

# NEW TENANT ORIENTATION

**A TENANT MOVE-IN CHECKLIST FOR PROPERTY MANAGER(S)  
for all Itus Real Estate Management companies.**



Caption

A new tenant orientation should always be conducted prior to tenant move-in. Schedule an hour with tenant to explain the rules and culture of their new rental community. This process is helpful in building a trusting landlord-tenant relationship; increasing tenant retention; encouraging tenants to observe the rules which leads to tenant safety and enjoyment. Additionally, it will help reduce expenses on avoidable damages, legal action, and turnovers.

Here are the important things to review with new tenants to know:

- Lease, Rent Payment Addendum, Affidavits, Lead-based Paint Disclosure & Brochure. Tenants receive a copy of all signed documents.
- First's month's rent and security deposit (may vary for international tenants and tenants with co-signers) is collected.
- Rent payment options
- Utilities:
  - RGE: Gas & Electric (800) 743-2110. Provide new tenants with meter readings for both gas and electric meters at least two days (except on new construction) before move-in.
  - Spectrum: Internet service (855) 366-7132
- Keys: Two sets of building, apartment, and mailbox keys. If a building is equipped with a smart lock, each tenant should get their own unique entry code.
- Parking: Private lot, private garages available for additional cost, street parking rules (free parking Mon - Friday 5:00 p.m. - 8:00 a.m.; free all weekend)
  - Provide and explain where to place parking sticker
  - Guests must park on the street
  - Corn Hill resident and guest parking permits available at: <https://www.cityofrochester.gov/cornhillparking/>

- Free basement storage is available upon request. Items should be stored in airtight plastic containers and clearly marked with your name and apartment number. No boxes allowed.
- Trash removal: all trash should be placed in dumpsters. Recyclables (paper, cardboard, glass, metal) should be placed in the recycle container. PLEASE BREAK DOWN ALL BOXES BEFORE RECYCLING.
- ZERO TOLERANCE POLICY ON SMOKING IN THE APARTMENT OR AROUND THE PROPERTY. Smoking of any kind (CIGARETTES OR MARIJUANA) will result in IMMEDIATE EVICTION.
- How to use appliances and utilities (e.g. dimmer switches)
- Process for requesting maintenance and repair: All requests should be emailed to [izzymumz@gmail.com](mailto:izzymumz@gmail.com)
- In an emergencies including lockouts call or text: ***Dionne Jacques*** (347) 924-4223
- Notification for routine landlord inspection is 72 hours.
- Guests:
  - Cannot stay more than 14 days without Landlord permission
  - Must obey all Landlord rules
- Pets:
  - A current vaccination record must be provided prior to move-in
  - CLEAN UP AFTER YOUR PETS AT ALL TIMES. It is preferable that you walk your dogs away from the property for bathroom breaks. Lawns are for the use and enjoyment of tenants. Keep them clean.

- Rental community and neighborhood guidance: clean up after yourself. Clean up after your pets. Be kind to your neighbors.