Hi **Ben and Lucy**,

I want to provide you with some information to help your move go smoothly and to welcome you to your new home:

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Utilities

You’re responsible for the **electric, gas, cable, and internet** utilities. You may have already set these up. If not, here are the options for the providers in the area:

Electricity: **ComEd**

Gas: **People’s Gas**

Cable/Internet: **Comcast, RCN, AT&T, or DISH**

If you haven’t set up your utilities yet, I recommend using [My Utilities](https://www.rentalutions.com/partner_clicks/new?partner=My+Utilities&loc=blog&target=renter). They allow you to type in your new address and then pick and choose the utilities you need. My Utilities is essentially a concierge service. You tell them what you want, they coordinate with the companies via phone on your behalf, and then they follow up to make sure appointments get set up. They keep you informed all along the way. It’s an easy way to set up everything at once, with less work.

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Renters Insurance

As stated in your lease, please keep in mind that renters insurance is required. While we have landlord insurance, this policy does not cover your belongings. I recommend getting renters insurance through [State Farm](https://www.rentalutions.com/partner_clicks/new?partner=State+Farm&loc=blog&target=renter). This will protect you in the case of theft, a fire, or an injury on the property. Tenants in the past have said it costs about **$12 per month**.

Keys

Please **text/email/call at 847-888-9999** me the day before your lease begins, **June 30th**, to arrange to pick up your keys. Typically, if it’s during normal business hours, you can pick up your keys from my **office/Starbucks at 345 Main Street**. If it’s after hours, we’ll arrange for one of the existing residents to help provide the keys. In some situations, a different arrangement may be required.

**You’ll be provided two sets of keys for the property. Each set will have a key that opens the first-floor door (to the stairs) and back door to the building. You’ll also have a key to your unit. If you need an additional set of keys, please let me know as there’s no extra charge**.

We expect that all sets of keys be returned at the end of the lease. There is a **$50 fee** if keys are lost or stolen since we’ll need to re-key the property for your safety and the safety of the other residents.

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Move-in Day

As we discussed, your lease start date and move-in date is **July 1st**. Move-in time starts at **4:00 pm** to allow our staff sufficient time to clean the property. We want to make sure we turn it over to you in great condition.

On the day of your move, you can park a moving truck**in the alley behind the building**. You may be able to block off the street for a moving truck if you register the move with the city in advance. This is typically free.

We recommend hiring professional movers. They’re less likely to damage your belongings and the property during the moving process, and they’re insured. Rentalutions has a partnership with [Two Men and a Truck](https://www.rentalutions.com/partner_clicks/new?partner=Two+Men&loc=blog&target=renter). I’ve referred tenants in the past and I’ve heard great things.

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Move-in Checklist

I attached a [move-in checklist](https://www.rentalutions.com/wp-content/uploads/2017/06/Move-In-Checklist.pdf) that needs to be completed and returned to me within 24 hours from when you pick up the keys. Please don’t forget to sign the checklist. At the end of the lease, we’ll review the checklist together to check for any damages above normal wear-and-tear.

In addition to our official move-in checklist, I also have some articles that you might find helpful as you get ready for your move. Here’s a [moving day checklist](https://www.rentalutions.com/education/articles/the-tenants-ultimate-moving-checklist/) and [moving advice](https://www.rentalutions.com/education/articles/7-tips-for-tenants-on-moving-day/).

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Rent Payments

You have already paid your **first month’s rent, move-in fee, and pet fee**. Your next payment will be due **August 1st**. If you have any questions about paying rent with Rentalutions, you can contact them at [support@rentalutions.com](mailto:support@rentalutions.com). They also offer a [help center with great videos](https://rentalutions.zendesk.com/hc/en-us).

Payments are due on the **first** of the month. Anything received after the **fifth** of the month is considered late and will have a late fee of **$50**.

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Maintenance

If there’s a maintenance issue or a necessary repair, please notify me through the Rentalutions site as soon as you notice the problem. I’ll schedule a repair and notify you when it will be fixed.

For any maintenance emergencies, please call me directly at **847-345-6655** OR contact an emergency repairman directly at **345-444-7777**. For other emergencies, please call 911.

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Trash Collection

Garbage and Recycling is picked up **from the garbage area out back by the alley**. Please be sure to place all garbage into plastic bags and into the trash cans, so that rats and other pests can’t get in. The city is strict on trash left on the street or if the garbage can lids don’t close completely. They’ve been known to fine residents for this. Please also be sure not to put trash into the recycling bin.

Recycling – **Every Other Wednesday**

Garbage –**Every Thursday**

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Laundry Room and Storage Locker

You have access to the laundry room, which is located **in the basement and can be accessed through the back staircase**. You also have a storage locker for your use. You can place a padlock on it if you choose. If you need to store additional items outside of the storage locker, please store them in a place that’s not in the way of the other lockers or affects the use of the laundry area. Anything stored outside of your locker is at your own risk

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Parking

There is zoned street parking available on **Main Street**. Past tenants have purchased permits from the city for about **$120 per year**. We also have an **available garage space**. You can access the space from **Main Street/Alley**.

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Neighborhood Guidance

You’re moving to a great part of **Chicago**! There are several fun local things to do, including eating at **Topo Gigio** or enjoying a drink at **Centennial Bar**.

The closest grocery store is **Whole Foods at 444 Clark Street**.

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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 cleaning service before you move in. It’s important to us to provide a fresh start for you. We do expect that the property, at the end of the lease, is left in the same condition as when you move in.

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Contact Info

You can find my contact info [in your Rentalutions account](https://www.rentalutions.com/login) at any time. Contacting me through Rentalutions is typically the best way for us to keep track of everything. If the need arises, you can call, email, or text.

Email: **landlord@gmail.com**

Call/Text:**847-888-9999**

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

Best,  
**Stan**