



## **Move In - Frequently Asked Questions**

Below are a few of the most common questions we are asked while residents prepare for their move in. If you have a question that is not listed here, please feel free to contact your leasing agent.

### **Why is my rent prorated?**

If you are moving in on the 1st, rent is due, in full, on the day of move in. If you are moving in any day after the 1st, a prorated rent will be charged through the end of the current month. Rent will be due again on the 1st of the following month.

### **How do I sign my lease?**

As part of our *Going Green* initiative, we require that all leases be executed electronically. A separate email will be sent to you immediately following the approval of your application requesting that you log into your online account to execute your lease agreement. Your lease agreement must be signed within 7 days of your approval date, if not your reservation will be cancelled and you may lose your reservation fee.

### **How do I create an online account?**

You may create your online account by visiting [www.onewallmanagement.com](http://www.onewallmanagement.com), click on "Residents" then "Sign Up" on the bottom left. Our Resident Web Portal allows you to pay your rent online, submit work order requests and sign documents electronically. Please note that all money due at move in must be in certified funds only.

### **When I try to create an online account, I am asked for my account number.**

#### **Where can I find this?**

Please email your leasing agent directly and s/he will send you your account number.

### **I am only able to sign some of the pages of the lease agreement. Is this enough?**

All signature and initial boxes must be filled out and signed. You cannot receive keys to your apartment home unless you sign all required pages of the lease.

### **Is Renter's Insurance mandatory?**

Renter's Insurance is mandatory for all residents. You must provide proof of insurance before you receive your keys. Please email proof of insurance to your leasing agent.

### **When I try to sign up for Lemonade Renters Insurance, it won't accept my credit/debit card. What should I do?**

Lemonade is a third-party insurance provider and any issues you may have should be addressed with them directly. You are not required to purchase Renters Insurance from Lemonade and can reach out to other insurance providers.

### **When I receive my quote from Lemonade, it shows \$20-\$30/month.**

#### **I thought it was only \$5/month.**

Your renters insurance cost is based on many factors, including the type of coverage you have. During your quote process with Lemonade, you can increase or reduce your coverage using the plus and minus

buttons. This will directly impact your monthly cost. Keep in mind that you must have a minimum of \$100,000 in Personal Liability Coverage.

**When I call the utility service company the representative asks for my meter number. Where can I find this?**

We do not provide meter numbers. Please email your leasing agent and s/he will send you information that will allow utility service company to locate the account and meter number.

**When I call the utility service company, I am told that the previous resident had a high balance so I need to provide a lease agreement for an account to be created for me.**

You can print your lease after you have signed it online and provide it to utility service company. Please have this done a few days before your move in. Your utilities must be set up before you can receive keys.

**I set up my utility service account, purchased renter's insurance, and signed my lease. What else do I have to do?**

You are good to go! Please be sure to email a copy of your Renter's Insurance policy and your account number given by the utility service company to your leasing agent. We will need this information before you can receive keys.

**Where/When do I pick up keys?**

Please coordinate a time on your move in date to meet with your leasing agent during the normal business hours to handle all details related to your move.

**I don't have time to pick up keys on my move in date. Can someone else pick them up for me?**

Yes, please let your leasing agent know. We will send you a Key Release Form that you must complete and return back to us. Keep in mind that if you have any remaining balance or outstanding items, this individual must bring those items with them in order to receive keys. Please notify your leasing agent if you need to arrange your key pick up at a later date.

**I will not have the remaining balance by the move in date. Can I still move in?**

No. All new residents must pay the full security deposit, first month's rent, and any other fees before receiving keys. If you do not pay your balance in full by your move in date, your move in will be cancelled and your apartment will no longer be reserved for you. Any deposit you may have paid to Tacony Crossing will not be refunded.

**I want to cancel my move in. Can I have my security deposit back?**

No. Your security deposit is non-refundable if you decide to cancel your move in.