



Welcome to your new home and the TJC family!

MOVE-IN INFORMATION

Move In Inspection

Please refer to your email for a link from zInspector. With this link, you will be able to complete your move-in inspection as well as upload photos and documents. Please finish the inspection withing **48 hours** of recieving your keys.

Maintenance Request

If you have ANY maintenance request please log into your Tenant Portal to submit **ALL** requests.

How to access your **Tenant Portal** to submit maintenance requests:

1. Go to TJCRealEstate.com
2. Log into your **Tenant Portal**
3. Click on “**New Maintenance Request**”
4. Fill in the description of your request
5. Click on “**Yes**” for permission to enter
6. Click on “**Submit Request**” button to submit

When possible, please upload any pictures for your request. If it is an appliance, please include the serial number & model # to your work order.

Emergency Maintenance Request

If you have a maintenance emergency that is life threatening please call 911. If you smell gas or your CO detector is activated please call Xcel Energy at or 911. If your home is flooding, please turn off the main water to your home, then call the emergency maintenance line. Other emergency work orders such as no heat, call the emergency maintenance line at (303)-324-6988 option #3. If they do not answer, please leave a message. If you don't hear from them in 15 minutes, try calling again. If you don't get ahold of them within an hour, call the appropriate number below.

Gas smell: **Xcel at 800-895-4999**

Plumbing issues: **Lakewood Plumbing at 303.233.7007**

HVAC: **Unique Heating and Air at 720.338.0902**

Water extraction/cleanup: **ARC at 720.799.2434**

Please note that if you don't follow the procedure above, or if the issue is not deemed an emergency, you could be responsible for the costs associated with the repair.



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CONTACT INFORMATION

Helpful Information

- **Landscaping**, if applicable, is your responsibility. TJC Real Estate & Management Services has negotiated discounted rates with **Martinez Landscaping** For a quote email martinezlandscapingcolorado@gmail.com. They are capable of handling all of your landscaping needs. TJC Real Estate & Management Services handles turning on the sprinkler system in the spring and off in the fall.
Most HOAs require board approval before a **satellite dish** may be installed on a property (can take up to 30 days). If you decide you would like a satellite dish please let us know **before** placing your order with the satellite dish company. Installing a satellite dish without obtaining prior approval from the HOA may result in fines and dish removal.
- **Move-out cleaning/carpets**. Please remember that you are responsible for professionally cleaning your home and carpets upon move out. You are free to use any service you like; however, we have negotiated discounted rates with our preferred cleaner, Russ Contracting, and our preferred carpet cleaner, Bear Steam Cleaning.
- **Mail**: If you receive mail from the previous tenant, please ensure you mark it as "Return to Sender" Don't forget to change your address on your Driver's License and Voter's Registration!
- **Utility Contact Information:**
- Xcel Energy: 800-895-4999
- Comcast: 800-266-2278
- Century Link: 866-642-0444

Contact Directory - Who Can Help?

Maintenance: Contact our Maintenance Coordinator with any questions regarding your home (ie; requests to make changes to the property, following up on your maintenance requests, etc.). If you have a service request please submit it through your tenant portal. **Maintenance Coordinator:** maintenance@tjcrealestate.com

Property Management: Roommate changes, property transfers, other current tenant questions.
Dina, Property Manager: Dina@TJCRealEstate.com

Accounting: ALL rent and billing questions
Joanna, Accounting Manager: Joanna@TJCRealEstate.com

General Information/Move-In Paperwork - Our front desk team will be your point of contact for general questions.

General email: Info@TJCRealEstate.com



MOVE-IN INSPECTION GUIDE

Welcome to your new home! We are excited to work with you and want you to have a great experience with us. To make your move-in inspection process easier and more thorough, you can upload photos and files directly to us.

You will receive an email from [zInspector](#) with a link to upload all photos and documents from your phone.

Please complete and upload within 48 hours of moving in.

We ask that you document (by photo and paper) any pre-existing damages or flaws present in the home. Any pre-existing conditions not included in your uploaded files could result in a damage charge at move-out. **Pay close attention to items such as flooring (scratches and stains), damage to appliances (inside and outside), damage to inside and outside of cabinets (scratches and stains), tub and shower stains, yard condition, etc. All homes should have shower rods in each bathroom and a fire extinguisher in the kitchen. You should have 2 home keys, 2 mail keys and 2 garage remotes.

If there are any needed repairs please log into your tenant portal and place a work order as your maintenance team **DOES NOT** review your move-in inspection for repairs.

If your move-in inspection and photos are not uploaded, we will assume that the home has no pre-existing damages or flaws.

If you have any questions or need anything at all, please let us know! Contact us at: info@tjcrealestate.com or 303.324.6988



COMMON MOVE OUT CHARGES

Below is a list of common move out damage charges. Because this is a list of common damages, not all damage charges will be listed. If something is damaged that is not on this list, a price will be determined based on the damage and its severity. All of the charges below are based on minor damage. Any large or major damaged items will be charged based on the actual cost of repairs.

Dents/scratches on outside of appliances \$25 each
Scratches on inside of appliances \$15 each
Cabinet/drawer stains \$15 each
Cabinet door/drawer damage \$35 each
Stained countertops and scratches \$70 each
Sink damage \$35 per damage
Sink stains \$25 each
Stains in tub \$25 each
Small carpet stains \$45 each
Hardwood scratches \$90 per 3

Blind damage \$25 per area
Interior stair railing damage \$35 per area
Minor wall repair \$90 per 3
Small brown spots in yard \$85 each
Key replacement \$85 plus the cost of the key per key
Remote replacement \$85 plus the cost of the remote
Fire Extinguisher \$140
Trash removal minimum \$125
Child proof (by the hour) minimum \$85
Wall Cleaning (by the hour) minimum \$90

Please note that these amounts do not apply to new homes. Major appliance damage will be based on a % of the cost of a replacement. Your home will need to be professionally cleaned and the carpets professionally cleaned when you move out. If it is not you will be charged the cost of our preferred vendor pricing plus a scheduling fee.