



ITHAKA Property Management

New Resident's Welcome Packet

We want to be the first to say: “WELCOME”!

Our mission is to make every resident's stay with us enjoyable and worry-free . This packet will serve as a guide to answer the most common questions about applying, renting, and moving in.

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Visit us on our main site:

To contact us, view all available properties, and to submit a rental application, please visit us using this link ➡

<https://ithaka.managebuilding.com/Resident/public/home>





Home Amenities

To make your move easier, each property is equipped with the following appliances:

Refrigerator



Stove



Dryer



Washer



Air Conditioners



Central Heating



* We understand some residents would like to bring their own appliances. You are welcomed to do so and ask that you notify us 48-hours prior.

Ithaca Living Experience

We provide you with a wonderful and worry-free living experience by giving you access to our management team when you need us. Our state-of-the-art resident portal includes the following features:



24/7 resident portal access



Mobile access



Photo maintenance requests. We pride ourselves in exceptionally fast turn around times.



Review and renew your lease



Set up auto billing and view payment history

Pet Friendly Residence

We love pets! Ask us about our pet policy and breed restrictions.



How To Apply

Becoming a resident at an Ithaca property is so easy that you can apply from your phone.

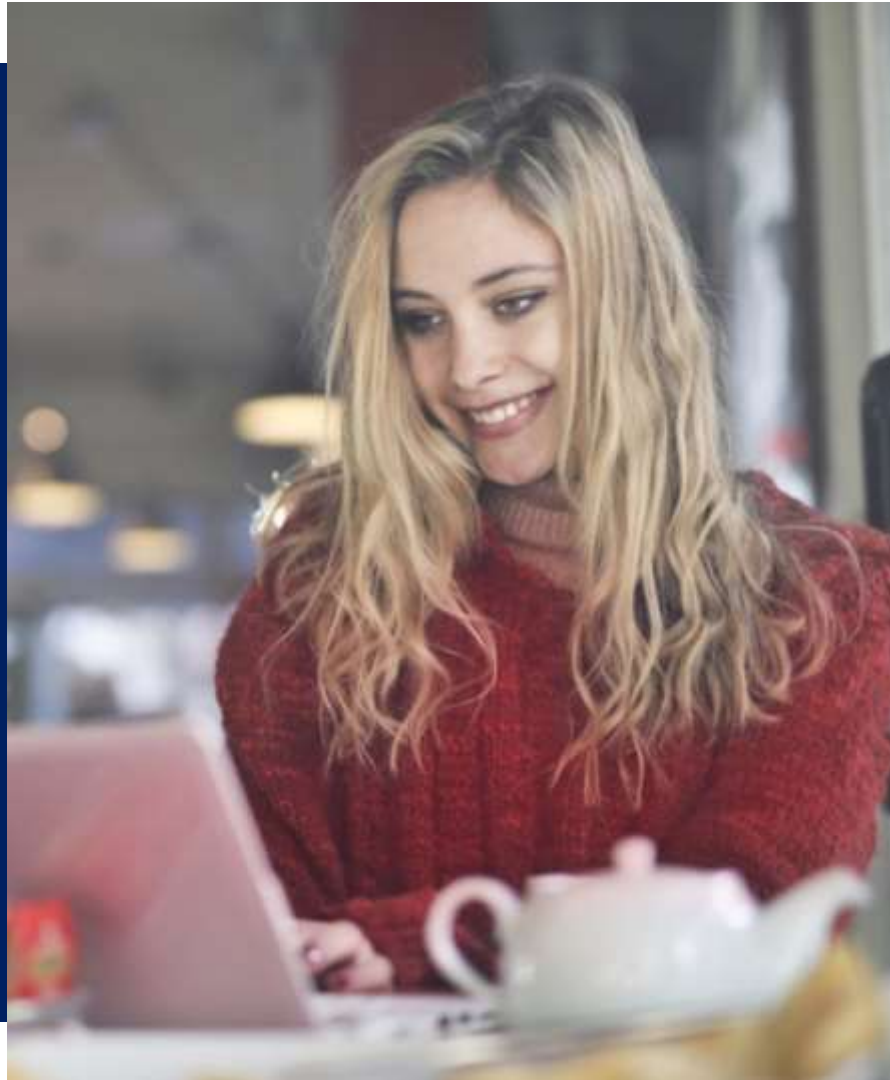
Applicants must...

- ☐ must be 18 years or older
- ☐ submit to tenant screening including a background and credit check
- ☐ have no previous bankruptcy or evictions

Keep in Mind



All Ithaca properties are exclusively non-smoking.



There is \$29.95 non-refundable application fee that covers your background check, credit check, and the processing of your application so we ask that you please review the application before submitting.

You can review the application and apply using the following link:

<https://ithaka.managebuilding.com/Resident/apps/rentalapp/>

Moving In

Once your application has been submitted and accepted, you will receive a link to sign your lease. Most of our residents choose to begin with a 24-month leases, but we also offer 12-month leases upon request. Once we receive the copy of the sign lease, it's time to get your keys. Here are the next steps....

Before Moving In

- ☐ Make your first payment. Properties are only held once the security deposit and first rent payment is made.
- ☐ Download your tenant portal from your mobile phone App store. (Search Buildium – Resident Center)
- ☐ Call MLGW to transfer utilities into your name. Utilities are turned off exactly 24 hours after move-in date.
- ☐ Schedule a time to receive keys.
- ☐ Report any maintenance issues to management within 24 hours of receiving keys. If no report is made, we will assume the property is in perfect conditions.

After Moving In

- ☐ Follow all Good Housekeeping Standards
- ☐ Follow all Lawn Care Standards. (You may also choose to opt into our lawn care service. (Highly recommended))
- ☐ Always pay rent on time. Rent payments are due on the 1st of each month. Rents collected after the 5th of each month are considered late and incur a \$50 penalty.
- ☐ Make any service requests using your tenant portal.
- ☐ In the event of an emergency, call our emergency hotline at (931)488-4257

Caring For Your Home



Good Housekeeping standards

We ask for our residents to take pride in their home by making sure it is kept clean and in good working order. Here are a few guidelines we ask each resident to follow.

- ☐ Clean all appliances thoroughly to keep them free of grime, debris, and stains.
- ☐ Clean all countertops, walls, and underneath the appliances to prevent build up of food, stains and debris.
- ☐ Clear windows of dust and cobwebs. Wipe down afterwards with glass cleaner.
- ☐ Mop all hardwood, laminate, vinyl and tile floors with a light water and soap. Do not use abrasive chemical cleaners.



Lawn Care Standards

The curb appeal of your residence should be a source of pride. Maintaining the exterior of your is important to maintaining the quality of the neighborhood. Here are a few of the guidelines we ask each resident to follow.

- ☐ Mow and edge the grass every 7-21 days depending on the season.
- ☐ Weed, trim, and maintain the flower beds and bushes.
- ☐ Keep grass and flower beds free of leaves, twigs and trash.
- ☐ Trash bins may not be stored in the front of the house.
- ☐ Let us do the hard work. We highly recommend residents opt into our lawn care service

***To ensure each resident can enjoy a clean and well-maintained property, Ithaka management conducts drive by inspections twice a month. Additionally, we conduct preventative maintenance inspections twice a year.



Stay A Little Longer

Our residents love staying at Ithaka homes and regularly ask to extend their stay. We make your decision easy through the resident portal.

We give you a head start and notify you 90 days prior to your lease agreement ending.

If you choose to stay, we will extend lease agreement to the length of choice.

If you choose to move out, we will provide a move out checklist that we use during our final walkthrough inspection. Security deposits are mailed to the new address 15-days after the final walkthrough inspection.

Directory



Buildium Resident Portal

Most lease and maintenance questions/request can be found using your resident portal. Additionally, this is the best way to communicate with your property management team. We are text friendly.



Memphis Water, Gas, and Electric

Connect Service.....(901) 820-7878

Power Outage.....(901) 544-6500

Billing Questions.....(901) 544-6549

Emergencies.....(901)-528-4465

Website.....<http://www.mlgw.com>



Memphis Police Department

Non-Emergency Line.....(901) 678-416

In case of a life-threatening emergency, dial 911



Cable and Internet Providers



Emergency Maintenance Request

Emergency Line.....(931) 488-4257

Emergency Line.....(361) 247-0421

****Non-emergency calls made to this line will result in a \$25 fee**





Thank you!

Enjoy your stay

