



PROPERTY MANAGEMENT
CONNECTION

New Tenant Information Packet

Contact Information

807 Bradford Ave
Nashville, TN 37204

Office Phone: 615-840-2845 (Monday to Friday, 9 a.m. to 4:30 p.m.)

Maintenance Hotline: 615-610-0548 (24/7)

Website: www.PMCNashville.com (Pay rent and enter maintenance requests online)

E-mail: tenants@pmcnashville.com (do not submit maintenance via e-mail)

Deposit to Hold

If you're receiving this document, you've been approved to lease one of our homes. We also sent you a link to our online portal to make a payment equal to your security deposit. Prior to making this payment, please carefully read this document and ask any questions. By making a partial or full payment, you agree that the funds will be used as a "Deposit to Hold" the unit and if you decide to not sign a lease agreement, we will retain the full amount of your payment as liquidated damages for having to lease the property again.

Lease

Your lease will be sent to you after you pay your security deposit. You can sign the lease via electronic signature. If you wish to review your lease prior to paying the security deposit, please let the office know and we'll be glad to send you a copy. Note: If you do not sign the lease within three days after we send it to you, we reserve the right to refund your security deposit and lease the property to a different tenant.

Tenant Resources

We want to be a transparent property management company. Therefore, we post most of our policies and procedures on our website at <https://www.propertymanagementconnection.com/tenants/>. This page is a great reference for topics including how we respond to maintenance requests for no heat or no air conditioning, how we post late fees, move-in and move-out instructions and rules & fees. We strive to provide excellent homes and we want you to be happy living in our properties. Please ensure that you are comfortable with our policies before paying your deposit and committing to the property.

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Fees

Tenants are required to pay \$9.50 per month to Property Management Connection to provide \$100,000 of "Liability to Landlord" insurance. This provides certain coverage for accidental damage that you may cause to the property (such as starting an accidental fire). This is not renter's insurance and does not cover any of your personal property. We strongly encourage, but do not require, tenants to obtain renter's insurance.

Tenants are required to pay \$20 per month to Property Management Connection as a Tenant Management Fee. Many property managers require tenants to pay lease preparation fees and other monthly fees. Instead of charging several fees on a monthly and/or annual basis, we have opted to roll these together as the single monthly fee.

Visits to the property

We receive frequent requests from tenants to visit a property between when their application was approved and the start of a lease. On units that are currently tenant occupied, we are unable to perform any showings on a property once a deposit has been paid. For vacant units we can coordinate a visit from a member of our staff Monday through Friday between 9 AM and 3 PM for a \$50 charge for up to a 30-minute appointment.

First Month's Rent

If your move-in date is between the 1st and 12th, you will pay a prorated rent amount at move-in. As customary in real estate, the proration is calculated on a "Banker's Month." To calculate this rent, take your monthly rent, divide it by 30 and then multiply that rate by the number of days from your lease start date to the end of the month. **(Exception: we cannot prorate the tenant liability insurance.)**

If your move-in date is between the 13th and 22nd, you must make a full month's rent payment at move-in. Therefore, a portion of this payment will be pre-paid rent towards your second month. The balance due of your second month's rent is due on the 1st and late if not paid by the 5th.

If your move-in date is after the 22nd, you must pay rent for the remainder of the month plus the full rent for the next month.

Rent Due

Under Tennessee Law and in accordance with your lease, rent payments are due on the 1st of the month and late if not paid by 11:59 pm on the 5th of the month. If the 5th falls on a Sunday or legal holiday (as defined in T.C.A. § 15-1-101), rent must be received by the close of business (5 PM) on the next business day. Payments made through the online portal are considered made when you submit your payment. It is free to make an eCheck payment through the online portal. There is a \$10.00 charge per paper check or money order. We do not accept cash payments at our office, but can make a cash payment at your local CVS for a low fee (currently \$3.99 up to \$1,500 payment) with a payslip provided by our office.

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Move-In and Key Turnover

Your lease says your tenancy starts at 11 AM on the first day of your lease. This is the time that we'll have the home ready for you to take possession. Sometimes we can even have the home ready a day or two early.

You must pay your first month's rent prior to us turning over keys to you. Your lease requires you to switch utilities into your name within three business days of the start of your lease.

If we're able to give you possession prior to the first day of the lease, by accepting keys (or lockbox code), you're agreeing that you'll switch utilities into your name within three days of taking possession of the property. You'll also be responsible for lawn care (if applicable) at the earlier date of possession or the first day of your lease.

We offer two ways to pick up keys and remotes for your property.

Option A – Pick up at PMC Office (No Charge)

You will need to come to our office (807 Bradford Ave, Nashville, TN 37204) to pick up keys between the hours of 9 AM and 4 PM. We'll perform a short orientation (about 15 minutes) about your home, maintenance requests and important policies. Your inability to pick up keys does not relieve you from paying rent from the lease start date.

Option B – Remote Access (\$50 Charge)

Once the home is ready and you've paid your first month's rent, we'll e-mail you a lockbox code to access the home. Your keys and any remotes will be left on the kitchen counter for you. We'll e-mail you documents normally distributed at the office orientation. If you cannot come to the office to pick up keys during normal business hours, you'll need to opt for the remote access program.

Lockbox

When you arrive at your home, there will be a lockbox on the front door. We have an instructional video on our YouTube channel that shows how to access the lockbox and remove it from the front door. You can view it at <https://www.youtube.com/watch?v=VaWesdx3ByQ&t=2s>

PMC does not send a staff member to remove the lockbox. While you may leave it on your front door for the length of your tenancy, we strongly encourage you to remove the lockbox from the door and store it in a safe place. You'll be required to place the lockbox (with a key) back on the door when you turn in your notice to vacate. If you lose the lockbox or if it is stolen or if you fail to place it back on the door when turning in your notice to vacate, we will charge you a \$50 fee to replace it.

Move-in walk-through

It is vital for you to document any and all damage to the property at the time of your move-in. If you fail to document damage, it is likely that you'll be charged for the damage at move-out...even if you did not cause it.

PMC has contracted with MyWalkThru to provide a phone App for you to utilize to conduct the move-in walk-through. You'll be provided with download and login instructions at the time of your move-in. The

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App will enable you to note and photograph damages or other conditions of the Property existing at the time you accept possession. You must utilize the App to complete the walk through within four days after you accept possession. If you fail to timely complete the property review utilizing the App, the Property will be deemed to be free of damages and defects. Completing the property review utilizing the App is not a request for repairs, and all repair requests must be submitted in accordance with this lease.

We try to identify and fix all maintenance issues before you take possession, but sometimes there are issues which are tough to identify until someone is living in the house. We are diligent in repairing maintenance issues. The presence of a maintenance issue at move-in does not relieve you from paying rent from the lease start date.

Cleaning

Your home will be in “Broom Clean” condition at move-in. Broom clean generally means there is no visible dirt. You can expect carpet to be vacuumed and cleaned. Other flooring will be swept and/or mopped. The counters and refrigerator will be wiped down.

Broom clean does not meet most people’s standards of cleanliness. Therefore, you will likely want to deep clean your house prior to move-in.

Paint

Property management companies handle painting of homes very differently. How often a unit is painted is vastly different between renting a house and an apartment. Most people wish to decorate their homes and we want you to be able to make your house your home. This means we are reasonable in allowing small nail holes in the walls.

With this policy we are unable to repaint homes between each tenant. Generally, our homes are fully repainted every 3 to 5 years. If you have concerns about the paint in a house during your initial walk-through, please discuss it with us prior to paying your security deposit.

If you mount a TV on the wall, the holes will be considered excessive wall damage at move-out. If you do mount a TV, you will need to patch the holes and paint the whole wall prior to your lease end in a professional manner. If you only spot paint the wall or leave the mount up, we will come back and repaint the whole wall at your cost.

Maintenance Requests

Please refer to our maintenance information packet for more detailed information. You may call our maintenance hotline 24/7 at **615-610-0548** to place a maintenance request (emergency or non-emergency). You may also make a non-emergency request online through your tenant portal.

We do not advise submitting maintenance requests via e-mail. By e-mailing it, you are taking a risk that the person you e-mailed to may be out of the office or on vacation and your request may be delayed in being processed.

We do not accept maintenance requests made via our regular office line.

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Miscellaneous

- The air filters will be changed prior to move-in. You are responsible for changing air filters every 30 days. If they are not changed regularly, HVAC maintenance costs may become your responsibility if a licensed HVAC technician attributes part of any maintenance issues to the filters not being changed. You are responsible for having clean air filters at move-out.
- All light bulbs should be functioning at both your move-in and move-out dates. If a light is burnt out when you move-out, there is a \$25 per bulb fee.
- Shower rods and towel rods are the responsibility of tenants. If there is one in the property when you move-in, it is not warranted.
- PMC does not replace refrigerator water filters (including between tenants). Tenants are welcome to replace the water filters as they desire with a proper filter for their refrigerator.
- You are responsible for changing the battery of any smoke detectors and light bulbs at a height of less than 10 feet. This may require you to invest in a step stool or ladder. If you have a smoke detector that is higher than 10 feet, please enter a maintenance request at least twice a year for us to come change the batteries.
- Satellite dishes may not be placed on the roof. They must go on a pole in the back yard. Note: Certain HOA's prohibit satellites dishes.

Property Address:

Reviewed and accepted by:

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