

# Welcome to Your New Home!

We at Riverbend Rentals would like to welcome you to your new home. We hope that you will be very happy here and will try our best to make sure that you're satisfied with your decision to rent from Riverbend. Just a couple of things before you get settled in:

## Monthly Rent

In order to ensure that your rent is never late, please be sure that you have set up "Autopay" in your online tenant portal. Remember that rents are due on the 1<sup>st</sup> of the month and that late fees begin to accrue after the 5<sup>th</sup> of each month. If you have not yet activated your tenant portal, you will need to do this right away and set up recurring payments.

## Renter's Insurance

If you have not provided proof of "Renter's Insurance," please provide that to the office as soon as possible. Our insurance does not cover your personal belongings against damage or theft.

## Maintenance Requests

If you need a repair or have any maintenance concerns, please call our office at 715-225-4200 or place an online maintenance request through your tenant portal.

## Move-In Checklist

Please take time to walk through your home with the move-in checklist that we have provided and document any issues that you find. Please return this form to us within seven (7) days of move-in or we will assume that everything was in tip-top shape when you arrived.

## Utilities

If your lease states that you are responsible for some or all of the utilities associated with your residence, you will need to contact those utilities to have their services placed in your name. Please let us know if you have any questions or concerns about this process. The utilities must remain in your name throughout your tenancy; DO NOT disconnect your electric service – we will handle that when your lease term has ended.

One last thing! If at any time during your tenancy, you are interested in finding out more about buying or building a new home, we would love to assist you with this process. We have licensed realtors in our office, as well as an award winning custom home builder who can help make all your future dreams a reality. When you contract with us to purchase or build a home, we are able to waive the fees associated with breaking a lease.

We hope that your living experience here will be pleasant and comfortable. Our goal is to provide you with a nice home and the highest quality of service. Thank you again for choosing Riverbend Rentals.

*The Riverbend Team*

# VERY IMPORTANT

REVIEW ALL THE FOLLOWING INFORMATION  
RETURN FORMS TO OFFICE WITHIN 7 DAYS



## NEW TENANT IMPORTANT CONTACT INFORMATION & PREFERRED VENDORS

### CABLE / INTERNET

Charter Communications  
(855) 757-7328

### ELECTRIC / GAS

Xcel Energy  
(800) 895-4999

### GARBAGE / RECYCLING

Boxx Sanitation  
(715) 514-2995

### EMERGENCY

Police / Fire / EMS  
9-1-1

### RENTAL OFFICE

902 Water St, Eau Claire  
(715) 225-4200

### MAINTENANCE

[www.riverbendpm.com](http://www.riverbendpm.com)  
(715) 225-4200 ext. 3

### RENTAL EMERGENCY

EMERGENCIES ONLY  
(715) 590-2893

# Online Portal Overview

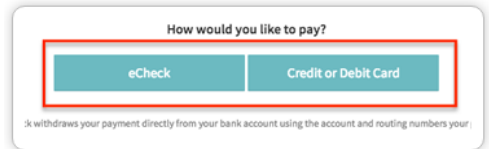
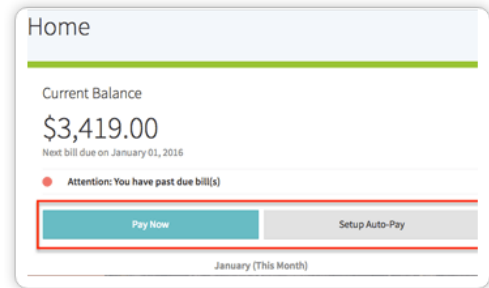


## Online Rent Payment

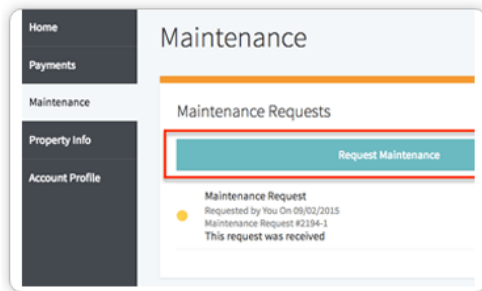
All new leases require tenants to pay rent automatically online. It's easy and free when you use a bank account!

### Set Up Auto-Pay

1. Log into your tenant portal
2. Click "Setup Auto-Pay" (gray box)
3. Select "eCheck" for free bank payments
4. Set any date on or before the 5th of the month, then enter an amount for your payments. Then, follow on-screen instructions.



## Maintenance Requests



**NOTE: Most issues can wait until the next business day and are NOT considered "emergencies."**

Tenants will use their online portal to send regular maintenance requests. NOTE: Emergency issues such as major water leaks or no heat in the winter, must be called into the office at 715-225-4200.

### Sending Online Maintenance Requests

1. Log into your tenant portal
2. Click the Maintenance tab on the left menu
3. Select "Request Maintenance" and add info & photos

Your request is automatically sent to several staff members and we will schedule the repair as soon as possible.

# NEED ADDITIONAL STORAGE?

## SELF-STORAGE UNITS AVAILABLE!

### RIVERBEND SELF-STORAGE

2624 S HASTINGS WAY, EAU CLAIRE

(715) 225-4200 | INFO@RIVERBENDPM.COM

10 X 30

*Outdoor  
Storage*

### SIZES & RATES

#### Storage Units:

5 x 10 = \$40 per month  
 10 x 10 = \$50 per month  
 10 x 20 = \$70 per month  
 10 x 30 = \$90 per month

#### Outdoor Spaces:

10 x 25 = \$35 per month  
 10 x 30 = \$40 per month



10 X 25

*Outdoor  
Storage*

5 X 10

*(50 sq. ft.)*

- ✓ Furniture
- ✓ Bikes / ATV
- ✓ 1 Bedroom

10 X 10

*(100 sq. ft.)*

- ✓ Furniture
- ✓ Appliances
- ✓ Boxes
- ✓ Motorcycle
- ✓ Canoe / ATV
- ✓ 2-3 Rooms

10 X 20

*(200 sq. ft.)*

#### 1-CAR GARAGE

*Our most popular size!  
 Ideal size for boats or  
 basic home & business  
 storage*

- ✓ Car / Truck
- ✓ Appliances
- ✓ Furniture
- ✓ Motorcycle
- ✓ Canoe / ATV
- ✓ 4-5 Rooms

10 X 30

*(300 sq. ft.)*

#### OVERSIZE GARAGE

*Whole home storage or a  
 boat / car with extra items  
 such as appliances and  
 boxes*

- ✓ Car / Truck
- ✓ Appliances
- ✓ Furniture
- ✓ Business Records
- ✓ Motorcycle
- ✓ Boat / ATV
- ✓ Inventory
- ✓ 6+ Rooms

Tenants and their friends and family receive their choice of 10% off for one year, 1st month free, or locked rates for 3 years. One year contract required for discounts.

**BILL DOESN'T BURN CANDLES  
OR USE PLUG-IN SCENTED  
DEVICES IN HIS RENTAL UNIT**

**BILL DOESN'T CAUSE  
ANY SOOT DAMAGE TO  
THE WALLS OR CEILINGS**

**BILL GETS HIS SECURITY  
DEPOSIT BACK**

**BE LIKE BILL**



## REMINDER

**BURNING CANDLES &  
USING PLUG-IN SCENTED  
DEVICES IS PROHIBITED BY  
YOUR LEASE**

**IT WILL CAUSE SOOT  
DAMAGE & YOU WILL BE  
CHARGED FOR IT.**

**BE COOL. NO CANDLES. NO  
PLUG-INS.**

## HOUSE RULES

- ◆ NO PETS
- ◆ NO SMOKING
- ◆ NO excessive noise—please be considerate of your neighbors
- ◆ NO big nails or screws in the walls
- ◆ NO guest parking in the parking lots
  - ◆ NO indoor furniture outside
- ◆ Sidewalks must be shoveled within 24 hours of a snowfall
  - ◆ Keep a plunger by every toilet
  - ◆ Run bathroom fans during and after every shower to prevent mildew
    - ◆ Don't flush anything other than septic-safe bathroom tissue
- ◆ Report maintenance issues immediately

**FOLLOWED THE  
RULES IN MY LEASE**



**GOT MY DEPOSIT BACK**

# MOVE-IN CHECKLIST

|                              |                      |                               |
|------------------------------|----------------------|-------------------------------|
| Address:                     |                      | # Keys Issued<br>_____        |
| Tenant(s) Name:              | Move-In Date:        | # Garage Openers<br>_____     |
| <b>Item</b>                  |                      |                               |
|                              | <b>Condition OK?</b> | <b>If NO, provide details</b> |
|                              |                      | <b>MAINTENANCE NOTES</b>      |
| <b>Carpet &amp; Flooring</b> | <b>Y / N</b>         |                               |
| Kitchen                      | Y / N                |                               |
| Living Room                  | Y / N                |                               |
| Bedroom #1                   | Y / N                |                               |
| Bedroom #2                   | Y / N                |                               |
| Bedroom #3                   | Y / N                |                               |
|                              | Y / N                |                               |
| Bathroom #1                  | Y / N                |                               |
| Bathroom #2                  | Y / N                |                               |
| Utility Room                 | Y / N                |                               |
| Family Room                  | Y / N                |                               |
| Other:                       | Y / N                |                               |
|                              | Y / N                |                               |
| <b>Windows &amp; Blinds</b>  | <b>Y / N</b>         |                               |
| Kitchen                      | Y / N                |                               |
| Living Room                  | Y / N                |                               |
| Bedroom #1                   | Y / N                |                               |
| Bedroom #2                   | Y / N                |                               |
| Bedroom #3                   | Y / N                |                               |
|                              | Y / N                |                               |
| Bathroom #1                  | Y / N                |                               |
| Bathroom #2                  | Y / N                |                               |
| Utility Room                 | Y / N                |                               |
| Family Room                  | Y / N                |                               |
| Basement                     | Y / N                |                               |
| Other:                       | Y / N                |                               |
|                              | Y / N                |                               |
| <b>Walls/Ceilings/Doors</b>  | <b>Y / N</b>         |                               |
| Kitchen                      | Y / N                |                               |
| Living Room                  | Y / N                |                               |
| Bedroom #1                   | Y / N                |                               |
| Bedroom #2                   | Y / N                |                               |
| Bedroom #3                   | Y / N                |                               |
|                              | Y / N                |                               |
| Bathroom #1                  | Y / N                |                               |
| Bathroom #2                  | Y / N                |                               |
| Utility Room                 | Y / N                |                               |
| Family Room                  | Y / N                |                               |
| Basement                     | Y / N                |                               |
| Other:                       | Y / N                |                               |

| Item              | Condition OK? | If NO, provide details | MAINTENANCE NOTES |
|-------------------|---------------|------------------------|-------------------|
| Stove/Oven        | Y / N         |                        |                   |
| Refrigerator      | Y / N         |                        |                   |
| Microwave         | Y / N         |                        |                   |
| Dishwasher        | Y / N         |                        |                   |
| Cupboards/Drawers | Y / N         |                        |                   |
| Tub/Shower #1     | Y / N         |                        |                   |
| Tub/Shower #2     | Y / N         |                        |                   |
| Toilet #1         | Y / N         |                        |                   |
| Toilet #2         | Y / N         |                        |                   |
| Sink/Cabinet #1   | Y / N         |                        |                   |
| Sink/Cabinet #2   | Y / N         |                        |                   |
| Basement          | Y / N         |                        |                   |
| Garage            | Y / N         |                        |                   |
| Yard/Exterior     | Y / N         |                        |                   |
|                   |               |                        |                   |
| Smoke Detectors   | Y / N         |                        |                   |
| Bulbs Missing/Out | #             |                        |                   |
|                   |               |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
| MISC:             | Y / N         |                        |                   |
|                   |               |                        |                   |

**ADDITIONAL NOTES:**