



Date

Tenant Names (Financially Responsible)

Tenant Full Address

Dear Tenant Names (Financially Responsible)

Welcome, and thank you for choosing to rent with Kasteel Property Management. We're excited to have you as a tenant and want to make sure your move-in process is smooth and stress-free. Please review the information below carefully.

Please take a few moments to visit our website: www.kasteelproperty.com. Under the **Tenants** section, you'll find important information including: How to pay rent, maintenance requests, and there is also a helpful FAQ page. Please review that information before sending us questions you may have.

Keypad Locks

We use keypad locks instead of physical keys for added convenience and security. Once your first month's rent is paid and utilities are in your name, you'll receive an email the evening before your move-in date with 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 detailed programming instructions on our website. Be sure to delete the existing code and program a new one upon moving in, as others may have previously had access.

Communication

Now that you're a tenant, please use the following contact methods:

- **Call:** Property Site Manager Phone Number
- **Text:** 484-660-1261

Email

- 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:
- [AgentsFirstName]@kasteelproperty.com
- mail-system@.mailer.appfolio.us

Kindly delete any other numbers you may have used during the leasing process. The previous numbers are strictly for filling vacancies.

Insurance Requirements

You have been automatically enrolled in a group liability insurance policy for just \$10.50/month. It is required and will be charged each month with your rent. This protects you from accidental damage to the home. (ie fire or water damage) that regular renters insurance does not cover. Learn more at the following link: [Notice of Insurance](#).

Please note:

- This liability insurance is not a replacement for your own renters insurance and getting your own renters insurance will not replace the requirement for this liability insurance. You need both.
- We strongly recommend that in addition to the required liability insurance you also obtain your own renters insurance to cover damage to your personal belongings and temporary housing if you are ever displaced from the home (talk to your own insurance agent to verify coverage). We think it's so important that you also have your own renters insurance that we are going to have Kirk Ising with Goosehead Insurance contact you. Kirk is a really good insurance broker and has great options for renters. Kirk and his team can be called at **801-590-0869** or email at **kirk.ising@goosehead.com**. Kirk will be asking you for a copy of your drivers license to get the information he needs to give you a quote. Please note that Goosehead Insurance is not affiliated with Kasteel Property Management—we simply recommend Kirk as a resource to help you acquire renters insurance.

Utilities

You must have all utilities transferred to your name by your move-in date. **YOU WILL NOT BE ABLE TO MOVE IN UNTIL YOU EMAIL PROOF THAT THE UTILITIES ARE IN YOUR NAME.** If you call the city utilities first they can inform you of who the other utility providers are for your area.

Move-In Inspection – Required

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. **PLEASE ENSURE THE HOME IS EMPTY** of furniture or personal items during your inspection for accurate reporting. Follow these 3 steps to complete:

- Download the RentCheck App (available on Android and Apple).
- Complete your Move-In Inspection (you'll receive an email invitation).
- Submit your inspection within 3 days of move-in.

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 that his inspection is not a maintenance request. Submit maintenance requests through your online tenant portal.

Property Condition

We strive to ensure your home is clean prior to move-in. Carpet cleaning is scheduled to be done before your arrival. 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 a rare case that you find the property is not clean, please notify us by email with photos. 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.

Maintenance Requests

All maintenance requests are to be filled out in your portal. If there is more than one issue, please list them together on the same maintenance request rather than creating multiple requests for individual issues. If you later have questions or additional information on the active maintenance request simply communicate that by email or text and do not submit another maintenance request. Please do not submit a maintenance request for something not maintenance related. Email or text for those things.

Rent Payments

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 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 an email or text beforehand to let us know. It is usually not a big deal as long as you keep us informed, pay within a reasonable time, and pay your late fee.

Office Visits

We are 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.

Mailbox Keys

If your community mailbox requires a key and the previous tenant didn't leave it (usually in a kitchen drawer or on the counter), you'll need to contact the post office to get a new one. These mailboxes are owned and managed by the USPS—we do not have access and cannot provide keys.

Sometimes the post office will give you a key for free if you explain you just moved in. If you're charged, we can reimburse you by deducting the cost from the previous tenant's deposit—**but only if you email us a receipt within one week of your move-in date.** The receipt must include your name, address, and note that it's for a mailbox key. We also don't know which mailbox belongs to your unit. Please check with the post office for

that information.

Garage Access

If your property includes a garage keypad or remote, we recommend you **reprogram the code** for your security. Look up your garage motor brand on YouTube for step-by-step instructions. We do not have access to previous codes.

Filter Replacement

Tenants are responsible for changing your furnace/AC filters at least every 2-3 months, sometimes more often. Dirty filters can cause costly damage and may be at your expense if you are not changing them. Set a recurring reminder in your phone to stay on schedule.

Hanging things on the Walls

We want your home to feel comfortable and personal, so you're welcome to hang décor—just please be mindful of the walls. Repairs can become costly because they often require multiple steps and visits (patching, drying, sanding, priming, and painting) to restore the wall properly. We recommend using small, needle-sized hangers or non-puncturing hanging hardware whenever possible, do NOT put up adhesive LED light strips, as they pull off chunks of drywall when removed. If wall repairs are needed, please only tackle them yourself if you're confident in your skills—fixing a poor repair can cost more than the original damage. Any wall damage, that you caused, left at move-out may result in significant charges, so a little extra care now can go a long way.

Office Visits

We are rarely in the office but if you need to drop something off:

- Use the drop box near the gold sign. (Text us if you put something in there.)
- Whenever possible, email documents instead

We're glad to have you with us and are here to help! Please save this message for future reference and remember to check the FAQ section of our website for additional resources.

Sincerely,

Company Name