

MOVE-IN INFORMATION
Frequently Asked Questions (FAQ)
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This is a listing of the commonly asked questions about the Move-in Process. If after reading this you have other questions please feel free to contact our office by e-mail or phone.

WHEN IS THE MOVE-IN APPOINTMENT SCHEDULED?

The date and time of the appointment is located on the first page of your lease. It is automatically set for the first hour of the lease (2:00 PM). If your House Manager decides to reschedule the appointment to a later time we will send an e-mail to the group (Tenants and Co-Signers). To see the current move-in appointment for your property press here: www.castleproperty.com/Move-In-Schedule.htm or select the "Move-In Schedule and Info" on our web site.

HOW DO I CONTACT MY HOUSE MANAGER? The name, phone number and e-mail address of your house manager is on page three of your lease. For reasons of privacy, we do not list Tenant names or contact information on the web site.

DOES EACH PERSON NEED TO SCHEDULE A WALK-THROUGH?

No, there is one move-in inspection for the entire property. To have the move-in inspection later than the lease start date and time, please coordinate this with your House Manager. There is no cost for a later inspection of the house but no one can move in before the inspection is complete. Utilities must begin on the first day of the lease without regard to move-in date.

DO I NEED TO ATTEND THE WALK-THROUGH?

Only the House Manger or someone the House Manager selects needs to attend the walk-through. All Tenants and Co-Signers are welcome to attend but it is not required.

WHERE DO WE MEET FOR THE WALK-THROUGH?

We will meet at the property for the walk through. You may begin to unload furniture or boxes when you arrive, however nothing is allowed inside the property until we have agreed on the starting condition.

HOW IS THE STARTING CONDITION OF THE HOUSE DOCUMENTED?

Castle Property will perform a walk through with the House Manager and anyone else that wants to attend. We use a property condition check list and also a video camera to document the condition of the property and grounds. Tenants and Co-Signers are also welcome to bring cameras to document the condition.

WHEN CAN WE MOVE INTO THE PROPERTY?

As soon as the walk through and video inspection are completed, the property is available for occupancy and move in.

WHEN DO I GET MY KEYS?

Key envelopes for each Tenant will be given to either the Tenant or the House Manager at the time of the walk-through. It is the responsibility of the House Manager and the Tenants not attending the walk-through to coordinate the transfer of the keys.

DO YOU CHANGE THE LOCKS BETWEEN TENANTS?

The outside deadbolt locks are changed each year there is a change of Tenants. The interior bedroom locks are not changed between lease terms.

DO I NEED RENTERS INSURANCE?

YES. All Tenants must covered by some form of Renter's Insurance. For many full-time students that are also dependants of their parents, free coverage is available under their parent's home owner's insurance. Because there are many restrictions and limitations on policies, please verify this coverage with the issuing insurance agent directly.

Proof of Insurance must be supplied to Castle Property LLC prior to occupancy in the form of either:

Certificate of insurance from the issuing Agent - or -

A letter on Agency letterhead stating coverage including: Tenant name, policy number and coverage dates.

Proof of Insurance can be faxed, mailed or e-mailed to our office prior to occupancy and should also include the rental property address and Tenant name to insure proper crediting.

WHAT FURNITURE IS PROVIDED?

The major appliances are supplied with each property however no furniture is included. Unless otherwise noted in the lease, Tenants will supply any needed furniture at the property including the common area and the bedrooms.

WHAT ARE THE CARPETING REQUIREMENTS IN THE LEASE?

Carpeting is required in the bedrooms and the living rooms. If a bedroom or living room has wood floors and does not have wall-to-wall carpeting, the Tenant is required to supply equivalent carpet to cover at least 75% of the floor. Tenants have 2 weeks from the start of the lease or the day they move-into their room, whichever is later, to supply the carpeting/floor covering. Laying the carpet prior to moving in the furniture is obviously a lot easier than adding it under the furniture.

IS THE CHANGE-OVER PREPARATION FEE PAID WITH THE FIRST RENT USED TO CLEAN BEFORE ARRIVAL?

No. The Change-over cleaning fee is pre-paid cleaning for the end of the lease. This fee is paid with the first month's rent. It is not use to prepare the property for your arrival, it is used at the end of your lease to clean and prepare for the next group. By doing this, we can return the entire security deposit at the end of the lease minus any damages. If the Tenant renews and stays in the same bedroom, this fee is not paid again and is used at the end of the last lease. A full explanation of what this fee covers and does not, is found in the lease terms section 63.

HOW DOES THE INTERNET AND CABLE SERVICE WORK?

Castle Property does not supply the Cable and Internet to the properties. It is the choice of the group through their house manager to select the company and level of service they want at the property.

Companies providing Harrisonburg Service: (All can provide TV, data and phone services)

Comcast / Xfinity :	www.xfinity.com	800-COMCAST 800-XFINITY
GloFiber	www.glofiber.com	540-214-2456
High Speed Link	www.highspeedlink.net	540-437-0195
Verizon	www.verizon.com	800-VERIZON

HOW DOES THE UTILITY BILLING SERVICE WORK? (GROUP vrs. INDIVIDUAL UTILITIES)

The House Manger selects either GROUP or INDIVIDUAL utilities at the time of lease signing. This option can be changed at any time during the lease by HM written request. Castle Property received the monthly utility bills and bills them to the Tenants based on the HM's choice. Tenants do not need to pay any utility deposits of put utilizes in their name.

GROUP UTILITIES: The house manager will receive a monthly bill from our office for the entire amount of the property utilities for the previous month. This unified bill is sent around the 20th of the month and due with the HM's next month's rent payment. The HM will collect directly for the individual Tenants and make one payment of the total bill to our office.

INDIVIDUAL UTILITIES: We split each bill evenly among each tenant and bill the individual portions to each Tenant/Co-Signer pair around the 20th of each month. Each Tenant is responsible for paying their share of the utilities with the next month's rent. A split billing fee of \$5 is added to each invoice to compensate for the additional time to separately bill and collect from each Tenant

WHY IS THERE A CHARGE TO PAINT MY BEDROOM?

As stated in the lease, Castle Property does not paint each room each year. We do fill nail holes and touch up with the same color paint each tenant change. If there is an area of a wall that is damaged or the paint is stained, we will repaint that area as part of the normal change over process.

CP offers a full repainting of any bedroom as long as it occurs during the change-over. If the Tenant requests this painting, the Tenant would pay the first \$95 and the owner would pay the remainder. It typically costs between \$250 - \$350 to completely paint the bedroom walls, ceiling and trim. By making this an optional service instead of painting every room every year we are able to reduce the rent for the property each month and target the rooms that need painting the most.

To see the current painting requests for your property: www.castleproperty.com/Move-In-Schedule.htm or select the "Move-In Schedule and Info" at the bottom of our web site. The Tenant or Co-signer may change the painting option no later than 10 days prior to the start of the lease. This time is needed so that we can have sufficient labor and materials available for the painting.

CAN TENANTS PAINT ANY PART OF THE HOUSE?

No. We cannot allow Tenants to paint the property even if they plan to paint it back at the end of the lease. If Tenant painting is found, we are required under our agreements with the owners to immediately restore the property to the original condition at the Tenant's expense.