

## **Student Move-in Information**

When you arrive, you will have a detailed information binder for your specific house. Either at the end of August or the beginning of September we will have a house meeting to ensure that all questions or concerns are addressed.

### **Arrival to Redding**

- Prior to your arrival, you will receive an email with house access code. We will also ask for your estimated arrival date so your housemates can know who to expect at the house upon arrival.
- Each house is equipped with a keyless entry. You will receive the house address and keyless entry code.
- There will be a house binder with information reiterated from this document as well as the move-in inspection form and inventory form. Please read through the binder and fill those forms out in **DETAIL**. We will gather those documents at the beginning of the year house meeting.

### **Landlord/Management responsibilities:**

- Communicate clearly with tenants
- Respond to questions and concerns in a timely manner
- Respond to work orders/maintenance requests in a timely manner
- Coordinate repairs
- Adhere to the expectations described in the lease agreement signed by tenants
- Provide detailed information binder specific to each house

### **Tenant responsibilities:**

- Fill out a detailed move-in form upon arrival (provided by landlord)
- Empty vacuum after each use. Wash with soap and water 1xmonthly
- Not overload washer
- Notify management regarding leaks and mold (you must call if you notice these)
- Notify management of issues that are in need of maintenance or repair
- Change lightbulbs
- Change air filter (suggested to change every 2 months for better air quality and higher AC/heater performance)
- Take appropriate care of pots and pans
- Avoid placing wet or hot items on wood surfaces without a coaster
- Keep carpets or bedding free from staining
- Return the house in the same clean condition as you received upon move-in (please refer to the move-out cleaning list)
- Not put trash bags in blue recycle bins (you must empty recycle bags into bins or city won't pick up)
- Not put any trash in green waste bin
- Not overfill grey trash bin or city will not pick up
- Be aware of item #17 on the lease concerning damage to walls by nails, adhesives, etc.
- Be aware of item #32 on the lease describing the tenants obligations concerning move out

- Item #11d on the lease states that tenants are responsible to pay for professional carpet cleaning to restore the house back to the way it was found upon move in (generally move out charges are between \$65-95 per person).

### **House Rules**

- Be aware of item #15 on the lease concerning tenant responsibility to comply with the rules of the house, especially item A discussing honoring neighbors
- Cars must be parked off street whenever possible to honor the neighborhood.
- No core groups, small groups, revival groups, or parties/events are to be hosted at the house. If you have friends over, please be mindful of the neighborhood and DO NOT park in front of any driveway. Feel free to contact management if you have any questions regarding this rule or would like to request an exception.
- When outside, please be respectful of City of Redding quiet hours from 10PM-7AM
- A same sex guest may stay overnight with written permission from the Landlord and verbal permission from housemates for up to a maximum of 7 nights.

### **Tips for reducing utilities**

- Keep thermostat set at 78 degrees in summer, 68 degrees in winter (this is the City of Redding recommended temperature setting)
- Turn lights off when not home
- Reduce use of electric heaters, specifically in locust main house bedrooms
- Reduce use of gas fireplaces

### **Protocol for work orders/maintenance requests**

- Be aware of item #11a on the lease concerning tenant responsibility to report damage/repairs and financial responsibility of the tenant vs. landlord
- Any tenant can place work order request online at [rentpost.com](http://rentpost.com)
- Designated house contact will follow up work order with a text to 530.356.7356
- Within 24 hours (depending on level of priority) management will contact necessary maintenance/repair person
- Repair person will schedule time with designated house contact a time to look at and/or fix the problem
- Any follow up communication regarding the issue will be communicated between the designated house contact and [ibethelhousing](http://ibethelhousing.com) management. All other tenants can follow up on rentpost using the work order communication thread.

**Please note-**We will do our best to respond to and fix issues as quickly as possible. However, depending on the immediate availability of our maintenance and repair people, and whether or not parts need to be ordered, it could be a couple weeks before some issues get taken care of. We understand this can be an inconvenience so feel free to follow up on rentpost or through your designated house contact as to the status of the work order.

**Designated house contact expectations:**

- Promptly reply to workers and/or ibethelhousing management
- Make sure house is accessible for maintenance and repair workers
- Be reliable by phone
- Communicate with the rest of the house status of work orders/maintenance requests

**Trash Days**

*Locust*-Tuesday Morning Pick up

*Whet Owl*-Thursday Morning Pick up

*Fountain Circle*- Thursday Morning Pick up

*Mill Valley*- Fountain Circle- Thursday Morning Pick up

*Yana*-Friday Morning Pick up