

KEY RECEIPT – Normal Move In

Please ensure that you have received all necessary keys for entry and usage of your new home. You should have received at least one unit key for each resident and one mail key for the entire unit. Residents with door codes will only receive one mail key. Below please enter the number of keys you received for each category.

Unit Keys – For entry into your home/apartment

Mail Key – For your mailbox

Entrance Key – If you live in an apartment these are meant to let you into the building.

Garage Opener/Parking Passes/Pool Passes– if applicable.

Should you not receive all the necessary keys to properly enter your home or if any of the keys you have received do not properly open the doors please reach out to our office at (814)-238-1598 or email us at leasing@continentalrealestate.net.

ACKNOWLEDGEMENT OF RECEIPT

I have received the Keys Below for unit # _____
and understand that I am responsible for returning the keys at the end of my lease period.

I have received: _____ ENTRY CODE

_____ UNIT KEYS _____ ENTRANCE/BUILDING KEYS _____ POOL PASSES

_____ MAIL KEYS _____ GARAGE OPENERS _____ PARKING PASSES

Signature of Tenant (or proxy) receiving keys

Date

Print Name

IMPORTANT INFORMATION FOR TENANTS

Important Contacts

Continental Real Estate – 814-238-1598

Non-Emergency Police – 1-800-479-0050

Utility Services

If you are responsible for paying utilities not covered by your monthly rent, you must contact the appropriate service providers to have the bills put in your name. **Failure to set up utilities can result in breaks in service or fines.**

Electric Service – West Penn Power – 1-800-686-0021

Xfinity Internet/Cable – 1-800-934-6489

Windstream Internet – 1-888-606-0852

Natural Gas Service – Columbia Gas – 1-888-460-4332

Water Services

State College Borough Water – 814-238-2766

Spring Township Water – 814-355-7543

Benner Township Water – 814-355-1419

Bellefonte Borough Water – 814-355-1501

University Area Joint Water (Sewer) – 814-238-5361

Trash Services

State College Borough Trash – 814-234-7100

Advanced Disposal – 814-237-3713

Bellefonte Borough Trash – 814-355-1501

Fred Carson Sanitary Disposal – 814-238-6895

Burgmeier's - 800-491-8975 - CCRRA (Centre County Recycling and Refuse Authority) 814-826-2722;
COG R&R (Centre Region Council of Governments Refuse and Recycling) 814-234-7198.

Requesting Maintenance

Continental provides 24-hour maintenance. During our business hours of 8:00 am – 5:00 pm, call our office at 814-238-1598 to request maintenance. Outside of business hours or on weekends, calls for maintenance will be answered by a third-party service who will dispatch Continental's maintenance technicians for emergency situations, e.g. lock outs, water leaks, fire safety issues. After-hours calls for routine maintenance will be logged for follow-up during business hours.

How to Pay Rent

Rent is due on the 1st of each month, with a grace period of 5 days. After the 5th, rent is late and subject to a \$5 per day late fee, retroactive to the first.

Checks or Money Orders can be brought to or mailed to our office must be for the full rent for the unit.

We do not accept card in the office.

The easiest way to pay rent is online using the Tenant Portal. Individual portions are accepted *online only*.

Activating the Tenant Portal allows you to

- Make payments for rent, utilities and other charges posted to your ledger
- Request maintenance and track maintenance appointments
- View documents such as your lease, invoices, inspections and more



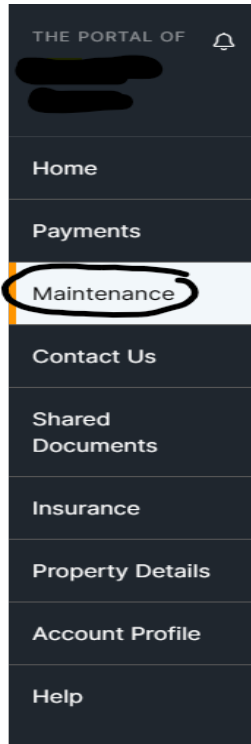
Log on online at <https://continentalre.appfolio.com/connect/>

Or download the app – “Online Portal” by AppFolio, Inc. – for iOS or Android. Look for the orange door icon

Thank you for your business!

MOVE-IN MAINTENANCE

1. Log into your portal.
2. Navigate to the maintenance tab on the side bar as seen in the example below.



3. Once you have navigated to the maintenance menu. Press the blue “Request Maintenance” button to start a new maintenance request.

Maintenance

Maintenance Requests

[Request Maintenance](#)

You currently do not have any open maintenance requests.

Closed Maintenance Requests

- | | |
|--|----------------------|
| <div></div> <div>Requested by Property Manager on 12/01/23
Maintenance Request #76246-1
This request was completed on 12/04/2023</div> | <div>COMPLETED</div> |
| <div></div> <div>Requested by Property Manager on 11/30/23
Maintenance Request #76072-1
This request was completed on 12/04/2023</div> | <div>COMPLETED</div> |
| <div></div> <div>Requested by Property Manager on 11/15/23
Maintenance Request #75474-1
This request was completed on 11/17/2023</div> | <div>COMPLETED</div> |

Showing 3 of 8 | [Show More](#)

4. In the description please first title it Move-in Maintenance as seen below. On each of the following lines afterwards kindly, list the issues you would like to have repaired as seen in the example below. Once finished, click next to move onto the next step.

Create A New Maintenance Request

i Please submit ONE service request containing ALL issues – there is no need to create separate service requests for multiple issues. Please also confirm that your roommates have not already created a service request for the same issue(s). If you are following up on the status of a service request that you have previously submitted, please DO NOT use the online form. Doing so creates duplicate service requests and prevents us from resolving your issues timely. Please contact the Maintenance Office via phone at (814) 238-1598 option 1 if you are following up on already created service request, or would like to additional items to an already created service request. Please do not submit EMERGENCY requests through the online portal. These must be reported by phone during normal office hours, or to our on-call after hours emergency maintenance.

Tell us about the issue you are having. Please use as much detail as possible to help us resolve this more quickly. *

Move in Maintenance

issue 1
issue 2
issue 3

(Max 950 characters)

Next

5. In the next section please select “Other Maintenance – Not Listed” from the drop-down menu. Add any pictures of the issues to the work order. Answer the following question regarding permission to enter and submit the request.

Select the item that best fits your description *

Not Maintenance Related

Door

Wall Damage

Key Access - Locked Out

Furniture

If none of these match, select one from below

Other Maintenance - Not Listed

×

▼

Drag Image Files Here

or

Add Images

To resolve the issue as quickly as possible, do we have permission to enter the residence if no one is there? *

☐ Yes

☐ No

☐ N/A - Entry not necessary

Back

Submit Request

Cancel

CLEANING CALL BACK Request

1. Follow the previous instructions from Move-in Maintenance up to step 3.
2. In the description title the Maintenance request Cleaning Callback as seen in the example below. On each of the following lines afterwards kindly, list the issues you would like to have repaired as seen in the example below. Once finished, click next to move onto the next step.

Tell us what's going on

i Please submit ONE service request containing ALL issues – there is no need to create separate service requests for multiple issues. Please also confirm that your roommates have not already created a service request for the same issue(s). If you are following up on the status of a service request that you have previously submitted, please DO NOT use the online form. Doing so creates duplicate service requests and prevents us from resolving your issues timely. Please contact the Maintenance Office via phone at (814) 238-1598 option 1 if you are following up on already created service request, or would like to add additional items to an already created service request. Please do not submit EMERGENCY requests through the online portal. These must be reported by phone during normal office hours, or to our on-call after hours emergency maintenance.

Please be as specific as you can with the issue you're facing, so we can understand your situation better. *

Cleaning Callback

Issue 1

Issue 2

Issue 3|

(Max 950 characters)

Next

3. In the next section please select “Bees” from the drop-down menu and select Other for the location of the fictitious pests. Add any pictures of the issues to the work order. Answer the following question regarding permission to enter and submit the request.

If none of the options match your issue, please select from this list.

Where are the pests generally located? *

- ☐ Kitchen
- ☐ Bathroom
- ☐ Bedroom
- ☐ Living room
- ☐ Outside
- ☒ Other

Adding photos can help us resolve the issue faster

Drag Image Files Here

 or

Add Images

To resolve the issue as quickly as possible, do we have permission to enter the residence if no one is there? *

- ☐ Yes
- ☐ No
- ☐ N/A - Entry not necessary

Back

Submit Request

Cancel

Tenant charges

Bill/Payment Violations

Late fees – Tenants will not be charged late fees until after 5:00 PM on the 5th of the month. From this point tenants will be charged \$5/day retroactively and for each following day.

Utilities – Tenants must place all utility bills not included in the rent in their name by the first day of the lease. Any utility bills received by our office for your property will be charged to your portal with an additional \$25 fee.

Returned Check - Any bounced/returned checks will apply a \$45 fee to your ledger.

Rules/Regs Violations

Pets – Pets are not permitted without a pet addendum applied to the lease. Violation of this rule will result in a \$50 charge applied to your ledger for each day the pet remains on the leased premises.

Kegs – Beer kegs will not be permitted on the leased premises at any time for the duration of the lease. Violation of this rule will result in a \$200 charge for each keg.

Trash – Any trash left on the exterior of the premises outside the designated bins/areas, or any trash left in the common areas or hallways of the premises will incur a fine of \$25 per bag necessary to clean it at a minimum of \$50.

Exterior – The exterior of the leased premises must be maintained and free of debris. Unless included in the lease tenants are responsible for mowing, and snow removal. Failure to do so may lead to a fine from the borough. If so, tenants will be charged for the fine with an additional \$500 fee for each fine.

Fire alarms – Tampering with fire alarms on the leased premises for any reason beyond their purpose will result in a \$500 charge and criminal charges.

General – Any failure to follow outlined rules and regulations in the lease may result in a minimum \$100 charge.

Maintenance

Smoke Detectors

Batteries – Any missing or dead batteries found upon inspection of the leased premises will result in a \$50 charge per detector with time and materials to replace them.

Damaged detectors – Any damaged or faulty detectors found upon inspection will result in a \$100 charge per detector with time and materials to replace them.

Detached detectors – Any detectors found to be removed from their designated spot will result in a \$100 charge per detector with time and materials to replace them.

Fire Extinguisher – Any discharged fire extinguisher will result in a \$100 charge to refill unless used for the sole purpose of putting out a fire. All fires, no matter how minor, must be reported to the office.

Lockout – Should the tenant be locked out of their home after hours; they will be charged a lockout fine of \$50 to let them into the leased premises.

New Lock – Should the tenant request a new lock they will be charged \$100 for the job.

New Key – Should the tenant request a new key to replace a lost or stolen one they will be charged \$20 per key.

Pest Control – Should the tenant call for or request pest control services they will be charged for the cost of services if they are determined to be the cause of the infestation.

Damage – Tenants will be charged for all “damage to the leased premises or furnishings that occurs throughout the duration of the lease, unless determined to be outside of the

Light Bulbs – Tenants will be charged for time and materials light bulbs change with a few exceptions:

- Tube lights, flood lights, or any other specialty bulb
- Lights that are positioned at any height beyond that which the tenant can reach without assistance. (i.e. a ladder, stool, etc.)

Clogged Drains - Residents will be charged for time and materials for clogged drains with a few exceptions:

- The clog or issues with the drain in question predate the tenants lease or was found during move-in
- The clog is due to actions taken by the landlord or maintenance technicians.
- The clog is within the main line of the building.

Move-out Charges

Keys – Failure to return keys by the specified move-out date on the lease will lead to a \$100 charge.

Overstay – If tenants have not vacated the premises by the move-out date specified within the lease, they will be charged a \$200 fee for each day they occupy the premises.

Leftover Items – Any personal belongings left behind by the tenant that are not determined to be trash will be stored. Tenants will be charged \$25/day and additional storage fees for the cost of holding the tenants’ belongings.