

Utilities: Call MDU at 1-800-638-3278 to have electricity placed in your name. Utility carriers can be found on our website under the tenant tab.

Renters Insurance: As stated in your lease, please keep in mind that renter's insurance is required. This will help protect you in the case of theft, a fire, or an injury on the property.

Keys: You'll be provided with one key per adult the apartment. If you need an additional set of keys, please let us know as there is an extra charge. You will receive one mailbox key. There is a fee if keys are lost or stolen.

Parking: You can park a moving truck in the visitor parking. **You have one assigned parking spot marked with your apartment number. Other tenants and visitors will need to use visitor parking which is unmarked. If there are other vehicles in your parking spot, please try to id the individual, talk to them or leave a respectful note. If issue is not resolved, you may call a tow company.

Rent Payments: Before you move in, you should have already paid your first month's rent. Your next payment will be due on the first of next month. If you have any questions about paying rent with Appfolio, you can contact us. You may also use cash at Walmart or CVS if you request a payslip. Payments are due on the first of the month. Anything received after the first is considered late and will have a \$10 per day late fee.

Maintenance: If there's a maintenance issue or a necessary repair, please notify us through the Appfolio site as soon as you notice the problem. We schedule a repair and notify you when it will be fixed. For faster service, please give permission for our team to enter even if no one is home. For any maintenance emergencies, please follow the directions on our phone line 701-354-1937. If the service request is do to tenant damage or miss use, there will be a service fee which can be found on our website under tenants. For other emergencies, please call 911.

Trash Collection: Garbage and recycling is picked up from the garbage area in the parking lot. Please be sure to place all garbage into plastic bags and into the dumpster or city trash receptacle, so that rats and other pests can't get in and aid in the overall appearance of the neighborhood.

Laundry Room: **You have access to the laundry room, which is located on the first floor. Machines are coin operated, please review the laundry room rules when you when you are able.

Storage Room: ** You also have a storage room for your use. It is next to your apartment and keyed to your apartment. Personal items should not be stored or placed in the common areas.

Condition of the Property: We work very hard to make sure you have a welcoming, warm, and safe home. Before any tenant moves in, we repair anything that may have been broken during the prior tenant's residency. We also hire a professional carpet cleaning service before you move in. It's important to us to provide a fresh start for you, but it often occurs that there are maintenance items

shortly after move in. Please notify us of these items as soon as you can. We do expect that the property, at the end of the lease, is left in the same condition as when you move in.

Neighborhood: To help you get to know the area, here are a few neighborhood highlights:

- This will depend on which of our neighborhoods you have chosen to live in.

We hope you will be happy in your new home! Please do not hesitate to reach out to us.

Best,

Bismarck Mandan Rentals

1709 N 19th St #3 Bismarck

**This is a generic move in letter, details of letter may vary depending on the community and apartment you are moving into.