

Customer Service - Frequently Asked Questions

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Q: Where is Customer Service located?

A: There are three locations. The District Customer Service Center is located at 984 Old Mill Run in Lake Sumter Landing. The North Customer Service Satellite Office is located at 1200 Avenida Central in La Hacienda Recreation Center. The South Customer Service Satellite Office is located at 4856 South Morse Boulevard south of SR 44.

Q: I lost my Villages Resident ID Card. What do I need to do?

A: Please come to one of the District Customer Service Centers. There are two options to replace your ID. You can receive a free temporary 30 Day ID which will give you an opportunity to find your original ID. If you prefer not to get a temporary card, we can replace your ID with a new permanent card. Lost, stolen, or damaged Villages Resident ID cards will be replaced for a \$15.00 charge. A new resident ID number will be issued and a new photo will be taken each time a new ID is issued.

Q: I have lost a gate access card. What do I need to do?

A: Please come to one of the District Customer Service Centers. Please bring any remaining gate cards you still have issued to your home as they are issued in sets of two. We will deactivate the missing card(s). If the missing card is part of a set, the set will be deactivated. We will issue you a new single card or a set of cards. It will cost \$15.00 to replace the missing card.

Q: How can I purchase an additional gate access card?

A: Each home in The Villages can have up to four (4) gate access cards. To purchase additional cards, please come to one of the District Customer Service Centers. The cost is \$15.00 per additional card. If you lost a card, please make sure you bring in all remaining cards issued to your home as they are issued in sets.

If the homeowner cannot be present to replace a lost card or to purchase an additional card, the homeowner must complete the Gate Card Authorization form and have it notarized to allow an authorized person to complete the transaction. To print a copy of the Gate Card Authorization Form, please click on the following link: [Gate Card Authorization Form](#)

Q: I have someone living in my home that is not on the deed. Can I obtain a Villages Resident ID for them?

A: A Non-owner Villages Resident ID can be issued at one of the District Customer Service Centers after residency requirements and homeowner approval is provided. Non-owner Villages Resident ID cards are valid for 3 years, at which time residency must be re-established and a new card purchased. For information on the requirements for obtaining a Non-Owner Villages Resident ID Card or to print a copy of the authorization form, please click on the following links:

[Non-Owner Villages Resident ID Card Requirements](#)
[Non-Owner Villages Resident ID Authorization Form](#)

Q: How do I purchase a Veterans Memorial Brick?

A: You can purchase a brick at one of the District Customer Service Centers, mail the form with a check, or drop it in your amenity box with a check at the postal station. Bricks cost \$55.00 and they must be purchased by March 31st of each year to be installed and dedicated at the Veterans Day Ceremony each year on November 11th. For a copy of the order form, please click on the following link: [Veterans Memorial Brick](#)

Q: Where is the Veterans Memorial Park?

A: The Veterans Memorial Park is located by Spanish Springs Town Square on Paige Place near the La Hacienda Recreation Center.

Q: What are Adopt-a-Benches?

A: Adopt-A-Benches can be placed throughout The Villages to honor a loved one or to announce a club or organization's participation in our community. The benches can be located along the multi-modal paths, approved locations on the Executive Golf Courses, or in other approved locations. Each bench features a plaque displaying a personalized message. The cost of the bench is \$1,400.00 which includes the bench, freight, concrete slab, maintenance, plaque and installation. For additional information on the Adopt-A-

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Bench program, please click on the following link: [Adopt-A-Bench](#)

Q: I have an RV. How can I store it in one of the storage facilities operated by the District?

A: The District offers residents the opportunity to rent an RV storage space in two lots located in The Villages community. The Industrial Lot located off of Rolling Acres Road offers 20, 30, 40, and 50 foot spaces for a monthly charge. The Alhambra Lot located on El Camino Real near the Village of Alhambra also offers 20, 30, and 40 foot spaces for the same monthly charge. The monthly RV rental fee will appear on your utility/amenity bill.

20' Space: \$42.00 + tax

30' Space: \$50.00 + tax

40' Space: \$53.00 + tax

50' Space: \$59.00 + tax

For temporary spaces, homeowners can pay in advance at one of the District Customer Service Centers. The cost is \$16.00+tax per day.

Q: How can I update my contact information?

A: If you would like to UPDATE your contact information or the emergency contact information listed for your property, please click on the link below and print out the attached form. You can return the completed form one of the District Customer Service Centers. You can also place it in the Utility/Amenity/District correspondence box located at each postal facility without adding postage. If you prefer to call us with your changes, please call (352) 753-4508 Monday through Friday from 8:00 a.m. to 5:00 p.m. To email us your updates, please contact us at customerservice@districtgov.org.

[Contact Information Update Form](#)

Q: How do I have a flyer posted at the Postal Station Bulletin Boards?

A: Approved flyers, meeting established posting guidelines, can be posted by submitting in one of the following ways:

1200 Avenida Central
The Villages, FL 32159
352-753-4508

984 Old Mill Run
The Villages, FL 32162
352-753-4508

4856 South Morse Boulevard
The Villages, FL 32163
352-753-4508

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- Visit one of the District Customer Service Centers to drop off a copy of the item you are requesting be placed in the bulletin board.
- Email the item to customerservice@districtgov.org
- Place the item in the Utility/Amenity/District Correspondence box located at each postal facility.

For each request that is made, please include your name, contact information, post & removal date (not to exceed 2-weeks) and the postal facility, or facilities where you would like your item to be posted. To view the guidelines for posting information, please click on the following link: [Postal Facility Bulletin Board Guidelines](#)

Q: When do the Amenity Boxes located at each postal station get collected?

A: The Amenity boxes are collected each morning Monday through Friday.

Q: What is the Weekly Bulletin?

A: This weekly publication provides updates on upcoming projects, District events and general community information. Each week learn about recreation activities, closures, what's happening in your district and much more! To view a copy of this week's bulletin or any of the previous bulletins, please click on the following link: [Weekly Bulletin](#)

Q: What are e-Notifications?

A: E-Notifications allow your Village Community Development Districts the opportunity to send valuable information to the email address you provide. Some of the subjects you can sign up for include precautionary boil water notices, weekly updates, recreation events, District closures and much more! To sign-up for e-Notifications, please click on the following link: [e-Notifications Link](#)

Q: How can I submit feedback?

A: By visiting www.DistrictGov.org, you can tell us how we're doing and what you would like to see more of! You can provide feedback, ask questions, provide comments or get clarification on issues that you may have heard throughout the community 24 hours per day, 365 days per year.

- To submit feedback, please click on the following link: [Feedback](#)

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- Choose the subject that best matches your inquiry or feedback. Not sure? Choose 'General/Other' and we will make sure it gets to the appropriate District department!
- Fill in your information and click 'Submit'. We will respond within 48-hours!

Q: What is the Resident Academy?

A: The Resident Academy is an interactive program for residents who are interested in learning about their local government. Our ultimate goal for the Resident Academy is to alleviate the confusion, questions, or mis-information that exists throughout the community regarding the responsibilities and functions of the Community Development Districts. During this program, participants will receive an in-depth look at the various District Departments and how they work together to make this the best community to live, work and play. Department Directors will also be available to answer questions or make appointments for those seeking additional information. For additional information or to sign-up for Resident Academy, click on the following link: [Resident Academy Information](#)

Q: What is CDD Orientation?

A: CDD Orientation is our "Introduction to your Special Purpose Local Government" informational program. You will learn how the Districts operate and learn other important community information about the people, services, and other supporting entities that help make The Villages a premier community.

No sign-ups or fees are required for this presentation. Sessions are held the 2nd and 4th Thursday at 10:00 a.m. at the District Office located at 984 Old Mill Run in Lake Sumter Landing.

Q: Where can I pay my Executive Trail Fee?

A: In addition to the Regional Recreation Centers, Executive Trail Fees can be paid at one of the District Customer Service Centers. The fees are as follows:

- Household Annual Trail Fee: \$132.00 + \$9.24 tax = \$141.24
- Household 6-month Trail Fee: \$99.00 + \$6.93 tax = \$105.93

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- Household 1-month Trail Fee: \$18.69 + \$1.31 tax = \$20.00

Q: Where can I obtain a guest pass?

A: Residents can obtain guest passes at one of the District Customer Service Centers, as well as at the Regional Recreation Centers (Paradise, La Hacienda, Savannah, Mulberry Grove, Laurel Manor, Lake Miona, Colony Cottage, SeaBreeze, Eisenhower, Rohan, Everglades, Fenney and Ezell) from 8:30 a.m. through 5 p.m Monday through Friday. On Saturday and Sunday, from 8:30 a.m. through Noon, guest passes can be obtained at Eisenhower, La Hacienda, Lake Miona, Rohan and Everglades.

You can request guest passes online from the website below. You will need your Villages ID number and your pin number.

[Guest Passes Online](#)

Q: What type of payment is accepted?

A: Cash, Check, Mastercard, Visa and Discover are the payment types accepted at the Customer Service Center.

Q: The street light in front of our home is not working at night, who should I call?

A: You should notify the company you pay your electric bill to:

- SECO (352) 793-3801 or [SECO Energy](#)
- DUKE (800)700-8744 or [Duke Energy](#)
- City of Leesburg (352) 728-9830 or [City of Leesburg Electric Department](#)

Q: Still need help?

A: We are here to help! Please contact us if you have any additional questions or concerns. E-mail us at customerservice@districtgov.org or call District Customer Service at 352-753-4508.

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