



MOVE IN

www.BigHouseRentals.net (734)223-9879

P.O. BOX 1192 – ANN ARBOR – MI 48106 leasing@comcast.net

On behalf of our company, we want to welcome you to Big House Rentals!

1. **HOUSE CAPTAIN - MANAGER:** Please choose a person to be in charge of communicating your group's needs to our office. This will cut down on the same questions being asked by several people in your group. This person will organize your move-in date and any other concerns that your group may have.
2. **E-MAIL ADDRESS AND CELL PHONE #:** I do most of my communication through email. If your e-mail address changes you will get left out of the loop. Please also update me if your telephone number changes.
3. **MOVE-IN:** Please confirm your move in plans and tell me who will be in each room.
4. **Maintenance at Move-in:** We ask that tenants make a list of any maintenance issues and special requests once you move-in. Moving in early does not mean that you do your own maintenance. We will help you as quickly as we can. Emergency maintenance is always available for our tenants. I will leave an emergency maintenance telephone number to call if I am unavailable.
5. **Other special maintenance services not provided for in your lease:** *Lock out service* is available for a fee by calling Arbor Maintenance at (734) 995-0322. Arbor Maintenance or TJ's Business Group (248) 515-0722 can also help you with *installing air-conditioner window units* or any other special maintenance services not provided for in your lease. To arrange for these services contact and pay our maintenance associates directly.
6. **Security Deposit, Admin. Fees, rent:** *All of these items are due 2 weeks before move-in* latest, some of these fees are due at signing. You will not be issued keys to your unit without these items paid for. As a reminder, future rent is due on the first of the month. Make checks payable to [BigHouseRentals](http://BigHouseRentals.net). Please write your address and apt. number in the memo section on every check. Please do not mail cash. Electronic payments are preferred. Call us for this information at (734) 223-9879.
7. **RENT PAYMENTS:** Electronic payments are preferred. Call us for this information at (734) 223-9879. You can also pay by snail mail.

RENT PAYMENTS BY CHECK: Please pay your rent in one check per apt. /house. A fee may be assessed to process multiple checks for the same apt. or house. Rent is due on the 1st of each month. Rent is late if post marked from the 3rd or later in a month.

Mail checks to: **Big House Rentals – PO Box 1192-Ann Arbor-MI 48106-1192**

8. **WHERE DO I GET MY KEYS?** I will meet you at your house to give you your keys, inventory check list and to do a walk through with you/your house captain. I will confirm with you a move-in time once I know your plans.
9. **How do I set up the utilities I am responsible for?** If you look on your lease you will see which utilities you need to set up in your name. Tenants renting the whole house will need to set up all utilities, and electric is needed for most apts. Contact me if you need clarification. All tenants need to set up their own telephone, cable and internet services.

Electric/Gas—The Company that provides your gas and electric services is DTE Energy. You can contact them at (800) 477-4747 or <http://mydteenergy.com>. Tips for dealing with DTE:

1. When you dial press "1" for "Residential Service".
2. When the automated operator begins to speak state, "Customer Service".
3. Tell the operator you want the gas and electric turned on at (your address), Ann Arbor, MI 48104. Starting on (give date). ***Some homes do have multiple electrical meters.*
4. Make sure to get the confirmation # for the services being turned on.
5. It is best for a resident of Michigan to call DTE. DTE gives the run around to people from other states. They will make you fax personal information and then you will be required to wait up to 48 hours for a call back.

Water—Water service is provided by the City of Ann Arbor. You can reach them at (734) 994-2666.

Cable/Internet—most residents use COMCAST for cable & internet services. You can reach them at 1-800-Comcast. If you are leasing an entire home which is broken up into apartments, you will need to provide a copy of your lease to Comcast. Other providers may be available, so shop around.

What happens if we want cable in all of the rooms in the house?

You are more than welcome to have your provider hook-up cable throughout the house. We will not pay for any cable installation fees. We do not guarantee that each room in the house has a cable hook-up. We don't want the house to look like a piece of swiss cheese, so please ask before drilling holes.

Can I hang stuff on the walls? Drilled holes may be assessed as damages. Also, there are water pipes, gas lines and electrical wires that go through the walls and we do not want you to get hurt or to cause further damage. Command strips are a great way to hang pictures.

What happens if we want a home phone? We do not maintain any home phone services.

If you do get a home phone line, we recommend that you add the LINE-BACKER® maintenance service from AT&T/SBC for your protection. WE DO NOT FIX OR PAY FOR ANY PHONE LINE PROBLEMS.

10. **WASTE MANAGEMENT AT YOUR HOUSE:** Please review the City of Ann Arbor Weekly Curbside Collection Map to find out when your trash day is. Most campus pick-ups are on Monday or Tuesday. Garbage carts and recycle containers need to be put out the night before and returned to their designated areas by the evening of your pick-up day. One cart is provided per unit. You can arrange for more carts by calling the numbers below.

TIPS: Please keep the lid on the carts. Pick up your trash. We are not going to do this for you without charge. Remember to bring carts out weekly and to arrange for this to be done if you are going to be gone.

You can find additional information regarding recycling and waste management on the city's website at www.a2gov.org or call (734) 994-2807. Call (734) 99-GREEN for home delivery of free recycling bins.

Interior furniture is not allowed on the exterior lawns, porches, fire escapes, roofs, etc. You will be responsible for any fines, hauling fees and dump charges associated with the removal of these items. Items may be removed without notice to residents in order to comply with city ordinances.

11. I hope this move in information helps you with your planning. I am looking forward to meeting you and providing your housing in Ann Arbor. It's going to be a great 2018-19 school year!

Let's Go Blue!

Jane Belanger, Owner

Big House Rentals

(734) 223-9879

Leasing@a2bhr.com

repair@a2bhr.com

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