

# PARK POINT

## Parent FAQs

Q. What is the Leasing/Security Office phone numbers?

A. Leasing: (585) 272-2525 Security: (585) 272-2500

Q. How do I call my son/daughter on the apt phone?

A. To call an apt phone, dial the main line, option 4, and then dial the 5 digit building & unit #  
{Ex. Apartment 611-4 = 585-272-2550 - 4 - 61104}  
{Ex. Apartment 200-201= 585-272-2550 - 4 - 20201}

Q. What is my son/daughter's mailing address?

A. His/her mailing address is: (Building #) Park Point Dr. (Unit #) Rochester, NY 14623.

Q. What size are the beds?

A. The beds are full size (57x75 in).

Q. When is the rent due?

A. The rent is due on the 1<sup>st</sup> of every month. If payment is not received by the close of business on the 3<sup>rd</sup>, a \$50 late fee will be charged.

Q. What forms of payment are accepted for rent?

A. Rent can be paid via check, cash or money order.

Q. Can I mail the rent check?

A. Yes, checks can be mailed to the leasing office at:  
400 Park Point Drive Rochester, NY 14623 (**DO NOT MAIL CASH**).

Q. Who should I make my rent check out to?

A. Checks should be made out to **Wiljeff, LLC**. Please make sure to include your son/daughter's name and apartment # in the memo line.

Q. If I don't want to worry about remembering to pay rent every month, what can I do?

A. You can fill out an ACH form to have rent automatically pulled out of your checking/savings account each month to alleviate receiving late fees (call the leasing office for details).

Q. If I have a question about my son/daughter's payments, what should I do?

A. You should contact the leasing office to discuss your questions/concerns.

Q. Where can I go to eat when I come to visit my son/daughter?

A. Park Point has several restaurants on property. Each tenant is given a *Park Point Perks Card* at move-in which can be used at these dining areas for special discounts.

Q. Where can I park when I come to visit my child?

A. There is no assigned parking so feel free to park anywhere on property.

Q. What should my son/daughter do if he/she is having roommate concerns?

A. Your son/daughter should contact the leasing office to speak with the General Manager.