
MOVE-IN CHECKLIST

This convenient checklist will help you get settled into your new apartment. If you did not receive a utility telephone contact list from your manager, please call your rental office directly.

- Call gas and power service providers directly to transfer these services into your name.**

If your power and gas services are not changed to your name, Jones & Jones will require direct reimbursement for any charges incurred after your move-in date. If the pilot light in your heater or stove is not lit, please inform the gas company; they will come out and light the pilot free of charge.
- Set up a telephone service, if needed.**

Jones & Jones will provide your apartment with one (1) working jack. Any additional jacks in your apartment will be at the resident's expense, so please keep this in mind when ordering a second phone line. Your telephone service provider offers line maintenance service at a minimal monthly charge to you. Please consider this feature when initiating new or amending existing phone services.
- Call a cable service provider to start cable service.**

Please read the residency rules regarding satellite dishes before having one installed.
- Set up mail service.**

Jones & Jones will provide you with one mailbox key. Please stop by your local post office to put in an address change for your mail, or download Updater, a digital all-in-one moving tool, for help forwarding your mail.
- Ensure you have all necessary keys.**

Make sure the manager has provided you with all necessary access/entrance keys and remotes. The resident is responsible for making duplicate keys. Giving residents apartment access is not a service provided by Jones & Jones.

EMERGENCY INFO

For after-hours emergencies, call 800-956-7793, available from 5:00 p.m. to 8:00 a.m. Monday through Friday, as well as holidays and weekends. Non-emergency calls will be billed to residents; see below for what constitutes an emergency.

Emergencies include:

- Kitchen sink stoppages that occur on weekends and/or result in water overflowing onto the floor.
- Ruptured pipes inside or outside of the apartment.
- Any running faucet that will not turn off. Please note that a dripping faucet is not an emergency and will be repaired the next business day.*
- Broken windows on the first floor. Please note that broken windows above the first floor are not considered emergencies and will be repaired the next business day.*

- Entire building is without hot water.
 - If emergency personnel find that a water heater must be replaced in a building with only one water heater, the heater will be replaced the next business day.
 - If an individual unit's water heater needs to be lit, call the gas company.
 - If wall heater or furnace repairs are needed after 5 p.m., call the gas company. Jones & Jones will schedule repairs for the next working day.
- Gas leaks. If you smell gas, call 911 or the gas company and open all windows immediately.
- Electrical power blackout, including security lighting in garage area or entire building.
- Power outage throughout the entire apartment. Please note that a power failure in a portion of the apartment is not an emergency and will be repaired the next working day.

Lockouts

If you are locked out of your apartment after 5:00 p.m. and before 8:00 a.m., you must call a locksmith to assist you. If Jones & Jones emergency services assist you, you will be charged a \$70.00 fee.

Please note that all non-emergency calls will be charged to residents. Remember that emergency personnel are doing their best to assist you; please treat them accordingly.

*Business days are defined as Monday through Friday, 8:00 a.m. to 5:00 p.m.

RENTER INSURANCE INFO

Renter's insurance can protect your belongings, prepare you for unexpected accidents and help you get back on your feet. Please read the below list of your responsibilities as an apartment resident.

Costly situations that are the renter's responsibility:

- You have a defective electrical extension cord that starts a fire and causes considerable damage to the building and all of your possessions.
- A friend hurts his back while helping you slide out your refrigerator so you can clean behind it.
- Your locked car is broken into in the parking area and a camera is stolen.
- A pipe leaks under your sink and your apartment is flooded, damaging your furniture and belongings.
- Your four-year-old hits a playmate with a brick in the apartment yard. Stitches are required, but the parents have no medical insurance.
- A burglar breaks your front door lock, or enters through a window, and steals your valuables.
- A five-year-old leaves a bicycle or toy at the foot of the stairs. Your next door neighbor falls over the bicycle and is severely injured.

Renting an apartment has many advantages, but it also carries some of the same risks as homeownership. Renter's insurance can protect your belongings, prepare you for unexpected accidents and help you get back on your feet.

We recommend getting insurance from Resident Shield.

OTHER IMPORTANT INFO

See below for commonly asked questions about occupancy, rent, security deposits and more.

What if I have someone moving into my apartment with me?

If for some reason an additional person joins you in your apartment—such as a roommate, a partner or a child—please let your manager know. Additional people in your apartment, even for a temporary period, should be reported as only the names on the rental agreement are known as Residents.

When is my rent due and how do I pay?

Rent is due on your agreed upon due date. We allow a 3-day grace period, which includes your due date. After the 3-day period, there is a \$75.00 late charge. Rents need to be paid by check or money order payable to Jones & Jones Communities. Cash, third-party checks or out-of-state checks will not be accepted at any time. If your 3-day grace period has passed, you must include your late charge with your payment, which needs to be either a money order, a cashier's check or by credit card (Visa, Mastercard, and Discover only, which are accepted on our website). If a rent check is returned because of insufficient funds, a fee will be charged and all future rents will be required by money order or cashier's check.

When I paid my first month's rent, I also paid a security deposit. What is this for?

Your security deposit is held on record for when you leave your new home. Any damage to the apartment and/or rent due may be deducted from this security deposit. Damage includes, but is not limited to, replacement of blinds; repair of damage to walls, carpeting, counters, cupboards, fixtures; extensive painting or cleaning, depending on the length of residency. The security deposit is not your last month's rent. A breakdown of your security deposit will be returned to you within 21 days after you have vacated your apartment and returned keys, less any specific costs incurred in accordance with your rental agreement.