



***208-522-3138***

***support@jacobgrant.com***

## **Move-In Packet**

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<b><u>Contents:</u></b>	<b><u>Page #</u></b>
Welcome & Instructions	1-2
Utility Confirmation	3
Resident Benefits Package	4-5
House Rules	6-7
FAQ's	8-9

Dear

Thanks for choosing Jacob Grant Property Management! **Congratulations! Your lease has been fully executed.** Before moving in you will want to read the following information regarding rent payments, online access, move-in inspection and more.

The following items need to be completed and returned to our office before you can move in:

- Pay your remaining movein balance (see below) online via your Resident Portal on or before your move-in date.
- Switch utilities into your name as of your move-in date. (*Enter your account numbers below*)
- Renters Insurance: Should you choose to obtain your own policy, you will be required to upload it to our carrier for verification. Otherwise, do nothing! By enrolling into our Resident Benefits Package, you meet the insurance requirements of the lease agreement. You'll receive your Evidence of Insurance via email in the coming weeks.

**New Address:**

**Move-In Date:**

**Remaining Balance Due before Movein:**

Movein Questions:

- **Where do I pick up my keys?** Keys will be left for you at the property and we will arrange contact-less access to getting your keys on the day of your move-in.
- **Will there be a Movein Inspection?** We will send you a self-guided form to fill out via zInspector on the day of your move-in. This must be completed within 72 hours of your movein date.

Please let us know if you have any questions.

Thank You, Jacob Grant

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## UTILITIES CONFIRMATION

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**Resident Name(s):**

**New Address:**

**Move-In Date:**

Thank you for choosing Jacob Grant Property Management. You will need to switch the utilities that you are responsible for into your name and enter account numbers into this sheet before receiving keys to your new home.

**Contact the following utility companies for service and new account numbers. Have the utility companies schedule to activate your services on your move-in date.**

Utility Name (Phone #'s Below)	Account # (Please Provide)

**Utility Phone Numbers:**

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City of Idaho Falls	208-612-8280	Intermountain Gas	800-548-3679
Rocky Mountain Power	888-221-7070	Idaho Power	800-488-6151
Eagle Rock Sanitation	208-529-5566	City of Ammon	208-612-4000
City of Shelley	208-357-3390	City of Firth	208-346-6574
City of Rigby	208-745-8111	DumpIt	208-681-5020
City of Ucon	208-523-3971	City of Blackfoot	208-785-8600
City of Pocatello	208-234-6241	City of Iona	208-523-5600
PSI Waste	208-529-8084	City of Chubbuck	208-417-7175

## RESIDENTS BENEFITS PACKAGE

Welcome to your Jacob Grant Resident Benefits Package! To help you take advantage of your Resident Benefits Package, we've included some helpful information below, including some "action items" to get things started!

What you need to know:

★ Move-in Concierge (courtesy of Citizens Home Solution): Transferring the required utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly, by clicking [HERE](#). You will need to know which utilities you are responsible for transferring into your name, as provided by Jacob Grant. The Utility Concierge service will take it from there! (This service is recommended if your move in date is 72 hours or later from receiving this notice)

★ Resident Rewards from Piñata : You'll be rewarded for paying your rent on-time with our Resident Rewards program. In the weeks ahead, watch for your welcome email from Piñata with a custom link to download the app to your smart device. Earn e-gift cards for simply completing your profile!

★ Credit Building: With each on-time rent payment you can track your Credit Building through the same Piñata App as described with your Resident Rewards (no action required here, just use the same app as your rewards app!) Please note, we do not begin reporting to credit bureaus until your third rent payment has been paid, at that point, the first three months of on time payments will be reported together.

★ Renters Insurance: You're covered! By enrolling into our Resident Benefits Package, you meet the insurance requirements of the lease agreement. You'll receive your Evidence of Insurance via email in the coming weeks. **\*Should you choose to obtain your own policy, you will be required to upload it to our carrier for verification – please see your lease addendum for all the details.**

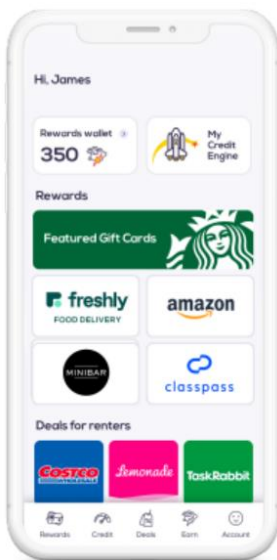
★ Filter Delivery: Changing the HVAC air filter is a tenant responsibility per our lease agreement. If your home has HVAC, your air filter(s) will begin arriving on your doorstep shortly after you move-in. All you need to do is change it upon arrival and continue to do so each time a new one arrives approximately every 6 months. Should you have any filter installation or delivery questions please contact Second Nature at [hello@secondnature.com](mailto:hello@secondnature.com) 1-800-308-1186, Mon - Fri 10 to 6 EST.

★ Online Portal Info: Pay your rent online, access documents and submit those maintenance requests anytime, 24/7. We know life is busy, we provide this tenant portal to help make these tasks easy to accomplish.



# GET REWARDS FOR RENT

Welcome to the nation's largest reward and credit building program for renters.



## DOWNLOAD THE APP NOW

Scan the QR code, or search for Piñata Rent in your App Store

Just use the same email address associated with your Village Green Resident account.



POWERED BY

**meal to someone in need**

Rewards and deals may vary by availability and location. By creating an account, the user is confirming that they are 18+ years of age, a U.S. resident, release [PMG NAME] and Piñata of responsibility, and agree to Piñata's terms of use

[contact@pinata.ai](mailto:contact@pinata.ai) [www.pinata.ai](http://www.pinata.ai)

@pinata.ai

# HOUSE RULES

These House Rules are subject to change. Please find the most current edition at [jacobgrant.com](http://jacobgrant.com) or contact your Property Manager.

House rules are in place to protect your and others' right to peaceful enjoyment of the premises. Accordingly, the management requires that the Covenants Conditions and Restriction for the property and the following rules be observed:

1. **Noise:** Please be conscientious of others. Stereo, radio and television sets are to be kept at a volume that cannot be heard in the next apartment. Use of all common areas (patios, parking lots, etc.) shall be between the hours of 9:00 AM and 10:00 PM. This means the barbeque or party must end QUIETLY after 10:00 PM so others may sleep.
2. **Automobiles:** Non-functioning and non-licensed vehicles are not allowed on the property. Repairs are not allowed on the property. This includes all changes or repairs, tire changes, and tune-ups. If your car leaks oil, you are responsible for cleaning up all your oil drippings. Washing of vehicles on the property is prohibited. Cars parked in areas that obstruct the flow of traffic in and out of the premises will be towed at the owner's expense. Apartment residents are to park in their assigned area only. Guests must park their cars in the street.
3. **Occupancy:** Prior written permission is required for all guests staying longer than 3 days.
4. **After Hours Emergency: 208-538-0117** Call only if the damage is occurring to person or property and something can be done such as turning off the running water. Most urgent matters will have to wait for daytime hours to address and fix the situation, such as power outages or noise complaints etc.
5. **Resident Maintenance & Responsibility:** Please report promptly any dripping faucets, running toilets, or any other items that need repair. The unit must be kept clean, sanitary, and free from objectionable odors. Resident is responsible for costs of repair for clearing stopped-up toilets, sinks, and all drains due to resident negligence. No items besides toilet paper and human waste should be flushed down toilets. Do not pour any fat or oil down kitchen sink. Clean debris (hair) from showers and sink frequently to avoid clogs and other related problems. Dishwashing machines must be used at least once every 2 weeks to keep them functioning properly.
6. **Maintenance Requests:** All maintenance requests must be made in writing. ie. Online at <http://jacobgrant.com> or drop off at office.
7. **Common Areas:** Please help keep common areas clean and neat. No personal items shall be left on or around property. No littering of cigarette butts, papers, trash, or beer cans allowed anywhere on driveways, hallways, yard, or other common areas by occupants or guests. Clothing or towels shall not be hung outside on any ledge or balcony. Patio may be used for 1 barbeque and or 2 patio chairs

8. **Garbage:** Garbage should be kept in appropriate containers and removed frequently. Resident is responsible for the cleanliness of the exterior of the property and may be charged for trash found on or near property.
9. **Pest Control:** Resident is responsible for any pest control. Owner is not responsible for any damage done to the resident's person or property by such pests, or any other persons on the premises. Resident is encouraged to keep premises clean as this will eliminate most common pest problems.
10. **Resident Safety:** All doors must be locked during absence of resident. Storage of gasoline or other combustibles in unit is prohibited. It is the responsibility of the Resident to regularly check the smoke alarm and to replace the 9-volt battery as needed. If smoke alarm is not working with new battery, call manager immediately for replacement of alarm.
11. **Renters Insurance:** Stay current with renter's insurance. Theft, vandalism, freezes, fire, etc., are examples of personal losses which only you can insure against. Your personal property is not covered under the Owner's policy.
12. **Smoking:** is prohibited in or around the property.
13. **Satellite:** No TV Satellites are allowed except with written permission and a removal service charge.
14. **After-Hours Lockout:** If Resident(s) misplace keys to the rented premises, Resident(s) are to contact a locksmith to allow entry at their own expense.
15. **Parking:** Owner may regulate the time, manner, and place of parking cars, trucks, motorcycles, bicycles, boats, trailers, and recreational vehicles by anyone. Owner may also restrict the size and type of vehicles. Owner may have unauthorized or illegally parked vehicles towed at the expense of the owner of such vehicle. A vehicle is unauthorized or illegally parked if it: (1) has a flat tire or other condition rendering it inoperable; or (2) is on jacks, blocks or has wheel(s) missing; or (3) has no current license or no current inspection sticker; or (4) takes up more than one parking space; or (5) belongs to a Resident or Occupant who has surrendered or abandoned the Premises; or (6) is parked in a space marked for manager, staff, or guest at the office; or (7) is parked in a marked handicap space without the legally required handicap insignia/placard; or (8) blocks another vehicle from exiting; or (9) is parked in a fire lane or designated "no parking" area; or (10) is parked in a space marked/reserved for other resident(s) or unit(s); or (11) is parked on the grass, sidewalk, or patio; or (12) blocks garbage trucks from access to a dumpster or maintenance from maintenance areas. Any Addendum or Rules and Regulations created by Owner relating to parking shall supersede this provision to the extent there is a conflict with this provision.

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

- **How do I apply for a property?** You can start the application process by visiting [jacobgrant.com](http://jacobgrant.com) and filling out an application online. You can also fill out a lease in person at our office.
- **What is required to apply?** In addition to an application, you will need to provide a government-issued ID and 3 months' proof of income. A credit and background check will also be performed as part of the application process.
- **Is there an application fee?** Yes, there is a non-refundable \$40 fee, that is good on all properties for up to 12 months. Each individual over 18 must submit their own application and pay the fee.
- **What forms of payment do you accept?** We accept credit cards, debit cards, and online banking information.
- **How long does the application process take?** The application process typically takes 24-48 business hours but can vary depending on the property and the volume of applications received.
- **What is the lease term?** The lease term is typically 12 months but may vary depending on the property and time of year.
- **How much is the security deposit?** The security deposit is 50% of the total refundable deposit and may depend on the property and creditworthiness.
- **Can I make payment on the security deposit?** We do not accept payment on the security deposit and require it be paid in full to secure the property.
- **When is the rent due?** The rent is due on the first of every month.
- **What is the late fee?** The late fee is 10% of rent and recurring charges.
- **How can I pay rent?** Rent can be paid online through your tenant portal.
- **Where do I pick up my keys?** Keys will be left for you at the property and we will arrange contact-less access to get your keys on the day of your move-in.
- **Do I have to pay Renter's Insurance** Yes, renters' insurance is required. You have the following two options to choose for obtaining renters insurance.
  - Option 1: Do nothing. You will be automatically enrolled into an insurance policy as part of the Resident Benefits Package. No further action is required. Coverage will begin on the effective date of your lease and continue throughout the lease term.
  - Option 2: Buy a policy. If you prefer you may find, purchase, and maintain another policy. Visit <http://insurance.residentforms.com/> and follow the



instructions listed there to provide evidence of the required insurance coverage to you Jacob Grant Property Management

- *Please be sure that your policy meets the following criteria prior to submitting:*
  - *The policy is purchased from an A-rated carrier.*
  - *Policy meets or exceeds the required \$100,000 in property damage and legal liability.*
  - *Jacob Grant is listed as additional interest.*
  - *Jacob Grant address is listed as: PO Box 660121 Dallas, TX 75266*
- **I don't have a pet/animal? Do I have to create a Pet Screening profile?** Yes. It's imperative that all our residents fully understand and acknowledge our pet and animal-related policies, regardless of pet status. This ensures we have formalized pet and animal-related policy acknowledgments and more accurate records to create greater mutual accountability.
- **I have a Service Animal and/or an Emotional Support Animal. The property is not pet friendly. Can I have my animal? Do I have to pay a pet deposit? Do I have to pay any pet fees?** All our properties, regardless of pet policy, allow service animals/emotional support animals if the following criteria are met. An additional deposit and any pet fees do not apply to service/emotional support animals.
- **Will there be a Move in Inspection?** We will send you a self-guided form to fill out via zInspector on the day of your move-in. This must be completed within 72 hours of your move in date.
- **What should I do if I have a maintenance issue?** Please submit all maintenance requests through your tenant portal. In case of an emergency please call our 24-hour emergency maintenance line.
- **Can I break my lease?** Breaking a lease is typically subject to penalties and fees. Please refer to your lease agreement for specific terms and conditions.
- **Can I renew my lease?** Yes, you can renew your lease. Our leasing office will contact you 60 days prior to the end of your lease to discuss terms and renewal options.
- **Do I have to submit a 30-day notice?** Yes, in all cases, you must submit a 30-day notice. Please submit that through your tenant portal.
- **Will there be a move-out inspection?** Yes, once you have moved out our leasing team will perform a move-out inspection.