Hi **[TenantFirstName]**,

Congratulations on your new home. We hope you have a wonderful time living at **[RentalAddress]**.

We’ve detailed some useful information in the following letter to help get you settled into your new home as quickly and smoothly as possible.

**Next Steps**

1. **Key Collection**

You can pick up the keys at [**location]** between the hours **[eg. 9-5]** on**[suggested collection date]**. If you need to arrange a time outside of this specified time please send us an email or give us a call and we will arrange a convenient time for collection.

1. **Move-in Day**

As we discussed, your lease start date and the move-in date is **[Move in day].** We want to make sure we turn it over to you in great condition so we have a set a Move-in time from **[move in time]** to allow us to have the property properly cleaned.

On the day of your move, you can park a moving truck **[location to park moving truck]**.**[Any action with the council they may need to take + link]**.

We suggest hiring professionals to help move your belongings to help the move go smoothly and reduce the likelihood of damage to your belongings during transit.

1. **Set up Utilities**

You are responsible for setting up your \_\_\_\_\_\_\_\_\_\_\_. If you haven’t already set these up here are a few options for the providers in the area:

Electricity: **[Local Utility Company]**

Gas: **[Local Utility Company]**

Cable/Internet:**[Local Utilities Company]**

….

**General Information**

**Renters Insurance**

It is well worth getting renters insurance. Whilst we have landlord insurance this does not cover your personal belongings.

We recommend [getting an instant online quote from Lemonade](https://www.lemonade.com/l/landlordstudio) who offers renters insurance from as little as $5 a month. This will protect you and your belongings in the case of injury on the property, fire, or theft.

**Paying Rent**

Rent needs to be paid on time and in full for each payment period as we have mortgage payments, bills, insurance, and other ongoing expenses to pay.

You have already paid the deposit which is the first month’s rent. Your next rent payment is due on [**RentDueDate]** and on the first of every following month ongoing as per the signed lease agreement.

Please pay rent using Apartments.com. For your convenience, it can be automatically deducted from your desired account to make the process even easier.

A late fee of 10 percent of the rent payment will be applied as per the lease agreement for each late payment.

**Maintenance Requests**

Please let us know as soon as possible if you notice anything that needs maintenance attention and we will arrange for appropriate action to be taken as promptly as possible. You can contact us by email or by calling us at …. to let us know about any maintenance requests

**Trash & Recycling**

Garbage and Recycling are picked up from**[location]**. Please be sure to place all garbage into plastic bags and the trash cans, so that rats and other pests can’t get in.

Please also be sure not to put the trash into the recycling bin.

*Recycling* – **[Collection days]**

*Garbage* – **[Collection days]**

The closest dump and recycling center, if you have extra items to dispose of is [Location].

**Parking**

There is on-street parking available. We also have an available garage space which is accessible from **[street name].**

**Additional Information:**

Check out the attached Welcome Letter for things to do and restaurants in the area!

A gift will be provided in your apartment (chocolates or wine or flowers)

**Contact Information**

Contacting me via**[preferred contact method]** is typically the best way for us to keep track of everything.

If the case of emergency you can call on: **[phone number]**

Please use this email for all other communications: **[Email Address]**

I hope you will be happy in your new home! Please do not hesitate to reach out to me.

Regards,

**[Your Name]**