

# **JSM PROPERTIES**

**101 North Mills Street, Madison, WI 53715 (608) 255-3933 · Fax 255-0807**

Dear Future JSM Properties Residents,

Move-in time is rapidly approaching, and we want you to know that we are looking forward to meeting you all! While some of you have already experienced the August 14th-15th apartment "turn," for many it will be a new adventure. The JSM Properties Team takes pride in treating all of our residents to the best in customer care and service. In this letter, we have provided some key information that should assist everyone with their move-in experience, and allow us to meet your expectations.

Most property management companies in downtown Madison use August 14th as their move-out day, and August 15 as their move-in day. This allows for just 24 hours to prepare more than 10,000 apartments for the new residents moving in to them. There are limited numbers of cleaning, painting, and carpet shampooing contractors in the area, and many of them work for multiple property management companies during the August 14-15 "turn." This is easily their busiest time of year as well.

The JSM Properties Team wants to make sure that you are pleased with the condition of your apartment when you arrive. Please understand that, although it is not our intent, the high-paced nature of this time of year may cause some things to be missed along the way. If by chance, there is something needing attention in your apartment when you arrive (i.e. cleaning, painting, maintenance service) please inform the office so a solution can be worked out as quickly as possible. Your patience is requested, and definitely appreciated, as we work hard to accommodate all of our valued residents.

Enclosed is a move-in letter informing you who to call to set up your utility accounts, where you can pick up your keys, and what you should be prepared to pay for when you arrive. If you have questions, please contact one of our respective offices. If you will be living at 515 State Street, 536 State Street, 407 State Street, 210 Lakelawn Place, Mansion Hill Apartments, or in the Hamilton/Butler/Hancock Streets area, please call (608) 441-5625. Residents of all other apartments should call (608) 255-3933. During this busy time, your call may go to our voicemail system. Please leave a detailed message, and we will return your call as soon as possible.

Moving can be a very stressful experience, but also a very exciting one. There will be many people in the downtown Madison area moving at the same time, all just as eager as you to move in to their new apartment. Be prepared for slower traffic, longer lines, limited parking, and the August heat. We hope that you are just as excited to move in to

your new home as we are to have you. Enjoy the rest of your summer, and please contact us if you have any questions.

Sincerely,

The JSM Properties Team

## \* IMPORTANT MOVE-IN INFORMATION \*

This letter can be viewed at <http://campus.ismproperties.com/move-in-information>

Welcome to JSM Properties! We are excited that you have decided to make your home with us for the upcoming year.

**PLEASE READ THE FOLLOWING INFORMATION CAREFULLY IN ORDER TO MAKE YOUR MOVE-IN AS SMOOTH AS POSSIBLE.**

If you have any questions after reading this letter, please refer to your lease and addendum or call our office at (608) 255-3933.

### Key Pick-Up

- You can pick up your keys **AFTER 12:00 noon on Wednesday, August 15, 2018.**
- Your **security deposit and any remaining rent balance MUST be paid by CHECK OR MONEY ORDER ONLY** prior to keys being issued.
- **All keys and the check-in packet are given to the first resident who arrives** in order to prevent confusion. Please understand that we **CANNOT HOLD KEYS FOR ROOMMATES ARRIVING SEPARATELY.** Please make arrangements between yourselves.
- For August 15th arrivals, please see the back of this letter for **Key Pick-Up Locations.**
- **If arriving after August 15 or after 3:00pm on August 15, keys can be picked up at one of our offices as follows:**
- Residents of 407/515/536 State Street, 210 Lakelawn Place, East Gorham Street, East Johnson Street, Pinckney Street, Hamilton Street, Butler Street, and Hancock Street should pick up keys at our office located at 134 East Johnson Street.
- All other residents should pick up keys at our office located at 101 North Mills Street.

### PARKING

- Without a permit, you are welcome to park in our lots **ONLY if you are ACTIVELY moving in.** Please remove your vehicle immediately after unloading to ensure a smooth move-in for everyone. Please be advised that any vehicles without a permit that are not being used for active move-in will be **ticketed and/or towed.**
- If you have already signed a parking agreement, your parking permit will be in your move in packet when you come to get your keys. You must also pay for your first month of parking at this time. If you have underground parking, there is also a \$50.00 remote deposit due at this time.
- If you still need parking, we will be selling parking at the pick-up stations. You can come to our office beginning August 16 to sign a parking agreement. **Due to the high demand for parking in the downtown area, we do not recommend waiting until move-in to sign up for parking.** Signing a parking agreement is the only way to guarantee parking--we do not "hold" parking spaces.

### UTILITIES

- You are responsible for setting up utility services **OTHER THAN GAS & ELECTRICITY** that are not included with your rent. We recommend setting these up as soon as possible to avoid any delays in receiving service. Give them your move-in date of August 15, name, and address (including apt number or letter) and they will set up billing for you.
- Phone: AT&T (SBC/Ameritech): 1-800-924-1000 or TDS Metrocom: (608) 661-0015
- Cable: Charter Spectrum Communications: 1-800-581-0081

### FURNITURE, ETC.

- You will be receiving the furniture specified on your furniture agreement. However, it takes our staff several days to get all of the furniture to the correct apartments. We ask for your patience during this time.
- Please be advised that **changes can no longer be made to your furniture agreement.**

- For furniture removals, please refer to the furniture removal guidelines.
- Your apartment **DOES NOT** include items such as shower curtains, dishes, silverware, vacuum cleaner, bed linens, etc.
- We highly recommend the use of slip covers for sofas and loveseats, and mattress pads for beds.

#### MAINTENANCE/APARTMENT CONDITION

• We will have maintenance and cleaning crews working as quickly as possible during turnover, but unfortunately, it is difficult for them to complete everything by the time everyone moves in. Therefore, they may arrive after you have moved your things in. Please bear with us, and them, since everyone works as hard and as quickly as possible during this time.

• Your apartment condition check-in sheet must be returned to our office within SEVEN DAYS of when the first person picks up keys to the apartment.

• **Please submit maintenance requests in writing, SEPARATE from your check-in sheet.** Our staff works as quickly as possible during this busy time—please bear with us. Emergency repairs (water, electricity, HVAC, etc.) will be handled first.

#### OFFICE HOURS

- |                                 |                             |                             |
|---------------------------------|-----------------------------|-----------------------------|
| • <b>Monday, August 13th</b>    | <b>we will be open from</b> | <b>8:00 AM to 5:00 PM.</b>  |
| • <b>Tuesday, August 14th</b>   | <b>we will be open from</b> | <b>8:00 AM to 6:00 PM.</b>  |
| • <b>Wednesday, August 15th</b> | <b>we will be open from</b> | <b>12:00 PM to 6:00 PM.</b> |
| • <b>Thursday, August 16th</b>  | <b>we will be open from</b> | <b>8:00 AM to 5:00 PM</b>   |

#### EARLY MOVE-IN

- If you would like to move in on Tuesday, August 14, please sign and return the enclosed Early Occupancy Agreement no later than Wednesday, August 1.

Thank you and we are looking forward to seeing you in August!

~JSM Properties Management

### **DIRECTIONS TO STATION 1**

**KEY PICK-UP STATION** *will be in the yard next to the bike racks behind the big satellite dish off North Orchard if you live at one of the following properties:*

RANDALL STATION: (20-48 N. Orchard Street and 3-33 N. Randall Avenue)

REGENT SQUARE: (1 North Randall Avenue Apts. A-O)

FIREHOUSE: (135-139 North Randall Avenue and 1329-1333 W Dayton Street)

1309-1311 WEST DAYTON STREET

120-128 NORTH ORCHARD STREET

1218 & 1224 SPRING STREET

### **DIRECTIONS TO STATION 2**

**KEY PICK-UP STATION** *will be in the courtyard area between 111 N. Mills Street and 2 Gerry Court of Campus Village if you live at one of the following properties:*

CAMPUS VILLAGE: (1-10 Gerry Court, 1002 Spring St., 111 N. Mills St., 110 & 118 N. Brooks St.)

1040 SPRING STREET

### **DIRECTIONS TO STATION 3**

**KEY PICK-UP STATION** *will be on the patio area between 47 and 49 North Mills Street if you live at one of the following properties:*

1020 Fahrenbrook Court, 1019 Spring Street, 1031-1037 Spring Street, 39-53 N. Mills Street

523 Wingra Street, 304 N. Broom Street,  
515/517 S. Brooks St, 908-912 W. Dayton St.  
408-414 W. Johnson Street, 306/308 N. Prospect Avenue,  
1802/1804 Kendall Avenue & SRM Properties

**DIRECTIONS TO STATION 4**

**KEY PICK-UP STATION** *will be in the parking lot  
behind 137 East Gorham Street if you live at one of the  
following properties:*

407/515/536 State Street, 210 Lakelawn Place,  
129-140 N. Butler Street  
110 & 141 S. Hancock Street, 126/128 N. Hancock St.  
203-211 N. Hamilton Street, 134 E. Johnson St.

315-319 N. Pinckney Street, 109-141 E. Gorham St.

*(for a map to these pick up locations please visit our  
website at [http://campus.jsmproperties.com/move-in-  
information](http://campus.jsmproperties.com/move-in-information))*

# Questions & Answers

August 14th and 15th are very busy dates for move in downtown. Hopefully, the information below will answer any questions you may have about painting, cleaning or carpet shampooing. **If you have issues immediately after move in please return to your move in station for re-inspection.** After August 15th please let the office know if your apartment still needs servicing. Thank you for your patience and know that we will get to your apartment as soon as we can.

## Painting Procedures

All apartments are inspected to see if painting is required once the unit is vacated. We have several painting companies working with us to ensure that all units that need it are completed prior to move in on August 15th.

However, some trim painting may be left until after move in and ceilings are not painted unless absolutely necessary. Please contact management if your apartment has not been painted and needs it or the paint job has been left incomplete. A JSM representative will start re-inspecting requested apartments starting August 21.

## Carpet Shampooing Procedures

All carpets will be inspected by a representative of JSM Properties when the apartment is vacated. If the carpets are in good condition, we will not be hiring a contractor to clean them. If your carpets were cleaned you may notice a black residue build up on your socks and/or feet. This residue is left from the cleaning agent and simply vacuuming the floors should eliminate the issue. If you are not satisfied with the condition of your carpet, please contact management to request a re-inspection. A JSM representative will start re-inspecting requested carpets starting August 21.

## Cleaning Procedures

All apartments will be inspected for cleanliness by a JSM Representative when the apartment is vacated. If we find the apartment is in good condition, we will not hire a contractor to clean the apartment. Remember that the cleaning companies are going to clean the main areas including the kitchen, bathroom(s), and bedroom(s). Please come prepared to do the more detailed cleaning yourselves. If you are not satisfied with the cleanliness of your apartment, please contact management to request a re-inspection. A JSM representative will start re-inspecting requested apartments starting August 21.

## **IMPORTANT FURNITURE INFORMATION**

It is important to us at JSM Properties to make sure that all of our residents with furnished apartments understand how we distribute the furniture during the very hectic move-in time. **Unfortunately, it is simply not feasible for us to have all furniture moved to all of our apartments in the 24-hour time frame from August 14-August 15.** The priority is making sure that everyone has beds first. We want you to be aware of this before you move in to avoid confusion. The majority of furniture will probably be in your apartment on August 15th, but we will be adjusting furniture within the units for the next few weeks. **Please remember that per your furniture agreement you have given consent and permission for JSM staff to enter your unit in order to make any adjustments necessary in order to complete the requested furniture arrangements.** However the office will be emailing out updates of where our staff is throughout the next two weeks so you have some idea of when to expect them. We thank you in advance for your patience.

If you are missing any furniture after August 28th, please call the office at (608) 255-3933 or email [Jasmin@jsmproperties.com](mailto:Jasmin@jsmproperties.com), Monday-Friday, 8am-5pm. Thank you for your cooperation and understanding!

Listed below are the furniture return dates. Please bring any JSM furniture that you **DO NOT WANT** to either 9 Gerry Court at Campus Village or the brown shed located at Randall Station on the following dates and times only.

- **MONDAY, AUGUST 20, 1pm-3pm**
- **THURSDAY, AUGUST 23, 10am-12pm**
- **WEDNESDAY, AUGUST 29, 2pm-4pm**
- **WEDNESDAY, SEPTEMBER 5, 1pm-3pm**



# **TRASH REMOVAL**

*If you live at the following locations, please follow the below directions for trash and recycling removal:*

- **CAMPUS VILLAGE AND 1040 SPRING STREET:** Use the recycling and trash dumpsters located at the end of Gerry Court and at the end of North Brooks Street.
- **1019 SPRING STREET, 1020 SPRING STREET AND CAMPUS CORNER:** Use the recycling and trash dumpsters located at the back of the parking lot in between all three buildings.
- **1218 AND 1224 SPRING STREET:** Use the recycling bins and trash dumpsters located at the end of the driveway between 1218 and 1224 Spring Street.
- **1309/1311 WEST DAYTON STREET:** Use the recycling and trash dumpsters located by the garage of 1311 West Dayton Street.
- **RANDALL STATION AND REGENT SQUARE:** Use the recycling and trash dumpsters located either by the garage on North Orchard Street or by the garages on North Randall Avenue.
- **408-414 W. JOHNSON, 202-204 N. BROOKS STREET, THE FIREHOUSE, 306-308 N. PROSPECT, 1802-1804 KENDALL, HAMILTON BUTLER PROPERTIES, 110 S. HANCOCK, 304 N. BROOM, 120-128 N. ORCHARD, 523 WINGRA, 515-517 S. BROOKS :** Please bring the garbage bins to the curb every Thursday morning by 7am and the recycling bins to the curb every other Thursday morning by 7am. It is the resident's responsibility to bring the bins to the curb and to also bring them back to the house/apartment after pick-up.
- **515 & 536 STATE STREET and 134 E. Johnson:** Please use the recycling and trash dumpsters located behind the building of these apartment buildings.
- **210 LAKELAWN PLACE:** Please use the recycling and trash dumpsters located at this building.
- **MANSION HILL PROPERTIES:** Please place trash and recycling in the appropriate containers. JSM staff will be putting these containers out and returning them per the city collection calendar.

**JSM Properties, LLC**  
Early Occupancy Agreement

I/We acknowledge that JSM Properties is permitting us to take early occupancy of the leased premises identified below prior to the first date scheduled in our lease.

**As consideration for the landlord permitting us to take early occupancy of the premises, I/we agree to accept the premises in AS IS condition, and waive any and all claims against the landlord for cleaning, painting, carpet cleaning, and general condition of the subject premises. I/We take full responsibility for the condition of the apartment if other lease holders have not signed below.**

It is agreed that all other terms of the lease agreement and rules and regulations will be in force during this early occupancy period. All other terms of the lease including any promised repairs will remain unchanged.

**The signature of any one or more tenants will hereby be considered a request for early occupancy on behalf of all tenants jointly.**

I/We acknowledge that I/we will not be permitted to take occupancy of the leased premises, including key pick-up, before 1:00 p.m. (or when keys become available, whichever is later) or after 5:00 p.m. on Tuesday, August 14, 2018.

\_\_\_\_\_  
Address/Apartment number

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

# Essential Items to Bring With You!

We know that moving can be stressful. In order to make the transition easier for you we have compiled a list of essential items that you won't want to forget to bring with you to your new home! You should expect to do a little cleaning on arrival. While JSM does send cleaners through the units, they just clean the major areas.

- **Kitchen:**

- o Utensils
- o Dinnerware & Cups
- o Pots & Pans
- o Pot Holders & Trivet
- o Coffee Maker or Tea Kettle
- o Kitchen Towels & Rug
- o Sponges & Kitchen Cleaner

- **Bathroom(s):**

- o Shower Curtain, Liner & Rings
- o Plunger
- o Hair Trap for Shower Drains
- o Toilet Brush & Cleaner
- o Bath Rug(s)
- o Bath & Hand Towels
- o Toilet Paper

- **Bedroom(s):**

- o Sheets and Bedding
- o Hangers
- o Desk Chair
- o Nightstand & Lamp

- **Other Necessities:**

- o Vacuum Cleaner
- o Power Strips
- o Floor Lamps
- o Swiffer or Broom & Dust Pan
- o Clorox Wipes & Other Cleaning Products
- o First Aid Kit
- o Entry Rug
- o Paper Towels

## **Parking Options with JSM!**

**Are you going to need parking for the upcoming  
2018-2019 year?**

**Good news! There are many options still available  
here at JSM Properties!**

Our above ground lots rent for only \$140/month\* from August 15, 2018 until August 14, 2019. Don't feel like dealing with snow? Our under ground lots rent for only \$160/month\* from August 15, 2018 until August 14, 2019 or \$190/month\* from August 15, 2018 until May 14, 2019. The following lots will be rented on a first come first serve basis.

### **Above Ground Lots:**

1020 Fahrenbrook Court  
124 N. Orchard Street  
Randall Station (20 N. Orchard St.)

### **Under Ground Lots:**

Randall Station (20 N. Orchard St.)  
Regent Square (1 N. Randall Ave)  
Campus Village (9 Gerry Court)  
1309/1311 W. Dayton Street

Interested? Email [jasmin@jasmproperties.com](mailto:jasmin@jasmproperties.com)  
or call us at (608)255-3933