

Dear Future Tenants, Parents/Guardians,

Thank you for renting with Strong's Student Rentals. To make moving in as simple as possible, we are providing you with this packet of information containing answers to some frequently asked questions and explaining our move in procedures.

PLEASE READ YOUR LEASE AND SCHEDULE A LIST OF RULES so you are aware of our regulations. Feel free to refer to our website for additional information:
<http://www.strongstudentrentals.com>

Tenants & Parental Co-signers: Please make sure we have all needed phone numbers as well as email addresses so we can send you all information and keep you updated throughout the year. Send updates to: ssriup@hotmail.com

QUESTIONS/ANSWERS

When can I move in and how do I receive my key? As listed on your lease, the first day you may MOVE IN is the Friday before the Monday of classes. The Strong's Student Rental (SSR) staff will be making their rounds that day and will be sure to open the door in the morning (around 9 am) and leave the door unlocked and put your keys inside for you on the table. If no one in your group is moving in on that Friday morning, please call the office and let us know when the first person will arrive.

I am bringing some of my own furniture and I would like some of the furniture that SSR's provides to be removed. What should I do? OR I need to use some of the furniture that SSR can provide. What should I do? In both above cases, you MUST complete and return the "Furniture Request" form by email. It is found on the "Furniture Request" tab on our website. This work order form will be processed in the order it is received. As long as it is received by the indicated date, we should be able to have your requests completed when you move in. If it is received late, we may not be able to complete your request until we are available. We will not be available the day you move in! Please note that when you move in YOU ARE NOT PERMITTED to move unwanted furniture or mattresses outside or onto the porch. They must be kept in the apartment until pick up. SSR's can provide basic furnishings listed on the furniture form. All other items including desks, dishes, microwaves, pots and pans, utensils, bedding (SSR provides single beds), blinds, window coverings, shower curtain, shower rod, throw rugs, etc... are not provided. Please note that as a courtesy we will leave up the previous tenants' blinds, window coverings, shower curtain and rod if left behind. However, our cleaning company IS NOT responsible for cleaning these items. If you wish to purchase your own blinds, window coverings, shower rod and curtain, you will need to take measurements when you move in. We do not provide advance arrangements for taking measurements.

How can I get a SSR Parking Permit? ALL of our tenants who will have a car parked outside of their apartment or in one of our lots are REQUIRED to fill out and return a parking form regardless of if it is a paid spot or not (this includes those residing at School, Rice and Maple Street). Those tenants who wish to park in our Garman, 937 Wayne, 314 S 11th St (behind Taco Bell) or 848 Wayne Ave. lots need to purchase a specific spot. We have a limited number of parking spots in these lots which we rent out on a first come, first serve basis. The cost is \$300 for tenants for the school year and \$400 to non-tenants. We do NOT rent spaces for one semester. Full payment is due upfront. Those tenants that have already indicated an interest in renting a spot need to complete and mail in the included form right away with

their payment. If you have not yet expressed an interest to us but would like to purchase a spot, please contact us. **All parking spots go quickly so please be sure to take care of this right away to make sure that you have a spot reserved.** This spot will be yours...and ONLY yours all school year. We have four parking lot locations which are all near campus 1) directly behind our Garman Ave./930 Wayne Ave. apts.- next to McDonalds 2) Directly behind our 937/935 house - across the street from McDonalds 3) Next to our 848 Wayne Ave. house – near Wallwork Hall 4) 314 Parking Lot – Directly behind Taco bell (right across the street from the Grove). On the day you move in, we will leave your parking permit on the table as long as you have turned in your parking permit form and payment in advance. If you have rented a spot from us, you will not be towed as long as you are in the correct parking lot. If you park in someone else's lot, they will tow you and there is nothing we can do. Parking forms are found on our website.

What do I do if anytime during the year I wish to move out of the Strong's Student Rental apartment/house before my lease is up? You and your parental/guardian co-signers are fully responsible for all payments and obligations listed on your lease regardless of any decision you may make not to reside at the apartment or house. The only way you may be released is if YOU find a replacement, which is approved by all members of your group as well as the SSR's management. This replacement must sign the lease, turn in a Security deposit, and turn in the Parental co-signer form.

Do you permit pets? We deal with pets on a case-by-case basis. Tenants wishing to bring a pet need to contact the office for pet requirements and landlord approval. Any tenant bringing a pet without landlord approval and completing the requirements will receive a \$100/per day fine (strictly enforced).

When are my rent payments due and how do I get them to you? The dates for when your payments are due, depends on which payment plan you chose (refer to your lease to see your choice). Regardless of the plan, all payments for Fall must be received in full by September 14th and for Spring February 4th. All payments are based on the envelopes postmark date – NOT ON THE CHECK'S DATE. Returned Checks (for any reason) will result in a fee of \$25 payable immediately. WE DO NOT SEND OUT INVOICES. MAKE SURE YOU KNOW WHEN TO MAKE YOUR PAYMENTS AS YOU WILL BE CHARGED A \$50 FIRST DAY LATE CHARGE PLUS \$10 PER DAY THEREAFTER IN ADDITION TO YOUR PAYMENT.

Payments may be: cash, money order, check, Visa or MasterCard. All penalties and late fees will be applied according to the dates indicated with each plan.

All payments should be mailed to: Strong's Student Rentals (c/o Ed or Mary Strong) 442 Kimmel Rd. Home, PA 15747

Does anything need done when I first move into the apartment? What do I do if I move in and notice something in the apartment that is damaged? When you move in (or before you move in) one person in your group needs to print off the forms called: "Move In Day Packet" found on our website under the Resources tab and Forms & Procedures tab. This packet will contain your groups "Key Received Signature Page" and the "Damage/Condition" sheet. All tenants must fill out, sign and date these forms. Scan & email these pages back to us. If there is a maintenance issue that needs attention immediately, please CALL US 724-463-7222 (leave a message if we are out) and we will put in a work order in the order in which calls are received. Make sure that your entire group fills out the move in packet forms, signs them, and returns the packet to our office via email.

What do I need to do for Wi-Fi or utilities? All of our places include all utilities except for Wi-Fi/cable/internet. If you are planning on purchasing Wi-Fi/cable/internet we **HIGHLY** recommend that you call Comcast and have them mail you a kit that will arrive on or after your move in date (NOT BEFORE!). **Comcast (Wi-Fi/Internet/Cable): 1-800-266-2278**

GARBAGE & RECYCLING: If you live at Garman/930 Wayne or Maple, use the provided dumpster.

All other locations, place your garbage can and recycling bins on the curb Wednesday evening for collection Thursday morning. Put your cans & bins back after collection **on Thursday** or you will be fined by Indiana Borough.

Please note that garbage regulations must be followed in order to avoid fees by the Indiana borough garbage authorities. They require that you **MUST** keep all garbage in a container with a lid when stored outside. On Wednesday night at 5 pm or later (but **NOT** earlier), you must place all garbage on the curb. Any containers placed on the curb must be brought in Thursday when it has been emptied. **PLEASE BE AWARE THAT THEY ARE VERY STRICT ABOUT GARBAGE REGULATIONS.** They will drive around the community and give fines to those who do not follow the rules (lid not on can, garbage in yard, etc...). We cannot help you out if you are charged a fine. You will have two bins for recycling. The green bin is for clean unbroken glass and aluminum cans. The blue bin is for plastic items such as plastic drink bottles or milk containers. **DO NOT PLACE HARD PLASTICS, CARDBOARD, OR PAPER ITEMS IN YOUR RECYCLING BIN!** Your recycling bins must be placed at the curb as well.

We hope this has answered your questions and we look forward to having you as a new tenant!

STRONG'S STUDENT RENTALS MANAGEMENT