



Welcome to your new home!

MOVE-IN INSTRUCTIONS: After signing your lease and paying your first month’s rent, please email robert@bertschproperties.com to schedule key pick-up. You will be able to move in as of 9 A.M. on the first day of your lease. Move-ins are through the rear or side entrance only, to keep the main entry corridors and hallways clear and in good condition for other residents. Please schedule your move-in between the hours of 9 am and 7 pm in order to minimize noise for other residents of the building. As you unpack, please be sure to break down and discard boxes and other trash inside the building’s dumpster, to avoid City fines. If the dumpster is full, please call or email us using the standard maintenance information listed below. After a few days living in the apartment, if you notice any non-emergency items that require repair, please compile a punch list and send it to us via your tenant portal. The *Tenant Portal* also allows you to set up rent payments, check your ledger, and communicate with us.

RENTAL PAYMENTS: Please refer to the “Rent Payment Rules” for details.

UTILITY INFORMATION: Prior to move-in, please set up accounts for utilities as specified in your lease (you may need to be home during set-up). When scheduling services for utilities or cable please be sure to ask the service provider if they will need access to meter(s) or cable box, to assist in the set-up of your services. If access is needed, appointments should be scheduled between Monday-Friday. Once you have scheduled your appointment and if the service provide will need access to start up service please email robert@bertschproperties.com with the scheduled date & time. On the day of the scheduled appointment please remember to let us know at least 30 mins in advance of the provider’s arrival so that we can provide access to a boiler room or electrical room, if needed. The following contact information may be helpful to you:

- ❖ People’s Gas (Heating *where applicable* and/or Cooking Gas).....(866) 556-6001 or www.peoplesenergy.com
- ❖ Com-Ed (Electric and/or Heat-*where applicable*).....(800) 334-7661 or www.comed.com
- ❖ AT&T (Landline Phone/DSL Internet).....(800) 244-4444 or www.att.com
- ❖ Comcast (Cable/Phone/internet – citywide).....(800) COMCAST or www.comcast.com
- ❖ RCN (Cable/Phone/Internet – limited areas).....(800) RING-RCN or www.rcn.com
- ❖ Clear (Wireless Internet - citywide).....(888) 888.3113 or www.clear.com

RENTER’S INSURANCE: You are urged to purchase Renter’s Insurance, to protect your personal property from theft and many forms of damage. Bertsch Properties does not cover your personal property. A good place to start your search for a quote is www.rentersinsurance.net

MAINTENANCE REQUESTS: Please submit non-emergency maintenance requests via the *Tenant Portal*. If you have not signed up for the *Tenant Portal*, please be sure to contact the office.

CONTACT INFORMATION: If you need to contact us, please use the following contact information:

- ❖ **Emergencies:** Emergencies include NO heat, NO water, NO electricity, flooding or lockouts. **When calling the office after hours please call 773-267-1115 and press Option #1 on the automated attendant.**
- ❖ **Maintenance requests:** via the Tenant Portal (see *Maintenance Requests* above), or call 773-267-1115, ext 1004.
- ❖ **Accounts & Payments:** accounts@bertschproperties.com, or call 773-267-1115, either ext. 1003 or 1006
- ❖ **Leasing:** leasing@bertschproperties.com or 773-267-1115, ext. 1002.
- ❖ **General Requests and Information:** info@bertschproperties.com, or 773-267-1115

If you are having any guests staying in your apartment or house sitting please email us at info@bertschproperties.com. Please feel free to call us with any questions or visit us on the web at www.bertschproperties.com. Thank you for choosing our property as your residence. We look forward to serving you.