

# Move In Packet



**GoPhoenixProperty.com**  
**573-639-0925**

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## Welcome!

Our management team is very excited to provide you with exceptional management, including prompt maintenance service, as well as maintaining a safe and enjoyable place to live! This packet will contain all the information about our management company.

## Before Move In

The security deposit is due within 2 two days of signing your lease agreement, unless otherwise noted. The first months rent is due at the time of move in or before. You can pay online in your Resident Portal up to 7 days prior to your move in date. Any payments within 7 days of move in must be certified funds, such as cash, money order, or cashiers check. You can use our Rent Payment Book to pay with cash, money order or cashiers check.

We will send you a text message or email with a list of utility providers you will need to contact and start service in your name prior to move in, unless provided. Visit [GoPhoenixProperty.com/Utility](http://GoPhoenixProperty.com/Utility) for a list of contact information.

You will receive a copy of your lease agreement in the Resident Portal on the homepage or under Shared Documents, you may need a copy to start utilities for proof of address.

We will reach out before your lease start date to confirm the move in date and time.

If you are moving in with roommates, only one person needs to check in. All roommates need to have their rent and deposit paid before keys.

We use a lock box system for move in. You'll receive a text message code to open the lock box on the front door. Inside you will find the entry key for the unit. If you have any mailbox or other keys, they will be on the kitchen counter. If your unit has an electronic lock, you'll receive the code via text message when the apartment is ready.

Within 2 days of move in, we will need you to submit a move in form. The form will guide you through the unit to note any damages. The last section will ask if you want anything repaired, we will be happy to address any issues or concerns with the space. You'll see a Move In Card on the kitchen counter with the link to the move in form, [GoPhoenixProperty.com/MoveIn](http://GoPhoenixProperty.com/MoveIn)

You'll need to leave a note in the mailbox or fill out the green vacancy card with all names of persons who will be receiving mail at the address. The carrier will use the card to place your name on a label inside of the mailbox.

## Move In To-Do List

What	When	How
<input type="checkbox"/> Pay Deposits	2 days after lease	GoPhoenixProperty.com/Pay
<input type="checkbox"/> Confirm Move In	up to 2 weeks prior	GoPhoenixProperty.com/MoveIn
<input type="checkbox"/> Connect Utilities	1 week before	Contact the utility providers to schedule your utilities to connect on your <b>move in date</b> . GoPhoenixProperty.com/Utility
<input type="checkbox"/> Pay 1st Month Rent	Before Keys	GoPhoenixProperty.com/Pay Certified funds if within 7 days of move in

## Payments

Payments are due on the 1st of the month. We allow a 5 day grace period. Payments not received by 11:59 PM on the 5th will be assessed a Late Charge of \$5 per day until the balance is paid in full. Late charges start from the 1st and cannot be removed. Any payment received first is applied to your most outstanding rent charge. For the safety of our Residents and Staff, we do not accept payments at our office.

Please see the orange envelope, *How to Pay* for all payment options or visit [GoPhoenixProperty.com/Pay](https://GoPhoenixProperty.com/Pay)

## Resident Portal

The Resident Portal is an easy, fast, and secure way to pay rent and other charges online, view your payment history, download a copy of your lease, and much more. Access your Resident Portal from any mobile device. Visit our website [GoPhoenixProperty.com](https://GoPhoenixProperty.com) and click Tenant Login. You can also download our app called *Online Portal by AppFolio*.

## Utilities

All utilities must be turned on and in the name of any one of the leaseholders for the entire term of the lease, unless otherwise noted on your lease agreement. In the event that any utility bill is not in your name and Phoenix Property Mgmt LLC is sent the bill, it will be charged to your account plus a processing fee of \$10 and due immediately upon receipt. Contact our office if you need the providers required for your unit. Visit [GoPhoenixProperty.com/Utility](https://GoPhoenixProperty.com/Utility) for provider contact information.

## Lease Agreement

You can find a copy of your lease agreement in your Resident Portal under *Shared Documents* or *Property Details*. If you would like a paper copy, please contact our office and we will mail a copy or have it ready to pick up at our office.

## Office

If you have any questions or would like to contact our office, please send an email to [Hello@GoPhoenixProperty.com](mailto:Hello@GoPhoenixProperty.com) or text message to 740-227-2038 for the quickest reply. We receive a large number of calls during the day, if we are unable to pick up, we will call you back as soon as possible.

**Call** 573-639-0925

**Call/Text** 740-227-2038

**Email** [Hello@GoPhoenixProperty.com](mailto:Hello@GoPhoenixProperty.com)

Our office is open by appointment only. Please contact us to schedule.

Office address: 303 N Stadium Blvd, Suite 200, Columbia, MO 65203 (No mail accepted)

## Mailing Address

Phoenix Property Mgmt LLC  
PO Box 7442  
Columbia, MO 65205-7442

## Maintenance

Our maintenance team is fully experienced and familiar with all types of repairs. Unreported maintenance issues can lead to greater expenses with time so please place all requests in a timely manner. You may be responsible for repairs not submitted in a timely manner. Do not attempt to make any types of repairs (excluding light bulb replacement within reach and toilet plunging) on your own without management permission.

## How to Submit a Maintenance Request

The best way to submit a maintenance request is to use our online form. Visit [GoPhoenixProperty.com/Repair](http://GoPhoenixProperty.com/Repair) to place a request. Describe the issue(s), upload a photo (recommended), include entry instructions and click Submit. You'll receive text message or pre-recorded phone message updates as we process your request. You can also call our office to submit a request by leaving a recorded message of the request. This helps us process your request as quickly as possible.

We will enter the unit at any time, with or without permission, should there be any emergency maintenance required, or should you fail to keep or schedule an appointment for repairs needed.

## Emergencies

As a general rule, an emergency is anything relating to the apartment that is threatening to life, health, or the property and cannot wait until the next business day to be addressed. Here are some examples of what constitutes as a maintenance emergency:

- **Clogged Toilet**  
Considered an emergency when the toilet that is clogged is the **only** toilet in the entire unit.
- **Water leak, broken or frozen pipe**  
Please do everything in your power to contain the leak to prevent flood damage.

- **No Hot Water**
- **No Heat or AC**  
Outdoor temperature is below 50 degrees (no heat) or above 85 degrees (no AC).
- **Storm Damage**
- **Broken lock on entry door or window**
- **No water in unit**
- **Criminal damage to property**

Emergency requests can be placed on our website [GoPhoenixProperty.com/Repair](http://GoPhoenixProperty.com/Repair)

## Grease & Flushable Wipes

Under no circumstances can you put grease or flushable wipes in any sink, drain, toilet, or plumbing fixture. Flushable wipes are NOT flushable.

## Gas Heat or Hot Water

If your unit has natural gas appliances, please verify that your natural gas service is on. You will be responsible for all charges related to the work order request if maintenance finds that your gas service is not active or shut off due to non-payment.

## Clogged Drain

Please do not pour any drain cleaner down any of the drains in your apartment. Do not use *Drano* or any other drain cleaner as it is harmful to our maintenance team member. Depending on the type of clog (grease, foreign object, etc.), you may be responsible for charges related to the repair.

## Heat and Air Conditioning

The thermostat should be set at 72 degrees to cool the apartment slowly. Once the apartment has cooled, you may set at a lower temperature. The temperature on the thermostat does not change the temperature of the air itself, it operates the system until the apartment has reached the desired temperature. Do not set the air conditioning to the lowest temperature as it will cause the unit to freeze. It will take a minimum of 24 hours to thaw and you will be charged for the repair.

During the colder months, the heat must be set at a minimum of 60 degrees to prevent water pipes within the apartment from freezing.

## Toilet Clogs

It is recommended that you purchase a toilet plunger. Plunging the toilet is the responsibility of the resident. If a maintenance request is placed for a clogged toilet and foreign objects or excessive toilet tissue is found to be the cause, you will be charged for the repair. Feminine hygiene products, paper towels and wipes are not to be flushed down the toilet.

## Lockout

In most cases you will need to contact a locksmith to get in your apartment. Our office cannot provide lock out services. You can place a maintenance request and we will deliver keys or change locks the next business day. You will be responsible for any key or lock replacement and labor charges. If you are not present at the time of service, a lock box will be placed on the door with the code sent to your mobile number on file.

# Community Standards & Policies

## Subleasing

Subleasing is not allowed without prior written permission. We require the person subletting your apartment to submit an application. Once approved, we will email the forms required to sign. There is a \$250 processing fee for any sublease or assignment that must be paid by the original occupant before sublease approval. Contact our office if you have any questions about subleasing.

## Early Lease Termination

In some cases we can allow you to terminate your lease early. Please contact our office by sending an email to [Hello@GoPhoenixProperty.com](mailto:Hello@GoPhoenixProperty.com). In the event we are able to offer early lease termination, you will be required to pay a fee of two months rent, all outstanding charges, and forfeit your entire security deposit. We can deny early lease termination request under any circumstance without explanation.

## Pet Policy

In most units, pets are allowed on a conditional basis and Phoenix Property Mgmt must be aware of any pet dwelling in any resident's unit. A pet deposit of \$300 (refundable) is required per pet, as well as a required signed animal agreement on file prior to the pet occupying the unit. We do not charge additional monthly rent for pets. Please visit [GoPhoenixProperty.com/Pet](https://GoPhoenixProperty.com/Pet) to register your pet and rules regarding having an animal in your apartment.

## Smoke & Carbon Monoxide Detectors

Smoke detectors are positioned inside every apartment. For units with natural gas service, there are also carbon monoxide detectors. These alarms are designed for your safety-- do not tamper or remove these alarms in anyway. Removal of these devices are a lease violation and you will be responsible for all charges to repair or replace. You are responsible for changing batteries. Should you need assistance, please place a maintenance request (charges may apply).

## Smoking Policy

Smoking is not allowed in your unit. Please follow all local laws about smoking near public entrances. Residents who do smoke are asked to dispose of cigarette butts properly and refrain from littering the apartment grounds. If you smoke in your unit, you are responsible for all damage, typically exceeding \$1,000.

## Noise/Disturbance Policy

Please be courteous to your neighbors at all times. We ask that quiet hours are in effect every evening from 10pm until 7 am Sunday through Thursday and midnight to 8 am on Friday and Saturday nights. Some communities may have specific policies, noted in the lease agreement.

## Guests

If you live in a secure building, please do not give out entry codes to guests. Please notify our office if you have guests staying longer than 3 days.

## Cleanliness Standards and Damages

To ensure a safe, healthy environment, a reasonable level of cleanliness is expected in living spaces and common spaces. Please properly dispose of and store all trash. Any maintenance requests deemed as “tenant damage”, or any damages found during inspection or walk-through will solely become the responsibility of the resident or charged to the unit (shared equally by all tenants). The charge will be added to your Resident Portal and due immediately.

## Right of Entry

We do our best to notify our residents when we need to enter your unit, however, please remember that Phoenix Property Mgmt and its staff may have the right to enter at reasonable hours to examine the apartment and make repairs, additions, or alterations as necessary for the safety or preservation of the apartment or building. A door hanger will be placed if a staff member enters your apartment when you are not present.

## Exterior Uniformity Policy

To keep areas looking clean, pleasing, and uniform appearance to the exterior of our neighborhoods and conform to City Code, the following regulations are expected to be followed:

1. Blinds clean and free of damage, including but not limited to, broken, bent, or missing blind slats.
2. Windows are clean and free of graffiti.
3. Window screens free of holes or tears and installed properly.
4. No exterior window coverings
5. No stickers
6. Balconies and walkways shall not be used for storage of any kind.

## Policy Violation Fees

We do not like to charge fees. In the rare event, fee amounts are as follows:

- 1st offense \$50
- 2nd offense \$150
- 3rd + offense \$300

## City of Columbia Trash

Visit <https://www.como.gov/utilities/solidwaste/> for trash pick up information, dates, and recycling centers.