



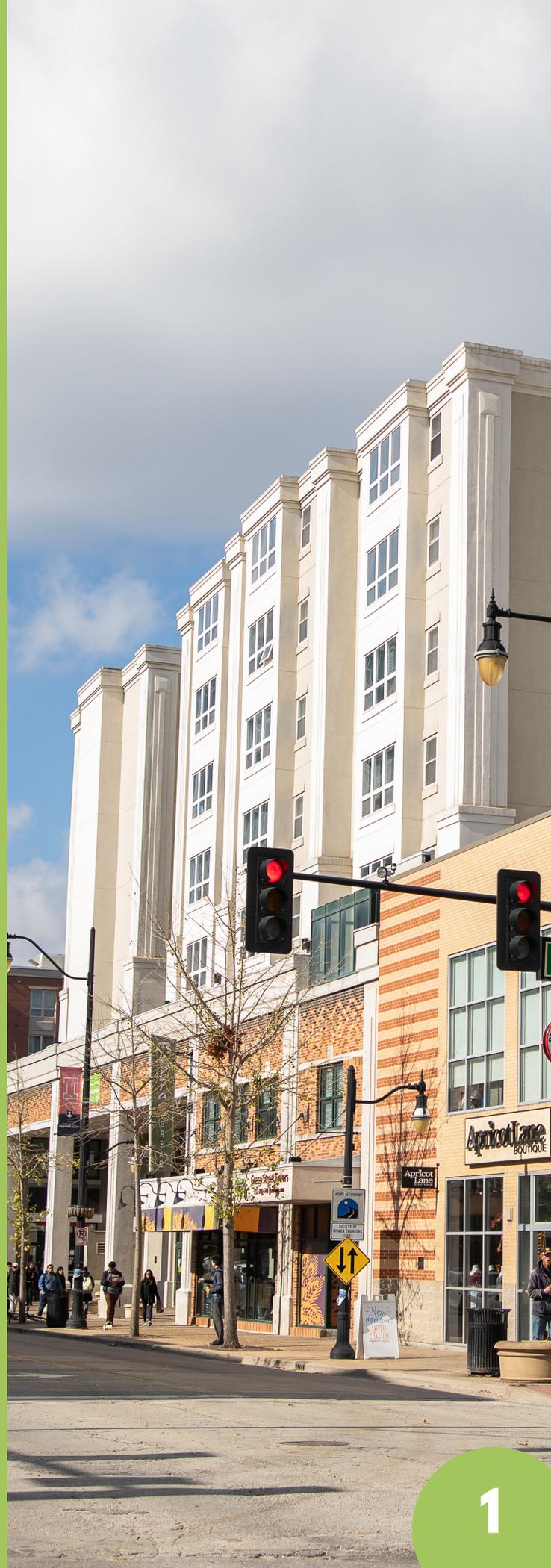
## RESIDENT GUIDE

**FIND YOUR SPOT**

**2020-2021**

# OUR MISSION

For the founders of JSM, property development is more than a job; it's a family tradition. For 75 years, three generations of our family have specialized in the housing and construction business. It started when the family patriarch, Lyon Hartman, owned and operated two rooming houses near the University of Illinois in 1937. JSM came to be in 1974 after sons Jeff, Steve, and Mike Hartman followed their father and began developing apartments. Over 40 years later, JSM has grown to form JSM Apartments, JSM Commercial, and JSM Development Services based in Champaign-Urbana, Illinois. JSM Living goes Beyond Limitations.

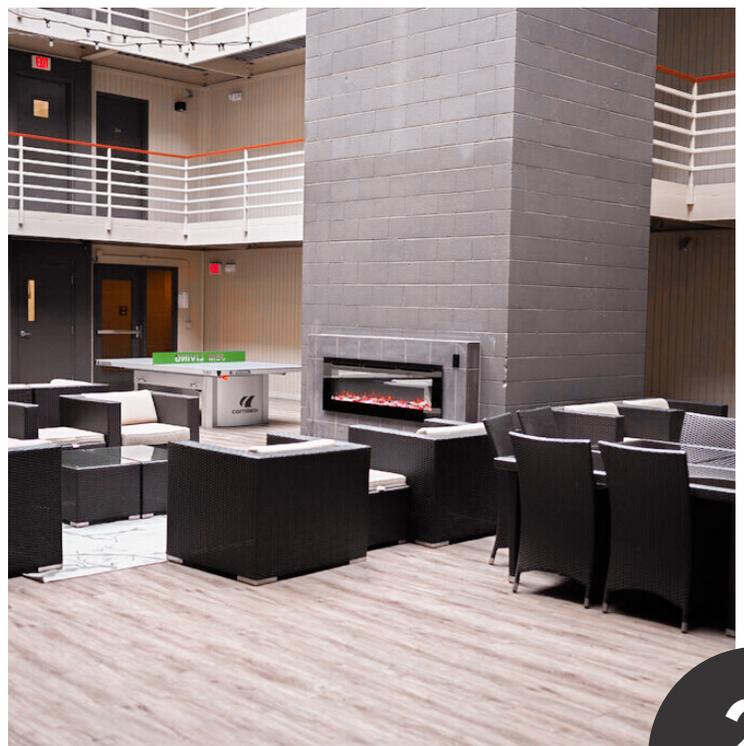


# TABLE OF CONTENTS

Move-In	3-4
Maintenance	5-10
Fitness Center	11
Parking	12
General Information	13

## CONTACT US!

505 S Fifth Street  
Champaign, IL 61820  
217-359-6108  
[jsm@jsmliving.com](mailto:jsm@jsmliving.com)  
[@jsmliving](#)



# MOVE IN INFO

Welcome to your spot! We're so happy you're here! Moving into your apartment is an exciting time. Check out our move in information to help your move in process run smoothly.



## REMINDERS

- Please report any additional cleaning requests within 24 hours of your move in date.
- Please submit your move in condition report within 72 hours of moving in. If you need maintenance, please remember to submit a maintenance request, as your check in sheet will not automatically submit requests.
- Renters insurance is highly suggested. In the event something happens to the building, JSM does not cover any damage or loss to personal property

# CHECK IN SHEETS

When you move into your new apartment, you and all other lessees (roommates) will receive an email with instructions to download and complete your JSM Tenant Check-In Sheet through the mobile app SnapInspect. Once downloaded, login to SnapInspect, follow the prompts to complete your Check-In Sheet.

## PLEASE KEEP IN MIND:

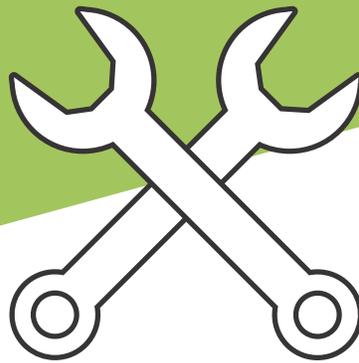
- Only one Check-In Sheet per apartment should be submitted, as JSM will only accept the first Check-In Sheet received for each unit.
- Maintenance requests must be submitted separately from your Check-In Sheet
- Move-In Cleaning requests must be submitted within 24 hours of receiving keys. If you did not receive a JSM Tenant Check-In Sheet email prior to your move in, please search your junk and spam folders for the JSM email.
- If you still did not receive the Check-In Sheet email, let your leasing agent know at move-in. We will be able to assist and provide you with a Check-In Sheet!

## RULES + REGULATIONS

At JSM, our goal is to keep you safe while creating a positive living environment for all residents. Please review our rules and regulations summary located on the JSM online Living Guide found at [jsmliving.com](http://jsmliving.com).

# MAINTENANCE

We are proud of our prompt, courteous maintenance team! For emergency maintenance, we are available 24-hours a day at 217-359-6108. For non-emergencies, residents can request maintenance by completing an online maintenance request.



“Every time we've needed maintenance, JSM would help us out ASAP. The JSM policies and procedures are also very clear and easy to understand.”

## **MAINTENANCE FEES**

Please note that the following problems will be dealt with by our maintenance staff and will incur **additional charges**. All charges are subject to change without notice.

## **AFTER HOURS CALLS**

Residents requesting after-hours emergency assistance for unnecessary or preventable maintenance will be charged a minimum \$100.00 fee plus materials and overtime labor.

## **BATHTUB/SHOWER**

Residents are responsible for purchasing and installing their own shower curtain. If the bathroom floor, baseboards, wall or adjoining apartments are damaged due to residents allowing water to run onto the floor and walls, the resident will be responsible for the cost of all damages.

## **CIRCUIT BREAKERS**

As soon as you move into your apartment, you must switch your circuit breakers to the 'ON' position. If you call maintenance to have your circuit breakers turned on you will be charged a minimum of \$50.00.

## **ELECTRICITY**

If electricity is not included in the Utility and Service Fee in your lease, you must contact Ameren to arrange for electricity to be turned on in your name prior to the start of your lease. If you call maintenance for lack of power due to non-payment you will be charged a minimum of \$50.00

## **DAMAGES AND REPAIRS / OTHER MAINTENANCE**

Charges for repairs are a minimum of \$50.00 for the service call during weekday business hours plus cost of material and labor. Unnecessary or preventable maintenance requested during regular business hours in an apartment will also result in a minimum \$50.00 fee.

## **FIRE EXTINGUISHER**

Replacement cost of discharged fire extinguishers by residents or resident's guests will be charged to the resident's account.

## **GARBAGE DISPOSALS**

Garbage disposals are for soft food items only – discarding bones, bottles caps, rocks and/or other items not intended for the drain will cause the garbage disposal to malfunction. Residents will be charged a \$50.00 minimum fee for maintenance to reset the garbage disposal or remove foreign objects from the garbage disposal. If extensive work is needed, residents will be charged for materials and labor in addition to the \$50.00 original fee.

## **GARBAGE PICKUP**

Garbage must be disposed of by transferring trash directly from your unit to the garbage dumpsters or your building's trash chute. Any residents who leave trash outside will be charged a \$50.00 service fee and an additional \$10.00 for each bag of garbage removed.

## **LOCK CHANGES**

Lost keys require lock changes: front door = \$75.00, mailbox = \$30.00. Please note \$100.00 will be the minimum charge for any service that is done after hours.

## **KEYS & ELECTRONIC FOBS**

The cost to replace a missing key is \$5.00. If we do not receive all keys back from all roommates at the end of your lease term, you will be charged \$75.00 for front door lock change and \$30.00 for a mailbox lock change. The cost to replace an electronic fob is \$30.00.

## **LOCKOUTS**

Residents who are locked out of their apartments, or a bedroom or bathroom within the apartment, must contact JSM Emergency Maintenance and provide proof of occupancy to be admitted back into their apartment. Please be aware that once a JSM employee is on his/her way to assist you, you will be charged a minimum \$100.00 fee.

## **PETS**

Pets are not allowed in the apartments, common areas or parking lots of any JSM property. Residents or guests that are bringing animals into the apartment or common areas are charged a fine of \$100 per day for each day the animal is in the apartment.

## **TOILET STOPPAGES**

Clogged toilets are caused by residents or their guests. Residents must plunge his/her own toilet. Plungers can be obtained at most drug stores, hardware stores and grocery stores. Continuously pump the plunger to create opposing suction and force to clear the obstruction.

## **TOILET STOPPAGES CONTINUED**

If you find your toilet overflowing, shut off the water by turning the water dial to the off position. The dial is located on the water pipe behind the toilet bowl. After plunging and clearing the blockage, turn the water back on before flushing the toilet. A \$50.00 fee will be charged for the JSM maintenance staff to plunge the toilet. If extensive work is needed, cost for any materials and labor will be charged in addition to the original \$50.00. DO NOT place foreign objects (i.e. – feminine sanitary products, paper towels, Q-tips of any kind, toilet paper rolls, etc.) down the toilet or drains other than what is intended for their use. Repairing the damage can become a costly expense charged to the resident.

## **WASHER / DRYER DAMAGES**

No liquids of any kind should be placed on top of the dryer. They could leak or spill and cause damage to the unit. To ensure proper laundry operation, do not overload the washer. No large or heavy items, such as rugs or comforters, should be laundered in the washer/dryer unit. Large items could cause the washer to malfunction. Please make sure there are no foreign objects in clothing that are put into the washer/dryer unit. Small objects (coins, bobby pins, etc.) can cause damage to the unit. Any repairs required because of failure to adhere to the above listed instructions will be charged at a minimum of \$50.00 and will be billed to the residents.

# VISUAL LEARNER?

We've got you covered! Scan the QR code below to access our how-to videos. For more videos, find us on youtube!

SCAN ME



**As a JSM resident, you receive FREE exclusive access to the 3,000+ square foot Fitness Center!**

Please be sure to read the rules and regulations below.

- In case of emergency, please dial 911
- Hours of operation are from 6:00am-12:00am
- Proper clothing must always be worn
- No guests are allowed in the Fitness Center
- Do not remove any items from the Fitness Center

**Maintenance requests for the Fitness Center may be submitted by calling our office at 217-359-6108. For your convenience, lockers are provided. Please bring a lock to ensure items are secure. The Fitness Center is equipped with security cameras.**



**FITNESS CENTER**

# PARKING OPTIONS

**Leased parking is available at most of our buildings. Parking leases are separate from your apartment lease. Parking is self-monitored by JSM residents. If someone is parking in your leased parking spot, please call Reynold's Towing Service at 217-337-0913. To lease a parking space, please contact the JSM office. An agent will be happy to assist you!**

"I have been with JSM for 3 years now and they are the only people I want to live with! The service is amazing they truly care about their resident's wellbeing!"

# GENERAL INFO

## RENT PAYMENT

Your rent payment is always due on the first day of each month. There is no grace period. Your rent may be dropped off in the office during business hours or in the drop boxes in the front or back of the office after hours. If you are bringing a check to the JSM Office, you do not need to put your check in an envelope. Please write your building code in the memo portion of your check. We accept personal checks, money orders, or cashier's checks. JSM does not accept cash. We also offer automatic payments. Please ask a JSM leasing agent for more information on automatic payments. JSM offers credit and debit card payments through an online payment service, Zego. Please be aware that there will be an additional charge when using this payment option.

## NOISE COMPLAINTS

If another resident of the building is causing an excessive noise disturbance, complaints should be directed to the non-emergency police department.

**Champaign: 217-333-8911**

**Urbana: 217-384-2320**

If a specific apartment seems to have recurring noise issues and the police have been contacted multiple times, please report that issue to our office.