

RIVER ROCK APARTMENTS



CRESTVIEW APARTMENTS



October 2017— January 2018 Newsletter



Important Dates

<u>October</u>		<u>November</u>		<u>December</u>		<u>January</u>	
1st	Rent Due	1st	Rent Due	1st	Rent Due	1st	Rent Due
6th	Late Fees Accrue	5th	Daylight Savings Ends	6th	Late Fees Accrue	1st	New Year's Day- Office Closed
31st	Halloween	6th	Late Fees Accrue	21st	First Day of Winter	6th	Late Fees Accrue
		11th	Veteran's Day	24th	Christmas Eve	16th	Martin Luther King Day
		23rd	Thanksgiving- Office Closed	25th	Christmas- Office Closed		
		24th	Office Closed				

Important Notices

Dog waste baskets are for dog waste and dog waste alone. All trash is to be taken to the dumpster areas and placed in the dumpster bins. This has been, and continues to be in effect. If these areas do not improve, we will be forced to remove the dog waste stations, as well as possibly implementing a monthly trash fee, as the cost of picking up trash in trash areas and around the property increases with misuse. We do not want to remove the dog waste stations or charge a trash fee, but unfortunately we may be forced to if this does not improve. We thank you for your cooperation in this matter. Also, thank you so much to the tenants who do properly dispose of their trash and dog waste; we greatly appreciate it!

Our office is now by appointment only. Meaning, should you have any questions regarding your tenancy, ledger balance, etc. you must request a meeting in writing. We have the appropriate forms in our office and online. This change will assist us in scheduling our day and providing our tenants with the time and attention they deserve.

Also, we have implemented a new standard operating procedure which requires all requests to be in written form. We have created request forms for our tenants' convenience. This standard will allow us to track all changes requested by a tenant and keep a paper trail of any issues/concerns/adjustments on every file.

Please know that Phase 1 (Buildings 4206-4284) air conditioners are not guaranteed. Meaning, should they need servicing or replacement we will remove them. If you request that your air conditioner be removed for the winter, please keep in mind we will not be providing them next summer as Phase 1 does not have built in air conditioning units. If you currently have an AC unit and you choose to have it removed, it will be your responsibility to purchase an air conditioner and have it professionally installed should you want an air conditioner in the future.

Renter's insurance is required with a minimum liability coverage of \$100,000 and landlord listed as an additional insured interest. **Administrative charges** may be applied if insurance lapses during tenancy and will delay new rental

Smoking

This is a friendly reminder: City ordinance requires all smoking to be done 25 feet away from each building, including balconies. If smoking is witnessed or reported, **administrative charges** will be applied and **carpet cleaning** will be required.

House Rules, #2 "No smoking in the units at any time."

Rules and Regulations "Tenants and all persons on the premises with Tenant's permission shall comply with all rules and regulations made by Landlord..."

Trash/Waste Disposal

It is pertinent that all trash (including cigarette butts and pet waste) is disposed of properly. This includes but is not limited to: placing trash on common walkways, on back balconies, in common areas and grounds, at garages and in the pet waste baskets (these are for pet waste only, not bags of trash). The first offense will result in a warning letter, any additional offenses will result in **administrative charges**.

Storage

The only items that should be on your back balcony are outdoor furniture, outdoor decorations and potted plants. All other personal property may not be stored on balconies. Tenants found to be in violation of this notice will receive a written warning. If items are not removed, **administrative charges** will be issued to the tenant. Items are never permitted on the front, common walk ways, or in front of storage units.

Friendly Reminders

Animals

No animal sitting is allowed at any time. Cats and/or dogs are allowed in all buildings with the proper due-process. See Helpful Tips for more information. Please do not bring, keep, or maintain any animal(s) on the premises except animals listed on your animal addendum. For those who have an animal(s) **please do not tether your animal(s) outside on the premises** or leave leashes laying in yard area, as this is a rental agreement violation which will incur a **administrative charge**. If we see a leash or a tether, we will dispose of it. Animals must be under direct supervision at all times; this includes balconies.

Exercise Facility, Pool, & Hot Tub

Seasonal pool closure is September 11, 2017. Hot tub stays open.

Pool/Hot Tub hours 10am-10pm, Gym hours 5am-10pm

Access and use of the common area facilities is limited to tenants and guests accompanied by tenant. Please remember to observe and abide by the posted warnings and rules. No unsupervised children are permitted in the area. Please keep the cover on the hot tub when not in use.

Named Tenant/Occupant

The premises shall not be occupied by any persons other than those individuals named as Tenant(s) or additional occupant(s) on the rental agreement. No substitution of Tenants or occupants may occur without written notice and acceptance of landlord. Subletting is **NOT** permitted.

Absences

Going on vacation? Please be sure to notify the office of any anticipated absence of greater than seven (7) days. This is important to avoid frozen pipes, in which event you may be responsible for.
Reminder: The office will not accept tenant packages in the event of absence.

Recreational Vehicles

Boats, ATV's, off road vehicles etc. are not permitted to be parked or stored on site as parking is limited. Unauthorized vehicle(s) will be towed at owner's expense.

High Reflective Films

Films are not permitted on windows. The films create moisture issues and damage the property. We will require them to be removed. If the films are not removed an **administrative charge** will be issued. Alternative options are blackout curtains or draperies with a thick weave to retain/block heat and light in a unit.

Helpful Tips

Adding Tenants

Want to have a friend move in? Come into the office and submit a request form, with their application, to add them to your rental agreement or as an additional occupant.

Referral credits

Do you know anyone looking to move? Refer them to Montana Crestview to receive a credit from referrals resulting in a new rental agreement. Simply ask anyone you refer to write on their application that he or she was referred by you to get the credit. Such credit is limited to one for each new rental agreement. Management will review any case in which a new tenant is being referred by multiple existing tenants.

Short Term Furnished Leasing

We have furnished units available at Crestview for shorter rental agreement terms. Please contact us for rates.

Adopting an Animal

If you are interested in adopting a new animal, contact the office first. We are more than happy to assist you and answer any questions about our animal policy. *Please note **all animals must have management approval prior to bringing them on the premises.**

Inquires

For your convenience, you may now email inquiries, questions, comments, and maintenance requests through our website: www.missoulaapartments.biz. For Maintenance after-hours contact our Resident Manager at (406)214-2986.

Online Payments

You may now pay your rent online at missoulaapartments.biz.

Payments

Please remember we only accept one payment per unit. We will not accept post dated checks or counter checks. Payments should be made in the form of personal checks, cashiers checks, money orders or credit cards.

**In case of after hours noise complaints
please contact the police
(406)523-4777**



Application Policy and Non-Discrimination Policy

We have recently revised our application and non-discrimination policy:

Once the applicant has submitted a complete application, the process will take anywhere from 24 to 72 hours depending on how quickly we can obtain third party information including but not limited to your Rental History.

Anyone over the age of 18 years is required to fill out their own application.

\$35.00 fee per application.

Copy of Photo Identification required.

Copy of ALL sources of Income required.

If you have animals, must provide vet records which state age, type, breed, weight, & up-to-date vaccination records of the animal.

Qualifying Factors:

Income

Credit Report

Criminal/Violent/Sexual Offender

Rental History References/Home ownership

Personal References

Montana Crestview welcomes all applicants and supports Fair Housing. Montana Crestview does not discriminate against a person because of marital status, sex, sexual orientation, gender identity, race, creed, religion, age, familial status, color, national origin, physically or mentally challenged persons.

Office Hours

Mon-Fri 9:00am-5:00pm

Sat (1st & Last of Month)

10:00am-2:00pm

Beginning May 1st –Sept.30th

Mon-Fri 9:00am-6:00pm

Sat 10:00am-2:00pm

Or as long as the extended
hours will be enacted.

Contact Information

(406) 327-1212

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www.missoulaapartments.biz

www.riverrockapts.com