

# Move-In Checklist

Please follow these steps prior to your move-in date.

## Checklist

- ClearNow Enrollment
- Utilities Set Up (Electric + Water + Gas + Electric)
- Online Tenant Portal
- Parking Pass
- Mailbox Key

## Enrolling with ClearNow for Rent Payments

Residents are asked to enroll with ClearNow and set up recurring payments for the duration of their lease. It is important that you do so ASAP to meet the enrollment deadline for your 1st month's rent at Rocamar Properties. For example, if your first month's rent is due on July 1st, the deadline to enroll is June 22nd.

You should receive an email from ClearNow with a link to the enrollment form. If you haven't yet received this email please let us know, or go to <https://www.clearnow.com/tenant.php>

Under landlord's email address, enter [info@rocamarproperties.com](mailto:info@rocamarproperties.com) and click submit. For all units, choose account **#4820**. ClearNow has excellent customer service, if you need help submitting the form, call (866) 882-5327.

Use your smartphone or computer to complete the tenant form entirely online. After you complete the form online, you just need to email a photo of their voided check, bank statement, or direct deposit form.

REMINDER: Split payments from roommates are not allowed. Rent must be paid in one payment.

## Setting Up Your Utilities

Before you move-in please contact the following services to set up your accounts:

Electric · [Nashville Electric Service](#) · 615-736-6900

Water · [Metro Water Services](#) · 615-862-4600

Gas · [Piedmont](#) · 1800-752-7504

Internet/Cable TV · [Comcast](#) · 615-244-5900 or [AT&T](#) · 844.723.0252

Our current tenants schedule for the utilities to be turned off the day they move out (the 30th of the month).

It's important that our maintenance and cleaning services have access to utilities during the turn over to get the unit ready for you.

Please be sure to contact the companies above and ask that their respective services be transferred to your name.

If the services get completely disconnected before you set up your account, they may charge you reconnect fees.

Please shoot me a note to confirm when this is done.

## **Buildium Account - Maintenance Requests & Communication**

### Online Tenant Portal

This feature allows you to:

- Submit maintenance requests online
- Download your lease agreement and other important documents
- Access an online directory of important phone numbers & much more

If you have not already received a password and instructions, please point your web browser to our home page at:

<https://rocamarproperties.managebuilding.com/Resident/apps/tenant/login>

Once there:

- Enter the email address you have on file with us into the Resident Sign In box
- Click on "Forgot your password? Request a new one"
- Enter your email address and then wait for a welcome email containing your temporary password

### Maintenance Requests

- Once you're logged on to Tenant Portal you will find a Messages tab
- To submit a maintenance request click Contact Us and complete the form.

As soon as we are notified we will assign your request to one of our maintenance staff members and/or vendors. We put all of our efforts on addressing requests promptly, that being said, please keep in mind that unless it is an emergency situation, our staff members work regular hours, from 9:00am to 5:00pm.

## Parking Pass

Please fill out the attached form and email it to Pauline Theobald at Timmons Properties:

[pthobald@timmonsprop.com](mailto:pthobald@timmonsprop.com)

Specify on the form that you are a renter / leaseholder, and that you would like to pick up the parking sticker at the office.

Include what date and time you will pick up the pass, as the office is currently closed to the public due to Covid-19.

Pauline will let the receptionist know that you will be coming and they will have everything ready to minimize exposure for all parties.

They ask that the person picking up the sticker wear a mask and keep the 6ft distance.

Make sure to do that before you move-in or park in the parking lot as your car may get booted without a pass.

In order for you to get a parking pass, please visit Timmons Properties (2 blocks from the property).

Make sure to do that before you move-in or park in the parking lot as your car may get booted without a pass.

Timmons Properties, Inc.  
2200 21<sup>st</sup> Avenue South, Suite 200  
Nashville, TN 37212  
(615) 383-1777 ext. 11

## Mailbox Key

On the occasion, previous tenants might leave the key to the mailbox at the apartment. If that is the case, it is your choice whether to continue to use that key. Otherwise, please bring a copy of your lease to the United States Postal Services (USPS).

The Acklen Postal Service is 0.2 mi from Ashley Place:

2006 Acklen Avenue, Nashville, TN, 37212-9999

- Mon-Fri 8:30am - 5:00pm
- Sat 9:00am - 12:00pm
- Sun Closed
- Lot Parking Available