



Tenant move in information:

1. There will be a move in packet in your unit on move in day. This will have your door code written on it.
2. The packet will have instructions on how to register for your online tenant portal. You can try to register prior to move in however the software company currently has not been able to make it where you can log in prior to being an active tenant.
3. If you are able to create your account prior to move in you can make your first month payment on line. If you are unable to register you should make sure that you mail your payment early enough for it to be received no later than August 1st. Clemson mail can experience delays at times so keep this in mind when making any payment.
4. When you are on your account you will pay the total amount due. Some of you live where internet is included in this case you will see the following EX: Rent \$555.00 utilities \$25.00 (this is your internet) You do

not make two separate payments, you would make a payment in full for \$580.00.. This is just an example.

5. If you are setting up auto draft as an online payment we recommend using your checking account and routing number instead of credit/ debit. This is a third-party payment portal and they charge \$3.95 for bank draft with checking account or \$3.95 plus 3.5 of your total.
6. You can have your bank set up an ETF payment which most banks do not charge for this. They mail us an actual check each month. If you do this make sure to have them send it early enough to be received by the first of the month. The account number would just be your student's unit number and complex.
7. If you are submitting a check or money order please include students' name, complex and unit number, failure to do so can delay the posting of your payment. Please print so it can be easily identified.
8. The move out process fee or basic move out fee is due June 1st. If you forgot the amount listed on your lease and guarantor form you can email and request that we pull your file and let you know. Most cases are \$150.00 for a flat and \$175.00 for townhomes (multi-level units). Payment should be made no later than August 1st to ensure a direct move in. Move in is August 15th @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 door code the code will be with your move in packet. Please do not lose it. IF you are the first to arrive please make sure that your roommates get the door code. There will not be individual bedroom keys.

10. There will be a mailbox key (one only) you can have copies made if you choose to do so. There will be a code written on your move in packet for the front door.
11. We do not have individual bedroom door keys, you can lock your door from the inside. More locations are moving to this method due to lockouts and doors being kicked in our damaged.
12. If you have a keypad entry. You should always notify us when it begins to flash red. This is letting you know that your battery is going bad. We will provide you with more details in your move in packet.
13. If you are moving in a unit that already has tenants in it, you will need to make arrangements to pick up your move in packet from the APM office. Move in begins at 10:00 a.m. on August 15th 2024.

How to register your online account.

1. Go to apmclemson.com
2. Click on tenant.
3. Click on tenant portal
4. Click on register now/ sign in now

5. Use the email address that you provided on your application to register. The properties are listed in numerical order by complex in most cases.
6. It will email you a temporary password and you can then create your own. This can take up to twenty-four business hours. Once the tenant has registered guarantors can then register using the same steps.

Please be sure that the basic move out fee and first month rent are paid by August 1st. If payment is received after the fifth of the month it will result in a late fee.

When you are setting up your auto pay after move in, make sure to have it set up to pay on the first of the month.

Check or money orders are to be made payable to APM they should include your name, complex and unit number.

If you do not remember your apartment number from the text or email you received and when signing your lease **DO NOT** call the office. Please email in with your name and the complex you signed for we will return your email with the information requested. Emails can be sent to info@apmclemsen.com we will reply within twenty-four business hours.

Utility company information

Duke Energy 1-800-777-9898 (power company)

Crawford Falls: jacabbutilities.com (water)

The Woodlands: buildings 1-7 City of Clemson (water)

Oakcreste : City of Clemson (water)

Campus West: City of Clemson (water)

Pineherst: (N.Clemson Ave) City of Clemson (water)

Oakledge: City of Clemson (water)

Edgewood Arms: City of Clemson (water)

Harts Cove and The Flats at The Pier

Blue Ridge Electric (1-800-240-3400) power company

Jacabbutilities.com (water)

Utilities should be scheduled to be turned on by August 15th to ensure there is no lapse in utilities.

You will have to decide amongst your selves who will have which utility put in their name.

We hope this helps you get started on your next steps.