

Dear Resident,

We at TNT want to take this opportunity to thank you for choosing to reside with us. We know that Residents have a lot of questions after signing all the Leasing Documents and we want to answer some of those questions for you below. Please do not hesitate to contact the Leasing Office directly if you have any additional questions.

When is the Leasing Office open?

Our Business Hours are 10:00 am – 3:00 pm, Monday through Friday.

What do I need to do before I can move in?

All monies must be paid, all paperwork completed, and proof of Renter's Insurance on-file before picking up keys to move in. Rent is still due on the 1<sup>st</sup> of every month even if the lease starts later in the month. If you move in after the 21<sup>st</sup> of the month, you will also need to pay for the next month's rent. Your first month's prorated rent is: \$\_\_\_\_\_.

How do I establish my utilities?

Any utilities that you are responsible for have been highlighted on the back of this letter. Please contact those companies and establish your service to be effective on your lease start date. If Residents fail to establish service on or before their lease start date, there will be a **\$35.00 administrative fee** for each and every utility bill that TNT has to pay on your behalf.

How will I get my keys?

The first resident to come to pick up keys and the Move-In Packet will receive **all** the keys. This person will be responsible for dispensing them to their roommates. If someone other than a lease holder needs to pick up keys (parent or friend), we must have permission in writing from all the residents and that person must bring a picture ID with them.

How do I document any damages that are in the residence when I move in?

The Move-In Packet includes an Apartment Inspection Form. This form must be completed and returned to the office **within 7 days** of receiving the keys. Please follow the directions accompanying the Inspection Form. Be very detailed.

What time can I pick up my keys?

All leases start at **NOON**. The keys may be picked up Monday through Friday from 11:00 to 12:00 or 1:00 to 5:00 only. Our office is not open on the weekends. Please prepare accordingly.

How do I pay my rent?

Rent can be paid via the Resident Portal using a credit/debit card or an e-check; keep in mind that the system charges a convenience fee for using this system for each digital transaction you complete. Rent can also be paid via check or money order and placed in the drop box at the Leasing Office. If paying rent by check, only **one check** should be submitted to the Leasing Office--an additional charge of \$10.00 will be added to the account for each subsequent check. All checks and money orders must include the rental address. Checks/money orders can may also be mailed using the address listed on the header of this letter. Cash is **NOT** accepted.

When is my rent due?

Rent is due **ON THE 1<sup>st</sup>** of every month. It is considered late on the 2<sup>nd</sup> but will not incur a late fee until after after 5pm on the 5<sup>th</sup>.

What is my new address?

Your new address is:

**BEFORE** your lease begins, you **MUST** have your Utility Account(s) established

Residents **WILL NOT** be permitted to pick up keys for move in without Renter's Insurance on file for **EACH RESIDENT** on the lease

**Blacksburg:**

- Town of Blacksburg 540-961-1119
- Virginia Tech Electric (electricity) 540-231-6437  
(601 Energy Drive, Blacksburg)  
**\*\*Must go in person to office to establish service\*\***
  
- American Electric Power (electricity) 800-956-4237
- Comcast Cable (internet/cable) 800-266-2278
- Comcast Cable (Harding Ave. Residents--Internet) 855-638-2855
- Citizens (McDonald St. Residents--Internet) 800-741-9525

**Christiansburg:**

- Town of Christiansburg (water/sewage/trash) 540-382-9519
- American Electric Power (electricity) 800-956-4237
- Shentel Cable (internet/cable) 877-743-8538

**Radford:**

- City of Radford (water/sewage/trash/electricity) 540-731-3602

**GAS/OIL:**

- Atmos Energy (gas) 888-824-3434
- Bane Oil (oil) 540-382-2412

**Companies for Renter's Insurance (Residents may choose any company they'd like):**

- State Farm 540-953-2300
- Allstate 540-639-4196
- Lemonade [www.lemonade.com](http://www.lemonade.com)

**Miscellaneous:**

- Verizon (phone/internet) 888-781-5510
- Meridian Waste (trash service) 540-382-9335
- Montgomery Public Service Authority (water/sewage) 540-382-6930
- Montgomery County Public Schools 540-382-5100

Thank you again for allowing our family to serve yours!

*Theresa, Andy, Wendy, Alex*—Leasing Staff

*Tom, Talmadge, Richie, George, Curtis*—Maintenance Staff

I have read and understand the Welcome Letter and agree to establish the necessary utilities and Renter's insurance **prior** to my lease start date.

X \_\_\_\_\_

X \_\_\_\_\_

X \_\_\_\_\_

X \_\_\_\_\_