



## RESIDENT HANDBOOK

*Updated on 7/12/2016*

We are happy you have chosen one of our properties. The following information will be useful to you during the time you reside in one of our homes or apartments.

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### KEYS

Once the application process and lease agreements have been processed and you have been selected, your keys to the property will be issued on the day your lease begins. We only issue keys during business hours. If the day you are entitled to occupy the property falls on the weekend, please make arrangements with your property manager. All deposits and rents are due and must be paid prior to issuance of keys.

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### MOVING IN

We have made every effort to have your rental in good condition for your arrival. When you pick up your keys, you will receive an appointment for the Move-In inspection. We will walk through the property and leave you a copy of the inspection form. It is important that you also walk the property and note any additional damage or maintenance needs. Any discrepancies must be reported to our office within 3 business days of the inspection. The inspection process is in place to protect you. We make every effort to have the property cleaned and free of maintenance issues. During August (as students are arriving to CSU) there is a very short time between new residents. If for some reason your property is not in move-in condition, please contact our office immediately.

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## **PAYMENT OF RENT**

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Your rent is due on the first day of each month in our office. We do not accept cash. Please pay by check or money order. Late payments received after the 10<sup>th</sup> of the month must be paid with guaranteed funds (money order or cashier's check).

Rents are marked as paid based on the receipt in our office, not on post-mark date. For your convenience we offer the service of debiting your bank account on the first of the month for the rent amount. This service guarantees that your rent will be timely and you will not be charged a late fee due to post-office delivery delay or a lost check.

Late fees are charged on the fifth day of delinquency. No exceptions.

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## **RETURNED CHECKS**

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If your rent payment is returned due to non-sufficient funds, you will be assessed the late fee and a returned check fee of \$35.00. Non-payment may result in a non-compliance to your rental agreement and additional fees may be assessed. Non-compliance may result in the termination of your lease and eviction from your home. Please call the office with any questions.

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## **DEPOSIT REFUND POLICY**

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Please see your individual lease for specifics.

Refunds will be completed within 30 days of the end of your lease. All deposit refunds are made by check payable to all the tenants on the lease.

We reserve the right to modify the Refund Policy at our discretion or against any customer believed to abuse the policy. Revisions or changes will be binding and effective immediately after posting/notification.

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## UTILITIES

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Depending on your property, you may need to establish services with city, gas, garbage removal, and cable/internet providers. Please make arrangements approximately 2 weeks prior to move-in. Some links are available here ([hyperlink to utilities links](#))

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## MAINTENANCE

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Maintenance and repairs are generally the items of most concern to our residents. For maintenance emergencies, please call our office immediately. If you receive an answering machine we will return your call within 30 minutes—so please leave complete telephone number, address, and short description of the problem.

For minor maintenance issues, please contact our maintenance team during regular business hours, or by filling out our contact form here. ([link to contact form for maintenance](#))

You may incur charges if:

- A scheduled service call appointment cannot be completed due to pets or any other obstacle that prevents the service from being completed.
- A request for maintenance is made for a non-existing problem
- The problem was caused by improper use or abuse of the facilities
- Washing machine hoses provided by the resident burst (we encourage you to turn off the water at the wall when machine is not in use)
- Cold Weather Warning: Your thermostat should not be turned down below 63 degrees or turned off during winter months in order to keep pipes from freezing and/or bursting. You will be charged for the cost of returning the property to good condition.

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## RENTER'S INSURANCE

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Renters insurance is required for residence in our homes. Renters insurance protects your personal property from the unexpected. The owners insurance will not cover your personal property. If your items are stolen or destroyed renters insurance will provide the funds to replace them. Renters insurance will also provide liability insurance which will protect you against lawsuit or property damage resulting from your property or personal activities. Please be prepared to provide proof of your renter's insurance policy with liability coverage.