

We know you are so excited to move into your town home and we are just excited you are coming. Here is some helpful information to help you prepare for your move in day.

Early Move in Requests: Your “official” move in date is the start date of your signed lease agreement – 8/20. Our response to your question “When can I move in?” is as follows: If you cannot be flexible regarding your move in date, then you move in is the beginning of your lease 8/20. If you are able to be flexible, make sure you **check your email each day** (around 10pm each evening from 8/10- 8/18). The day before the town house has been made ready for your move in, you will be sent an email indicating your unit is ready and all the instructions on how to proceed.

Mandatory Tenant Video: Please review the mandatory Tenant Video for information on the operation of the unit. Lots of tips & tricks on how certain things work in the unit and reminders on how to care for things in the unit. Information on Parking Permits will be forthcoming **AFTER** move in. Towing policy does not go into effect until after the first week of school.

<https://university-townhomes.com/new-tenant-move-in>

ONLINE Tenant Portal: Please make sure you can login to your tenant portal as that is where you will do most of your communicating with your community manager and maintenance. You should have received an e-mail with a link and your credentials to your Online Rental Account. The simplest way to login **AFTER** you have set up your login is to go to our website at www.university-townhomes.com and click on tenant login. That login allows you to see your rent balances, payments, make payments, file maintenance work orders, etc. Please make sure you save the credentials so that you can return to the site to do all of these tasks. All work orders will need to be filed using the online tenant portal. If you have not received the login credentials or need it resent, please e-mail your community manager: ddavis.apslc@yahoo.com.

Frequent Asked Questions and Miscellaneous Info:

Rent Payment: We recently emailed your first rent statement based on the rent payment option you chose. If you did NOT receive your statement please reply to this email so that we can ensure that we have the correct email for you and get a statement to you. Please remember, rent due dates are based on the rent option that you chose.

Why do I have to pay rent before I move in? Each of you signed your lease agreement, and I hope, read that lease agreement, as it was clear what your due dates are for rent. The property owners chose to require all rents to be pre-paid. Again, if you do NOT get your rent statement via email, please let me know. You are not allowed to move in until all rents due are paid. For those using Student Loan/Financial Aid please review our policy on extended due dates. This Financial Aid Policy is on our website.

We recently emailed your user ID, Password and link for your on-line tenant portal. It is VERY important that you bookmark this page and remember your User ID and Password. While you can pay your rent on this site, this website is also where you will login to request service. **All** repair requests must go thru this system and is your quickest way of getting repairs made. You can also login through the website – www.university-townhomes.com.

Will I get a statement reminding me to pay my rent? Yes, any time a charge is posted to your on-line account a statement will be emailed to you.

Where can I get my keys? Once you receive the email that your town home is ready for move-in, your keys will be on the counter the morning of your move in. You will receive one key to the town home per resident. We do not have keys to the bedrooms. Residents are allowed to remove the bedroom door handle/lock and install their own door handle/lock so that they are the only one with a key to their own personal space. The original door handle and lock must be put back on upon your move out. We are not responsible for your bedroom keys if you chose to put your own lock on.

Do I need a parking pass? Yes. The parking pass information will be emailed to you the week **AFTER** move in. Parking pass forms must be completed **ONLINE** and submitted no later than September

1. Permits will be distributed the week of September 4. The parking pass fee is \$75 and only the lease holder may have a parking pass.

What do I need to bring? Bedroom furniture, bathroom necessities, plunger for the toilet, shower curtain, and furniture for the common areas such as the living room/dining room – but be sure to coordinate with your roommates for the common areas.

Can we make an appointment to come see our town home? This time of the year we prefer not to show the town homes. So many of our residents, just like you will, have gone home for the summer. For this reason, many of the bedrooms are locked. Additionally, with so few of our residents around we prefer not to go in and out of their homes with people they don't know. If you have NEVER seen the town homes, we will make exceptions of course.

Will the cable/internet be working upon our move in? All utilities are included in the rent payment. High speed internet and cable are free. Tenants may choose to upgrade cable or add a cable box to their bedroom. If a unit chooses to upgrade services or have a cable box in their bedroom, they should call Spectrum at 833-697-7328. Indicate that you are on a bulk account at University Town Homes in Kent, the account # is 336353201. You will then give your unit address. A cable box for your bedroom is free; however, when you check out the cable box you will need to supply them with your room ID. Your room ID is found on your rent statement – if you are 1, your room ID is A; if you are 2, your room ID is B; if you are 3, your room ID is C; if you are 4, your room ID is D; if you are 5, your room ID will be E. The living room is designated LR with Spectrum. While the modem for your bedroom is free, if you upgrade the cable service from basic to expanded (or add channels) those upgrades will be charged to the tenants in the unit and a bill will be mailed from Spectrum normally addressed to “Bulk account”. You must pay for the upgraded services and then ensure that you disconnect the services upon your move out. If you do check out a cable box, you are responsible for its return when you move out.

You will need to bring a router to use the internet wirelessly. We have provided the modem which will be located in the living room of the town home.

Do I need to put any utilities in my name? No, all utilities are paid for through your lease agreement. If you want more than the FREE cable/internet services provided, you may contact Time Warner Cable after you move in.

Do I need renter's insurance and if so, why? As per your lease agreement, you are required to have renter's insurance. Most all insurance companies offer renter's insurance and it can even be added to a parent's home owners policy. Any damage due to resident abuse/misuse, etc. is the financial responsibility of the tenant. In addition, the coverage of personal belongings of the tenants will be covered under renter's insurance. The owner is not responsible for the cost of any damage, no matter the cause, to tenant owned items. You may also purchase renter's insurance through the tenant portal. When you login to the tenant portal, if you do not have renter's insurance, it will ask if you would like to purchase it. If you have your own renters insurance please email your declaration page to your community manager at ddavis.apsllc@yahoo.com so that your insurance information may be updated.

What happens when I move in if there is a problem with the town home I moved into? Please login to your tenant portal to and put in the maintenance request. All maintenance requests are completed as fast as possible and are prioritized as best as possible.

I've called you 3 or 4 times and you never answer the phone? We are NOT ignoring you. From July 15 – August 24 we are difficult to get in touch with via phone due to the number of calls coming in and our entire staff is out overseeing everything done on the many properties that we have for students. Our number one goal is to get the town homes ready for you to move into. If you call and we do not answer please leave a message with your phone number. We can't depend on caller ID to know who we are calling back so if a message is not left, we do not return the call. If you leave a message, we will return your call within 24-hours of your call.