

Property Two 9, LLC

641 W 4th St Williamsport, Pa 17701

Office: 570-980-3024 **Email:** jsmith@propertytwo9.com

Office Hours: Monday- Friday 9:00 AM to 1:00 PM
"Management you can count on"

Dear Resident,

Welcome to your new home! We sincerely hope that you find your new home comfortable and enjoyable. This letter will provide important information. Please take a few minutes to read over this important move-in letter.

Monthly Rent:

The monthly rent is due on the 1st day of each month. Per the terms of your lease any installment for rent due from Resident that is not received by the fifth (5th) day of every month, will result in the Resident having to pay the Landlord an additional sum of **thirty dollars (\$30.00) on the 6th day as a late rent fee**. There are no exceptions for weekends or holidays.

HOW TO PAY YOUR RENT:

****Security Deposit and First month rent is due before you can move in and any Utilities must be switched into resident's name before you move in.

- Pay by Autopay, Bill Pay (Tenant Web Access), personal check, cashier check, money orders or cash, Credit Card (charges 3.5%), Debit cards (flat fee of \$6.95): **YOU CAN MAIL YOUR PAYMENT TO OUR MAILING ADDRESS OR DELIVER IT IN PERSON TO OUR OFFICE OR OFFICE DROP BOX.** Please write the property address and your unit number on the memo line and/or Envelope. (Example: 619 W 4th St/Apt 10)

Office Address:

Property Two 9, LLC
641 W 4th Street,
Williamsport, Pa 17701

Paying your Rent through our online portal (Tenant Web Access):

Please see the sheet in your welcome packet for instructions. The website is <https://property29.twa.rentmanager.com> you will need your email address and your tenant account number.

Paying by Autopay:

Please contact our office at 570-980-3024 and we will send you a Recurring Payment Authorization Form. Please fill it out and send it back to the office. A valid email address is required.

Setting Up Your Utilities at Property Two 9:

Set up your utility accounts effective the first of the month when your lease starts even if you are not living there. Failure to put the utilities in your name (s) will result in late fees, penalties, and disconnections on your utilities. Make sure to switch the utilities into your name so you aren't stuck in the dark.

PPL Electric Company:

Please call PPL to switch the electricity to your name (s) BEFORE you move in date.

PPL Electric Utilities: 1-800-342-5775 or online at pplelectric.com

UGI Natural Penn Gas Company:

Please call UGI Natural Penn Gas to switch the gas into your name (s) BEFORE you move in date.

UGI Natural Penn Gas: 1-800-276-2722 or online at ugi.com

Internet: Property Two 9 offers courtesy Wi-Fi and if the service is not to your standards, you may provide your own Internet with approval by management. Please keep in mind that if the internet goes down, Property Two 9 does NOT deem this as an emergency.

Network: _____

Password: _____

Water/Sewer: Per the terms of your lease water/sewer are included in your monthly rent.

Trash Removal:

It is the residents responsible to take all trash outside to the RED TRASH BINS on the property. If the red bin is full, please find an empty one to throw trash away in.

Mail:

Please make sure your name is on your mailbox in order to receive mail.

Move- In Inspection:

There will be no formal "move-in" inspection when you take possession of the unit. You will have 5 days after the start of the lease to notify Property Two 9, LLC in writing of any damages/maintenance concerns with your unit so they can be addressed. It is your responsibility to return the Move-in/Moveout form addressing any concerns regarding the unit. The list will be used to assess damages to the unit, and you may be charged for such items when you vacate. Apartments are as is, the appliances, décor, furnishings are what Property Two 9 is providing. If the appliances/furnishings are not to your standards you may provide your own appliances/furnishings with approval by management at resident's cost.

Maintenance Issues & Repairs (Including Emergencies)

We are determined to maintain a clean and safe residence for our residents. To help us make repairs promptly, we ask that you submit all maintenance requests as soon as you notice them. The longer you wait, the worse the issue will get, and you will impair our ability to maintain an enjoyable living environment.

To make a maintenance request you must call the office at 570-980-3024, email us at jsmith@propertytwo9.com or fill out a maintenance request form in the online tenant portal: In case of a maintenance emergency, please call 570-980-3024. If there is a fire, flood, or someone needs help please call 911. If you reach the voicemail, leave a message-DO NOT TEXT WE WILL NOT RECEIVE IT- ALL VOICEMAILS ON THIS LINE ARE MONITORED 24 HOURS A DAY / 7 DAYS A WEEK!

***Some examples of emergencies include serious water leaks, no heat, clogged plumbing that plunging hasn't solved, etc.

***If you have a medical or criminal emergency, please call 911.

Renters Insurance: (Optional)

Although it is not required (unless you have a pet), we highly recommend that you purchase renter's insurance. The building property insurance policy will not cover the replacement of your personal belongings if they are lost due to fire, theft, rain, and/or any other cause.

Safety/Home Inspection:

To help keep the residence safe and in accordance with local, state and/or federal regulations, we may conduct a semi-annual or annual inspection of the buildings including the fire alarms and/or carbon monoxide detectors in your unit. We will notify you of this inspection by written 24-hours' Notice of Entry.

Smoke Detector/Fire Extinguisher. Residents shall maintain at least two (2) (1 if you are in a studio) UL approved smoke detectors in the Home and ensure that they are in proper operating condition at all times. Resident shall also maintain a fire extinguisher in the Home and ensure that it is in proper operating condition at all times. Tampering/removing Smoke Detector/Fire Extinguisher is an immediate lease violation.

Locks & Keys

If you lock yourself out of your unit or lose your keys **it is not the responsibility** of the landlord or management to let you in. If we are called out for this reason you will be charged the full amount of any expense incurred in addition to a \$20 labor charge during office hours or \$150.00 labor charge after hours. Payment will be due in full at the time of service. If you lose any of your keys including the key to your unit, you will be charged \$200 per key.

Deposits:

Your security deposit will be applied to costs of cleaning, damages, or unpaid rent/bills after you move out. YOU MAY NOT APPLY ANY PART OF THE DEPOSIT TOWARDS ANY PART OF YOUR RENT IN THE LAST MONTH OF TENANCY.

Pets & Painting & Smoking & Parties:

Your lease prohibits pets (cats, dogs, ferrets, etc.) and painting, smoking, underage drinking, half barrels, and parties. Penalties can include additional fees, lease violations, evictions and involving the police.

Moving Out:

While it is still early to talk about moving out, please be aware that we have a list of items that should be cleaned before we conduct a move out inspection. If you decide to move out, please ask us for a copy of our Move-Out Letter explaining our procedures for inspection and returning the deposit.

We hope you enjoy living in your new home and we look forward to making your tenancy as enjoyable as possible.

Sincerely,

Property Two 9 Management

Property Two 9, LLC
641 W 4th St
Williamsport, Pa 17701

TENANT WEB ACCESS SETUP

[Date()]

Dear [FirstName()],

We are pleased to offer Tenant Web Access, where you can access your account and make payments online. To create your account, go to [https://\[System.CompanyCode\(\)\].twa.rentmanager.com](https://[System.CompanyCode()].twa.rentmanager.com) and follow these steps:

1. On the Login screen, click **sign up**
2. Enter your account number: [AccountNumber()]
3. Enter your email address (this will be your Username)
4. Click **sign up**
5. Go to your email account for the account finalization email
6. Click the **finalize** link in the email
7. Create a Password
8. Confirm the Password
9. Click **verify**
10. Enter your Username and Password to login

While logged into Tenant Web Access, click the tabs at the top of the page to:

- View your open charges
- Display your transaction history
- Make a payment
- Create a service ticket to report a non-emergency issue (for emergencies, please call our office)
- View and add messages to the Message Board
- Manage payment information
 - -If you pay with a checking or savings account (ACH) there will be no fee for doing so.
 - -If you pay with a credit card the fee is 3.5%.
 - -If you pay with a debit card there is a flat fee of \$6.95.

If you have any questions about Tenant Web Access, please contact our office at [Property.PhoneNumber.FullNumber()] or [Property.Email()].

Sincerely,

[Property.ManagerName()]
Property Manager

Property Two 9

641 W 4th St, Williamsport, Pa 17701
570-980-3024 jsmith@propertytwo9.com

TENANT NAME: _____

TENANT UNIT: _____

Dear Tenant,

This letter will serve as a legal document that you give us permission to withdraw funds from your account to pay your rent. Once signed this letter will allow us to take out the agreed upon amount. Please fill in the appropriate choice.

OPTION 1: Checking Account _____ Savings Account: _____

Routing Number: _____

Account Number: _____

OPTION 2: Payment Card: VISA: _____ MASTERCARD: _____ DISCOVER: _____

ACCOUNT NUMBER: _____

EXPIRATION DATE: _____ CVV Code: (on back): _____

BOTH:

NAME AS IT APPEARS ON ACCOUNT: _____

BILLING ADDRESS ON ACCOUNT: _____

START DATE AND FREQUENCY OF WITHDRAW: _____

SIGNATURE: _____

Please contact us with any questions.

Sincerely,
Property Two 9 Management

Property Two 9, LLC.
641 W. 4th Street, Williamsport PA
570-980-3024 - jsmith@propertytwo9.com

[System.Date()]

Dear Resident(s),

Our laundry facilities are open. The laundry room is located in the back of 610 Grace St. The machines are coin operated and there are 3 washers and 3 dryers. We have a lock on the door that requires either a key fob (\$7 to purchase) or a randomly generated 8-digit punch code to enter (at no cost). Key fobs and punch codes will be given out by the office, so make an appointment to pick either of those options. If you lose a key fob there will be a \$10 fee. The office **does not** carry quarters. The laundry room is an amenity so if you have unpaid rent, cause any damage, allow non-residents to enter or use the facility or if there are any disturbances, your access will be revoked. If you have any questions please contact the office. Thank You.

Sincerely,

Property Two 9 Management

Property Two 9
641 W. 4th Street, Williamsport PA
570-980-3024 - info@propertytwo9.com

Laundry Room Rules

-For Resident use only

-Unbutton blouses and shirts

-Unroll all sleeves and cuffs

-Clean lint tray after each dry cycle

-Turn printed clothes inside out

-Close zippers and fasteners

-Dispose of detergent containers properly

-We are **not** responsible for lost/damaged/stolen items

-Make sure you are using the correct amount of detergent.

-**Be courteous**, please remove clothes promptly

-**Be patient**, give other 15-20 minutes to remove clothes

-**Be respectful** of other people's clothes, treat them like your own.

-Children need to be under parental supervision at all times

-Do **NOT** wash/dry anything that has been in contact with a flammable substance (gas, paint thinner, cooking oil, etc.)

-Do **not** overload the machines

-Check your pockets

-Clean up any spills

-**No** comforters, please.

-Use at your own Risk

-Do **not** sit on the machines

-Share machines, don't be greedy

* Failure to adhere to these rules will result in your laundry privileges being revoked and any damage being assessed to your account. If you have questions, ask*

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(Date)

Dear First

Move-in Checklist

Name,

We are trying to be more environmentally conscious, and we would like to see if you would be interested in receiving text or email notifications instead of getting a paper? If you are interested, could you please fill out your email address, mobile number, or both. We can set you up to receive notifications, letters, and receipts. If you have any questions, please contact the office. You can also email me back with your response at jsmith@propertytwo9.com thank you all so much for your help.

By completing this form, you are granting Property Two 9, LLC permission to text/email you information related to the business and property

Email address: _____

Mobile Number: _____

Email address: _____

Mobile Number: _____

Email address: _____

Mobile Number: _____

Sincerely,

Property Two 9 Management

Please check if completed. If it is not, please describe in detail at the end of page in additional notes.

- There are no items left behind
- Ceilings and corners are clean and free of marks
- Walls are wiped down and free of marks
- Light switches and outlets are wiped down
- Ceiling fans and light fixtures are clean
- Window sills, door frames, and trim are dusted and wiped down
- Windows and any other glass surfaces are clean
- All floors are swept, vacuumed, and mopped or shampooed
- There are no new light bulbs needed
- The kitchen sink and appliances are all wiped down
- Bathroom sinks and bathtub/shower are wiped down and cleaned
- Toilet is cleaned
- Any vents are dusted and wiped down
- Mirrors are vanities are wiped down
- All items are removed from the fridge/freezer
- Fridge/freezer is wiped down
- All cabinet are cleaned out and wiped down
- Carpet is free from spots/stains
- Fire extinguisher is present
- Smoke alarms are not chirping
- All appliances work
- All trash is removed
- Groove(s) (temperature monitoring device) are still on wall, there should be 1 per room except the bathroom

Additional Notes:

Resident(s):

Print: _____

Date: _____

Print: _____

Date: _____

Property Two 9 Manager:

Print: _____

Date: _____