Property Info

**WELCOME HOME!**

The Staff at \_\_\_\_\_\_\_­­­­­­­­­­­­­would like to be able to be the first to welcome you home! We are so glad to have you here! The team of \_\_\_\_\_, as well as your neighbors, want to welcome you as an important part of our community. Residents like you make \_\_\_\_\_ the one-of-a-kind community that it is. Decisions regarding your home and family are important. We are happy that you chose \_\_\_\_\_and we hope you find it to be a happy one.

It is our sincere desire that you are completely happy with your home and the service you receive from us. We cannot possibly know if we are exceeding your expectations without hearing directly from you. We invite you to call if you have any questions or concerns with your new home or your experience at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. We use your input to improve our service to you!

Best Regards,

**Now it’s time for introductions!**

**Office Staff**:

**Maintenance Staff**:

**Our office hours are**: Monday – Friday: 9:00 am – 6:00 pm and Saturday: 10:00 am to 5:00 pm. If you should have any questions, concerns, courtesy officer matters, or maintenance emergencies after hours, please call the office and follow the prompts. For all other emergencies dial 911.

**THINGS TO REMEMBER ABOUT YOUR NEW COMMUNITY!**

**Rent Payment Policy**:

Rent is due on the 1st of every month. Your rent will be considered late after the 3rd of the month and an initial late charge of 55.00 will be charged on the 4th. Every day after the 4th of the month will be an additional 7.00 charge. Please pay promptly to avoid any further legal proceedings.

You may pay your rent in the office, through our night drop box, or online at [www.paylease.com](http://www.paylease.com). The night drop box for after hour payments is located on the right door in front of the office.

**Insurance**:

The \_\_\_\_\_\_\_\_\_\_\_\_ requires that you have renter’s insurance. Your personal property should be protected against fire, water, and theft. Please make sure to keep your policy current to avoid any lease violations.

**Inventory and Condition Form**:

Please fill this form out to the best of your ability and return it to the office within 48 hours to receive your mail key.

**Maintenance**:

Maintenance is provided in a timely manner throughout the week. However, if an emergency arises after hours or on the weekend, our maintenance personnel is on call. Please call the office at \_\_\_\_\_\_\_\_\_\_ and follow the prompts for emergency maintenance.

Maintenance emergencies consist of the following:

* No electricity throughout the apartment.
* No water throughout the apartment.
* No heat if the temperature is below 65 degrees.
* No air conditioning if the temperature is above 75 degrees.
* Water entering the apartment.
* Possibility of fire.
* Clogged plumbing in an apartment with only one bathroom.
* The security of a resident.
* The security of the property.

Maintenance will be as prompt and efficient as possible. Please help us with a clear and precise description and location of problems.

Your comfort and enjoyment of your home is not only what you want, it is what we want as well. Please keep us informed and updated to problems. Please call the office or email us for routine maintenance requests. Do not hesitate to call, we want to help!

**EVERYDAY MAINTNANCE TIPS AND HELP**

**Dishwasher**: Always run disposal before using the dishwasher. Rinse dishes before loading them into the dishwasher and always use automatic dishwasher detergent.

**Disposal**: Always run cold water when using the disposal and continue running for one minute after the disposal is turned off. Items such as onion skins, corn husks, artichoke leaves, bones, potato skins, and coffee grounds will clog or jam the disposal.

**Toilets**: Please do not place paper towels, sanity wipes, diapers, or other such materials in the toilet bowl. Make sure to be aware that no foreign objects are dropped into the bowl as this could cause the toilet to overflow. In the event that your toilet does overflow, there is a water cutoff valve at the base of the toilet.

**Smoke detectors**: Smoke detectors have been provided in all homes. The units have been inspected prior to your move-in. If your battery needs replacing, you must notify the office. We would be more than happy to change it for you.

**Pest Control**: Pest control services are performed in each home. Should you need any maintenance in between treatments, please notify the office and we will have your home treated the following Friday.

**Dumpsters**: Each building has a dumpster conveniently located near your home. Please flatten boxes, bag all trash, and place all debris inside the dumpster. Please do not block dumpsters! Violators are subject to towing at vehicles owner’s expense.

**Pet Policy**: Each and every dog must be leashed and picked up after on their daily walks. Please be mindful of your neighbors and dispose of the waste accordingly. Please walk your pets outside of the common areas. In accordance with the lease, there will be a $100 fine, per occurrence, for any waste that is not immediately removed and/or any pet that is allowed off-leash at any time.

**We hope that these serve as helpful reminders! Remember that if you have any questions or concerns please do not hesitate to ask!**