



- If you haven't already, check your email for a link to set up your tenant portal. On there, you'll be able to make payments, view your current balance and charges, submit maintenance requests, and view your lease.
- To make sure you are connected to our texting system, please text the word **"TEST"** to **447-251-4623** as soon as possible.
- A copy of your signed lease and any other important documents will be available in your tenant portal under the "Shared Documents" tab.

Rent Payment

Before You Receive Your Keys

- Your first rent payment is due on your lease start date. Rent must be paid in full before keys will be given out.
- If your lease begins on the 15th of the month or later, you will be required to pay the prorated amount for the first month of your lease, plus the full rent amount for the following month.

Online Payments

- If you choose to pay your first month's rent through your portal, it must be paid **at least 5 days before your lease start date** to allow time for processing.
- All rent payments must be made as **one single payment** and cannot be split into multiple transactions.

Alternative Payment Methods

- If your online payment is not submitted at least 5 days prior to your lease starting, you must bring a **cashier's check or money order** to our office when you pick up your keys. We do not accept cash or personal checks.

Key Pick-Up

Requirements

- Keys will not be issued unless your full rent payment has been received.

- A valid photo ID is required when picking up keys.
 - If someone who is not listed on the lease will be picking up keys on your behalf, you must email us in advance authorizing them to do so.

Pick-Up Location and Time

- Keys can be picked up on your lease start date between **12:00 PM (noon) and 4:00 PM** at our office, located at 224 E. Washington St. in Mankato.
- Keys will not be issued before noon.

Roommate Households

- If there are multiple tenants on the lease, please designate one person to pick up all keys for the property.

Weekend or Holiday Move-Ins

- If your lease start date falls on a Saturday, Sunday, or holiday, we will contact you with alternate key pick-up instructions.
- If you plan to pick up your keys after your lease start date, please contact our office as soon as possible.

Pets and Assistance Animals

- All pets, service animals, and emotional support animals must be registered through [PetScreening](#).
- Animals are not approved for the property until you receive written approval from HOM.
- The following information is required for your animal to be approved and able to live at the property:
 - Up-to-date rabies and distemper vaccinations
 - Be spayed/neutered
 - Must have a renter's insurance policy
- If you have an emotional support or service animal, the following information is required:
 - Up-to-date rabies and distemper vaccinations
 - ESA letter or service animal documentation from your medical provider
- Unauthorized animals will result in lease violations and fines as outlined in your lease. This policy applies to all animals brought onto the property, including

those belonging to guests.

Utilities

Utility Responsibilities

- Your lease includes a **Utility Addendum** on page 12 that outlines which utilities must be placed in your name and, if applicable, which ones will be billed to you through your portal each month.

Utility Setup

To make setting up your utilities easier, visit [Utility Setup](#), a utility concierge company we work with that will help you set them up online! It is not required that you use this site, it is only for your convenience.

Important Notes

- If you are responsible for placing the City Utility in your name, please review the document and notes attached within the Water section of the utility platform.
- All required utilities must be put in your name by your lease start date to avoid any fines or service interruptions.

Additional Information

Tenant Information

- You will be asked to provide the make, model, color, and license plate number for any vehicles that will be kept at the property
- You will be given a "Move-In Walk-Through" form when you pick up your keys, which is optional for you to fill out. If you do choose to fill it out, you must complete it and return to our office within 5 days.

Lawn Care & Snow Removal (Select Properties Only)

- If you signed the yard and snow maintenance addendum and chose to be responsible for the lawn care and snow, don't forget to bring any equipment you may need, such as:
 - Lawn mower
 - Weed whacker
 - Snow shovel
 - Any other tools needed to maintain the property

Air Conditioning

- Not all our properties are equipped with air conditioning.
- If your property does not have air conditioning and you wish to have cooling in the home, you will need to provide your own window or portable air conditioning unit.

We look forward to welcoming you to your new home. We wish you the best of luck with your upcoming move and hope everything goes smoothly!

If you need any assistance leading up to your move-in date -- such as arranging a later key pick-up time, clarification on requirements, or any other questions -- please don't hesitate to reach out. You can email us at rent@homp.com, call [507-344-1128](tel:507-344-1128), or text [447-251-4623](tel:447-251-4623).

Thank you!