

## **General Information**

### **Rent Payment**

Your rent payment is always due on the **first day** of each and every month. Remember, there is no grace period. Your rent may be dropped off in the office during business hours, or in the drop boxes in the front or back of the office after hours. If you are paying cash, bring it inside the JSM office so we can write you a receipt. Do not leave cash in the drop boxes. If you are bringing a check to the JSM office, you **do not need to put your check in an envelope**. Please write your building code in the memo portion of your check (example 700G-318 for 700 S. Gregory St., Apt 318). You may also send payment to us at:

JSM Management  
505 S. Fifth St.  
Champaign, IL 61820

We accept personal checks, cash, money orders or cashier's checks. JSM also offers automatic withdrawal for your rent payment. You or a parent may sign up to have your payments automatically deducted from a checking or a savings account. To sign up for this service, please fill out forms in our office.

JSM offers credit card payments through the JSM website. Please be aware that there will be an additional charge when using this payment option.

### **Maintenance Requests**

You may submit all non-emergency maintenance requests via our web page, [www.jsmapts.com/maintenance.jsm](http://www.jsmapts.com/maintenance.jsm). Anyone who submits a maintenance request is giving permission for JSM staff to enter the apartment. If no one is in the apartment when a maintenance request is being completed, a notice will be left in the apartment to notify residents that maintenance was in the apartment and work was being done.

For the first few days after move-in, our maintenance department will handle emergencies and problems which most affect the livability of apartments as their first priority.

### **24-Hour Emergency Maintenance– 217-359-5828**

Emergency maintenance requests include anything that can cause damage to property if not immediately attended to such as water leaking from the ceiling or windows or water leaking from the floor due to broken pipes or blocked drains. Other emergency items would include not having at least one working toilet in the apartment and refrigerator not cooling.

Should you be a victim of vandalism and damage has occurred to JSM property, it is your responsibility to contact the police and file a report as well as contacting JSM immediately.

## **Cleaning**

Please report any additional cleaning requests within 24 hours after move-in to the JSM office.

## **Noise Complaints**

If another resident of the building is causing an excessive noises disturbance, complaints should be directed to the non-emergency number for the police department (Urbana: 217-384-2320). In the event a specific apartment seems to have recurring noise issues and the police have been contacted multiple times, please report that issue to our office.

## **Light Bulbs and Batteries**

Residents are responsible for changing all of their own light bulbs (with the exception of tube-type fluorescent bulbs and appliance bulbs.) Residents are also responsible for changing their own smoke detector batteries. JSM strongly encourages you to change the batteries in your smoke detector twice a year. If your smoke detector is beeping periodically it is indicating that the batteries need to be changed.

## **Showing Schedules**

After move-in, we begin to contact our residents to see if they have any interest in renewing their apartment (please see additional information under 'Leasing and Parking Definitions' section at the back of this packet and on our website). Any tenant that has not indicated that they will renew for the following lease year will have their apartment shown by a JSM leasing agent. As a reminder, apartments that are clean and tidy, show well to prospective tenants and tend to lease faster. Once the apartment has been signed, current residents will receive mail notification that their apartment has been leased for the following year. While subject to change, the show schedule is as follows:

Monday - Friday 10am- 12noon	1001 W. Clark - 1 <sup>st</sup> Floor 303 S. Busey - 'C' Building 303 S. Busey - 'D' Building 700 S. Gregory - 3 <sup>rd</sup> Floor 701 S. Gregory - 2 <sup>nd</sup> Floor
Monday - Friday 1pm - 3pm	1001 W. Clark - 2 <sup>nd</sup> Floor 700 S. Gregory - 4 <sup>th</sup> Floor 701 S. Gregory - 3 <sup>rd</sup> Floor 805 W. Green - 'B' Building
Monday - Friday 3pm - 5pm	1001 W. Clark - 3 <sup>rd</sup> Floor 700 S. Gregory - 5 <sup>th</sup> Floor 701 S. Gregory - 4 <sup>th</sup> Floor 805 W. Green - 'A' Building 413 W. Main - All Units 601 W. Green - All Units

Saturday 1pm - 4pm

All Units / Floors