



Move-in Guide

Move In Time Is Just Around the Corner. What do I need to do?

Here's a quick guide to help you get moved into your new Wildcat home with as little hassle as possible. **We have brief bullet points up front, but generally offer more detailed information below.**

If you are moving into an occupied unit (that is, replacing someone on a previous lease), most of this doesn't apply to you. You are simply stepping in to the shoes of the departing resident. You would get key(s) from the remaining residents, and we do not do cleaning and painting. See your lease for details regarding "continuing occupancy."

For groups newly moving into one of our houses, before you move in you must:

1. Pay all outstanding balances on your account. **Please see our video tutorial about online payments, available on our website at www.wildcatstreet.com.**
2. Have utilities converted into your name, unless we pay utilities, as per the lease.
3. Have renters insurance in place and provide proof of insurance (either scan and submit over your portal, or have a printout at the move-in appointment).
4. Schedule a move-in appointment via the online portal at www.wildcatstreet.com. Login and hit the "Contact Us" button. (Please do not use the Leasing Inquiries link on our home page as that account isn't monitored closely if we aren't actively leasing.)

We expand on these and other items below so you will definitely want to read further.

Communicating with us: We encourage communications through your online portal for a number of reasons. If you want to communicate with us, log on to your online portal and send us a contact request. We are generally very good about responding to requests in a timely way, and it enables us to communicate with you AND YOUR ROOMMATES all at the same time. It avoids miscommunications and insures that everyone gets the message. We simply don't have the time to answer the same question over and over from the same group.

Some things NOT to do:

1. **DON'T HAVE YOUR PARENTS CALL US.** Our business relationship is with you, not them, and we have no way to verify their identity. We will not respond to contact requests written by your parents either. It doesn't matter to us who pays your rent.
2. **DON'T CALL THE EMERGENCY MAINTENANCE LINE, UNLESS IT'S A MAINTENANCE EMERGENCY.** These calls go to a call center, and they can't do anything about non-emergency matters. They do,

however, charge us for all calls. Hence we charge for non-emergency calls made to the emergency maintenance line.

3. **DON'T BRING PETS UNLESS THEY ARE SPECIFICALLY APPROVED** on the lease agreement or by a subsequent written agreement.
4. **DON'T ASSUME THAT JUST BECAUSE YOU PAID YOUR "SHARE" OF THE OUTSTANDING BALANCE THE EVERYTHING IS OK.** Make sure your roommates have paid up as well. We will not turn over possession unless your account balance is paid in full. You can see this on the online portal, along with who paid and when.

When can I move in: Your lease begins on the date and time specified in it. You cannot move in before that time because our cleaners, painters, and maintenance staff will be working to get the house ready. *You do not have to take possession at that time*, and many people don't take possession until later. In any case, before you take possession, you'll need to make a move-in appointment. We can make appointments for any time we have personnel available for the task once your lease starts. Not everyone has to be there to take possession; only one of the residents is required to be present. Remember to check your **online portal** for your outstanding balances, and to take a quick look at your lease agreement, in the documents section of your portal.

Outstanding balances: There is always some level of confusion about the amounts owed. In the next few paragraphs we will wade into this and try to clarify several things.

1. **Why does the portal say I owe \$2000.00 when my rent is only \$500.00?** We get this question a lot. The answer is that you and your roommates rented an entire house/unit so all charges are *for the entire unit*, and reflect what the lease actually requires. We understand that our residents tend to think in terms of "shares" or "portions" of the rent, and our portal accepts partial payments to make it easier for students to pay their "share." DO NOT assume, however, that just because you paid your "share" that your obligations end there. You are legally responsible for the full amount of the rent, so make sure your roommates pay their "shares" as well. The online portal makes it easy for everyone in the house to monitor outstanding balances, and we routinely send emails out to all residents alerting them to past due balances. Even if you have paid "your share" you'll still get an email, because legally you remain responsible for the outstanding balance in full, so you need to know when someone hasn't paid.
2. **I'm not moving in until the 23rd; why is my rent and security deposit due on the 1st of the month?** Well since students frequently think in terms of "shares" they sometimes pay their share, and then show up assuming that they can move their stuff in, when the other roommates haven't paid, and so there is a balance outstanding. We want the full balance paid, prior to turning over possession of the house. You don't want to show up in a u-haul with all your stuff only to be turned away. It has happened. Our solution was to make everything due on the first of the month, that way if someone forgets to pay, there's generally time to address the issue.

3. **I'm confused, I don't know what prorated rent is, is it the same as prepaid rent, haven't I paid that? Why do I have to pay that?** Short answer, look at your online portal, see how much it says you owe, divide that up however you like, and pay that amount. We are usually correct, and if we have made a mistake, or if you overpay, it will appear as credit and will be applied to your next invoice. The weeks of turnover are crazy for us, so we may not have the time to explain or address things to your satisfaction, but we'll be happy to sort it out come mid-August. Having said that, let's try to address these questions generally up front so hopefully the payments will make more sense and we won't have as much confusion at the end of the lease period
- a. **For starters** look at the first couple pages of your lease agreement, which should be available in the documents section of your online portal. (If it's not there, send us a request to upload it.) The charges on your account should parallel the lease agreement exactly. Also remember the amounts are for the entire house, not per individual resident.
 - b. **Generally Speaking** our lease agreements require the residents to pay the LAST FULL MONTH'S rent within a couple weeks of signing the agreement. You should have already paid this. Then on the 1st day of the month in which you move in, generally June 1 or July 1, your security deposit and your prorated first month's rent, and prorated last month's rent are also due. Again this is a general policy. There are some exceptions.
 - c. **The Security Deposit** is not rent, it is a special payment set aside to cover damages to the property. It is almost always due on the 1st of the month you move in. Most people understand about security deposits, so enough said.
 - d. **Prorated First Month's Rent** Most of our leases don't begin on the first of the month, but the monthly rent is due on the first. "Prorated rent" just means that we have reduced the amount so that you are only charged rent from the day your lease begins rather than the full month.
 - e. **Prorated Last Month's Rent** This works just like the first month's rent, except you are paying for the last days of your lease. This seems confusing to a lot of folks so let me explain why we do it. We want at least one full month's rent in advance to insure performance on the lease agreement, so we require residents pay the **Last Full Month** in advance at the time of signing. Since most leases don't end on the last day of the month, there is this partial month hanging out there. We get the **Prorated Last Month's Rent** along with the **Prorated First Month's Rent** up front, both as additional security, but also to avoid confusion.

- f. **Your security deposit**, as with the prorated first/last months, is generally due on the first day of the month your lease starts. Look at your lease and get the exact dates and numbers.
 - g. **Pre-paid rent** is not the same thing as security deposit or your prorated first and last month's rent. Again some leases may vary, but if your lease begins in July 2016, and your lease includes the last full months prepay, then you are paying for June 2017. Your prepaid rent should have already been paid prior to move in; however, many leases vary. Remember to check your lease to look for prepaid rent and the date it is due and be sure to check your online portal, as it should contain your account information for rent.
4. **How do I Pay?** We recommend that everyone use our online payment portal. It's free for electronic checks and it's easy. All you need is a checking account, a computer, and money of course. You can set up a recurring payment so you never forget to pay rent, or make payments one at a time each month. **HOWEVER: DO NOT SET UP AN AUTOPAY OR FUTURE PAYMENT PRIOR TO THE START OF YOUR LEASE**, as the system won't process it. This is a software issue, and we are attempting to get our provider to change it, but that's the way it is now. Each resident sets up their own payment through their own portal, and neither us nor your roommates can see your bank account information. The only thing we see (or your roommates see) is that a payment has been made and the amount, and if a payment is rejected we all see that too. Make sure the account information is correct when doing an electronic payment; if it isn't, your bank will not recognize the account and will reject the payment. See our website FAQ regarding online payments. **Please see our YouTube video on how to use the payment portal for full details.**
5. **Can I pay with a credit card?** Yes, you can pay your rent by credit card through your online portal. While this is an easy payment method, there is a convenience charge for every transaction you make on your online portal. Meaning if you set up a monthly automatic payment for your rent on your online portal, you will be charged an additional convenience charge every month. This is why we recommend the free electronic check option. (Note that a VISA/Mastercard debit card tied to your checking account works like a credit card, not like a check, and the convenience charge will apply.)
6. **Other Options** are available. You can send a Cashier's Check, Certified Check, or Money Order to: WildcatStreet, PO Box 910726, Lexington, KY 40591-0726. Be sure to allow enough time for delivery by the 1st of each month, or you may incur a late fee. Again, we recommend the online payment option. It's easy and its free and the vast majority of our residents use it. **We do not accept personal checks so please do not send us a personal check because it will be returned to you!!**

7. **Late Fees.** For all outstanding balances after the 1st, a late fee will apply, as per the lease. Currently for most leases it is \$75 after the 1st of the month, plus \$7.50 per day. The portal is sometimes incorrect in what it displays due to limits with the software, and we can't get our system to change this. Please be aware that the late fee provisions of the lease will apply regardless of what the portal says. Please pay on time, as we do not want to be in the business of, effectively, loaning you money.

Connecting Utility Service: Unless you are in one of our houses where we pay utilities, the residents will need to arrange to have the utility service transferred to their name/names prior to lease start. Please allow enough time for the utility companies to process your request. The effective start of service should be the date the lease starts, regardless of whether or not you'll be living there. The utilities that are usually required are water, electric, and sometimes gas. Check your lease for details. Most residents also want to get cable and internet, which we recommend that you schedule for the day following your move-in. The numbers and websites for these utility providers are available on your portal in the contacts section.

Renter's Insurance: Your group will need renter's insurance prior to taking possession of the house. One policy with everyone named is fine with us, as long as WildcatStreet is named as co-insured. Or each resident can have their own policy. See our FAQ regarding Leasing.

How do I take possession of the House? Your house will not be ready until the date and time specified in the lease. You or your roommates may make an appointment to take possession at that time, or at any time during our business hours thereafter. We do require an appointment to take possession, and appointment slots are not always available. Please check with us and make an appointment prior to scheduling moving trucks and the like, and don't just assume that we'll have an appointment slot open.

Can I move in early? No, unfortunately our houses are occupied until the day prior to your move-in. We require the time to paint, clean, and make ready for your move-in.

Do I have to be there to check-in? Not necessarily. Only one resident has to be present at the appointment to take possession of the house, Wildcat will deliver possession to the resident(s) who shows up at the appointment, including all the keys (provided of course all the outstanding balances have been paid, the utilities have been converted, and the renter's insurance is in place). The appointment may be changed to a later time or date if you schedule it with us. To do this, simply send in the request via your online portal and we will do our best to work out a different check-in time for you.

Do I have to move in the day of check-in? No, you can move in whenever you like after check in has been completed and possession of the house has been turned over to a resident. While only one resident has to be there for check in, all keys will be handed over to the resident or residents who show up for check in. This means that if you do decide to move in later, your roommates will be responsible for giving you a key. We will provide as many keys as there are roommates on the day of move in, so it is not our responsibility to hand out keys as the residents decide to move in.

What are the dimensions of my room? In many cases, floor plans of your house are provided via your online portal to give you the dimensions of the rooms. If you don't see the floor plan, send a request and we'll post one if available. Many of these are not dimensioned, or if they are, the dimensions may not be precise; you can generally get a sense of scale by remembering that bathtubs are usually five feet in length. However, please remember that we just don't have time to measure individual rooms for everyone who asks. Beyond that, it's a nuisance for current residents who are trying to get everything moved out.

Please do not call the day you are supposed to move in and ask us when the house will be ready, as we are working hard to get your house in shape for move in and these phone calls will only slow us down.

Questions about moving in that are not answered above? Any further questions about moving in should be sent in through your online portal by logging in, and selecting the contact us button. Please do not call our office phone, as we are not in the office around this time of year due to the large volume of field work.