

## Dinkytown Rentals Move-in FAQ Sheet

### 1. Move in:

Occupancy begins on September 3rd at 9 am.

We will contact you if your move-in date is earlier than the 3<sup>rd</sup>.

You will need to have all security deposits paid.

You will need to pay in full September's rent prior to taking possession of your unit. You will need to either set up ACH payments for your house ahead of time or have one check ready for the full rent payment. There are no exceptions.

On your move-in, choose one person from your roommates and go directly to our office at 1112 6<sup>th</sup> street se. We will have your keys and parking information waiting for you.

### 2. When does the office open?

Office hours are Monday – Thursday 10 - 5pm we will be opening earlier on Sept 3rd for the move-in.

### 3. What forms of payment do you accept?

Money orders, checks and MC/Visa credit cards with 3% service fee for credit cards. **We do not accept cash.**

### 4. Where do I pick up my parking pass?

You will pick up your passes at the main office on your move in day.

### 5. What do we do with our trash from moving in?

All boxes must be broken down and trash must be organized and set out by 6:00 am on trash day, **no trash outside cans.**

Trash day is set by the location of your house. See the City of Minneapolis website, app or call 311 for further information.

### 6. How do I make a maintenance request?

Request forms are found at the office and on our web-site. All requests for will be handled in the order received and prioritized by the maintenance crew. You need to include your house number, a phone number, your name and an email address.

### 7. How do I transfer Utilities for my house?

Utilities are set on a lease-by-lease basis. You may be responsible for utilities. Responsibility to move the utilities into your name is set by the lease by September 1. Should Dinkytown Rentals be forced to transfer the utilities, a fee of \$100 will be assessed.

For electricity: visit [https://www.xcelenergy.com/start\\_stop\\_transfer](https://www.xcelenergy.com/start_stop_transfer) or call **800-895-4999** on or before the date that their billing responsibility begins. Provide their Xcel Energy premise number. A new resident may already have an Xcel Energy account number because of previous service.

For water, trash and recycling the City of Minneapolis website:

<http://www.minneapolismn.gov/> , or call 311.

Trash and recycling FAQs are available on the City of Minneapolis website as well. Including pick-up days, holiday rules, snow removal and information on fines.

For natural gas, <http://www.centerpointenergy.com/en-us/residential?sa=mn>

For internet or cable hook-ups:

[www.CenturyLink.com](http://www.CenturyLink.com) or call **866-963-6665**

<http://www.xfinity.com/> or call 1-800-XFINITY