

Date: September 2, 2025

To: Community Users of District Facilities:

Subject: **New Online Facility Use System for Lake Washington School District**

We are pleased to announce that the [Lake Washington School District Facility Use Program](#) has launched a new online facility request and rental system in partnership with Facilitron. Information regarding the upcoming online platform was shared with regular users in June 2025. Designed to provide a positive user experience, the new system will make it easier and more efficient to request and rent district facilities.

The new online platform will improve staff efficiency and ensure consistency across the district. It will enhance customer service by providing a single, user-friendly system for submitting facility use requests, reducing reliance on paper forms, and enabling online payments (major credit cards, checks, ACH/eCheck, and PayPal). Community users will benefit from real-time availability, estimated cost quotes, facility photos and descriptions, and streamlined submission of insurance certificates and nonprofit verification.

While the process is now managed through Facilitron, all facility use requests will continue to follow the district's policies and procedures, with final decisions made by district staff.

Getting Started - To request the use of a district facility, you must create an account on [Facilitron](#) and submit your request online. If you had a reservation with the district before this change, an account has already been created for you. An automated email has been sent with instructions on how to set a password to access your renter account. Facilitron will also assist with the setup of organization and user accounts, verify non-profit status, and collect proof of insurance on the district's behalf.

For an introduction to placing a request, please click [HERE](#) for helpful support guides and a HOW TO VIDEO.

If you need any assistance with setting up an account or submitting a request, you can contact Facilitron directly at support@facilitron.com or by calling 800-272-2962.

Sincerely,

Kenney Johnson

Kenney Johnson

Director of Maintenance and Operations