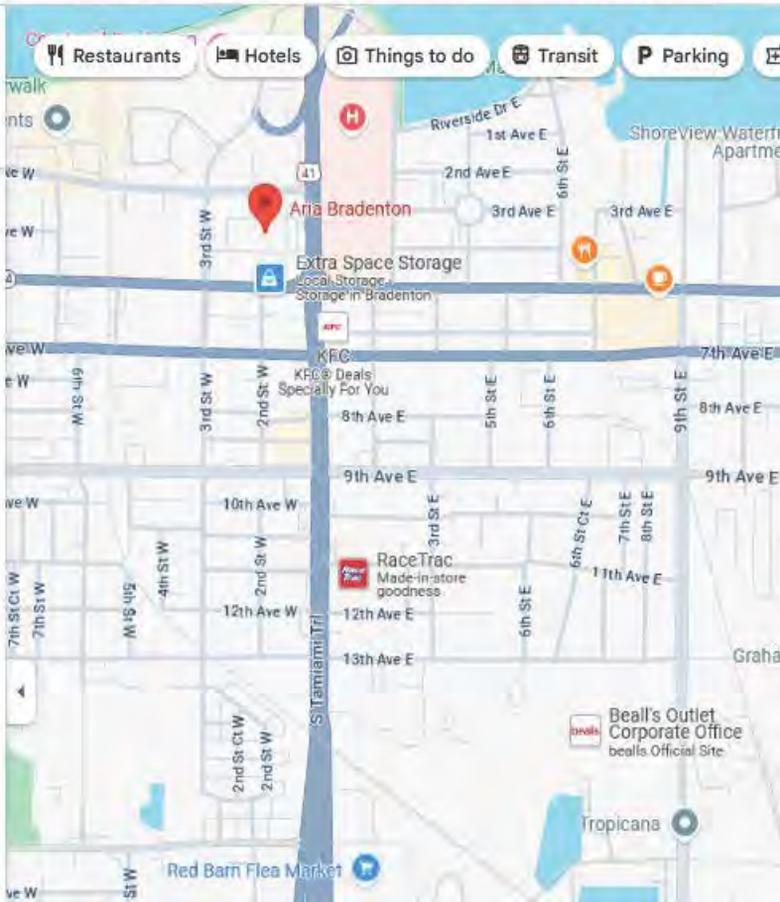
★ ★ ★ ★ ☆ a year ago

It's a joke with all the fees you have to pay to park you have to pay for pest control. You have to pay for valet trash that they don't come get it. You have to pay for an app that you don't have to use its highway robbery.

👍 6 🔄 Share

**Response from the owner** a year ago

We regret to hear about your concerns, Lori. We understand that it can be frustrating when certain services do not meet your expectations. We're committed to providing the best possible living experience for our residents. We encourage you to reach out to us at [cdaria@liverangewater.com](mailto:cdaria@liverangewater.com) or (941) 213-0225 so we can discuss any ongoing issues and work towards improving your satisfaction with our community. Your feedback is crucial for us to make necessary improvements. Thank you, Aria Bradenton.





**Amy T.**

FL, FL

@ 0 \* 4 0



Mar 15, 2023

To noisy to call it home, pool music playing like a cheap vacation rental till midnight. There are a lot of hidden fees hidden and coming up randomly, think about \$250 extra every moth. Parking is mess, if you have 2 guess 1 of them must park to downtown parking spot and you need to drive back over there because closest parking area is 1 mile away. Has major electricity problems in rooms, if you are running oven and AC and turn one more more light boom, braker goes down. And you are paying 2.5K for this mess monthly.

# Barlow Apartments

Overview Reviews About

**m** matrice jennings  
1 review

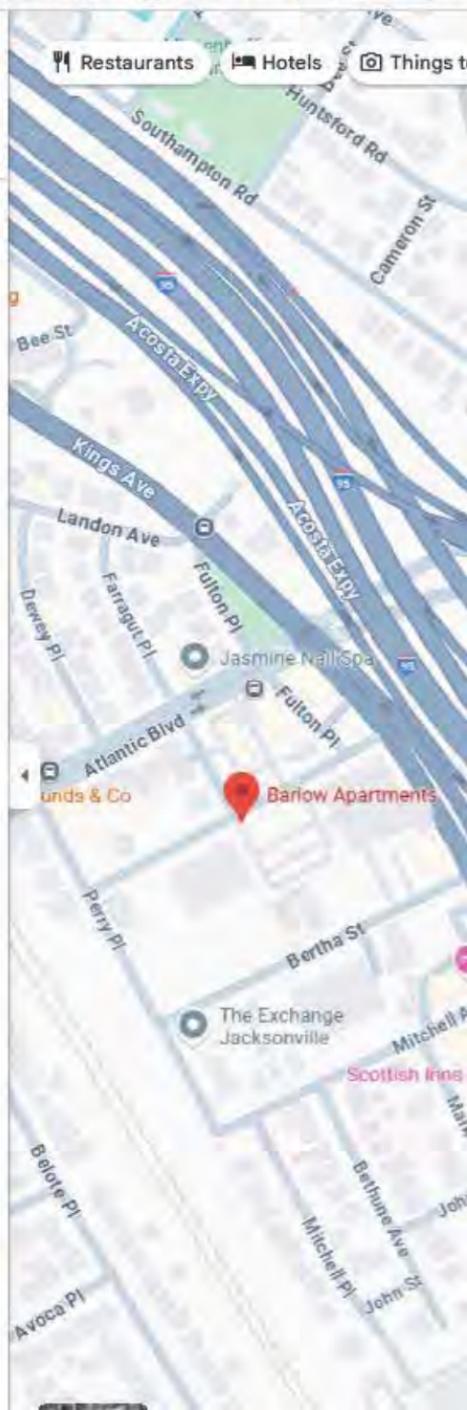
3 months ago

**\*\*Do NOT rent here!\*\*** I've been living here for 3 years, and since new management took over, it's been nothing short of a nightmare. The management completely ignores you when you reach out. They never return calls or emails, especially when you're dealing with issues regarding your unit or account. I once paid my rent days before it was due, and they still charged me a late fee, despite it being reflected in my account.

But that's just the start. The amenities here are a joke. They advertise a dog wash station on their website, yet in 3 years, it's never once been opened! It's clearly just a selling point to get people in the door. The elevators are almost always out of service, and there is no security on-site. It feels like they don't even care. The coffee machine area is perpetually filthy, because they allow unsupervised children to run wild around the machine. And don't even get me started on the gym—same problem, unsupervised kids making it unbearable to use.

As for the property itself? It's a mess. I've taken a video showing how the grounds are constantly covered in dog poop and trash, especially along the Exchange and Barlow sidewalk. And it's not just the outside—inside the building, including the outdoor stairways, is just as bad. The walls here are paper-thin, and they refuse to address noise complaints or the homeless people who wander into the building at night.

Security used to be on-site, but that's long gone—and my car was broken into during my time here, so security is clearly not a priority. With a \$125 amenities fee and yearly rent increases, I expected a much better experience, but in 3 years, it's only gotten worse. **\*\*Save your money!\*\*** and find somewhere better to live —this place is a disaster.





**John T.**

Tampa Bay, FL

119 48 91



Apr 30, 2023

Everything about the apartment was great. The look, the style, and the space. But the staff in the office are the worst. Diane the blonde woman please don't go to her. She's really nice but if you want anything done she is not your person. Won't actually put in a work order if there is any maintenance that needs to be done. Will straight up lie to you for you to get out of her face. Won't pass down any info that is important.

Way to many rules and threats. Will tow your car, break ins and theft happens. The pool is way to loud when your trying to sleep. Will post any charge they can to your account... late fees, valet trash, etc.

Elevators and doors and gates to the garage are always breaking down.

Burano Hunter's Creek

Overview **Reviews** About

always being of help and support!

Like Share

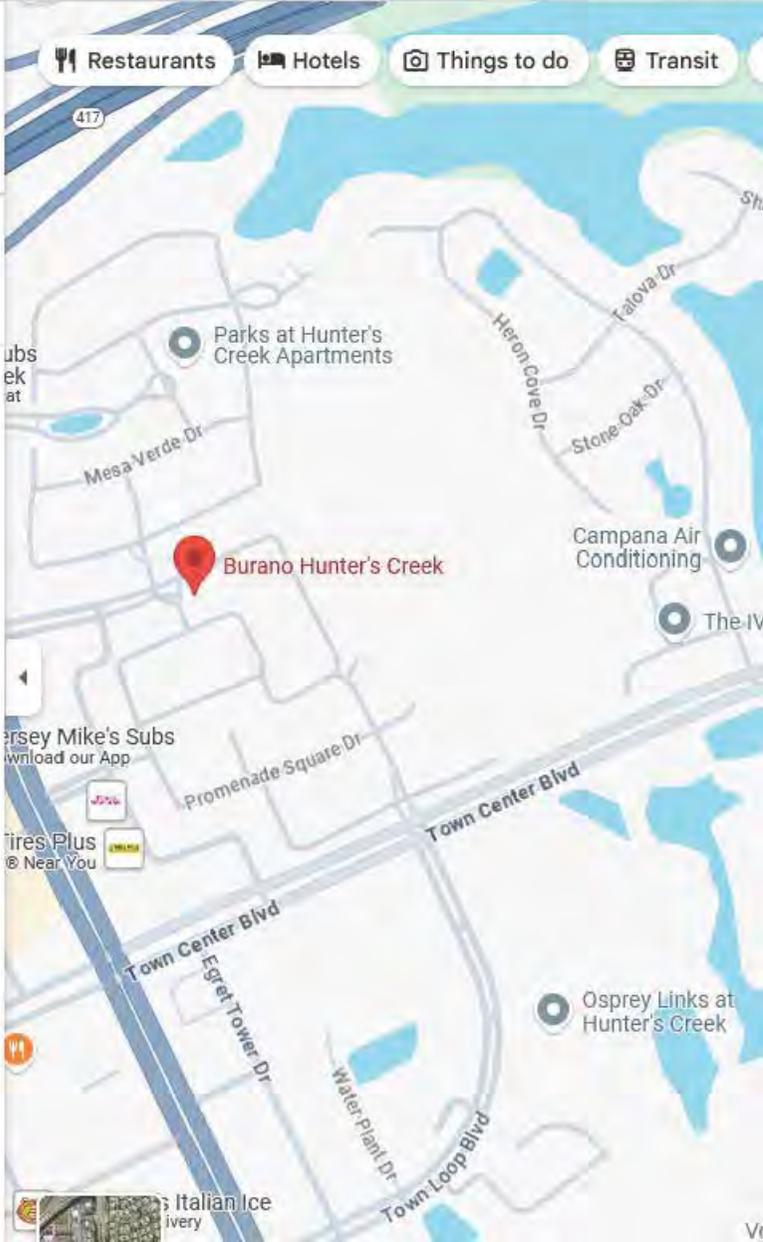
ana rivas  
Local Guide · 28 reviews

11 months ago

This is ridiculous how all this apartment rentals in the Orlando area put up fees up their sleeves on top **already expensive rent charging up to \$185 in fees.** Who have control of this outrageous fees no wonder why there are some many homeless and this big corporations only packing up money. Wake up people don't keep sighing up for this we as consumers have the power not this big corporations

1 Like Share

**Response from the owner** 11 months ago  
We value your feedback, Ana. We understand that the cost of living can be a concern, and we strive to provide a competitive and fair pricing structure for our residents. If you have further questions regarding our fees or if there's anything else you'd like to discuss, please feel free to reach out to us at 407-930-9730 or via email at **cmburano@liverangewater.com.** Thank you, Burano Hunters Creek.



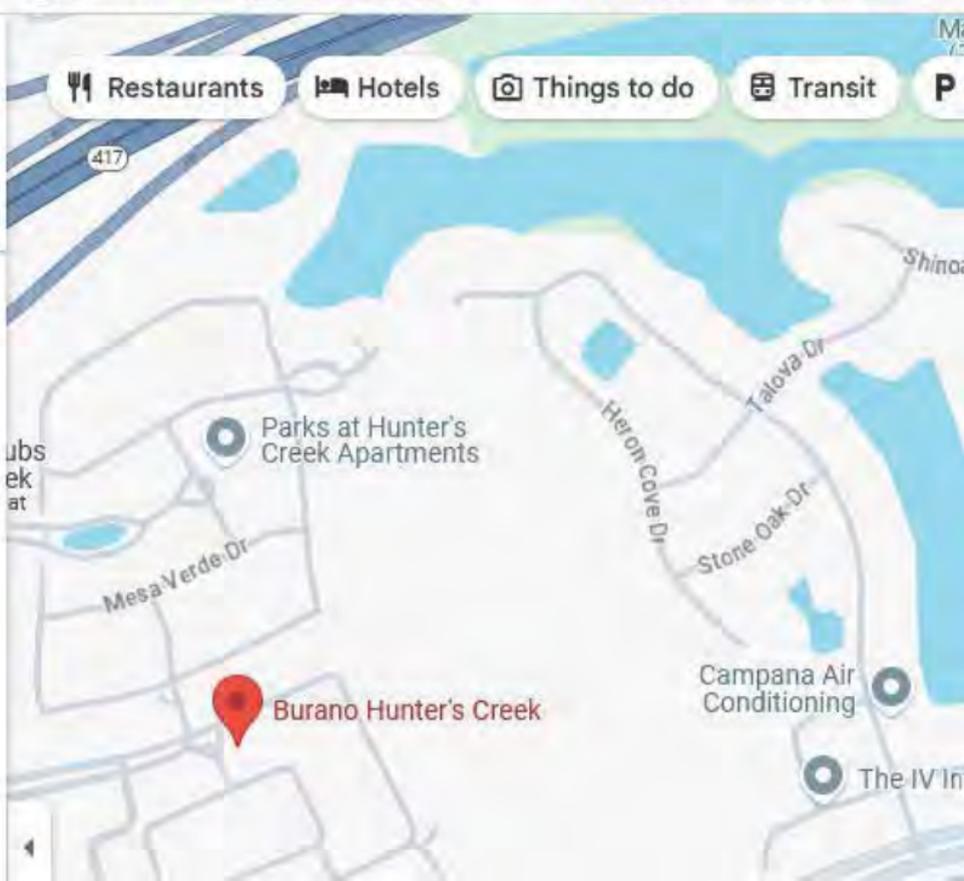
Burano Hunter's Creek

Overview Reviews About

K R  
Local Guide · 76 reviews · 3 photos

★☆☆☆☆ 2 years ago

This place is going backwards NOT FORWARD, living here is absolutely terrible. No parking what so ever, how is it possible to live somewhere and not be able to park. Garbage piles everywhere but yet they force you to pay for valet trash. I rather take my own trash every night just to keep them from piling up the trash throughout the community. No one answers the phone in the office, you have to call for weeks before you get lucky and someone decides to answer you. Absolutely pathetic The only good thing is maintenance JOSUE & JIMMY.



Updated Review

 **Current Resident 1110408** Verified  
Verified Resident • 2022 - 2024

★★★★☆ 3.5

3/21/2024

Ownership recently changed. I have not had much experience with the new staff. I will say it does feel like the complex has been a bit **more "run down" than before**. Shopping carts randomly left around complex, pond fountains off, lots of algae. Lighting and signs at entrance in disrepair. Lawn maintenance service is terrible, but it always has been. **Still having to pay for a garbage service (valet) the I don't or never have used. Ridiculous!** Also paying a FEE to pay rent?!? For the rest the complex is cleaner and quieter than most in the area. Maintenance team are awesome

 Helpful  Report



cebook...

! Yahoo | Mail, Weather,...

stars 3

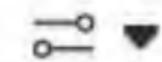
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Sort: Newest Activ



**Current Resident 1110953**



Verified Resident • 2018 - 2023

★☆☆☆☆ 1

Please Please Please.....STOP.....the courtesy valet trash system.....Many of us DO. NOT use it.....Please Please Please STOP.....STOP.....STOP. Provide this service to ONLY residents who ask for it. It is the hard earned money. It is not free.....

Casa Vera Apartments

Overview **Reviews** About

**Barbara Lopez Toribio**  
2 reviews

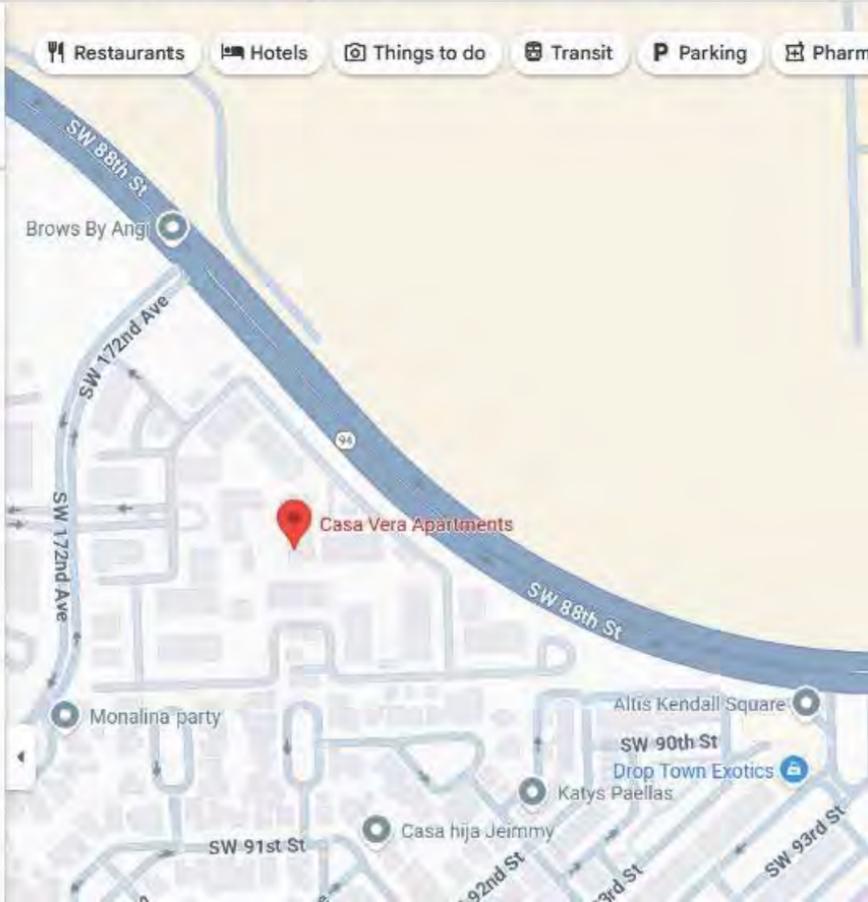
2 months ago

They give you a discount in your rent when you post a good review in front of them. So Watch out! They are scammers! Be ready to pay way way more monthly in fees. You have to pay for electricity for all the units they have empty and water and trash and Jesus RUN!

Like Share

**Response from the owner** 2 months ago

Barbara, we appreciate you reaching out. While we always welcome and encourage feedback from our residents, please understand that we cannot control what others choose to share. That said, we take pride in our transparent practices and ensure that all fees are clearly outlined during leasing. We do not give rental discounts for positive reviews. We would be happy to assist you if you have any questions or would like clarification on any charges. Please feel free to contact us at [cmcasavera@liverangewater.com](mailto:cmcasavera@liverangewater.com).





**Evan A.**  
Delray Beach, FL  
@ 714 📷 49 🗨️ 8

👍👍 Jun 19, 2025

Looking to pay close to \$3000 a month? Love the sound of fire alarms? Love \$15-\$20 a month increases with no warning ? Then Congress grove is the place for you! How about getting your keys stolen? **Make sure you have another \$175 for a new key job ! (Retail at wholesale less than \$10)** sure my apartment is nice but god forbid the management company would do anything to appease me. P.S writing this in my car at 2:32 am as the fire alarms are going off.... After they have been testing them for the last 3 days. Working from home couldn't be better !

💡 Helpful 1 🙌 Thanks 0 ❤️ Love this 0 🤔 Oh no 0



**Andrew C.**  
Manhattan, New York, NY  
@ 158 📷 1 🗨️ 0

👍 Apr 18, 2025

The apartment management decided to force a shipping delivery service on residenta with no option to opt out. It is \$20 a month but worse than the charge it introduces package security and a liability gap such that having packages delivered to the apartment is no longer legally stable or guaranteed. It's a disappointing decision affecting many people's quality of life all to squeeze a few more dollars out of an already expensive lease.

Congress Grove Apartments

Yuanying Mo  
6 reviews · 9 photos

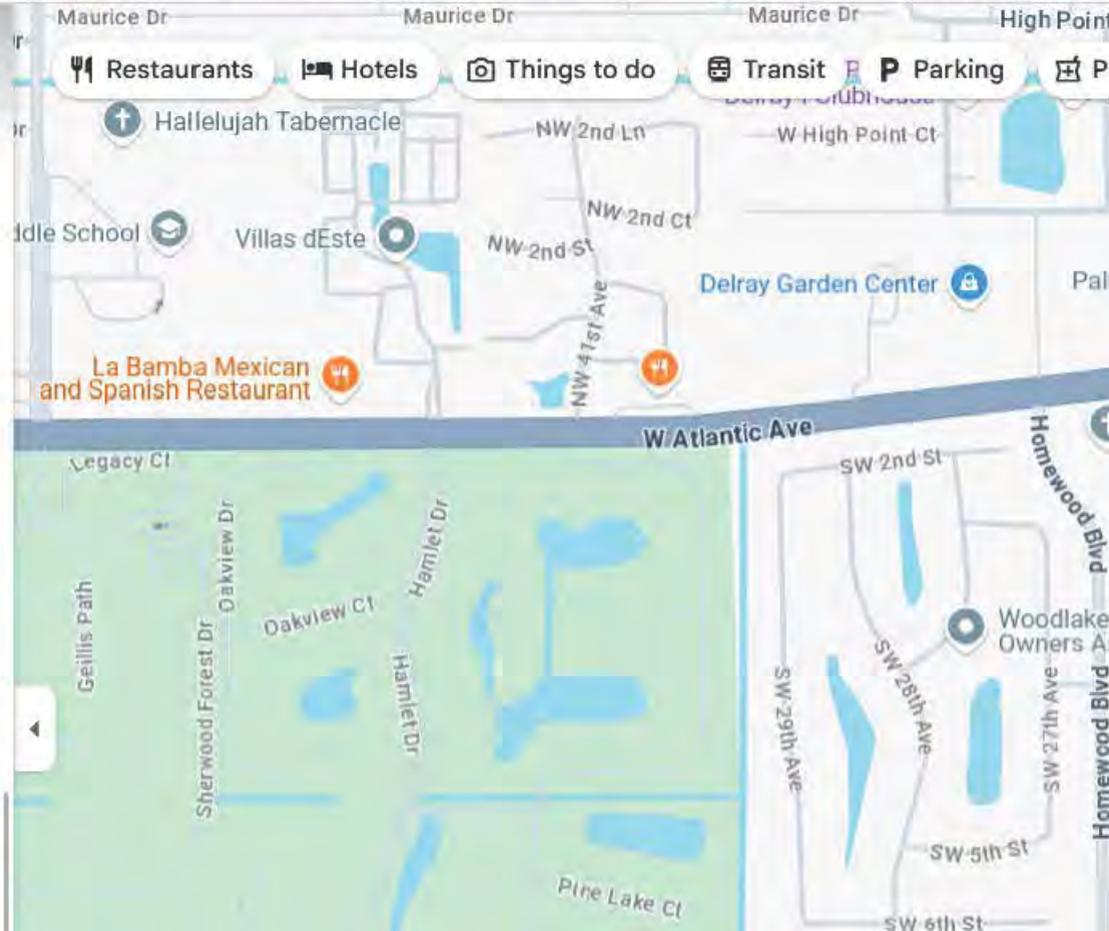
☆☆☆ Edited 3 months ago

Correcting my comment:

1. We were charged 20\$/month at Ceru and we did not have good experience with Fetch. Per the email from Congress Grove management, it's uncertain if there is a fee yet when they start using Fetch. (Correction: it will be \$20/month)

2. Constantly positive reviews is debatable. People should all read the reviews about Fetch. Google map reviews, BBB reviews, etc. See for yourself please.

Very upset they are going to start using Fetch. Terrible idea now everyone is going to be forced to pay an extra \$20/ month (240 a year for the awful and unnecessary "service" for holding your packages), plus the \$35/m month (420) "valet trash" even if you live right next to the trash room! Just make sure you count that into your housing expenses \$660 a year! What a joke.



### Congress Grove Apartments

Overview **Reviews** About

**Greta Pileckaite**  
1 review

★☆☆☆☆ a year ago

If you value your sanity, avoid Congress Grove apartment complex like the plague! This place is an absolute nightmare, and the management is the root of all evil here. From the day I moved in, it has been one disaster after another.

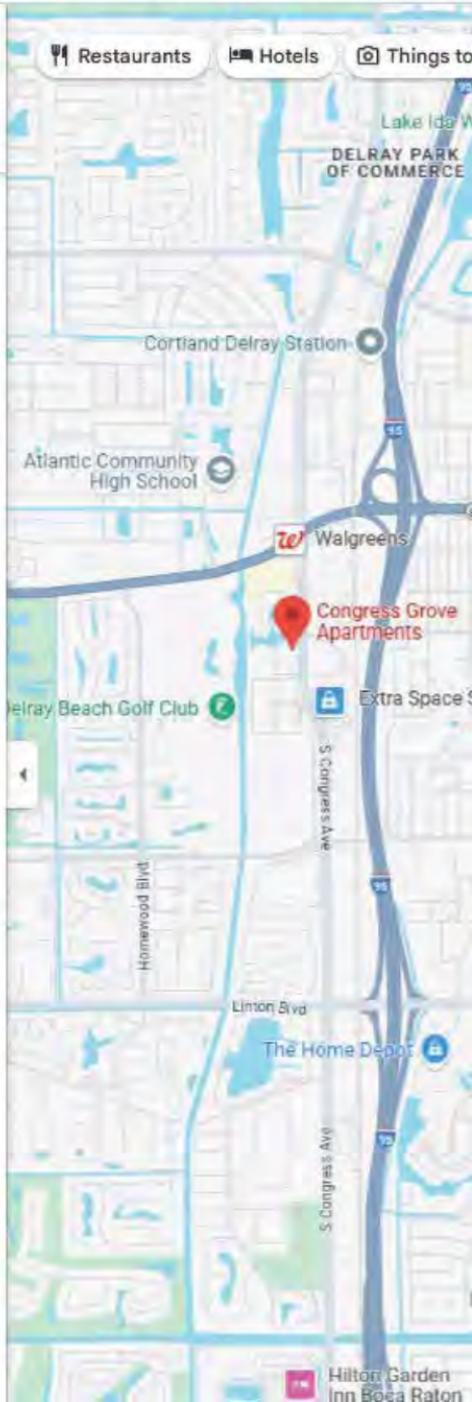
First off, the management team is the most incompetent, unprofessional, and downright rude group of people I've ever encountered. They don't just ignore residents' complaints; they treat us like we don't matter at all. It's like they're actively trying to make our lives miserable. I've seen countless neighbors pack up and leave because they couldn't take it anymore, and I totally understand why.

The management are outright thieves! They overcharge for utilities, slap on random fees, and refuse to refund anything. When confronted, they lie, deflect, and even get hostile. It's beyond clear that they are only interested in lining their pockets at our expense.

The living conditions are appalling. The common areas are filthy, the so-called amenities are always broken, and maintenance requests are ignored or take forever to be addressed. My apartment had issues from day one that were never properly fixed. I felt like I was living in a slum.

Renew your lease here? Not a chance! Everyone I've talked to can't wait to get out. The constant stress, frustration, and feeling of being ripped off is unbearable. Congress Grove is a money pit, run by the most despicable management imaginable.

Save yourself the horror and stay far, far away from Congress Grove. It is by far the worst place you could possibly live.



Congress Grove Apartments

Overview Reviews About

TRL  
Local Guide · 12 reviews · 2 photos

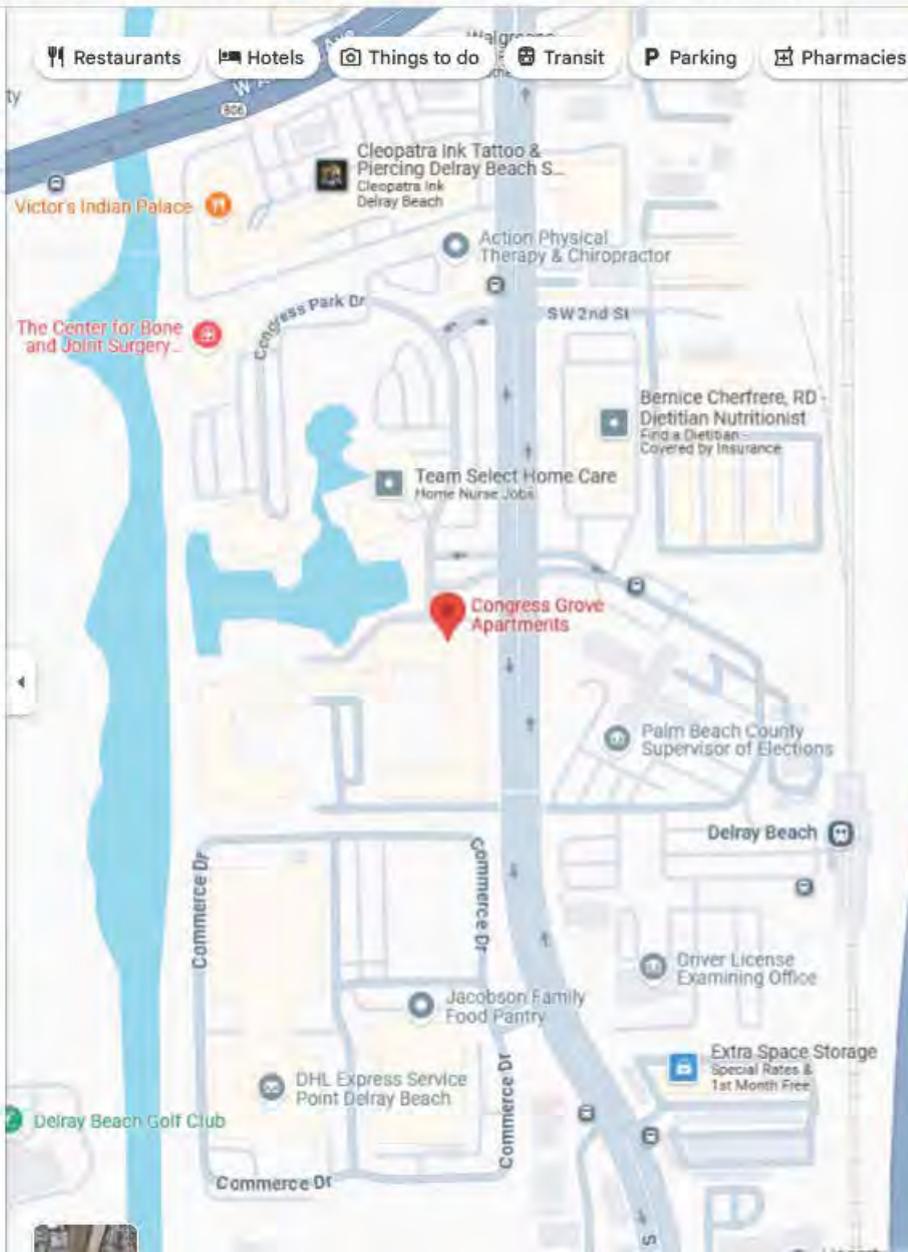
3 months ago

Community has significantly gone down hill over the last 4 years. Parking garage auto theft & vandalism. Dog urine and poop in hallways. AC always out in hallways and none in elevator. **Property management is horrendous.** Overall property condition is poor. Wall scuffs, Doors Broken, Elevators down, Minimal security measures, Carpets have never been replaced since original construction, **mold** in carpets due to high humidity/ac down in hallways, **GYM** is minimally cleaned. Now they want us to use a **service called FETCH for deliveries.** So now everyone is going to ship packages to their apartments regardless and packages will now be constantly sitting in the hallways or random locations. **They are also forcing us to pay \$20 per month for a service that sucks upon renewal.** Will be filing a complaint with the **Attorney General of Florida** regardless.

1 Share

Response from the owner 3 months ago

We appreciate your loyalty these past four years and are eager to restore your opinion to its one-time positivity! Thank you for pointing out several areas of our community that need attention as we want our residents to be proud of the place they call home, especially regarding elevator and HVAC functionality and overall upkeep of the community. We are aiming to streamline the package delivery process and are happy to chat with you further. Please reach out to **cmcongress@liverangewater.com** at your earliest convenience.



**Devin Murphy**  
Local Guide · 11 reviews · 10 photos

★ a week ago · NEW

Moved into my unit - was **EXTREMELY** dirty - had to hire my own cleaning company which they **DID** reimburse me. Parking is a nightmare, I have 2 cars and I told management moving in and they pretended like the garages could fit a car. They do not fit cars - they're glorified storage units. Guest parking is in a dark parking lot **OUTSIDE** of the apartment complex - not safe for women walking alone, the water pressure in my unit is horrific. I wrote novels to management and they insist on sending maintenance to come and tell me nothing can be fixed (the shower barely pushes water out and the toilets clog because the water pressure is so bad they do not refill or flush correctly). Don't even know if thats humane - **the fees are insane**, the wifi situation is insane - I bought an **ADDITIONAL** router and modem which is an extra \$35 through spectrum a **MONTH** on top of what the apartment charges me for (horrible community wifi). They force cable on you and everything else, the units are not energy efficient. My electric bill last month was \$325. And someone mentioned the HVAC - one room upstairs is hot as hell while the other ones freezing, so yeah thats not distributed correctly at all. Nothing against maintenance or some of the staff, I know you guys are doing your jobs. Do not move here, I'd love to get out of this place so I can take a normal shower, flush a normal toilet and have a normal parking situation. Realistically if your rent is \$2600 it'll be over \$3k - expect that with the fees.

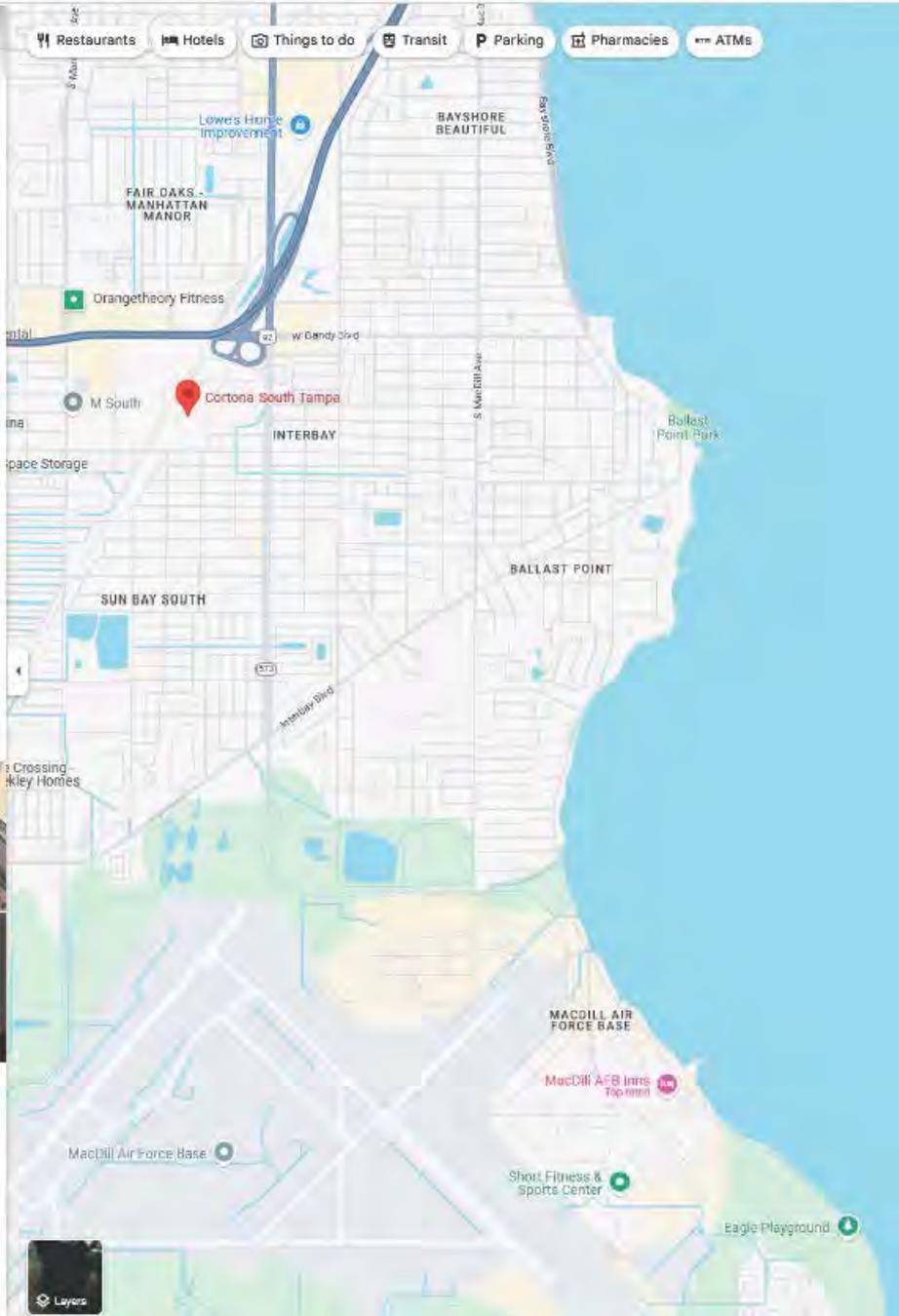


+5

Like Share

**Response from the owner** · 4 days ago

We appreciate the time you've taken to share your candid feedback, Devin, which we will use to help improve our community and services for current and future residents. We have noted your comments on parking and Wi-Fi, and we want to connect with you to address any maintenance needs in your home. Will you please email us at [Cortona@paccpts.com](mailto:Cortona@paccpts.com) at your earliest convenience.



Cortona South Tampa

Restaurants Hotels Things to do Trans

Overview Reviews About

 Caitlin Collins  
Local Guide · 37 reviews · 12 photos

★★★★☆ 3 years ago

I wanted to wait a while before reviewing because you can never really get the full experience of your apartment until you've had a little time. With that said I really like my place. It's clean and I haven't had any major maintenance issues. Maintenance has actually been quick to respond and the front office staff are very nice.

My only little gripes I have is the number of fees that come with the place. A fee to pay the rent, a fee for water, the electric bill for the clubhouse, etc. It makes you wonder what your rent really goes to. Besides that I like it here. Nice neighbors, pet friendly, and gated (mostly).

I feel safe here and am praying my rent doesn't rocket up during renewals. I'd like to call this place home for a while :)

Long Shoal

partments, Cities...

## Cortona South Tampa

Overview

Reviews

Pricing

eplQ

Amenities

Leasing

Management

Education

Q&A

Updated Review



**Current Resident 726718**

Verified

Verified Resident • 2019 - 2023

3.5

8/26/2023

I was one of the first residents in the community and it really felt like home. Over the years the rent has increased tremendously, as it has throughout the rental market, but unfortunately the decrease management and customer service has been worse than the increase with rent. The added on fees for community amenities that were once included in the rent and the fees for services that are mandatory for everyone regardless of your needs. There are no options to these services and fees to accommodate you they are all based on what best accommodates the management that you are already having to pay for. Other than the last of accountability in management and the poor customer service you are forced to pay for, it's a great community

ew at Grove West - Townhome

R V  
2 reviews

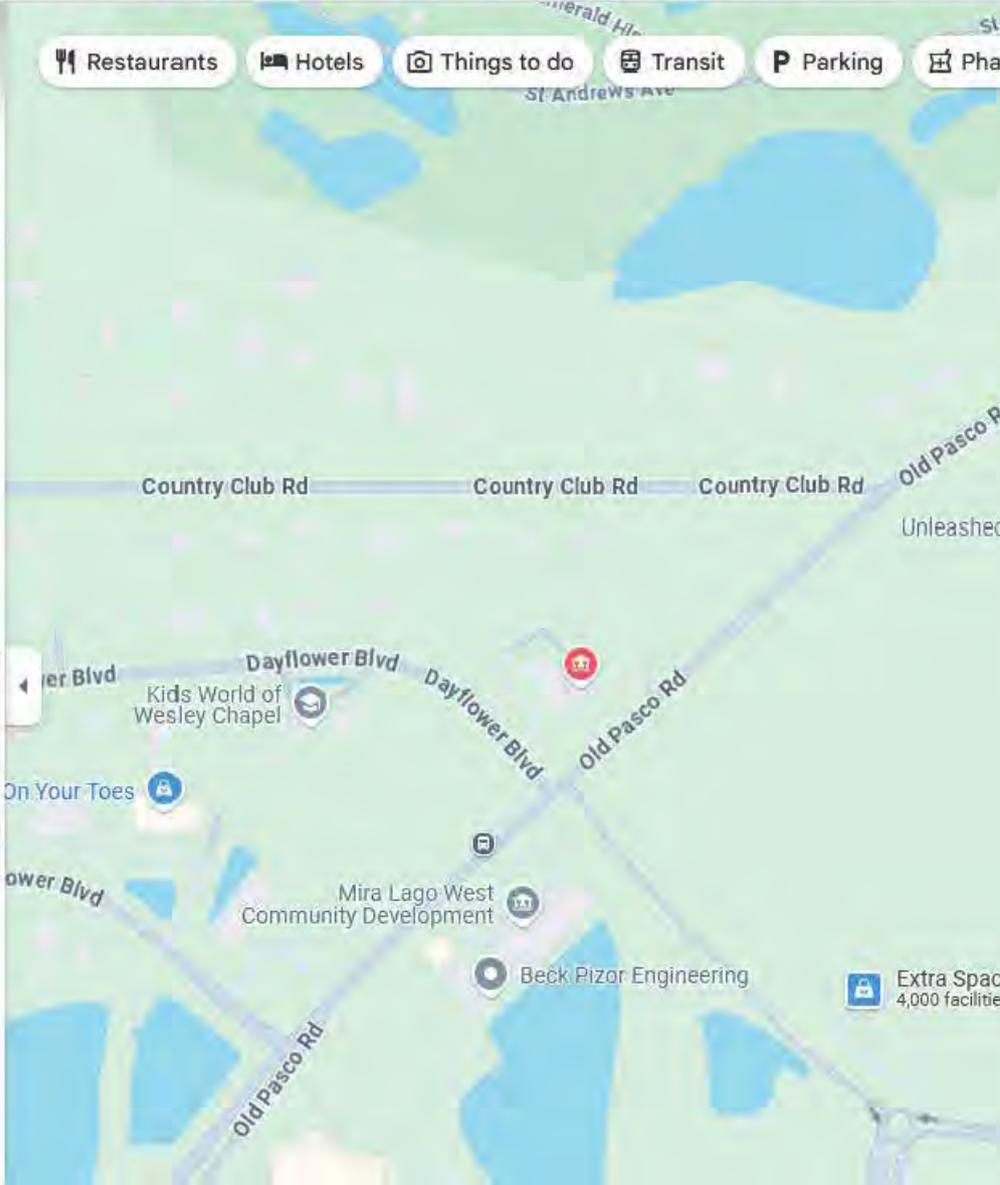
4 weeks ago

Resigning my lease was unfortunately one of the worst decisions I've made. Since BH Management took over, the experience has significantly declined. Maintenance response times are extremely slow it can take weeks to get anything fixed. When my A/C stopped working overnight, I had to endure the discomfort not just that night but the entire next day, as help didn't arrive until late in the day.

Calling the office is just as frustrating. I've been told multiple times that someone would call me back, and yet weeks go by with no follow-up. The customer service and communication from the office staff have been severely lacking, and there seems to be little empathy or urgency when residents are facing issues.

We're charged for "amenities" like a dog park, a small green space, and a basic alarm system labeled as a "smart home" yet there are no real amenities like a gym, pool, or adult-friendly common areas.

I really miss the previous management. Sam and the former team were attentive, respectful, and genuinely cared about the residents. It's disappointing to feel like just another number now. I'm counting down the days until my lease ends and I can move on. Sadly, I'm stuck here for another year. Now I see why so many move out.



Search Apartments, Cities...

## Doral View

Overview

Reviews

Pricing

epIQ

Amenities

Leasing

Management

Education

Q&A



**Current Resident 177399**

Resident • 2019 - 2021



7/6/2021

The worst place to live, They don't provide solutions to problems, you call them to complain about something and they laugh at you in your face because they tell you they'll call you back and no one ever calls you, the prices are ridiculous considering that the doors are still open to anyone who wants to come in and steal as usually happens with cars, the garbage collection service that they now raised to 45 dollars is a joke, they never come, the stairs have been disgusting for a month and they don't clean them, the water bills, better not to mention, are excpss and they don't know how to explain why many neighbors have complained about them and they don't say anything like that and that's it, you end up paying a million dollars to live in a place that is the least luxurious even though it appears otherwise. You don't feel safe or supported or comfortable with the customer service of the employees here.

Helpful

Report

← Doral View 🔍 ✕

Overview **Reviews** About

 **Carlos Beltran**  
3 reviews · 5 photos

★☆☆☆☆ 8 months ago

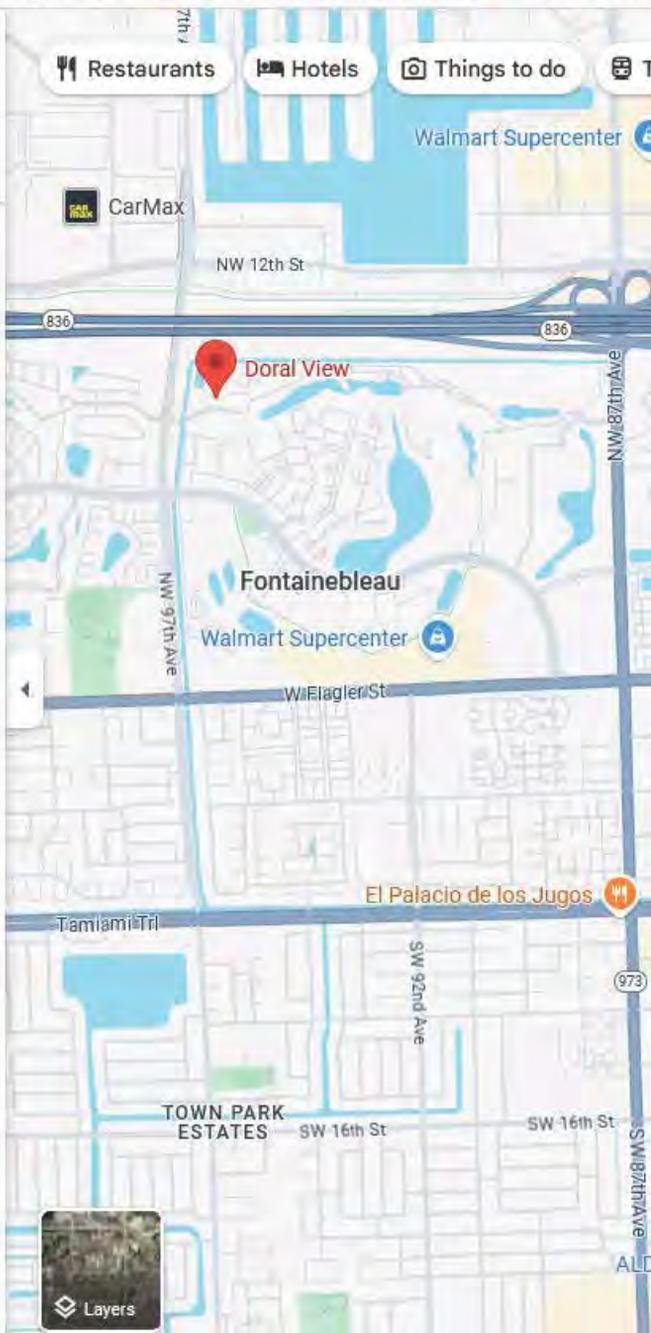
Living in this apartment complex in Miami has been one of the worst experiences I've ever had. From the moment we moved in, the apartment was in terrible condition—dirty, with mold, rusty appliances, and cockroaches everywhere. When we brought these issues to management, they couldn't have cared less. The staff at the leasing office were dismissive and unhelpful.

Things only got worse. One night, one of our car tires was slashed. We reported it to the office with the police present, but the management shrugged it off, saying there were no security cameras and nothing they could do. Despite the presence of "security personnel," their main job seemed to be calling the tow truck and rudely kicking people out of the amenities if they stayed a minute past closing time.

On top of that, the internet provider they force you to use is terrible—constant outages and slow speeds.

Overall, it was a nightmare living here. If you're considering moving in, think twice. This is not a place where you'd want to bring your family. To make matters worse, they charged us \$1,500 for a so-called "deep clean" when we moved out, even though we left the apartment clean and in good condition.

Please, save yourself the headache and look elsewhere!



← Doral View 🔍 ✕

Overview **Reviews** About

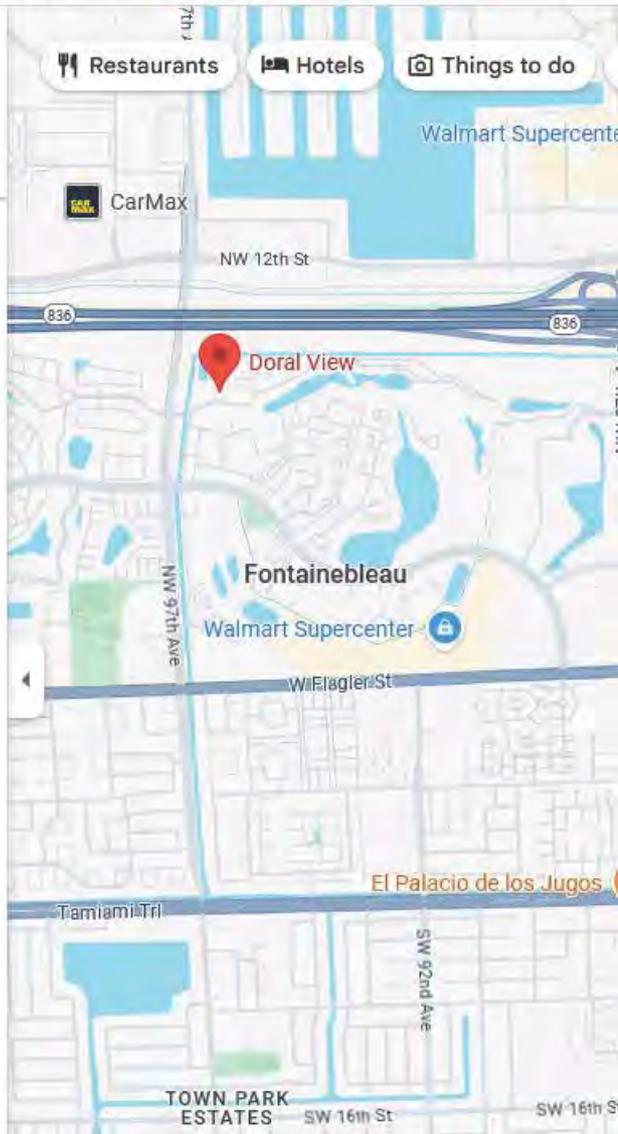
 **Sebastian Mogor**  
2 reviews

★☆☆☆☆ 2 months ago

This apartment complex has a very bad internet issue, and makes you pay for their in-house internet service, which is absolutely terrible. They don't allow you to choose your own provider, so you're stuck paying a premium for internet that barely works. I have a brand-new computer, and even something as basic as loading Google takes forever, if it loads at all. Streaming? Forget it. Video calls? Impossible. It feels like dial-up in 2025. It's frustrating to be locked into a service that doesn't meet even the most minimal modern standards

👍 Like    🔄 Share

**Response from the owner** a month ago  
Thank you for sharing your feedback. We're sorry to hear about your experience with the internet service. We do understand how important reliable connectivity is, and we want you to know that there are options available for those who would like higher speeds. Please feel free to contact us at [CMDoralView@LiveRangewater.com](mailto:CMDoralView@LiveRangewater.com), and we'd be happy to provide more information and help find a solution that works better for you.



← Doral View 🔍 ✕

Overview Reviews About

 **Dennis Gray**  
Local Guide · 87 reviews · 168 photos

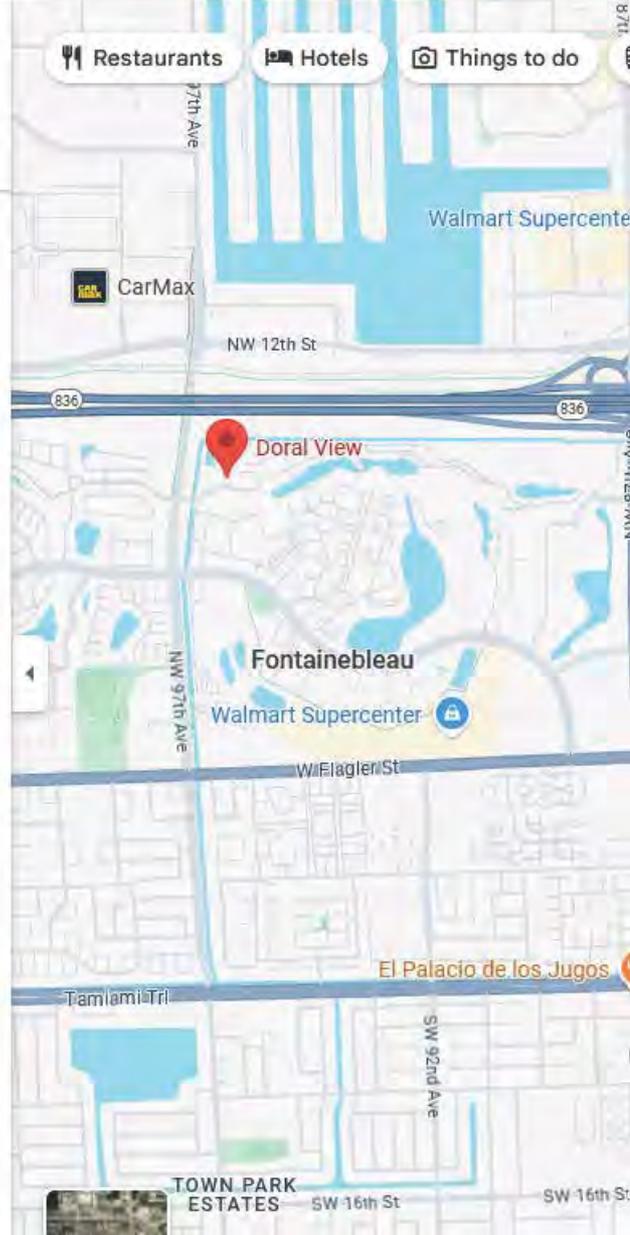
★☆☆☆☆ a year ago

There is not more than less - 0, but don't spend your time trying to rent an apartment here when you see the price and go for a tour the apartments are really nice even the building is old, maybe from the earliest 80's, but the they are going to **change you, for garbage,** room room (when you order online) and **home insurance, even you don't own the apartment,** totally ridiculous, it's better get a realtor that it's going to get you a better deal.

👍 1    🔄 Share

**Response from the owner** a year ago

We regret to hear about your dissatisfaction with some aspects of your leasing experience at Doral View. We strive to maintain transparency with all potential costs and fees associated with renting at our property. We do provide a valet trash service for all residents, which comes at a \$25 monthly fee. To clarify, we do not require homeowner's insurance, but rather renter's insurance which covers you and your personal belongings. We would appreciate the chance to discuss your concerns further and clarify any confusion. Please feel free to contact us at **cmdoral@liverangewater.com** or (305) 507-9696. Thank you, Doral View.





**Current Resident 919259**

Verified

Verified Resident • 2021

3.3

6/20/2021

The apartment community is located in the San Marco neighborhood of Jacksonville that is under a lot of construction and is currently more of a low income/higher crime area than other parts of San Marco. It is "gated". And by that I mean it's like a 4 ft tall fence and the gate is always open since it's always broken. The apartments are brand spanking new. Central Aire Conditioning, ceiling fans on high ceilings, large windows, modern kitchen with Whirlpool appliances and stone countertops as well as crazy cabinet space. The bathrooms have standing showers with glass doors, large sink bathroom vanity with a large mirror. The bathroom is connected to the bedroom and living room. The bedroom has a walk-in closet and carpeting along with a ceiling fan. **It has smart home technology (which is mandatory to have!!! You will be paying \$100 dollars ontop of the \$1300 dollar rent you agree to just a heads up).** This comes with cellphone app controlled door lock and air conditioning. The front door uses a keypad, no key, in order to enter your apartment. You also don't have to throw out your trash since there's something called **"trash valet"** and someone comes and tosses it out for you. So instead of walking 20 ft to the shoot, you can remain a hermit and drop your trash outside your door. It also has a dope pool that is never super packed which is cool. A fitness center right by the pool. **They use Luxer One package services** so you don't get your mail stolen.

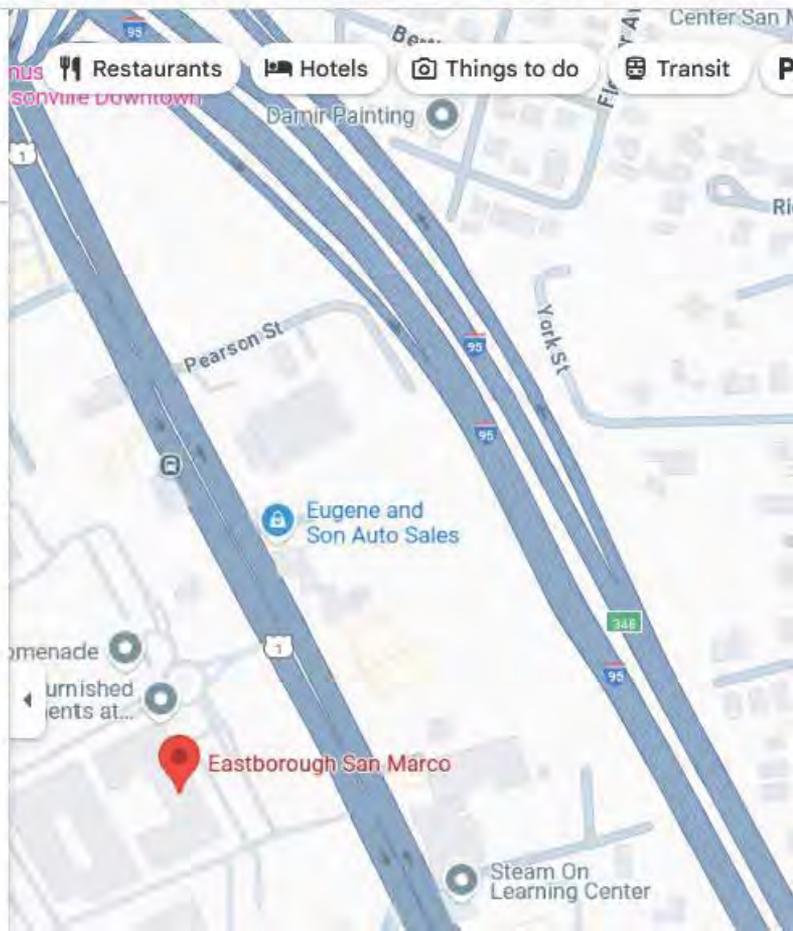
← Eastborough San Marco 🔍 ✕

Overview Reviews About

**M** Marsiglia Granada  
9 reviews

★★★★★ Edited 2 years ago

Absolutely Terrible, I apply for an apartment after receiving a quote for a 7 month lease, I was okay with the quote so I went ahead and pay all the fees for the application. **the following day I received a call telling me that the total rent was 250 USD more from what the quote and application stated.** Argued with them, but they refused to refund me the 85 dollar application fee per person ( 170 total in my case), I would've been okay with it if I had gotten denied, but not because **I refuse to pay 250 more of what it was offered.** in summary, it seems I lost 170 dollars because they offered and advertised something that they did not hold. be extremely careful when I applying, it is a total rip off. Update: After a day of all this they call me and told me they will honour the webpage price. I think that was pretty good, and there after I moved and it is just an amazing place.



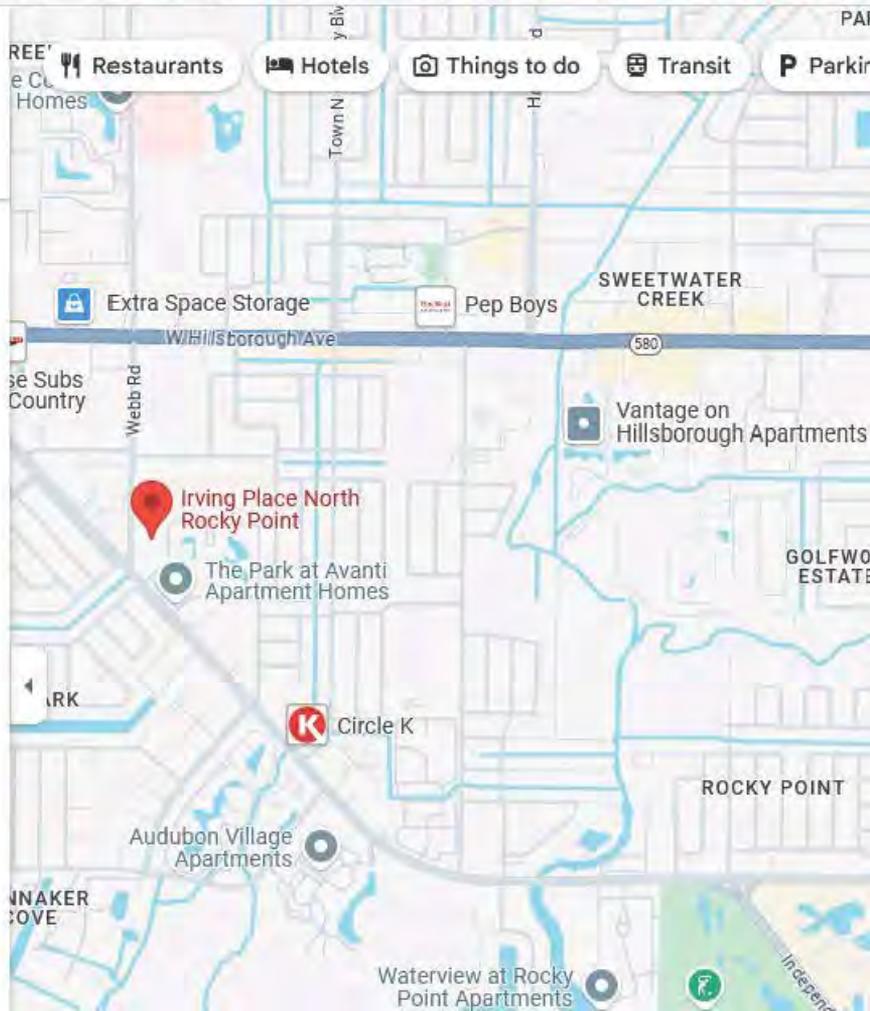
← Irving Place North Rocky Point 🔍 ✕

Overview Reviews About

**C** Cris Me  
1 review · 1 photo

★☆☆☆☆ a year ago

First floor reeks of trash and mildew, the outside near the trash ben there's old furniture and tons of garbage around it, every morning you're woken up by seagulls eating the trash. When I take these problems up with the leasing manager I'm brushed off. The hallways are carpeted but it seems as if they never been cleaned. I've resorted to vacuuming the front of my door because the maintenance workers won't do it. You pay for all the "luxurious amenities" like the coffee maker down stairs yet there's never any cups and the machine it self is always cut off or saying it needs a rinse, don't expect to have coffee on a weekend because it will be off. The old manager used to do grab and go breakfast, which is also part of the amenities we pay for but we don't get those anymore. The front gates are almost always broken either They're completely open or they won't open at all. And what amazes me is that the people who work for this place live here yet they seem to have no problem with the filth. This place is not worth the money



### Lake Maggiore Apartments

- Overview
- Reviews
- Pricing
- epIQ
- Amenities
- Leasing
- Management
- Education
- Q&A

 memcmurr@gmail.com  
Resident • 2024 - 2025

1

3/19/2025

**DO NOT LIVE HERE IF YOU HAVE A CAR, DOG, OR JOB**

IT IS DISGUSTING TO USE SUSTAINABILITY IN THE NAME OF GREED AND PROFIT, OVER SAFETY AND WELL BEING. CURRENTLY TALKING TO FLORIDA ATTORNEY GENERAL AND THE BBB I have been holding out hope that this apartment complex would eventually get it together enough to not leave this review but I genuinely have had enough of this awful ownership. This is the most chaotic, unorganized, and overpriced apartments in all of St.Pete. Unlike it's downtown competition, this one has equally priced units, except it is in one of the worst parts of town in St.Pete, infested with spiders, and has zero idea how to structure their residential systems. For preface I moved in October 2024. This review is going to be a long one... but genuinely read each section carefully before signing a lease with place.

1. Location This complex is one of the worst parts of town. Not only have I've been following back to my home on the rare occasion I do leave the gates to walk my dog, but the facility has already dealt with mass car break ins and management fails to take anything you bring up to them seriously. This leads to point 2....

2. Packages getting delivered Much like the parking situation which I'll address soon, they built all of 30-50 package lockers (IF THAT). Clearly the packages overflow and your package will join the mountain of packages that litter the outdoor mail room right next to the exit... just waiting to get stolen (Which they do, and then management ignores)

3. Building Construction This new 2024 new build was slapped together like a kid building a lego house without instructions. They had to reseal every door since it wasn't done properly the first time. Due to this it leads to point 4.

4. SPIDER ROOMATES When I first moved in the apartment was INFESTED with spiders. I'm talking spiders the size of my whole hand. I'd wake up every morning and walk through spiderwebs that had gone up overnight (killing about 20-30 a day in the beginning). They would also find their way into my fridge and I was constantly cleaning up their shedded molds. When I went to the office in the beginning to address this, management said, "You know you live in Florida right?", like this amount of pest was normal... This problem is largely because the building construction seemed SO rushed you could literally see gaps straight through the doors that they had to individually reseal most of the complex. They've subsided a bit since the cold but am genuinely petrified for Spring.

5. Parking This was their newest BS adjustment where they surprise launched a massive switch with less than a 15 day notice stating ONE CAR PER APARTMENT... For a little more clarification the only reason they're adding this is because they built fewer parking spots than units by a long shot. Their guest parking is a joke and this complex has towing fever....

6. Towing The other month I was in a car accident and had to get a rental car. I told them in advance the make, model, and license plate number. I woke up the next morning to go to work, and my was car towed...

7. Maintenance While the maintenance workers seem to genuinely care for the residents the system itself is so flawed. If you put in a maintenance order, there is no way of them telling you when they will be there to address the issue. This is extremely hard since I work 9-5, have a dog, and don't have room for a kennel in the tiny apartment. The amount of days I've had to miss work to stay home ALL DAY because they can't even give you a 4 hour window of their arrival is beyond me. The craziest thing is I could go on forever about how inconvenient this place is...Moral of the story this complex is money hungry and nuts, more so than most. Their hidden fees are crazy and they don't know what the heck they're doing but will slap a fine on anything. The amount of days I've had to leave work early or miss work entirely because their ridiculous systems should've fired me from my job long ago. Genuinely save yourself the misery of moving to Lake Maggiore Apartments.

Helpful (1) Report

Property Manager Response

3/25/2025

- Name \*
- Email \*
- Phone \*
- Beds
- Schedule
- Request
- Confirm
- Custom
- Send me

**New At Yelp P.**  
 Pembroke Pines, FL  
 0 1 0

Mar 19, 2022

First to Review

First let me say, I have never written a yelp review before. I do read yelp reviews but never felt the necessity to write a review until now. When I researched Residences of Monterra Commons there were no reviews due to it being new construction. However, I feel an obligation to warn others... stay away from this apartment complex. If I could give 0 stars I would. I wish someone had warned me. Aside from the AC and washing machine not working properly, and no maintenance to fix it on the weekend, not having the security they represented due to the security gates not being completed for several more months, the most egregious issue is the WATER. Please beware they have contaminants in the water.

The water smells of rotten eggs. I was told this happened to other units as well, which makes one wonder why they keep allowing it to occur when they are fully aware of the issue. The solution is to run the water for a couple of hours (on your water bill) to get rid of the sulfur, rotten egg smell. However, in my case that didn't fix the problem so I was told nothing they can do until Monday...

This occurred over over the weekend so no maintenance was available as they insisted I had water so it wasn't an emergency. Having water that smells of rotten eggs and suggesting against all health and safety standards that it's acceptable to recommend drinking it or bathing in it is unconscionable and reminiscent of what occurred in Flint Michigan. I recommend to stay away from this place

The alternative is to use bottled water for everything as there is NO WATER. I've taken a sample and will have it tested to see what contaminants are in it. But the leasing office is aware of this issue and does nothing to help despite the fact there are safe drinking water laws.

This complex is knowingly engaging in unsafe health risks to its tenants and all I can say is beware. I wouldn't want any other person to go through what I've had to endure. The stench of the water permeates the apt and is so pungent the smell alone could make you sick. Please do not allow them to convince you that it's ok to drink or bathe in this water.

If you consider moving in, make sure you insist they run the water for you in the kitchen and bathroom and see for yourself how putrid the smell is. I wish another tenant that went through this prior to me had written a yelp review and I too would have stayed far away.

There were a lot of other issues and red flags with this complex to be weary of but none compare to the water issue. An apt complex willing to risk the health and safety of its tenants with contaminated water is so beyond egregious, there are no words. To think any decent human being could allow that to occur and not attend to it immediately, leaves me speechless, except to warn anyone thinking of moving in..... DONT.

Helpful 7    Thumbs 1    Love this 2    Oh no 1

**Oleg F.**  
 Hollywood, FL  
 0 1 0

Nov 1, 2022

The treatment of seniors, who deserve greater respect, is disappointing. I do not recommend this community. The monthly fees are unclear and do not detail all the additional charges. The lack of education and humility toward the elderly residents is a true lack of respect that cannot be tolerated. I regret the day we chose this community for my elderly mother, a cancer patient. I do not recommend it at all.

## Reach out to other businesses

This provider has not enabled messaging on Yelp, but you can still request information from other businesses like them.

Start request

monterraseniorliving.com

(754) 229-2056

Get Directions

3991 NW 82nd Ave Pembroke Pines, FL 33024

Suggest an edit



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**Metropolitan**  
 3.2 (33 reviews)  
 11.1 miles

Niche | Luxury Apartments

Overview **Reviews** About

**Zach Voelker**  
8 reviews

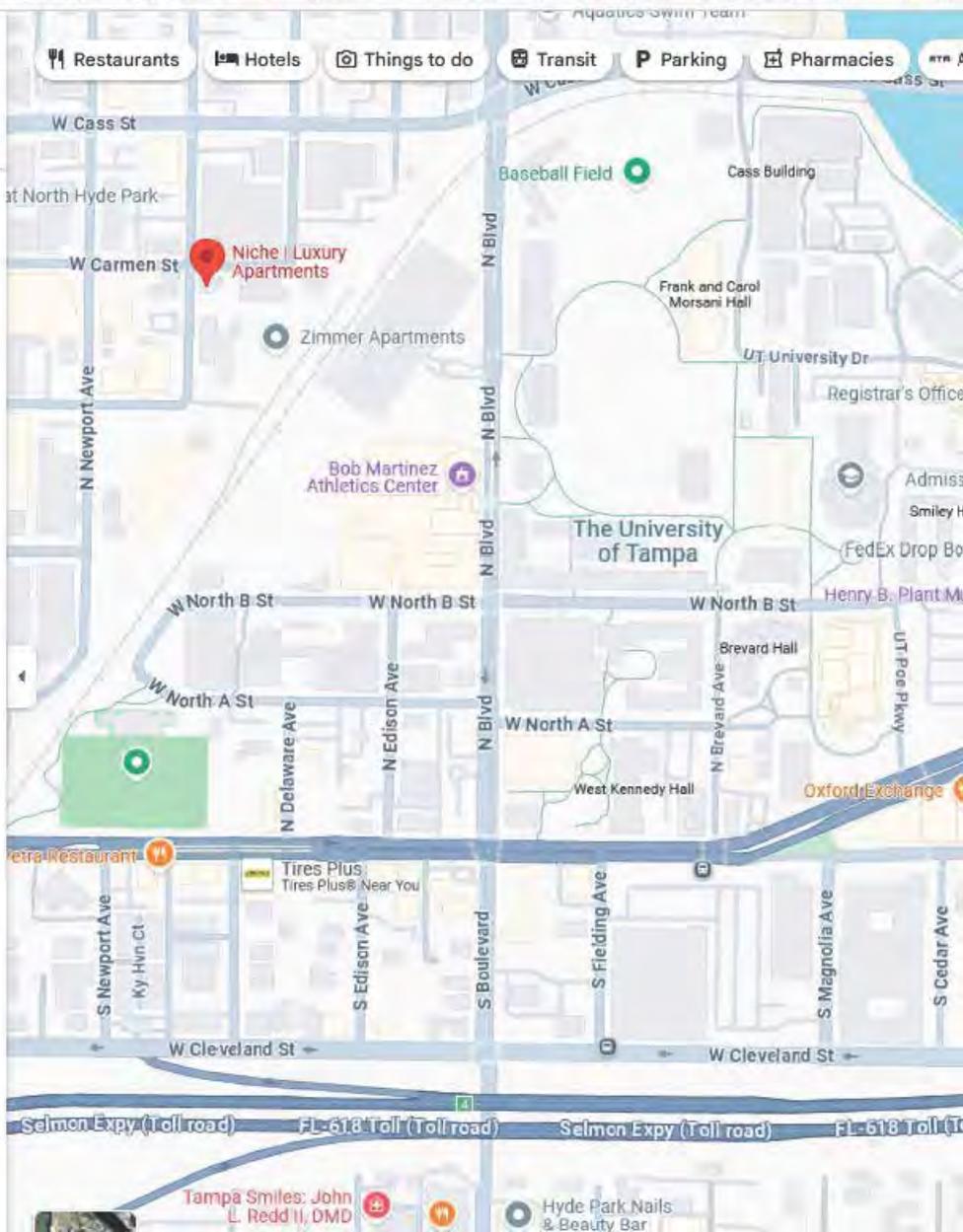
★★★★★ Edited 5 months ago

Niche Apartments have been great so far! The staff have been super kind and helpful. The units are really nice, workout space is great, and the pool on the rooftop has an incredible view. It is central to everything downtown and easily ride bike and walk all over town.

I also want to compliment Jose Comparini. He is the maintenance guy for the niche, probably the coolest guy and has been super helpful with late night problems. Great place to live so far.

Quick Update: After living in the apartments for a year, I have thoroughly enjoyed living in the apartments here. The location is great, the staff is very nice and very helpful. They hosted a lot of great events and had food trucks sitting out front of the apartment a few times a week.

The only thing that I would say is for a tiny studio apartment at 370sq, the rent was raised to the amount between \$1840 - \$2010 if we wanted to stay, depending on our lease term. This is a bit ridiculous, but it does sit on the back side of a private college. The hurricane happened a few months ago and they still haven't fixed the damages to the exterior of the building and the parking garage door was broken for 8 months of our yearlong lease. The golf simulator had most of the clubs missing and damage to the room. Early in the lease, they would hand out fines if you left your trash can in the hall for too long but forced you to pay for trash valet. We ended up just handing in our trashcan. If you want or need extra storage, that will cost extra too.



## Olea Beach Haven

Overview

Reviews

Pricing

eplQ

Amenities

Management

Education

Q&A



**Former Resident 501813**

Resident • 2023 - 2024

★ ★ ☆ ☆ ☆ 2.2

1/27/2025

**You do not live here, management does.**

Nickel and Dimed for everything here. You have to pay \$15.00 per month to pay for the Latch app and the use of Lux for delivery packages. However, the mail room has an unlocked room specifically for over sized packages and I have seen packages left in this room that could have been placed in the lux container instead. So you are basically paying \$15.00 per month to unlock your apartment door and pick up your package delivery. For some reason the management office door locks are constantly malfunctioning. It kinda gives you the feeling that management doesn't want residents inside the office. MaRcOs and GrEtTeR are unprofessional and got to go. With almost all office functions and you will be left waiting forever for something they promised you when you signed the lease. Be careful with management and their move in deals or promises. Almost everyone has a dog and seems to allow nonstop barking. The building hallways have carpeting and can smell the dogs in the elevator and hallways. The hallway carpets must be less than two years old, but they look like they are 10 years old. There feces everywhere along the property. The property has potential if you replace the current management.

Helpful Report

Olea Beach Haven

management 3 phone 2  
community 2 brand 2 +4

Havi Goffan  
Local Guide · 42 reviews · 19 photos

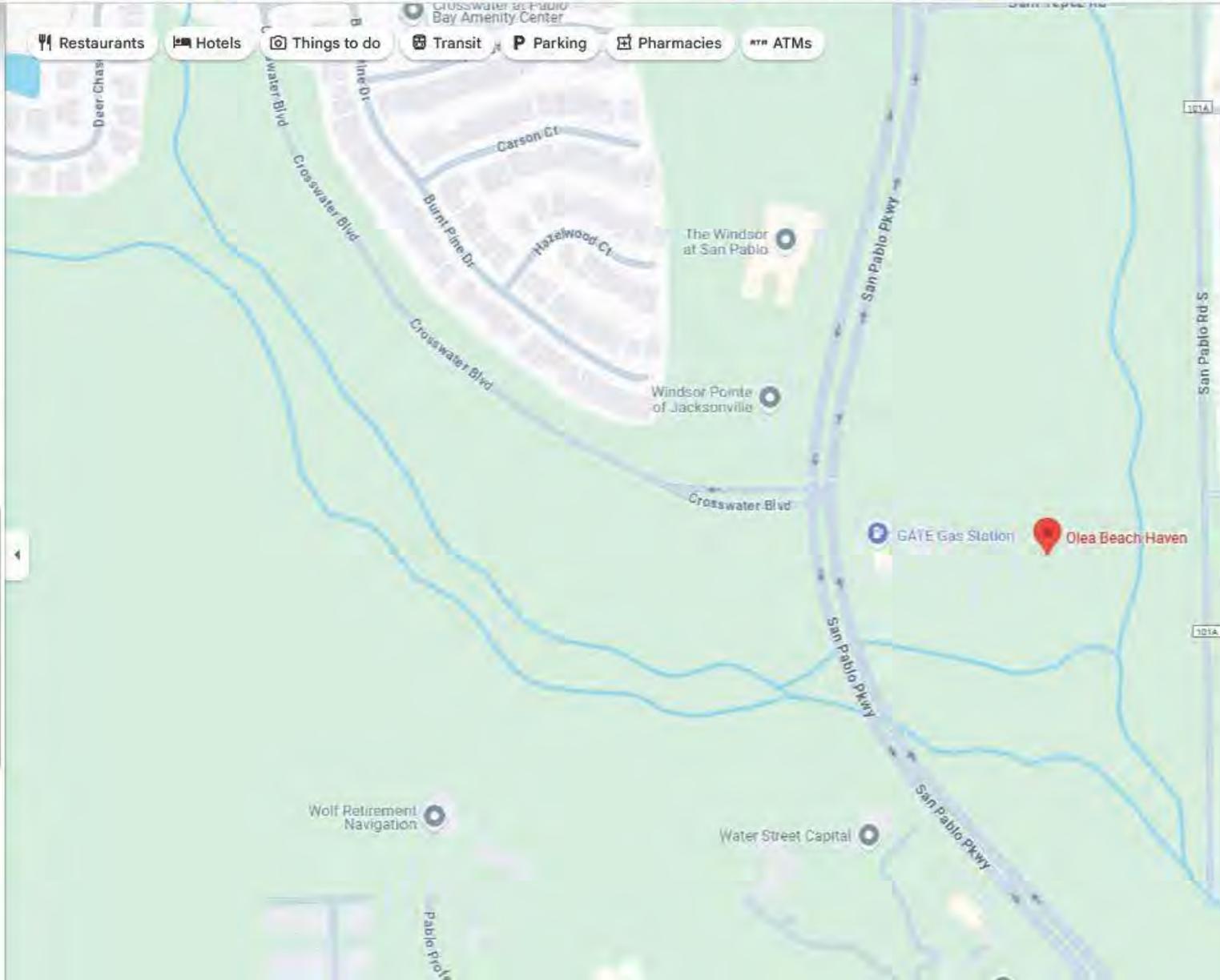
a week ago NEW

These people are unresponsive. Discriminatory. And don't ever raise a complaint because the apartment you rented sight unseen from another city - because they took their time and delayed you being able to rent much earlier - did not offer to show you the place when you dropped by after a 7 hour drive and told them how crucial it was that the place is quiet as you would be recovering from surgery and working, is right below all of the HVAC units of the building and the vibration and engine noises do not allow you to work and/or live and/or sleep on it. If you raise it more than once, they complain and tell you there are too many things you don't like about them and to go away.

There are no solutions here. They are available very few hours/week AND they do not pick up the phone. Their motto is, the less we do for you, the better. This is a senior community where I have seen them fast moving away from a senior needing help carrying something (not me). The weight almost crushed this lady. Horrible thing to witness.

Ask for pest control to do the inside of your apartment at least once a month and it won't get done. When spiders jump and you can't open the balcony door, you must wait a week to have pest control visit. Forget the requested and paid for preventative treatment. And of course, email is not enough. You must go in person several times to get them to listen.

No, I would never renew this so-called "luxury" apartment - one bedroom for \$2240/month? Way too overpriced.



### Rowan Pointe | Luxury Apartm

Overview **Reviews** About

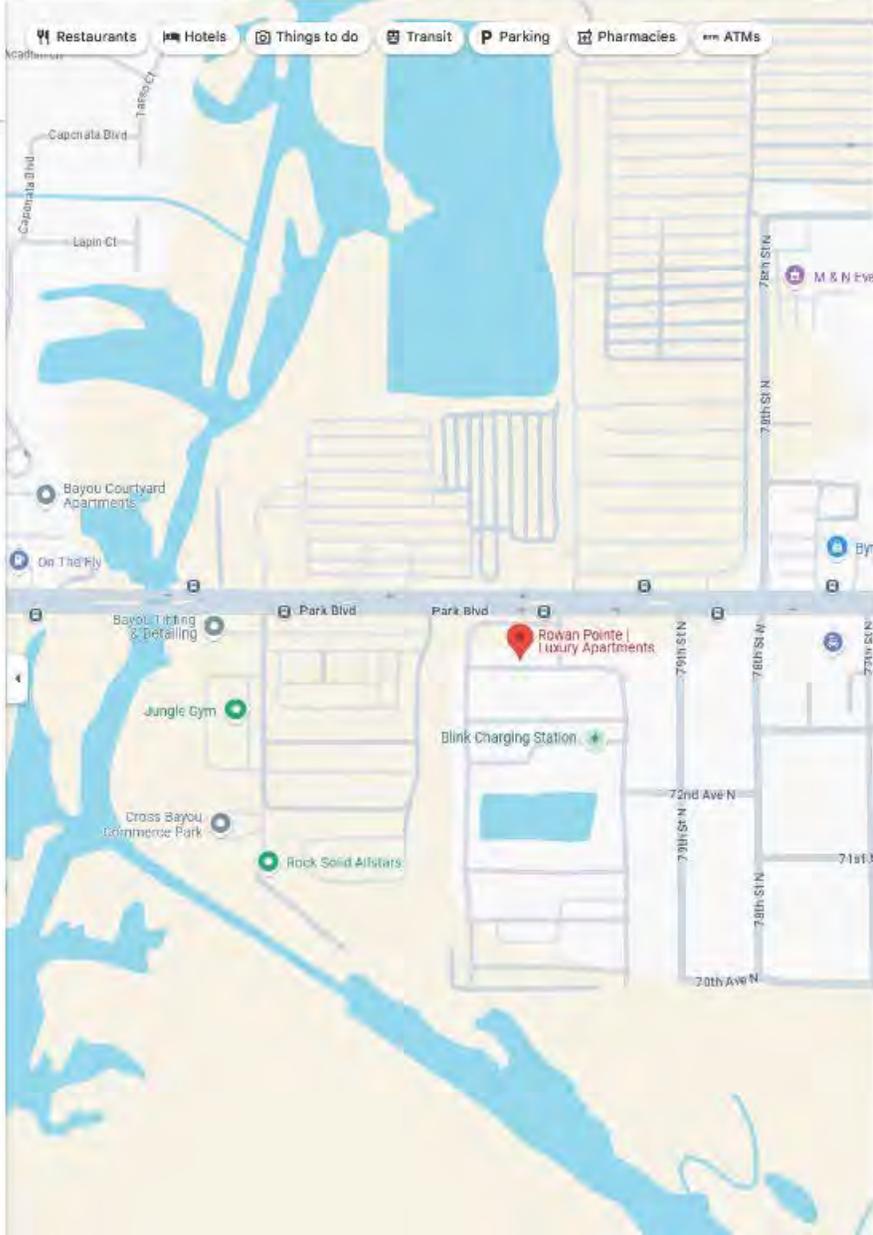
**K** Kayla Steinberg  
7 reviews · 2 photos

7 months ago

We moved in here when it was The Livano and initially had a good experience. However, when it was sold to become Rowan Pointe, things went downhill. We moved to a different floor in the same building and the apartment was filthy. Fridge had gunk all over it, one of the sinks in the primary bathroom was cracked, and the toilets and showers had clearly not been cleaned. The responses to concerns via email took multiple follow up attempts and were met with lukewarm responses. Also, I fully understand that noise is going to happen from those above you, but our upstairs neighbor stomped so hard, it would shake my office chair and they did absolutely nothing to resolve. The stomping would happen at all hours of the night and early morning, oftentimes for hours on end. Y'all, where are you going in a 1-2 bedroom apartment?! Valet trash would consistently find ways to not take your trash, even when you'd follow the rules, or missed it completely and it's \$35/month. The fire pit was constantly broken and one of the knobs on the grill closest to our unit didn't work half the time. People let their dogs off leash or let their dogs play fetch outside of the fenced in dog park. Dog poop was rarely cleaned up even though there was a bag station readily available in many areas. People would blare their speakers at the pool when you aren't supposed to. Office hours were changed to be less accessible than they were before. I don't normally write negative reviews, but it's wild to me how much things have changed since the property was sold. Also, good luck getting your security deposit back. It felt like filling vacancies became more important than taking care of existing residents.

Like Share

**Response from the owner** 6 months ago  
We're sorry to hear about your less-than-satisfactory experience, Kayla. At Rowan Pointe, we strive to offer excellent customer service and a comfortable living environment for all our residents. We apologize if we fell short in this regard during your time with us. We appreciate your feedback as it helps us identify areas where we can improve. Please get in touch with us at [cmilvanopark@liverangewater.com](mailto:cmilvanopark@liverangewater.com) so that we can better understand your concerns. Thank you, Rowan Pointe.

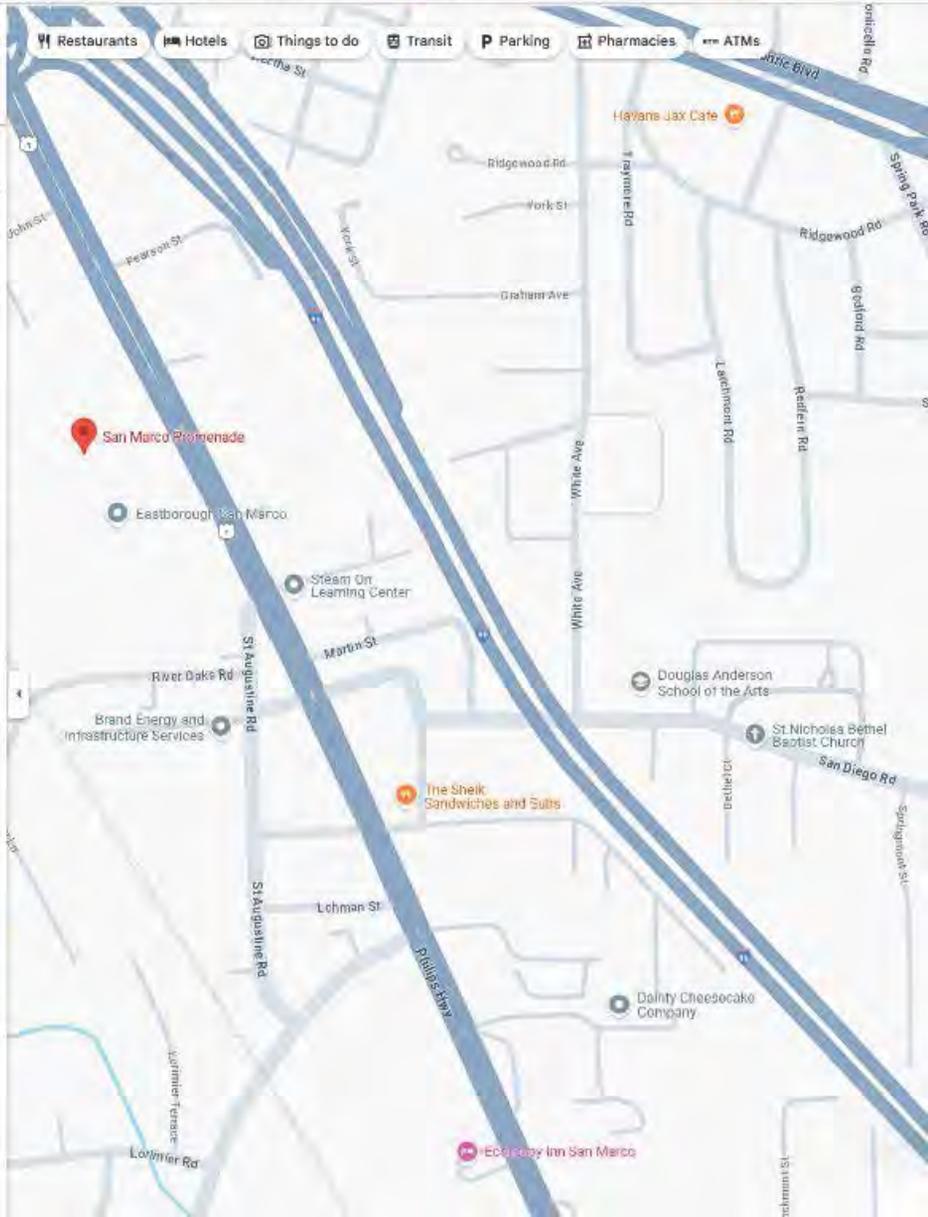


San Marco Promenade

Overview **Reviews** About  
recommendation and look forward to continuing to provide a smooth and enjoyable living experience.

Jocelyn McKissick  
1 review · 2 photos  
a year ago

If I could give 0 stars I would. I don't normally leave reviews (especially not bad ones), but they deserve it. ZRS Management is awful!!! I moved in April 2023 (when they first took over) and I've had multiple issues along the way. The office staff are never in the office, they never answer their phones, and the Property Manager is NEVER available. The maintenance staff is no better. The Supervisor (who I've asked for three times) isn't available and I've been complaining about stains on my bathroom ceiling because I'm not sure what it is. Jose did a temporary fix about two months ago and he was supposed to come back and check on it, but he never did. Terrell came to take a look at it, but he just told me he forgot to mention to his supervisor like he was supposed to. The stains are getting worse and it's next to a water spot that's leaking into my shower. I asked Jose why it was so hot in my apartment and why it turns completely off (although I have it ON and it's on 68 degrees) - he told me sometimes it just does that and it'll register another temperature than what it's on (never even checked what could be the problem). It took them 3 weeks just to come see about my air and they never completed the maintenance job in my garage. They were supposed to clean it out before I moved my things in back in December, but they never did and the back of the door is broken and still hasn't been fixed (3 months). I went to renew my lease for 8 months, but they only have the option of month-to-month and 12 months - I've been trying to contact them for assistance, but again NO ONE ANSWERS THE PHONE AND NO ONE IS IN THE LEASING OFFICE!! They lock the amenities after a certain time, but now they've added a \$129 fee for maintenance, amenities, etc... So we pay a fee that's not included in our rent to not have access 24/7??? They also added this fee to my statement without notice and automatically put me on month-to-month, but they never reached out about my renewal and I also cannot reach them. This is not the best place to live at all. Either people are lying when they say it's great, or they just haven't lived here long enough. It's so bad that I'm immediately looking for another place to move into within a few weeks (although I just paid rent yesterday). It's beyond ridiculous.



apartments at Santa Rosa Beach

- Restaurants
- Hotels
- Things to do
- Transit
- Parking
- Pharmacies
- ATMs

Madalynn Bleu  
9 reviews · 9 photos

★ ★ ★ ★ ☆ a year ago  
Absolute worst living conditions!!! Avoid this place!!!!!!

The upkeep of the community is disgusting. It absolutely baffles me that they consider this a luxury apartment complex.

Gates have not worked in the whole two years we have lived there. They claim it's a gated community and we are safe, but that is complete opposite of what everybody feels. Random people come into the pools, steal trash cans, steal furniture, and dump random equipment in our trash that WE pay for monthly.

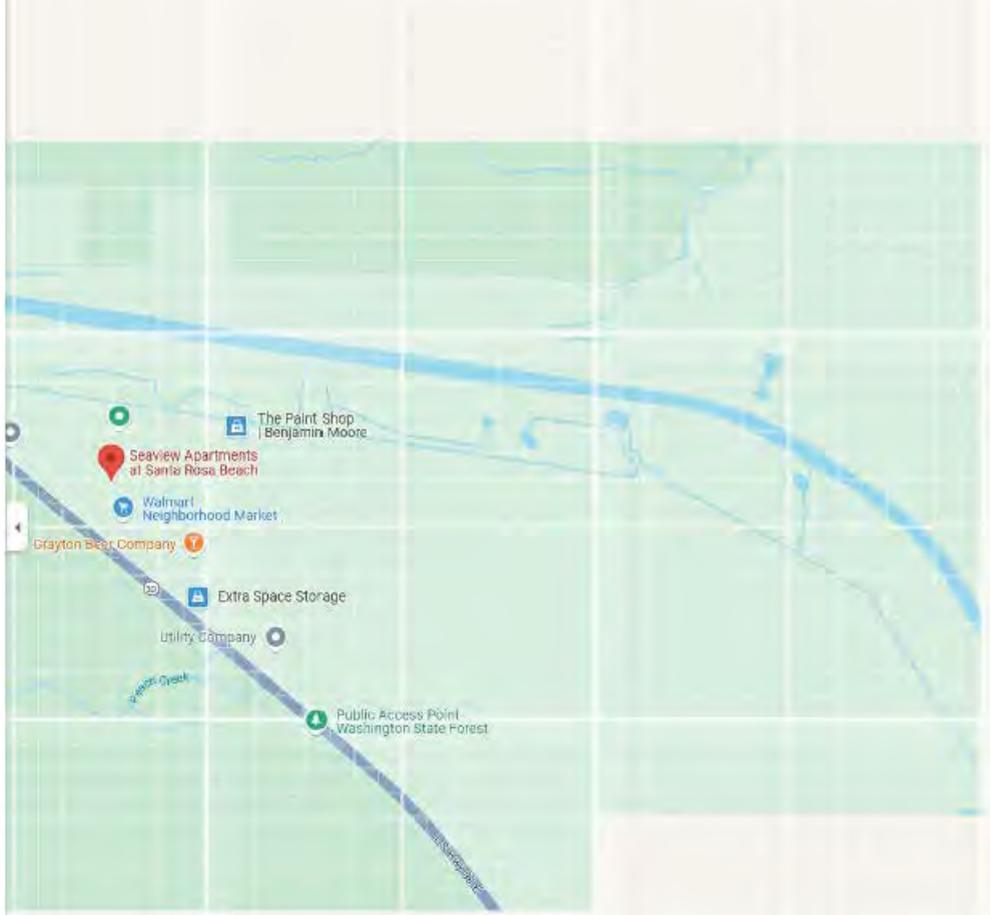
The trash shoots are always broken or backed up. So you are forced to leave your trash outside your door. The trash guys never pick up the trash, even though we pay \$50 a month for them to do so. Apartment will not let you opt out and handle your own trash. Oh and make sure you check your bill before paying because they will double charge you and not say anything!!

There is mold in the apartment. They've had mold issues in the past and claim to have fix it, but after multiple mold tests, that is false we have been extremely sick and forced to put our health first to move out. Have spoken with multiple residents who have been having severe medical issues and have paid thousands to get out of their lease.

The office staff of the complex are so unprofessional. They will not help you in any way or address any of the issues you bring to their attention. Then they will talk badly about you once you leave to the other employees. I have been in the office multiple times and have over heard mean & terrible things about other residents.

The ONLY positive out of this community is that the maintenance guys are super friendly and quick to help.

I could go on and on about this place. Avoid living here at all cost.



← apartments at Santa Rosa Beach 🔍 ✕

Overview **Reviews** About

**J** John Thompson  
1 review · 1 photo

★☆☆☆☆ a year ago  
Living here is dangerous. Last weekend someone was TRAPPED inside the elevator.

The property manager lied to me months ago about new elevator inspection certificates (see 8/23 date in photo - now 6+ months expired). Does anyone on site care about resident safety or preventative maintenance? If inspections were done, why does it take 6+ months to post new certificates?

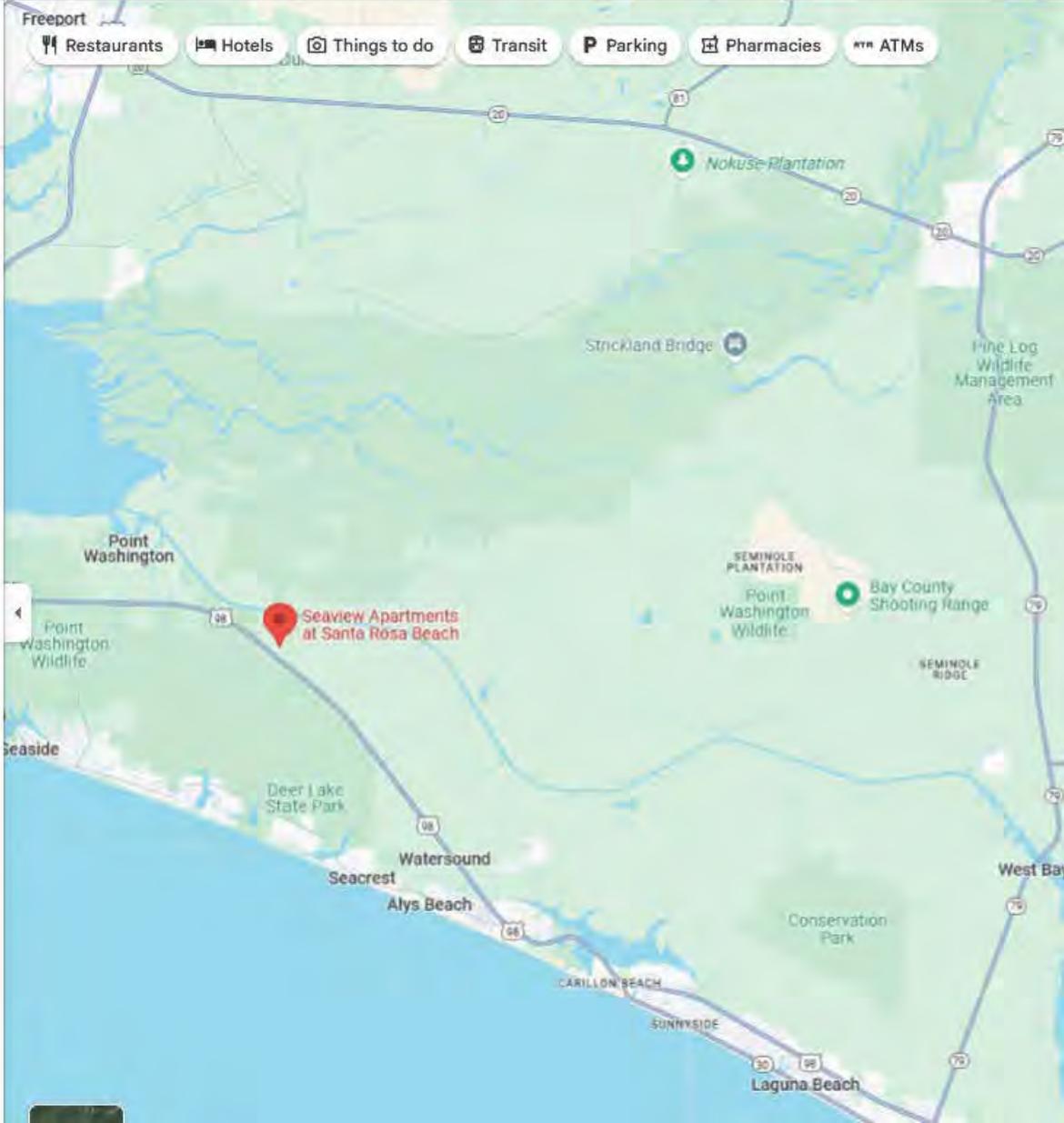
I'm not sure what's worse - the lie if no inspection was completed at all, or the blatant laziness to literally walk 50 feet and post if it was. Maybe now that someone was TRAPPED steps will be taken to prevent it from happening again.

It's refreshing to finally start seeing honest reviews here as opposed to residents being bribed in hopes of winning \$500 for a 5 star review (yes they actively solicit and email residents to do so)

Everything that you read re: mis-management, horrific upkeep, and disgusting conditions is true.

After living here and seeing the steady decline over the past few years, this is by no means the "upscale" property the Arium / Seaview website would want you to believe.

Lastly, if you need any further evidence of how little the onsite PM and APM care about residents, read the canned and insensitive replies to other resident concerns that are posted.



apartments at Santa Rosa Beach

to provide a pleasant and ... More

Leslie Murry Local Guide · 15 reviews · 2 photos Edited a year ago

I am adding to my review. I had electrical issues in my apartment which they told me nothing was wrong. They had a certified electrician come check. I tried to show the office video proof that something was wrong. They refused to look at the video's because a certified electrician had already been there. Also there is a mold issue . I did a mold test and have pictures attached to show what mold grew within 48 hours.

The best thing I can say about the property is that I feel safe living here.

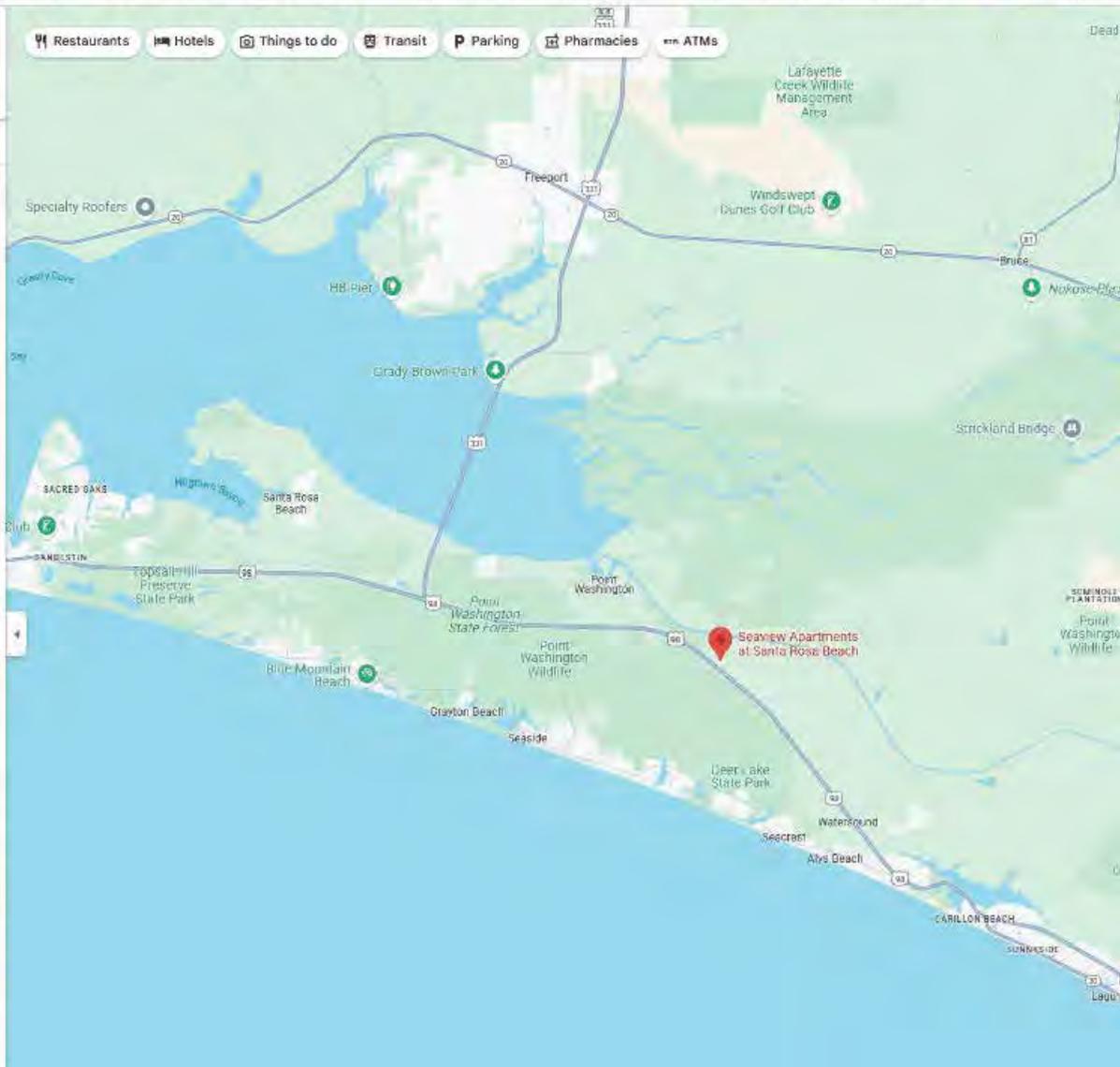
- \*There is a lack of communication from the office.
\*There is a giant husky that lives on the first floor and I am on the 3rd floor that barks all the time.
\*The people above me stomp all the time they have knocked pictures off my wall and made the ceiling fan unbalanced.

\*Valet trash is great when they pick up
\*When the new billing company took over, we were billed for various amounts for the trash compactor because the last company did not bill it correctly. Why is that the fault of the residents? The office staff should have realized that after the first month, it was not charged. They should have also sent a letter or email explaining the extra charges and that they would be charged over the next six months.

\*We were given a letter saying we must not have garbage cans out after 9:00 AM and on the weekends, or we will be fined. We have one apartment on my floor that stacks its trash outside continuously on weekends. I cant wait for summer when it starts attracting flies.

\*I felt like I was bullied into renewing my lease in December, or my rent would go, so high I could not afford it. You cannot secure a place to live four months before your lease is to be renewed.

The only reason I gave a good review before was because they were offering free rent for six months for leaving a 5 star review and with the price of rent you would be if you could win a free months rent. We were never told who won.



apartments at Santa Rosa Beach

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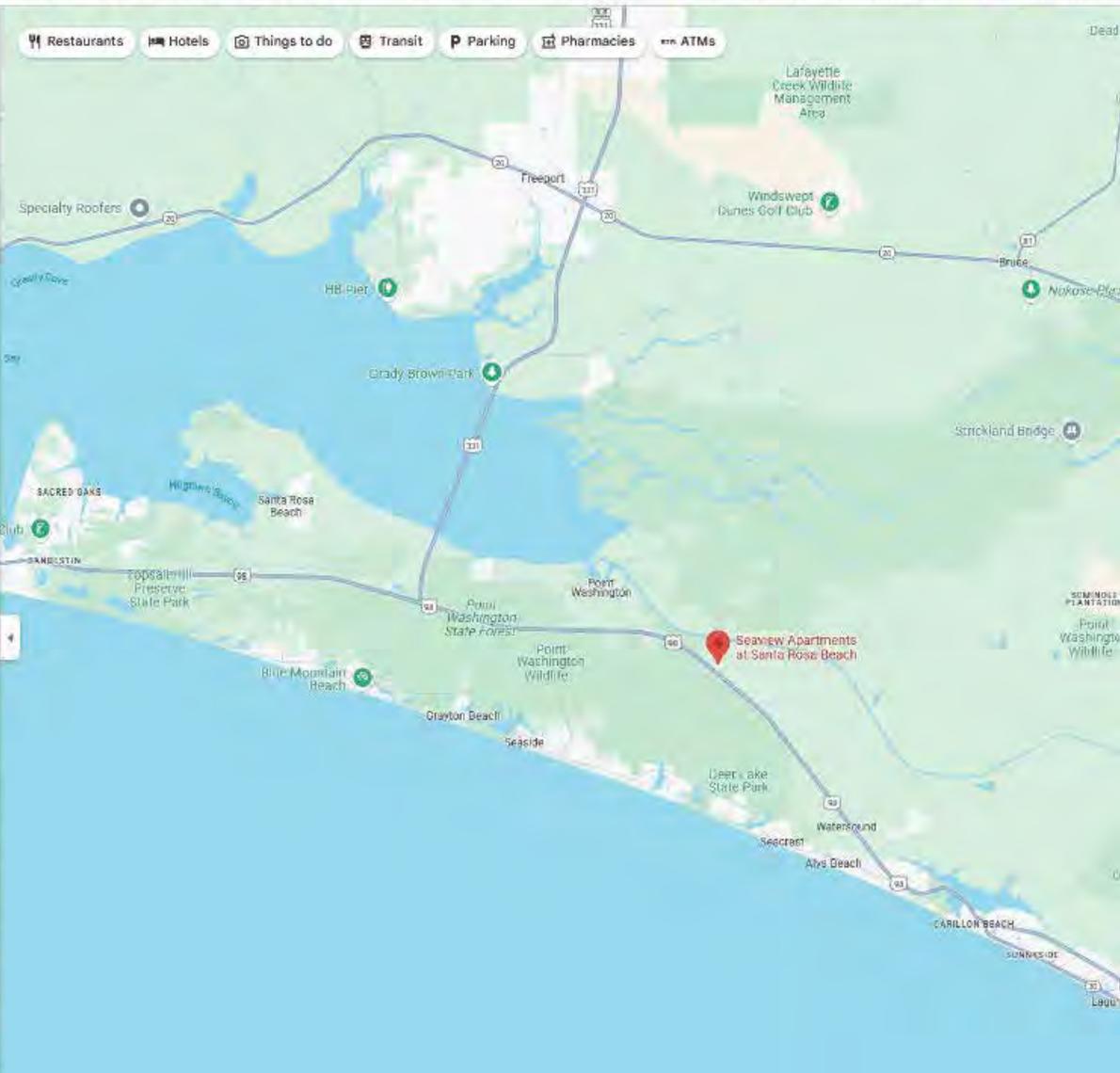
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apartments at Santa Rosa Beach

Overview **Reviews** About

1 Share

**Response from the owner** 4 months ago  
 We're thrilled to hear that you're enjoying your experience at Seaview Apartments at Santa Rosa Beach, Hannah. Our team strives to provide a welcoming and comfortable environment for all our residents. Your kind words about our staff and complex are greatly appreciated. Thank you, Seaview Apartments at Santa Rosa Beach.

**Gerald Stanje**  
 6 reviews · 2 photos

★ ★ ★ ★ ★ Edited 3 years ago  
 Be aware, they are not honest to new residents moving in. Two weeks after I moved in they started charging an additional Sewer charge. They had it written in the contract (but it was never charged to any residents before).

I asked if there will be any additional charges besides the base rent multiple times before I signed the contract. I expect them to at least tell me that they will start charging this Sewer charge (for all residents) in the next month before signing the lease.

Edit: Message to owner: Why you write here that you want to discuss to resolve it - if you don't resolve it? I called you nothing happened - I need to pay that fee now which was hidden from me when I talked to you - and then you refer to the fine print in the contract. I expect you to tell me everything in person before I sign the documents.



← **artments at Santa Rosa Beach** 🔍 ✕

Overview **Reviews** About

Response from the owner 2 years ago  
Thank you so much for sharing your experience with us, Curtis. We appreciate your wonderful review!

**M** Madeline Burch  
1 review

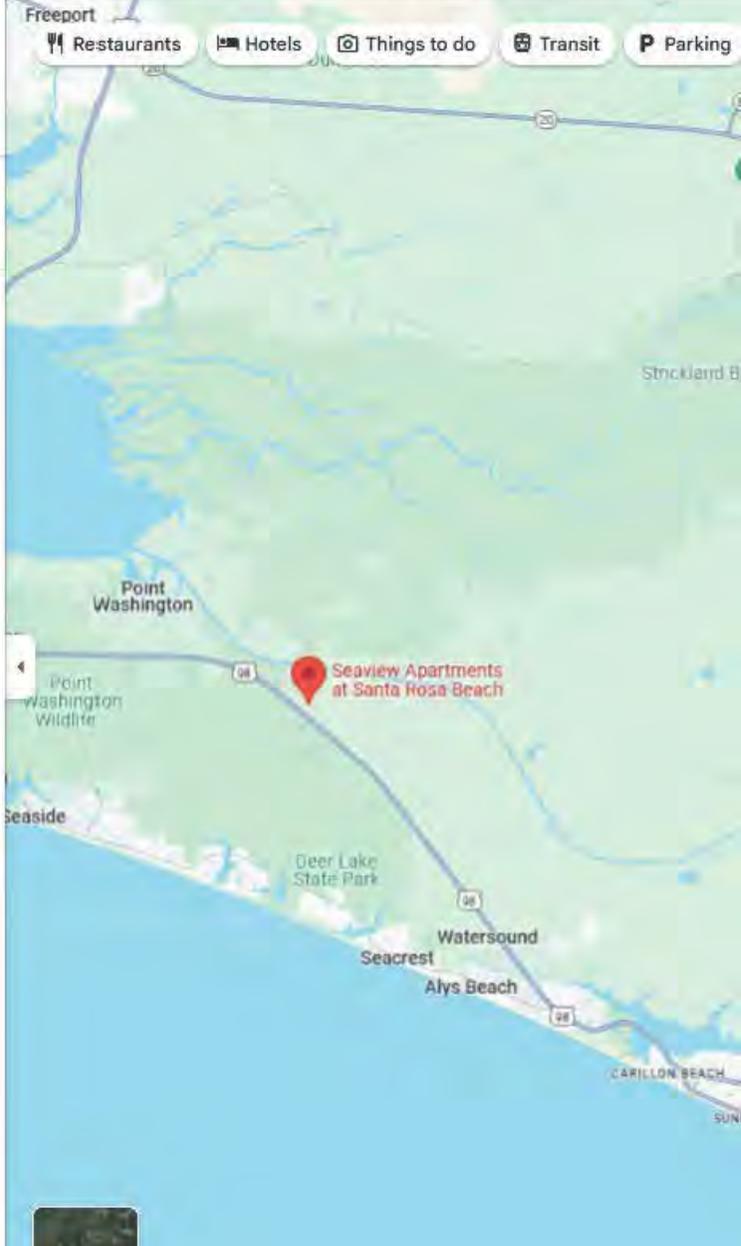
★ ★ ★ ★ ★ 2 years ago

DO NOT MOVE HERE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!  
This apartment is not -luxurious- by any means. There is a reason that everyone is quickly moving out or breaking their lease after this was taken over by Arium. This was the absolute WORST rental experience and honestly so draining. From the horribly rude staff to the lack of maintenance, to the gate never working, and to their ridiculous fees that grow every month.

They are not at all are not honest in their policies, their costs, or their management. Every month there are new fees and additional costs. So many random charges each month. You will quickly see that they are pocketing these costs because the property is disgusting and unkept. After discussions around the complex, it seems that this is an interchangeable perspective felt by their residents. Save yourself the struggle and sign a lease at Watersound Origins, The Lofts, The Southern, The Sanctuary, or literally any other apartment complex!!!

👍 9    ↻ Share

Response from the owner 2 years ago  
We would like the opportunity to address your concerns. Please reach out to us directly at ResidentServices@ARIUMliving.com when you have a chance. Thank you, and we look forward to hearing from you.



artments at Santa Rosa Beach

Restaurants Hotels Things to do

Overview **Reviews** About



Donovan Pettyjohn

3 reviews

2 months ago

Very disappointed. Staff seems to power trip at times and not be very friendly, also biggest disappointment is the advertised grilling station. This was a big factor for me when moving in and there's been multiple residents who have stated they brought it to the apartments attention that it is not in working condition. I've been here for over 8 months and they have not worked since I've moved in. The gate is another concern that has also not worked since I've lived here. Additionally, residents are strongly encouraged, even threatened at times to use doggy disposal stations around the property and while I don't personally own a pet, I've been on multiple walks with friends that do and the dog stations are completely filled leaving and horrendous smell and there are no available bags as they haven't been maintained or refilled. If I owned a pet, I personally would feel disgusted with the conditions of these disposal stations. They also have **locked the trash shoots during the week** days because of people "leaving their trash in there" even though there's been multiple times the **trash valet THAT WE PAY FOR MONTHLY** has neglected our trash that is bagged properly sitting outside of our door or neglected the cardboard boxes broken down according to their standard. Very unprofessional office staff that has a tendency to speak wrongly of tenants when they are not present.



← **Seven41 Winter Park** 🔍 ✕

Overview Reviews About



**M Jones**  
Local Guide · 105 reviews · 56 photos

★★★★★ 3 years ago

Moved into the bldg when it was new. Had a 7 month lease. In general its been good. The gym is great, the pool is good and maintenance responds quickly. The bldg is clean. The garage has decent parking. The leasing office is wonderful; they really do work hard. They have social events here. Neighbors are really friendly. If you can get past the price, it's definitely a win. I'm paying \$1680 for a 1/1 -- 600+Sq ft. A Spectrum cable and internet package is forced on you which adds 70 bucks and the water bill and fees brings me to about 1830 every month. My electric bill is \$30 to \$60 each month. Grocery is Whole foods, Publix. Easy access to I4 for the smooth getaway... Guest parking is not good...but can be accomplished...

Noise: I'm on 2nd floor... and I do hear people walking around upstairs and the good folks under me said they can hear me walking around .. to me it's not an issue ... it's an apartment so you will hear things ... the walls are not thin as people like to say... but I do not hear my neighbors to the sides...only occasional footsteps on top.



← Seven41 Winter Park 🔍 ×

Overview **Reviews** About

 **Jade Lorenzo**  
11 reviews · 3 photos

★ ★ ★ ★ ★ Edited a year ago

Honestly, do yourself a favor and don't live here. The staff is just the worst. Maintenance is awesome, but every single person in the leasing office works here for maybe a month and they give out false information all the time. Asking anyone a question is a waste of time. I went in on a Saturday to ask about renting a storage unit after living here for years because when I first moved in, they said they didn't have any in the building, come to find out, they shockingly do. Juan for some reason said it was \$25 and I was so shocked and excited! But then he told me they didn't have ANY available! Very unfortunate. Call again on Monday, and Tiffany enlightened me that it was \$75. I asked her which ones were available just in case the first person made a mistake, and of course he did. There were multiple available on my floor in fact. BUT, she couldn't tell me if any of them were close to my apartment because she had no idea where they were and I should just call tomorrow because I guess she didn't have the time to figure that out for me. Long story short, I came home from work early to find the units myself and went downstairs to talk with her. She "programmed" my key but since she's new, it didn't work. And she then again, told me to come back tomorrow so it can be someone else's problem.

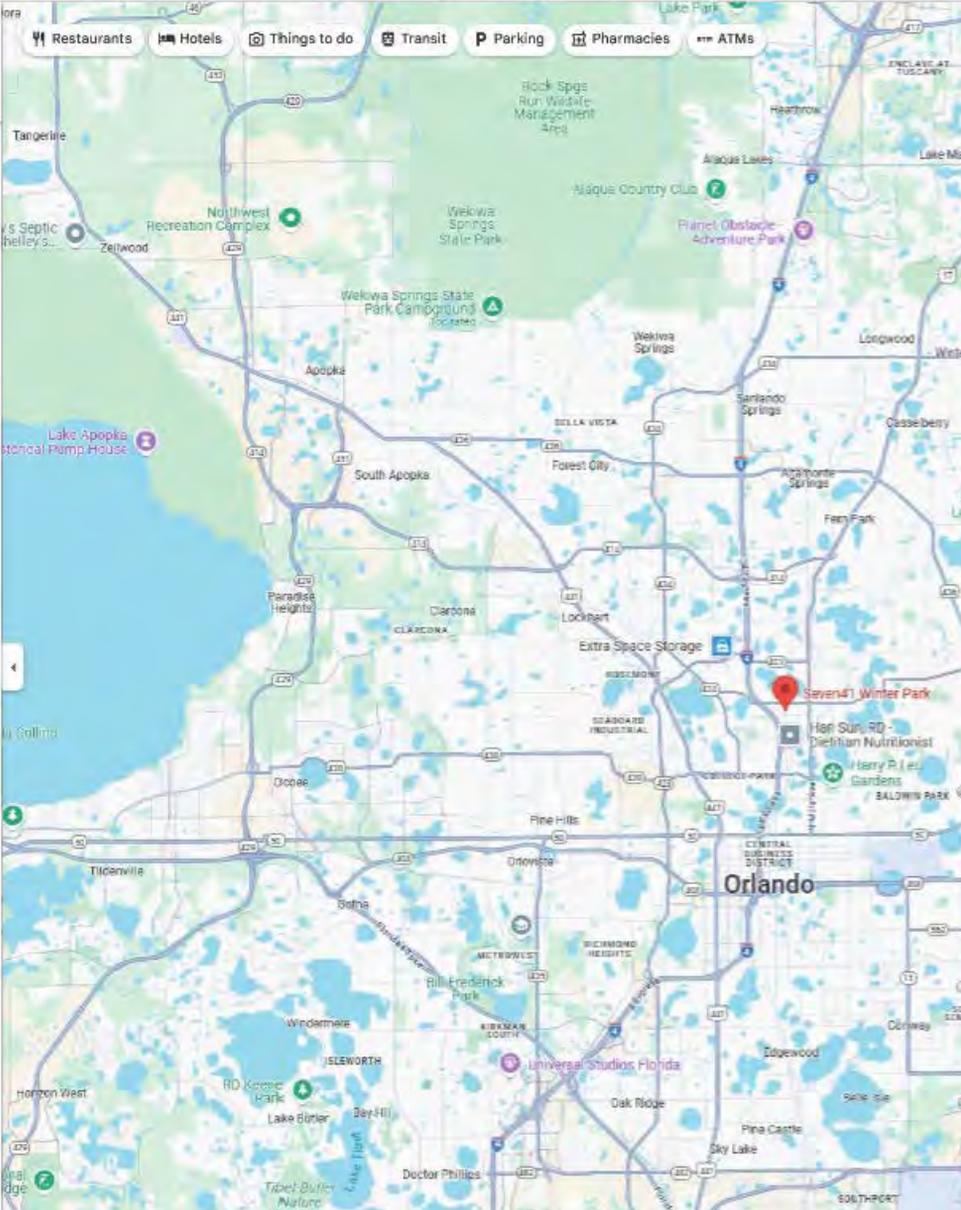
My AC has broken a million times, especially in the summer times. The way they fixed it? They had hot air fans in my apartment for a WEEK, my apartment was at 98 degrees for two of those days. Did they relocate me since my apartment was uninhabitable? Nope. They just put the hot air fans to dry the water leak in my roof. My electrical bill was almost \$400 for three months in a row.

They charge you for pest control every month but there is a cockroach infestation every two weeks. I live on the fourth floor and I had ants coming through my window when I first got here.

They charge you a MANDATORY spectrum wifi and CABLE bundle (\$70). I think the last time I touched a cable box was ten years ago.

Rats. Want to get out of your car in the parking garage? Just watch out for rats.

Oh and want to invite anyone over? They have less than a handful of guest parking spaces, unless you want your guests to park about a mile down the street for them to come over.  
Obviously, I wish I never resigned here.



on | Luxury Apartment Homes

Overview **Reviews** About

**A** Alexander Ramos  
6 reviews

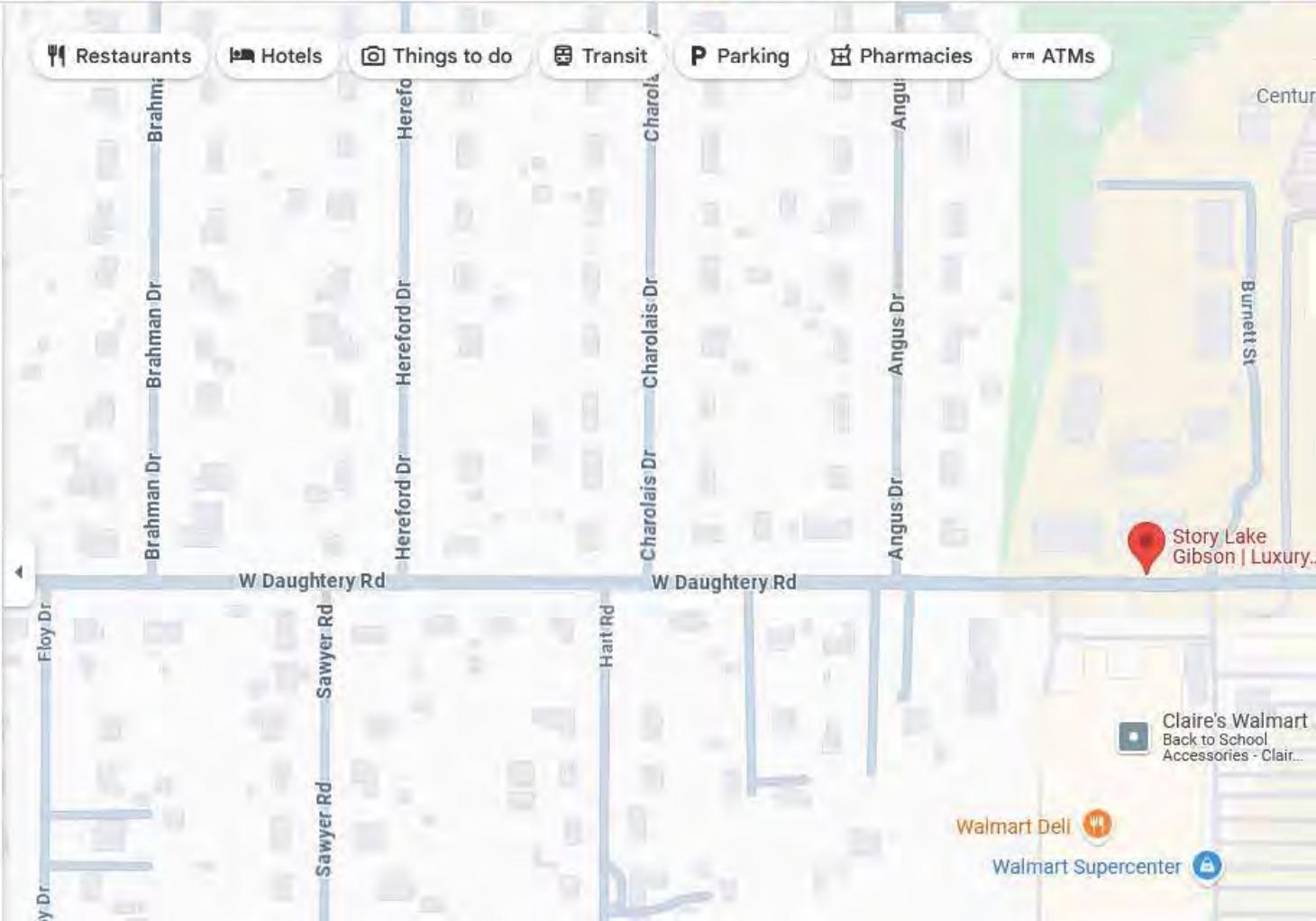
★☆☆☆☆ Edited 3 months ago

The tvs by the pool never got replaced after 1 year the gates are always broken and the arms were taken out 1 year ago the stairs and breeze ways always dirty and we always get charged new fees on the rent not to mentioned paying 100.00 plus every month just for water! Management is very poor and unprofessional.

Like Share

**Response from the owner** 3 months ago

We're sincerely sorry to hear about your dissatisfaction with the current state of amenities and increased fees. Your feedback is instrumental for us to improve. Rest assured, we are currently taking steps towards resolving these issues as soon as possible. Also, we would appreciate an opportunity to discuss the water charges with you at [storylakegibson@liverangewater.com](mailto:storylakegibson@liverangewater.com). We hope to hear from you soon.



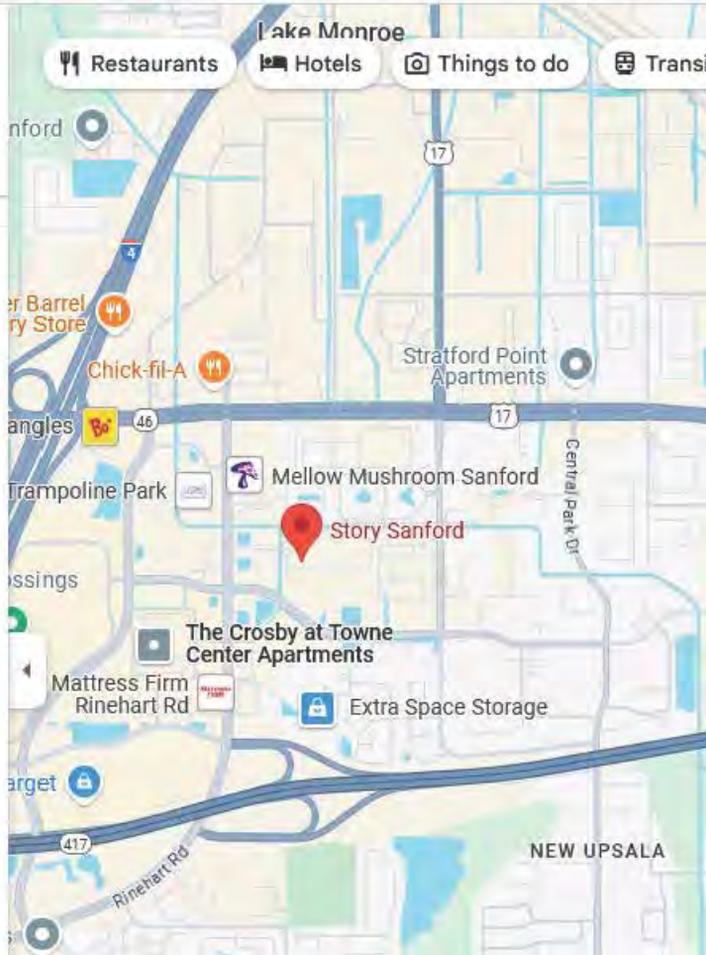
← Story Sanford 🔍 ✕

Overview Reviews About

**A** Adrien Wilhite  
2 reviews

★★★★☆ 6 months ago

The Wi-Fi could be better. I had cheaper and better quality Wi-Fi at my previous apartment complex. With everyone being attached to the same server and maybe a couple of routers it gets overloaded and will cause the network traffic to lag and slow down or glitch, and the LuxerOne package room gives issues quite a bit which could be caused by the community Wi-Fi. Some parking issues. Typically if someone has three vehicles they'd use their garage to store the one they don't really use, which isn't the case for some people. As well as by now everyone tends to park in the same place every day which is nice because I like parking in the same place everyday without having to pay for it lol. You can hear through the ceilings, which I'm sorry to my downstairs neighbors, we tend to drop stuff a lot cause we're clumsy 🤪 Other than that stuff it's a great place to live.



The Adeline

Overview Reviews About

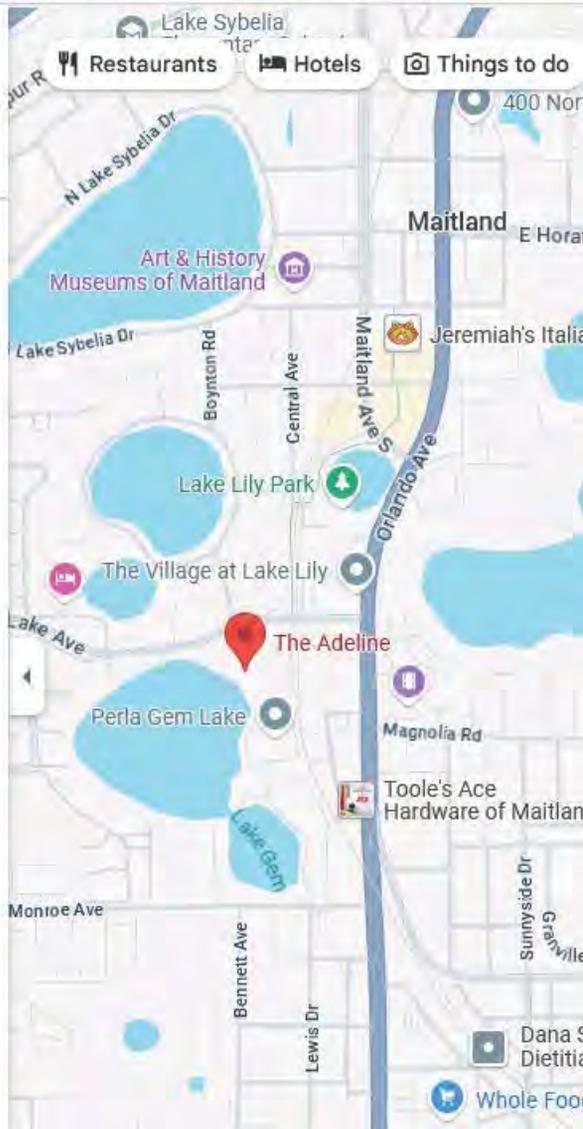
Hannah Gonzalez  
8 reviews · 1 photo

★★★★☆ a year ago

I lived at The Adeline from May 2019 to March 2024. At first, everything was great, as it always is with new "luxury" apartments. When the complex got new management in 2020-2021 (I think), it all went downhill from there.

Haphazard parking layout, expensive (and fast-increasing) rent, no elevators, thin walls, frequent outside visitors that cause disruption, poorly maintained amenities (the fire pit NEVER works), Verizon knocking on doors frequently since the change of management (they have a partnership w leasing now or something? they're at all the community events and overbearing, making it feel like a sales pitch), the list continues.

Halfway through living there, they started charging \$30-40 per month for "community electricity", which allegedly is ONLY the lights in the hallways, not the community room lights, tvs (on 24/7), fitness room. But \$30-40 a month plus so many other odd charges they continued to add meant they could raise the total cost of rent without TECHNICALLY raising base rent.



← The Adeline 🔍 ✕

Overview

Reviews

About

**A** Andrew Griffith  
2 reviews

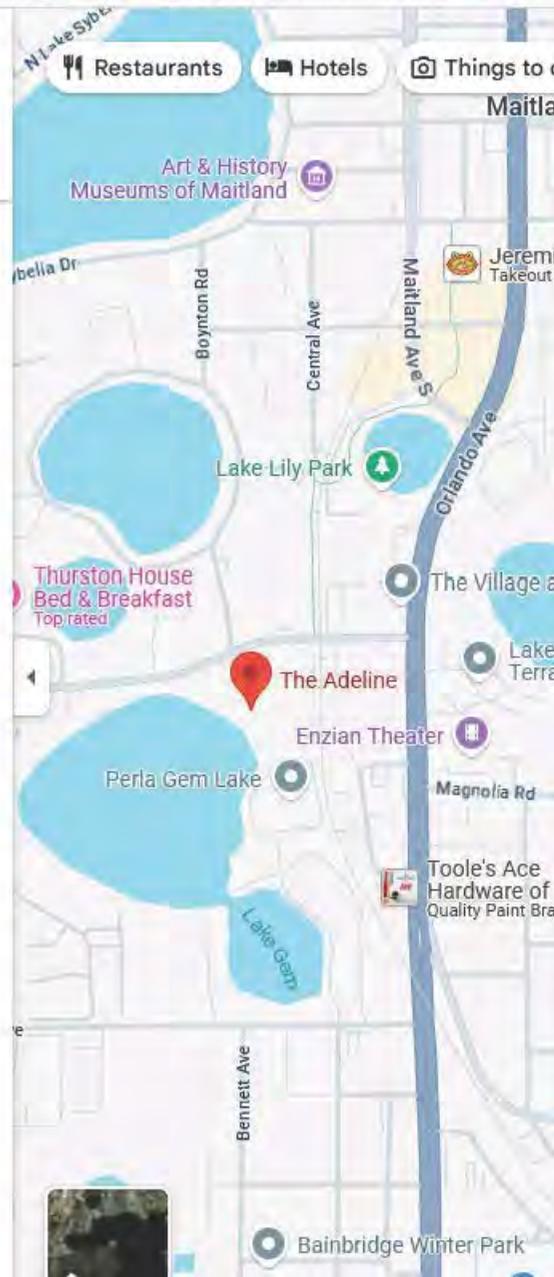
★★☆☆☆ 5 months ago

The area is great. However if we had to do it all over again, we would look elsewhere in Maitland. The staff is friendly but **management will squeeze every penny out of you.** 45 degrees at 1pm in the afternoon? The fans in the hallways are at full speed and the lights are on, why? **So they can charge you for "common area electricity" at an absurd rate each month.**

We were residents for two years and you would think painting the walls and cleaning the carpet for the next tenant would fall under the properties responsibility (normal wear and tear for 24 months). Nope, assume **your \$400 security deposit is theirs as they charge you for everything imaginable.**

Don't bother with emergency maintenance. We had our air conditioner leak late at night and when we called they guilted us into leaving the water on our floor all night because they were "already at home and didn't want to drive that far".

There are a dozen other issues we could have complained to management about months ago (thin walls, lost packages, broken amenities, etc.) but never did out of an understanding that these things happen. But at the end of the day, unfortunately, it boils down to money for them.



## Adeline

Overview

Reviews

Pricing

eplQ

Amenities

Leasing

Management

Education

Q&A



**Current Resident 1203134**

Verified

Verified Resident • 2022 - 2023

★★★★☆ 3.8

11/28/2023

Overall, it's a nice community. There is no security on site and some residents/guests are very loud and disruptive at nights and on the weekends. Also, it is a non-smoking community but residents still smoke on property. The management team is helpful, responds quickly, and are always very nice. But some of the office staff live on property and contribute to the noise levels, which can make things uncomfortable for residents. The maintenance team is always fast to resolve issues and keeps the property clean and well-maintained. There are several fees added to the monthly rent: water, trash, common electricity, pest, billing fee, etc. These fees vary month-to-month and can be unpredictable. The leasing office did not disclose this information. Great area, quiet and away from street noise, walking distance to Lake Lilly and just a few minute drive to Winter Park restaurants, shopping, etc.

Helpful Report

### Property Manager Response

11/29/2023

Thank you for your review. We are glad to hear that you appreciate our maintenance team and the location of The Adeline. However, we regret to hear that there have been some issues concerning noise and transparency about fees. We aim to maintain a comfortable and enjoyable living environment for all our residents, and we strive to be upfront and clear about all potential costs. If you have further questions or would like to discuss these matters in more detail, please don't hesitate to contact us at (407) 496-8425. Thank you, The Adeline.

[Show Less]

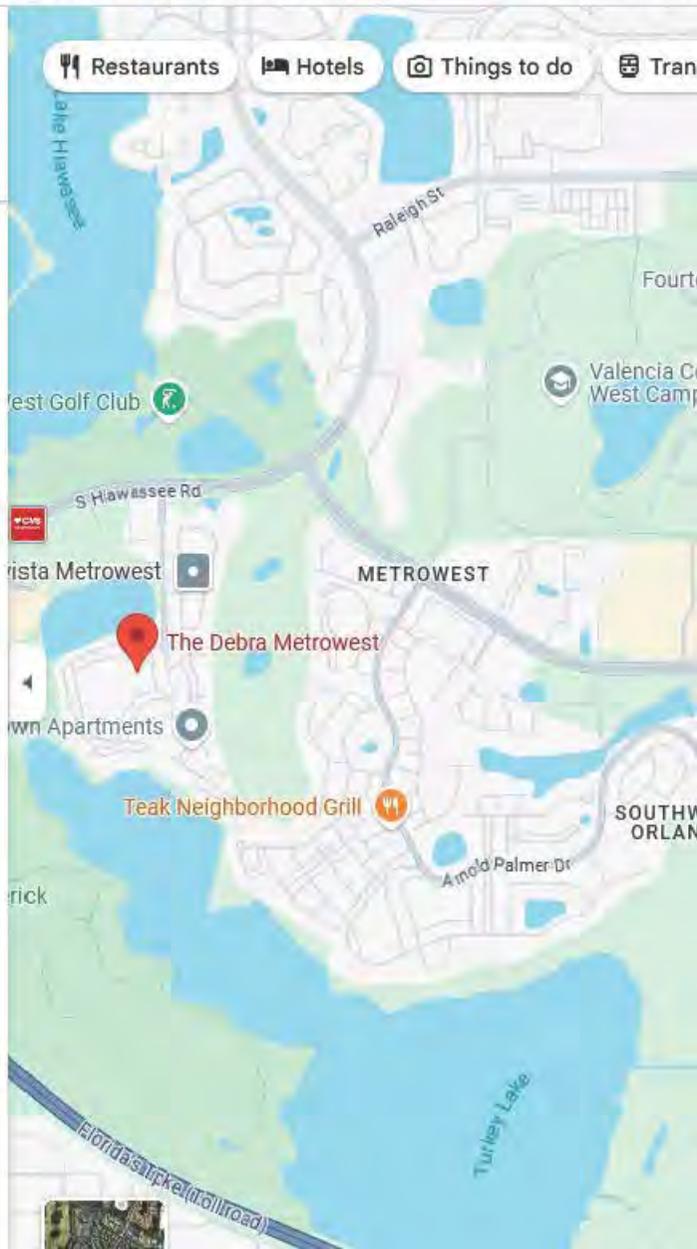
The Debra Metrowest

Overview Reviews About

Angie Wright  
2 reviews

★☆☆☆☆ a year ago

when I first moved in I was told my apartment was recently renovated. However the cabinets all had water damage and some mold. Their were also were huge cut marks in the counter tops. When I asked them to fix the water damage and mold all they did was paint over it. Their was also a water stain on the ceiling and when they came to paint it maintenance didn't put any cloth down and got paint all over my stuff. When I first moved in a dog park was advertised but that was false. Their was no dog park and no one picked up after their dog. They don't enforce any of their rules that they have so you can basically do whatever you want. They charge you for every little thing and have hidden fees. They charge you an extra \$40 a month for a washer and dryer but when you ask them to remove the washer and dryer so you can put your own in they will refuse. Their is always trash everywhere. The garbage is right by the entrance of the building so you are greeted with a mound of trash every time you leave or enter. The valet trash service is too expensive. The gates are always broken. They were broken for 3 months while I lived there. When I moved out they charged me for a stain on the carpet when their wasn't one and when I tried to communicate with them they refused to answer me. Communication with the office staff is terrible. They don't answer their phones or emails.



The Debra Metrowest

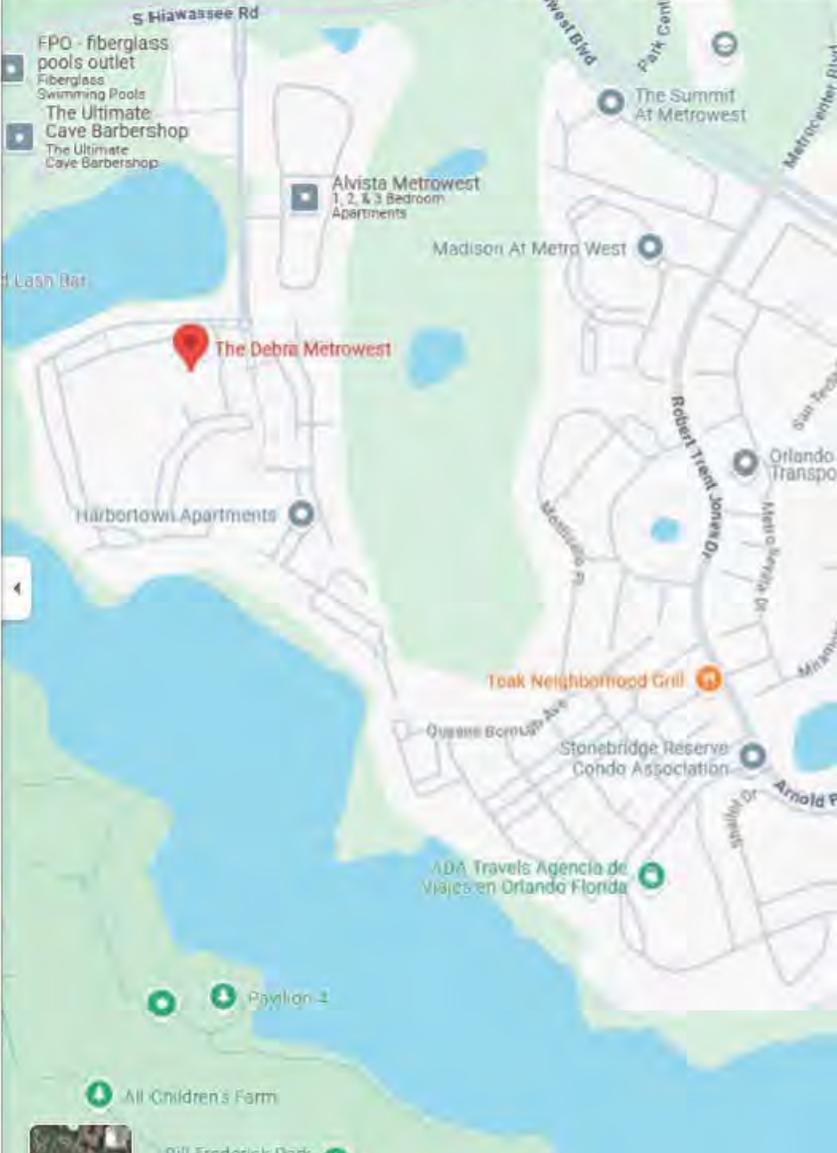
Overview **Reviews** About

**Char Marie**  
Local Guide · 10 reviews · 9 photos

7 months ago

I read the reviews before I moved in. Every place has their problems. After living here for about six months, I can confidently say this place isn't worth its problems. When we moved in our entire dishwasher was filled with mold. They ran some Clorox through and called the day, but the issue lies in the garbage disposal, which they refused to fix. We have fruit flies because of this issue in our drains. Our front door lock sticks, and sometimes it takes up to 10 tries to try to get in our house. They have come to fix this three different times each time it works for maybe a day. Oh, and we had an active leak in our kitchen, which would fill up two large pots twice a day for almost 2 weeks straight. Some of the maintenance request weren't responded to others were so temporarily fixed that it would start again within a few hours. It's been months and The leak is fixed, but we have a huge damage in our ceiling and who knows if any mold will come of it. They just haven't sent anybody out to fix it yet. No onto the community For the first two months, I lived here. I had a neighbor that would absolutely blast and I mean full blast is music all day 10 hours a day. Luckily, he moved. The package room is an absolute shit show people stealing and opening packages. I've lost Hundreds of dollars in packages. The door on the package room is broken so you can only get in during office hours. They charge way more than they initially said they would for trash. It's like \$45 a month and the trash people come on such a wild schedule that trash will sit out in front of our house for days. The front community gates have been wide open for 90% of the time that we've lived here. I thought the maintenance issues and the community issues of wimpy that big of a deal, but it's really obnoxious definitely going to move at the end of my lease.

Restaurants Hotels Things to do Transit Parking Pharm



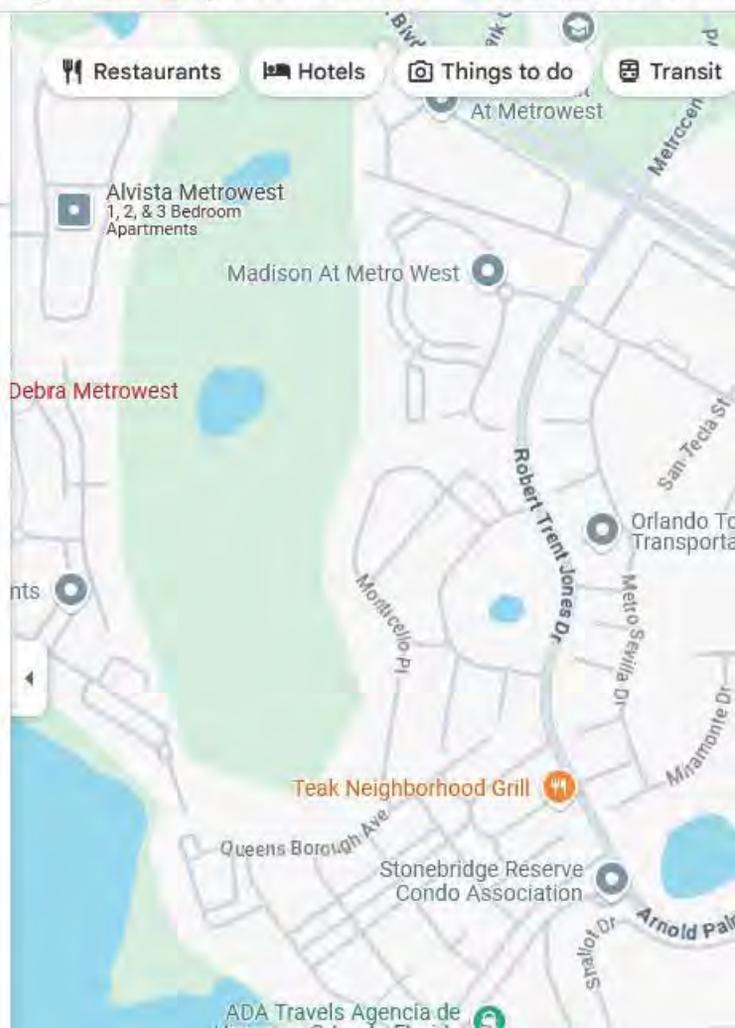
The Debra Metrowest

Overview Reviews About

M S  
5 reviews

★☆☆☆☆ a year ago

This is the WORST place I have ever lived. The leasing office is terrible. They don't answer the phones, close maintenance work orders without completing them, and aren't the nicest when you go in. The townhouses are not kept up with, so they have potential to be really nice but they are in rough condition. Our air conditioning broke multiple times and we were told it wasn't considered an emergency request. The units have bug problems, tiny ants and roaches. Paid every month for pest control and they only came twice. The first time they told the office it was our fault and we weren't clean because we had a couple of dishes in the sink. The next time they were more helpful but it didn't get rid of the problem. Had to throw a lot of food away after ants took over the pantry closet. You have to park multiple buildings away from yours at night since people are always throwing parties. Worst management I have ever experienced, they nickel and dime you for everything. This place is not even worth looking into in my opinion.



The Debra Metrowest

Overview Reviews About

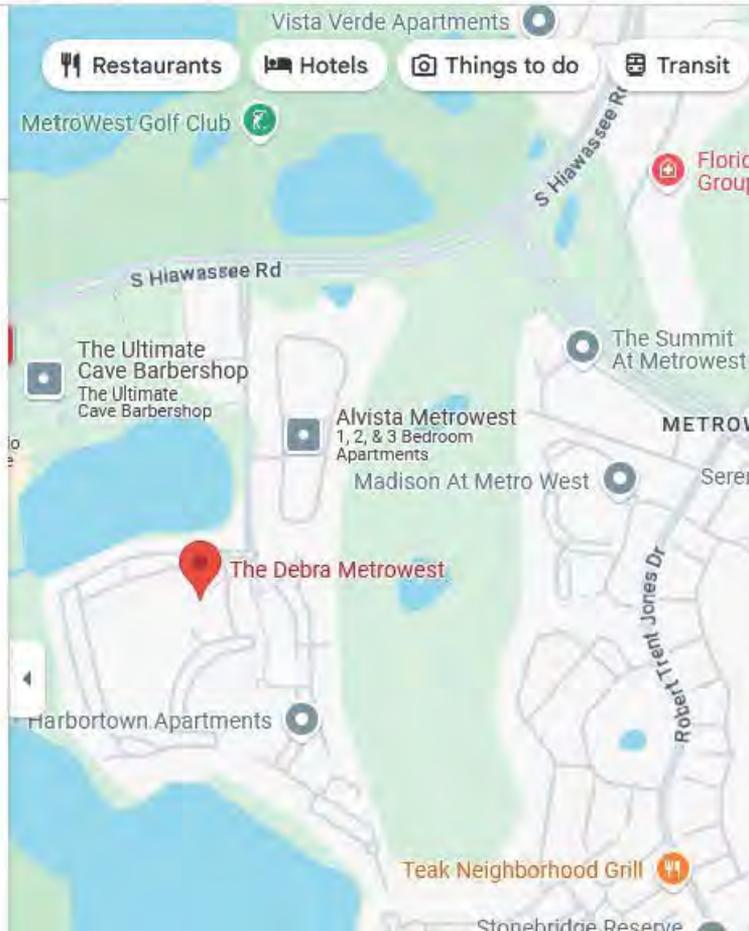


Amanda Hruska  
Local Guide · 15 reviews · 12 photos

★★★★☆ Edited 5 months ago

\*\*\* Review edit 2/13/25

I've lived here for over two years. We thought things were so, so at the beginning but now its going downhill. The pools (that we pay for as part of amenities) have been closed for months now, there has been a pile of debris outside of our apartment in the parking lot since November and the room in the gym smells like mold, especially first thing in the morning. I am not one to complain but I have put in more maintenance requests than I've ever had to do. Maybe that is because we are in a "classic" (old) model apartment, but we pay probably the same or close to what the newly remodeled units cost. We've not received any email communication on why the pools are closed (there are 2 of them on property), nor when they should be reopened. I will say the communication with maintenance has gotten better.



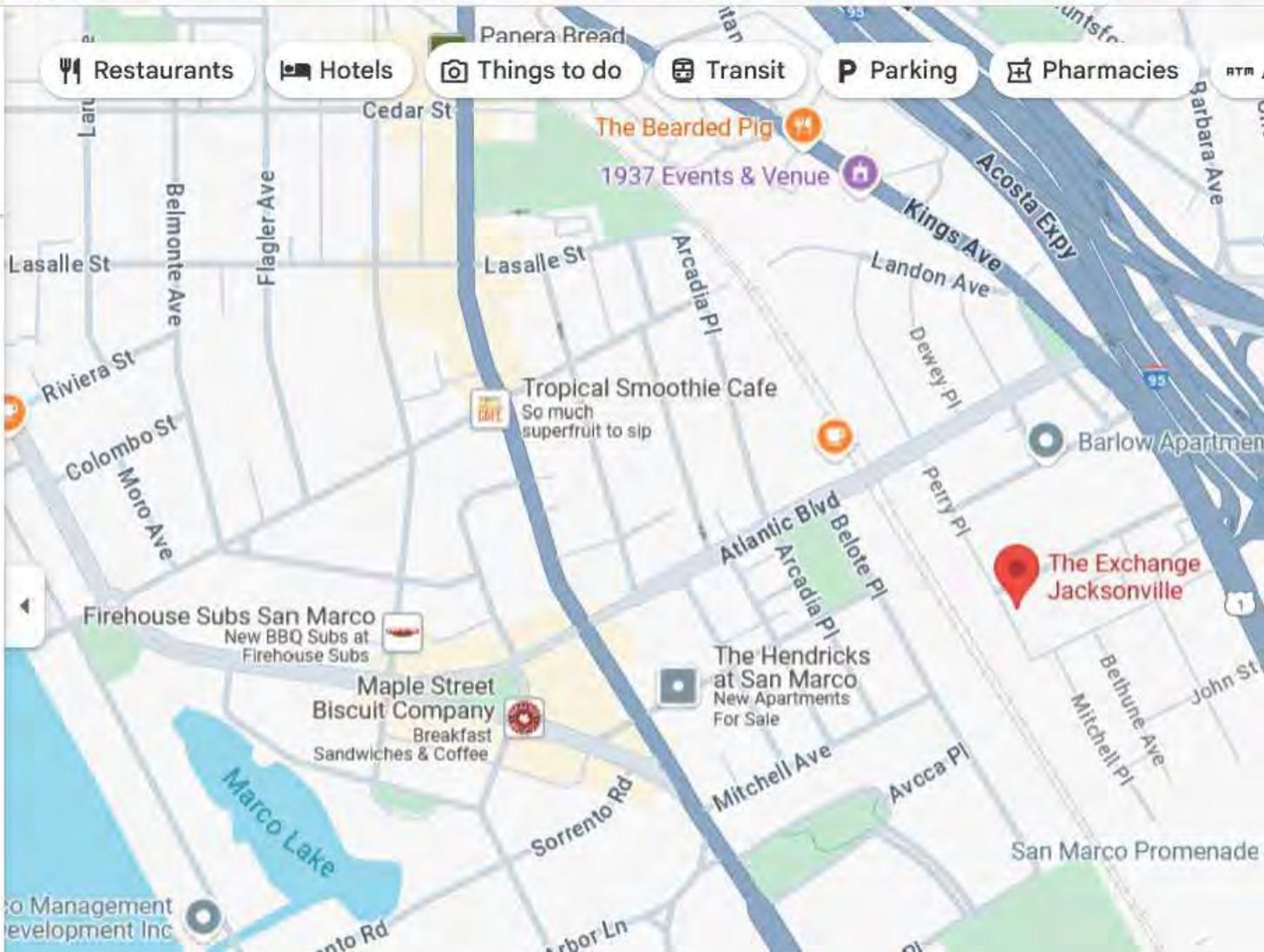
The Exchange Jacksonville

Overview **Reviews** About

 **Katie Kennedy**  
Local Guide · 53 reviews · 16 photos

★☆☆☆☆ Edited a year ago

We submitted a maintenance request 2.5 months ago to replace our leaking patio door, causing 2 inches of standing water when it rains. The issue persists, with no resolution. The garage door breaks frequently—four times in a month—trapping residents in or out. Despite continued car break-ins (three so far) and an unhoused person in the garage since our tenure, security concerns persist. A \$25 increase in amenity fees yielded no improvements. Airbnb units, allowing guests that lack vested interest, misuse amenities, including the dog park we pay for in our amenity fee, which is public access. Many planned events still require payment, revealing the management's focus on profit. The hastily-built structure lacks quality. Avoid this place, as there's nothing positive about its location, units, or management.



The Henry Sanford | Luxury A | Search icon X

Overview **Reviews** About



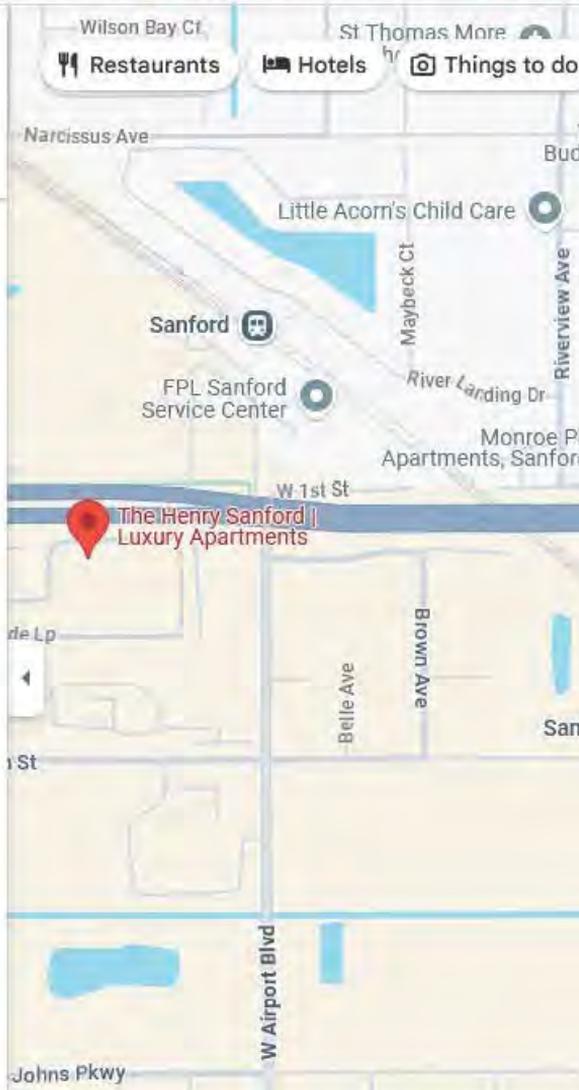
**Antony El Kassir**  
Local Guide · 13 reviews · 1 photo

8 months ago

Been living here for the past 4 months, other than the disgusting internet they OBLIGATE you to use, this is an okay complex to live, oh is also 70\$/month for internet and you CANNOT cancel it. I was born and raise in Venezuela (3rd world country) and i swear to god the internet there was better

6 likes Share

**Response from the owner** 8 months ago  
Dear Antony, thank you for bringing this to our attention. We're sorry to hear that you've been experiencing issues with the internet in your apartment. We understand how crucial reliable internet is for our residents, and we take your feedback seriously. We would appreciate the chance to discuss your concerns further and work towards a solution. Please feel free to reach out to us directly at [CMthehenryflorida@liverangewater.com](mailto:CMthehenryflorida@liverangewater.com) or 407-930-9379. Thank you for your patience, and we hope to resolve this for you soon. - The Henry



# The Henry Sanford | Luxury A

Overview **Reviews** About

**Dariela Rey**  
7 reviews · 1 photo

★☆☆☆☆ 4 months ago

## Very Disappointed with Management and Services

I have been living in this complex for a while, and unfortunately, the management leaves a lot to be desired. First, the internet service is mandatory, yet it is extremely poor. This is unacceptable, especially for those of us who work from home. There is no option to choose another provider, and the service is constantly slow or unreliable.

Another major issue is the inconsistency in billing. Every month, the bill is different, with unexpected charges or unexplained increases. It's frustrating never knowing exactly how much you'll have to pay.

Additionally, I had rented a storage unit in the complex and was paying for it on time. However, due to the management's disorganization, they stopped charging me by mistake. When they realized it, they charged me three months at once, even though they had previously notified me that I only owed two months. Residents shouldn't have to deal with this kind of mismanagement.

The valet trash service is also a mess. They pick up trash whenever they feel like it, refuse to take more than two bags, and I constantly see my neighbors' trash left behind. If this is a mandatory, paid service, it should at least be reliable.

Sanford Station  
Restaurants Hotels Things to do



The Henry Sanford | Luxury A

Overview **Reviews** About



melanie sinclair  
6 reviews

★★★☆☆ 2 years ago

This place took me on a roller coaster of emotions and it's not even opened yet. I applied for a unit and tried to add another applicant but was never helped with that. I got "approved" and then received an email stating that I'm only approved if I send them a \$400 deposit and to give them a call. So I did and she goes, "my manager is saying that you need to put \$700" because they couldn't approve my income alone when I kept wanting to add another applicant. It seems a little shady to me so I asked to cancel my application. They totally disregarded the fact that I was adding someone to my lease. And for what? A \$400 deposit that somehow turned into \$700. Oh and no refunds even if they say your fees are waived. It's only waived if you stay



**Amber J.**

Southside, Jacksonville, FL

0 1 0



May 12, 2025

**My Experience at the Hyatt Road Apartment Complex:**

I feel compelled to share the reality of living at this property, as the management issues have become intolerable. After experiencing multiple apartment complexes, I can confidently say the property management here doesn't just "suck" - it's abysmal to a degree that affects daily quality of life.

**Immediate Improvements Needed:**

- \* **Staff parking issues:** Staff members should park inside the gates rather than taking up the limited future resident parking spaces. It's particularly frustrating that leasing agents and the property manager (with the blue car) consistently occupy the first two spots, making it unnecessarily difficult for visitors or residents who just need to quickly stop by the office with questions. With parking already limited, this inconsiderate practice adds another layer of inconvenience. This is common knowledge for anyone with leadership experience running a business - customer/client convenience should be prioritized over staff convenience, a basic principle of service management that is clearly ignored here.

**Deceptive Marketing & Management Failures**

The false advertising begins before you even move in:

- \* **Bait-and-switch pricing:** They routinely advertise apartments at attractively low prices on their website, but when you call to secure that unit, they suddenly claim the move-in date has changed. This manipulative tactic is designed solely to display desirable prices online while never actually offering units at those rates. I have direct confirmation of this practice from on-site employees who have admitted to this deceptive strategy.

**Administrative Dysfunction**

The management problems continue after move-in:

- \* **Non-existent communication:** Phone calls go perpetually unanswered. Their standard response to complaints is "We would love to fix this, email us at..." - yet they never monitor or respond to that email address OR the property's official email.
- \* **Bureaucratic nightmares:** Something as simple as requesting a single sheet of paperwork turns into a weeks-long ordeal. Documentation that should take minutes elsewhere requires multiple follow-ups and seemingly disappears into an administrative black hole.
- \* **Zero property oversight:** Management staff is virtually invisible. In all my time here, I've never witnessed anyone from management walking the halls or conducting any form of regular inspection. The only staff occasionally visible are maintenance personnel picking up trash in the parking lot or going into apartments to fix things.

**Property Condition Issues**

The attractive exterior masks numerous problems that become apparent once you move in:

- \* **Shoddy workmanship:** Paint splatters mar the floors throughout units. Light switch plates are noticeably crooked. In areas where switches were positioned too far from doors, they've literally taken a saw to the switch plates as a "solution."
- \* **Poor installation quality:** Light fixtures hang crooked throughout. The flooring is cheap and showing premature wear. Many functional design elements are practically unusable due to poor planning or installation.
- \* **Neglected common areas:** Hallways are covered in unaddressed stains that clearly haven't been pressure washed in months, if ever. Trash bags are frequently left outside doors for extended periods. Garbage accumulates in hallways with no regular cleaning schedule.

**Security Concerns**

Security has been compromised for months:

- \* **Broken infrastructure:** The second gate to the community has been "temporarily" replaced

← The Pearl of Viera Apartments 🔍 ✕

Overview **Reviews** About

 **Specialist Leader**  
1 review · 5 photos

★☆☆☆☆ a year ago

I regret moving into this apartment complex and can't wait to leave. I wouldn't recommend it to anyone.

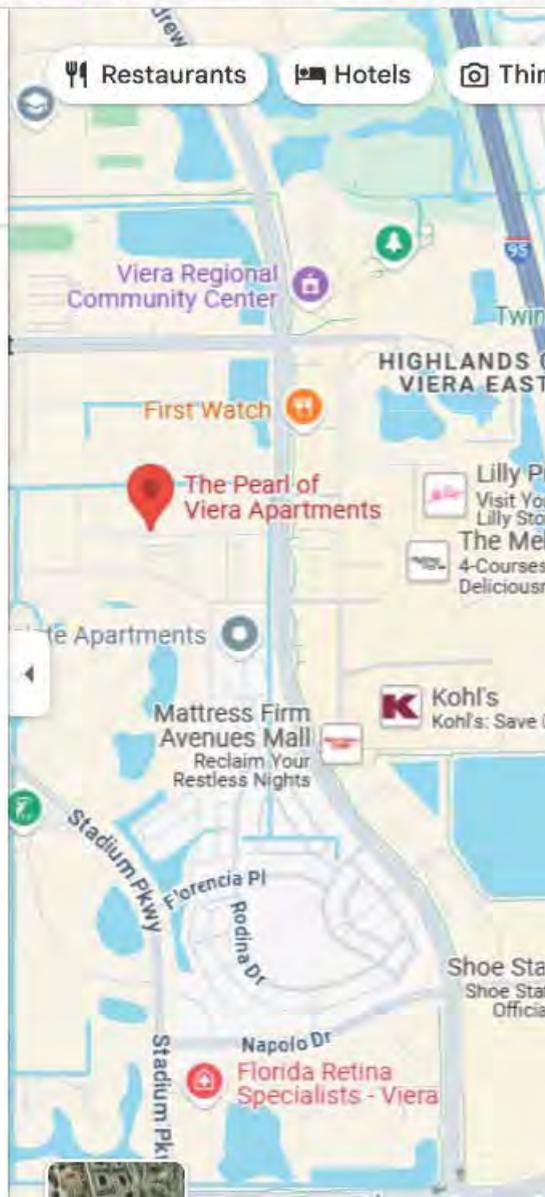
- The walls are paper-thin, and you can hear every conversation from your neighbors. Everything is built cheaply and falls apart easily, with maintenance taking months to fix anything.

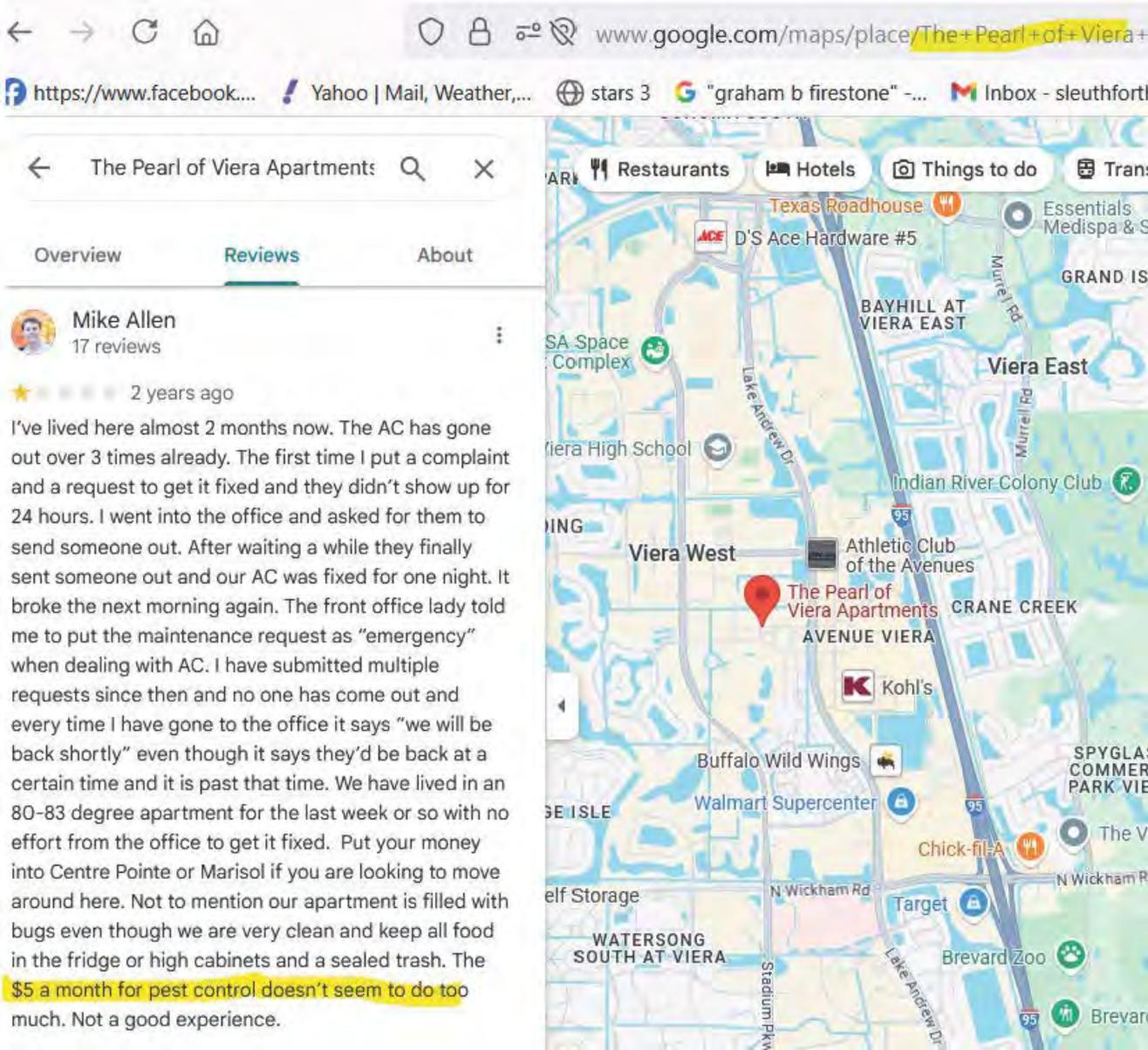
- The management doesn't care about noise complaints!!! AT ALL!!!

- You're charged \$30 a month for trash removal, even though each floor has its own chute. The gym equipment is constantly broken and remains unfixed for months.

- Avoid this place at all costs. At least talk to the residents before moving in. Initially, the apartment complex might seem nice for the first couple of days, but once you settle in, the flaws become glaringly obvious.

- It's ridiculous to see the office staff leaving fake five-star reviews on Google. Clearly, they're trying to mask the reality of this "luxury" place. Don't be fooled by their deceptive tactics.





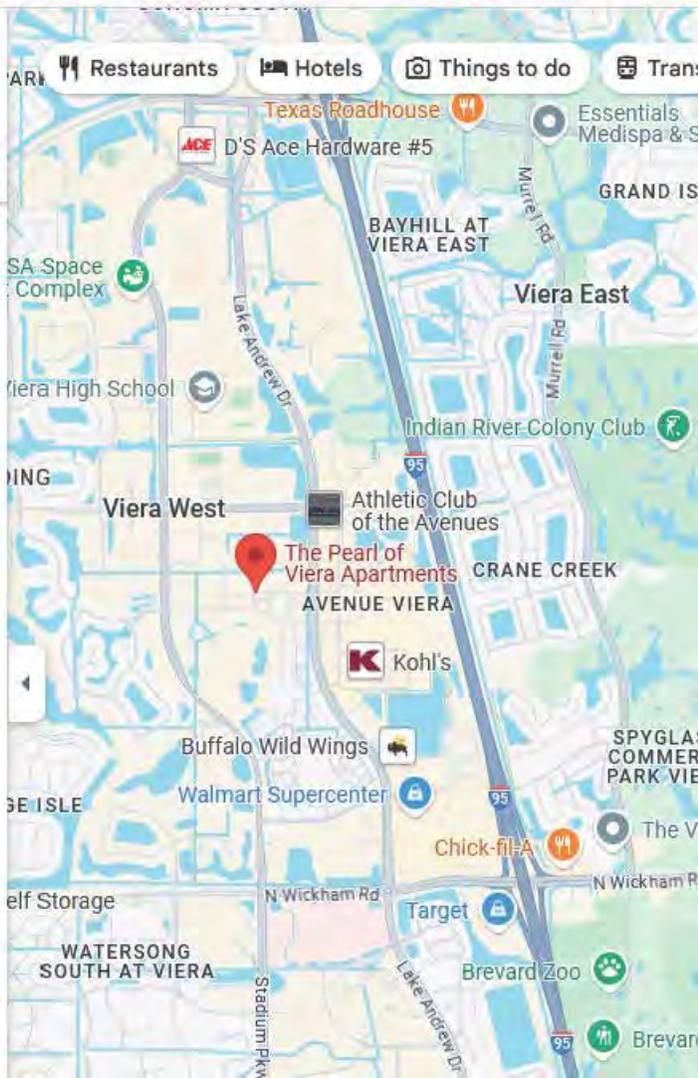
The Pearl of Viera Apartments

Overview **Reviews** About

 Mike Allen  
17 reviews

★☆☆☆☆ 2 years ago

I've lived here almost 2 months now. The AC has gone out over 3 times already. The first time I put a complaint and a request to get it fixed and they didn't show up for 24 hours. I went into the office and asked for them to send someone out. After waiting a while they finally sent someone out and our AC was fixed for one night. It broke the next morning again. The front office lady told me to put the maintenance request as "emergency" when dealing with AC. I have submitted multiple requests since then and no one has come out and every time I have gone to the office it says "we will be back shortly" even though it says they'd be back at a certain time and it is past that time. We have lived in an 80-83 degree apartment for the last week or so with no effort from the office to get it fixed. Put your money into Centre Pointe or Marisol if you are looking to move around here. Not to mention our apartment is filled with bugs even though we are very clean and keep all food in the fridge or high cabinets and a sealed trash. The \$5 a month for pest control doesn't seem to do too much. Not a good experience.



The Pearl of Viera Apartments

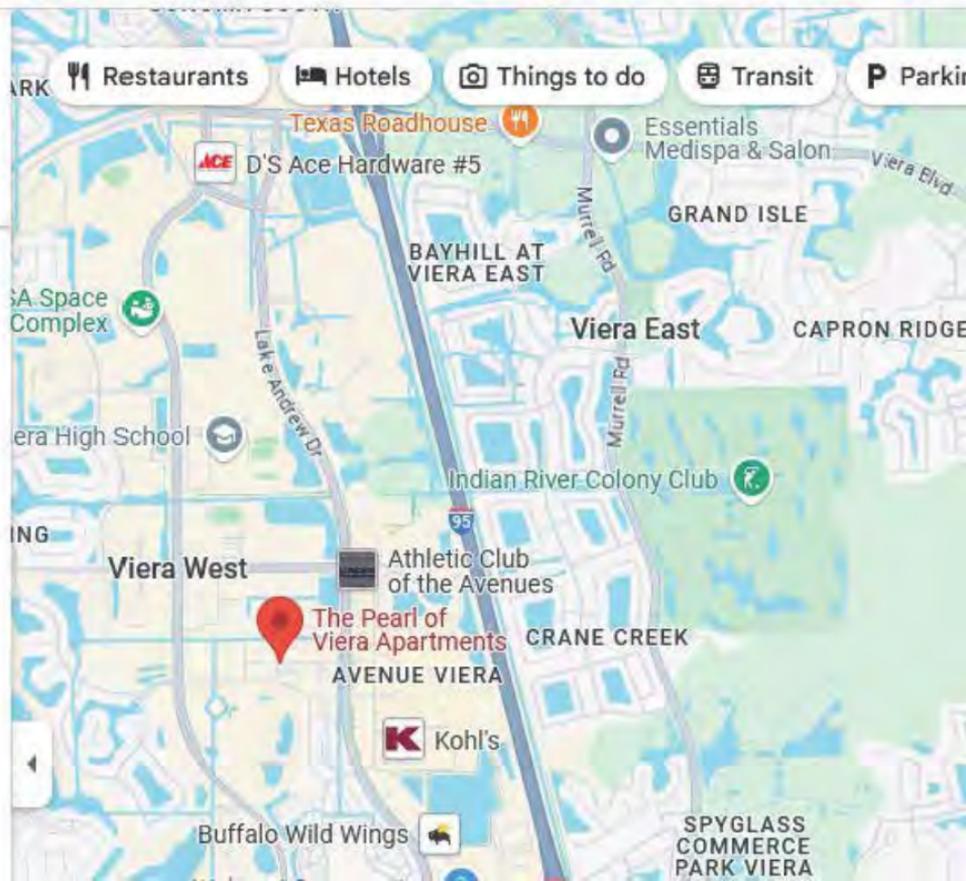
Overview Reviews About

Jacob French  
7 reviews

★☆☆☆☆ a year ago

Lived here for 9 months and could not wait to get out. Walls are thinner than paper, you will hear everything. On top of that amenities were constantly closed or requiring an extra fee. Oh also the corporate company has their employees write good reviews, so their rating is inflated. I not once met a McKenzie in the office while there. But regardless of the "fake reviews" the office staff did everything they could to give some kind of explanation for things. They were some nice people restrained by the corporate office.

8 likes Share



The Pearl of Viera Apartment: Search and filter icons.

Overview **Reviews** About

Trevor Tolley Local Guide - 15 reviews - 1 photo

9 months ago

I could quite literally write a novel about how bad this place is.

This place is an absolute disaster, the office staff are some of the worst employees I've ever come in contact with in my entire life. Not really sure what the problem is in regards to people not working? But just about every time I've ever needed to go to the office or get a hold of somebody for something Nobody to be found for days at a time. I'm not really sure how there pay structure works out but every employee At this apartment complex is a time thief to the point of what I'm assuming is tens of thousands of dollars which is a felony charge.

Swift the actual management company sees this review please feel free to reach out.

The units are all falling apart at the seams and I've talked to multiple tenants that have an issue with black mold. Aside from the cockroach infestation.

If you do end up living here, pray to God that nothing ever goes wrong because you will not be able to get a hold of anybody in any capacity.

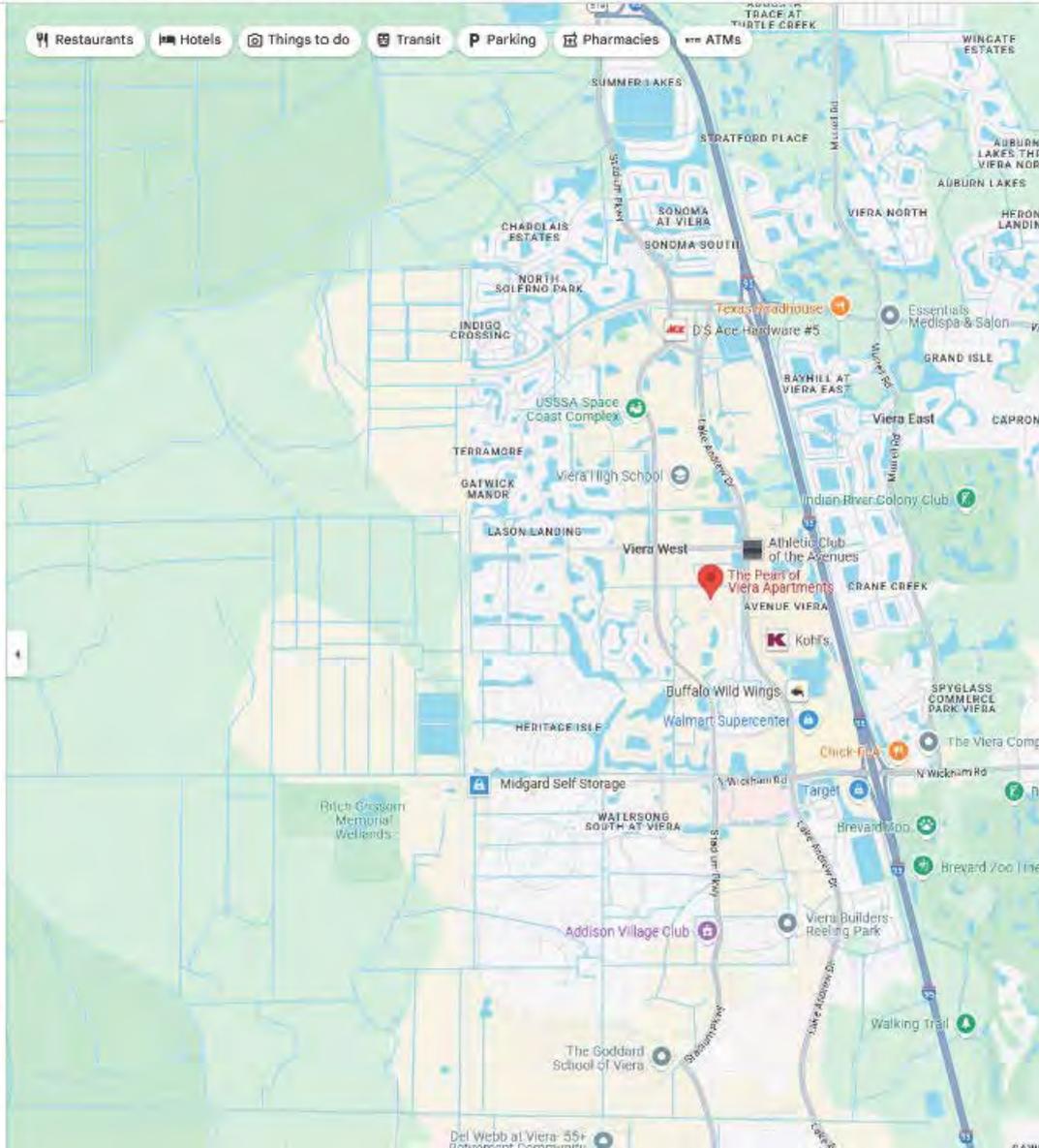
The hours listed online are not correct at all. There's somebody in the office for maybe a few hours a day and they keep the doors locked and they sit in the back so you can't really see them.

Being somebody that's lived here for more than one lease I can't even begin to explain to you how many times I have regretted that decision.

There are a bunch of unnecessary accessory bills that you are charged for but do not get to benefit from in any way shape or form.

Everything is broken 100% of the time. There is nobody that you can even get in contact with in regards to having it fixed.

The way this apartment complexes run is the equivalent to having a bank that is only open for one hour a day and you don't ever know what hour of the day that actually is so if you showed up 20 times you might be lucky to see somebody one of them. But even when you do see them, they don't come and answer the door. They just kind of stare at you.



The Pearl of Viera Apartment: Search and close icons.

Overview | **Reviews** | About

Moses Aronov  
1 review · 1 photo  
4 months ago

I've lived at The Pearl of Viera since November 2023, and my experience has been one billing nightmare after another. Management imposed multiple charges (including inflated trash fees and unexpected utility costs) that weren't disclosed in my lease. Whenever I tried to resolve these discrepancies, my emails went ignored for days—or I got conflicting explanations that never added up.

Even when they finally admitted some charges were errors (like pet rent for my service dog), other mysterious fees popped up right after. I compared ledgers with my neighbors and realized I'm the only one facing these excessive fees. Management promised to fix things or consult their "regional director," but nothing changed. They also bombarded me with irrelevant emails about car detailing services instead of addressing my billing concerns.

If you value transparency, consistent communication, and fair billing, steer clear. My experience has been stressful, time-consuming, and riddled with unexpected costs—find a community that respects its residents and their wallets.



Like Share

Response from the owner · 4 months ago  
We apologize for the frustrations you've encountered, Moses. We strive to provide transparent and consistent communication with our residents and we regret to hear that this has not been your experience. All additional charges should be clearly outlined in the lease agreement and we're sorry if there was any confusion regarding this. We would like to clarify any misunderstandings and we invite you to contact us at [cmpearlviera@liverangewater.com](mailto:cmpearlviera@liverangewater.com) or 321-415-0672



The Preserve at Henderson Beach

- ✓ All
- cockroaches 22
- clean 21
- gym 14
- front office 10
- +6

Zach Shackelford  
22 reviews · 12 photos

★ ★ ★ ★ ★ Edited 6 months ago

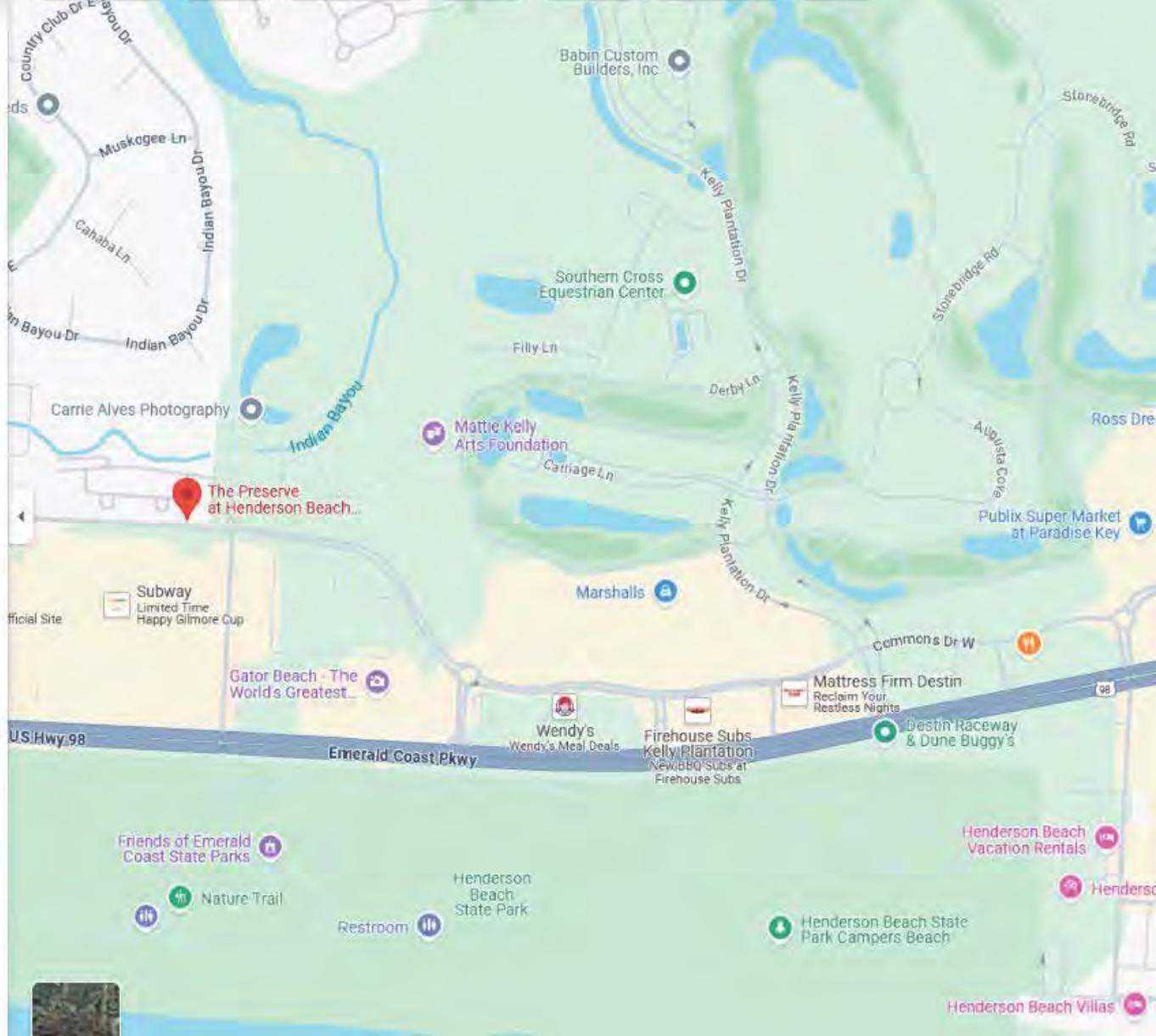
**DON'T MOVE HERE**  
Title: Overpriced, Poorly Maintained, and Inflexible Management

I had high hopes when I moved into this complex, but my experience has been a series of disappointments from day one. Here are the main issues:

- Maintenance problems from day one:
- Water leak from the refrigerator that hasn't been fixed.
  - Water leak under the kitchen sink, causing an alarm to constantly go off.
  - Stove eye has been broken since move-in and is still not fixed.
  - Bugs spotted in the apartment even after reporting them. All other residents have bug complaints I have spoken to.

- Other unresolved issues:
- The gym is poorly maintained, with stains on the floor and broken equipment.
  - The grill outside by the pool has been broken my whole lease. I have been out to cook on it a handful of times to find it still not working. It was a selling point for me to grill out...
  - Trash service costs \$50/month but is unreliable, with pickups often missed.
  - The face scanner app required to enter the property is obtrusive, and the privacy policies for the 3 apps needed to live here are invasive.
  - The grounds are often dirty, with dog waste left unattended for days.

- Restaurants
- Hotels
- Things to do
- Transit
- Parking
- Pharmacies
- ATMs



### The Preserve at Henderson Beach

**Samantha Gagnon**  
12 reviews · 15 photos

Edited 6 months ago

This place is a mess. Do not move here. If you read the reviews, especially and of recent and still move here... that's on you. This place is a joke. The leasing agents and everyone who works in the office (except Taylor) is a joke. I don't know how Shea still has a job, she probably shouldn't work with the general public. She has a horrible attitude and just doesn't care at all about professionalism and she has to lose the attitude.

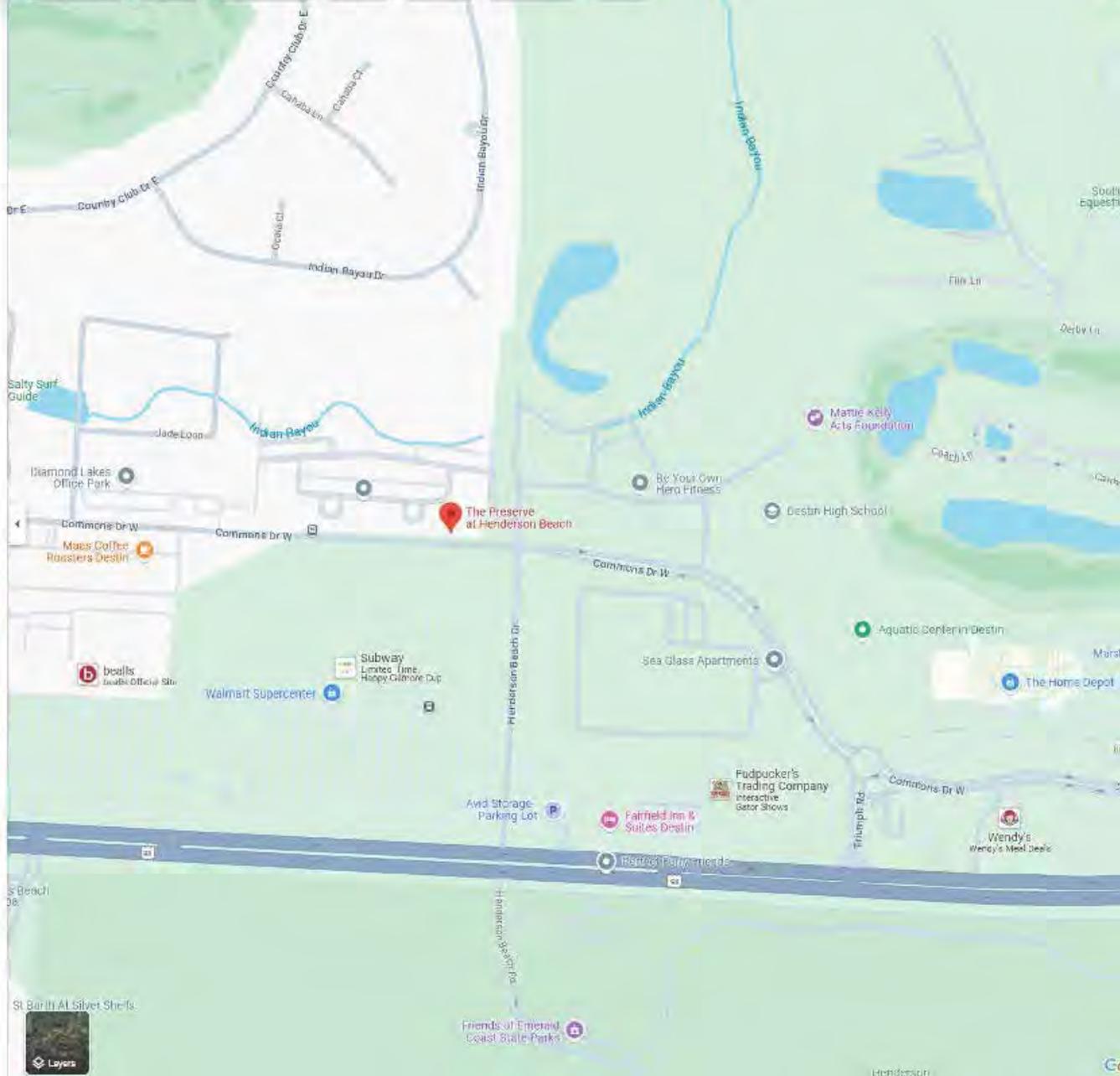
I feel so bad for the maintenance people, there aren't enough of them to get the work orders done. If you need something fixed it will take weeks to months. Our ice maker wasn't working and fridge was leaking and it took about two months to get the "new part" to fix it, I'm pretty sure they just rigged it to fix it. The lawns are full of poop, residents here are honestly as trashy as they get too. I think they just accept anyone at this point because they're desperate. I took my dogs to the dog park (not maintained and had to pick up at least 5-8lbs worth of poop each time before I let my dogs play because I didn't want poop all over their paws)... and one time this guy who was obviously strung out pacing back and fourth told me how he just got out of prison and went into detail about how he hurt people in prison etc. I never asked. I was shaking when I left because I was so scared. Months later my dog walker told me about the SAME guy having the SAME altercation with her. I just felt like I lived in the slums.

The place is filthy and disgusting. They charge \$75 for amenities that are disgusting and can't be used half the time. The gym is filthy and smells like mold and mildew. The pool hasn't been cleaned in probably 6 months and often is filthy in the summer months as well. I had to tell a family I could see the pool from our bedroom windows that they should get out one time because I've had pools my whole life and it was so foggy, and obviously filled with bacteria. A week later the health department came and closed the pool until it was "cleaned".

The \$50 for the trash won't be the only trash you pay. The first 3 years that's what we payed each month but now they are having residents pay for community trash and it's different each month so expect to be paying about \$70-\$80 for trash and it's not even collected half the time.

My husband, me and my pups moved out about a month ago to Olympus Apartments and we couldn't be HAPPIER. It's like a breath of fresh air everyday. We're so happy. The amenities fees for here are only \$20 compared to \$75 over there but everything is immaculate, the property looks just like the pictures. The preserve completely bamboozles you with how it looks on their site vs in real life. I'd be so embarrassed to be a leasing agent giving future residents tours

Map navigation and filter icons: Restaurants, Hotels, Things to do, Transit, Parking, Pharmacies, ATMs.



St Barths At Silver Shells



The Rosery

Overview Reviews About

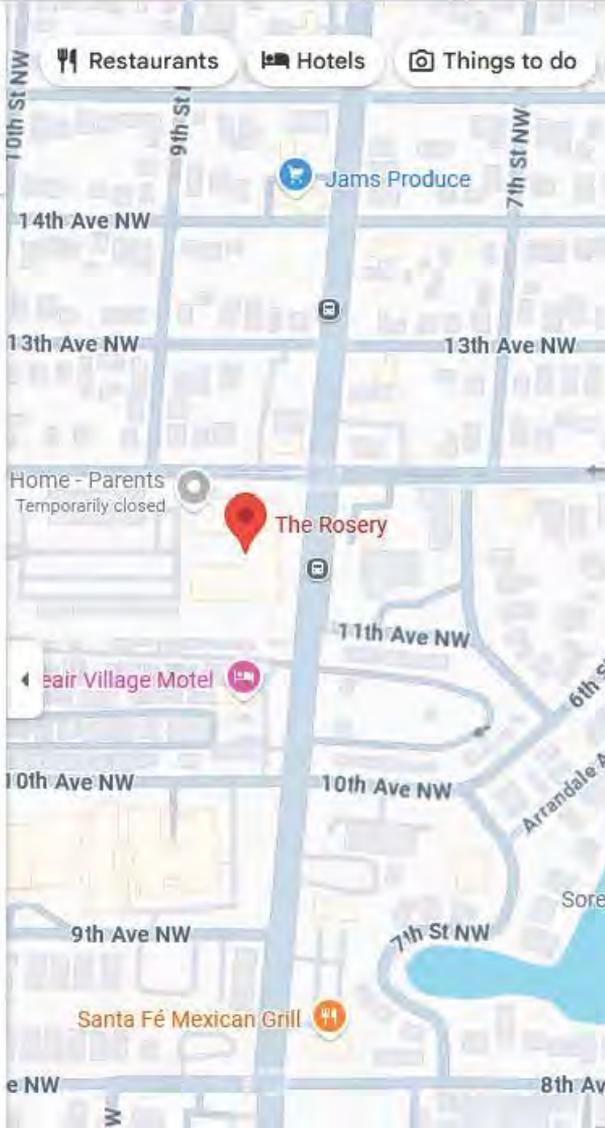


Kait March

8 reviews

★☆☆☆☆ a year ago

I lived at the Rosery from 05/2022 till 5/2023. We worked with Marcus when applying and moving in he was great. But after he transferred to another location the whole complex went downhill. They call this a "luxury" apartment but make you pay \$15 for the electricity in the common areas every month and no elevators or sense of security. The gates were broken all the time and kids from the trailer parks would crawl under the gates into the pool area or pester you to let them in. We told the leasing office about the unattended minors sneaking in but they did nothing about it. The area is not safe drug houses across the street and the hallways are open so anyone can enter the building at anytime. Definitely don't expect your security deposit back even if you don't damage the unit at all. They charged a fee to paint to walls for \$355 and carpet cleaning for \$579. We were looking to potentially renew but they were offering new applicants our unit for \$300 less than what they offered us which doesn't make much sense. The leasing office doesn't like to respond to emails so good luck getting ahold of anyone. Avoid this place you'll thank me later..



# The Rosery

Overview **Reviews** About

**Nate Thibault**  
Local Guide · 11 reviews · 5 photos

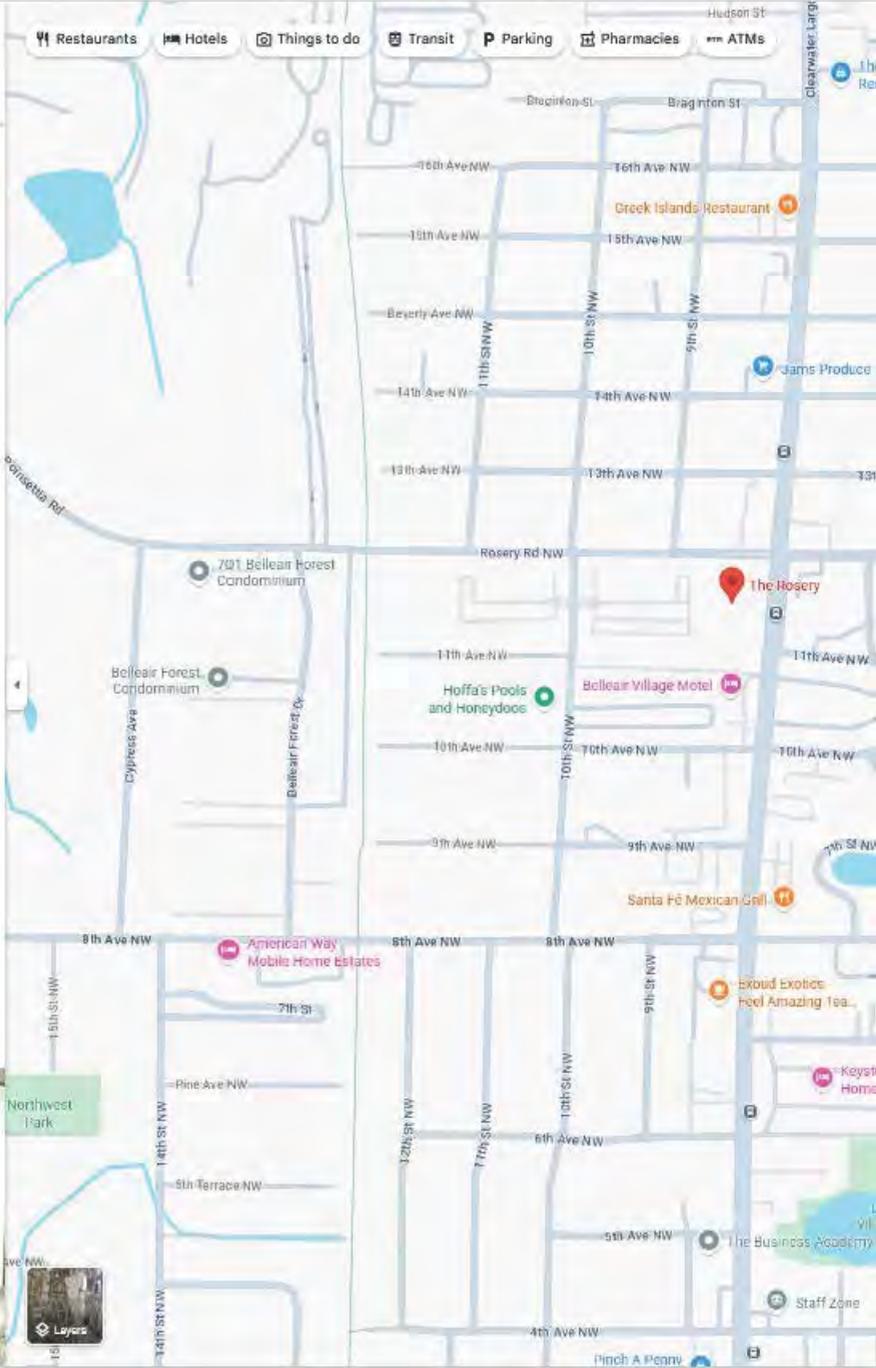
a year ago

You want the real truth about this place? They discriminate and here is your proof. After putting in a bunch of maintenance tickets to address ongoing property wide issues (if you live here - you know!) I was given a notice of non-renewal. Paid my rent on time every month, but they discriminate if you ask maintenance to actually do their job. This is because the community director Alyssa is an extremely spiteful person. So if you are looking for stability in your life this is absolutely not the place for you they will kick you out 2 weeks after Christmas. I gave them multiple opportunities to provide a reason for non-renewal and they failed to provide a reason whatsoever, leaving the window wide open for speculation. They had no legal reason to put on file that is why, they simply tell you "we are exercising our right" which is a nice way of saying we are discriminating but cannot actually say it.

The real true reason this place has so many 5 star reviews is because they beg you to leave them a review based on your tour. If there was a way of filtering just the actual residents reviews you would see later. They know this which is why they put QR codes all over the place begging you to leave a review for a free bottle of water. Its morally wrong and they should be ashamed of themselves.

I moved across the street to Grand Oaks, its cheaper, bigger, has an elevator, they do not charge you for valet trash, they do not charge you common area electric fees to light their own parking lot, the AC system is way way better and more efficient including your hot water. Hallways are wider, cleaner, and an overall better layout. you pay \$90 a month for amenities at The Rosery plus all their patty fees to make up for their own financial losses.

If I can save even 1 person from making a terrible life decision by signing a lease here my time is well spent. You have been thoroughly warned. Best of luck!



← The Rosery 🔍 ✕

Overview Reviews About

 **Gregory Fulham**  
Local Guide · 27 reviews

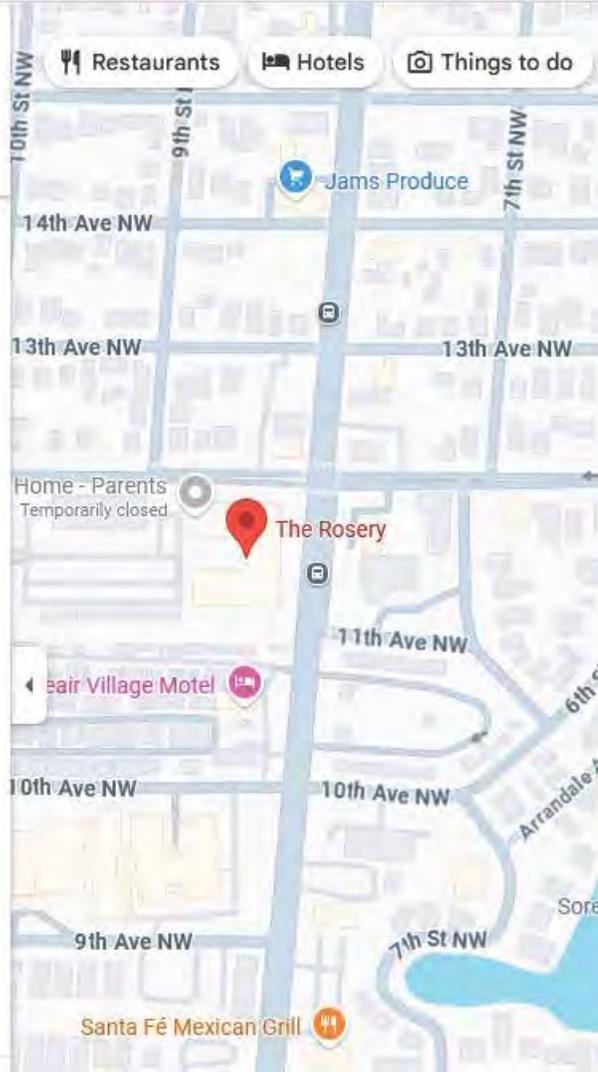
★☆☆☆☆ 3 years ago

**If the prices on the website don't reflect what prices are actually available when someone calls, then you get a one star. Don't waste inquiring tenants time with a bait and switch. This is obviously an illegal practice.**

👍 6    🔗 Share

**Response from the owner** 3 years ago

Gregory,  
Thank you for your review. Our goal is to be honest and stay true to the highest ethical standards and principles, so we sincerely apologize if there has been any miscommunication regarding our fees or charges. Many fees collected are in line with other apartment communities in the neighborhood. I would like to discuss your concerns further, so please reach out to me at your earliest convenience by stopping by the office, calling (727) 758-4291. Thank you – The Rosery Apartments



## The Rosery

Overview

Reviews

Pricing

eplQ

Amenities

Leasing

Management

Education

Q&amp;A

**Current Resident 1147217**

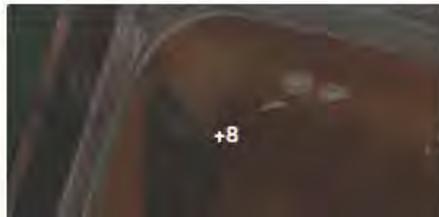
Verified

Verified Resident • 2021 - 2023

★★★★☆ 2

6/5/2023

From when I first moved in until now, you can tell the difference in the leadership at this complex. It seems as if the standards have been lowered and they just let anyone live here now. The grounds have turned into a complete garbage dump. Between spills, stains, smells, bugs, and dog urine/feces within the common breezeways, to broken down vehicles, abandoned property, and broken common area facilities. That doesn't give me the "luxury" feel that I pay for. What's better than having to time the drippings of dog urine from the stairwell above to get to your "luxury" apartment? Does it feel luxurious when you coming home to find that the gate doesn't work yet again? Or having to find a parking spot between two abandoned vehicles that have clearly been in accidents? Or finding that people are lighting off fireworks near your car in the parking lot? Do you like the smell of burning marijuana? If you do, great! If you don't, well you better get used to it because it is going to infiltrate your apartment regardless of being a "drug free" complex. Now if you think you can live with that, what about cockroaches crawling in and out of your air vents? Do you like waking up to finding one above your bed crawling on the ceiling and retreating into the ductwork? Do you like being in the bathtub where you are trying to relax and find one running across the floor towards you and then back up the wall into the vent? It feels incredibly violating especially when you know your apartment is one of the most cleanest apartments in the complex. What is worse though is talking to the complex about it where they insist they are not cockroaches despite showing them videos and photos of such. They sent an exterminator and he sprayed the poison inside the air vents of the apartment. I have never seen this done before and I was dumbfounded. Who doesn't want poison blowing around their apartment every time the AC kicks on during the summer month? Obviously the mandatory pest control fee you pay each month isn't being used for the intended purpose. Also, Valet trash is highly inconsistent and a waste of money. It often leaves residents leaving their garbage sitting in the hallways all day long (even though they could be "fined" by the complex for doing that) because they think it's their trash storage area. During the summer months this is especially nice because now your hallway smells like a garbage dump. Even though the trash service is supposed to come on a regular time and basis, they don't. They will come anywhere between 5pm - 4am... or not at all. Additionally, I experienced AC issues on and off for almost two months. The maintenance staff was responsive and came to address the issue on each occasion. However, it was determined they needed to put a hole in the utility closet wall and cut some piping. It fixed the issue but I was told they would come back to fix the hole in the wall. Well... 3 months later and it is still not repaired. Every time I do a request it goes from "pending" to "completed" without anyone ever stepping foot into my apartment. This used to be a nice complex but it is not anymore. It certainly isn't worth the hefty price tag and by no means is luxurious.



+8

The Rosery

Overview Reviews About



**lOve serEne**  
4 reviews

★ ★ ★ ★ ★ Edited 3 years ago

= (very expensive **one pay check goes to rent only plus additional fees**)



8



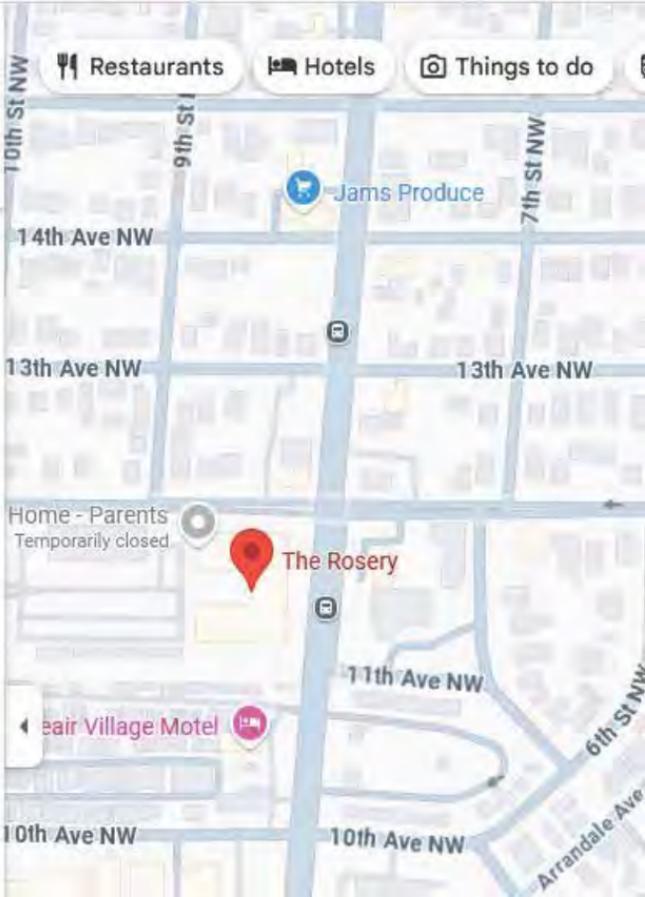
Share

**Response from the owner** 4 years ago

Thank you for taking the time to leave this review, although we wish we could have earned a higher rating. We would like to resolve your concerns and invite you to stop by our office, give us a call at (404) 214-5342 or send me an email at

**cdrosery@liverangewater.com** when you are able.

Thank you. — Jen Larimer, Community Director



# The Rosery

Overview Reviews About

apartments what they are. He helped us via long distance in picking the right place under specific circumstances and did not steer us wrong. We are so happy with the location of the apartment, the ... [More](#)

Like Share

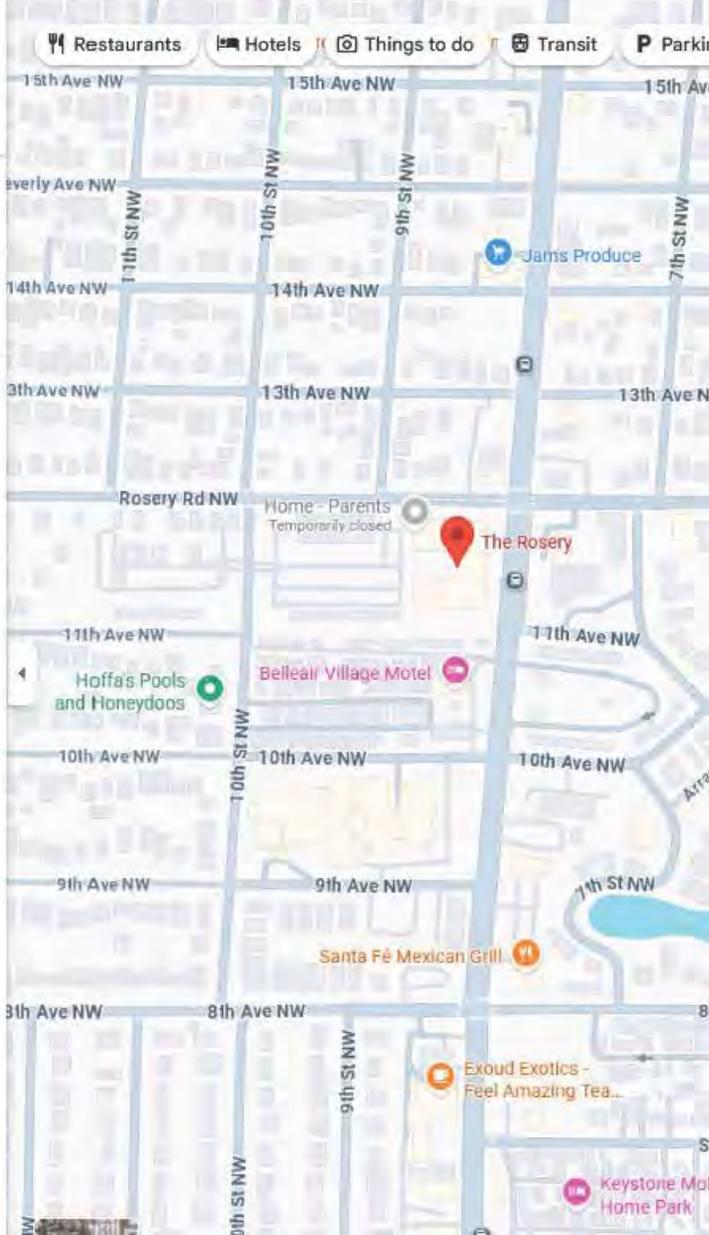
 **Kari Skidmore**  
5 reviews · 18 photos

★★★★☆ a year ago

I love my unit. I love the pool, the maintenance staff and the women in the office building. I DON'T LOVE my stuff getting stolen all the time and the office just being like, meh, not our problem. 🚫 Locked up bike, packages, porch furniture. Looking at over a grand in one swoop yesterday. There are NO security cameras, and their rental insurance does not cover personal property. The office staff DO NOT CARE and will look at you like you're insane. **Get your own rental insurance. Do not use bike racks, and instruct any delivery drivers to deliver ONLY to the lockers.**

2 Like Share

**Response from the owner** a year ago  
We appreciate your feedback, Kari. It's great to hear that you love your unit, the pool, and our staff. However, we're sorry to hear about your concerns with security. While we aim to create a comfortable environment, we understand your frustration. We encourage all residents to secure their personal property, and we're always here to help discuss any concerns you may have. Please feel free to reach out to us at [odrosery@liverangewater.com](mailto:odrosery@liverangewater.com) or 727-509-8460 to discuss any further issues. Thank you, The Rosery.



The Stellar at Masters Avenue

Overview Reviews About

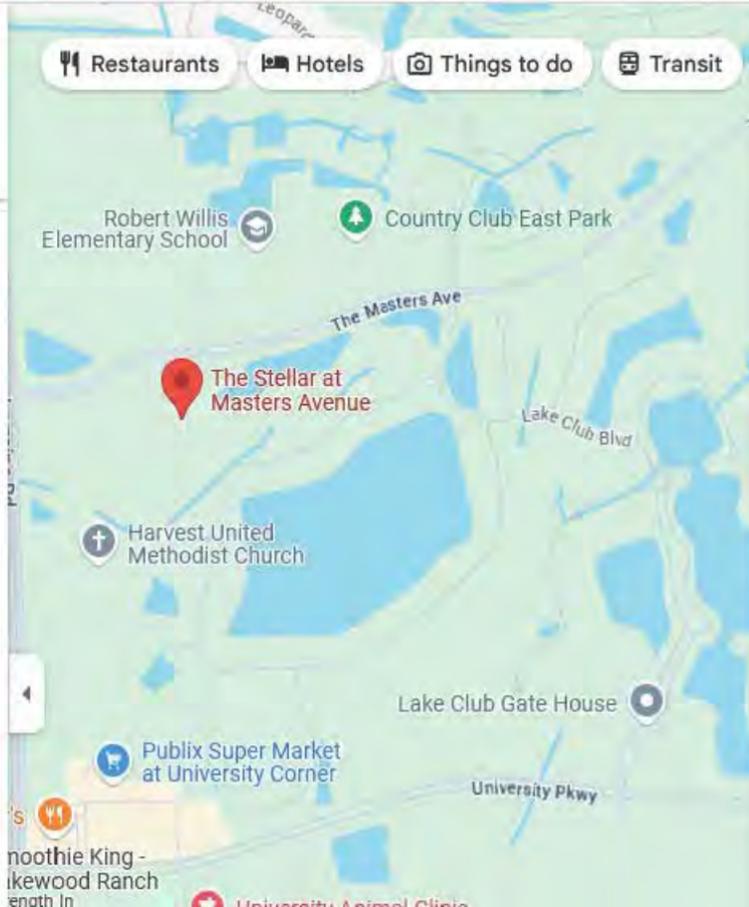
**D** Danty Flowerz14  
1 review

8 months ago

Place was nice when we toured. But \$295 additional on top of rent is ridiculous.

Like Share

**Response from the owner** 8 months ago  
We appreciate your feedback, Danty. We understand your concerns about the additional costs. Our leasing team at The Stellar at Masters Avenue strives to provide clear and detailed information about all associated costs. If you have further questions or need clarification, please feel free to contact us at [cmstellar@liverangewater.com](mailto:cmstellar@liverangewater.com) or 941-277-9626. Thank you, The Stellar at Masters Avenue.



The Stellar at Masters Avenue

**Fern Vega**  
Local Guide · 16 reviews · 7 photos

★ ★ ★ ★ Edited 3 weeks ago

I've been living here since September, and unfortunately, this place is far from the "luxury" they advertise. I truly regret not choosing a different community.

From day one, my unit has had issues, and the constant turnover of personnel makes it nearly impossible to get anything resolved. My electrical problems took months to address, and even then, the follow-through was lacking. They are quick to assess issues and mark them as "complete" without actually fixing them.

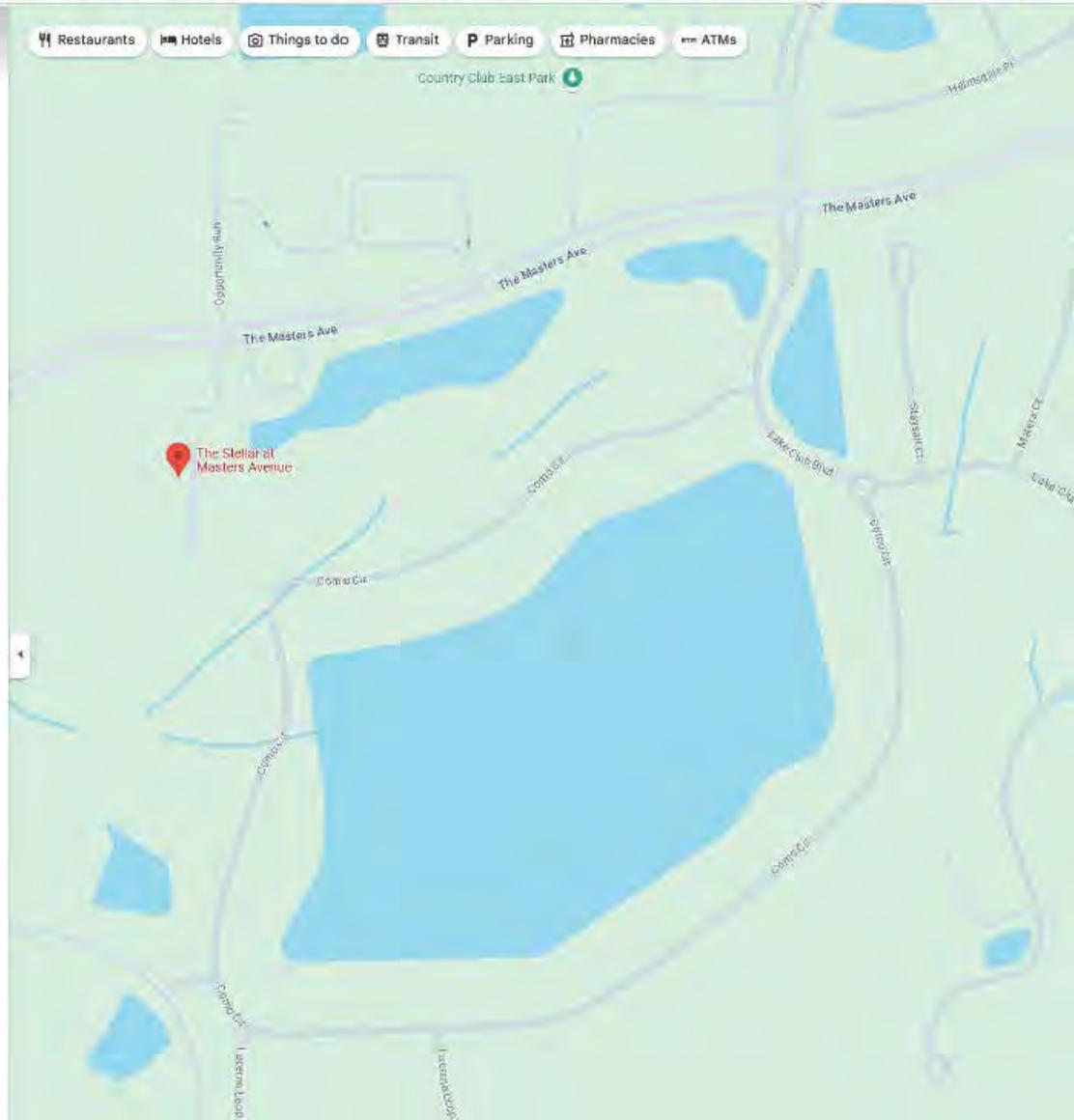
Some of the ongoing problems:

- Driveway sinking with no resolution.
- Outdoor spigot doesn't work, making it impossible to wash my car.
- Baseboards improperly installed, allowing wind to come through.
- No door chime, so I have no way of knowing if someone is at my door.
- Floors are lifting throughout the unit.
- Floors are lifting throughout the unit.
- Just received the pool code, but it doesn't work.
- Gates are still not functional, allowing random cars to drive through the neighborhood at all hours.
- They add over \$100 in additional fees to the rent for the space I'm paying, this is nowhere near luxury living.
- If you're considering moving here, I strongly suggest reconsidering. Unfortunately, I'm stuck in my lease unless I pay \$6K plus an extra month's rent to get out—even though they are arguably in breach of contract.

3 likes | Share

**Response from the owner** · Edited 2 weeks ago

We greatly appreciate you getting in touch with us, Fern. We aim to show everyone a comfortable apartment home and provide responsive service, and we are sorry to see that you have been dissatisfied. We would like to discuss your experience in further detail so that we can set up the necessary services and work to improve. When you have a moment, please reach out to us at [cmstellar@verangewater.com](mailto:cmstellar@verangewater.com) to talk more. We will keep an eye out for your email!



Tortola Apartments for Rent

Overview **Reviews** About

Christian  
Local Guide · 33 reviews · 31 photos

★ ★ ★ ★ Edited 2 weeks ago NEW  
Don't move into this complex. Since moving in 3/4 months ago I have seen 4 German roaches in the halls and in my apartment (see photos attached), 2 being the past week. Despite being extremely clean in my own apartment. I have had exterminators come spray my unit however this issue is definitely a building wide issue as they have been found in the halls during the daylight. I'm extremely clean, mop and vacuum daily, dust, wipe down counters, and don't leave any dirty dishes out.

You can look back at previous bad reviews and you can see a comment where somebody said all of these properties have roaches which I didn't believe them and it turns out yes they do.

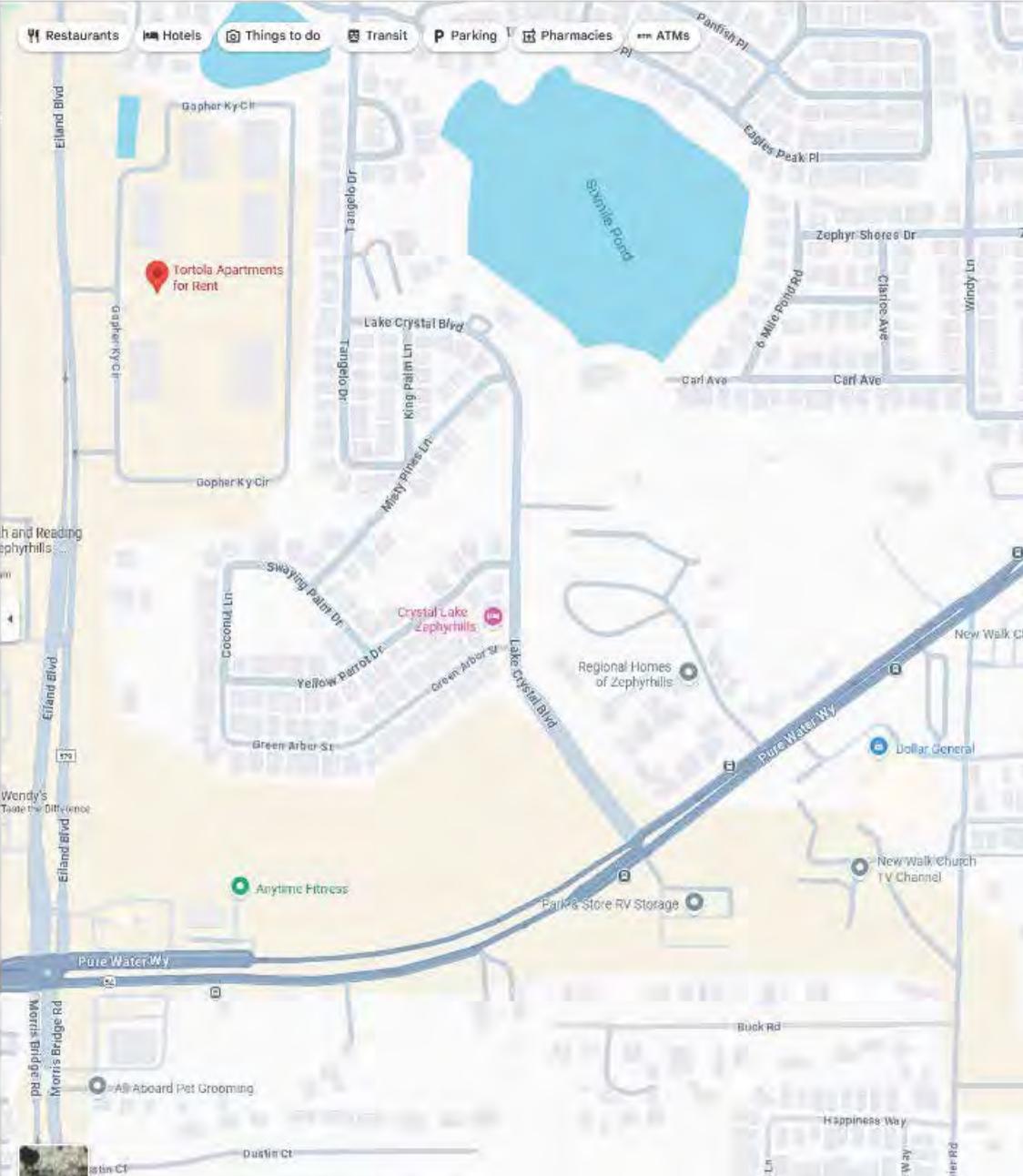
I hate to sound like a Karen but The management does not enforce the "smoke free" policy at this complex. When you walk your dog or just around the complex expect to smell constant weed and cigarettes with trashy people carelessly smoking on their porches. It's trashy.

If you want to walk on the grass with your dog good luck as nobody picks up their dog poop at this complex. Go to the pool early in the morning and you'll be greeted by trash all throughout the pool area from people who went the previous night and are unable to pickup after themselves.

The WiFi is absolutely terrible through this company gstream (look up their 1 star reviews online) and is a way for the complex to buy a group package for the complex while charging you \$99 a month for super internet service. My router hasn't been working for months and I work from home, since moving in and after multiple technician visits they have finally decided to replace my router but you have to wait a week or more before anyone is available to help. Spectrum will come same exact day but this company makes you wait weeks despite paying more.

Additionally, if you have a unit close to the road good luck sleeping in because the main road is extremely loud from cars.

Do not fall for 2 months free, \$1000 gift card as I would've rather had picked another complex that actually gives a crap and doesn't accept these conditions.



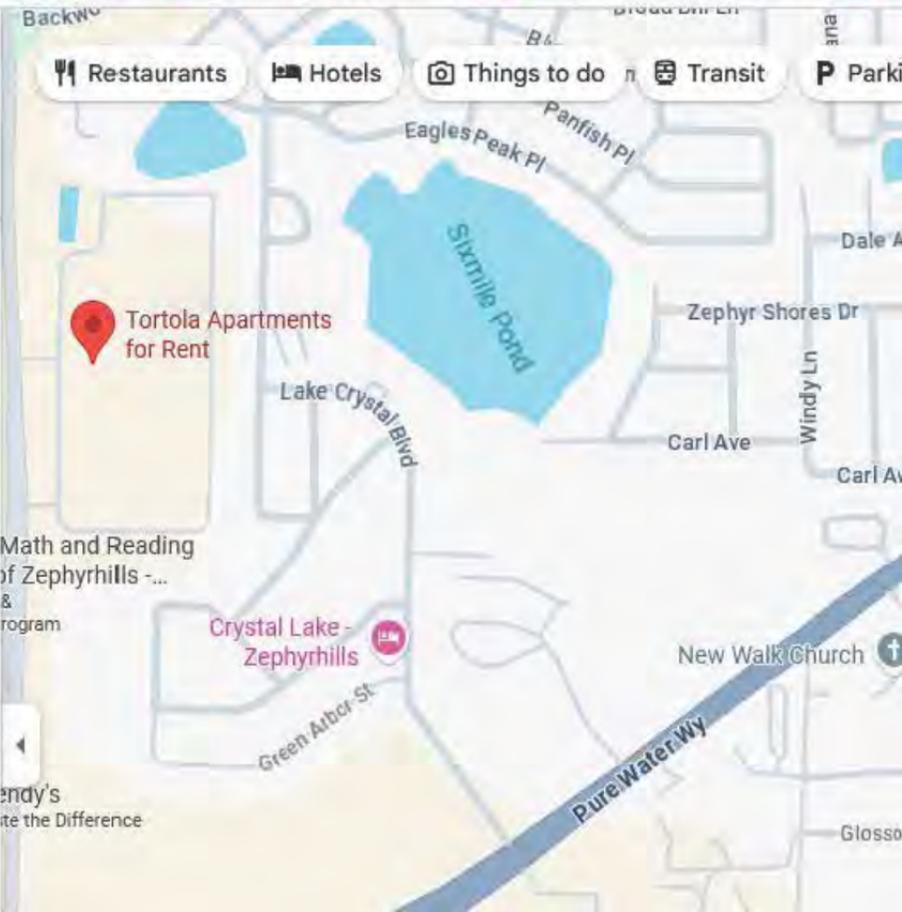
# Tortola Apartments for Rent

Overview **Reviews** About

Tay R  
Local Guide · 40 reviews · 22 photos

9 months ago

I live at 1 of their sister properties this company is TERRIBLE! Things are good now but give it 4-6 months and everything will go downhill LOL! They don't fix anything, and ignore minor/major concerns. All their properties are built cheap and ALL have bug problems. Visited this property and looks exactly the same as Sage and Lantana. Poorly built, no screened patios, no elevators (I know why), and management doesn't fix anything. Be careful with your rent bill they charge fees out of nowhere sometimes! Excited to be moving to a much better property. The gyms are absolutely PATHETIC! Clearly they don't workout because there's no machines! Paying all that money for 5 machines LOL! AVOID AT ALL COSTS!



## Tradition at Palm Aire

- Overview
- Reviews
- Pricing
- eIQ
- Amenities
- Leasing
- Management
- Education
- Q&A

 **Former Resident 132447**  
Resident • 2019 - 2023

★ ★ ★ ☆ 2.3

12/14/2023

### Better options out there!

Do believe the 1 star reviews. Office staff rude, unhelpful and rarely available. They don't answer the phone, don't return emails. I once had a non working refrigerator that took the, three days to change out! I finally had to go to the office to find out what was going on, and the staff started arguing about what they were planning to do. The units are overpriced. They also charge a \$20 parking fee, a few dollars a month for a pest control fee (which you have to request), and \$37 for an unreliable valet trash service. I lived there four years, and the management / ownership changes about every year. The staff is also constantly changing. The maintenance staff when they finally get to your job, are friendly and good. Stay away from this unprofessional complex, there are newer and nicer units out there, and that are cheaper. In the four years I lived there, it just declined. My nickname is Roman, I did live here! When I went to renew this year, I kept waiting for an offer. I never got anything. When I went in to the office finally after not receiving anything, I was told by staff the renewal had been sent three weeks before. I never got it, no one followed up. The reason most likely, was they wanted me out so the unit could be remodeled, and they could charge more. I had many good neighbors leave in the last year due to ridiculous price increases. Interesting how so many reviews left here for five stars suddenly show up after so many low ratings!

 Helpful  Report

 **Property Manager Response**

12/19/2023

We are sorry to hear this, however, we do not have a record of anyone in our database named Roman as a visitor, or a former, current, or prospective resident. If you are aware of someone with these concerns, please have them contact us at [cdpalmair@liverangewater.com](mailto:cdpalmair@liverangewater.com) or (941) 932-8370. Thank you, Tradition at Palm Aire Apartments

Name \*

Email \*

Phone \*

Beds

- Schedule a tour
- Request application
- Confirm availability
- Custom message
- Send me listings

### Tradition at Palm Aire

Local Guide · 55 reviews · 91 photos

★☆☆☆☆ Edited 4 months ago

Disappointed over all .

WE LEFT JAN First 2025. Still no security deposit returned. Beware.

Update : if you are having difficulty with the office management ( like many are ) only communicate over emails ! It seems they promise the world / and or very rude and nasty in person or over the phone . Keep a record !

Seems they overcharge / attempt for everything!

Was helping a current resident work out ALL THE EXTRA CHARGES like 25 or more s month for a disabled senior to park in a handicapped space ? If a tenant receives assistance CHECK THE AMOUNT YOU ARE SUPPOSED TO PAY . My friend was being assessed 100 dollars a month OVER what the lease said! It has taken MONTHS to receive any pest control after paying monthly.

Our unit had pest problems, dirty carpet , flooring and and AC filter that looks like it was not changed in YEARS !

They charge us more for water than family with large houses pay !

There are common areas such as The Beer Garden and the pool adjacent they promise you during showing , but tenants have had NO Access for more than 6 months !

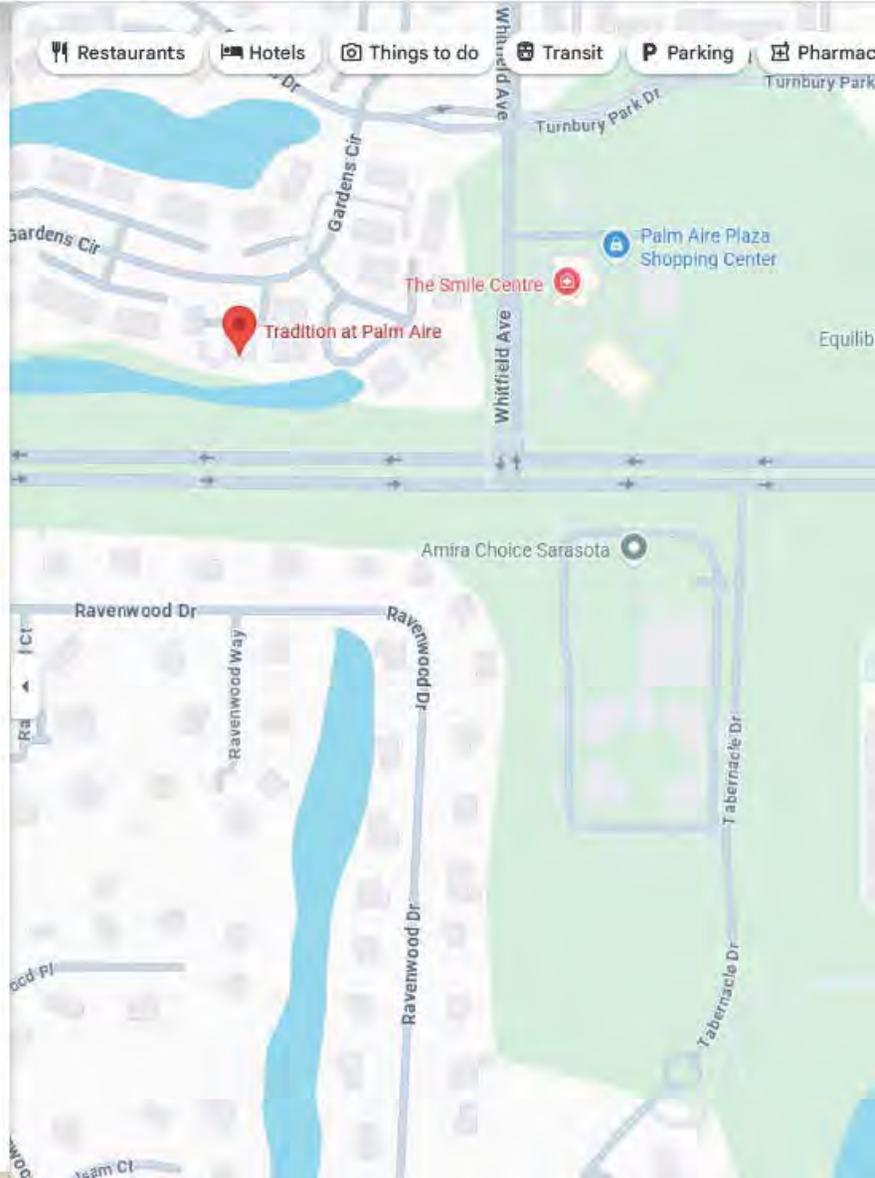
Smells of bait and switch!

Now , during the Summer the only pool area is CLOSED AT 6pm

6 months into a 12 month lease and STILL have no access to the gym on site

Prior to writing this , the management was made very aware in person that day in a meeting and in writing ( emails ) for many weeks previously.

Such a comfort to see the SWAT team. They seem to not vet AT ALL!



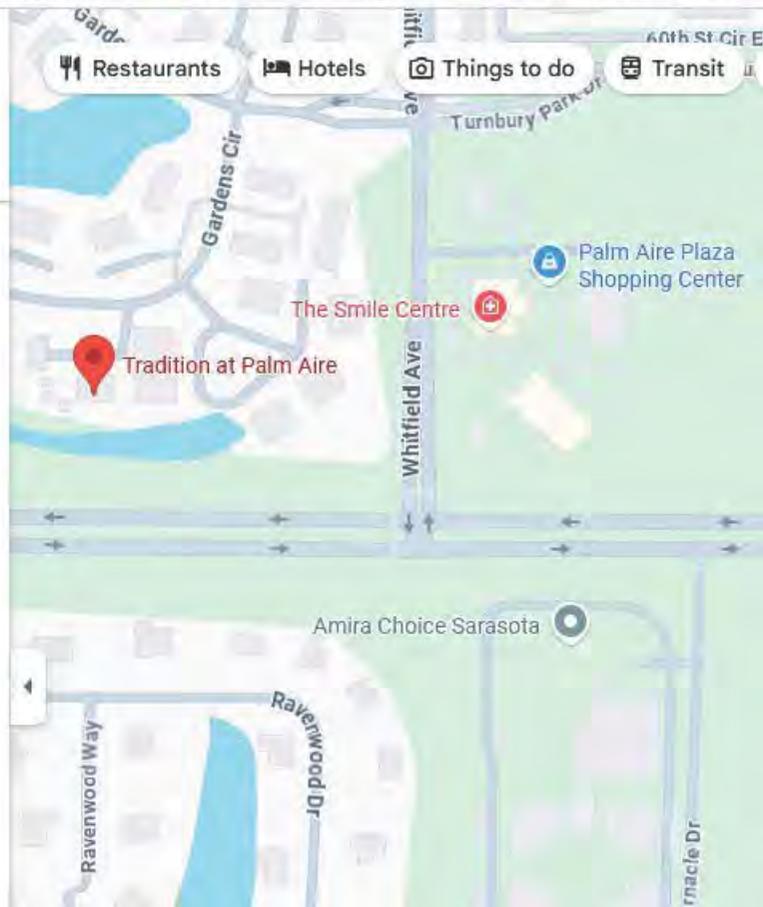
Tradition at Palm Aire

Overview Reviews About

**Karen Reed**  
Local Guide · 13 reviews · 13 photos

★☆☆☆☆ a year ago

This place is expensive and caters to people who work days. The mandatory concierge trash service is not able to be used if you work evenings but you will still have to pay for it. All activities are done in the evenings so you will not be able to participate in those either. The common trash area smells and is always disgusting. My apartment was filthy when I moved in and no one ever showed up to clean it properly despite my requests. The one bright spot of this place is that maintenance is wonderful! Do not move here if you do not like the smell of marijuana. My apartment always smelled like that because of the smell coming in from other apartments even though there is no smoking allowed. Supposedly, there is an issue of human trafficking occurring here also. I would not recommend moving here.



Search Apartments, Cities...

## Tradition at Palm Aire

Overview

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epIQ

Amenities

Leasing

Management

Education

Q&A



**Current Resident 1185077**

Verified

Verified Resident • 2023

★★★★☆ 3.2

9/28/2023

You don't get to read the lease until after you commit to taking an apartment and give them money. This is wrong. You should know what you're getting into before giving any landlord a dime. There are required separate monthly charges for your parking space, if there are "upgrades" to your apartment, if your apartment is in what they think is a desired location and for trash pick-up. There are penalty fees for violating the rules. In some apartments, you have to get your own drapes or blinds for the sliding glass doors. Your washer and dryer are in a closet off the screened porch, so you go outside to do the laundry. If your neighbors smoke, you will smell it inside your apartment. If you're concerned about security, you should know that the community is not gated. The complex is near University Parkway, so you may hear the noise of vehicles at all times of the day or night. At the time that I moved in, getting in touch with the office staff was a challenge. Voicemail was full and there was often only 1 person on duty. When she was out, the office was locked during office hours. (Hopefully that has improved.) Regarding the ratings: Safety - I'm not aware of security practices other than enforcing parking in assigned spaces. Maintenance - I can't rate this because I haven't requested it yet.

Helpful Report

### Property Manager Response

10/3/2023

We are sorry to see this for our goal is to give our residents the highest quality care and maintain a great living experience. If you are willing, we would like to work through your concerns with you and invite you to stop by our office, give us a call at (941) 932-8370.

Thank you. - Tradition at Palm Aire Apartments

Trellis at the Lakes Apartment

Overview Reviews About

Lenny Gonzalez  
Local Guide · 22 reviews · 2 photos

3 months ago

**DO NOT APPLY HERE — OR GET A LAWYER IF YOU DO.**  
This place makes money off applications. I applied in November and paid a \$200 fee for a unit that was advertised with a washer and dryer. When I went to sign the lease, they told me the listing was inaccurate. I immediately requested a refund.

Then in December, I applied for a different unit with another \$200 fee. Again, they listed the rent incorrectly — when I showed up, it was \$500 more than advertised. I requested another refund.

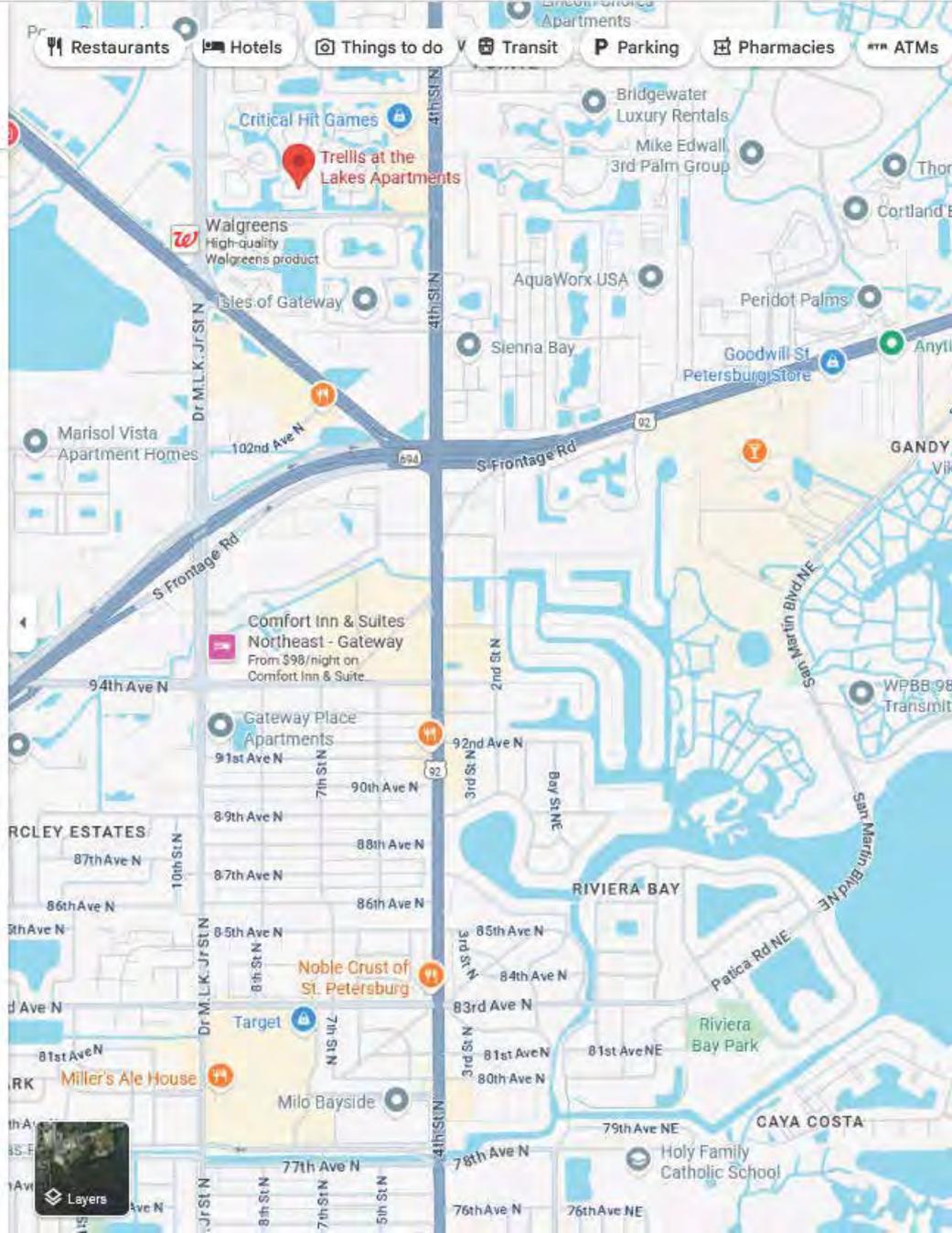
It took until April — six months and over 20 emails — to finally get my \$400 back. They initially refused to refund the November fee, falsely claiming I didn't request it in time. I had to prove with GPS screenshots that I was there in November. As a working professional, I don't have time to chase a shady company for months. I even had to hire a lawyer.

In the end, I got my money back, but it wasn't worth the stress. Do yourself a favor and apply somewhere else. You'll thank me later.

2 Share

Response from the owner 3 months ago

Leonardo, we know how vital reliable communication is, so we are truly sorry if there was any error regarding the pricing of our homes. We always strive to provide prompt service and appreciate you sharing your feedback, which we will use to improve our processes. If you would like to discuss your experience further, you are welcome to email us at [cmtrellis@liverangewater.com](mailto:cmtrellis@liverangewater.com). Otherwise, we sincerely wish you well in your home search.



Trellis at the Lakes Apartment

Restaurants Hotels Things to do Transit Parking Pharmacies

Overview **Reviews** About

**M** Marley Naff  
2 reviews · 4 photos

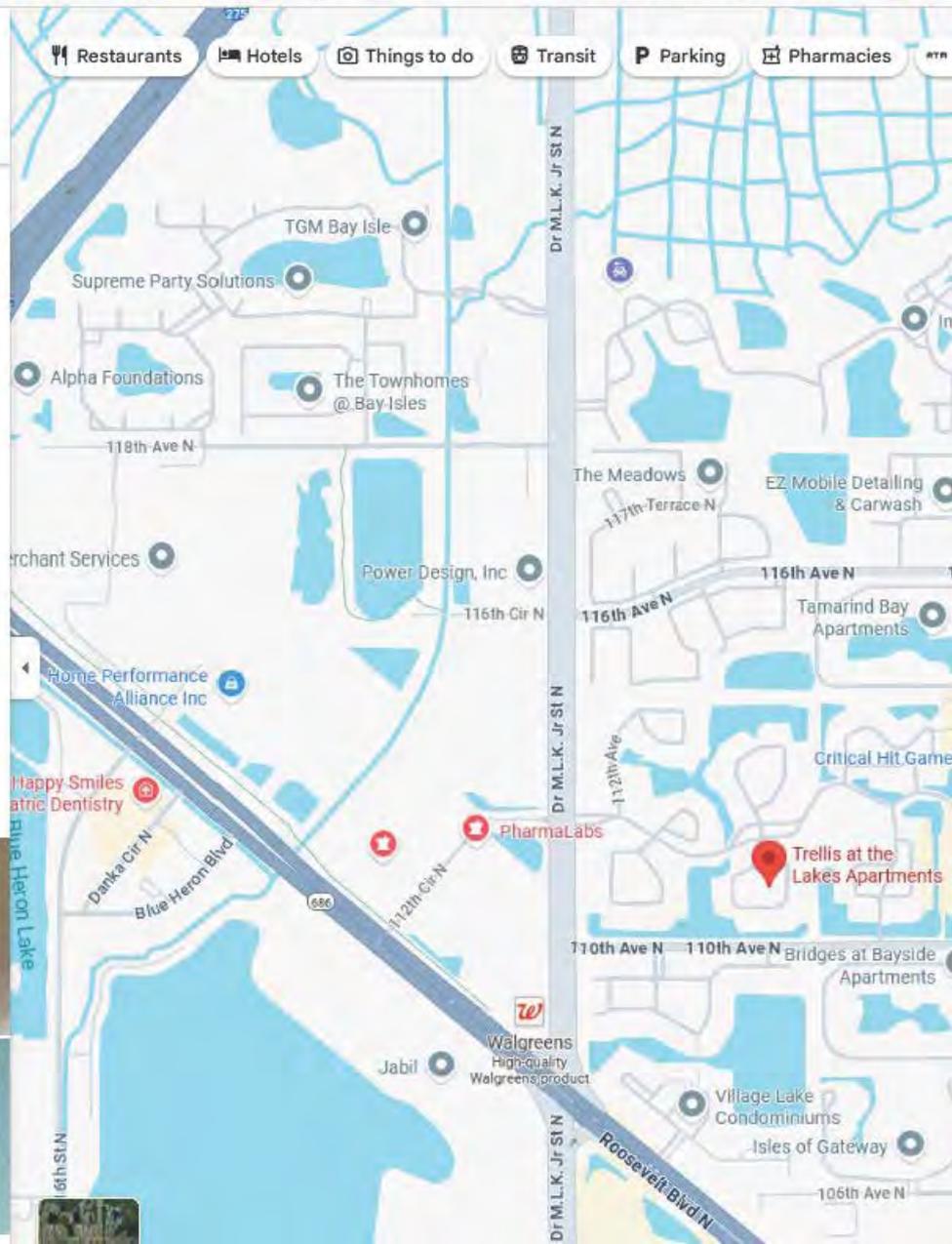
★☆☆☆☆ 2 years ago

i would give this place zero stars if i could. hands down the worst apartment complex i've ever lived. **my water is constantly shut off. it's currently off for the fourth time this month. can't shower, can't wash my clothes, my dishes, can't use the bathroom.** my toilet stopped working and after a week of having my maintenance request submitted they came to "fix" it. said "bad news is we have no idea what's wrong, good news is you're going to get a new toilet" only the replacement was too small. so then they said they would replace the bathroom floor as if i wasn't inconvenienced enough. that was two months ago. they haven't done anything. **i also pay \$89 a month for internet that doesn't work :.)**

**also the door knob falls off the front door!**

do not live here, your money is better spent literally anywhere else

a cardboard box would be better than living here



← Trellis at the Lakes Apartment 🔍 ✕

Overview Reviews About

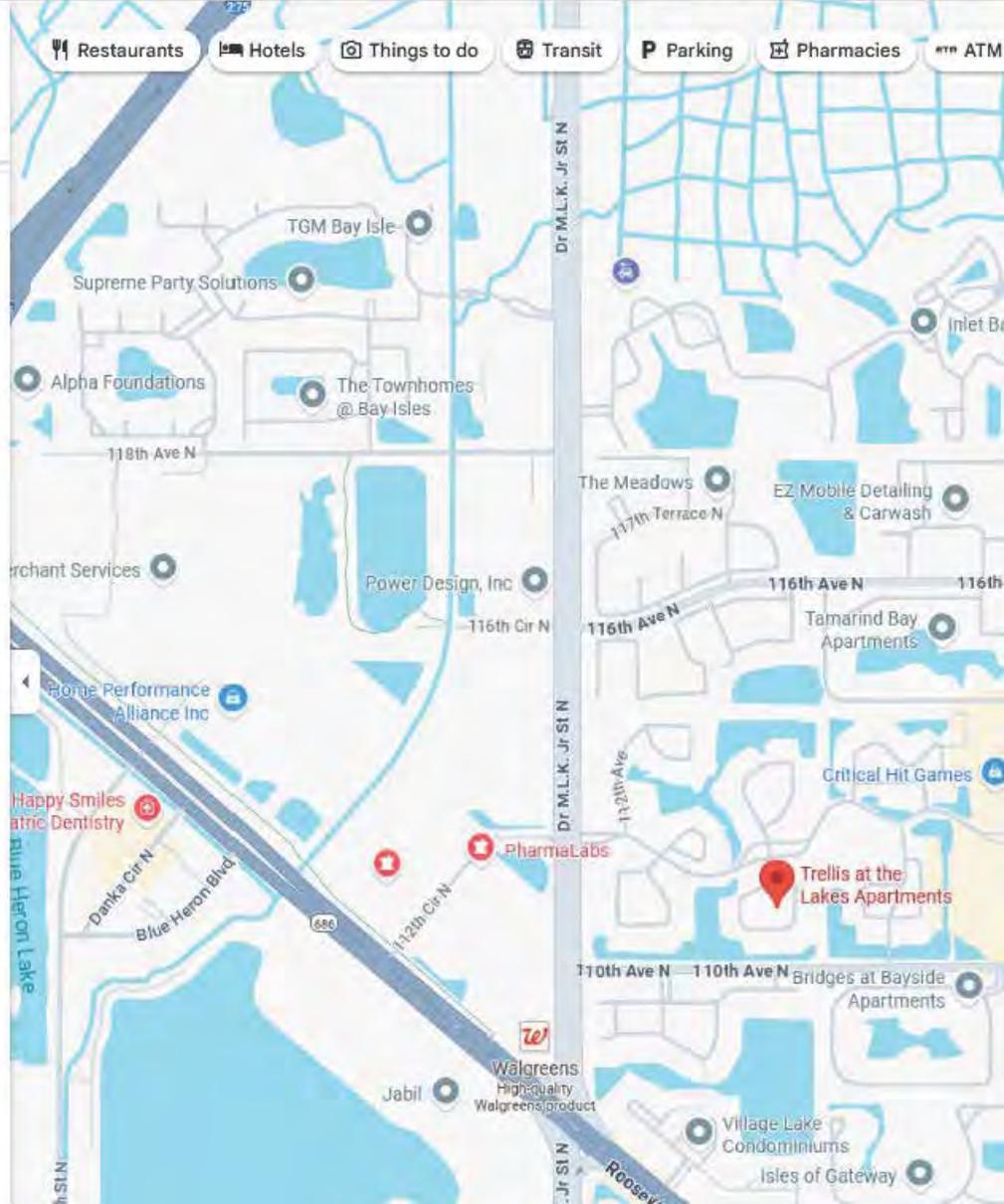
**J** Jonathan Gorman  
4 reviews

★☆☆☆☆ Edited 2 years ago

**Total bait-and-switch apartment complex.** Don't believe the pictures online. Come and take a tour yourself, don't let them guide you. They will guide you through a tour of the nicest unit (DEMAND A TOUR OF THE UNIT THEY OFFER!!). Ask the residents how they feel. **The buildings are nicely painted, yet falling apart.** Rent is **\$1580 online?** Nah, it's **\$1900.** Why is that? Oh, that's partly because they force you to pay for their "community managed Wi-Fi" with Spectrum (among other things such as trash valet, which is appreciated). Work from home? Good luck! **This internet will never work properly,** so get used to saving as you go every 5 minutes! You legitimately cannot go 5 minutes without the internet cutting out.

Our garbage disposal busted from shoddy construction on our "renovated" countertops. Maintenance found a drywall screw wedged in it. We were told it is our problem and we will have to pay. They never ended up billing us for this, so maybe they came to their senses about how ridiculous that is.

**They will tow your car with no notice.** They are currently doing a paving project which is an absolute disaster. Your parking spots are taken? Well, you might as well go park your car at a gas station for the night. Think you can take the only spot left in YOUR apartment complex with no worries? You will not find your car the next morning because they will tow it away without even a simple phone call. **Think they aren't benefiting financially from that? Think again.**



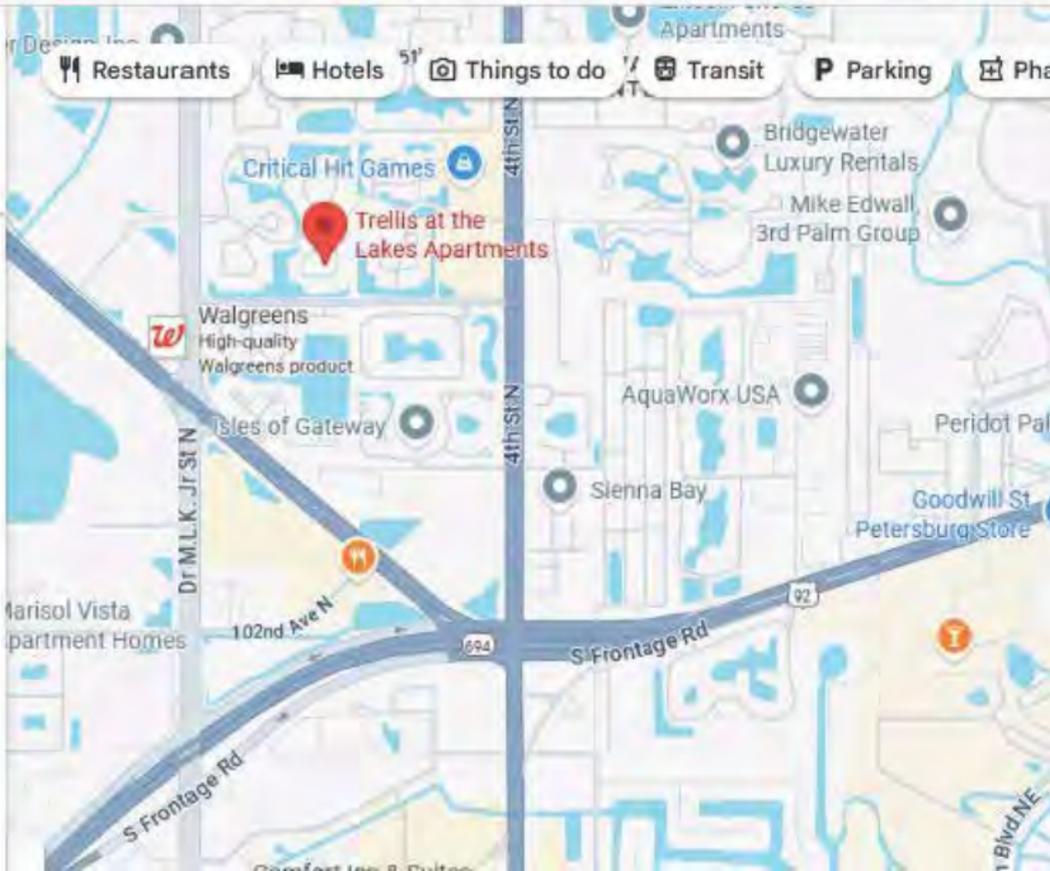
Trellis at the Lakes Apartment

Overview Reviews About

K Kyle  
5 reviews

★ ★ ★ ★ ☆ Edited 4 months ago

Where do I start?. Over priced for what the apartments offer. Charge you for things you don't need such as trash valet and many other hidden fees. The pool is always packed with people from surrounding neighborhoods that don't even live in trellis, they just drive over and use it so tough to enjoy the pool you "pay" for when others get to use it for free. If you enjoy your water being shut off or having "issues" with the lines multiple times a year, days long at a time then move on in. You'll find this to be a regular thing along with maintenance issues being half taken care of half the time. Nowhere near the money they charge for rent here. STAY AWAY!! Can't wait to move out of here.



Trellis at the Lakes Apartment

Overview **Reviews** About

**Augustine Coulter**  
10 reviews  
a year ago

Heads up for potential renters: The "starting at" prices are misleading!!

Currently 2bd are listed as "starting at \$1598" to ~\$1900. My \$2,169 two-bedroom apartment comes out to \$2,330 after REQUIRED utilities and fees. Additional fees from the apartment complex have now raised our monthly dues to over \$2,400. And once you factor in the electricity costs, we're shelling out about \$2,600 every month. They also charge convenience fees when you pay rent for both card and bank account payments.

These additional charges were in the lease but absent from the monthly charge "map" provided during the application. The apartment is decent, but for this price, I've seen larger and nicer elsewhere. Do your homework before committing.

@ Jeremy Mankin's review below is spot on.

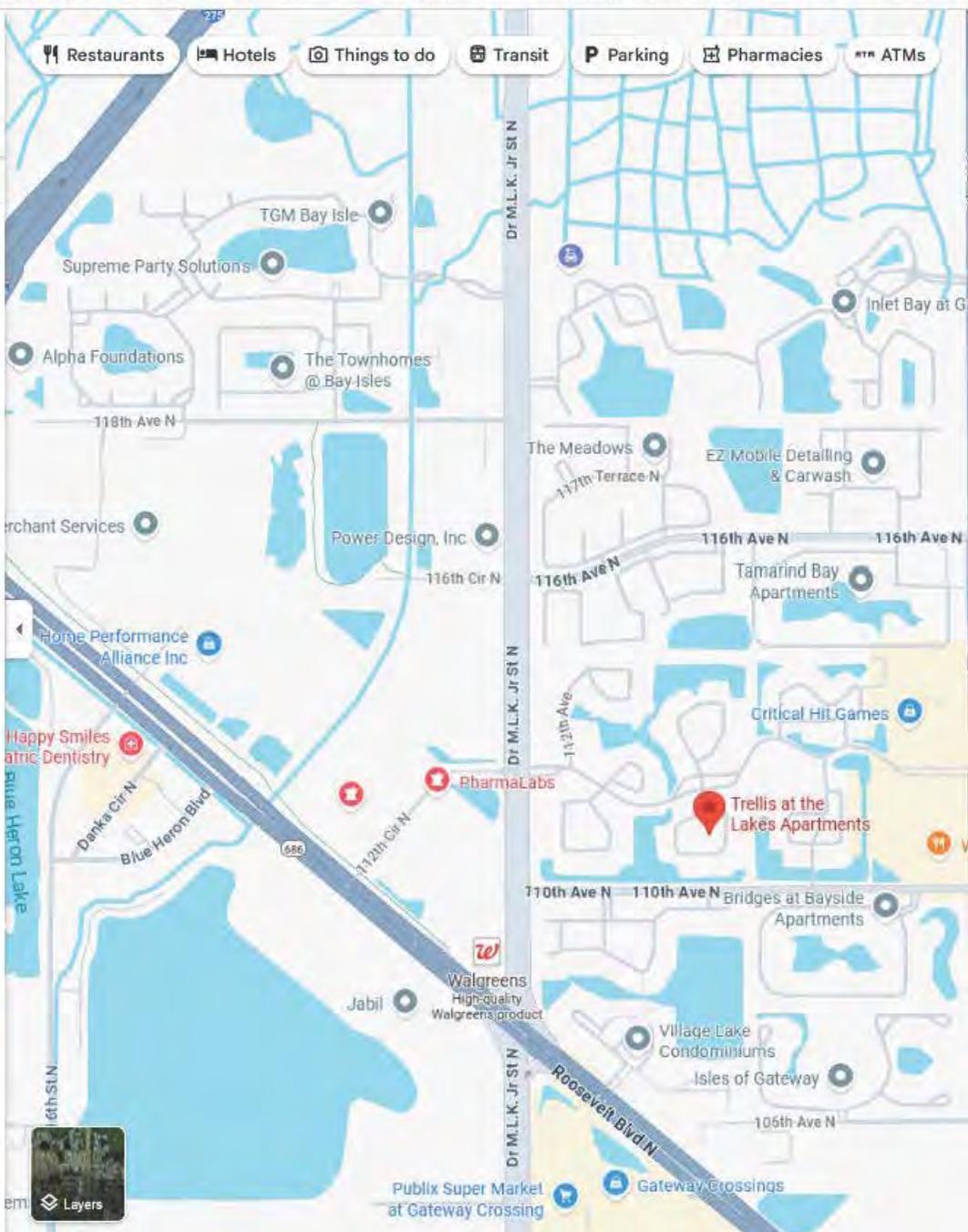
9 Share

**Response from the owner** a year ago

Hello Augustine, thank you for sharing your experience at Trellis at the Lakes. We apologize for any confusion regarding pricing and fees. Our team strives to be transparent with all potential residents and we will review our processes to ensure that all information provided is clear and accurate. We appreciate you sharing your concerns and if you would like to discuss them further concerns, please feel free to reach out.

-Hector Mora, 727-341-5149,  
cdtrellis@liverangewater.com

Thank you, Trellis at the Lakes



Trellis at the Lakes Apartment | Overview | **Reviews** | About

**Lorriisa Pennie**  
5 reviews · 9 photos  
Edited 3 years ago

Moving to Trellis may have been the most disappointing period of my life. For starters, my unit was advertised as "fully renovated", which may have been true at one point, but almost certainly not within the last 20 years. I could go on for days about the cosmetic deficiencies, but a picture is worth 1000 words, so I'll attach a few photos of what the apartments here REALLY look like. You won't see these on the brochure or website.

I've expressed these issues to the leasing office on a semi-regular basis and have requested to be put in a unit that remotely resembles the one I was shown and signed a lease for, such as the one directly below AND directly across from my unit which BOTH have been vacant since the day I moved in and have gotten nothing other than the run-around.

To add insult to injury, my u-haul was towed THE NIGHT I moved in with everything I owned inside of it due to the leasing office failing to alert the tow company I'd be there. It was \$400 to get out. **here's about \$40/month in undisclosed fees for mandatory service included in my monthly dues.**

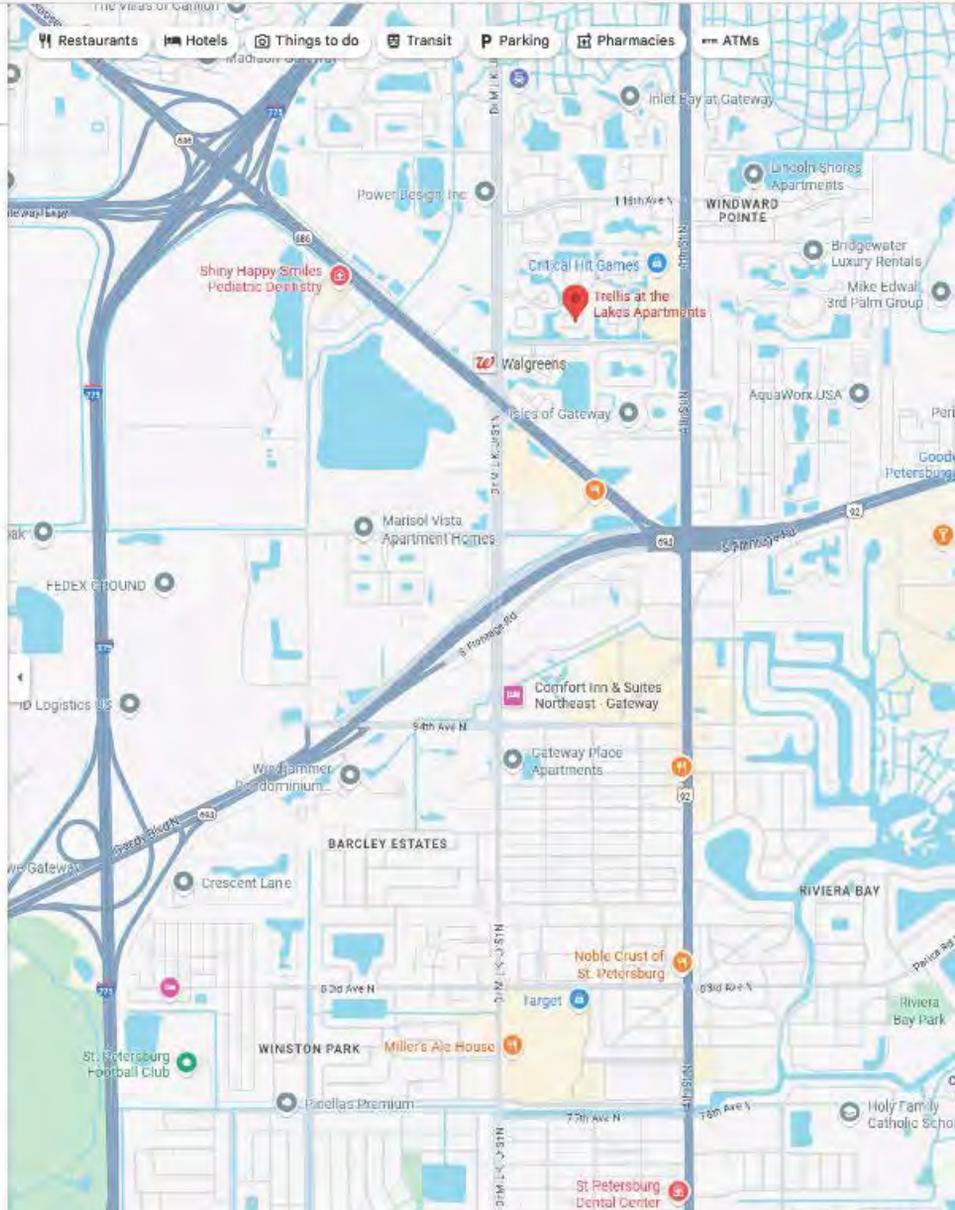
**All false advertising was an Olympic sport, this complex would be Michael Phelps.**

They literally painted over rice in the cabinets (as shown in the photos)  
Which leads me to question if the place was even cleaned prior to my move in.

While I only posted a handful of photos out of the dozen I have, upon my move in, my dishwasher did not and still does not work properly, my garbage disposal was broken, there's a massive chunk of my stove missing, the tile in my shower is peeling away progressively by the day, my sink backs up anytime water is running in the unit, the cabinets appear to be from the 80s and I suppose they hired a 4 year old to paint them as there is drips and gobs of paint in certain sections very visible.

Once you sign that lease, you're dead to them.

If my experience changes, I will update this review.. but so far, nothing like the brochure.



Trellis at the Lakes Apartment

Overview **Reviews** About

Efrain Mercado  
19 reviews · 5 photos

★ ★ ★ ★ ☆ a year ago

You get what you pay for. They show you a remodeled sample even if that's not what you'll move into. The difference is extreme. You're not supposed smoke a specific distance from the buildings but their own maintenance workers live here and smoke on their decks. I wouldn't care but if I don't run the bathroom vents I have cigarette smoke in my apartment. I'm a bit old school and don't mind paying with a check. They are going paperless and we have to comply. **We also have to pay a fee to pay rent. It's a bit ridiculous.** Ya get what you pay for and I'm still paying too much.

7 Share

Response from the owner a year ago

We appreciate you sharing your concerns. We aim to provide a pleasant living experience for all residents. We regret to hear that some aspects of the property haven't met your expectations. We're always open to feedback and suggestions, and encourage you to reach out to us at [cdtrellis@liverangewater.com](mailto:cdtrellis@liverangewater.com) or (727) 341-5149 to discuss any issues you may be experiencing. Thank you, Trellis at the Lakes.

Maria and Katie Hagen  
9 reviews · 4 photos

★ ★ ★ ★ ☆ a year ago

Nice neighborhood, close to everything, quiet, very dog friendly and most owners are very aware of their pets and without any problems. **For what we pay, it would be nice to have amenities taken care of and updated to be able to utilize.** Complex has plenty of areas when walking that need to be fixed and are hazardous. **Can easily feel unheard unfortunately.**

