

Dear Future Resident:

Future Residents of: Building/Apartment

Your move-in date is rapidly approaching! The following is information you and your roommates will need to help make your move-in a pleasant experience. **Please know this email is going to all leaseholders. Please select one person to direct questions to Prime as well as make any furniture changes.**

On move-in day, you will receive a packet with the appropriate keys for all of the leaseholders. Only one person from your group should come in to the office to pick up the move-in packet. That person will then distribute the contents to the other leaseholders. Your move-in day is **September 2nd at 10 am**. The office will only be open on this day from **9 AM to Noon; you must pick up your keys during these hours. NO EXCEPTIONS WILL BE MADE, REGARDLESS OF REASON.** If you fail to pick up your keys during the allotted time frame, you may pick them up on the next regular business day (Tuesday 9/4/18 at 9:00am). Please note that this office is closed on Labor Day in observance of the Labor Day Holiday and therefore no keys will be issued on that day.

**Payments:** Your account balance is currently **\$ BALANCE**. All payments must be received before you can move in. A move-in packet will not be made available for your apartment if the outstanding balance has not been paid. If you have a balance, you can make your payments in any one of the following methods: 1. Mail check to 721 S. Forest Ste 101 Ann Arbor, MI 48104 2. In person or 3. Online thru your TWA (Tenant Web Access) Portal available at [www.primesh.com](http://www.primesh.com). It will guide you step by step. If you have any concerns regarding your account status, please contact Prime Student Housing at (734) 761-8000, Mon. - Fri. (9 am - 5:00 pm).

**Early Move-Ins:** Early move-in dates can be arranged prior to July 13<sup>th</sup>. **Limited space is available and early move-ins are taken on a first come, first serve basis.** Some apartments may not be eligible due to in house transfers. The early move-in dates and fees are as follows:  
**August 24, 2018 @ 10:00 - \$600.00      August 28, 2018 @ 10:00 - \$450.00**  
**August 31, 2018 @ 10:00 - \$300.00**

**Electric:** Contact DTE in **ADVANCE** at **(800) 477-4747** to place the electric service in your name. Electric must be put in your name before the time of move-in. (The electric company does not have to come to your apartment; this can be handled over the phone). For each month the utilities are not in the resident's name, a \$25 administration fee will be charged to the residents account.

**Laundry cards:** Please note to utilize the laundry machines in the building each leaseholder will need to rent a laundry card through Prime. The laundry cards require a \$5.00 CASH deposit **EXACT CHANGE**. Separate funds are required to add money to your laundry card for use. If you are coming to rent a laundry card please bring **\$5.00 CASH, EXACT CHANGE!** Please note that laundry cards will be sold on move in day!

**Cable:** If you would like DIRECTV you can sign up for it by filling out the attached DIRECTV forms and returning them to S&S Broadband. If you want your receivers on move-in day, you must have your DIRECTV form returned by July 13<sup>th</sup>. Otherwise, your receivers will be issued the week following move-in. **If you have any questions, please contact S&S Broadband at 866-455-1982 & NOT DIRECTV.**

**Please note that you must arrange all utility services in advance and they must begin no later than your move-in day. This applies even if you do not take occupancy until after your designated move-in date.**

Attached is a list of the bedroom furniture requested for your apartment for the upcoming year. We urge you and your roommates to finalize any and all decisions regarding your apartment; i.e. bedroom furniture requested, move-in date, etc **ASAP**. Prime Student Housing will be **UNABLE TO ACCEPT ANY CHANGES CONCERNING YOUR APARTMENT AFTER JULY 13<sup>th</sup>**. Any changes must be **submitted in writing** no later than July 13<sup>th</sup>. Our fax number is (734) 761-8222.

Please plan ahead and make all the necessary arrangements for a smooth move-in. We look forward to your stay here with us at Prime Student Housing. If you have any questions or concerns, please call Prime Student Housing at (734) 761-8000.