



Atlasdair Management

Your Move-In Guide

Welcome home — everything you need to settle in and start off right.

Getting Started

YOUR MOVE-IN ROADMAP



Welcome home, and congratulations on your new place — we're glad to have you. This guide walks you through everything you need for a smooth start: what to set up before move-in day, how to get your keys, the one document that protects your deposit, and how to handle rent, maintenance, and day-to-day life in your home. Skim it now and keep it handy.

YOUR MOVE-IN TIMELINE

- 1 Activate your online portal, sign your lease, and pay your move-in funds.
- 2 Set up utilities in your name — you'll be notified which ones.
- 3 Set up renters insurance (required).
- 4 We'll schedule your move-in when your lease is sent.
- 5 Meet our agent at the property on move-in day to sign your condition report and collect your keys.

Your portal is home base

Most of move-in runs through your online tenant portal — activate it as soon as your lease is sent, and you'll be set up to sign, pay, and get your keys.

Before Move-In Day

GET SET UP THE RIGHT WAY



A few things to line up so move-in day goes smoothly.

PREPARE & PAY

- **Activate your portal, sign, and pay.** You'll receive a notification to activate your online portal, where you can sign your lease and pay your deposit. Final move-in charges post on or before move-in — and keys are not released until all funds are paid in full.
- **Set up utilities.** Which utilities you're responsible for varies by property. You'll be notified through your portal which ones to contact. If your lease includes the Resident Benefits Package, your Move-In Concierge gives you one hub to set up power, internet, and more; we may also send paperwork to start service on your behalf.
- **Renters insurance (required).** Sign up through your portal, or upload your declaration page there. If insurance isn't provided, a force-placed Liability to Landlord policy is added to your monthly charges.
- **We'll schedule your move-in.** Our office schedules it when your lease is sent; an agent meets you at the property to sign the move-in report, give you a copy, and hand over your keys. Need to reschedule? Contact us as soon as possible.

Your Resident Benefits Package

Most Atlasdair leases come with a Resident Benefits Package — rewards for on-time rent, credit building, \$1M identity protection, air-filter delivery, on-demand pest control, and the Move-In Concierge above. In your first weeks, watch for welcome emails from Piñata (rewards) and Aura (identity protection); your first air filter arrives within about 30 days. Your Living Here guide has the full rundown.

Flexible options

On participating homes we offer deposit-free move-in through Obligo (skip the big upfront deposit) and split-rent payments through Flex (pay in two installments while we're still paid in full on the 1st). Both are optional — ask our office, or see the Renting Made Easier page on our website.

Move-In Day

KEYS & YOUR CONDITION REPORT



GETTING YOUR KEYS

- **Where & when:** your keys are provided at the property on move-in day, when our agent meets you to walk and sign your condition report. Keys aren't released until all move-in costs are paid in full.
- **What you'll receive:** every property is unique, but most commonly keys, garage door openers, entry fobs, and mailbox keys.
- **Access codes:** any alarm, smart-lock, or gate codes are provided at move-in and noted on your condition report for future reference.

YOUR MOVE-IN CONDITION REPORT

An agent walks the home with you and you'll sign the condition report together — and you'll get your own copy. We document condition thoroughly, with geo-tagged photos of every room. Your part:

- **Review it carefully** against the actual condition of the home.
- **Note anything we missed** — existing wear, marks, or damage — so it's on record and never attributed to you later.
- **Return any additions within 5 days**, via email to Info@AtlasManagement.group or by text through the portal. Take your own date-stamped photos, too.
- **Need a repair?** Submit a maintenance request with photos through your tenant portal.

Why it matters

At move-out, we compare this exact report to the home's condition to decide what — if anything — is charged. A thorough move-in report is your best protection, and it ties directly to your Move-Out Guide.

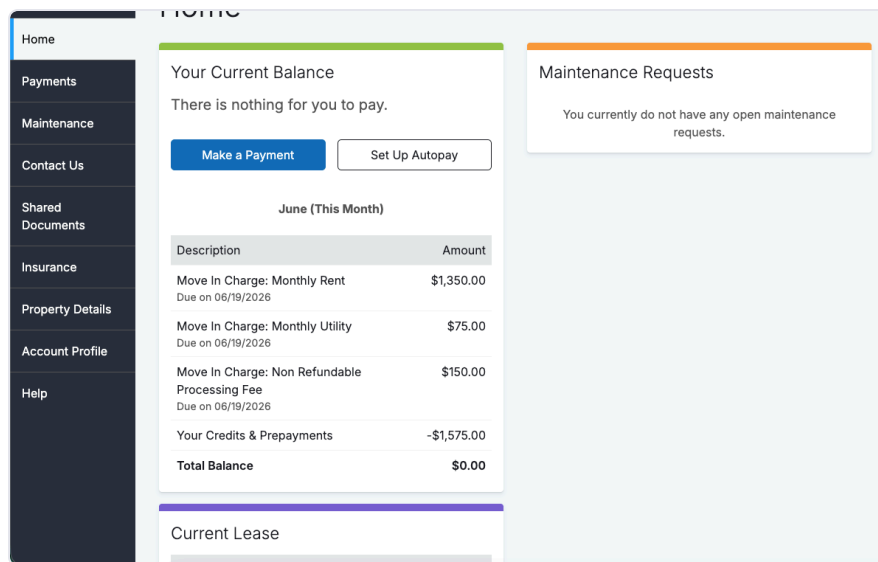
Your Tenant Portal

YOUR HOME BASE



Your online portal is home base for your whole tenancy. Set it up on day one — it's where you'll:

- Pay rent (one-time or autopay).
- Submit maintenance requests, with photos.
- Access your lease, condition report, and documents.
- Update your contact info and see notices.
- View our contact information.



Your portal home — check your balance, make a payment or set up autopay, and see maintenance requests at a glance.

You'll be invited to activate your portal when your lease is first sent — it's the same portal you'll later use to submit a notice to vacate. Please keep all your information current, including your vehicle information.

Paying Rent

DUE ON THE 1ST



- **When:** rent is due on the 1st and late on the 2nd. Late fees aren't assessed until the 6th — but don't wait until the last minute, since a processing delay could still result in late charges.
- **How:** pay through your portal by ACH, debit, or credit card. We also accept checks, money orders, and cashier's checks (never cash) — mailed to 706 W. Garland Ave., Spokane, WA 99205, or delivered to our office. After hours, use the drop box outside our office.
- **If you'll be late:** our late fee is 10% of monthly rent plus \$10/day. There's a \$75 NSF fee, plus a posting fee for legal notices. Tell us ahead of time and we can generally work out arrangements. We also partner with a third party for flexible rent-payment options — see if you qualify on your portal.



After-hours payments go in the drop box outside our office, 706 W. Garland Ave., Spokane — drop box and front door are marked above.

Maintenance & Repairs



ROUTINE VS. EMERGENCY

ROUTINE REQUESTS

Submit through your tenant portal with a description and photos — as much detail as possible. A team member may reach out to troubleshoot common fixes before assigning a vendor; once assigned, the vendor contacts you directly to schedule.

EMERGENCIES — CALL, DON'T WAIT

For anything that threatens safety or could cause major damage — active flooding or a major leak, no heat in freezing weather, a gas smell, a sewage backup, a fire or electrical hazard, a lockout, or storm damage such as downed trees or roof damage — call our after-hours emergency line at **(509) 201-5172** right away. For a gas leak or fire, call 911 first.

On you (tenant responsibilities)

Install the air filters delivered to you (about every 60–90 days) within 2 days of arrival, keep up with smoke & CO detector batteries and light bulbs, keep drains clear, handle lawn / yard care if applicable, and report issues promptly. Maintenance or damage caused by the tenant is the tenant's responsibility to cover.

- **Lockouts:** \$50 during business hours or \$100 after hours (after-hours availability isn't guaranteed). If you can't reach us, American Lock & Key is our preferred locksmith, at your expense. In most units we use deadbolts only — with the door-knob lock disabled — specifically to help prevent lockouts.

Settling In

YOUR FIRST-WEEK CHECKLIST



Knock these out in your first few days.

Good to know

Your water shutoff, breaker panel, and furnace filter size are usually noted in your move-in condition report — but it's still worth finding them yourself so you know where they are in an emergency.

- ☐ Locate the water shutoff and the electrical breaker panel.
- ☐ Find the HVAC / furnace filter and note its size — filters are delivered every 60–90 days; install each within 2 days.
- ☐ Test smoke & carbon-monoxide detectors; report any that aren't working.
- ☐ Confirm trash & recycling day and where bins go.
- ☐ Sort out parking — it varies by property; check your lease or contact us.
- ☐ Update your address with USPS, banks, employer, and subscriptions.
- ☐ Save our office and after-hours emergency numbers.

BEING A GOOD NEIGHBOR

- **Pets:** policies vary by property; your lease states whether a pet has been added. Get written approval before any pet — we'll share costs and send an addendum. A request isn't automatic approval.
- **Painting & alterations:** request in writing. If approved, work must be done to a professional standard, or you'll cover the cost to restore the original condition.
- **Smoking:** none at any time inside, or within 25 feet of any window, door, or entrance. Violations are a breach of your lease.
- **Guests, occupancy & subletting:** guests no more than 7 days; only those on the lease may reside there; no subletting. Adding an occupant requires application, screening, and our written approval first.
- **Quiet hours:** Sunday–Thursday 10 PM–8 AM; Friday–Saturday 11 PM–8 AM (may vary by municipality).

Quick Answers

THE COMMON QUESTIONS



When is rent due, and how do I pay?

Rent is due and payable on the 1st of each month and late on the 2nd; late charges aren't assessed until the 6th. Pay on the tenant portal by ACH, debit, or credit card; in person at our office; or by mail with a check, cashier's check, or money order. Cash is never accepted.

What utilities do I set up?

It varies by property and by what's the tenant's responsibility. You'll be notified which utilities require setup at onboarding, and we may set some up on your behalf to ensure they transfer. Any forms needing your signature are sent to your portal. For specifics, contact our office or the utility provider directly.

Can I have a pet, paint, or hang things on the walls?

Pets added after your tenancy begins — and alterations such as painting or installing a smart doorbell or cameras — must be approved by us in writing first; addendums and fees may apply. A reasonable number of small nail holes for hanging things is perfectly fine — we want your home to feel like home. Larger or excessive holes may result in charges at move-out.

Something broke — what do I do?

Submit a request through your tenant portal; for emergencies, use the emergency number above. Tell us right away — a team member may troubleshoot before assigning a vendor, who then contacts you to schedule. Reporting promptly helps avoid further damage.

How do I protect my deposit?

Our condition reports are extremely thorough — but tell us if anything was missed, maintain appliances and systems, and report issues immediately. The Move-Out Guide includes a full cleaning checklist. Vendor and material costs have risen, so the better you leave the property, the more you can expect back. (Smoking inside almost guarantees losing your deposit — it usually requires repainting the whole home.) In short: leave the property as good as or better than you found it.



Atlasdair Management

We're Here to Help

Welcome home — reach out any time.

706 W. Garland Ave., Spokane, WA 99205 · (509) 201-5087 · After-hours: (509) 201-5172 ·

Info@AtlasManagement.group

www.atlasmanagement.group