



# WELCOME, NEW RESIDENTS!

## Move In Information

Keys can be picked up on your lease start date between 10am – 2pm. If you do not pick up keys on the day your lease starts, you must come to our office Monday to Friday from 9am-4pm to pick up keys. Keys will only be released to the resident listed on the lease. Residents are required to provide utility account numbers to us for any utilities that are your responsibility (electric/gas, water, trash). Please use the form attached to this packet to provide us with your utility account numbers. If your unit is an all-inclusive unit, you do NOT need to provide us with utility account numbers. Your security deposit, rent and other fees must be paid in full before picking keys. We accept checks and money orders in our office. If you prefer to pay online, you may pay with a debit card, credit card or eCheck on your tenant portal (please note there is a fee for this service). We do NOT accept cash payments. If you need help accessing your tenant portal, please let us know right away! We recommend downloading the Resident Center app to view your lease documents, make payments and submit maintenance requests.

The Move in Condition form is attached to this packet. This form is used by tenants to record the condition of the unit at move in. Only one form can be filled out and submitted per unit. The Move in Condition form must be returned to the JSJ office within 7 days. Residents can submit the form through the JSJ drop box or emailed to [office@jsjmanagement.com](mailto:office@jsjmanagement.com). Please do not include maintenance request on the move in checklists. Maintenance requests should be made through your tenant portal.

## Referral Incentive

We have an awesome referral incentive for you! If you refer your friends to JSJ and they sign a lease with us, you will get a \$100 rent credit.

## Keys

JSJ provides one set of keys to each tenant over the age of 18. Afterhours lockout assistance is \$100. Please note, our leasing and maintenance staff will lock all doors at the conclusion of showings, inspections, and maintenance visits when the resident is not home. Be sure to always keep your keys with you!

## Parking

If you purchased parking, please be sure to pick up your parking tag when you get keys! You will need to display your parking tag while in the lot. If you need to tow a vehicle out of your parking space, please call Tatman's Towing at 217-328-2424. You will need to provide the driver with a copy of your parking lease and your ID.

## Renter's Insurance

Residents are responsible for insuring their own belongings. Neither JSJ nor the building owners carry insurance to cover resident's personal property. Please list JSJ Property Management as an additional insured on your policy. Please note, JSJ will not reimburse residents nor provide a rent credit for any food issues due to power outages or unexpected failure of appliances.

## Maintaining Your Residence

Residents are expected to keep their units clean and orderly. A clean unit will reduce the likelihood of pest infestations. Balconies, decks, patios, etc. are considered part of your unit and should be kept free of garbage. Residents are responsible for these areas. No indoor furniture is allowed to be outside the unit. No signs or banners may be hung outside of the unit. It is the resident's responsibility to keep birds, nests, etc. from these areas. Residents are solely responsible for cleaning bird droppings that may accumulate on your patio, deck or balcony.

## **Maintenance & Repairs**

When you have a standard maintenance issue, please put in a work order through your tenant portal. Do NOT submit emergency maintenance requests through the tenant portal. If you have an emergency maintenance situation, please call our office at 217-352-5509. We do have 24-hour emergency maintenance service. The following situations are considered emergencies: no heat in the winter, a major leak, smell of gas, electrical issues affecting your unit or a large part of your unit and fire.

We expect residents to personally handle some routine maintenance such as changing light bulbs, batteries, unclogging drains, resetting tripped breakers, etc. However, if you are unable to perform such tasks or feel the task is too dangerous, we will help you in some cases. If maintenance or repairs are needed due to tenant carelessness, abuse, or neglect, you will be charged an hourly maintenance rate plus materials.

## **Electrical Issues**

If your power goes out in all or part of your apartment, please start by checking the breakers and making sure your utility bill has been paid before calling the office. To reset a breaker, make sure to completely flip the breaker to the off position and then turn it to the on position. If that does not work, please call Ameren at 800-755-5000 to see if there is known power outage in your area. If these options do not resolve the issue, please contact our office.

## **Doors & Blinds**

Mini blinds are provided in most of our units. No sheets are to be hung in the windows or buildings in place of blinds. Mini blinds must be pulled up past open windows when they are open to prevent damage. Residents are not allowed to remove blinds or doors. Doors to closets, bedrooms and bathrooms must remain in the unit through the entire lease term. Under no circumstances should doors be removed from the unit. Our maintenance staff will not remove these items from your unit.

## **Light Bulbs, Batteries & Thermostats**

JSJ will not change light bulbs or batteries for residents. It is your responsibility to replace light bulbs in the interior and exterior of your unit including but not limited to ceiling fans, appliances, and patio lights. It is your responsibility to replace batteries in smoke detectors, carbon monoxide detectors, remotes, and thermostats during the term of your lease. If you notice any exterior breezeway or building lights out, please put in a maintenance request through your tenant portal.

## **Shower/Bathtub**

Mildew is quite common in bathrooms. It is the resident's responsibility to clean mildew in and around tubs and shower surrounds. JSJ will not clean these areas. To avoid mildew building up, use the bathroom fan or crack the door/window to keep moisture levels under control. Be sure shower curtains are completely closed and inside of the tub/shower walls when taking a shower. Avoid buildup of soap scum by rinsing all soap off the shower curtain and tub/shower surround after each use. Shower curtains are required and are to be supplied by the resident. Keep bathroom floors dry at all times.

## **Garbage Disposal**

Garbage disposals can get jammed or lose power. We will charge residents if we find garbage disposals that are packed with food or other objects. Do not overload your disposal. Put in only small amounts at a time. Make sure COLD water is on continuously during operation. Do not put anything hard into the disposal (eggshells, chicken bones, popcorn kernels, bottle caps, etc.). If the disposal does not work, try pushing the reset button located on the bottom of the disposal.

## **Smoke & Carbon Monoxide Detectors**

All units are equipped with smoke detectors per local code requirements. All buildings with gas supplied heating or cooking or buildings with underground parking are furnished with a carbon monoxide detector. Please note, local code does not require carbon monoxide detectors in buildings that are fully electric. It is the resident's responsibility to keep these life saving devices operational during the term of your lease. Please never remove these devices or their batteries. These devices will often "chirp" or "beep" when the batteries are low. State law and local code require residents to maintain these devices after move in.

## **Toilets & Drains**

Never put grease down your sink or use anything other than toilet paper in your toilet. Grease will likely cause the drain lines to back up in the building and could result in the sanitary sewer line to flood your unit with raw sewage. JSJ recommends that you store grease in a container and dispose of it with your trash. You should never flush items such as tampons, sanitary napkins, wipes, paper towels, kitchen waste down the toilet. JSJ will charge if maintenance is called out to unclog drains or toilets.

## **Pest Control**

JSJ sprays all apartment units prior to move in. In most cases, residents are fully responsible for pest control after move in. However, many of our apartment buildings have pest control on a quarterly basis. Ants and spiders are very common in Central Illinois. We do not spray for ants, spiders, or bed bugs. We recommend using bait traps that you can find in most local grocery stores to take care of ants and spiders that you may see inside your unit.

## **Washer & Dryer**

Many units are equipped with a washer and a dryer inside the unit. It is the resident's responsibility to maintain these appliances, which includes cleaning lint traps in the dryer before each use. It is a fire hazard to not clean lint traps. Residents will be held responsible for damage if the dryer is found to be clogged or damaged due to excessive lint buildup. It is VERY important not to overload your washer or dryer. Overloading the machines can cause the unit to shut down, damage the belt and/or the motor.

## **Refrigerator/Freezer**

Please do not overpack your refrigerator or freezer. When you overpack the freezer, ice will form and will shut off circulation to your refrigerator, causing the unit to not properly cool. If this happens, please defrost your refrigerator/freezer before calling the office. If we find that the appliance is not working because of overpacking, you will be held responsible for replacement.

## **Grills**

Grills are not allowed at apartment buildings. It is against our insurance policy. Any grills found will be removed and disposed of by our maintenance staff. If you live in one of the single-family homes that we manage, you may have a grill if it is placed at least 15 feet from the building while you grill.

## **Bicycles**

Bicycles are only to be stored inside your unit or in approved bike racks. Bikes found stored in hallways or stairwells will be removed and disposed of by maintenance staff.

## **Satellite Dishes**

We do not allow satellite dishes to be installed at any of our properties. This includes mounting the dish to a pole on the property. Any satellite dish found on our properties will be removed by maintenance staff and the resident will be charged.

## **Neighbors & Guests**

It is important that all residents respect their neighbors. Please keep noise in your unit to a minimum during late night hours. Parties are prohibited. Residents are fully responsible for the actions of their guests. Do not allow guests to park in JSJ parking lots as they may be subject to towing. If you are having issues with the noise level of a unit around you, please contact your neighbor to resolve the issue. The neighbor may not be aware that they are causing any issues, and, in most cases, the noise will diminish. If you continue to have a problem, please feel free to notify our office during business hours so we can contact the resident.

## **Pets**

Pets are not allowed at any JSJ property without written permission directly from JSJ Property Management. Residents must sign a pet lease for each pet approved to reside at our property. Pet fees are not refundable. If you do not have a signed pet lease, you are not allowed to have a pet for any length of time in your unit – including pets that are just visiting. If an unauthorized pet is found in the unit, you will need to remove the pet immediately and will be subject to a fine for each day the pet is on the premises.

## **Rent Payments**

Rent is due on the 1<sup>st</sup> of each month – including vacation and breaks. Please refer to your lease agreement for the specific date late fees are posted. If rent is not paid by the 5<sup>th</sup>, you will receive a 5-day notice. If your rent is not paid within 5 days from the date of notice, we will have no choice other than to file for eviction. We cannot make payment arrangements for rent. It is due in full on the first. If you are on a lease with other roommates, please remember you are on a joint lease and all residents are responsible for the full amount. Rent can be paid online through your tenant portal. You may also use our drop box or mail to our office. Please be sure to put your address & apartment # in the memo line of all payments.

## **Subleasing**

It is your responsibility to sublease your apartment. Management must approve of all sublets and receive a copy of each sublease agreement. You, your sublease, and your roommates (if applicable) will need to sign an addendum to add your sublease to the lease. There is a fee for subleasing the unit. Your original lease with JSJ will not be changed, voided, or replaced by you making a sublease arrangement. You will need to bring keys to our office when you move out. Your sublease will need to make arrangements with our office to pick up keys. We do not inspect the unit between the time you move out and the time your sublet moves in. However, you should do a walk through with your sublet before signing any sublease agreement.

## **Reletting**

It is your responsibility to relet your apartment. Management must approve of all relets. There is a fee for reletting the unit. By reletting the unit, you will be removed from the lease agreement. The security deposit will be transferred to the relet. You will need to bring keys to our office when you move out. Your sublease will need to make arrangements with our office to pick up keys. We do not inspect the unit between the time you move out and the time your relet moves in. However, you should do a walk through with your relet before signing the relet agreement.

## **Security Deposits**

We require security deposits for all properties. No portion of your security deposit can be used towards any portion of rent. All or part of the security deposit may be forfeited if necessary to defray the costs of cleaning or repairing of damages for which a resident is responsible. We will return security deposits to residents within 30 days of the lease ending. We will use the address provided to our office when you returned your keys. Please do not call our office requesting your security deposit. All security deposit statements will be mailed. In the case of a joint lease, one security deposit will be returned to one tenant on the lease who will be responsible for disbursing the funds amongst roommates.

## **Important Phone #'s**

JSJ Property Management: 217-352-5509  
Ameren (electric/gas): 800-755-5000  
Illinois American Water: 800-422-2782  
Village of Rantoul (utilities): 217-893-1661  
City of Arcola (water/sewer): 217-268-4966  
Village of Mahomet (water/sewer): 217-586-4456

## **Tenant Portal:**

<https://jsjmanagement.managebuilding.com/Resident/portal/>

**\*\*You may also download the "Resident Center" app on Google Play or the App Store.**

If you have any questions or concerns, please feel free to email us at [office@jsjmanagement.com](mailto:office@jsjmanagement.com).