

# Tenant Move In Day Instructions



## *Frequently Asked Questions upon moving in.....*

### → **Will my property be rekeyed?**

Our vendor will be contacting you to schedule re-keying of the property if it has not already been completed. Two keys will then be provided to you. Please schedule with vendor when you are available.

### → **Do I get garage door openers?**

Per your lease agree we do not have to supply garage door openers, however if we have them we will be more than happy to provide them to you. You may as well feel free to purchase universal units at Lowes or Home Depot.

### → **I wasn't given mailbox keys. Do I get them from you?**

We do not supply mailbox keys as outlined in your lease for liability reasons. Please contact your local post office providing a copy of your lease for this assistance. There may be a fee for this as it varies. You will be responsible for this fee if you wish to receive mail at the property.

### → **How and when do I turn in my inventory condition form?**

You are required to turn in your original Inventory Condition form to our office within 5 calendar days. Our office hours are M-F 9am-5pm. Keep in mind there is no drop box.

Your inventory condition form is not a maintenance request. Please call your maintenance requests to 512-758-8401 **only!**

### → **How do I pay rent in the future?**

Your rent going forward will be due on the 1<sup>st</sup> of each month. We only accept rent in the form of certified funds (no personal checks). We do NOT accept rent at our physical address without prior approval.

Our mailing address is: **P.O. Box 5362, Round Rock, TX 78683**

You may also visit [www.paylease.com](http://www.paylease.com) and set up an auto draft from your account for \$2.20 or call 1-866-729-5327. Many of our tenants simply choose to utilize their banking institutions online bill pay. Pay close attention to how many days in advance you will need to pay in order for your payment to be **received** on time. Late fees are strictly enforced.

*The Texas Real Estate Commission nor the Texas Association of Realtors lease requires that personnel be available at any specific time or location to meet or speak with tenants. This includes accepting rent.*