



## MOVE – IN INFORMATION

Welcome!

All of us at Hillco Realty Management thank you for selecting one of our properties for your new home.

The following information is provided to help your move go as smoothly as possible. This information is generic to most our properties. Shortly after your lease is approved you should receive a letter with details specific to your new residence.

If you need another copy of that letter, please contact the Hillco offices at [Info@HillcoRealty.Com](mailto:Info@HillcoRealty.Com) or 847-831-1045.

We're looking forward to being of service.

With Very Best Regards,

Lawrence Hillman  
President  
Hillco Properties, Inc.

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## **CONTACTING THE MANAGEMENT COMPANY**

Email is always the best way to reach the management office. Our email address is [Info@HillcoRealty.Com](mailto:Info@HillcoRealty.Com). You can also reach us by phone at 847-831-1045 or by fax at 847-631-0768.

If your building is equipped with elevators be sure to contact the Management office about a week before your move to arrange freight elevator service. The freight elevator will be reserved for you for the date and time you request if the freight elevator has not been previously reserved. If you do not reserve the freight elevator (or if your move is delayed beyond your reservation time) you may not have access to the freight elevator.

Do NOT ... under any circumstance ... use the passenger elevator for moving. Doing so would seriously inconvenience other building residents and may damage the passenger which is not designed to handle freight loads. If you use the passenger elevator for boxes or furniture expect to be charged \$500 plus the cost of any damages. To contact the management office to reserve the elevator for the day and time you plan on moving.

## **MAKING UTILITY ARRANGEMENTS**

Please make utility company arrangements as early as possible to avoid delays. At certain times of the year the utility companies have a sizable backlog in setting up new service. So plan ahead and your utilities will be up and running when you move in.

You should receive a "move in letter" by mail shortly after your lease is approved that indicates the name and phone numbers of the utility companies serving your specific property. If you do not receive this letter please call or email Hillco Tenant Services at (847) 831-1045 or [Info@HillcoRealty.Com](mailto:Info@HillcoRealty.Com) to request another copy.

## **REGISTER YOUR NEW PHONE NUMBER**

When you know your new phone number, please call or email Hillco Tenant Services at (847) 831-1045 or [Info@HillcoRealty.Com](mailto:Info@HillcoRealty.Com). This will allow us to program the door answering system and to contact you if we must. If no-one is available to answer your call, please leave your name and new phone number on our voice-mail.

## **GETTING YOUR KEYS AND MOVING - IN**

Please call or email your rental agent to arrange to pick-up your keys (847)831-1045. If you haven't already paid your first months rent, it will be due when you pick-up your keys.

Use only the building's rear and stairs entrance for moving, and please be courteous to existing building residents by not blocking the doors, halls or parking lot. Boxes and packing materials should be disposed of or recycled.

## **PAYING RENT**

Rental payments should be mailed on or before the first of the month as mail typically takes 4 or 5 days to reach us. Always write your apartment number on the check. For your convenience, a supply of address labels will be provided with your move-in letter.

If you receive a late notice please call us even if you've already mailed your payment. If we do not hear from you and the payment is not received expensive legal action will follow. If we hear from you we can often put a hold on those actions that affect your credit rating and cost you money. If you have questions about your account, call or email Hillco Accounting at (847) 831-1045 or [info@HillcoRealty.Com](mailto:info@HillcoRealty.Com).

## **REQUESTING MAINTENANCE**

We will do all we can to properly prepare your new residence for your arrival. After moving in, if you find items in your apartment that require attention, please make a "punch list" list and submit them to the management company about a week later so we can take care of everything at once.

Please email your punch list to [Info@HillcoRealty.Com](mailto:Info@HillcoRealty.Com) ... or fax it to 847-631-0768. Please do not call it in as important details will almost certainly be lost in the phone message. After your initial move-in your maintenance calls can be emailed, faxed or phoned in.

We normally do not return service calls ... we just schedule the work and get it done. You should receive an email and a letter confirming our receipts of your maintenance requests. Your request is authorization for our staff or contractors to use a pass key to enter your apartment during reasonable hours to complete the requested work.

A blue "While You Were Out" tag will be placed on your door to let you know when we have been in your apartment and what work completed or remains to be done.

Service calls are typically completed within 4 or 5 business days. If this time goes by and the problem has not yet been repaired, call or email your rental agent at (847) 831-1045 or [info@HillcoRealty.Com](mailto:info@HillcoRealty.Com) for an explanation.

### **HEATING & COOLING**

Information about the heating and cooling systems in your apartment will be provided in your move-in letter. If you have any further questions or problems, ask your rental agent.

### **LOCK-OUTS**

If you forget your keys and get locked out of your apartment, call (847) 831-1045 and ask for a maintenance person to let you in. If you call during normal business hours and someone is in the area, we'll arrange to let you into your apartment ... although you may have to wait an hour or so.

If it's after hours or a maintenance person is not available, we regret that you'll have to make your own arrangements to be let in by contacting a locksmith at your expense. Obviously, the best bet is not to lose or forget your keys.

### **TRASH & RECYCLING**

Trash should be placed in the large receptacles at ground level. Please be sure to put your trash inside (not next to) the dumpster. And never, ever leave trash in the hall or other common areas of the building.

We recycle and you should too! Near the dumpster are special containers for plastics, paper, aluminum and cardboard. These are emptied several times a week.

## **APARTMENT MAINTENANCE**

When you first move in please check the light bulbs and sink drains. If there are problems with these within 30 days of your move-in, call for maintenance and we'll fix the problem. After 30 days it's up to you to replace the light bulbs, unstop the drains or to replace the smoke detector batteries as needed.

## **STORAGE SPACES**

A limited number of storage spaces are available. These rent for \$10 a month and are assigned in the order of resident requests. There is usually a waiting list for these spaces. If you want once call your or email your rental agent.

## **PARKING SPACES**

Contact your rental agent regarding parking options at your building. All cars that park in the buildings lots must have their license plates registered with Hillco to avoid ticketing and towing. Cars not registered are subject to towing at the vehicle owners expense. Indoor or reserved parking is NOT included in your base monthly rent unless SPECIFICALLY indicated on the top of your lease.

## **RECEIVING MAIL & PACKAGES**

Your mail box is in the lobby. A nameplate should be on the box that is opened by your key. If not, call or email your rental agent. We cannot accept packages being delivered to you and we cannot let the delivery person into your apartment to deliver the package. If you are expecting a parcel you can leave a note for the delivery service to leave the parcel in the lobby or make other arrangements. Hillco is not responsible for lost parcels.

## **LAUNDRY SERVICES**

B&B Laundry Services provides the laundry equipment at your property. At some properties the machines are coin operated. Other properties use smart cards which eliminate the need for a pocket full of quarters.

If smart cards are required purchase your card from the machine in the laundry room. There is no refund for lost smart cards but we will buy back remaining card balances.

## **RENTERS INSURANCE**

You should obtain renters insurance for the contents of your apartment and/or storage areas. Your family insurance agent can help you with this. Or, if you are looking for a local insurance contact, try Jim Turner at State Farm Insurance. He can be reached at (847)266-1607 or Jim.Turner.SEC7@StateFarm.Com.

### **COMMENTS?**

We're always interested in hearing your comments for suggestions or improvements. If you don't tell us ... chances are ... we'll never find out. So please call or email us if you have any suggestions on ways we can improve this letter or any other aspect of the services we provide.