

Tenant Move-In Information

200 Stanton Ave. Suite 101 • (515) 598-9000 • info@isucampustown.com

Welcome to Campustown!

We look forward to this next year with you and have put together the following information to ease your transition into your new apartment.

Any time you have any questions, you may reach us at our office at phone number **515.598.9000** or through email at **info@isucampustown.com**.

Administrative Staff:

Tobit Bowles
Property Manager

Alex Sidorowych
Assistant Property Manager

Mark Zikra
Leasing Director

Penny Thiessen
Accounting

QUICK REFERENCE

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Chelsea Cervantes, Jonny Anyaogu, Ryan Semler
Meriah Gillard, Clark Matthews.
Leasing Agents/Administrative Assistants

Maintenance:

Dave Happe
Maintenance Supervisor

Ron Thiessen
Ryan Sorenson
Bruce Cox

Resident Managers:

Austin Naggatz, Ryan O'Loughlin, Bruce Cox, Josh Kintz, Scott Byrd

Apartment Inspection Sheets:

You will find a white inspection sheet hanging on your refrigerator with our Campustown magnet. You should complete a comprehensive apartment inspection and note any pre-existing conditions on the bottom of the sheet. **The inspection must be turned into our office within ten days of taking occupancy.** Inspection sheets submitted after ten days will not be accepted.

Maintenance requests should **not** be noted on the pre-existing condition sheet hanging from your fridge, but rather called into the office or emailed to info@isucampustown.com.

Utilities:

Electricity/Water: Electricity and (if applicable) water have been transferred for your apartment, into the name of the individual responsible for security deposit (see your lease). **The City of Ames Utilities may require a deposit, to be paid with your first month's bill. To avoid this deposit, contact them at 515.239.5120 to provide credit information.**

Gas: For tenants who live in Houses, 207 Stanton, 225 Stanton, 313 Stanton, 304 Lynn, 309 Lynn, 324 Welch, and you have not already set up this bill in your name, **please contact Alliant Energy immediately to set up your service.** If you are a tenant of either 207 Stanton or 309 Lynn or if you are unsure if your apartment must pay for gas service, please contact our office to find out if your unit is responsible for paying the gas. Alliant Energy can be reached at 1.800.255.4286, or alliantenergy.com.

Internet: ICS provides Campustown with our internet service. See the attached sheet for instructions to get your computer set up.

Cable: If your apartment comes with cable service, a co-ax cable is all that is required to access the programming. If you would like to upgrade your service, or if you need to set up service in your apartment, contact Mediacom at 1.866.755.2225 or DirecTV at 515.268.4050.

Parking:

Attached to this packet are the parking permits for your apartment if you purchased a space. **This parking tag must remain in your car window at all times, affixed to the rear view mirror.**

All parking lots require a parking pass – **Be sure to park only in your assigned space. All illegally parked cars will be towed.** If you do not have a parking space, and would like one, please contact our office.

If someone is parked in your space, it is your responsibility to tow the car. You will be required to show them proof of parking. This can be done by showing them your parking permit or parking lease. **Decker's towing may be reached at 515.232.6670.**

Rent Payments:

Rent is due by 5:00 p.m. on the 1st of each month, or on the 1st business day of the month. We accept check and money orders in our office. Online payments may be made through our website using check, credit, or debit card. Please note the following:

- You may make payments in our office between 9:00 a.m. and 5:00 p.m.
 - For checks, be sure to write your building and unit number in the memo.
- We have a drop box for checks only located in the lobby of 200 Stanton Avenue.
- Online payments can be made through our secured payment site <http://amesproperties.prospectportal.com/>
 - First time users will need to click the 'Enroll now' link
 - Your date of birth is required in order to reference your account. If the online system cannot find your account, it is most likely because we do not have your date of birth on file. Please call the office at 515.598.9000 if you are having issues signing up with the online system.
 - E-check payments have the least expensive online convenience fee. In order to set up an e-check payment you will need your bank's account and routing number which can be found on your checks. If you don't have checks, you can call your bank to obtain this information
 - One time e-check payments have a \$1.70 convenience fee
 - Recurring e-check payments have a \$1.00 convenience fee
 - Credit and debit payments have the most expensive online convenience fee
 - Both credit and debit payment charge a \$2.50 convenience fee and an additional 2.95% of the transaction.
- Checks may be mailed to 200 Stanton Ave. Suite 101, Ames Iowa 50014
 - Checks sent by mail will be considered received the day after they are postmarked.

Maintenance:

Anytime anything needs fixed in your apartment, simply contact our office to put in a maintenance request – we can be reached at 515.598.9000 during business hours.

Our staff may also be reached after-hours for any maintenance emergencies. Our after-hours number is 515.509.1256.

The sooner you report the problem, the sooner and easier we are able to fix it. Please report your requests right away, before they turn into bigger issues.

Laundry:

All of our laundry facilities are coin operated and can be found at the following locations:

- 119 Stanton Ave – 3rd floor laundry room
- 200 Stanton Ave – Two washers/dryers on each floor
- 215 Stanton Ave – Ground level laundry room at front of building
- 216 Stanton Ave – Ground level laundry room on North side of building
- 225 Stanton Ave – Ground level laundry room on South side of building
- 300 Stanton Ave – Two washers/dryers on each floor
- 313 Stanton Ave – Ground level laundry on West end of building
- 303 Welch Ave – Two washers/dryers on 2nd floor.
- 304 Lynn Ave – Ground level laundry room on West side of building

If you ever have a problem with a machine, please contact our office at 515.598.9000.

Final rules, notes and tips:

- **At no time should ANYTHING be thrown or dropped off your balcony or out of your windows. Doing so leads to serious safety risks for pedestrians and property below. Anything thrown or dropped from your windows or balcony, regardless of reason, will leave the entire apartment subject to immediate fines and potential eviction.**
- Extra dumpsters can be found around the 313 Stanton, 300 Stanton, and 127 Stanton Ave properties during the week of move-in. Please carry all boxes and large garbage bags down to a dumpster. **No cardboard boxes should be put down the garbage chute.** These cause the chutes to clog. All garbage must be removed from the property to the proper receptacles - Please be courteous to your neighbors and help keep the properties clean and neat.
- Be sure you are only parking in your parking spaces, even while moving in.
- Be sure to keep all furniture and storage items at least 36” away from furnaces and water heaters. Do not store items in or in front of the furnace/water heater utility closets.
- Noisy neighbors? Locked out? Call our 24 hour resident manager at 515.509.1256.
- If you should find the police at your apartment for a noise or party complaint, be cooperative. For more information about having responsible gatherings in your apartment, contact our office.
- **Further questions? Please don't hesitate to contact our office at 515.598.9000 or via email at info@isucampustown.com. We look forward to the next year with you!**