



To: **New Tenants**

Re: **Move In Dates & August Rent Amounts**

Dear Tenant of **Trapper's Keep 3**,

Thank you for choosing to live with Boone High Country Rentals! We look forward to having you as a resident!

Please see below for your Move In Date and Time, as well as your August rent amount. You may move into your apartment during this timeframe **or any day thereafter during normal business hours (Mon-Fri; 10am-4pm); however, please note that your rent is due the day your lease begins.** You may pay rent in the office via check or money order (no card or cash payment can be accepted), or you can pay online with eCheck or debit/credit card via the Online Tenant Portal. **You may also opt to mail a check or money order, however the payment must be received by our office prior to you moving in.**

You must come to our office before being permitted to move in. If you are on a joint lease, please have one designated person to come pick up your move-in packet, as this will reduce wait time on move-in day. We will provide you with your key(s), parking pass (if applicable), and other important items and information for your unit.

When you come to move in, all leasing documents, proof of utilities (if applicable), and fees must be finalized before your key will be issued. This includes your approved application, notarized guarantor forms (if applicable), fees and deposits, August rent, proof of utilities (if applicable), and signature on all leasing documents. You will also need to provide your driver's license as a form of ID, as well as filling out a parking registration form (if you are receiving a parking pass). **We will not issue keys or parking permits without these items.**

The Security Deposit you paid upon lease signing is neither first nor last month's rent; it is deposited into an escrow account until the end of your lease, and is refundable upon a clean move-out, if there are no outstanding obligations due. If your August rent amount is the full amount as listed on your lease, it means that you will be living in the unit for at least 20 days of the month. Article 2.1 of your lease states: *"If Tenant occupies the Premises for 20 days or longer this shall be considered a full month. Should the first month of occupancy be less than 20 days, rent shall be prorated based upon the standard thirty-day month."*

You will receive a move-in inspection form to serve as a record of the condition of the unit when you take possession. **This must be completed and returned within 5 days of your move-in or it will not be accepted.**

If you are moving into a unit and know that other roommates are already living there, please note that only your bedroom and bathroom will have been cleaned, as common areas are in continued use by the current tenants and are not included in the housekeeping process.

If you have any additional questions or concerns, please feel free to contact us. We look forward to seeing you soon!

Move in Date: August 3rd, 2018

Move in Time: 2pm - 4pm

August Rent: \$600.00

- You may move into your unit on this date during the noted timeframe, or on any day thereafter during normal business hours (**Mon-Fri; 10am-4pm**).
- Keep in mind that there is no need to arrive early, as the units are not scheduled to be ready for move in until the noted time. To minimize your wait time, it may be to your benefit not to arrive right at **2pm**.
- **Important Note for multi-family properties:** Your parking lot will not be monitored on your scheduled move-in day. For the first week after your scheduled move-in date, towing will not be enforced.

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Boone High Country Rentals
895 Blowing Rock Rd
Boone, NC, 28607
Phone: (828) 262-4646
Fax: (888) 619-1616

Important Notes Regarding Your Unit

1. Included Utility Information

- There is a dumpster on-site for trash removal. Please make sure your trash is bagged and **in** the dumpster, and does not accumulate outside of the dumpster.
- Water/Sewer is included.
- Basic Cable and Internet included.
- Electric included.

2. Tenant Responsibilities For Utilities

- Utility allowance included in the rent price. Any overage balance is to be paid by the tenant. Please refer to your lease Utility Addendum.

3. Property Specifics

- Standard residential mailboxes, located at the entrance to the complex.

4. Parking Registration

- Passes are required at this property and are issued on move-in day. **No guest parking.** Parking is monitored by LMS Parking. If you have parking, please refer to your lease Parking Addendum.

5. Pets

- **No pets are permitted.** See Article 4.9, sections K and L of your lease.

6. Online Tenant Portal

- Your online tenant portal can be accessed by visiting our website [BooneHCRentals.com](https://boonehcrentals.com), or the direct link: https://boonehighcountryrentals.appfolio.com/connect/users/sign_in. Your tenant portal should already be activated. If not, you can contact our office to receive the activation link to begin the setup of your portal.
- Information about how to pay via the online tenant portal will be under the “Paying Your Rent” section of this move in packet.
- Information about how to submit maintenance requests via the online tenant portal will be under the “Maintenance” section of this move in packet.
- Online Portal Help and FAQ: <https://www.appfolio.com/help/online-portal>

Paying Your Rent

Rent is due on the 1st of every month, with a grace period until the 5th. Rent not received by our office by the 5th will accrue an additional late fee. 10 day money-judgment notices are posted after the 5th. Please refer to your lease.

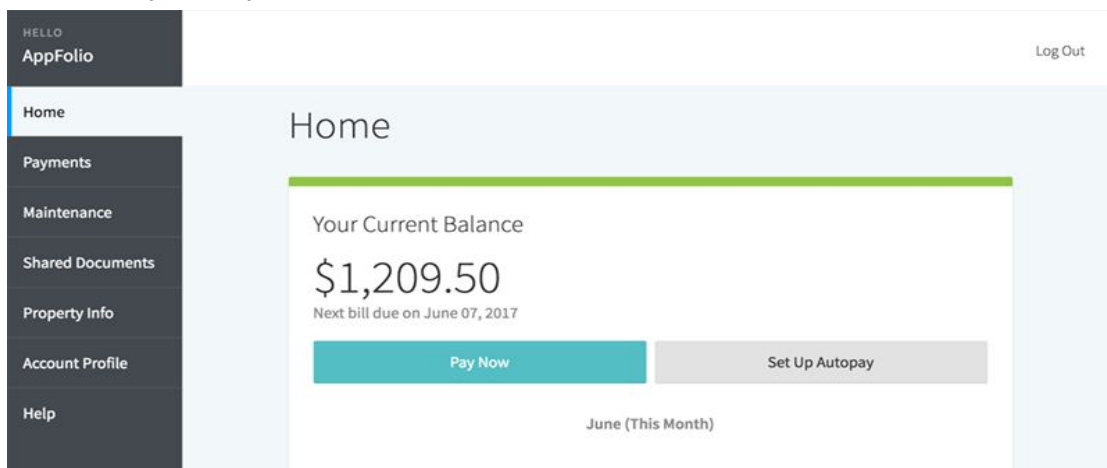
1. Pay using your Online Tenant Portal

- Using the Online Tenant Portal is the quickest and most convenient way to pay your rent!

- Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.

- Click **Pay Now** to make a one-time payment, or **Set Up Autopay** to create an automatically recurring payment.

- You have two options of payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**. eCheck payments are free to you, while Credit or Debit Card payments carry a non-refundable portal convenience fee that is added to the total of your payment



2. Mailing in Payment

- You can mail your rent payment to our office. Make checks or money orders payable to **“Boone High Country Rentals”** and send to **PO Box 2201, Boone, NC 28607**.

- **We do not accept cash payments**, please do not send cash in the mail.

- **Rent is due on the 1st of every month, with a grace period until the 5th.** Rent not received by our office by the 5th will accrue an additional late fee. Please refer to your lease.

3. Paying In The Office

- You can make your payments in our office at **895 Blowing Rock Rd, Boone, NC 28607**, with either checks or money orders. Make checks or money orders payable to **“Boone High Country Rentals”**. **We do not accept cash payments.**

- There is a secure dropbox on the exterior of our office building for after-hour payments.

- Sorry, we are unable to take card payments in the office. Please use your Online Tenant Portal if you wish to pay with a debit or credit card.

General Maintenance

1. **An EMERGENCY is considered one of the following:**

Fire, Flooding, No Heat, or No Water

***** For Fire or Flooding, IMMEDIATELY CALL 911!*****

- If you have another emergency that is listed above, please **immediately** call Boone High Country Rentals at 828-262-4646.

- If after normal business hours, call 828-262-4646 to be directed to the after hours on-call maintenance. **You must also submit your urgent written maintenance request via your tenant portal.**

2. **Helpful Tips!**

- If your toilet is continuously running, or overflowing, **immediately shut off the toilet water supply**. The toilet water supply valve is located on the wall behind the toilet and can be shut off by turning the handle clockwise. Immediately call Boone High Country Rentals for assistance. **Remember, you must also submit your urgent written maintenance request via your tenant portal.**

- Smoke detectors must be in working order at all times. You are responsible for replacing the batteries when the smoke detector beeps. If your smoke detector is below 8 feet to the ground and you submit a work order for assistance, a trip charge will be assessed to your tenant ledger.

- You are responsible for replacing light bulbs when they are no longer in working order. If the lighting fixture is below 8 feet above the floor and you submit a work order for assistance, a trip charge will be assessed to your tenant ledger.

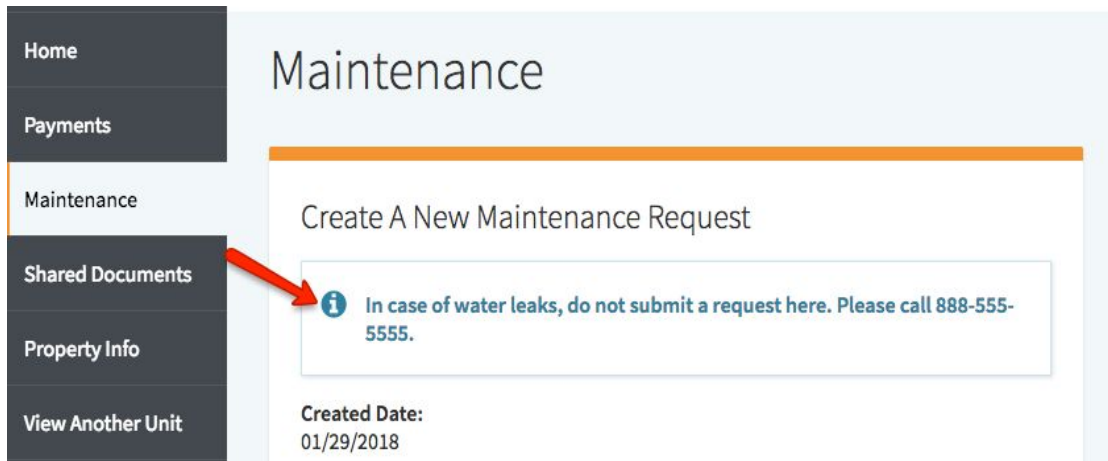
- You are responsible for immediately taking your garbage all the way to the dumpster or trash receptacle provided, and to not let your trash accumulate outside of the trash receptacle. Garbage that is not removed from the doorway of a dwelling for a period of time will tend to smell, attract wildlife, and possibly create a fire or health hazard.

- You are responsible for keeping your toilet, faucet, and shower/tub drains clean. Any clogs (such as hair in a shower/tub drain) must be immediately taken care of using a standard drain cleaner. Please do not stuff any foreign items down the drain. If you are unable to remove the clog, please submit a maintenance request through your online tenant portal. **Clogs present upon move-in day must be reported within 5 days of move-in.**

- Please immediately submit a maintenance request if an issue arises. **Unreported issues that lead to further damage will result in additional charges to your tenant ledger.**

Submitting Maintenance Requests

1. Via your online tenant portal, from the **Home** or **Maintenance** tab, click **Request Maintenance**. **All maintenance requests must be submitted in writing via the tenant portal.**



Home

Payments

Maintenance

Shared Documents

Property Info

View Another Unit

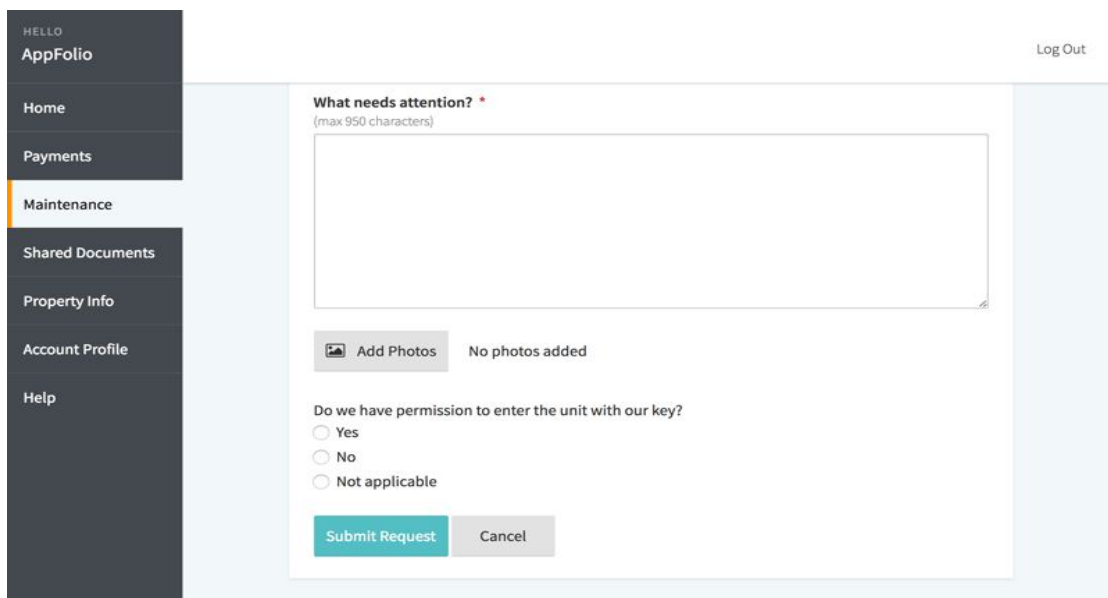
Maintenance

Create A New Maintenance Request

i In case of water leaks, do not submit a request here. Please call 888-555-5555.

Created Date:
01/29/2018

2. Enter a detailed **description** of the issue, upload one or more **photos** of the item needing attention (select multiple photos at once from computer or camera roll), give the property manager permission to enter with their key, then click **Submit Request**.



HELLO AppFolio

Home

Payments

Maintenance

Shared Documents

Property Info


Account Profile

Help

Log Out

What needs attention? *

(max 950 characters)

 Add Photos No photos added

Do we have permission to enter the unit with our key?

☐ Yes

☐ No

☐ Not applicable

Submit Request Cancel

Useful Contact Information

- Emergency: 911
- Boone Fire Dept: 911
- Blowing Rock Fire Dept: 911
- Boone Police Non-Emergency: 828-268-6900
- Watauga County Sheriff's Office: 828-264-3761
- Watauga Hospital Emergency: 828-262-4164
- Mobile Crisis Mental Health: 828-264-4357