

Ubiquity Property Management

600 22nd Ave NW, Ste B1,
Minot, ND 58703
701-509-6436

Move In Information

Tenant Handbook

Dear New Tenant,

Welcome to your new home and thank you for choosing a property managed by Ubiquity Property Management. This handbook will provide you with some useful information and answer some of the most common questions you may have while residing in your new home.

Rent Payment

- Rent is due on the 1st of each month with a given grace period through the end of business on the 3rd of the month. The rent due date doesn't shift regardless of it falling on a holiday or weekend. Late payments will be charged a base late fee on the 4th and then a daily late fee starting the 5th, until paid in full.
- You can make a rent payment online through your tenant portal. Transaction fees may apply when making online payment. The fee is shown before payment is submitted and is subject to change based on payment method (eCheck, credit card, debit card).
- We have a rent drop box located at 3721 E Burdick Expy, Ste 4, Minot ND 58701. The drop box is checked for the last time at 4pm on the last business day of the grace period. If money is put in after, you're responsible for notifying us.
- There is a processing fee for any cash, check, and money order payments.

Tenant Portal

While signing your lease online, you were required to set up your online portal. You can download the app, or you can access it on our website ubiquitypropertymanagement.com. You'll be able to make rent payments, submit maintenance requests, give your notice, and more.

IMPORTANT INFORMATION

- Your lease agreement is a legally binding contract. You will be held to the lease.
- Security deposits CAN NOT be used for last month's rent. The rent will collect late fees and likely cause the charges to exceed your deposit. The deposit is used towards repairs, damage, cleaning, etc., or charges once you've moved out. If your move out charges exceeds your deposit, you will be fully responsible for the remaining amount.
- Any balconies, porches, yards must be kept clean and clear of items.
- Grills are not allowed on decks or balconies.
- In the winter, DO NOT lower the thermostat below 65 degrees or turn it off. This can cause broken pipes, and it will be the tenant's responsibility to pay for damage and repairs.
- Pets are only allowed with authorization and a paid deposit and monthly fee, unless the animal is a Service Animal or ESA. We will request documentation to be signed by a local professional to verify certification.

Vehicles/Parking: All vehicles must be operational and licensed/tagged.

- Most properties don't have assigned parking.
- Boats, RVs, and Trailers are not allowed unless there is written authorization.
- Do not park in front of the mailboxes, garbage containers, or block driveways and sidewalks.

Maintenance:

- Navigate to the **Maintenance** tab and select **Request Maintenance**

- Enter a detailed description of the issue, upload photos of the item needing repaired, decide whether to give permission for entry or to be present, then click **Submit Request**.
- Select when the maintenance tech can complete the request.

There are some things that you as a tenant are responsible for:

- Light bulbs
- Cleaning/replacing furnace filters
- Cleaning AC filters
- Replacing fridge filters (if applicable)
- Replacing batteries in smoke detectors and CO2 detectors
- Replacing batteries in garage door remotes or keypad
- Maintenance and upkeep of the sump pump (if applicable)

Keys:

If you lock yourself out during business hours, please call the business number. 701-509-6436. There is an \$85 lock out fee for every lock out. If you lock yourself out after hours, you are responsible for calling a locksmith and responsible for the service call. We recommend Schock's Safe and Lock 701-838-0624.

Tips and Tricks

Pest Control: Please report any pest problem to the management company immediately. Any pest issue is considered a tenant responsibility.

Plumbing: Tenants are responsible to keep their tub/shower, toilets, and drain lines open. Do not flush anything into the drains other than toilet paper.

Sanitary products, flushable wipes, paper towels, cooking fats or oils should NOT be flushed down any toilet or drain.

Breakers: If there are lights/outlets not working in a room of a house or any power issue, check the breakers first to ensure that there isn't a breaker flipped.

Utilities: All utilities that are your responsibility must be put in your name effective the lease start date. All the companies and phone numbers are in your lease accessible to view on your tenant portal.

Emergency Problems

In case of a medical, fire, or other emergencies that could involve you or someone around you, please contact 911.

A maintenance emergency is something that if isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage.

Maintenance emergency examples: Broken water line, water leak, flooding, no heat/AC, sewer backup.

Not every maintenance issue is an emergency. If you determine that the issue isn't an emergency, submit a work order to be handled during normal business hours. If there is an emergency maintenance request. Please call and text 701-340-2901. If it was discovered during the week/workday and you wait until afterhours/weekend to call, you will be charged the afterhours fee.

Notice to Vacate

A written 30-day notice must be given to the property manager on or before the 1st day of the month and end on the last day of the month. Tenants who do not provide correct notice, will be responsible for an additional lease term or until the unit is re-rented, whichever comes first.

Tenants can also choose to request notice to vacate on your online portal. You will provide your vacating date, forwarding address, and payment information to get your remaining deposit back via direct deposit.

Thank you for choosing a home with us. We appreciate your business!

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