

Tenant move in information. Next Steps

1. There will be a move in packet in your unit on move in day. This will also be available on the apmclemson.com website. There is currently a move in packet on the website. It is from the 2021 move in however it will change a little from last year however this will give you an idea of the process. It will be dated with the new year when the updated sheet is uploaded.

2. The packet will have instructions on how to register for your tenant portal if you are unable to register prior to move in. (We are going to provide those directions in this letter) The property management software company is trying to make it where you can register prior to move in to pay the August 1st payment and the move out processing fee. This should be in place if you are receiving this email.

3. If you are unable to create your account prior to move in then the first month payment and the move out processing fee that was listed in your lease should be mailed to **APM Clemson 391 College Ave, Suite 103 Clemson, S.C. 29631. These fees are both due by August 1st, 2022.**

4. When you register if you live in a complex that internet is included you will notice that there is a rental installment and utility fee. They will be listed separately however you will make your monthly payment as one full total. **Ex. you may see rent \$550.00 and utilities (this is your internet) \$33.00 you would submit a total payment of \$583.00.**

5. If you are setting up autodraft we recommend that you choose **BANK DRAFT** and use your checking account rather than credit card as the third party this is paid through charges a higher rate for credit cards than they do for bank drafts.

6. You can have your bank set up an EFT payment which should be at no charge and have them schedule to mail it five days prior to the

first of the month to ensure the payment is received on time. If you choose this option and they ask for an acct number for your student we recommend their unit # and initials of complex EX. Harts Cove (H.C.) Crawford Falls (C.F.) and your students name (not the guarantor) should be on the check in the memo section.

7. If you are submitting a check or money order please always included the students name, complex they live in and the unit number

Ex. 123 Crawford Jane Doe. failure to do so can delay the posting of your payment. Please print the name so it can be easily read.

8. If you forgot the amount of the "move out processing fee" that was listed in the lease and due 06/01/2022 you can send that now. In most cases if you are in an apartment the cost was \$150.00 if you are moving into a townhome (multi-level) the cost is \$175.00 this payment should be made to ensure you can have a direct move in on your listed date. August 18th, 2022 after 10:00 a.m.

9. If you are a full new group moving into a vacant unit your move in packet will be in your unit on move in day. The doors will be unlocked at 10:00 a.m. If there is a keypad entry your code will be in the move in packet. Please don't lose it and if you are the first to arrive make sure your roommates get the code. If keys are required the keys will be in the move in packet.

1. There will be a mailbox key, (one only) you can have a copy made if you choose. There will be a front door key (one for each tenant) if you do not have a keypad entry.

2. We do not have keys for bedrooms as we are looking to begin replacing the current door key handles with keypad entry as well. This prevents lockouts, doors being kicked in or broken. You will still have the ability to lock your door from the inside when you are in your room. This is the way that all locations and complexes are moving and we will be replacing as the locks needed become available.

3. If you have a keypad entry you should always notify us when you see the redlight begin to flash. This is letting you know the battery is going bad. We will provide more on this in the move in packet and other emails after you have moved in.

10. If you are moving into a unit that already has a tenant in it , you will need to make arrangements with the apm office prior to pick up keys if required or you will be text a code one to two days prior to move in so you can enter after 10:00 a.m on August 18th, 2022. We can still have workers in the unit up until that time so there should not be any early entry.

How to register your account

- 1. Go to apmclemson.com*
- 2. Click on tenant*
- 3. Click on tenant portal*
- 4. Click on the link provided*
- 5. Click register now*
- 6. Use the email address you provided on your application the properties are listed in numerical order and by complex*
- 7. It can take up to twenty four (24) business hours for registration to be approved. You will receive an email from Property Boss with a temporary password and to create your own password.*

When setting up your account for payment if you are setting up auto pay make sure the date is the first (1st) of the month. If it is scheduled for anything other than the first or received after the fifth of the month a late fee will be applied.

If August payment is not received it will receive a late

fee as it is due the first (1st) of August. Once again this is the first time we have attempted to allow people registration prior to moving in. **If you cannot register and pay online you must still mail your payment to the address provided.**

Check or Money orders should be made payable to APM it should include the student's name, unit and complex in the memo/note section.

If someone cannot remember their apartment number they should **NOT** call the office. You should email **info@apmclemson.com** provide your name and the complex you will be moving into and we will reply within two business days. We will be sending separate information for door code entry locations one to two days prior to move in. This will be text to the full group of tenants.

Tenants and Guarantors can both create accounts for the online portal. The tenant must create their account first so that it will associate the name and account with a lease. You should only submit an autopay through one account. Guarantors will receive an email from Property Boss after registering, you must create your password here or it will not let you in. **You will see that upon registering it may say your email address has been registered but not approved. It may take up to twenty four business hours to be approved.**

Please note that as previously mentioned the third party pay portal does charged specific fees and it will

tell you when you are submitting payments. These come out as separate bank drafts on your bank statement.

*If you will not be moving in on the move in date you will need to make other arrangements to pick up a key if your unit requires one or make arrangements with a roommate to enter. Once again if you are going into a unit where tenants currently are living and are not moving out you **MUST** get your move in packet from the APM office or follow the instructions on our website for move in.*

If you did not complete a floor plan layout when you came into sign your lease you and your roommates will need to go to the apmclemsion.com website, find your floor plan and location , write your name in your bedroom on the floor plan (only one per unit to be completed) and provide that floor plan with your names and the location written on it to our office. This can be done in person or emailed in. This is very important as we use this information when entering the property for maintenance requests to specific rooms and how we settle our deposits upon you vacating the location.

Utility Information

Duke Energy 1-800-777-9898 (Power Company)

Crawford Falls jacabbutilities.com (water)

The Woodlands 100-600 city of clemson (water)

Oakcreste city of clemson (water)

Campus West city of clemson (water)

Pineherst city of clemson (water)

245 N. Clemson Ave city of clemson (water)

Oakledge city of clemson (water)

All other locations in Clemson should be

Duke Energy and City of Clemson

Blue Ridge Electric 1(800) 240-3400 (Power Company)

Jacabbutilities.com (Water)

Harts Cove

The Flats at The Pier

Utilities should be scheduled for connect no later than seven days prior to the begin date of the lease to ensure that there is no utility disruption.

It is your responsibility to decide which roommate will have which utility connected in their name.

We hope this information is helpful in the beginning steps of your move in and has covered all the necessary information. This information will also be posted on our website. We will update our website information as often as possible. We look forward to a great year!

APM Clemson

we ask that any questions you may have be emailed to info@apmclemson.com as this is our busiest time of the year. We will respond as quickly as possible.