



Welcome Home to  
The Cook House

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# A Move In Inspection and any Move In Maintenance Service Issues must be submitted within 5 Days

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## 1. Move In Maintenance Service Issues

We do our very best to provide you with a clean and repaired apartment, however we may have overlooked something. If you need to request maintenance service, please follow these instructions:

- Go to **winklerorganization.com** and login to your Tenant Web Access portal by clicking the **Resident Login** tab.
  - This is the same login you created to pay your Administrative Fee during leasing
- Once you are logged in to your Tenant Web Access portal, open the **Service Issues** tab and click **Add Service Issue**.
- Select a **Service Issue Category** and write a brief **Description** of your maintenance request (be sure to specify which area/room of the apartment) in the space provided.
- Click **Add Service Issue** to submit. You may monitor the status of your Service Issues at any time on your Tenant Web Access portal.
- **Please call the Winkler Office or Emergency Phone Line for any emergency items**
  - The Winkler Organization office (Monday - Friday 8:30-5:00 pm): **828-262-3431**
  - Emergency Phone Line (24/7): **828-406-9961**

**NOTE: Any damages or maintenance items that you submit a Maintenance Service Issue for must also be documented in your Move In Inspection Form (see below).**

## 2. Move In Inspection

**We require that every tenant submit a Move In Inspection. You may visit our website or scan the QR code below to submit your Move-In Inspection.**

The Move-In Inspection Form lists all the items in your unit including all furnishings and/or appliances. Do a walk-thru of your entire unit and carefully note the condition of each item listed. This form is very important as it gives us a record of the condition of the unit when you move in and could affect your security deposit settlement. **Note that the Move In Inspection is used for documentation purposes only. You must submit a Maintenance Service Issue if maintenance action is requested.**

Be sure to enter the name of your Property, Unit Number and Bedroom Letter on the form. You are on an individual lease and are held solely responsible for your Bedroom and Bathroom, and jointly responsible for the Common Areas. Refer to the letters posted above each bedroom door in order to identify your bedroom.

This form must be submitted to our office within 5 days of your Move-In. It is important that you include your cell phone number and email address at the end of the form so that we can contact you if necessary. You will also be required to enter your Driver License number to confirm identity. In the meantime, settle in and enjoy your new home!

**NOTE: If you do not submit a Move-In Inspection or if any items are left blank or unchecked on the Inspection, it will be considered in 'OK' condition, and recorded as such.**

**Move In Inspection:** <http://winklerorganization.com/inspection/>



# Maintenance Work Orders During Residency

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## **EMERGENCIES**

If you have an emergency such as: **A Fire, Gas Leak, Flooding, No Water, No Heat, or No Refrigeration**

Please **immediately** call the Winkler Organization Emergency phone line at: **828.406.9961**

## **ALL OTHER MAINTENANCE REQUESTS CAN BE PROCESSED ONE OF TWO WAYS:**

1. From the Website: <http://winklerorganization.com/help/> and log in to your Resident Login.
2. Call the office: **828-262-3431**. Please leave a voicemail if your call is after office hours. Make sure to provide the following information:
  - a. your name
  - b. property name
  - c. unit number
  - d. bedroom or area of problem
  - e. Detailed description of the problem

## **A FEW HELPFUL TIPS AS A WINKLER TENANT:**

- If your toilet is overflowing, immediately turn off the toilet water supply. The toilet water supply valve is located on the wall behind the toilet and can be shut off by turning the silver handle clockwise. Please call the Winkler Office immediately.
- It is imperative that the smoke alarms in your unit are in working order. Please call us if your smoke detector batteries need replacing and the fire detector is beeping. For your safety and the safety of others, we will come replace those for you as soon as possible.
- It is your responsibility as the tenant to have replacement light bulbs. If you have any problem installing your new light bulb, let the office know and maintenance will be over to help you. If desired, you can place a work order for maintenance to come install the light bulb as long as you have provided a replacement.
- You are responsible to take your garbage all the way to the dumpster. Garbage not removed from the doorway of a dwelling for an extended period of time will start to smell, invite insects and animals, and possibly lead to other health hazards.
- Fire laws in Boone prohibit the use of any type of grills whether they are electric or charcoal burning grills. These will not be allowed on the properties and possible fines will be incurred if they are found in or near the dwelling units.

# Online Payments Information

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1. Monthly Rent Reminder via email and Online Payment are courtesy features. The failure to receive a Rent Reminder via email does not alleviate you of your responsibility to pay monthly rent, which is due the 1st of every month, per your Lease Agreement. Should you change your email address mid-year (from the email address you provided on your application), you must notify us of the change of address. If you did not receive your monthly reminder, please check your spam folder prior to contacting the office.

**Please be aware that all rent is due the 1<sup>st</sup> of the month regardless of the due date stated on the statement.**

2. Monthly Reminders for Rent & Utilities will be emailed to the Resident and Lease Guarantor and may be paid by either party. Rent Reminders will be emailed by the 27th of the preceding month from the Winkler office.
3. Reminders are not a reflection of your statement balance – your statement balance is sent in a separate email on or around the 7th of each month.
4. Please note that if payment has not been made by 5:00 PM on the 6th, rent will be noted as late and you will be charged a \$15 late fee.
5. To pay your rent online, you must set up and log in to your Resident Login. If you have trouble signing up or logging in to your Tenant Web Access Portal, please contact the office at (828) 262-3431 for assistance.
6. If you use a credit or debit card, there will be a 3.5% convenience fee that will be added on to your payment. If you choose the personal checking or savings option, no additional convenience fee will be added to your payment.

## Special Instructions About Parking

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The Town of Boone requires that all residents in a residential rental unit fill out a Neighborhood Conservation District Residential Parking Registration Form with the Planning and Inspections Department. In order to receive a parking sticker you must complete this form and return it the Planning and Inspection Department located at: 680 W. King Street, Suite C (Located in the Downtown Post Office, in the basement and to the right). Please have the following when you turn in the form:

- \$5.00 Registration Fee (cash or check only)
- Driver license
- Vehicle Registration
- Proof of Residency (a copy of your lease is provided in this move in packet)

The deadline to pick up a parking sticker is September 21, 2018. After this date, you will be subject to a \$200 a day fine. Thank you for your understanding and we hope you enjoy your new home!

# New River Light & Power

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New Tenant,

Please be aware that upon moving in, you must immediately have the power account transferred into your name. Please go to the New River Light & Power office located behind Bojangles on HWY 321 and fill out the appropriate paperwork as well as provide a photo ID. At that time, you may have to pay a deposit in order to transfer the account into your name. If you happen to have any questions or concerns, please call the New River Light & Power Customer Service line at (828) 264-3671.

Thank you!

# Natural Gas Safety Information

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Your unit is equipped with natural gas heating appliances. If you suspect any possible gas leak or malfunctioning equipment, please call the Winkler Organization immediately!

**Winkler Office (8:30am – 5:00pm): (828) 262-3431**

**Winkler Emergency Line (24/7): (828) 406-9961**

## **Awareness of Hazards and Prevention Measures**

If you come in contact with a natural gas pipeline leak take the following steps:

- Leave the area immediately
- Move to a safe location and then call The Winkler Organization
- Abandon any equipment being used in or near the suspected leak
- Warn others to stay away when possible

## **Leak Recognition**

Learn the warning signs of natural gas pipeline leaks:

- A rotten egg smell
- Dirt spraying in the air
- A hissing sound
- Bubbling in a pond, creek or river
- Dead or dying vegetation

## **Leak Response**

What to do when a leak occurs:

- **DONOT** light a match, start an engine, use a telephone or cell phone, turn on or off light switches, or do anything that may cause a spark
- **DONOT** attempt to extinguish a natural gas fire
- **Call 911**
- **DONOT** attempt to operate pipeline equipment