



We Know Moving Can Be a Hectic Time, So Here is a Checklist to Keep You Organized! Set Up Your Resident Portal

- You should have received an email after the lease was signed with instructions to logon and create your profile. Please check your spam folder if you do not see it in your inbox. Here is the link to the resident portal: [How to use tenant portal:](#)
- Retrieve a Signed Copy of Your Lease
- Review the files in the “Documents” tab on the left side of the Resident portal to download a copy of your lease. Your lease may be required for setting up utilities, forwarding your mail, etc.
- Pay First Month’s Rent
- For a standard move in, you will need to pay first month’s rent through the resident portal 3 days before your lease begins via bank transfer or credit card.
- As one of the benefits named in the Resident Benefit Package, you can receive assistance from Citizen Home Solutions in setting up your utilities, for FREE! For your convenience, Citizen Home Solutions can help setup ALL your utilities! Simply use this link: <http://myfreeconnection.com/emersonpm>
- Utilities (gas, electric, water, trash, cable, etc.) will need to begin on your lease start date (unless a utility will stay in the owner’s name per your lease agreement).
- Receive Lockbox Code
You will receive an email with the lockbox code for the house key at noon on your lease start date. Please be sure to check your spam if you do not see it in your inbox!
- Retrieve Mailbox Keys (if applicable)
If you do not have mailbox keys when you gain access to the property on your lease start date, you can go to your local post office with your ID along with a copy of your lease agreement to retrieve keys and the location of the community mailbox.

Complete Move-in Condition Form

- Within 3 days of your move-in date fill out and sign the Residential Lease Inventory and Condition Form. Our team will email this to you and will need to be filled out electronically.
You will also receive a calendly link to schedule a call with a Fort Cavazos Home Rentals team member to review the form with you, cover the repair process, emergency number and a few other important items about the property.

- Know How to Submit Maintenance Requests || tenant portal 14 days after move in.
- We ask if we missed anything before your move in date and as long as it does not materially affect the properties condition, you do not submit work order until 7 days after your move in date.
- Be prepared BEFORE a maintenance emergency happens by keeping the 24/7 Emergency Maintenance number handy: 254- 658- 2556.
- To submit a maintenance request, please use the tenant portal.