



## Move In Information

**You must have a signed lease and paid the security deposit in full before securing any rental property with Peak Property Management. Refer to the terms in your lease regarding requirements and terms for security deposit payment.**

**Your entire ledger balance must be paid in full before access to the rental property will be granted. Access will never be granted before the lease-start date.**

To ensure a smooth move in, please review the following:

### Tenant Handbook

Our Tenant Handbook will cover the following information:

- **Utility Set Up** Information and Policies (Citizen Home Solutions)
  - Utilities must be set up before the lease start date.
- **Move In Inspection** Information and Policies
  - Our team will send a Tenant Move-In Inspection PDF document via email.
  - The Move-In Inspection report should be returned to Peak Property Management within 72 hours of the start of the lease.
- **Insurance Guidelines** and Policies, to Include the Benefits Package
  - If available, the benefits package will likely have your insurance needs covered, but please read your lease and our Tenant handbook for more information.
  - If you have your own insurance that meets or exceeds the requirements in the lease, we can reduce your benefits package to exclude insurance. This is only done after Tenant provides proof of insurance (COI) showing Kanawha Management LLC dba Peak Property Manager as additional interest.
- **General Guidelines** for Move In, Renting, and Move Out.

To access the most recent Tenant Handbook, visit [www.joinpeakpm.com](http://www.joinpeakpm.com) and click the “Tenants” tab to find the Tenant Resources page. The handbook will be listed.

### Property Visits After Lease Signing:

Frequently we receive requests to visit the property before move-in. We can accommodate these requests during business hours, however, a fee of \$195.00 will apply per one hour appointment.

### Rapid Move-In Before Lease Start Date or Availability Date:

Now and then we will have a unit available in advance of move-in and a Tenant may desire to move in early. If you’d like to move in earlier than the availability date or the signed lease start date, we may allow a “rapid move in” for a one-time payment of \$295.00. This covers the cost of expediting turnover work, amending the lease, and moving you in sooner at your request.



## Move In Information

### Animals:

**Animal Policy:** Visit [www.joinpeakpm.com](http://www.joinpeakpm.com) and click the “Tenants” tab to find the Tenant Resources page. The latest Animal Policy will be listed.

**Animal Screening Link:** <https://joinpeakpm.petscreening.com>

- Please remember to have your animals screened as soon as possible after signing your lease to have the opportunity to reduce your monthly animal rent.

### Key Pick-Up:

Key pick up will be arranged within 1 week of move-in. Keys will either be picked up from the office, or the Tenant will be given a code to retrieve keys from a lockbox on site, depending on the rental unit. In the unlikely event that you are moving in within 1 week and have not had your key pick up scheduled, please contact [leasing@joinpeakpm.com](mailto:leasing@joinpeakpm.com). Please remember, you must pay your ledger balance in full before access is granted.

We look forward to having you!

Best,

The Peak Property Management Team  
[leasing@joinpeakpm.com](mailto:leasing@joinpeakpm.com)  
804-372-3272

Mailing:  
PO Box 11285  
Richmond, VA 23230

Office:  
4900 Augusta Ave #101  
Richmond, VA 23230  
**(By Appointment Only)**