



## **MOVE-IN INFORMATION**

We are delighted to welcome you to your new home! We hope you are as excited as we are about this next chapter in your life. To ensure a smooth transition into your new residence, please take note of the following important information and next steps:

### **1. Confirm Move-In Date and Move-In Appointment:**

- Call the office at 860-525-4442 to schedule your appointment with your leasing agent.

### **2. Move-In Process:**

- Upon arrival, please proceed to 15 Webster St. Hartford, CT 06114 to collect your keys and any necessary documents.
- A move-in inspection will be emailed. Take the time to inspect the property and report any concerns or issues to our team.
- Read your lease prior to your appointment and have any questions ready.

### **3. Payment Information:**

#### **○ Rent Payment:**

- 1<sup>st</sup> month's rent is due by move-in appointment. If there is any prorated credit will be allocated to your account for the following month.
- Your monthly rent is due on the 1<sup>st</sup> of each month, and you are given until the 10<sup>th</sup> to submit payment. Payment instructions and details are enclosed in your approval email.

#### **○ Security Deposit:**

- Your security deposit details, and any additional fees are outlined in the lease agreement and approval letter.

#### **○ To Pay Online:**

- Future payment may be paid online by logging in to your Resident Portal.
- Online payments can be made via credit card, debit card, or from your checking or savings account. The portal also provides an auto-pay option.
- Please Note: Our payment processing vendor charges a service fee for any online transactions.
- To Pay By Check Or Money Order: Rent may be mailed to or dropped off at: Rego Realty Corp, 15 Webster St. Hartford, CT 06114 at the green drop box.
- Include your building address and apartment number on your check.
- Cash will not be accepted.

### **4. Utility Information:**

- Please review the services the Resident is responsible for under the lease agreement.
- Set up or transfer utilities into your name prior to your move-in appointment.
- Service companies:
  - Gas- CNG 860-524-8361
  - Light- EVERSOURCE 800-286-2000
- Emergency Requests:
  - Power Out- 800-286-0000
  - Gas Leak- 866-924-5325
- Single Family Homes:
  - For all **SINGLE FAMILY HOMES**, Residents are responsible for all utilities, including electricity, gas, water, and sewage. Water bills will be billed from our

office and placed on your account. Residents are also responsible for lawn care and snow removal.

**5. Important Contacts:**

- Property Management: 860-525-7346
- Maintenance Requests: 860-525-4454
- Emergency Line (After Hours): 860-525-4454

We are committed to making your transition into your new home as smooth as possible. Should you need any assistance or have questions, please don't hesitate to reach out. We look forward to having you as valued members of our community.

Once again, welcome to your new home!

Best Regards,

Rego Realty Corp