

# PMI

## Resident Handbook

### Contact:

Our primary contact with you will be via email. Please make sure that we have an accurate email address on file. Please update us with any changes to your email address during your stay with us. You can reach us at [statecollege@rentpmi.com](mailto:statecollege@rentpmi.com)

You can also stop by our leasing office at 317 East Beaver Ave. OR call us at 814-278-7700

### Emergency:

Emergencies can arise and it is good to be prepared. When you move into your new place, please familiarize yourself with the location of the fire extinguisher as well as the building emergency exits. Check your smoke and carbon monoxide detectors to be sure they are showing a green light.

If you ever find yourself in an emergency, **DIAL 911 IMMEDIATELY.**

### Move in:

You will receive move in information from PMI when you pick up your keys. This will include your move in checklist, and information from the Borough/Townships. Should you have any questions about the information that you receive, please contact our office right away. We are here to help.

### Paying Rent:

Paying rent on your resident portal is the most convenient way to pay your rent. You have the option to set up autopayments or you can log in monthly to make your payment on the first of each month.

You can also mail a check or money order to our office.

### Maintenance:

Maintenance requests can be submitted through your resident portal, or you can call them in to the leasing office.

Please refer to your lease to identify your responsibilities for general maintenance items. Routine Maintenance and normal wear and tear maintenance items are not charged to the resident. Repairs required due to damages caused by negligence of the resident, or their guests are the responsibility of the resident.

### Helpful Maintenance Tips:

- 1) Smoke Detector beeping every few minutes - Battery likely needs to be replaced.
- 2) Light not working - Make sure the wall switch is turned on, check the breakers, or try replacing the bulb.
- 3) No Electricity/ Outage - Check the breakers - They usually show red if they need to be reset. You can also call the power company (West Penn) to check and see if there is a power outage in the area at 1-800-686-0021.
- 4) Clogged sink/tub drain or toilet - try plunging first. (PMI does not provide plungers – to avoid possible maintenance charges, we highly recommend purchasing one.) DO NOT FLUSH WIPES DOWN THE TOILET. Even wipes sold as “flushable” are not able to breakdown properly and can clog the toilet/plumbing. This can result in a maintenance charge to you.
- 5) Drains – Do not pour grease, eggshells, food, or other items down the drains that can clog or damage the plumbing. This can result in a maintenance charge to you.

**Lock Outs:**

During Regular business hours, you may come to the office and sign out a key to borrow. (if one is available) You must return that key or you will be charged for the cost of the key. If the lockout occurs afterhours, you will be charged for that service, up to \$150. (cost subject to change)

**Move Out:**

As it gets close to the end of your lease term, we will send you information regarding move out requirements. You will also need to make sure that you fill out a "surrender of possession" form. You will have the choice to be present during the move out inspection. Our inspection will note anything that needs to be done to get the rental ready for the next resident. Please note, our inspectors cannot give you estimates of those costs at the time of the inspection. The inspection, cleaning/maintenance and security deposit accounting is completed within 30 days of the end of your lease term.

Thank you for choosing PMI for your Rental Housing. We are so happy to have you as our resident. – PMI Staff.