



Welcome to your new home

Below you'll find helpful information for when you move in.

Hi _____
tenant name(s)

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

Utilities

Be sure you're aware of which utilities you'll be responsible for so they're ready on your move-in day. You may have already set these up.

If not, here are the options for the providers in the area:

Who is responsible for this utility?

Electricity: _____ electricity provider	<input type="checkbox"/> Lessor	<input type="checkbox"/> Lessee
Gas: _____ gas provider	<input type="checkbox"/> Lessor	<input type="checkbox"/> Lessee
Cable/Internet: _____ cable/internet provider	<input type="checkbox"/> Lessor	<input type="checkbox"/> Lessee
Additional Utility: _____ Additional utility/provider	<input type="checkbox"/> Lessor	<input type="checkbox"/> Lessee
Additional Utility: _____ Additional utility/provider	<input type="checkbox"/> Lessor	<input type="checkbox"/> Lessee

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 [Lemonade](#). This will protect you in the case of theft, a fire, or an injury on the property.

Keys

Please text/call at _____ or email at _____ the day before your lease begins, _____, to
landlord phone number landlord email lease start date
arrange to pick up your keys. You can pick up your keys from _____

key pickup location

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

Move-In Day

As we discussed, your lease start date and move-in date is _____. Move-in time starts at _____ to allow us sufficient
move-in date move-in time
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 _____

truck parking option(s)

We recommend hiring professional movers. They're less likely to damage your belongings and the property during the moving process, and they're insured. Avail has a partnership with [Bellhops](#). I've referred tenants in the past and I've heard great things.

Move-In Checklist

I attached a [move-in checklist](#) 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](#) and [moving advice](#).

Rent Payments

You have already paid _____ pre-paid rent amount - if applicable. Your next payment will be due _____ next payment due date. If you have any questions about paying rent with Avail, you can contact them at support@avail.co. They also offer a [help center with great videos](#).

Payments are due on the _____ rent due date of the month. Anything received after the _____ late payment date of the month is considered late and will have a late fee of _____ rent late fee.

Maintenance

If there's a maintenance issue or a necessary repair, please notify me through the Avail 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 _____ emergency contact number OR contact an emergency repairman directly at _____ emergency contact number. For other emergencies, please call 911.

Garbage and Recycling Collection

Garbage and Recycling is picked up _____ garbage and recycling pick-up location - if applicable. 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 – _____ recycling pick-up date(s)

Garbage – _____ garbage pick-up date(s)

Laundry Room and Storage Locker

You have access to the laundry room, which is located _____ laundry facility location - if applicable _____ . 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

Parking

There is parking available _____ local parking location(s) _____ . We also have _____ available garage space(s). You can access the space from _____ garage access - if applicable _____ available garage spaces _____ .

Neighborhood Guidance

You're moving to a great part of _____ neighborhood ! There are several fun local things to do, including _____ _____ .

The closest grocery store is _____ closest grocery store/location _____ local restaurants/activities _____ .

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.

Contact Info

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

Email: _____ email _____

Call/Text: _____ phone number _____

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

Best,

landlord/manager name