



# MOVE-IN PACKET

Your guide to moving in!

*Congratulations, you've just signed your lease with Frontier Property Management!  
Now, you may be wondering what's next?*

## **SECURITY DEPOSIT & PET DEPOSIT**

Now that your lease has been signed, a security deposit is required to cover any potential damages at the end of your lease. The security deposit is due in full within five (5) business days of your lease signing. If the security deposit is not received by this date, we reserve the right to terminate the Lease Agreement. Please review section 2.1 of your Lease Agreement for the security deposit amount.

If you have a pet and the Pet Agreement Addendum has been signed, a pet deposit is required to cover any potential damages caused by pets at the end of your lease. Please review your Pet Agreement Addendum for the pet deposit amount.

Your first month's rent is due before your Move-In Appointment. You can pay in our office using a check, money order, or cashier's check. You can also pay online using your Frontier Tenant Portal, which can be accessed at:

[https://frontiermhk.appfolio.com/connect/users/sign\\_in](https://frontiermhk.appfolio.com/connect/users/sign_in)

Please be aware that your Tenant Portal will be deactivated fourteen (14) business days prior to your lease start date to allow time for payments to process. Payments made within 1 (one) week of move in must be in certified funds. Certified funds are accepted in the forms of: cashier's check or money order.

\*NOTE: We require that the security deposit/pet deposit and the first month's rent be made in two separate payments.

## **IMPORTANT**

The full security deposit, pet deposit, and first month's rent **MUST** be paid prior to move in. We are not able to give keys or provide access to the unit without these. **No exceptions!**



\*If there is more than one resident on the Lease Agreement, all residents are jointly and severally liable for each other's acts, omissions, and liabilities pursuant to this Lease, including rent payments. This means that all residents on the Lease Agreement are responsible for ensuring rent is paid on time, regardless of whose portion it is.\*

## **UTILITIES & OTHER CHARGES**

Utility responsibility will vary for single-family and multi-family homes. Section 3.1 of your Lease Agreement states information regarding utilities and other charges in relation to the property. Any utility marked as "Resident" will need to be set up in your name. You will be responsible for paying these to the applicable vendor.

## **LOCAL UTILITY COMPANIES TO CONTACT**

Your Lease Agreement generally states responsibility for electric, gas, and/or water service. These will need to be set up with specific providers, listed below.

Evergy  
800-383-1183  
evergy.com

Kansas Gas Service  
800-794-4780  
kansasgasservice.com

City of Manhattan  
785-537-2480  
cityofmhk.com

## **RATIO UTILITY BILLING SYSTEM (RUBS)**

If your lease states that you are responsible for RUBS at a property, it means we have enrolled you in our Ratio Utility Billing System. Frontier will collect the bill for the entire property and bill each tenant account proportionately for utility use. For RUBS utilities, Tenants are not responsible for setting up direct service with the utility company.

## **LAWN CARE & SNOW REMOVAL**

If your lease states that you are responsible for lawn care and snow removal, you have the option of doing these yourself or hiring a company to do these for you. If you choose to hire a company, you must pay them directly.

### **LOCAL LAWN CARE PROVIDERS:**

Grounds Guys: 785-727-7247

Deep Roots Landscape Management:  
785-537-0898

Matco Solutions: 785-477-7180

Blueville Nursery: 785-539-2217

Taussig Landscape: 785-564-1727



The City of Manhattan does have an ordinance regarding snow and ice removal on sidewalks used by the general public. As a resident of the property, it is your responsibility to keep the sidewalk clear of any measurable accumulations of snow and ice. If snow and ice are not removed within 36 hours, the code services department may issue a fine, which will be forwarded on to you.

## **TRASH SERVICE**

Trash service can be set up through any trash vendor of your choosing. A few have been listed to the right:

### **LOCAL TRASH PROVIDERS:**

Howie's Trash Service: 785-776-8352

Average Joe's: 785-537-2228

Joe Mallon Trash Service: 785-494-2385

Pick Pink: 785-370-0951

Waste Management: 785-776-7077

Please be sure to make note of your confirmation numbers for the above utilities, as these will be collected on or before your Move-In Appointment. *We are not able to turn over keys until all confirmation numbers have been received.*

# **YOUR MOVE-IN APPOINTMENT**

Getting your keys/code

Frontier Management will complete your move-in inspection prior to your lease start date. You will receive your check-in time prior to your move-in date. The timeline for your move-in date will be as follows:

- A member of our team will share your move-in inspection with you before your check-in time. This will be sent to you via email.
- You will review and sign the inspection electronically.
- Our team will verify that the rent, security deposits, and pet deposit (if applicable) are paid, utility confirmation numbers have been turned in, and the inspection is signed.
- Once everything has been verified, you can contact our office for your keyless code or come to our office to pick up keys.

Our check-in process has been designed to offer contactless/remote check-ins. If we require you to come to the office to pick up keys, we will only allow one resident to be present. If you, or anyone living with you, are not able to come to our office on move-in day, please notify us ahead of time so we can make alternate arrangements.



## **REVIEWING YOUR MOVE-IN INSPECTION**

Prior to your check-in time, you will review your move-in inspection photos electronically that were taken by an agent from Frontier. These photos note the condition of the unit at the time of your move-in. You will also sign that move-in inspection electronically before gaining access to the unit.

From the time the move-in inspection is signed, you have 96 hours to report any additional damages to Frontier. Any damages not noted on the move-in inspection or reported will potentially be deducted from your security deposit at the end of your Lease Agreement.

If you notice that anything is broken and needs attention, you can submit a work order through the maintenance section of your tenant portal. You may also contact your Portfolio Manger. Your Portfolio Manger will make their introduction to you prior to the start of your lease agreement.

## **KEYS & PARKING PERMITS**

If your property has keys, you will come to our office to pick up keys at your designated time. You will be responsible for ensuring each resident is given their key/the code. If your property has a keyless code, you may qualify for our keyless check-in process. If the key code needs to be changed for any reason, a \$35 fee will be charged to your account.

You will also receive one mailbox key per property. You will be responsible for ensuring each resident has access to this key.

Any keys not returned at the end of your Lease Agreement will be deducted from your security deposit.

Specific properties require parking permits to ensure residents are able to park at the property. If your property requires a parking permit, it will be given to you during your Move-In Appointment. This will need to be returned to Frontier at the end of the Lease Agreement.



# FRONTIER POLICIES

Some things you should know

*There are also a few policies we want to make sure you are aware of. Please take the time to read this information, as these are very important.*

## **SUBLEASING POLICY**

If you are wanting to move out of the property before the Lease Agreement expires, Frontier does allow for subleasing.

If you are interested in taking the sublease route, please contact your Portfolio Manager for additional information

## **PET POLICY**

Frontier is extremely pet-friendly! The majority of our properties do allow pets. Frontier allows up to 3 pets (with a maximum of 2 dogs). The pet deposit is typically half the amount of one month's rent, not to exceed \$500. The monthly pet fee is \$50 per month for the 1st pet and \$25 for each additional pet (up to the 3 pet limit).

Before your pet(s) can live at the property, a Pet Agreement must be signed. To obtain a Pet Agreement, please contact your Portfolio Manager.



**Frontier Management**

Our Office

709A Pecan Circle  
Manhattan, KS 66502

785.370.0162

[www.frontiermhk.com](http://www.frontiermhk.com)

## **IMPORTANT:**

Frontier does not have a Lease Agreement buyout clause. The entire term of the Lease Agreement must be fulfilled by the original lessee or sublessee.

## **CONVENIENCE FEES**

If any utilities are not switched to your name before the effective date of the Lease Agreement, or if service returns to Frontier's name during the lease term, there will be a \$50 convenience fee charged, per utility invoice received, plus the amount of the utility invoice. Utilities must remain in your name for 3 days after the lease end date. If utilities are turned off during the 3 day hold period, you will be charged a \$100 convenience fee.



A Quick Word On:

# MAINTENANCE

*Frontier Property Management has an in-house maintenance team, in order to better service our residents!*

## **COMMON FIXES**

If you come across any maintenance issues that need to be addressed at the start of your lease, please be aware that it may take 7-10 business days for our maintenance team to be scheduled out. Below are some quick fixes to our most common maintenance issues:

### **GFCI OUTLET**

*The outlets near my kitchen or bathroom sink aren't working!*

Look for the outlet with a button on it that says "reset" and give that a push. This should reset all of the outlets on the circuit.

### **GARBAGE DISPOSAL**

*My sink isn't draining! My disposal isn't grinding anything up!*

Ensure it is plugged in and that the disposal is free of any debris by running plenty of water through it.

### **TRIPPED BREAKER**

*Did your lights suddenly go out? Outlets stopped working?*

Check the fuse box and flip the affected breaker all the way to "off" and then all the way back to "on".

If these fixes do not resolve your problem, please see the information below on submitting a maintenance request.





## **SUBMITTING A MAINTENANCE REQUEST**

If you have a maintenance concern that needs to be addressed, you must submit a maintenance request. You can do this through your online portal, under the maintenance tab. Submitting your maintenance request online allows you to post pictures to provide our team with a better understanding of your concern. Our maintenance team will send a notification when maintenance has been scheduled.

If you have an emergent maintenance concern outside of business hours, we have an emergency maintenance line. To submit an after-hours maintenance request, call our office at 785-370-0162 and select the option for emergency maintenance. Calling is the only way to submit an after-hours maintenance request.

Examples of emergency maintenance include (but are not limited to):

- locked out/keyless keypad not working
- flooding (from appliances or weather)

**\*\*PLEASE DO NOT CALL UNLESS IT IS A TRUE EMERGENCY!!\*\***

## **MAINTENANCE CHARGES**

Any maintenance that is deemed "resident neglect" will be charged to your account and will be reflected on your online portal. Payment is due on the 1st of the month, along with your rent, so it is very important to check your account for any charges.

Examples of these charges include (but are not limited to):

- drains clogged with hair, grease, feminine hygiene products, towels, etc.
- items broken by the resident(s)

## **IMPORTANT**

If you happen to resolve your maintenance issue before our maintenance team comes out, that is great! We just ask that you call to notify us. If our maintenance team comes out & no work is needed, their visit will be charged to your account.