

Welcome! Here is a quick guide of common questions I find that both our new and renewing tenants may have this time of year.

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WHAT ITEMS DO I NEED TO TAKE CARE OF VERY SOON AFTER MOVE-IN?

- 1.) Call or email me with your current telephone number(s) and email address.
- 2.) Complete the "Inventory of Existing Condition of Apartment and Furnishings" as soon as you occupy your unit and return it to me.
- 3.) Notify me in writing of any maintenance requests or furniture repairs that need attention.
- 4.) Be sure to place the names of ALL apartment occupants on your mail box.

WHEN IS RENT DUE?

Rent is due on the 1st day of the month and considered late on the second. Mail postmarked on the 1st of the month is considered on time. As noted in your lease, late fees are \$10.00 plus \$1.00 per day (not counting the 1st). Bounced checks will cost you an additional \$25.00 plus late fees. If you know there will be a problem getting your rent to me on time, please call in advance.

SHOULD WE MAIL OUR RENT SEPARATELY OR TOGETHER IN ONE ENVELOPE?

Always send your rent as one check or if necessary, multiple checks together in one envelope. I have found that it is easier for you to ensure that all of your roommates are paying on time when mailed together. Likewise, it is easier for me to credit the proper amount to the correct person.

CAN AUGUST RENT BE TAKEN OUT OF OUR SECURITY DEPOSIT?

NO. You will not receive your security deposit until you have completely moved out and I have inspected the condition of your apartment/house. Your security deposit – less any damage costs, unpaid rent and late fees – will be returned within 30 days of the end of your lease. **Your lease requires that you notify me of your forwarding address within 4 days of moving out.**

ARE MY BELONGINGS INSURED?

NO. Although the owners carry insurance on the buildings, this insurance does not cover your personal belongings. We recommend that you take out renter's insurance.

WHAT ABOUT SAFETY?

It is important that you keep your windows and doors LOCKED when you leave the house. It is also a good habit to lock the doors and windows when you are inside the apartment/house. There have been many recent reports of break-ins in student housing, often the perpetrator steals laptops, ipods, and money. These crimes can occur when tenants are inside their home – while sleeping or in the shower.

HOW ARE REPAIRS AND MAINTENANCE HANDLED?

You can call, email or notify me in writing of your maintenance requests. Please call me immediately if the repair is of an urgent matter.

WHAT IS CONSIDERED AN EMERGENCY?

No water, heat, electricity or persistent leaks. Call immediately.

WHAT DO I DO IF I LOSE MY KEYS OR LOCK THEM IN THE APARTMENT?

Please call me (hopefully at a reasonable hour!) to let you into your apartment/house. There will be a \$10 charge for all lock outs. Replacement of lost keys and new locks will be charged to you.

WHAT ABOUT UTILITIES?

You are responsible for arranging the start-up of any utilities not provided in the lease. Here are some important phone numbers to help you arrange service.

Electric/Gas:	DTE Energy 1-800-477-4747
Comcast:	(734) 973-2266
AA City Water	(734) 994-2666

WHAT IS ANN ARBOR'S CLEAN COMMUNITY?

It is a set of property standards which are enforced by the Ann Arbor police. Basically you are responsible to keep the exterior of the property area neat and free from litter. Do not leave furniture or other large articles at the curb. Store trash carts at side or rear of building except on collection day. You will be charged a minimum of \$70 for clean-up fees if the exterior of the property is not maintained.

ARE THERE ANY OTHER CITY ORDINANCES THAT I NEED TO BE AWARE OF?

- 1.) No overstuffed/indoor furniture on front or back porches.
- 2.) No parking across sidewalks, even in a driveway.
- 3.) No BBQ grills on porches or balconies.
- 4.) Move your vehicle from public streets during snow emergencies.

OTHER :

Please do not turn your heat down below 60 degrees over the winter or spring break. Always keep lint trap on dryer clean and DO NOT remove batteries from smoke detectors. Do NOT remove screens or use double stick poster tape on walls.

Thank you and I wish all of you the best for the upcoming year!

Doug Spaly