

## WELCOME HOME!

To make your move go as smoothly as possible, we wanted to give you some essential and helpful information.

## RESIDENT HANDBOOK

- IMPORTANT PHONE NUMBERS
- TENANT PORTAL
- UTILITIES
- PAYING RENT
- MAINTENANCE REQUESTS
- RESIDENT RESPONSIBILITIES
- NOTICE TO VACATE

## IMPORTANT PHONE NUMBERS

24-Hour Emergency Maintenance Line	484-559-6043
Philadelphia Market Center	484-222-5292
Pittsburgh Market Center	412-415-3966

## MOVE IN CHECKLIST

Please remember to fill out your Move-In Present Conditions Checklist within 5 days of moving in: <https://bit.ly/2PFK5GR>

## TENANT PORTAL

The Online Tenant Portal is an easy, fast, and secure way to pay rent, view payment history, and submit maintenance requests. You can even access your Online Portal from any mobile device by downloading the Appfolio mobile app.

[Download the iOS app from the App Store®](#)

[Download the Android app from Google Play](#)

Visit this link for a portal overview and step-by-step guide on all the features:

<https://www.appfolio.com/help/online-portal>

## UTILITIES

Residents are responsible for all utilities not included in the lease. If you have not done so already, please make sure everything is set up in your name by your move-in date.

## RENTERS INSURANCE

You are required to maintain a minimum \$300,000 Limit of Liability for legal liability for damage to the landlord's property. We require that you send us the declaration page from the insurance company prior to your move-in date and at the time of each lease renewal period. If adequate coverage is not provided, you will be notified and enrolled in adequate coverage through your tenant portal.

## PAYING RENT

Rent is due on the 1st of every month. On the 6th of the month, a late fee will be assessed. If rent remains unpaid, a 'Pay or Quit' notice to pay the balance in 10 days or vacate may be sent, and the eviction proceedings may happen.

We strongly encourage all residents to set up their rent payments via direct deposit on their Online Portal. This can be done using a Debit Card or eCheck (direct withdrawal from a bank account).

Payments made by eCheck have no associated processing fee.

Instructions on making a one-time payment:

- On the Home or Payments tab, click Pay Now to make a one-time payment.
  - Create a New Payment Method.
  - Select the payment method type: Debit Card or eCheck (direct withdrawal from bank account). You can then enter the associated payment information and click Continue.
  - Review the Payment Date and Payment Balance information for accuracy. If you are paying with a credit or debit card, the transaction fee will be displayed. You can switch to eCheck to avoid paying this fee if desired.
  - Once you have verified all your payment information, click Make This Payment Now. You will receive a confirmation email once the payment is successfully submitted. The payment may take a few days to process and
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clear your account. If you didn't receive a confirmation email your payment may not have been received, please reach out to your *property manager*.

Instructions on setting up auto payments:

- On the Home or Payments tab, click Set Up Autopay to create an automatically recurring payment
- Create a New Payment Method.
- Select the payment method type: Debit Card or eCheck (direct withdrawal from bank account). You can then enter the associated payment information and click Continue.
- Give the payment a name, select whether you want to pay a fixed amount or your outstanding balance, choose the payment start date.
- Click Create Autopay. You will receive a confirmation email when your payment processes. You can review your autopay details on the Payments tab of your Online Portal.

If you have any questions or need any help getting your portal set up please contact your Property Manager.

## MAINTENANCE REQUESTS

You can enter a work order request through your online portal or by calling our maintenance call center at 484-559-6043. This number is staffed by a live representative 24/7 including all holidays. Please remember to never email or leave a voicemail for your Property Manager with a new maintenance request.

Submitting a Maintenance Request

- Navigate to the Maintenance tab, and select Request Maintenance.
  - Enter a detailed description of the issue, upload one or more photos of the item needing attention (must select multiple photos at once from computer or camera roll), decide whether or not to give the property manager permission to enter with their key, then click Submit Request.
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- On the next screen, select when a maintenance tech can address your maintenance issue. If you choose to provide preferred times, select 3 or more time slots, then click Submit.

#### Checking On a Maintenance Request

- You can view the high-level status of your maintenance request on the Maintenance tab. The status will range from received, to technician contacted, to technician scheduled, to completed. Select Check Status for a detailed view of all communication sent to you and a status timeline of your request.

## RESIDENT RESPONSIBILITIES

We wanted to take a minute to highlight some important items on your lease agreement. These are items that you will be responsible for during your lease term.

### Section 2.11 CONDITION OF THE LEASED PREMISES & REPAIRS

Resident(s) have examined the leased premises and are satisfied with its present physical condition. Resident(s) agree to maintain the leased premises during the term of the lease and return the leased premises in its original condition to the landlord or his agent upon termination of this lease, except for ordinary wear and tear. If the leased premises are damaged or repairs are required, resident(s) shall promptly notify the landlord or his agent in writing. Landlord agrees to perform needed repairs with reasonable promptness after receiving written notice from the resident(s) and to pay for repairs due to normal wear and tear. Resident(s) agree to pay, as additional rent, for the cost of repairs or damage caused by resident(s), permitted occupants or their guest(s).

### Section 2.35 PETS

The landlord must approve of all pets, in writing, before such pets are acquired by residents.

### Section 2.4 COMMON AREAS - MULTIFAMILY BUILDINGS

No personal property may be left anywhere in the halls, passageways, steps, lawns or parking lots. Any property found in these areas will be considered abandoned. Fire Door and entrance doors may not be propped open. The resident will keep the premises in a good state of preservation and will not sweep or throw anything out of windows or doors, onto the ground or into hallways. Bicycles are not permitted to be ridden on lawns, parking lots or walkways of the property. Vehicles of any kind are not permitted to be driven on the lawns.

#### Section 2.47 MAINTENANCE WORK, FEES AND ACCESS

It is the responsibility of the residents to notify management of maintenance problems as soon as they occur. If a problem becomes worse due to the resident's failure to notify management of the problem, residents may be billed for the additional repairs needed, including added labor costs.

Structural work, stove, heater and water heater are the responsibility of the landlord, and no charge should apply to the tenant.

If services are requested for the below-mentioned items, a service charge will be billed to the tenant's account based on the actual cost of the service, including Rentwell Service Fees:

- Light bulb replacement
- Smoke/CO detector battery replacement
- Thermostat battery replacement
- Carpet Cleaning
- Pest Control Services which may include but is not limited to, rodents, roaches, ants, bees, bedbugs, stink bugs, box elders, cicadas etc.
- Closet door track or hinge repairs and refitting.
- Shower door repairs and refitting.
- Blinds repairs and replacement
- Clogged toilet issues due to tenant's improper use or disposal of products not meant to be discarded via toilet
- Kitchen Cabinet door repair or replacement
- Window screen, repair or replacement
- Garbage disposal repairs, if provided.
- All appliance repairs, excluding built-in microwave, stove, and built-in dishwasher unless it is determined that damage was caused by misuse or negligence.

24-hour notice to the resident(s) to enter the premises may be delivered via phone, voicemail, text message, email or posting a notice. It is assumed by the landlord and his agents that all occupants have been notified, once any occupant has been notified.

In the event the vendor is not able to access the property to perform the repairs due to denied access, your pet not being properly detained or unattended child, (under 18), you will be billed a \$75 Service Charge.

#### Section 2.48 PEST CONTROL

The landlord is responsible to eliminate an infestation of insects, vermin or other pests which may exist when the resident(s) first takes possession of the premises or which are required by law. Resident(s) must report any pre-existing infestations to the landlord or his agent, in writing, within the first five (5) days of taking possession.

#### Section 2.49 APPLIANCES

All personal property belonging to the landlord or his agents, including but not limited to: refrigerator, dishwasher, microwave, washer, dryer or air conditioners are not required by law, but may be offered as a

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courtesy to the residents and are not warranted or guaranteed in any way by the landlord or his agents. In the event such personal property of the landlord or his agents needs repair or replacement, resident understands that it might be their responsibility to repair or replace the unit. Residents must obtain prior written consent of the landlord or his agents before removing any appliances from the premises.

## NOTICE TO VACATE

We require that all residents give a written 60-day non-renewal notice to their property manager. This will help ensure that both parties have time to prepare for the move.

The Complete Guide For Stress-Free Resident Move-Outs:

<https://youtu.be/Yfgu7Y2MmFo>

- Please have any utilities that are in your name turned off on the day of your move-out. (Do not have them turned off prior to your move!)
- All past due monies, including but not limited to rent, late charges, service of notice fees, and maintenance costs, must be paid in full before vacating.
- Please note that your unit must be returned to "Rent Ready" condition upon move-out, and all damages must be repaired properly. (Pets)
- Any pet damage must be repaired.
- Please send your forwarding address to your property manager, our accounting department will work on returning your security deposit as quickly and efficiently as possible.
- On your scheduled move-out day:
- Please return all keys to the main office in a sealed, labeled envelope with your name to our office.
- Once you have moved out of the property, a Rentwell team member will conduct a final inspection to determine the property conditions. If any repairs are needed that are not considered normal 'wear and tear,' they will be taken directly from your security deposit.
- If your property is left in rent-ready condition and your property owner hasn't made any deductions to your deposit, it will be processed within 30 days of your move-out date. If repairs are needed, we will process any remaining portion of the security deposits within 30 days with a Disposition Letter notifying you of all charges.
- In the event that you do not vacate the property on your scheduled move-out date and without a prior written agreement, you will be charged a rental fee of \$200 per day.