

Preparing for Occupancy

Dear Tenants

The team at Select Realty Property Management (SRPM) wants to welcome you to our community! Our goal is to provide you with a pleasant and comfortable living environment. If at any time you feel this goal is not being met, please let us know. The best way to reach us is via email through our website: www.MQTrentals.com

Preparing to take Occupancy

Now is the time to prepare to take occupancy. Review the information below to be prepared for your move-in date.

Office

The Property Management office phone number is 906-228-2772 (ext 234) and is open from 10:30am-4:30pm Monday through Thursday. We are closed for all federal observed holidays. You can also email us at info@MQTrentals.com.

***Please note, there may not be anyone available in the property management office during the hours listed above due to meetings, service calls and showings. We recommend calling ahead if you'll need to speak with someone personally from our department.** Email is the most efficient way to make contact.*

Move-In time/day

Your move-in time will be between 5:00 PM and 7:00 PM on the first date listed on your lease. Please do not call us to ask about an early move-in if your move in date is farther out than 5 days. While we try to accommodate all early move in requests, due to move outs, that is not possible in most situations. We may grant an early move in time the day of move-in, once the property has been properly cleaned. Keys will be picked up at our office at the scheduled time.

Items you should have prior to moving in

There are a handful of things you should have before moving into your new property:

- Plastic hair snake to unclog hair, food, etc from sink and tub/shower drains.
- Hair/food strainer for kitchen sink and tub/shower drains.
- Felt pads for furniture, stools, tables, etc.
- Metal lint socks (one for each month of occupancy) - for discharge hose on washer (if laundry is included)
- Plunger - be sure to buy one with an extendable cup bottom
- Cleaning Supplies - vacuum, broom, windex, tub/tile cleaner, 409 Degreaser, Mr. Clean general cleaner, etc.
- City Garbage Bags -can be purchased at any local store (if you do not have a dumpster on-site). Information about City of MQT garbage pickup/recycling can be found here: <http://mqtcty.org/pworks-garbage.php>
- Trash Bins - typically one-two for garbage, and two to sort recycling. No specific type of bins are required.

Utilities

Any utilities that are your responsibility **MUST** be turned on in your name by the start of your lease. We will not issue keys to your property until all required utilities are in your name. Please note, they will not turn utilities on/off on weekends or holidays therefore you may be required to setup a day or two prior to your move in date. You should contact each utility company 7-10 days prior to taking occupancy. Below is the information for the City of Marquette utility companies, if you are outside of the City of MQT, please look on our website for additional information (please check your lease to see which ones you are responsible for)

- City of Marquette (Water/Sewer/Garbage): 906-228-0420
- Board of Light & Power (Electricity): 906-228-0311
- SEMCO (Gas): 800-624-2019
- Charter -Internet/Cable (optional - not required): 877-906-9121

Vehicle Registration / Parking / Bicycles

All vehicles must be registered with our office to be allowed to be parked on the premise at any time. To register, please provide: Vehicle Registration and a copy of your drivers license. If a parking pass is required on our property, one will be issued to you when you move in and must be displayed in vehicle front window at all times while on property. Vehicles must be registered and operational at all times to be on property. Bicycles must be tagged with a minimum of your name, and apartment number (if applicable) while on the property. We recommend a plastic name tag or using packing tape over sticker/paper.

Lawn Care / Snow Removal

If you have a single family home, chances are plowing and lawn care are NOT included in your monthly rent and are your responsibility. If you would like a quote on lawn care and/or snow removal, please email our office and we'll be happy to provide a quote for you. If snow removal is included, please be sure to check the plowing schedule to know when to move your vehicles during winter months. If your car is not moved for plowing, it may be ticketed or towed at your cost. Please pay attention to the plowing schedule.

Maintenance Requests

Please visit our website and access your tenant portal to make ALL repair/maintenance requests. For after-hour emergencies, a 24-hour technician can be reached at 906-228-2772 (ext 234) - PLEASE LEAVE A MESSAGE.

Cable/Internet

You are welcome to hook up cable/internet into your home. However, you must use existing wires, etc. No additional cabling or modifications can be made without landlords written consent. Satellite dishes are prohibited.

- *Birchwood Suites residents only: Cable, internet along with (1) cable box and a modem are included in your rental package. You will be required to visit the local Charter office location next to Tractor Supply on U.S. 41 towards Negaunee, to setup a tenant account and pickup equipment listed above. All additional add-ons, and extra services will be charged to you. YOU CANNOT HOOK UP YOUR INTERNET/CABLE UNTIL **AFTER** YOU HAVE TAKEN OCCUPANCY.*

Alterations

Alterations of any kind are **NOT** permitted without Landlords written consent. These include:

- Painting
- Wallpapering, Borders, Stencils or Stickers
- DO NOT use screws for any reason without landlord written permission
- DO NOT use command strips - EVER!
- One small finishing nail per wall is permitted but responsibility for cost of repair lies with tenant.

Cannot Use/Do the following items:

- Air conditioning of any kind without landlords written consent.
- Candles or incense (aroma melter and air fresheners are allowed)
- Water Beds, hammocks attached to any structure, large gaming tables - NO BEER PONG TABLES!
- Drums and amplified music equipment in multifamily dwellings
- Ultraviolet or plant growing lights, Lava Lamps
- Space heaters
- Outdoor fires, fire pits or fire rings.
- Additional appliances such as washers, dryers, refrigerators, etc - that ARE NOT allowed.
- Grills (within 25 feet of any structure)
- Exercise Equipment in multifamily dwellings
- Gardens, Hydroponics and the use of water hoses on exterior
- Anything that could cause bug or rodent infestation
- Do not hang things from ceilings, pipes, mechanicals, etc.
- NO SMOKING within 50 feet of any structure - must clean up cigarette butts. **Marijuana is prohibited at all times. \$1,000 fine per occurrence.**
- **NO PETS - without landlords written consent and signed pet waiver. \$1,200 fine per occurrence.**
- NO PARTIES - no loud noises or large gatherings or other public nuisance. Rent will increase \$200/month for each citation received.
- **DO NOT** hang TV's on the walls

Compliance

Rules and regulations have been established to ensure the comfort and safety of all residents. If you witness a violation please contact the office. Rules are enforced and offenses will be promptly addressed.

Inventory Checklist

Make sure to return your inventory checklist to us within 7 days after taking occupancy. If you are returning with pictures, they CANNOT be emailed or put on a disc or jump drive. Any pictures must be printed and returned with form. We recommend sending your photos to Wal-greens for pickup and then attaching them to the form with envelope. Be sure to label the back of each photo for easy identification. The return of the inventory checklist is highly recommended for your protection.

Rent Payment / Auto Debit Form

You will be required to pay first months rent, security deposit, cleaning fee, hook up all required utilities and complete all required paperwork **BEFORE** you can get keys or move into the property. These payments must be made via cashiers check to guarantee funds. All rent payments after the initial month, will be made online through your tenant web portal. There is a \$5.00 convenience fee for online payments. However, we do offer a FREE rent payment option as an automated rent debit each month, but is not available on the first months rent. To complete the auto pay option, please complete the ACH Debit Authorization form. **Rent is due each month by the 1st at 5:30 PM, or late fees will be assessed.**

Setting up Tenant Account - for rent payment, maintenance requests and transaction history

The following information will show you how to setup an online tenant account for your property. With the account you will be able to; pay rent, make maintenance requests, and review transaction history. Each household will have an account. **DO NOT** setup an account for each person on the lease.

- To create a new account, go to: www.MOTrentals.com
- Click "Pay Online" or Tenant Web Access in the upper right corner
- On the Resident Login screen, click **Create New Account**.
- Enter your account number: [AccountNumber()]
- Enter the email address of the PRIMARY PERSON on file with the office ****only the primary persons email address will work to setup an account. If unsure who that is, please call our office.**** In most cases it will be the first person listed on the lease agreement
- Create a username/password and click continue. One per household. Please share info with roommates.

While logged into Resident Web Access, click the tabs at the top of the page to:

- View your open charges
- Display your transaction history
- Make a payment ***Only payments in full will be accepted through the resident portal, including all past due amounts***
- Change your password and update personal information
- ALL MAINTENANCE REQUESTS will be done through this portal unless an emergency.

If you would prefer to have an automated withdrawal from your checking or savings account to pay rent and take the hassle and worry out of paying on time (recommended), please visit our website to download a copy of the ACH Debit Form.

Payments via automatic ACH debit are FREE! Self pay through your tenant web access is \$5.00 per transaction.

Again, thank you for selecting SRPM for your residential needs. We look forward to building a long-term relationship with you. If you have any questions or comments, please email us or call.

Sincerely,

Select Realty Property Management
906-228-2772