

## **Welcome to AT HOME REXBURG!**

As the managers, we are excited to serve you and help make you comfortable in your new home. Our goal is to provide you with the best service possible to make your time with us an enjoyable and positive experience.

**Move in date is \_\_\_\_\_ after \_\_\_\_\_. If you cannot arrive at this time, please advise by e-mail: [info@athomerexburg.com](mailto:info@athomerexburg.com) of your expected date of arrival.** You may text as well: 208-270-7011. Your new address will be:

332 S. 4th W.  
Rexburg, ID 83440

**Move-in: First month's rent, parking permits and any other applicable fees are required prior to move-in.** You may pay with Money Order or Cashier's Check or by ACH if you get the attached ACH authorization form back to us in a timely manner. ACH authorizes management to transfer funds from your bank account to ours. This is an easy way to pay rent. All tenant has to do is make sure funds are available and management takes care of making the transfer of funds; ACH AUTHORIZATION FORM ATTACHED.

**Keys:** Provided we have received required funds, your door will be unlocked with the keys on the counter or inside a kitchen drawer. There should be 2 apartment keys and one mail key for each apartment. Please let us know if you do not have all of your keys.

**Parking Permits:** Parking Permit(s) were paid for with your deposit. If you have had a change of vehicles since that time, please notify management of new car make, color and license number. You will find your permit(s) with your keys. You risk being towed without a permit **so apply them immediately. The sticker needs to be placed on the rear bumper.**

**Apartment Condition Checklist:** You will find the move-in checklist on your kitchen counter. For your protection, fill out and mail or e-mail the **move in checklist within 5 days of moving in.** Making note of any damages present upon your arrival protects you from being charged for them when you leave.

**Main Office Phone Hours: 208-270-7011 M-TH noon – 2 p.m.** In case of EMERGENCY contact us immediately. Non immediate concerns can be taken care of any time by text or email: [info@athomerexburg.com](mailto:info@athomerexburg.com)

**Method of Payments:** Monthly payments may be made by ACH withdrawal or by check. A check can be dropped off at the dropbox in door of maintenance room, or you can mail it to Kim to arrive before 5 p.m. on the 5<sup>th</sup> of the month. **Rent** is due on or before the 1st day of the month and late after 5 p.m. on the 5<sup>th</sup> of the month.

**Mailing address for checks: Squaw Peak Properties  
c/o Kim Rogers  
1155 Widdison Ln.  
Rexburg, ID 83440**

**Utilities:** Before check-in date, **Call Rocky Mountain Power** and have the power put into your name as of your move in date. You will need to give them the first date of your contract, even if you moved in after that date.

**Internet:** Optix is our server and the password is "onmyhonor." **No personal routers are allowed.**

**Nail Holes:** Please do not put any nail holes in the wall. We have screws in the walls for you to use. Extra holes in walls result in extra charges.

**Power Outlets:** You will notice that one of the outlets in the living room does not work. You must have the light switch by the front door turned on for it to work. This is a common maintenance request but we are required by code to wire it this way. The outlets are also required to be child protected. You must have both prongs of a plug enter the outlet at the same time and there is a safety flap behind the holes that will open up.

**Maintenance Requests:** Any maintenance issues should be placed through e-mail to **Maint.athomerexburg.com**

If maintenance request does not get taken care of within 1-2 business days, please don't hesitate to email again with a reminder. We do our best to solve any problems promptly, but we are human and can overlook something by mistake. **REPORT LEAKS OR ISSUES THAT ARE UNSAFE or causing damage IMMEDIATELY.**

**GROUNDS ISSUES:** Our onsite managers and grounds maintenance are Ethan and Madison Blanchard #1106. Any grounds issues should be referred to them. You can e-mail [maint.athomerexburg.com](mailto:maint.athomerexburg.com).

**GARBAGE:** If dumpster is full, please do not put garbage next to it nor on the ground. The garbage man will not unload the dumpster if there is garbage in the way. Stack **flattened cardboard** outside the fence of dump area. Do not leave large items near the dumpster that won't fit in it. You will have to dispose of these items yourself. Leaving large items outside dumpster may result in a fee.

**QUIET HOURS** are 10pm until 8am. We expect you to honor these hours. Please be respectful and keep the noise level down after 10 pm. If you have concerns or have a neighbor who is not abiding by quiet hours, please let us know and we will be happy to address the situation kindly.

**Contract:** To ensure an amenable relationship between Tenant and Management, we ask all tenants to **become very familiar with the terms of the contract**. The contract can be viewed on our website on the “Residents” page.

We are excited to have you with us this semester and in the future! Awesome people congregate at At Home Rexburg!

At Home Rexburg Management