



# Move In Guarantor Guide

**Welcome to  
Jackson  
Properties!**

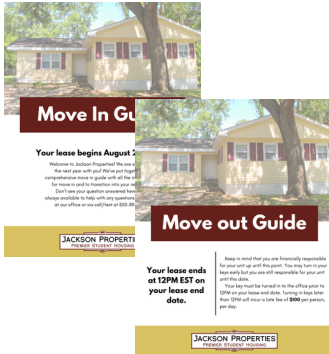
Welcome to the Jackson Properties family! We are committed to providing quality student housing solutions for all of Tallahassee's scholars.

We have put together the parent guide, not just for parents but for any guarantor, so that you can get to know our business. We are all about transparency and honesty and want you to be prepared as the guarantor of one of our renters.

**JACKSON PROPERTIES**  
PREMIER STUDENT HOUSING

# Tenant Communications

We regularly communicate with our residents about office events, expectations, cleaning tips, and more via text and email. Explore some of the things we send out to our residents.



## Move In & Move Out Guides

These guides are sent before residents move in or out, respectively. They thoroughly outline how to have a smooth moving process as well as our expectations for all residents. We highly recommend guarantors to look over these documents as well, especially if you are helping the resident move.

[Move In Guide](#)

[Move Out Guide](#)

## Maintenance Tips with JP

Each week we send out a new maintenance tip or tutorial video to every resident. These videos share cleaning tips and other tutorials to help residents learn to wholly maintain their home and avoid unnecessary maintenance charges.

[Explore the Playlist](#)



## Proper Care Flyers

We hang flyers in every unit before move in explaining how to properly care for the home. These are readily available to reference online.

[See Flyers Here](#)



# Settling In

## Paying Rent

Tenants can use the [RM App](#) or visit the [Tenant Access Portal](#) on our website to pay rent, due on the 15th of every month unless stated otherwise on your lease. Rent can also be paid in person via cash, check, or money order.



## Garbage Schedule

Enter the resident's address [here](#) to find out their garbage day! This will also tell you when the bulk pick up day is which is by weekly. Greenbriar and University Center residents have dedicated dumpsters on site. Garbage on the curb after move in from previous tenants will not be removed by Jackson Properties.



## Maintenance Requests

Maintenance requests can be made on the [tenant portal](#). Requests are assessed by our maintenance team and completed on a first come first serve basis. After-hours emergency maintenance is reserved for sewage backups only; non-working AC and/or appliances are not considered emergencies.



## Routine Maintenance

Pest control, lawn care, and AC filter replacement is considered routine maintenance. Pest control and AC filters will be serviced quarterly and residents 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 the lease to keep in mind throughout the year!

## Tenant Rules/Fines

- |                                       |               |
|---------------------------------------|---------------|
| • 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 on/in the property       | Fee - \$1,000 |

## Rent's Due!

The rent is due in full each month on the 1st or the 15th. Check the 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**



# More Lease Info

## Subleasing

Subleasing does not release a resident from their lease obligations. If a resident subleases their room, they remain responsible for ensuring rent is paid and lease terms are followed. Be mindful of who you choose to sublease to. Once a sublease is approved, there is very little we can do to resolve disputes.



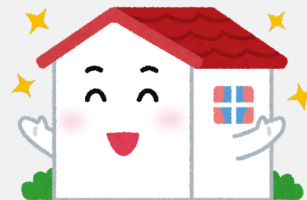
## Moving Out Early

Moving out before the end of the lease term does not terminate the lease. Residents remain responsible for all rent, utility charges, and other lease obligations through the lease end date unless released in writing by management. Make sure to NOT turn off your utilities until your lease ends!



## Property Showings

Beginning October 1, any unit that has not renewed for the following lease term may be shown to prospective residents. Showings may occur Monday through Saturday between 12:00 PM and 5:00 PM. As a courtesy, we will attempt to provide advance notice by phone whenever possible.



## Work Orders

Work orders must be submitted via the resident portal. Stopping by or calling the office will not move a request ahead in line, as maintenance is completed as quickly as possible and prioritized by urgency. By submitting a work order, residents give us permission to enter the unit as needed until the issue is resolved.



# 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!

## 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.

We are here to answer any questions from residents and guarantors alike. You can text, call, or email us at any time with questions and our dedicated leasing agents will be in contact with you as soon as possible. To ensure issues are addressed quickly and accurately, we encourage parents and guarantors to have residents contact us directly whenever possible. Since we are not present in the home, we rely on residents to let us know when maintenance concerns or other issues arise so we can provide the best assistance.

## Follow Us!



Jackson Properties



@jacksonpropertiesinc



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## Explore our Relocation Guide

Get to know Jackson Properties, the Tallahassee area, and our community!



JACKSON PROPERTIES  
PREMIER STUDENT HOUSING

# FAQs

## **How do I initiate a sublease?**

If your lease allows subleasing, please contact our office for the current sublease process and required paperwork. A leasing agent will guide you through the necessary steps and approval requirements.

## **Who is Jackson Properties?**

Jackson properties is in no way affiliated with any University or College in Tallahassee. We are a locally owned small business with over 40 years of student housing experience in the Tallahassee area.

## **What's included in the rent?**

Rent includes routine maintenance, pest control, yard care, and internet in select properties.

## **What's included in the home?**

All apartments and houses come fully equipped with appliances. Units do not typically come furnished, but furniture packages are available for a monthly fee. Living room furniture packages must be split among all residents in the unit.

## **Are pets allowed?**

Jackson Properties is an animal-free community. If you need accommodations for a service animal, please reach out to a leasing agent.

## **Does JP charge for parking?**

Never! Parking is always free at Jackson Properties. The only exception is designated visitor parking restrictions during FSU home football game days.

## **How close are your properties to campus?**

Most of our properties are located near FSU and are accessible by car, bicycle, walking, and public transportation. Exact distances vary by property.

## **Do you have model units?**

Not always. Availability of model units depends on the property and the floor plan. Contact our office to learn what show units we currently have available.

# FAQs

## **What does maintenance cover?**

Our maintenance team handles routine property maintenance and repairs resulting from normal wear and tear. Resident-caused damage is the responsibility of the resident and will result in a charge. Routine services such as pest control, lawn care, and AC filter replacement are provided by Jackson Properties. Residents receive advance notice for scheduled pest control and filter replacements. Lawn care is completed as needed and no notice is given.

## **Will guarantors be notified of issues?**

Generally, we communicate directly with the resident regarding maintenance requests, lease questions, and community matters. Guarantors may be contacted regarding lease-related financial obligations, such as delinquent rent balances.

## **What if I have roommate issues? (Conventional and/or Individual Lease)**

Residents are responsible for resolving interpersonal conflicts among themselves. We encourage open communication and respectful problem-solving between roommates. All residents must follow the lease agreement. We do not get involved on roommate issues.

## **When will we receive the move-out statement?**

Final move-out statements are emailed within 30 days of the lease end date to the first resident listed on the lease. Statements are not mailed directly to guarantors or parents, but if you are listed as a guarantor on the lease, we can provide a breakdown of charged by email upon request.