



The Welcome Letter & Pre-Move-In Essentials

What a Welcome Letter Should Include

Lease Details:

- Rent amount
- Lease start & end date
- Prorated rent due on move-in day
- Security deposit amount & due date

Payment Instructions:

- Lump sum total for move-in day
- Accepted payment methods (certified check, online portal, etc.)

Utilities & Services

1. Which utilities are individually metered vs. included in rent
2. Contact info for:
 - Electricity
 - Gas
 - Internet/cable
 - Water/sewer (if self-billed)

Move-In Logistics

- How to schedule your move-in
- Freight elevator or loading dock instructions
- Certificates of Insurance for movers (if required)
- Deposit requirement for self-moves

 **Reminder: Proof of utility setup may be required to get your keys**

Renter's Insurance

- Required coverage amount (often \$100K–\$200K liability)
- When and how to submit proof to management

! If You Don't Get a Welcome Letter !

Ask these questions:

1. What do I owe on move-in day, and how can I pay?
2. What utilities do I need to set up and by when?
3. Are there move-in rules, reservations, or forms required?
4. When will I receive my keys?