



Move In Guide

Your lease begins August 20th 2026

Welcome to Jackson Properties! We are so excited for the next year with you! We've put together this comprehensive move in guide with all the info you need for move in and to transition into your new home.

Don't see your question answered here? We are always available to help with any questions or concerns at our office or via call/text at 850-894-7368.

JACKSON PROPERTIES
PREMIER STUDENT HOUSING

Download our App



**Download the
rmResident App**



Company Code: jackson

**Pay balances and rent, submit
maintenance requests, message the
office, and more! All in one convenient
app!**

Before Move In

Paying Dues

Use the [RM App](#) or visit the Tenant Access Portal to pay any dues owed such as first and last months rent, application fee, and admin fees. Keep in mind that every tenant in the unit must have these paid in full before any keys are given out, so check on your roomies! This excludes roommate matching tenants with individual leases.

click me!



Turn On Utilities

Make sure to turn on your utilities 2-3 days before your move in date. This ensures that the City of Tallahassee has enough time to process your request and have your utilities running before you move in. As the tenant, it is your responsibility to keep utilities in your name for the duration of the lease. This **excludes** tenants with a utility package through Jackson Properties.

click me!



Internet

Internet is included at University Center, Greenbriar Garden Homes and some Stadium Houses, as stated in your lease. If you need to set up your own internet service, we recommend getting an appointment or scheduling service for your first day or week in the unit so you're connected right away!

We recommend Metronet for internet service. To get started, contact Julius at Metronet at (850) 459-5044. You can text or call.

click me!



Move In Day

Everyone's move in day is August 20th, unless you have a pre-approved early move in date. A leasing agent will contact you well before this date to set up a move in time for you. Please make sure to clarify your intent to move in on the 20th or if you are moving in afterwards.

Please come during your move in time window only!

Move in day has a lot of moving parts for you but for us as well. Sticking to the schedule ensures everything goes smoothly for everyone!

Before you are handed your keys, a leasing agent will go over any existing damages or ongoing maintenance to your unit. You will also receive an existing damages form.

Existing Damages

Here is where you should detail things like scuffed floors, chipped tiles, discolored appliances etc. Be detailed! List anything that makes your unit look less than perfect. Turn in this form **no later than 7 days after move in.**

Move in Maintenance Requests

Once you move in, write down all of your needed maintenance requests into **separate maintenance requests** on your Tenant Web Access portal. Include things like appliance issues, broken blinds, wobbly knobs etc. **Categorize these requests under TURN.** Take the week to try all of your appliances and see if there are any issues around the unit.

Move in Mishaps

Things happen! On move in day, our maintenance team will be ready to help with immediate issues such as nonfunctional AC units, water issues, etc.

For smaller things like broken blinds or a wobbly door handle, make sure to put it in your move in maintenance request. This will let the maintenance team know it needs to get done, but isn't an emergency.

Trash

There will be trash by the curb of your unit if you are not moving into an apartment. This will be collected by the City of Tallahassee on designated trash days. We do not have any control over the timeline of it being removed. **If there is trash in your backyard, please add that to your move in maintenance request.**

Keep in mind that houses are different than apartments, we aren't able to collect all the trash from each house in a big dumpster like apartments can. So we appreciate your patience with this matter!



After Move In

Paying Rent

Use your [resident app](#) or visit the Tenant Access Portal on our website to pay rent. Check your lease for your exact due date each month. You can also pay your rent in person via cash, check, or money order.



Garbage Schedule

Enter your address [here](#) to find out your garbage day! This will also tell you when your biweekly bulk pick up day is. Greenbriar and University Center have dedicated dumpsters on site. For all other properties, **return your trash cans to the side of the house after pickup to avoid charges from the City of Tallahassee.**



Maintenance Requests

You can make a maintenance request on your resident app. Please do not call or email the office to make a request. Give us as much detail as you can so we can do our best to fix it right the first time, pictures always help!



Routine Maintenance

Pest control, lawn care, and AC filter changing is what we consider routine maintenance. Pest control and AC filters will be serviced quarterly and you will receive a notice via text. Lawn care is done as needed and no notice is given.



Key Lease Terms

We know you've been through the lease already, but some reminders certainly couldn't hurt! Here is some key info from your lease to keep in mind throughout the year.

Rules to remember

- | | |
|---------------------------------------|---------------|
| • No climbing on the roof | Fee - \$1,000 |
| • No built in firepits/ bonfires | Fee - \$750 |
| • No parking on the grass, front yard | Fee - \$75 |
| • No animals are allowed in your unit | Fee - \$1,000 |

Rent's Due!

Your rent is due in full each month on the 1st or the 15th. Check your lease for your rent due date. Rent not paid on time is subject to a \$95 late fee as well as \$4 per day it is late.

- **Smoking is not allowed inside any apartment/house.** Tenant will be charged for the removal of any smells, if necessary.
- Jackson Properties provides pest control, yard service, and regular maintenance. **Maintenance done as a result of tenant's negligence and/or lack of knowledge/education will be charged to tenant.**
 - Includes but is not limited to: AC issues, toilet plunging, broken items such as blinds, doors, fridge parts, and mildew removal.
- **Smog, rust, mold, and fungi exist in houses in Florida.** The tenant accepts the house in its current condition and are responsible for maintaining a clean living environment. Jackson Properties will not pay to test, monitor, or dispose of any of the above.
- Jackson Properties will clean and paint property inside and steam clean carpet prior to move in date. **We do not clean units to your personal standards.** Detailed cleaning based on personal standards will be done by tenant. All units will have normal wear and tear.
 - The exterior cleanliness of units will not be assessed until after move in, and power washing is scheduled for cooler months.
- Resident shall be responsible for all window screens, mini blinds and/or vertical blinds, toilet lid(s) repair or replacement during term or lease. If a work order is placed by residents and no issue is found, residents will be billed **a minimum of \$125** for any unnecessary work orders.
- **Furniture packages will not be changed based on personal preferences/expectations.** Once the lease is signed, the resident is financially responsible for the furniture package.
- Tenant shall pay charges unless otherwise stated. Dripping faucets and toilets running should be reported to management immediately through tenant portal. Failure to notify us will result in higher utility bills. It is the resident's responsibility to read their own utility bill. **Landlord will not reimburse for any utilities at any time. Utilities must be left on for the duration of the lease.**

Review the entire lease here



Office Info

Office Hours

Monday-Friday: 10am - 5pm
Saturday: 12pm - 5pm
Sunday: Closed
Closed for FSU Home Games

Address

1341 Jackson Bluff Rd
Tallahassee, Florida
32304

Contact

850-894-7368
info@jacksonpropertiesinc.com
Or in person!

We are here for you whenever you have questions about your lease, need a quick snack break (on us of course!), or are looking for your new spot for next year, anything! Don't hesitate to reach out at any time.

Emergency Contact

Elizabeth Rosario
850-284-9098

*for emergency only. \$200 fine for
nuisance calls

This number is to be used for after hours emergencies only. **The only thing we will call out after hours maintenance crews for is a sewage backup.** Things like a non-functioning AC are not considered an emergency. If your emergency is threatening your safety, call 911 immediately.

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Jackson Properties



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Parking

Stadium Houses

If you live in a Stadium House, Campus Circle, Campus Villas, or Continental Ave Townhomes: You have free all access parking in your driveway and on the street. When parking on the street, make sure to face your vehicle in the direction of traffic. Parking spots at Campus Villas are not reserved and you do not need a decal. None of these properties have designated visitor parking.

Greenbriar Garden Homes

Residents at Greenbriar Garden Homes will receive one parking decal per tenant at move in. Make sure to place these decals ASAP on your cars inner drivers side windshield. Visitor parking is located by the dumpsters, accessible from Jackson Bluff Rd, pictured here.



University Center

Residents at University Center will receive one parking decal per tenant at move in. Make sure to place these decals ASAP on your cars inner drivers side windshield. Visitor parking is located between the apartment building and the leasing office on the gravel lot, pictured here. The gravel lot is paid parking on FSU home game Saturdays.



FAQs

Can I move in early?

Oftentimes, yes. If we are able to prepare your unit early we will offer you early move in. This will come at a prorated rent rate for every tenant in the unit, regardless of intent to move in. Essentially, one person can't move in early unless everyone pays to do so. Individual leases are exempt.

How do I know my move in window?

A leasing agent will be reaching out to you to schedule this well before move in day. If you forget it, you can always call or text and we will remind you!

I didn't rent furniture but now I think I want it?

That's ok! We can add furniture to your lease and have it in your unit as long as ample time is given before your move in date.

When are the existing damage and move in maintenance requests due?

These are due 7 days after your move in date. We give you time to use your appliances and make sure they work. Fill these out in detail, this is how we will assess the unit when you move out, so giving as much detail as possible helps us know what you were responsible at the end of the lease.

Can I move in late?

Of course! If you plan on moving in later than the 20th, just let our office staff know when they call to set up your move in time. If you have a pre-approved early move in time and your unit is prepared early for you, you do have to show up on that day. If we prepare your unit early and you do not show up, you will still owe prorated rent and will incur a \$100 fee.

How do you clean my unit before move in?

We professionally clean, steam clean carpets, and repaint all walls before you move in. Our professional cleaners do a great job, **but they do not clean to personal standards.** Any cleaning beyond our standards of proper cleanliness are the responsibility of the tenant.

What needs to be turned in before move in?

All payments posted on your account must be paid before move in. This includes tech fee, application fee, administration fee, first months rent, and for most, last months rent. You also need to have all forms turned in and signed such as your Guarantee of Lease form, signed by cosigner. Each tenant must have all dues paid and all forms turned in or no keys will be handed out to any tenant of the residence, so check in on your roommates!

FAQs

Where can I park during move in?

Houses- You can park in your driveway and on the street. Please do not park in the grass!

Greenbriar & University Center- You can park anywhere in the parking lot, moving trucks included. Make sure to put the parking decal we provide on your car ASAP and have visitors park in designated lots. Moving trucks will not be towed during move in day.

Can I drop off my belongings and furniture before move in?

No! You may not move belongings into the property, garage, porch, yard, or any other area before your scheduled move in date, even if the unit appears vacant. Our team may still be cleaning, completing maintenance, or preparing the home for occupancy. If you need to store your items before move in, we recommend using a storage unit or a portable storage container (PODS). PODS may be placed in the driveway with prior approval from the office.

Am I required to have renters insurance?

Renters insurance is not required, but it is highly recommended. If your personal belongings are lost, damaged, or stolen, renters insurance can help reimburse you for those items. Jackson Properties is responsible for damage to the building and items we provide, such as appliances, but not for residents' personal belongings.

Local contact for renters insurance:

Kylie Knichel, Insure It All!

kylie@iainsurance.com

(850) 270-2252

<https://get.insuranceoffer.co/insure-it-all>

After Hours Move In

So you're moving in after hours—no problem! Just know this comes with a few extra steps. **After hours includes any move in after 5PM, any move in when our office is closed, or any time outside your assigned move-in window.** Basically, if we're not there in person, this section applies to you.

Before you get access...

Before we hand over the keys (or in this case, the lockbox code), we need to make sure everything on your end is squared away.

You must have:

- All rent and required payments posted before our office closes
- Your Guarantee of Lease form signed and submitted
- Last Month's Rent, if it applies to your lease

We will not release your lockbox code if everything is not taken care of.

We'll install a lockbox at your front door. You'll get a video text message from our team with your lockbox code and a quick walkthrough of the unit. Move ins after 5pm will receive codes at 5pm, move in before 10am will receive codes at 6am.

Your home has been painted and cleaned and all pre-existing damages will be addressed in your move in video, since we would do the same if you came to the office

A few things to keep in mind...

Firstly, after hours move ins are approved and given out on a case by case basis. Our office is open from 12pm-5pm every day from August 1st to August 20th, then we resume regular business hours. If you are able to come by our office at any time during those hours, you do not need an after hours move in.

- The only after hours maintenance issue considered an *emergency* is a sewage backup. Otherwise all maintenance issues will be handled when the office is open or after submitting your move in maintenance requests.
- Make sure to look over the rest of this packet for everything else that needs to be handled for move in.
- After hours move in codes will only be sent out at 5pm for day of, or 6am for day after.
- We will not send move in codes the night prior for early AM move ins.
- Your home will have been painted and cleaned and all existing damages will be addressed in your move in video.