

Resident Move-In Instructions

Welcome to your new home! To help you settle in, please review this guide which contains valuable information regarding your rental.



Contact

KW Westfield PM

998 N 1200 W ST
Orem, UT 84057
kwwestfieldpm.com



Call: 801-850-5673
Text: 801-218-2176



propertymanagement
@kwwestfield.com



Mon - Fri: 9:00AM - 5:00PM
Sat - Sun: Closed

Key Pick Up

Once your move in date is decided, you'll need to coordinate key pick up from our office. In order to release keys to you, your security deposit and first month's rent will need to be paid. You will also need to submit a copy of your renters insurance to your property manager. The renters insurance policy must include at least 100k in liability coverage and list KW Westfield PM as an additional insured party.

Utilities

Unless otherwise specified, you are required to have all utilities for the property turned on in your name within 48 hours of taking possession of the property. This includes power, water, gas (if applicable), and trash (if applicable). Please see the provided Utilities Contact sheet for local providers in your area.

Move-In Inspection

Along with this packet, you will receive a move-in inspection form. This is for you to note any cosmetic defects in the home so that you have documentation of the condition of the property as you received it. This form will be referenced upon move out and assist with determining any potential security deposit withholdings. Please fill out the form and submit to julia@kwwestfield.com within 7 days of move-in.

Rent Payments

We recommend paying rent online through your tenant portal at kwwestfieldpdm.com. When paying online, you have the option to pay via ACH or by card. If you choose to pay by card, please be aware there are merchant fees (determined by the card company). You may also pay via check, money order, or cashier's check and mail it to our office or drop off in person. For your protection, we do NOT accept cash payments.

Rent is due on the 1st of every month with a five day grace period. Rent is considered late after 5pm on the 5th day of the month, regardless of holidays or weekends. A late fee of 10% of the rental amount (unless otherwise stated in your lease agreement) will be assessed along with a \$15.00 daily late fee until paid. All late payments must be paid in the form of certified funds.

Maintenance

All maintenance requests must be submitted in writing unless it is considered an emergency. In case of emergency, call 801-850-5673. For non-emergent requests, we recommend submitting your maintenance request through your tenant portal at kwwestfieldpdm.com. You may also submit a maintenance request via email to julia@kwwestfield.com. Please review the provided maintenance policy packet for in depth detail on our maintenance policy and procedure.

Lease Expiration

We will contact you 6-8 weeks prior to your lease expiration to determine your intentions. Your lease will default to a month to month term with a 150.00 monthly fee upon expiration. If you decide not to renew your lease, you are required to submit written notice of intent to vacate thirty days before your intended move-out date. You cannot end the lease mid-month without prior written approval.

Keep In Mind

- **General Maintenance:** General maintenance of the unit is your responsibility. General maintenance includes replacement of light bulbs, smoke detector batteries, etc. If you submit a maintenance request for repairs due to tenant damage, misuse, or negligence, the tenant(s) will be billed for any repairs. Examples include clogged toilets, garbage disposals, broken windows, etc.
- **AC/Furnace Filters:** Tenants are to change AC/Furnace filters every 30 days. Be sure that the filter is the appropriate size for your system. If filters are not changed regularly, they can cause damage or premature malfunction. You as the tenant will be responsible for any repairs related to damage caused by improper filter maintenance.
- **Other Filters:** Tenants are responsible to replace any fridge/reverse osmosis/soft water system, or any other filters required in the house as required. If your equipment does not state how often or what type of filter you need, please check online or reach out to the office. Water softeners are also required to be maintained with salt.
- **HOA/CC&Rs:** If applicable to the home you're renting, you are obligated to educate yourself and abide by the HOA rules and regulations. If you receive an emailed or physically mailed HOA violation, you are to adhere to the terms and requirements on the violation within the allotted amount of time. If there are any associated fines, they will be added to your online account and are due immediately. If you need a copy of the rules and regulations or want to dispute/appeal a violation, please contact your property manager.
- **Mailbox Keys:** Due to federal regulations, we do not manage mail boxes. If the previous tenant did not leave a key to the mail box, you will need to take a copy of your lease agreement, valid ID, and a utility bill to the local post office to obtain the location and keys to your mail box. If the mail box is not USPS managed, please contact your property manager for information.
- **Re-Key/Lock Change:** We do not re-key the locks upon move-out unless required for access. If you would like the locks to be re-keyed, you may submit a request through your tenant portal or to your property manager. The cost for a re-key is 150.00. If you change the locks at anytime, you are required to provide a key and/or code to the property manager for emergency access. Failure to do so could result in a chargeback for locksmith services.
- **Security Systems:** We do not provide or manage security systems at the property. You may choose to install a security system at your own cost. Prior written approval is required if you intend to mount or run wires through the walls. The home must be returned in its original condition upon move out (all holes should be patched and painted). If the system is monitored, you must note KW Westfield PM as an authorized party and/or provide the property manager with the access code in case of emergency.

Keep In Mind

- **Landscaping:** Landscaping is the responsibility of the tenant (unless maintained by the HOA). The lawn needs to be kept regularly trimmed, watered appropriately and free of weeds and debris. All trees, bushes, and shrubs should be adequately trimmed in a timely manner. If there are any significant issues such as a sprinkler malfunction or dying grass, please report as a maintenance ticket.
- **Leaks:** If you find a leak, shut off the water to the affected area immediately to prevent further damage and report to the property manager. Please see the maintenance policy packet for additional details.
- **Pest Control:** Tenants are responsible for pest control. Keep in mind if you have a monthly service, you are much less likely to see pests. If you need a vendor recommendation, please contact the office.
- **Pets:** Pets are approved on a case by case basis. You are NOT allowed to bring an unauthorized pet on the property for any period of time. All pets are to be approved by the property manager.