Lenox Towers Manual

October 1, 2026

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Board of Directors 2026-2027

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Cnergy Property Management

Website: www. Cnergypm.com

Contact Us

Send us an email message

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Property Manager: Alexandra Diaz, (786)922-7695

Assistant Property Manager: Diana Chacon, (786)579-0386

Call us

Cnergy Direct…….. (786) 579 - 0386
After hours number……305-335.8570

Send us regular mail

Cnergy PM
2020 NE 163 ST, Unit # 300 RR
N Miami Beach, FL 33162

Resident Portal

Use this link to set up automatic payments or to report a maintenance issue in the building.

https://cnergypm.managebuilding.com/Resident/portal/login

1- If you use the Cnergy portal to send money from your bank account, the fee is $2.99 per transaction.

2-If you use a credit or debit card, the fee is 2.5% of the amount of the transaction.

3-You can send a paper check by snail mail, no charge.

4-You can go through your own bank's bill pay to send the payment with no charge.

If you use option # 3 or # 4, you have to use the address above; check made out to LENOX TOWERS; and note your unit number on the checks (both on paper checks or if you use bill pay through your bank add it in the memo section.)

PEST CONTROL/Exterminator Service

The Pest Group - 786-423-8568

Service provided Quarterly

- Odorless chemicals safe for pets and plants
- No individual owner fees
- Building pays quarterly fee for this service
- Inform the Property Manager if you would like your unit sprayed

Recycling – TUESDAY pick-up

- Use the 2 yard container labelled Recycling to deposit **cardboard and paper only**.
- Break down cardboard boxes and put them inside the recycle dumpster. Boxes not broken down or left outside the container will not be picked up.
- No other recyclables are permitted except cardboard and paper.

TRASH – Mon, Wed and Fri pick-up

- Use the 2 yard container to deposit your trash
- Don't leave large items inside or outside the garbage area. These items include electronics, appliances, furniture, mattresses, etc.

Note: These items will not be picked up, and we will be billed by the city to have them removed.

Hurricane Preparedness

- Remove all items from your front and back balconies, and take them inside. Don't put anything in the stairwells.
- Don't put any large household items outside the garbage area.
- The elevator will be shut down before the hurricane approaches in order to prevent damage to the circuit system. This will be done at the absolute last minute possible and will be turned on as soon as the storm passes and the electricity is back on.
- Removing the window screens will also protect them from getting damaged.
- Make sure all your windows are tightly shut to avoid leaks and water damage to your apartment or those below you.
- For extra security while inside the unit, engage the pin locking system on your living room and kitchen doors.

Fobs

- If your fob is not working, please contact Michael (Unit 606) or jackie (Unit 406) in the community WhatsApp chat. *Need a new fob?* They're available for purchase $10 (payable to Michael).
- Damaged Fobs can be exchanged or possibly reprogrammed.

Telephone Entry System

- Guests need to dial your apartment number on the phone entry system and no other symbols.
- When you get the call, push number 6 to open the door.
- Keep this number in your phone under Lenox Towers, so you will recognize when someone is calling you from downstairs:

  305-672-4850

- Fed Ex, UPS, and Amazon have been given an entry code to get into the building to deliver packages AND place onto shelf unit.

Renovations

- Here are some things to keep in mind when doing renovations on your unit.

1- Inform Property Management that you intend to perform renovations to your place.

2- The City of Miami Beach Noise Ordinance prohibits operating noise-producing tools between 8:00 p.m. and 8:00 a.m.. This means that noisy construction activities can begin at 8:00 a.m.

3- When opening both lobby doors, please remember to lock the door on the right from the inside. You will see the word 'lock' in red.

- **Note: The lock on the left has to be unlocked or nobody can get in, but if you leave the right one open anyone can get in.**

4- Make sure to put a cloth in the elevator on the floor and wall when moving items that could scratch or damage these areas.

5- Please clean the elevator floor inside, the floor in the lobby, and areas leading from your unit to the elevator on your floor in the event that there is any dust, dirt, water, etc.

6- Don't leave construction materials in the garbage area, and don't dispose of tiles, wood, or any other bulk items in the trash containers.

Elevator size: Width: 72 in, Depth: 43.5 in, Height: 88 in

Plumbers & Electricians

- Here are some plumbers we've used at our building.

1- **GUSTAVO, South Beach Plumbing & Drains (licensed)**
305-970-3537
2- **Denier Pacheco** **786-219-5175 (licensed)**
3- **ERNESTO (licensed)** **786-624-8650**
4- **IGNACIO (licensed)** **305-680-2956**
5- **Leonardo Perez** **305-439-9820**
6- **Lorenzo Plumbing (lorenzoplumbing@hotmail.com) – Patricia at 305-322-4187**

Electrician – Roberto Montenegro 305-244-8127

Alex 305-888-8830
786-412-1200

Jake's Electric (website: https://www.jakeselectric.com/)305-796-6237/ 305-532-5070

Air conditioner servicing and coil cleaning - Reficonsa 305-928-9704
786-554-9008

WHAT TO DO DURING A POWER OUTAGE

- At the front door to the building, someone must unlock the right side door from the inside.
- You can use the EXTERIOR man-doors in the garage to exit/enter the building as they both automatically unlock during a power outage
- You can access the east and west doors inside the garage to enter the stairwells as they both automatically unlock
- The large garage doors require a MANUAL release by: a) accessing the box (photo) on the ceiling of the garage; 2) turning the key in the direction of "release"; and 3) lifting up the garage door which requires 2 persons—one to lift the very HEAVY gate while the other turns the key back in the opposite direction.
- One of the Board members or the Property Manager must contact Dynamic Elevator to return the elevator to operate; however, check to see if it works before calling. Sometimes, it works right after a power outage.

EAST SIDE GARAGE REMOTE SETTINGS

1, 2, 3, 4, 5 are DOWN

6 UP

7 DOWN

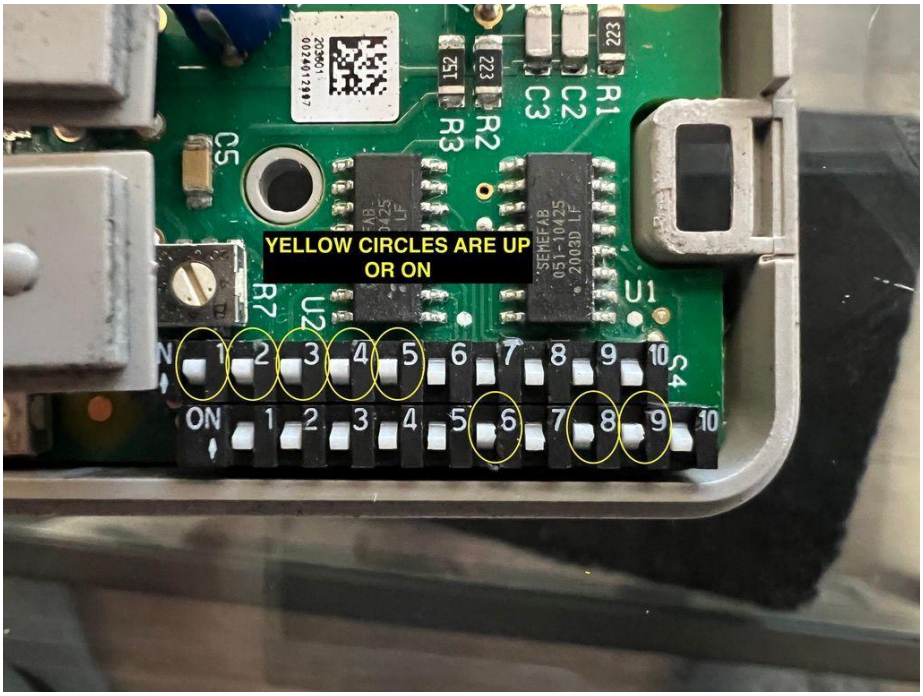
8, 9 UP

10 IS DOWN

WEST SIDE GARAGE REMOTE SETTINGS

1, 2, 3, 4, 5, 6, 8, 9 are UP

7 AND 10 ARE DOWN



OUTDOOR PARKING LOT GATE – WHAT TO DO WHEN IT MALFUNCTIONS AND MAINTENANCE

For those of you who have an OUTDOOR parking lot space, the gate was malfunctioning for a number of reasons:

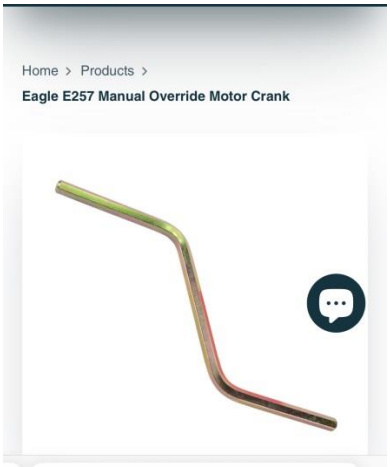
1) The power was turned off near the gate Logic Board.

2) Check the power supply panel in the 2nd floor utility room to ensure the breaker has not switched off.
3) There was so much debris on the track that the wheel came off the track.
4) The wheels were malfunctioning due to age.

Gate MAINTENANCE:

1) The belt was very frayed and about to break at any time.
2) The castor wheels had rusted and lost their seals so the ball bearings were disappearing; they were replaced with stainless steel castors.
3) The chain was very dry & rusted, and in dire need of some silicone spray (WD40).
4) The conduit covering for the electric cord was old, falling apart and someone taped it at the bottom. It required replacement to protect the electric wiring.

The manual override key is located in the top drawer of the cabinet in the 6th floor utility room. Use the key to manually open the gate BUT FIRST TURN OFF THE POWER. (see photo)



Override crank

Access point for override crank

POWER TO THE GATE

In future, to troubleshoot: a) make sure the power is on; and b) make sure the wheels are on the track; c) make sure the track is free of debris.

GET TO KNOW YOUR WASHING MACHINES:

Here is some information about **Cycle Breakdown for Top Loaders**

- **Regular**: Features a normal wash followed by a spray rinse. It skips any pre-wash step and uses minimal water for rinsing. [1]
- **Deluxe**: Adds a pre-wash phase before the normal wash, followed by the same spray rinse. This option is best for moderately soiled clothes that need a preliminary soaking/washing cycle. [1]
- **Ultra**: Includes both a pre-wash phase and a normal wash, but upgrades the final rinse to a full basket-filled rinse rather than a spray rinse. This provides maximum cleaning power, detergent removal, and soaking for heavily soiled loads. [1]

Cycle / FabricSeing	Agitation / TumblingStyle	Spin / ExtractionSpeed	Best Used For
Normal(Regular)	High / Aggressive Vigorous movement to scrub fabrics clean.	High (Up to 710–1400RPM)Extracts maximum water to shorten drying time.	Sturdy, everyday items like cotton, towels, linens, denim, and socks.
Synthetic(PermanentPress)	Medium / Moderate Gentler than normal to prevent fabric warping.	Medium / Slower Spin Designed to minimize wrinkles and fabric friction.	Polyester, nylon, acrylic, gym clothes, and cotton-polyester blends.
Delicate	Low / Very Gentle Slow movement or intermittent pulsing to protect fibers.	Low / Gentle SpinSlow extraction to prevent stretching, tearing, or snagging.	Lingerie, silk, lace, sheer items, and clothes labeled "hand-wash only".

Condominium Special Assessment Program

- Qualifying owners making less than 140% of the area median income (AMI) can get up to $50,000 in assistance to pay for these assessments. Individuals earning less than $95,620; couples making less than $109,200; three-person households earning less than $122,920; and households of four making less than $136,500 may be eligible.

  Surtax funds will be in the form of a loan and the annual household median income may not exceed the maximum limit of 140% as indicated in the Miami-Dade County income limit chart.

  Loan terms will be structured to mitigate the financial burden on families while recognizing the need to ensure compliance with the Surtax program.

  Program overview:

  - The program will address physical damage to the condominium
  - The homeowner must reside in the unit and it must be their primary residence and homestead; Investment owners are not eligible for program assistance
  - The program will provide loans up to $50,000.00 with a repayment term of 40 years
  - The monthly payment will be $50.00 for low-income families with the remaining balance due at Maturity Date
  - The monthly payment for moderate income families will be calculated at 0.00% interest rate for 40 years
  - Any cash assets exceeding $50,000.00 must be used for down payment up to 10% of the loan amount
  - If the owner sells the property, cash out refinance or ceases to use the home as primary residence, the balance of the loan becomes due and payable
  - Upon the death of the owner, the loan shall become due and payable in full unless ownership of the property passes to the heirs of owner and those heirs meet the following criteria:
    - Live in the property
    - Earn no more than the maximum percentage AMI funding activity at time of transfer
    - Execute appropriate documents as required by Miami-Dade County
  - One-time assessment per unit owner
  - The rehabilitation funds will be payable to the Condominium Association
  - The Condominium Budget and Condo Questioner will be required and reviewed
  - Mortgage payments and HOA/Maintenance fees must be current
  - A description of the work to be done and or the Scope of Work will be required to determine the loans assistance
  - Semi-annual reports from the Condominium Association will be required
- **How to Apply**
- Complete the Condominium Special Assessment Application and return it by mail or in person. **Email applications will not be accepted**.

  Required documentation:

- Valid Florida driver's licenses or State ID card for adults
- Warranty Deed, Quit Claim Deed or other evidence of ownership of the property
- Last four paystubs, unemployment compensation, valid social security award letter and evidence of pensions, child support/alimony payments; if applicable
- Copy of social security cards for applicant and co-applicant only
- Proof of US citizenship or current permanent legal residency
- Most current 3 months bank statements for all accounts; must reflect monthly balances
- Mortgage payment must be current and provide copy of current mortgage statement. No coupons accepted
- Copy of current HOA Fees
- Birth certificates for all household members regardless of age. No birth cards accepted
- Last 2 years Federal Income Tax Returns including W-2s, all pages and schedules
- Current SSA-1099 form
- Proof of hazard insurance, flood insurance; if applicable.
- Copy of last utility bills (electric and water bill)
- Copy of Discharged Bankruptcy including all schedules and pages; if applicable
- Divorce Decree and/or Death Certificate; if applicable

https://www.miamidade.gov/global/service.page?Mduid_service=ser1689262443911730

TO OBTAIN A CERTIFICATE OF INSURANCE

Go TO https://www.eoidirect.com/Default.aspx

LENOX TOWERS WEBSITE

We hope you've had a chance to log into the Lenox Towers website. Here's how to do that!

1. Go to **https://lenoxtowerscondo.com**
2. Click **"Resident Login"**
3. Select **"Create Account"**
4. Enter the **Invitation Code: Lenox1030**