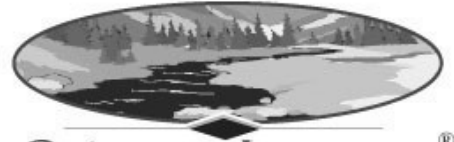




TROUT MEADOWS®



MONTANA CRESTVIEW



RIVER ROCK APARTMENTS®

# Summer Newsletter

## May — September

### Important Dates

#### May:

1st: Rent Due  
6th: Late Charges Posted  
Memorial Day-Office Closed

#### June:

1st: Rent Due  
6th: Late Charges Posted

#### July:

1st: Rent Due  
4th: Independence Day-Office Closed  
6th: Late Charges Posted

#### August:

1st: Rent Due  
6th: Late Charges Posted

#### September:

1st: Rent Due  
Labor Day-Office Closed  
6th: Late Charges Posted

### Important Notices

Visit our websites to find informational sheets and corresponding request forms for any inquiry.

Montana Crestview Apartments: [www.missoulaapartments.biz](http://www.missoulaapartments.biz)

River Rock Apartments: [www.riverrockapts.com](http://www.riverrockapts.com)

Trout Meadows Apartments: [www.bozemanapartments.biz](http://www.bozemanapartments.biz)

**Satellite dishes** are required to be mounted on poles in only approved locations if there is not line of sight from the balcony. If your dish is not properly mounted the cables will be cut and the dish will be removed by maintenance with no exceptions. Please schedule your dish to be mounted properly. Ensure that the provider contacts the office to get locations approved prior to mounting the dish.

**Balcony Storage:** The only items that should be on your back balcony are outdoor furniture, outdoor decorations and potted plants. All other personal property may no be stored on balconies. Tenant found to be in violation of this notice will receive a written warning, if items are not removed, a violation will be issued to the tenant. Items are never permitted on the front , common walk ways.

**WE REQUIRE ALL CORRESPONDENCE TO BE IN WRITTEN FORM PER OUR CLEAR COMMUNICATION OPERATING PROCEDURE.** Any and all concerns, inquiries, complaints are required to be submitted to us via email or by written note submitted to the drop box. Please review our Friendly Reminders for additional information regarding our clear communication operating procedure.

#### Office Hours

Monday-Friday 8:00 AM-4:00 PM  
BY APPOINTMENT ONLY

#### Contact Information

EMAIL: [kbridgeman@montanacrestview.com](mailto:kbridgeman@montanacrestview.com) or  
[TMLeasing@montanacrestview.com](mailto:TMLeasing@montanacrestview.com)  
WEBSITE: [missoulaapartments.biz](http://missoulaapartments.biz), [riverrockapts.com](http://riverrockapts.com),  
& [bozemanapartments.biz](http://bozemanapartments.biz)

#### Please note:

- ◆ All after-hour **emergencies** work requests should be brought to the attention of the Resident Manager:  
**Montana Crestview PH: (406)214-2986**  
**Trout Meadows PH: (406)589-7836**
- ◆ Light bulb and smoke detector battery replacements are the tenant's responsibility, please plan accordingly.
- ◆ Run exhaust fan in the bathroom during and after your shower, for as long as an hour in order to prevent condensation and moisture damage.
- ◆ Use the exhaust fan above your stove when cooking.

## Friendly Reminders

### Clear Communication Standard Operating Procedure

Electronic communication is essential for sharing property news and information with our residents. Our communication will be timely, appropriate, related to your occupancy, and always in writing. We use a range of electronic tools to communicate with our residents. If applicable, a written letter will accompany an SMS (text) message and/or an email. This takes place when the law requires it. For example, we are required to notify our residents/tenants to a change in the house rules with a written 30-day notice.

### Rent Payment

**We do not accept personal checks. You're able to pay rent through your online tenant portal by either credit or debit card (convenience fees apply) or by eCheck (free.)**

### Quiet Hours

are between 10:00p.m. and 7:00a.m.

### Parking

**If there are any unauthorized vehicles on the property they will be towed at the owner's expense and responsible for actual costs associated.** In addition, inoperable vehicles will be towed which includes but is not limited to, flat tires, expired registration, or vehicles sitting in the same spot for more than 5 days. Recreational vehicles, work vehicles, guest's vehicles and trailers are **NOT** permitted to be parked on site. Please utilize street parking for these vehicles. **YOU MUST ENSURE YOUR VEHICLE INFORMATION IS REGISTERED WITH OUR OFFICE.** Failure to do so may result in an infraction notice including actual costs associated.

### Animals

No animal sitting and/or visiting is allowed at any time. Cats and/or dogs are allowed in all buildings with references, required documents and owner approval. Please do not bring, keep, or maintain any animal on the premises except animals listed on a finalized animal addendum. For those who have authorized animals **please do not tether your animal outside on the premises on patios** or leave leashes laying in yard area as this is a rental agreement violation. If we see a leash or a tether, we will dispose of it. Animals must be under direct supervision at all times. Leashes are required at all times in the situation it's necessary to restrain.

### Exercise Facility & Hot Tub

**Pool/Spa Hours: 12PM-8PM** maintenance/weather permitting

**Gym Hours: 5AM-10PM**

Please observe the posted warnings and rules. No smoking, alcohol, food, or glass containers are allowed around pool and spa areas. No unsupervised children are permitted in the area. **Please cover the hot tub when you leave. If you are found to be in violation of the posted warnings or house rules your access for these facilities will be terminated. All guests and additional occupants must be accompanied by tenants.**

### Named Tenant/Occupant

The premises shall not be occupied by **ANY** persons other than those named as Tenants or Additional Occupants on the lease agreement. **NO** substitutions of Tenants or Occupants may occur without written notice and prior management approval. Generally we are unable to add financially responsible parties (tenant) onto an existing rental agreement. Subletting is not permitted.

### 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 animal waste baskets (these are for animal waste only, not bags of trash). Any offenses will result in a rental agreement violation, billed for actual cost associated.

## Helpful Tips

### • Adding Roommates

Want to have someone move in? Submit a request form with their application to add them to your rental agreement as an additional occupant. The request form can be found on our website which includes what is needed to process.

### • Adopting an Animal

If you are interested in adopting a new animal submit a request form along with necessary documentation. We are more than happy to assist you and answer any questions about our animal policy. **Please note, all animals require management approval including a finalized animal addendum prior to bringing them on the premises.**

### • Questions?

You can contact us via email at [kbridgetman@motnanacrestview.com](mailto:kbridgetman@motnanacrestview.com) or [TMLLeasing@montanacrestview.com](mailto:TMLLeasing@montanacrestview.com). For your convenience, you are able to submit maintenance request through your online tenant portal.

**In case of after hour noise complaint please contact the non-emergency police line.**

**Missoula non-emergency: (406)552-6300**

**Bozeman non-emergency: (406)582-2000**



### Application Policy 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.

\$50.00 fee per application.

Copy of Photo Identification required.

Copy of ALL sources of Income required.

If you have animals, you 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.