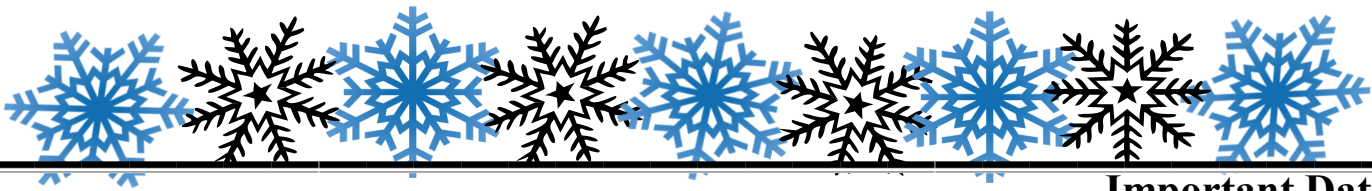




Winter Newsletter



Important Dates

<u>October:</u>	<u>November:</u>	<u>December:</u>	<u>January:</u>	<u>February:</u>	<u>March:</u>
1st: Rent Due 6th: Late Charges Posted 31st: Halloween	1st: Rent Due 6th: Late Charges Posted Thanksgiving-Office Closed Friday following Thanksgiving-Office Closed	1st: Rent Due 6th: Late Charges Posted 24th-Office Closed 25th-Office Closed	1st: Rent Due 1st: New Years Day-Office Closed 6th: Late Charges Posted	1st: Rent Due 6th: Late Charges Posted	1st: Rent Due 6th: Late Charges Posted

Heat must be kept at a minimum of 55 degrees F at all times and in all rooms throughout the winter months of October through May.

Important Notices

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.

We require all smoking be done at least 25 feet away from each building, including balconies. If smoking is witnessed or reported, **administrative time**, see Supplement G –Actual Costs Associated Summary, will be applied and **carpet cleaning** will be required.

House Rules, #2: *“No smoking in the units, inside any buildings, around pool/spa deck or within 25 feet of any entryways at any time.”*

Tenant Obligations, #6: *“Tenant shall conduct oneself and require other persons on the premises with the Tenant’s consent to conduct themselves in a manner that will not disturb neighbor’s peaceful enjoyment.”*

As we begin to enter winter, we would like to remind you of the following:

- Snow removal will be occurring throughout the day. Please ensure that all sidewalks are clear of personal items. In addition, please do not cover sidewalks with vehicle bumpers when parking or electrical cords when parking. Nothing can impede the walkways.
- All snow needs to be swept from balconies and patios to prevent water damage to the property.
- Please notify the office of any absence longer than 3 days for maintenance emergency purposes. Prior to leaving, please open all cabinets that contain plumbing to allow for heat circulation and prevent the pipes from freezing.

Office Hours

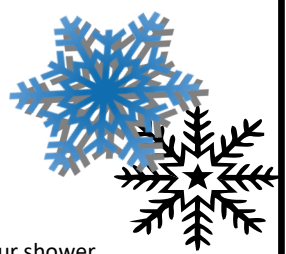
**Monday-Friday 8:00 AM-4:00 PM
BY APPOINTMENT ONLY**

Contact Information

EMAIL: kbridgeman@montanacrestview.com or
TMLeasing@motnanacrestview.com
WEBSITE: missoulaapartments.biz, riverrockapts.com &
bozemanapartments.biz

Keep in Mind:

- ◆ All after office hours **emergency** 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 replacement is a tenant 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 & moisture damage.
- ◆ Use the exhaust fan above your stove when cooking.
- ◆ Blinds must be raised at least 1” to allow air flow. NO reflective paper allowed on windows.



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 kbridgeman@motnanacrestview.com or TMLeasing@montanacrestview.com. For your convenience, you are able to submit maintenance request through your online tenant portal.



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.