 **WELCOME HOME**

Dear Resident,

I’m so glad to be welcoming you to the property. I want to provide you with some information to help your move go smoothly and make you feel more at home.

##### **Utilities**

You’re responsible for the utilities. Here are the providers in the area should you have any problems:

* **Electricity:**
  + Consumers Phone: (800)-477-5050 or consumersenergy.com
* **Gas:**
  + Consumers (800)-477-5050 or consumersenergy.com
  + Semco(800)624-2019 or semcoenergygas.com
* **Cable/Internet:** 
  + Charter website: spectrum.com
* **Trash:**
  + Bestway Phone: 800-950-5519
  + Republic website: republicservices.com

**Please make sure to contact the companies and set up an account prior to signing the lease.**

##### **Renters Insurance**

As stated in your lease, please keep in mind that renter’s insurance is required. While we have landlord insurance, this policy does not cover your belongings or pets. Please visit your tenant portal at [www.renewalrentals.com](http://www.renewalrentals.com) for more information.

**Keys**

Please text/email/call me at **269-615-5551 or** [**renewalrentals@gmail.com**](mailto:renewalrentals@gmail.com)the day before your lease begins, in order to arrange to pick up your keys. Typically,

keys will be in a lockbox. You will be given a code once a deposit has been made and the lease is signed.

We expect that all sets of keys be returned at the end of the lease. There is a **[$75]** fee if keys are lost or stolen since we’ll need to re-key the property for your safety and the safety of the other residents.

##### **Move-in Day**

As we discussed, your lease start date, and the move-in date is **[date].** Move-in time starts at **3 pm** to allow our staff with sufficient time to clean the property. We want to make sure we turn it over to you in great condition.

**Move-in Checklist**

The checklist is available on the website under documents or can be found in your resident portal along within the lease.

##### **Rent Payments**

You have already paid your first month’s rent, move-in fee, and/or pet fee. Your next payment will be due **on the 1st of the month**. If you have any questions about paying rent, you can contact **Jen** at **269-615-5551.**  
Payments are due on the 1st day of the month. Anything received after the **4th** of the month is considered late and will have a late fee of **$35.00**.

**Maintenance**

If there’s a maintenance issue or a necessary repair, please notify me as soon as you notice. Please submit a maintenance request through your personal tenant portal under MAINTENANCE REQUEST. Once I receive a maintenance request you submitted online, we will schedule a repair and notify you when it will be fixed along with the entry. For any maintenance emergencies, please call me directly at 269-267-6550. For other emergencies, please call 911.

##### **Trash Collection**

Please check your city or townships website for information regarding bulk trash dates. Regular trash/recycling information will be provided once you sign up with a provider (republic or best way). Please be sure to place all garbage into plastic bags and into the trash cans. The city is strict on trash left on the street. Please be aware that you may get fined if you do not comply from the city starting at 77.00+. Please also be sure you check your Recycling provider – for date and bin information

**Parking**

Please check with your city/township for parking information.

##### **Neighborhood Guidance**

Welcome to **your new neighborhood!**  To help you get familiarized with the area, please check out your city or townships website for information regarding your city/township and upcoming events. Their websites usually have all the current information. We also have provided some resources on the website.

##### **Condition of the Property**

We work very hard to make sure you have a welcoming, warm, and safe home. Before any tenant moves in, we repair anything that may have been broken during the prior tenant’s residency. We also hire a professional cleaning service before you move in. It’s important for us to provide a fresh start for you. We do expect that the property, at the end of the lease, is left in the same condition as when you move in.

Contact Info:

Please use your personal website for text conversation, maintenance requests, and to visit your portal view your account. EMAIL [**Renewalrentals@gmail.com**](mailto:Renewalleads@gmail.com) or 269-615-5551

I hope you will be happy in your new home! If you need anything at all, please do not hesitate to reach out to me.

Your landlady,

Jen