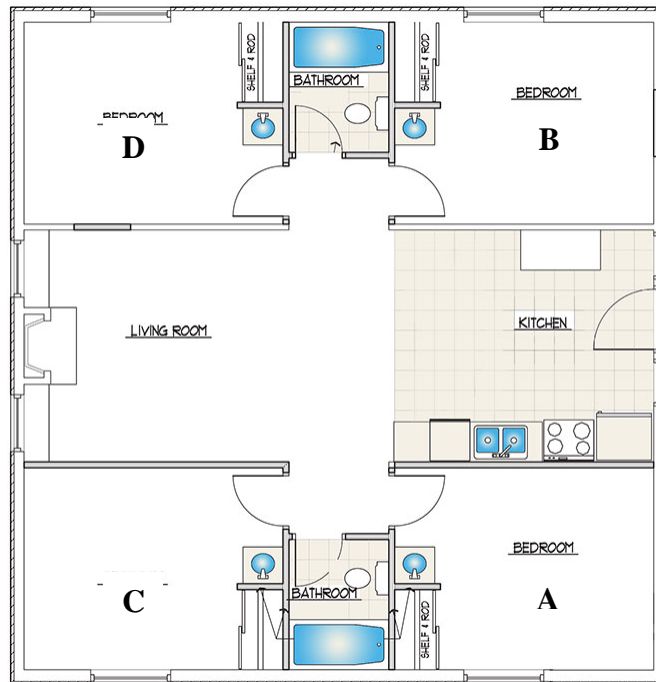


Welcome to The Crestwood



Your Home Away From Home

Your New Address:

**1800 North State Street #
Provo, UT 84604**

Office Hours: Monday to Friday 9am – 6pm, Saturday 10am – 1pm

Phone: (801) 356-8800

After Hours Phone: (801) 367-6158

Email: info@crestwoodapts.com

Website: www.crestwoodapts.com

We Are Here To Help You!

The Crestwood Management

Rent

Rent is due by the first of every month with a 5 day grace period before late fees begin on the 6th. Late fees are \$20.00 the first late day with a \$2.00 fee each additional day on any balance over \$50.00. Returned check fees are \$20.00, plus late fees. You can pay rent in the following ways:

- Pay in the office with a debit card, check, or money order.
- Leave a check or money order in the rent drop box.
- Pay Online from your bank account or with a credit card. Log on to www.crestwoodapts.com, select “Residents,” and choose the “Pay Rent” option. Management may need to activate your account so allow a day for your payment to go through. All online payments do have fees attached.

Utilities

Gas and electricity will be kept in Crestwood’s name and will be paid each month with rent. For this convenience we charge a \$4 monthly administrative fee.

The Internet and cable is already hooked up. The cost for the Internet and cable services is \$12.00 per month, per person, (paid to the office). If you have any difficulty with your service, contact the following providers:

Internet - MSTAR	(877) 678-2763
Cable - Comcast	(800) COMCAST

Parking and Visitors

Visiting hours are 9:00 am to 12:00am Sat-Thur. Visiting hours are extended to 1:30 am on Friday. Visitors of the opposite sex are not permitted in bedrooms or bathrooms in accordance with the BYU Honor Code. Guests are expected to abide by the Honor Code while visiting The Crestwood. **You are responsible for your guest’s behavior!** Visitors may park in the parking lot during visiting hours. Anyone in the parking lot after the above mentioned visiting hours without a parking permit will be booted. Parking permits are \$10.00 and must be renewed every August. Only one per tenant will be issued. The parking company that patrols our complex can be contacted at (801) 492-0616. They offer the following services to you as tenants:

- Free jump start
- Free unlock of vehicle
- Free change of flat tire

Mail Boxes

Keys to your mailbox should have been left in your apartment by the previous tenant. If you are unable to locate a mailbox key, call the post office to have them change the lock of your mailbox and give you a new key. Pick up your mail on a regular basis. After 10 days, the post office removes the mail from your mailbox and returns it to the sender as unclaimed. Our local post office is:

United States Postal Service
95 West 100 South
Provo, UT 84601
(801) 818-9692

Maintenance

Any maintenance problems should be reported to the office. You may also report them through www.crestwoodapts.com under the “Resident” tab. If you reported a problem and it has not been fixed after two days, please let us know right away. If you have an emergency, such as **flood, fire, no heat** and the office is not open, please call (801) 367-6158. Use this number for emergencies only! All non-emergencies may be charged a \$10 fee upon arrival. If you get locked out after hours you can also call the after hours phone and we will open your door for a \$20.00 fee. Please keep your stairwells free of garbage and storage items. Any items left in the stairwells will be thrown away and the apartment will be charged a \$20.00 fee.

Cleaning Checks

There are cleaning inspections twice a semester. Cleaning packets with instructions are delivered to your apartment 4-5 days before the check. Inspectors will check each individual job and mark it pass or fail. You will be given a chance to clean any failed jobs which will be re-checked the following day for a \$5.00 fee. (**No re-checks for end of semester checks**). If a job fails a re-check, cleaners are sent in and you are billed \$30/hr for cleaning. Vacuums are available at the office. We require a photo ID to check them out and they must be returned within **24 hours** or late fees will be charged.

Carpet Cleaning

Each apartment has the carpets cleaned twice a year. A note will be posted on your door 24 hours before the carpets are to be cleaned. Because we want the carpets to be cleaned properly, we ask you to make sure you move everything off of the floors when the carpets are scheduled to be cleaned. Items in bedrooms should be placed on top of the bed, desk, or dresser. The chairs should be off of the floor as well. Any tenant who is reported as not having their apartments ready for the carpet cleaners will be charged a \$20 fee.

Laundry & Recreation Facilities

The laundry is card operated; \$1.05 to wash and \$1.05 to dry. To purchase a card, go to the card machine in the laundry room and insert a \$5 bill. If the machine doesn't work properly please let the office know and we will give you the contact number to get a refund. The hot tub is open year round and the pool is open while weather permits. The hours are posted on the various facilities. BYU swim wear guidelines prohibit bikinis or Speedos. Please respect the rules or you will be asked to leave the pool area.

More Info...

Keys – Tenants are issued one front door key and one bedroom key. Lost keys cost \$20.00 each. There is a charge of \$40 to replace the locks on the doors.

E-Keys – Each tenant will be issued one e-key to access the clubhouse, pool, and laundry facilities. If the e-key is not returned or is lost, tenant will be charged \$30.00.

Light bulbs – The Crestwood replaces all florescent tube light bulbs. Regular light bulbs, including under cabinet lights in Condos, are the tenant's responsibility. When replacing light bulbs use a 60 Watt light bulb.

Toilets – Toilets are water savers in accordance with state law. This means they may easily clog when items such as Q-tips, plastic items, or feminine hygiene products are flushed. We highly recommend purchasing a plunger for your apartment.

Renters Insurance – We recommend every tenant purchase renters insurance to protect their personal belongings. State Farm offers renters insurance for a reasonable price. They can be contacted at (801) 374-6650.

Safety – We have security cameras placed around the complex but please protect yourself by locking your doors and keeping valuables in your car out sight.

Check In Inventory

Arrival		Arrival	
Condition	Good Bad	Condition	Good Bad
<p>1. Kitchen</p> <ul style="list-style-type: none"> a. Cupboards, drawers b. Table, chairs c. Window, window coverings d. Floor covering e. Door, locks, door bell f. Walls and ceiling g. Plastic and tile surfaces h. Electric fixtures, stove, burners i. Refrigerator, freezer, sink, disposal j. Dishwasher, microwave k. Other <p>2. Living Room</p> <ul style="list-style-type: none"> a. Walls and ceiling b. Carpet c. Window, window coverings d. Electric fixtures, lamp e. Sofa, love seat, end table f. Smoke alarm g. Fireplace h. Other <p>3. Bathrooms</p> <ul style="list-style-type: none"> a. Shower head, faucet b. Tub, sink, towel racks c. Toilet d. Floor covering e. Walls and ceilings f. Vents, fans g. Other 	<p>4. Bedroom</p> <ul style="list-style-type: none"> a. Walls and ceiling b. Door, locks c. Carpet d. Windows, window coverings e. Blinds, window screen f. Closets, clothing rod g. Electric fixtures, lamps h. Beds, mattresses, box spring i. Desks, chairs, dressers, tables j. Vanity, sink k. Other <p>5. Hallways within Unit</p> <ul style="list-style-type: none"> a. Wall and ceiling b. Floor coverings c. Closets, shelves, railings d. Electric fixtures e. Furniture f. Other <p>6. Other Areas and Fixtures</p> <ul style="list-style-type: none"> a. Doors, windows, screens b. Door locks, window locks c. Heating, air conditioning d. Other <p>7. Condition of Exterior</p> <ul style="list-style-type: none"> a. Walls, roof, window sills 		

***Damages:** place number and letter of item above before its damage description below: indicate number of items (where applicable) and location and nature of soil, damage, marks, etc. Use back if necessary.

General Comments:

Tenant Name	Signature of Tenant	Rental Unit #	Bedroom
Landlord or Manager	Signature of Landlord or Manager	Complex	Date