



Move In Procedure

IMPORTANT INFO ABOUT YOUR MOVE IN SATURDAY, August 17th, 2019

The big day is almost here! We know everyone is getting excited and our staff is no exception, we can't wait for you all to get settled into your new home.

MOVE IN TIMES:

To make the move-in process as smooth as possible, we have created time blocks for your arrival. The time blocks are assigned based on your unit number.

TIME	COTTAGES
9:00AM - 10:30AM	3-14
10:30AM - 12:00PM	15-30
12:00PM - 1:30PM	31-45
1:30PM - 3:00PM	46-60
3:00PM - 4:30PM	61-73

If you arrive past 6:00pm, please visit us on Sunday August 18th. Regular office hours on Sunday are from 1:00 pm to 5:00 pm, however on August 18th our office will open from 11:00 am-5:00pm to assist you with your move in. Everyone who arrives on Sunday will check in at the clubhouse to receive your key.

FAST PASS & MOVE IN: We will offer a Fast Pass drive-thru move-in for everyone. To be eligible for Fast Pass, you must have completed all items on your move-in checklist. Please see page 2 with specific details on items required for fast pass. Additionally, you can view the move-in checklist by logging onto your resident portal.

KEY PICK UP: The only person(s) permitted to pick up keys will be the primary resident who is listed on the Housing Contract. That person must be present and have a valid photo ID to present upon arrival. **A guarantor may pick up a key for the resident, only when The Retreat Denton receives an email from the resident stating that the guarantor may pick up the key. The email must be from the resident's student email address. Also the guarantor must provide a government issued ID that matches the name listed in the email.**

SETTING UP UTILITY SERVICE: Simple Bills will handle all billing for electric and water service. You will receive an email from Simple Bills containing your username and temporary password. Once your account with Simple Bills is confirmed, you will receive a confirmation code to enter into your move-in checklist (found in resident portal). There is a one-time set up fee of \$60.

ROOMMATES & UNIT ASSIGNMENT: If you are unsure or have questions about your roommates or unit assignment, please don't hesitate to contact our office.

MOVE-IN DAY PROCEDURE: Whether you are moving in with a Fast Pass or without, every resident will follow the same route to The Retreat on move-in day. The difference being that Fast Pass holders will receive keys without getting out of their vehicle. Non-Fast Pass residents will need to park and see a staff member in the leasing office before receiving their keys.

The Retreat's address is 155 Precision Drive Denton, TX 76207

Fast Pass Residents: Once you enter the property, follow the Fast Pass Signs that direct you to the Fast Pass Station. You will simply need to provide your government issued ID to the team member working and they will provide your key.

Non-Fast Pass Residents: Please park your vehicle at your cottage and proceed to the clubhouse to check in. Once you enter the clubhouse, you will see stations labeled by the first letter of your last name. Please proceed to the respective station. You will need a government issued ID, and the staff member will inform you of tasks you need to complete in order to receive your key. We want you to have an incredible move in day experience so please call our office at 817-997-4136 if you have any questions about the above information.

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What is Fast Pass Move in & How Do I Qualify?

The Retreat will be providing a Fast Pass line to enhance your overall move in day experience. The Fast Pass system is available to all residents that have a 100% completed Resident File. A 100% completed file means that you have completed all of the below items and are all set to grab & go on move-in! This means you will have a minimal wait for receiving keys for your new home.

To qualify for a Fast Pass move in you must meet the following criteria:

- Your first installment must be paid in full, as well as any outstanding deposit balance or additional fees (Pet registration, insurance, application fees, administration fee, and security deposit etc.) On or before 5pm on August 02, 2019. NO EXCEPTIONS!
 - Your first installment can be paid one of the following ways:
 - Download the Resident Portal app and pay via e-check or card (You can also do this online on a web browser via our website www.retreatdenton.com)
 - Submit physical payment (personal check or certified funds) to the office in person or by mail.
 - Contact the office for your MoneyGram account info and submit payment at a MoneyGram location
- You must set up your resident account with Simple bills no later than August 02, 2019 and submit your Confirmation code to the office.
 - Please refer to the email you received from Simplebills to complete this process.
 - You will need your cottage number to complete this registration. Your new address will be sent to you in order for you to complete your registration by 08.02.2019.
 - Once you have registered for Simplebills, they will provide you with an account confirmation code. Please submit that code via your resident portal. The link below allows you to access the resident portal.

https://theretreatatdenton.residentportal.com/resident_portal/?module=authentication&action=view_login

- If you are bringing an animal, you must have the animal registration & all fees paid/completed by August 02, 2019.
 - A copy of the animal registration form is at the end of this packet. Please print and have this legibly filled out by August 2nd, 2019.
 - If your animal is classified as a Support/Companion Animal, complete the second form by August 2nd, 2019.
 - In order to have an animal on property they must be registered and approved by management. Items needed to register your animal:
 - Up to date shot records
 - Clear and colored picture of the animal
 - One time \$300 Animal Fee
 - Breed restrictions do apply. Inquire with the office for more information if you feel that your breed may be in question
 - All animals must be registered PRIOR to them living on property, as this will be the policy, per the Housing Contract, for the entire contract term.
- **Your Housing Contract must be 100% complete and ready for move in. This means both you AND your guarantor have signed your contract documents and your contract has been approved.**
 - Please check your resident portal to ensure all necessary documents are signed and completed.

All of the items listed above must be turned in together to our office by August 02, 2019 to qualify for Fast Pass.

IMPORTANT NOTE: In order for anyone to pick up keys for move in, all of the above items must be completed. Keys will not be distributed until all of the above action items are taken care of; therefore, we suggest making the process easier by completing these items by the listed date, so that you are approved for fast pass.

If you have any questions regarding your move-in, please contact the office.