

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:

- **Keys**
 - The day your lease starts, you will receive an email with an access code. Some of our units have keypad locks on them and no keys. You will use this code all year to access your unit. The units that have keys, you will be given a lock box code to access your keys. The lockboxes will be located on your unit's door handle, unless otherwise noted. Please take the keys from the lockbox and leave it hanging, maintenance will be back to grab the lock box after you're settled.

- **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. Please schedule your start date for 5 days prior to move in to avoid a stinky fridge!. 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.
 - If you are setting up Internet/cable **Burlington Telecom** and **Comcast** serve most Burlington Properties. We highly recommend Burlington Telecom as they have better pricing and service.

- **Pay rent on or before your lease start date**
 - Rent is paid through the resident login at 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 to the portal to pay your first month's rent prior to moving in.** You can elect to set up auto pay, which most of our tenants do. Please note that there is a 3% fee for using credit or debit cards, so it is recommended to link a checking account.

- **Acquire Renters Insurance**
 - It is required in your lease to obtain renters insurance. You can find plans through your tenant portal or check with your auto or parents home insurance for add ons.





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/calls about early move-ins slows us down. Again, we WILL contact you if your apartment becomes available before June 1st. Additionally, we cannot accommodate storing items on the property prior to move-in.

- **Can we tour the apartment again before move-in?**
 - Unfortunately, due the extremely high volume of June turnovers we cannot accommodate this request.
 - We do not have measurements of each unit.

- **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, let us know. The 1st can be a very chaotic move-in day in Burlington, especially June 1st, 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, are your responsibility.** Come prepared! AA or 9V batteries and light bulbs are also helpful essentials to have on hand.

- **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 have missed. 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.** Including photos can be very helpful.

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