



Move In Information Checklist

Welcome Home!

- Property Access** Once your move-in date is decided (no more than 10 days after you place a deposit), you'll need to coordinate receiving your Smart Lock code or arrange for key pick up from our office. In order to release the code or keys to you, your lease will need to be signed and the security deposit and first month's rent will need to be paid.
- Brivo Smart Home** Most properties have a Brivo Smart Home system installed with connection to the smart lock. Additional smart home features such as smart thermostats, motion sensors, flood detection, doorbell cameras etc may also be in the property. These are all accessible via the Brivo Smart Home app.
- Utilities** Unless otherwise specified, you are required to have all utilities besides the city utilities turned on in your name within 48 hours of taking possession of the property. Any disconnections or service calls related to failure to switch utilities into your name will be your financial responsibility.
- Move In Inspection** Along with this packet, you will receive a move-in inspection to complete online through your rmResident app. 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. **THIS IS NOT A MAINTENANCE REQUEST.** If you wish for the office to correct any issues you discover upon move in you must submit a maintenance request through your portal.
- Move In Cleaning** Properties are required to be professionally cleaned between each resident. If you find that the cleaning has not been done or that areas are missed you must notify the office within 24 hours of your move in date so that we can have the cleaners come back to address the mistake. If you fail to notify the office or you opt to clean up the mistakes yourself, this will not release you from the obligation to have the property professionally cleaned at your expense upon your future move out.
- Rent Payments** We recommend paying rent online through your Resident Portal at www.inclinepm.com or through the rmResident app available on the Google Play and Apple App Stores.
- When paying online, you have the option to pay rent with the following options along with a convenience fee charged by the merchant service provider: ACH (\$3.17), credit card (\$3.17 + 3.76%), or debit card (8.55). Convenience fees are not set by Incline Property Management and are subject to change without notice. Online payments are available as a courtesy only and management may shut off your online payment ability at any time deemed necessary.
- We also welcome you to pay with a personal check, money order, or cashier's check either by drop off during our office hours or by mail. For liability purposes we do not have an after hours drop box for rent. Additionally, any payments sent by mail must be RECEIVED by our office by 5 PM on the 5th day of the month. We do not accept post mark dates as payment dates and are not responsible for any lost payments in the mail.
- Cash payments are not accepted, however you may opt to use CashPay (\$4) which allows you to pay rent directly with cash at various locations. Please contact our office for your CashPay number.
- 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 \$30.00 daily late fee until paid. Bounced or returned payments incur a \$50 fee as well as applicable late charges. Multiple bounced or returned payments will result in payment being made with certified funds only.
- Maintenance** All maintenance requests must be submitted through the Resident Portal or rmResident App unless it is considered an emergency. In case of emergency, call 801-850-5673.
- Routine 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 Resident damage, misuse, or negligence, the Resident(s) will be billed for any repairs. Examples include clogged toilets, garbage disposals, broken windows, etc. AC/Furnace Filters:

Residents 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. Residents will be responsible for any repairs related to damage caused by improper filter maintenance.

Please review the Maintenance Policy 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 \$200.00 monthly fee upon expiration. If you decide not to renew your lease, you are required to submit a 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. It is your responsibility to reach out to the office if you do not receive a lease renewal reminder.

Other Filters

Residents are responsible to replace any fridge/reverse osmosis/water softener system, or any other filters required in the unit. If your appliances or equipment do 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 on a regular basis.

Quarterly Inspections

Property inspections are required to be completed by Residents through the rmResident App on a quarterly basis. Failure to complete the inspection will result in a \$125 inspection fee to have an office member complete the inspection. Inspections are reviewed by the office and may receive requests for additional information or clarification. Inspections are not a replacement for a maintenance request or reporting damage. Additional inspections may be performed at the owner's request but will not be subject to an inspection fee.

HOA / CC&Rs / Parking

If applicable to the unit you're renting, you are obligated to educate yourself and abide by the HOA Rules and Regulations of the HOA Community. 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 with or without prior notices or warnings.

If you need a copy of the rules and regulations or want to dispute/appeal a violation, please contact your property manager. CC&R's and Rules and Regulations can also be found in your Resident Portal, however Incline Property Management is not always informed of HOA changes. HOA rules and regulations may be amended, changed, or enforced at any time and you may or may not be notified in advance.

Some HOA Communities have strict parking policies or restrictions. It is up to you to abide by those policies. Do not park anywhere where there is a red painted curb, no parking signs, or towing enforcement signs. Do not park in reserved parking spots that do not belong to your unit. Any towing, boots, citations, etc are the responsibility of the Resident and their guests.

HOA Fobs and parking passes should be available in the unit or for pick up from the office. HOA's typically charge for any lost, damaged, or replaced Fobs and Passes. If you do not have an HOA Fob or parking pass in the unit you must notify the office within 24 hours of your move in, otherwise we will assume you were the one that misplaced them.

Mailbox Keys

Due to privacy concerns and operational limits, we do not manage mailboxes or USPS related concerns. You will need to take a copy of your lease agreement, valid ID, and current utility bill to the local post office to obtain the location and keys to your mailbox. If the mailbox is not USPS managed please contact the office for more information and/or you may need to obtain a PO Box.

Re-Key / Lock Change / Lock Outs

We do not rekey the locks upon move-in unless required for access. If you would like the locks to be re-keyed at your expense, you may submit a request through your Resident portal or to your property manager. **The Brivo Smart Home system and smart lock are not to be tampered with or removed.** If you change the locks at any time, 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.

If you are locked out of your unit you may call the office to see if we can get you a copy of a key or remotely unlock the Brivo Lock for you. If not you will be required to contact a locksmith to come and unlock the door. Being locked out of your apartment is not considered to be an emergency. DO NOT CONTACT THE EMERGENCY LINE FOR A LOCK OUT.

Home 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 Incline Property Management as an authorized party and/or provide the property manager with the access code in case of emergency. If there is existing security system equipment in the home, you may contact the provider for service at your expense.

Landscaping

Landscaping is the responsibility of the Resident (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. Please refer to the **Landscaping and Outdoor Maintenance Addendum** for additional information.

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 refer to the **Maintenance Policy Addendum** for more details.

Pest Control

Residents are responsible for pest control. Keep in mind if you have a regular pest service, you are much less likely to see pests. If you need a vendor recommendation, please contact the office.

**Animals and
Guests**

Animals are approved on a case by case basis. You are NOT allowed to bring an unauthorized animal on the property for any period of time. All animals are to be approved by the property manager and an animal addendum must be signed. Please refer to the **Animal Addendum** for more information.