

(937) 533-8805

Hello,

First of all, let me welcome you to the HREM family. We are excited to be adding you not only as a tenant, but as a member of our community. We understand moving can be a huge hassle and we wanted to share some information about where you are moving and what to expect when in our communities. Please do your best to get through this document as It will make sure that our relationship between property manager and tenant is as friendly as possible. That is because in this document you will find where to get your utilities(Page 2-4),what are the rules for pets(Page 5),what are the rules for the community(Page 6), how to best use your systems in your home(Page 7), How to and what are the office hours and who and what to contact(Page 1 & Page 8).

Office hours are 9am-4pm Tuesday-Friday
Contact number (937) 806-4943

*** It is always best to submit a request through the resident center to ensure you request does get addressed

Emergency Maintenance Line
Contact Number (937)806-4943 *** This is only for emergencies, think fire, water that will not shut off, electrical sparking etc. This number is not for “Hey my garbage disposal isn't working or my AC is not working”

Utilities Franklin



(937) 533-8805

Electric: Duke : (800)544-6900

Natural Gas: Duke (800)544-6900

Water Sewer Trash: City of Franklin (937) 746-9921

*When setting up water you will need you Driver Licenses, Your lease and a $300 deposit with the city

** Dumpster are located outside your building please ensure all trash makes it inside dumpster

*** 9 N River you do not need to set up and account with the city of Franklin as your water is billed in our system

Utilities Trenton



(937) 533-8805

Electric: Duke : (800)544-6900

Natural Gas: Duke (800)544-6900

Water Sewer Trash: City of Trenton (513) 988-6304

*When setting up water you will need you Driver License and a $300 deposit with the city

** Dumpster are located outside your building please ensure all trash makes it inside dumpster



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Utilities Eaton

Electric: AES (Formerly known as Dayton Power and Light):

800-433-8500

Natural Gas: Centerpoint (Formerly Vectren) 1-800-227-1376

Water Sewer Trash: City of Eaton 937-456-4125 (A service card will be provided at lease signing. If you did not get a service card contact Staff to have one given to you)

*When setting up water you will need your Driver License and a the contact card mentioned above

** Each property should have its own trash can, if you live in a unit with more than 4 units there is a dumpster on your property



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Pet Rules

- All pets must be on leash when outside of your home
- Pets must be properly vaccinated and licensed with the County
- You must clean up your pets waste after each “walk” or you will be charged $50.00 (Kids play in public spaces our staff works in public spaces)
- Pets must be caged or lock in a room when a maintenance request is submitted and maintenance is scheduled to come out
- No more than 3 pets are to be allowed in any one residence
- If you get a pet and do not notify us, you will owe all back pet rent to a date which we estimate when you got the pet
- Pets must not have an aggressive nature, any pet that has shown an aggressive nature is not allowed and must not reside in your home



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Community Rules

- You will treat all staff members of H.R.E.M with respect, our staff is not your servants or your 24 hour butlers
- Quiet hours are from 10pm to 8am
    - This just means no loud speakers, yelling or other large disturbance sound during these hours
- Smoking is not to be done in common areas and if all possible outside of your home, at the very least you must open a window
    - Smoking of “weed” must be done outside in none common spaces
- Aggressive or violent acts toward your neighbors has a zero tolerance policy and will be strictly enforced “Love thy neighbor”
- Common areas are to be left free of obstruction and are not additional storage for your items
- No items including dog leashes, ropes are to be left on the green spaces



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Home Systems

- Air Conditioners are not to be set any lower than 69 degrees
    - Any lower you run additional risk of the system freezing and no longer working
    - Systems are built to keep your home at max 20 degree cooler than the outside, So if its 95 outside they systems may only cool your unit to 75 (it may do better, but don't expect them too)
- You are responsible for replacing your air filter at least twice a year
    - If you have question on how to do this reach out to the office via maintenance request
- Garbage disposal are for food only, no other items are to go down disposals
    - Any metal or non-food material removed from a disposal work order will result in a $50.00 fine
- Stoves are never to be used as supplemental heating devices
- Only toilet paper and human waste are to go down toilets absolutely no feminine product, make removal items (wipes), or any other item
- Periodically check under sink for leaks or signs for leaks as this will help protect your home



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Who and What to Contact

Below are example and where to submit

Most things excluding emergencies and long winded issues should be entered via your resident center portal. You can enter them as two options maintenance request or General Inquiries

You can access the resident center two ways 1. hrem.managebuilding.com 2. “Resident Center” app from your app store

Maintenance request are for all upkeep based issues-Leaky sink, issue with the outside of the property, AC not working, Pest issue, anything that has to do with creating a safe and tenantable home for you

** Area around of submitted maintenance request must be cleared of personal belonging before maintenance teams arrives

**** Head of Maintenance has 32 years of experience, do not lie to him, admit you made a mistake and lets get your issues fixed

General Inquiry is for all office based issues- Like reporting rent will be late, asking for a copy of lease documents or questions about the rules, Asking about available units or

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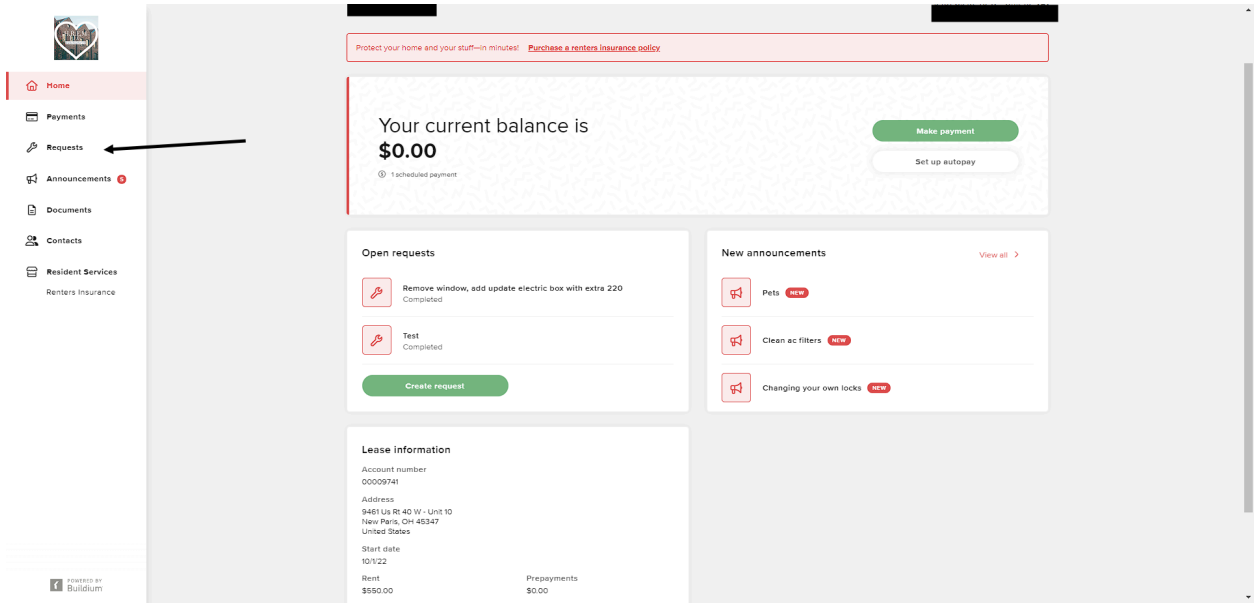
home, questions about where to find assistance, General question or if your unsure where it should go

**See attached pages below on how to get there once logged into the portal, if using your phone you will just click on the wrench icon to get to these options



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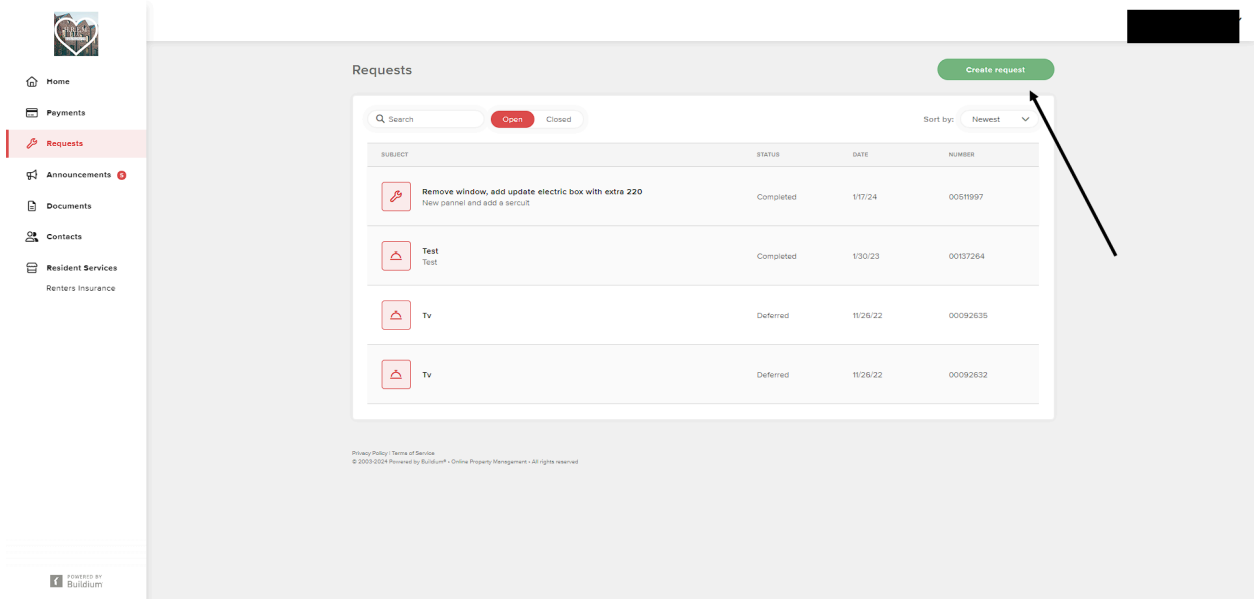
Home
Payments
Requests
Announcements
Documents
Contacts
Resident Services
Renters Insurance
Requests
Create request
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Closed
Sort by:
Newest
SUBJECT
STATUS
DATE
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Remove window, add update electric box with extra 220
New pannel and add a sercuit
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