



PROPERTY MANAGEMENT
CONNECTION

New Tenant Information Packet

Contact Information

807 Bradford Ave
Nashville, TN 37204

Office Phone: 615-840-2845 (Monday to Friday, 8:30 a.m. to 5 p.m.)

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

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

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 security deposit, please let the office know and we'll send a copy to you.

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 \$9.50 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.

Move-In/Key Turnover/Check-in Sheet

On the day of your lease, you will need to come to our office (807 Bradford Ave, Nashville, TN 37204) to pick up keys to your new house. The first month's rent must be paid prior to us turning over the keys.

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Your lease says your tenancy starts at 11 AM on the first day of your lease, but generally we are able to turn over keys starting when our office opens at 8:30 AM. Keys will need to be picked up prior to our office closing at 5 PM. Your inability to pick up keys does not relieve you from paying rent from the lease start date.

When you pick up your keys, you will also be given a Move-in Checklist to complete. This needs to be returned to our office within 7 days of when you pick up keys. It can be scanned to us, mailed in or hand delivered. The purpose of the move-in checklist is to document the condition of the property and to identify maintenance issues. If you do not return your check-list, you are waiving your right to document the condition of the property at move-in.

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.

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.

While we do accept maintenance requests via e-mail, we do not advise submitting it that way. 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.

Reviewed and accepted by:

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