

Notice of Move In – Important Information

Dear Resident:

Your move in day is approaching and we need to be sure that you are aware of everything that will be happening on that day!

Move-in day can be hectic so we want to try and take away as much stress as possible. We offer Fast Pass move-in options for your convenience. In order to qualify for this option, **you must have a completed file and must make sure that your initial monthly installment/other charges are paid at least 2 weeks prior to move-in.** Should you not qualify for a fast pass, you will likely have to wait in line to complete the check-in process to receive keys.

- For details about the move-in schedule, please refer to the [Move-In Procedures](#). We also encourage you to review the [Move-In Map](#) for details about where to go/park, etc.
- Completed files include the following as applicable:
 - Proof of utilities (power/water) being placed into resident name, if applicable. Please refer to the [Utility Info Document](#) for specifics steps you will need to take.
 - We also require that all residents have liability insurance coverage. Please review [Insurance Coverage Information](#) for detail on how you can satisfy this requirement.
 - Monthly installments may be paid online through our Resident portal with an echeck, eMoney Order, or a debit/credit card (fees apply). Please view info about our [Mobile App](#). You may also pay via check in the office or via mail.
 - Animal Registration – all residents must complete the pet profile even if you do not have a pet. Please review the [Pet Screening Flyer](#).
 - **IN ORDER TO RECEIVE YOUR KEYS ON MOVE-IN DAY, YOU MUST PROVIDE PROOF THAT YOU'VE SUCCESSFULLY SIGNED UP FOR UTILITY BILLING, HAVE ALL LEASE PAPERWORK COMPLETED AND APPROVED, AND ALL UP-FRONT FEES & FIRST MONTH'S MONTHLY INSTALLMENT MUST BE PAID IN FULL. WE RECOMMEND COMPLETING ALL OF THIS PRIOR TO YOUR MOVE-IN DAY.**
- When you move in, we will issue you key(s), passes, and any codes required to access the amenities, your home, and bedroom. You will also be provided with a move-in inspection report (either electronically or on paper). You will have **48** business hours to return the inspection report to our office. Any damages listed on the inspection **will not** be charged to your account at the end of your contract term (per management's acceptance).
- Prior to your move-in, we recommend that you reach out to your future roommates to coordinate who will be bringing what to your new home. Here is a list of what is provided and [What You Need](#) to bring with you. Whether you are moving in with friends or making new ones through our Roommate Matching program, living with someone can be an adjustment. We encourage you to review these [Tips for Getting Along With Your Roommate](#) ahead of time and as a group.

- Lastly, to keep you connected with your campus, we have collected [University Resources](#) that students are known to utilize during the academic year.

We can't wait to see you on Move-In Day! If you have any questions, please let us know.

Sincerely,

The Standard at Knoxville Management

MOVE IN PROCEDURES

Your move in day is approaching and we need to be sure that you are aware of everything that will be happening on that day! Your contract begins on **08/15/2020**. Unfortunately, the move in day listed above is the earliest that the unit will be available for move in.

What to Expect on the Move-In Day:

- Please arrive at The Standard at Knoxville no earlier than 10am. When you arrive, please park in the designated parking garages. To make the move-in process as smooth as possible, we have created time blocks for your arrival. The time blocks are based on your unit number. Please see below.

TIME	FLOOR
10:00am-11:00am	8 th + 7 th Floors
11:00am-12:00pm	6 th Floor
12:00pm-1:00pm	5 th Floor
1:00pm-2:00pm	4 th Floor
2:00pm-3:00pm	3 rd Floor
4:00pm-5:00pm	2 nd + 1 st Floors

- On move-in day, we will verify that the full month's installment, fees, and any outstanding paperwork is complete before giving out keys. Keep in mind we will only accept certified checks, no cash nor money orders. If you pay online before you come, please bring a copy of the online confirmation. Please note that your first month's installment is due no later than 08/01/2020. Please be sure all fees and your 1st month's installment are paid on time as it will ensure your unit is secure and you are ready for move in day.
- Resident is responsible for the following utilities: Water and Electric. See utility info page for steps you must take prior to move in.
- When you move in, we will issue you key(s), passes, and any codes required to access the amenities, your home, and bedroom. Our staff will provide you with the electronic move-in inspection report. You will have 48 business hours to submit the inspection report online. Any damages listed on an inspection will not be charged to your account at the end of your contract.

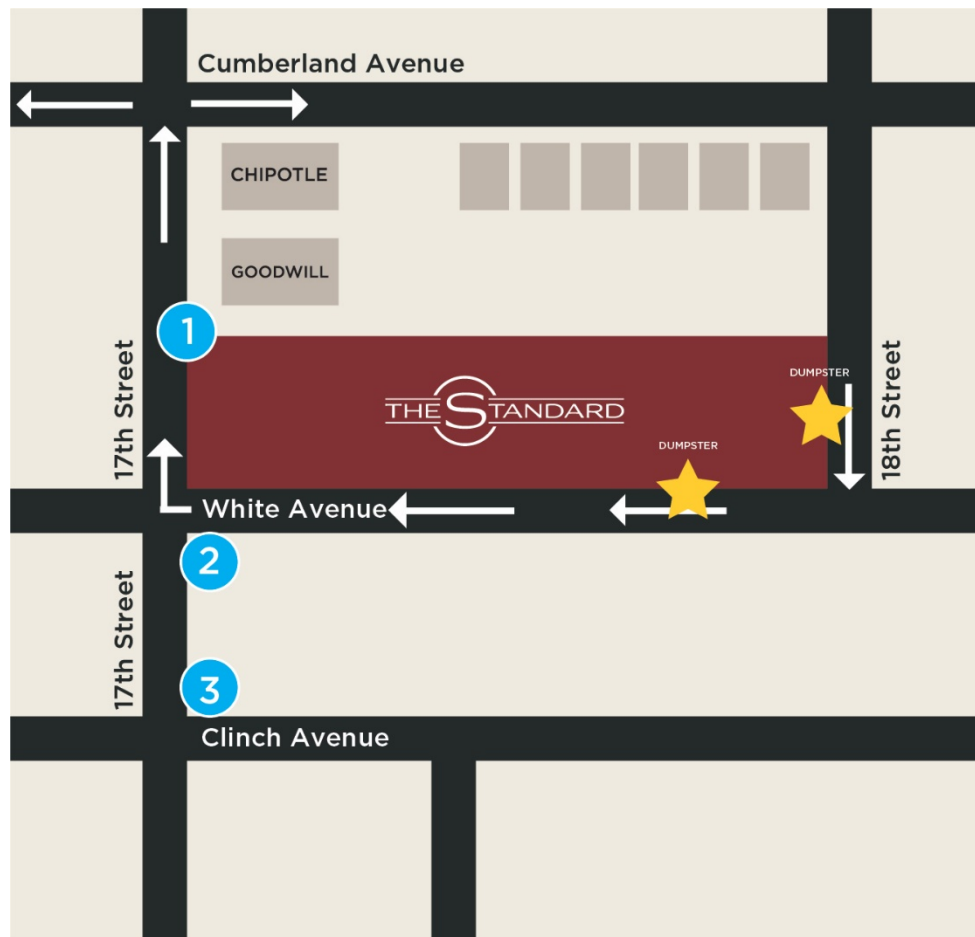
If you have any questions about missing paperwork, amount you owe, etc., please contact our office at 865-444-2150 or info@thestandardatknoxville.com.

MOVE IN MAP

Welcome to The Standard at Knoxville – We are pleased that you chose our community for your new home! Now that the Fall Semester is right around the corner, we are finalizing preparations for The Standard at Knoxville 2020 Move-in Day. It is our goal to make sure your move-in process is as seamless and enjoyable as possible.

Below you will see the move-in process mapped out in stages.

1. Make a right turn between the Standard and Goodwill – there are 3 garages along this side of the building for open first-come first-serve parking. Please only park in 1-hour increments.
2. Public parking is located on White Avenue.
3. Public parking is located on Clinch Avenue.



UTILITY INFO



Receive only your portion of the utility bills



Get notifications about your utility bills



Pay one monthly bill for all of your utilities



Manage your utilities online or through our app

Utility management made simple. ✓

What's Next?



Look out for an email from simplebills with your login info.



Go to simplebills.com and sign in with your username and temporary password.



Finish your simplebills application before moving in!



Sit back and relax! simplebills will notify you when your first bill is ready.



✉ info@simplebills.com

🌐 www.simplebills.com

☎ 254.230.0199



Arthur J. Gallagher & Co.

Protect Your Valuables
**LANDMARK PERSONAL PROPERTY
DAMAGE PROTECTION PLAN**

PROGRAM HIGHLIGHTS

With only a \$25 deductible and \$6.50 per month, coverage includes:

COVERED PROPERTY

\$4,000 Limit

Electronics (iPod, iPad, etc.)
Cell Phone
Computer/Laptop
Text Books
Clothes

\$2,000 Limit

Bikes
Jewelry
Musical Instruments

NOT COVERED PROPERTY

Money, cash, checks, tickets,
motorized vehicles and their
accessories, manuscripts, mechanical
drawings, items made primarily of
glass, and any illegal property is not
covered under this plan.

COVERAGE TERRITORY

Whether you are on campus, off-campus, or studying abroad, our student policy has you covered.

COVERAGE SCOPE

Covers most causes of property loss including accidental damage and theft. If you have a total loss of an item, coverage will pay you for a new item of like quality for each of the items, no matter how old they are. There are certain types of damage not covered such as: normal wear and tear, scratching or cosmetic damage, extremes of temperature, insect/rodent/animal damage, mysterious or unexplained loss or disappearance is not covered.

ELIGIBILITY

This plan is designed for all residents.

Designed specifically for Landmark Residents, the cost (\$6.50/month in addition to rent) for this insurance protection is automatically included in your lease. Any descriptions of the program are abbreviated and are subject to the terms, conditions and exclusions of the actual program language, which can be obtained by contacting Arthur J. Gallagher at 888.411.4911 or visit this website, www.collegestudentinsurance.com/partner_landmark.aspx. To file a claim, please visit the listed website. The policy number is pfpm-hxcy and the password is Landmark1.



Satisfy Your Lease Requirement **LANDMARK LIABILITY PROTECTION PLAN**

PROGRAM HIGHLIGHTS

With a \$0 deductible and \$9.50 per month, this plan will satisfy your lease requirement and includes:

COVERAGE

\$100,000 Limit of Liability

Damage to occupied premises caused by fire, smoke, water damage, and explosion.

Cost of defense are also included in the policy limit.

Bodily injury to third parties arising out of acts of negligence.

Medical payments limit \$1,000 to injured third party.

ELIGIBILITY

This plan is designed for all residents.

COVERAGE SCOPE

Covers all individual rental properties at named locations. In the event that Resident fails to deliver written proof of liability coverage, Resident will be automatically enrolled in a service program through Arthur J. Gallagher.

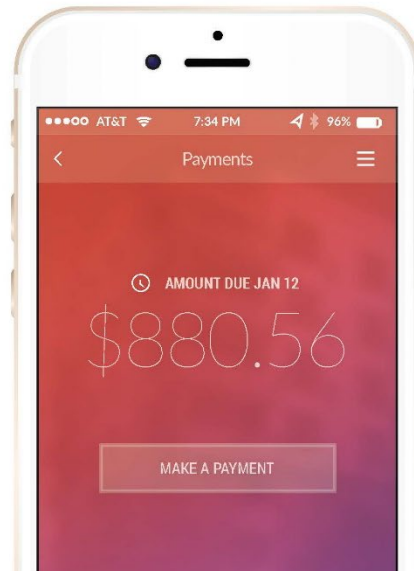
Designed specifically for Landmark Residents, the cost (\$9.50/month in addition to rent) for this insurance protection is automatically included in your lease. Any descriptions of the program are abbreviated and are subject to the terms, conditions and exclusions of the actual program language, which can be obtained by contacting Arthur J. Gallagher at 888.411.4911 or visit this website, www.collegestudentinsurance.com/partner_landmark.aspx.

MOBILE APP



Don't let paying rent slow you down!

One new app - ResidentPortal Mobile - can reduce the time and effort it takes to pay rent, submit maintenance orders, or reach out to our property management team!



Download ResidentPortal Mobile from the App Store today!



Voice Pay

Pay rent faster by searching 'Pay My Rent' in Spotlight Search to go directly to the app's payment screen.



Contact Property

Contact our property management team directly from the app. If our office is closed, your call will automatically forward to the appropriate after-hours number.



One-Tap Pay

Pay rent with a single tap on your smartphone.



Maintenance Requests

Submit and track maintenance requests anytime, anywhere. Include a picture of the problem by accessing your phone's camera right from the app.



Rent Notify

Receive push notifications monthly reminding you to pay your rent.



Messages

Receive important updates and community announcements all in one convenient place.



Photo Pay

Take a picture of your check or card using your phone's camera to pay your rent.



And Much More!

PET POLICY



We encourage healthy and responsible pet interactions for all residents, and we strive to create a community that welcomes everyone and ensures a pet-responsible environment. We use a third-party pet application service that is simple and secure while storing your pet's information in one place.

This service makes it easy for Pet/Animal Owners to share their animal records with their Housing Provider, pet groomers, doggy daycares, dog walkers, pet sitters, vets, pet friendly hotels, and more.

PRICING

- \$20 for an individual Pet Profile
- No charge (\$0) for an Assistance Animal Accommodation Request
- No charge (\$0) for a No-Pet profile

All profiles are active for one year upon completion.

HOW TO MAKE A PROFILE

Note: Individuals without pets must complete the online affidavit, while Pet/Animal Owners should gather the following to start:

- Vaccination Records
- Microchip Information
- Photos of Your Pet

1. Visit this link:

<https://thestandardatknoxville.petscreening.com/>

2. Review the policies and click the 'Start Here' button for No Pets, Household Pets, or Assistance Animals.

3. Enter your contact information, read and accept the Terms of Service, and click 'Create Profile'.

3. **Pet/Animal Profile:** Click on each section within the pet profile to enter details, upload photos and attach documents.

No Pet/Animal Profile: Complete the affidavit questionnaire.

4. **Pet Profile:** Click 'Proceed to Payment' at the top of the profile, enter payment details and submit.

Animal Profile: Click 'Submit for Review' at the top of the profile.

No Pet/Animal Profile: Click 'Finish' at the top of the profile.

5. Your active profile will be shared automatically with your housing provider.

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WHAT YOU NEED

We know this process can be a bit overwhelming so we want to make it as easy as possible. Below you will find information about what is included in your unit and what you will need to bring with you. Be sure to let us know if you have any questions. Be sure to coordinate with your roommates on some of these items so that you don't duplicate.

Your Unit is equipped with the following items:

- Refrigerator
- Stovetop/Oven
- Microwave
- Light fixtures
- Towel Rods in the bathrooms
- Toilet Paper Dispensers in the bathrooms
- Blinds on all windows/patio door
- Bar Stools

If you have contracted a fully furnished unit, your furniture package includes:

- Couch
- End Table
- Entertainment Center
- Coffee Table
- 40" Smart TV
- Full-size bed
- Dresser
- Desk
- Desk Chair
- Nightstand

We recommend that you bring the following items:

- Shower curtain
- Bedding – this means sheets, pillows and blankets
- Towels
- Plates, bowls, pots, pans, and other kitchen necessities
- Toiletries
- Vacuum
- Broom and dust pan
- Trash Can
- Mop
- Cleaning supplies

10 TIPS FOR GETTING ALONG WITH YOUR ROOMMATES

1. Get to know each other.

You're going to be spending a lot of time with your roommate(s) and he or she is your first opportunity to make a new friend at The Standard at Knoxville. Take the time to ask and answer questions -- about family, hobbies, academic interests, etc. Who is this person? Some questions you can ask:

- My birthday is...
- The kinds of food I like to eat are...
- The things I do for fun are...
- What I like to do for exercise is...
- Some things I spend my money on...
- Some things about my family are...
- My major is (or may be)...
- Some things about my hometown/high school are...
- The way I feel about dating is...

2. Communicate.

Open and honest communication is key in building a positive and successful relationship. Take some time and talk to each other and let your roommate(s) know what is important to you. Talk about how you would like for all of you to communicate with each other and how you talk to others when there is a problem or conflict. Living together can be stressful and knowing how the other person operates means that you can resolve conflicts before they grow too large. Healthy relationships take work. Some issues you may wish to discuss include:

- The way I feel about loaning things is...
- The way I would like to decorate our apartment is...
- If something I do upsets you, you would...
- When I am unhappy or mad, I...

3. Be open and friendly.

Remember that all of you may be anxious and concerned about living with new people. Your roommate(s) may be experiencing the same issues and concerns that you are and may be under the same pressures. Talk to each other about what is important to you and things that may affect your relationship as roommates.

4. Define "neat."

Whether you're a neat freak or a slob, you have other people's feelings to consider. With a little give and take, you can each adjust accordingly and make your environment comfortable. You need to make sure that you all (1) agree to how you are going to keep the cottage, and (2) what you are going to do if one of you is not living up to your agreement.

5. Discuss visitation hours.

Talk about when it's okay and when it's not okay to have visitors in the apartment. Also discuss how often you all plan to have people over. Do you want your apartment to be a social center or a refuge from the crowds? How about opposite gender guests? When are they allowed in the apartment? Do you think you might have overnight guests? What are the rules for them?

- I would like to avoid having guests over at these times...
- If I feel that a visitor(s) overstays his/her welcome, we would handle it by...
- The way I feel about your friends using my things is...
- The way I feel about having people in the apartment when I am trying to study is...

6. Find an activity you can share.

There's nothing like having something in common to care and talk about. Do you both plan to go to the gym a lot? Maybe you can be workout partners. Perhaps you both enjoy a particular type of film, music, art, or hobby? Do you plan to join any clubs or student organizations? While you will not be spending all your time with your roommate(s), it doesn't mean you can't do some things together.

7. What about study times and habits?

Talk about how you prepare for classes and tests. Do you study in the apartment or in another place like the library, a study room, the student center? If you plan on doing most of your work in your cottage, talk about scheduling times so that you all can have quiet time. Let your roommate(s) know when you have a big test or assignment coming up so that he or she can give you space and quiet time.

8. Give each other space.

Togetherness is great, but too much of a good thing, sometimes that's not so great. You and your roommate(s) need time alone or with other friends. If that is not happening naturally, talk about it.

9. Are you okay with sharing?

Just because you are sharing an apartment, doesn't mean you may want to share other. Talk about what you want to share and what you want of your own. Can you share clothes, CDs, appliances, food, etc.? Setting these boundaries early can avoid later conflicts.

10. Pet peeves & personal habits.

What is a big pet peeve for you? What is something that really bothers you? How do you deal with conflict? Do you yell, get quiet, nurse a grudge? You have the chance to talk in advance before you establish a relationship with these people – USE IT!

- The way I feel about loaning things is...
- The way I react when I am stressed out is...
- When I'm depressed I...
- Something that cheers me up when I am down is...
- I usually let people know I am angry by...
- I become easily annoyed by...

The University of Tennessee at Knoxville Contacts

Greek Life ~ (865) 974-2236 / Email: greeklife@utk.edu / Student Union Suite 193

Health Center ~ (865) 974-3648 / Website: <https://studenthealth.utk.edu/> / 1800 Volunteer Blvd.

Parking Services ~ (865) 974-6031 / Email : parking@utk.edu / Circle Park Information Booth

Bookstore ~ (865) 946-7467 / Email : volshop@utk.edu / Student Union

Office of Financial Aid ~ (865) 974-1111 / Email: onestop@utk.edu / Hodges Library Ground Floor

Career Center ~ (865) 974-5435 / Email: career@utk.edu / Student Union Level 2

Disability Resource Center ~ (865) 974-6087 /Email: sds.@utk.edu / 100 Dunford Hall

Counseling Services ~ (865) 974-2196 / Website: counselingcenter@utk.edu / Student Health Building 2nd Floor

Dean of Students ~ (865) 974-3179 / Email: dos@utk.edu / Student Union Suite 383

Campus Event Calendar ~ <https://calendar.utk.edu/>