



## WELCOME TO YOUR NEW HOME!

We are pleased to be renting to you. I'm sure you are all excited and eager to get into your new space. But, let's take care of some housekeeping first.

### PRIOR TO YOUR MOVE-IN:

- Schedule a "check in" time**
  - Schedule a "check in" time for the day your lease begins (or after) by emailing [info@fiveseasonsmanagement.com](mailto:info@fiveseasonsmanagement.com), to be met at the apartment to get keys, and fill out a "property inspection report (PIR)". It is only necessary for one tenant (not a subletter) to be present, although all are welcome. All keys will be given to this tenant for distribution to the rest. In scheduling, please allow ample time for your travel, as missing your appointment can result in us not being able to meet you on the 1st. Regrettably, our schedules will be absolutely full that day.
  - IF YOU DO NOT NEED TO MOVE IN ON THE FIRST - PLEASE LET US KNOW**
  
- Set up your utilities** - check your lease to see what utilities you are responsible for
  - Contact **Burlington Electric (802) 865-7300** at least 2 weeks before your lease starts to set up your account. You must schedule your service to begin May 26th. We'll need electricity to get the apartment ready for you.
  - Contact **Vermont Gas (802) 863-4511** if you are responsible for natural gas in your lease. Please schedule this to begin May 26th as well so that there will be no interruption in your hot water.
  - If you are setting up Internet/cable **Burlington Telecom** and **Comcast** serve most Burlington Properties. We highly recommend Burlington Telecom, especially to students, they have better pricing and service.
  
- Pay rent on or before June 1st**
  - Rent is paid through the resident login at [www.fspm.co](http://www.fspm.co) using the login info that we sent you. If you have forgotten your password you may go to the resident login page and request a new one. When setting up your bank account information, make sure that the name on the account matches the name you are entering exactly (no nicknames). For the payment amount, you will enter your share of the rent. For example, if your total rent is \$2,000 and you have agreed to split it 2 ways with your roommates, then enter your share (\$1000). Rent will be posted 5 days before the 1st of the month. **Please login May 26th or after to pay your first months rent.**

## FREQUENTLY ASKED QUESTIONS:

- **Can I move in early?**
  - As much as we'd love to get everyone settled ASAP it is not usually possible. **Please do not ask, we will let you know if this becomes possible in your case.** This is our busiest turnover season and in order for us to be as efficient as possible we rely on the systems we have in place. Answering emails and calls about early move-ins only slows us down. Again, we WILL contact you if your apartment becomes available before June 1st.
  
- **Can we tour the apartment again before move-in?**
  - Unfortunately due the extremely high volume of June turnovers we cannot accommodate this request.
  
- **What if I can't or don't need to move in on the 1st?**
  - If you do not NEED to move in on the 1st we strongly encourage you to schedule your check in on a later date. Some months, the 1st can be a very chaotic move-in day in Burlington, and scheduling a later day will allow us extra time for painting, repairs, cleaning etc.
  
- **Will there be anything in my apartment when I arrive? What maintenance will have been done?**
  - The apartment will be empty, and clean. In some but not all cases we paint between tenants. Your apartment is unfurnished, it will be empty when you arrive. Safety items such as smoke/co detectors, fire extinguishers are provided. Essentials such as a toilet plunger, trash cans, countertop microwave, will be your responsibility. Window treatments will be your responsibility as well, you may install blinds, shades, curtains, that is up to you. In some cases, window treatments will be left behind for you to use if you wish.
  
- **What if there's an issue in my apartment when I move in?**
  - We have done our best to have your apartment in great shape for you to move in. Inherently there will be some things that we may not have noticed. Please start a "fix it" list of things about the apartment/house that you would like corrected. Submit the list to us once you feel it is complete. This will allow us to efficiently tackle all your items in one trip. **Maintenance requests need to be made through your tenant account by clicking on the "Request" button. When sending the "fix it" list please submit the list as one request , not multiple requests.**



## **BE A GOOD NEIGHBOR:**

- June 1st is a very big turnover time in our community. Lots of folks moving in on one day creates a lot of waste. All cardboard from your move must be broken down to 2'x2' (or smaller) pieces that will fit in recycle bins. Burlington will fine for cardboard in the garbage. Fines will be billed to tenants' deposits. We don't want trash blowing into our beautiful lake!
- Introduce yourselves to neighbors in your building and nearby ones. Trade contact info with them. Let them know you want to be good neighbors, and that they should inform you if you are ever disturbing them. This friendly gesture could save you from an expensive noise violation, or Code Enforcement fine later in the year.

**Thank you for renting with us - we look forward to a good year with you all.**