

# HAVEN GROUP

## PROPERTY MANAGEMENT

### RESIDENT WELCOME LETTER

Welcome to your new home!

The following information is to help you with your move into our home. As a resident, you are responsible for having your electric and gas utilities turned on for effective before or same day as key pick up because we do require confirmation **at least 1 business day PRIOR** to your key pick up by 2PM.

#### Gas / Electric Utility Services:

Transfer and provide your new gas/electric utility account numbers to our office

**\*MUST be submitted at least 1 business day (during business hours) - the sooner the better; to give you ample time for us to send you the lease agreement via AppFolio.**

#### Cable/Internet/TV Services:

**\*\* Tenant may request any service provider that is active in the area, but the resident is responsible for ALL installation costs, service costs, and dish/satellite must be removed from property upon move out, also at residents' cost. All dish/DirectTV installers will give you the option of where to install, and our only request is that it is NOT installed on the roof of the property. Any and all damages will be the resident's responsibility. \*\***

If you have any questions or general inquiries, please email [customerservice@rentcle.com](mailto:customerservice@rentcle.com) or your resident portal on AppFolio.

**Customer Service Hours are: Monday - Friday 9AM to 4PM EST (excluding holidays).**

- For maintenance requests: Use your resident portal (maintenance.rentcle.com)

***We strongly encourage our residents to utilize their online resident portal for payments.***

Or Mail/Drop Off rent payments (with \$10 processing fee) to:  
***(Please make all payments out to: Haven Group)***

#### Haven Group Property Mgmt.

5386 Majestic Parkway, Suite 9

Bedford Heights, OH 44146

**Payments accepted:** checking/savings account, money order, check, credit/debit card or RentMoney cash payments for \$4.99 at select locations (RentMoney/PayNearMe options can be found on your resident portal).