



Kasteel Property MANAGEMENT

Date

Tenant Names (Financially Responsible)
Tenant Full Address

Dear Tenant Names (Financially Responsible):

Thank you for signing up. Please look over the website www.kasteelproperty.com. I've posted information in the Tenants section that you need: how to pay rent, maintenance requests, and there is a useful FAQ page.

We use keypad locks instead of keys (so keys are not issued). The keypad locks are very convenient and work great. After your first months rent is paid and the utilities are in your name, an email will be set up to go out to you the evening before your move in date that will contain your access code and programming information so you can reprogram the door lock any time you want. If your lock is a Schlage brand you can find instructions for it in the tenants section of the website. Make sure you delete the current code and program in a different one when you move in because other people have been given the current code.

Important information you need to be aware of:

The phone number you've been using is strictly for filling vacancies. Now that you are a tenant please do not use it anymore and please delete it from your phone. Please only use these office numbers 801-787-1177 (call) or 484-660-1261 (text).

You have automatically been enrolled into a group liability insurance policy. It's required of all our tenants and it will cost you only \$10.50 per month. It provides you with extra protection incase you accidentally cause damage to the property, for example fire or flood. It is NOT a replacement for your own renters insurance. You are strongly encouraged to still get your own renters insurance to protect your own personal belongings, being displaced from the property and other common things covered by renters insurance (talk to your own insurance agent for exact coverage and details of your own policy). This additional liability coverage that we require is automatic and protects you from incidents that renters insurance does not cover. See details about it here: <http://www.appfolio.com/notice-of-insurance>

Call all your utility providers right away. You need to call them early to schedule the utilities to be in your name on your move in date. If you call the city utilities first they can also inform you of who the other utility providers are for your address. **BEFORE YOU**

WILL BE ABLE TO MOVE IN YOU NEED TO FIRST EMAIL ME EVIDENCE THAT THE UTILITIES ARE IN YOUR NAME.

For your benefit and the benefit of the property owner we want to be as accurate as we can in documenting the current condition of the property. Before you start moving in your personal belongings, we just need you to follow the following 3 steps:

1. Download the RentCheck App (available on Android and Apple).
2. Complete the Move-in inspection. RentCheck will send you an email to complete the inspection.
3. Submit your report within 3 days of your first day.

The photos taken within your report need to be free of any furniture, boxes, or personal items to ensure accurate documentation of the status of your new home.

If you need any assistance while completing your inspection, feel free to contact RentCheck's support team directly through their chat feature or at 504-285-6867.

Please keep in mind the move in report is not a maintenance request. Maintenance requests are to be submitted in your online portal.

We always strive to have the property clean prior to your move in date. Carpet cleaning is already schedule to be done prior to your move in date. Usually we can depend on the previous tenant to leave the home clean. We then inspect to verify. If we find the previous tenant did not leave it clean, we will move as quickly as we can to get it cleaned and communicate with you if there are any problems that may delay things. In the rare event you move in and you find the home is not clean please **notify us by email WITH PICTURES**. In those rare cases we will do our best to make the situation right.

Usually things work out great but please understand there are a lot of moving parts and some of them are not in our control.

Email is always a great way to communicate and to send documentation. Please save both these email addresses to your contacts to prevent communications from our office going to your spam: jeff@kasteelproperty.com and mail-system@.mailer.appfolio.us

Maintenance requests are to be filled out in your portal. If there is more than one issue list them together on the same maintenance request, NOT multiple requests. Please do not submit more than one maintenance request for the same issue. If later you have additional informaton or questions regarding a current maintenance request then simply communicate that by email or text. Please do not submit a maintenance request for something that is not a maintenance issue. Send an email or text for those things.

Rent is to be paid in your portal. (Online payments are free when paid as an ACH bank draft, there is a fee when using a credit or debit card). If you prefer to pay with cash you can do that at any 7-11 store by using a Cash Payment Slip that you can access from your portal.

Rent is due on the 1st and late on the 2nd of each month. You have a grace period until 5pm on the 5th. If rent is received after that time you will always be charged the

late fee, regardless of the day of the week, holidays or any other reason. If you will ever be paying later than the 5th send me an email beforehand to let me know. It is usually not a big deal as long as you keep me informed, pay within a reasonable time, and pay your late fee.

I am rarely in the office. If you need to drop something off there is a receptionist and a drop box by the yellow sign but most things should be emailed in.

It is very important to change your furnace/AC filter(s) at least every 3 months. Expensive damage can be caused by a dirty filter so set a reminder in your phone to change it regularly.

If you live in a community where a key is needed for your mailbox and the previous tenant did not leave it (usually in a kitchen drawer or on the counter), you will need to contact the post office to get a new one. Those mail boxes are owned and operated by the post office and we can not get one for you. Sometimes there is not a fee for getting a new key if you tell them you just moved in. If there is a fee we can charge the previous tenants security deposit for loosing it and then credit it towards your rent but **only if you get us a receipt within one week of your move in date.** Emailing the receipt is the best way to turn it in (jeff@kasteelproperty.com). Just make sure your name and address is on it with a description of what it is for.

Kasteel Property Management does not own or manage most community mailboxes. They are usually owned and operated by the post office. We have no idea which mailbox is yours and if you ask we will direct you to find out from the post office.

If there is a garage with a keypad remote or car remotes, you need to reset them for security reasons. Usually there is a program button on the motor inside the garage to remotely reset and program the keypad. Look up a manufacturer video on YouTube for how to program it. We do not know what the current code is so we will not be able to give it to you.

Please save this email for future reference. You can also find more helpful information in the FAQ section of the website. Thank you again for renting from Kasteel Property Management.

Sincerely,
Company Name