

Check-In Instructions

Before Move In:

- Deposit is due when contract is signed
 - Please make all checks out to **Stone Properties, LLC**
- Pay first month's rent by the start date on the contract
- Sign out for keys
- Pick up parking pass if needed

After Move In:

- Make sure utilities are in your name or a roommate's name
- Submit damages in writing within 5 days
- Submit cleaning issues in writing within 5 days
- Follow Cougar Rentals on Facebook for important updates and reminders

www.facebook.com/cougarrentals1

Welcome

Welcome to your new home. We are glad you chose one of our condos to call home. Enclosed is a list of items that will help make your stay (and your roommates) more pleasant. Please read them and refer to them as needed.

Upon moving in should you find anything that requires maintenance please let us know right away so that we can take immediate corrective action. You can submit a maintenance request on our website at: www.cougarrentals.com

Just a reminder that rent is due on the 1st of the month and late if not received by 5:00 on the 5th. There is a \$25 late fee plus \$2/day. You can always pay rent early to avoid the chance of being late. There are different options for an on-time payment:

- Bring check or cash in person to the office between 9 and 5 p.m. Monday through Friday
- Mail in check
- Call or come in to give us your credit card number or use our website: cougarrentals.com and pay online (4% convenience fee added)
- Set up an automatic bill pay through your banking institution
- Use the secure rent drop box at our office any hour of the day/night

We can be contacted a number of ways. Here is our contact information:

Stone Properties

55 West 200 North

Provo, UT 84601

Email – moreinfo@cougarrentals.com Office line – 801-373-2444

Our office hours are Monday through Friday 9 to 5 but we can be reached anytime at 801-830-1918 in case of emergencies.

We strive for the highest BYU residential living standards in our condos. If there is ever any problem that arises please let us know. We appreciate the opportunity to have you as a tenant and look forward to a great year!

Stone Properties

Common Do's & Don'ts to Avoid Problems

Garbage Disposal

Don't stick peelings, rocks, metal, etc down the disposal. It will clog or jam it up. If the disposal jams, it will make a humming noise. If this happens, turn off the disposal and clean it out. If it isn't making any noise, you need to reset the breaker on the disposal under the sink (a small button on the side or bottom of the disposal) and try to clean it out. We cover the cost of disposal clogs only if the unit is mechanically broken.

Water Leaks

If you discover water leaking, call us immediately - day or night!!! Be sure to shut off the water! The main shut off to the whole condo is marked in the furnace room & every sink & toilet has a shut off valve! Water can cause a lot of damage, very quickly.

Window Screens

If you are locked out of the condo, don't try and go through a window. Removing a window screen is difficult to do without ruining the screen. Call us and we will arrange for the condo to be opened or you can call a locksmith.

Lending/Removing Furniture

Never 'lend' the vacuum, furniture and other items to other units/people. All items in the condo are inventoried and marked. This is the most common way to lose items and have to pay for them at check-out. Also, don't remove furniture for parties, etc. Furniture is NEVER allowed out of the condo.

Furnace Room

Never store anything in the furnace room. It is a fire hazard and could be fatal to you and your roommates.

BBQ's

Absolutely no BBQ's on balcony, deck, or any enclosed area! Extreme fire hazard!

Smoke Detectors

Never remove or disable them!!! Periodically check the operation/battery in your detector!

Bicycles

Bicycles are never allowed in the unit. Grease, rubber marks, etc. get on the carpet and walls.

Pets

No pets of any kind are allowed in the unit. Damage caused is very expensive, even if unseen due to pet allergies in people!

Parking

If you need a sticker to park, make sure you get one! Most condo associations contract with tow companies to maintain parking integrity. Never park in some else's stall - you may get towed. The condo association has no authority to 'waive' the tow or boot costs.

Fire Sprinklers

Do not hang stuff on, touch, or play with fire sprinklers. They have a lot of water pressure behind them and one little touch may set them off!

Garbage

Never place bags of garbage outside of your condo door. Many associations charge for every bag they find by a door! Keep balcony free of clutter.

Candles

Never at any time should candles or any other material be lit or burned inside the condo. Items such as these are an extreme fire hazard.