



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 on there that you need: how to pay rent, maintenance requests, and instructions for programming your keyless lock, etc. We use the keypad locks instead of keys. They are very convenient and work great. Once your rent is paid, I'll set an email to go out the evening before your move in date that will contain your access code and your programming code so you can reprogram the door lock any time you want. 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 call the office number (801-787-1177) or text (484-660-1261).

You have automatically been enrolled into a group liability insurance policy. It's required of all our tenants and it will cost you only \$9.50 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.

Please fill out a unit condition report, retrieve it from the website. It must be turned into Kasteel Property Management no later than 48 hours after your move in date, as explained in your lease agreement. **This report is not a maintenance request.** It will be saved to your file for future reference when you move out. Sending pictures is a great idea and very helpful but make sure they are labeled **on the picture** so they are useful when looked at in the future.

We always strive to have the property clean and ready prior to your move in date. Usually, we can do that without a problem but there are a lot of factors that can come up. For example the condition left by the previous tenants, how many other properties need cleaned that same day, the availability of cleaning crews, and how soon you are moving in. Despite these challenges we still plan beforehand and we mobilize quickly when needed. It usually works out great. If I know of a problem I'll contact you and make arrangements. In the rare event you move in and you find the cleaning crew missed some things please let me know by email **and send pictures** (jeff@kasteelproperty.com). In those cases we want to get it fixed for you as soon as possible. With pictures, I can show the cleaning crew what they missed and they'll call you to come back out. **Please do not clean it yourself unless we've discussed that. I can't ask the cleaning crew to correct what they missed if you've already cleaned it.** We always want to provide a high level of service so we try hard to prevent such things but it can still happen. There are usually several move outs going on at one time and cleaning crews can get pretty worn out so please be patient as we quickly work to correct any mistakes.

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

Maintenance requests are to be filled out on the website. 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 information or questions regarding a current maintenance request then simply communicate that by email. Please do not submit a maintenance request for something that is not a maintenance issue. Send an email 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 I can email to you. If you want to pay with cash ask me for more details.

Rent is due on the 1st and late on the 2nd. 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 before hand 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.

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 losing 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 you need to reset it 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 hold onto this letter 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