



PELLA COMPANY

Dear Resident(s):

The staff at Pella Company welcomes you to your new residence and has prepared the following information to assist you as you move in.

MAINTENANCE

Your apartment should be in good condition and ready for your occupancy. Attached you will find an apartment condition report which you should complete and return to our office within the first 10 days of your occupancy. Any concerns you are having with the condition of your apartment will be addressed as soon as possible. However, if you have an emergency, please bring it to our attention immediately. Throughout the term of your lease, any maintenance issues should be directed by telephone to the maintenance coordinator at **614-297-1449** or via email at <http://www.pellaco.com/maintenance.asp>.

PETS

Pay special attention to item #10 in your lease which states **NO PETS!** (*Not even for a few minutes visit!*) This is a very strict policy that will be enforced!

UTILITIES

If you have not already done so, you will need to call the appropriate utility companies and have these services put in your name immediately. Failure to do so will result in these services being disconnected. A Utility Information Sheet is attached for your convenience. Please refer to your lease if you are unsure of which utilities you are responsible for.

PARKING

Please remember that you must have a current parking permit specific to your building displayed on the back of your rear view mirror in order to park in your lot. ***Any cars (even those with permits) parked in unauthorized area will be towed at the owners expense.*** PLEASE PAY SPECIAL ATTENTION TO SECTION 14 OF YOUR LEASE IN REGARDS TO PARKING.

PAYMENTS

It is imperative that you include your correct address on any payment made to us to insure proper credit. Checks or money orders should be made out to the company listed on your lease, NOT Pella Company. Payments may be mailed, dropped off at our office or put in our night deposit box. ***The rent must be received by the first of each month to avoid late charges.***

PHONE NUMBERS AND E-MAIL ADDRESSES

We need your current phone number and E-Mail address! Please provide us with this information as soon as possible so that we may contact you if needed. **PLEASE BE ADVISED THAT WE WILL BE COMMUNICATING WITH YOU VIA EMAIL THROUGHOUT YOUR LEASE SO IT IS IMPERATIVE THAT WE HAVE THE CORRECT CONTACT INFORMATION!!**

Our office hours are 8:30 am to 5:30 pm Monday thru Friday and 10:00 am to 2:00 pm on Saturday. Have a great year!!!!

PELLA COMPANY