



391 College Avenue, Suite 103, Clemson, SC 29631 ♦ (864) 654-3333 ♦ Fax: (864) 654-3379

To decrease the lines and wait time on move-in day, APM has asked for the first month's installment and make ready fee be paid no later than July 15, 2020.

MOVE-IN CHECKLIST

Tenant Name: _____ **Unit:** _____

Tenant should initial each item to acknowledge that they have received a copy and/or overview from the APM representative.

- Move-in Inspection Sheet _____
- On-line Tenant/Pay Portal _____
- Parking Permit Instructions _____
- Homeowners (HOA) Rules _____
- APM Rules & Regulations _____
- Utilities Sheet _____

Keys:

If first month's rent and make ready fee have not been paid, call to schedule appointment for all tenants at one sitting due to COVID-19.

-
-
- Front _____ Bedroom _____ Mailbox _____

I acknowledge that I have received and understand all the information and items listed above. I also acknowledge that I have had my questions answered to my satisfaction.

Tenant Signature

Date

APM Representative



391 College Avenue, Suite 103, Clemson, SC 29631 ♦ (864) 654-3333 ♦ Fax: (864) 654-3379

Dear APM Clemson Resident,

Welcome to your new home! Thank you for choosing to work with APM Clemson. We are committed to providing friendly and helpful service to our owners, residents, and vendors.

We want to point out the most important steps for you now that you have taken possession of your new home:

Step 1 - Our web portal is designed to assist you with all your needs including, but not limited to, completing your Move-in Inspection, paying your lease installments and other charges online, placing maintenance requests, communicating with our staff, and updating your personal contact information. It is vital that you register for the resident portal as soon as you receive your keys on move-in day. The portal is easily accessible from the Tenant page of our website, www.apmclemson.com.

Step 2 - You have 72 hours taking possession of your new home to complete the move-in inspection. Your inspection serves as notation of minor damage that do not require repair. If there is something that needs to be repaired, you **must** enter a maintenance request through your portal. Instructions for completing the inspection will follow. Move-in inspections received after 72 hours will not be referenced when reconciling your security deposit at the end of your lease.

Step 3 – Register your vehicle (if applicable) with Death Valley Towing by going to deathvalleytowing.net. More information included in this packet.

Step 4 – Learn the rules and regulations of both APM Clemson (included in your lease) as well as the homeowners' association (if applicable) to prevent additional fees being charged to you during your time with APM

Step 5 – Understand the process for reporting maintenance issues in your unit.

Step 6 – Relax for a few more days so you are ready to hit the ground running the first day of class.

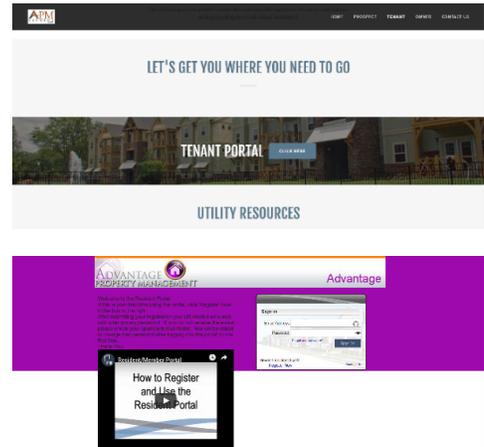
If we work together, your living experience will be very pleasurable. We are always open to suggestions and value your input. We appreciate your patience and understanding and look forward to serving you over the next year.

Kind regards,

APM Clemson Management & Staff

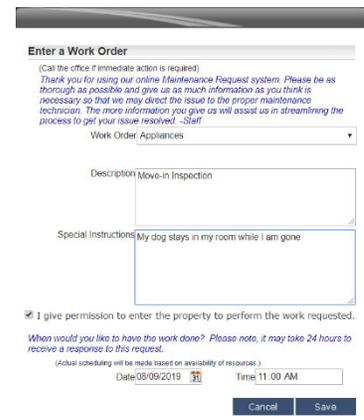
Tenant Portal

Available now, you and your guarantor can go to the Tenant page of our website, www.apmclemson.com, and click on the Tenant portal link to register your email address that you provided to us on your application. You will receive a temporary password within 24 hours to sign in on the portal. This will allow you to be able to pay rent and fees that must be paid before you move in (i.e., first month's rent and make ready fee). It is suggested that you change your password upon signing in the first time.



Move-in Inspection

- Log in to tenant portal and go to the Work Orders tab.
- Click “Enter a New Work Order”
- Enter “MoveIn Inspection” for Short Description
- Enter “Move-In Inspection” for Type
- Tab to Description box and list issues that you find in your bedroom and the common areas of the unit. For each issue that requires repair, enter a new maintenance request. Be sure to state the specific problem as well as the location
- Use the “Special Instructions” box to let us know if you have a pet in your room, etc.
- Permission **must always** be given for APM Clemson to enter the unit when a maintenance request is entered.



You will create an individual work order for appliance problems with “Appliance” as the Short Description and “General Maintenance” for all other problems within 72 hours after moving into your new home. If we do not receive your move-in inspection within 72 hours, it will not be referenced when settling your security deposit.

Parking Decal

Go to DeathValleyTowing.net (flyer with full instructions is included in this packet) to register your vehicle for a parking decal at properties where decals are required. If you are not sure, please ask.

Rules and Regulations

APM Clemson has rules and regulations for each of our tenants. It is your responsibility to know them and the consequences of non-compliance NOW. If your unit is in a property that has a homeowners' association, you **must** know and comply with those rules and regulations. Homeowners' association rules may supersede those of APM Clemson.

Maintenance Requests

Maintenance issues **must** be reported **within 24 hours** by the tenant. Emergency maintenance issues include active water leaks, no heat, and lockouts (tenant charge). Emergencies should be called in at (864) 654-3333 and then submitted through the tenant portal.

- Log in to tenant portal and go to the Work Orders tab.
- Click "Enter a New Work Order"
- Select "Emergency Call"
- In the Description box, type the emergency issue and where it is located.
- Use the "Special Instructions" box to let us know if you have a pet in your room, etc.
- Permission **must always** be given for APM Clemson to enter the unit when a maintenance request is entered.

All other maintenance issues should be reported through the tenant portal as soon as you notice a problem by following the steps above. However, the type of maintenance request should be selected from the drop-down menu.