



MOVE IN GUIDE

Helpful info to make move in day easier



Your Move-In Checklist

This checklist guides you through everything needed before move-in. Completing each step ensures your home is ready when you arrive.



 Scan Me



Complete Your Pet Profile

Every resident must complete a Pet Profile—whether you have pets, assistance animals, or no animals. This verifies your household pet status before your lease is sent out. **Must be completed within 72 hours or the home will return to the market.**

1



E-Sign Your Lease Packet

You'll receive an email to sign your lease through the Resident Portal. All adult tenants and co-signers sign in order, and the landlord signs last. **Must be signed within 72 hours or the home will return to the market.**

2



Pay Your Full Move-In Balance

Once the lease is fully signed, pay your entire move-in balance—first month's rent, security deposit, etc. No partial payments are accepted, so coordinate with roommates. **Due within 72 hours or the home will return to the market.**

3



Obtain Renters Insurance

Upload your renters insurance policy in the Resident Center or activate the third-party option available in your portal. **Must be on file before your lease start date or a policy will be added for you.**

4



Connect All Utilities

Electricity, water, trash, and gas must be active and in your name before move-in. Citizen Home Solutions will assist with setup and optional add-ons like internet. **Utilities must be active in your name before the lease start date to avoid fees and move-in delays.**

5



Pick Up Your Keys

Once all move-in steps are completed and verified, keys are available at 11 AM on your lease start date. One home key is provided, and you may make additional copies. **Being late to pickup keys may result in delays moving in. No early pickup allowed.**

6



Complete Your Move-In Inspection

On your lease start date, RentCheck will email you a link to complete your guided move-in inspection. Upload photos and videos documenting the home's condition. **Must be submitted within 3 days or the home is considered delivered in satisfactory condition.**

7

Make a PetScreening Profile



Create your account

hmbcs.petscreening.com

Tip: Please use the email address that was used for your rental application.

Select a profile type



Household Pet

Pet Deposit Required - If you have a household pet living in your home. Upload pet photos and add breed information, vaccination details, and behavioral history.



Assistance Animal

No Deposit - If you have a verified assistance animal (support or service): Upload animal photos & medical documentation, if required. Add breed, vaccinations, and behavioral history details.



No Pet/Animal

No Deposit - If you do not have any pets or animals simply, affirm your property's affidavit and acknowledge the pet policy in place. Refer to your lease for the governing terms.

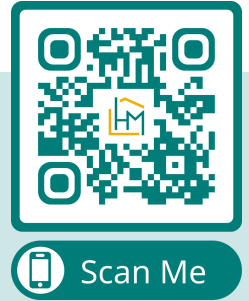
Submit your profile

Profiles are active for one year from creation date & should be updated annually. View your PetScreening account settings for auto-renewal options.

For PetScreening support, email support@petscreening.com

Meet Your Resident Center

It has been designed specifically to let you easily manage your living experience and make payments online. We've provided some instructions below to help you get up and running—let's get started!

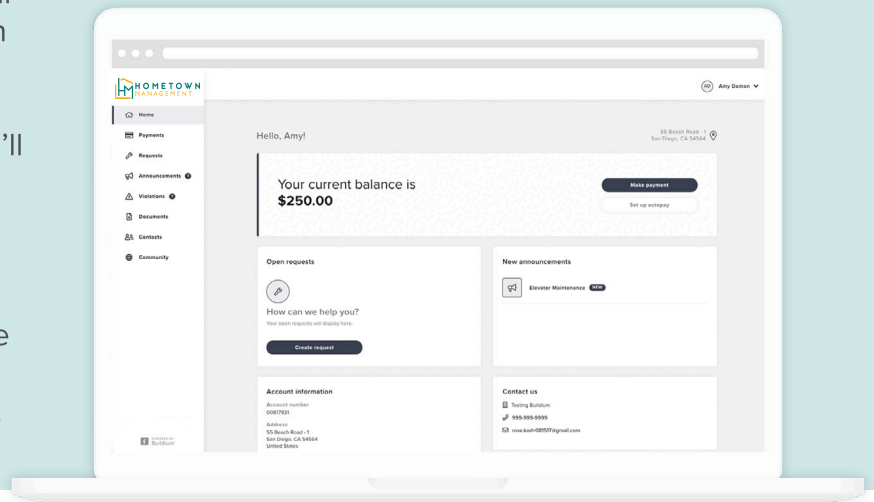


Create Your Password & Login

If you created an account during your application, you'll use the same login credentials.

If not, once your lease is signed, you'll receive a welcome email with your login link, username, and temporary password.

Use that information to sign in for the first time—you'll be prompted to create a new password immediately.



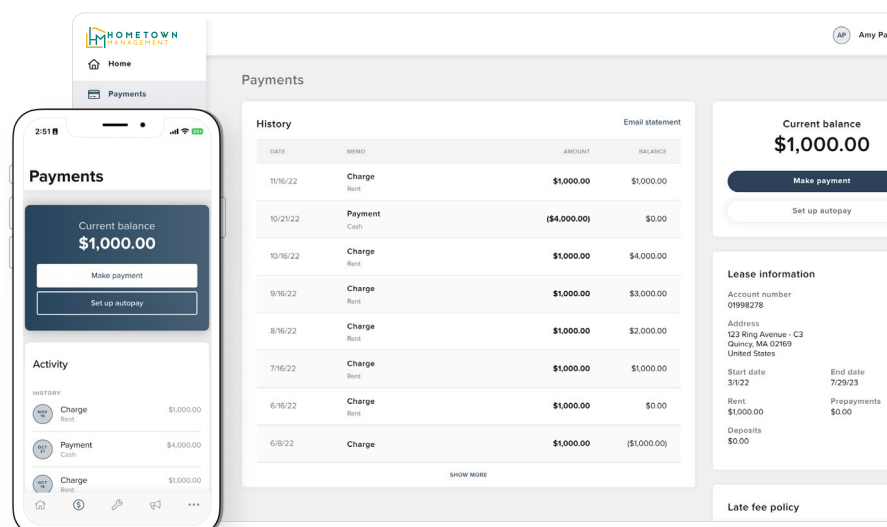
E-Sign Your Lease in the Resident Center

After your Pet Profile is complete, your lease will be sent to the Resident Center. You'll receive an email to log in and e-sign. All tenants and co-signers must sign in order.

Everything You Need

The Resident Center is where you'll manage every part of your lease—rent payments, maintenance requests, important documents, and communication with our team.

You'll receive real-time updates, see your full activity history, access important documents, and keep your household information current—all from a clean, mobile-friendly dashboard.



Maintenance Requests

Maintenance made simple. This page outlines how to request repairs, what qualifies as an emergency, how the process works, and what you can expect from start to finish.



How Our Maintenance Process Works

All requests must be submitted through your Resident Portal at: <https://hmtwn.co/login>

After logging in, go to Requests and select Create Maintenance Request. Add a short description of the issue and include photos or videos when helpful.

Once your request is submitted, our triage team immediately reviews it. They will text you to begin diagnosing the issue so we can determine exactly what's needed before a vendor is dispatched. Quick responses help prevent delays and ensure the right vendor is sent on the first visit.

After a vendor is assigned, you will receive another text confirming scheduling details and next steps. We then track the work order through completion and follow up if additional information or access is needed.

Emergencies that pose an immediate risk to safety or property, call our emergency line: (979) 366-3500

After calling, please also submit a maintenance request in your Resident Center.

A screenshot of a mobile application interface for "HOMETOWN MANAGEMENT". The screen shows a "Create request" form. At the top, there's a header with the company logo and a hamburger menu icon. Below the header, the title "Create request" is followed by a back arrow. The form is titled "Request details" and contains several sections: "Type" with a dropdown menu showing "Maintenance request" and a "Change" link; "Category" with a dropdown menu showing "General"; a question "Does this request relate to a past request?" with radio button options for "Yes" and "No" (where "No" is selected); a "Subject" text input field; and a "Description" text input field.

Who Handles What

We coordinate repairs, assign vendors, obtain owner approvals, and ensure all work meets industry standards and Texas Property Code requirements. Owners pay for repairs unless the issue is caused by resident damage or negligence. Residents are responsible for routine care, timely reporting of issues, maintaining the home in good condition, and replacing consumables like light bulbs and air filters. Damage caused by residents, pets, or guests may result in charges.

More information on maintenance: <https://hmtwn.co/maintenance>

Troubleshooting Guide

Check these quick troubleshooting steps first—many common problems can be solved faster than waiting for a maintenance visit.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
Outlets not working	Tripped GFCI or breaker	Reset the GFCI outlet (typically in bathrooms and kitchens). If issue persists, find breaker panel and reset tripped switches.
Garbage disposal not working	Blades possible jammed	Free the blades by removing any obstructions, then press the reset button (located under the sink on the disposal motor).
A/C not blowing cool air	Dirty filter restricting the air flow, thermostat in the wrong position, tripped breaker, ice on outside line	Change the filter (some units have more than 1), verify thermostat is on cool & auto, reset breaker switches, replace thermostat batteries.
Refrigerator leaking	Food against back wall, freezer door not sealing/closed, drain line clogged or frozen	Move food away from back wall, check to see if leak is coming from shut off valve behind fridge, if leaking then turn off valve and report issue.
Furnace/heating not working	Pilot light is out (gas), gas service not active (gas), safety switch not in position (electric or gas), no power.	Light the pilot light, call your gas company, ensure the furnace door is positioned properly, find and reset breaker switch.
Wet spot on the ceiling	Clogged condensation line from A/C, clogged gutters, debris on roof, broken plumbing line.	Clean gutters, blow off debris on roof, ensure no tubs or sinks are overflowing upstairs, if leak persists shut off the water to the home via the “water shut off” located in the garage or yard.
No hot water	Pilot light is out (gas), breaker tripped (electric).	Light the pilot light (gas), reset the breaker, press the reset button on water heater.
Oven or burners not working	Pilot light is out or burner plates are loose.	Light the pilot light (gas), push the burner plate into oven, reset the GFCI or breaker panel.
Clogged toilet or drain	Using too much toilet paper, foreign objects stuck in drain line.	Use a plunger to unclog the drain line. If issue persists, use a chemical drain cleaner.

Renters Insurance

Purchase a renters insurance policy and get coverage within seconds directly through the resident center. Protect your belongings for as low as \$8/mo* and automatically notify us of your new policy.



Why It Matters More Than You Think

Renters insurance protects you—your belongings, your liability, and your wallet—if something unexpected happens. It's required for every household.

Most renters insurance policies provide \$100,000–\$300,000 in liability coverage, which protects you if accidental damage or injury occurs in your home. Your lease outlines the exact coverage required for your property. If you're unsure what to choose, simply text your Property Manager at the number that contacts you after approval—they'll confirm the correct amount for your lease.

The screenshot shows the "Renters Insurance" website with the heading "Pick your policy". Below the heading is a prompt: "Check 'renters insurance' off your to-do list! Choose the policy that best fits your needs." There are three policy cards: "Basic" (\$10.17/mo), "Standard" (\$13.03/mo, marked as "RECOMMENDED"), and "Premium" (\$16.75/mo). Each card lists included coverages: Personal property coverage, Liability coverage, Guest medical expenses, and Emergency living expenses. The Standard policy also includes "Plus event coverage for fire and smoke damage, water backup, explosions, theft and more." Each card has a "Get started" button.

Policy	Estimated monthly cost	Personal property coverage	Liability coverage	Guest medical expenses	Emergency living expenses
Basic	\$10.17 /mo	\$10,000	\$100,000	\$1,000	\$2,000
Standard (Recommended)	\$13.03 /mo	\$20,000	\$100,000	\$1,000	\$4,000
Premium	\$16.75 /mo	\$30,000	\$100,000	\$1,000	\$6,000

*Prices may vary

Your Easiest Path to Coverage

Upload your own policy in the Resident Center or activate the instant policy offered directly in your portal—no forms, no hassle. Coverage must be active before your lease start date.

The MSI renters insurance policy available inside your Resident Center is the quickest way to meet your lease requirements. Activation takes seconds, coverage is applied instantly, and verification is automatic—ensuring there's nothing holding up your key release.

Your landlord's insurance does not cover your personal belongings. Renters insurance protects items like furniture, electronics, clothing, and valuables from fire, theft, water damage, and more—often for just a few dollars per month.

Liability coverage protects you if someone is injured in your home or if accidental damage occurs to the property. This coverage—typically \$100k to \$300k—is one of the most valuable parts of your policy and can prevent major financial loss.

Proof of active coverage must be on file at all times. If your policy lapses or is canceled, you'll automatically be enrolled in the MSI policy and responsible for the associated charges until new proof is uploaded.

Rent Reporting

You pay rent on time every month. That's great! But guess what? Your credit score isn't positively affected because those payments aren't automatically reported to credit bureaus. And better credit can mean a healthy financial future with more options.

Available in your Resident Center, Rent Reporting allows you to easily report your rent payments to all 3 major credit bureaus —Equifax®, Experian®, and TransUnion®. Every time you pay your rent on time, it will be added to your credit report, helping you build your credit score, without any negative effects.

Did you know reporting your rent can increase your credit score by 60 points on average?



3 Reasons To Report Your Rent

1	2	3
THERE'S NOTHING TO MANAGE (OR LOSE)	LAND YOUR NEXT RENTAL WITH EASE	PRIME YOUR ACCOUNTS FOR PURCHASES
Only on-time payment activity will be reported to all 3 major credit bureaus automatically—Equifax®, Experian®, and TransUnion®.	A good credit score helps you stand out from other applicants, making it even easier to rent your next great place.	Better credit means lower interest rates and more money in your pocket so you can afford the things you really want.

Resident Center's Rent Reporting service is simple and easy to use. All you have to do is sign up for \$4.99/month, connect your lease and payment information, and the rest is taken care of for you. Don't let your responsible rental behavior go unnoticed any longer.

Sign up for Rent Reporting and start building your credit score today →

1 This is subject to change without prior notice, but residents' monthly rental payments will be reported to at least one of the three major bureaus during their subscription to Rent Reporting, powered by Buildium.

2 Please note, Buildium is not a credit bureau and does not have direct influence over any aspect of credit bureau consumer profiles or credit scores calculated by the bureaus. Each bureau to which we report your rental payment information will determine, in its sole discretion, whether and how to use that information.

3 <https://www.usatoday.com/story/money/2019/06/26/credit-score-your-rent-can-boost-your-fico-score-instantly/1556743001/> USA Today (2019)

4 [Alternative Data Such as Rent Payment Reporting Bridges the Gap for Unscorable Consumers and Increases Financial Inclusion Opportunities](#). TransUnion (2021)

Visit **Resident Center** for more information.

Getting Your Keys

Keys are picked up in person at the leasing office on your lease start date between 11 am - 1 pm. We can only release keys once all required move-in steps are completed and verified (utilities, payments, insurance, etc).



Where to Pick Up Your Keys

Keys are picked up in person at the our leasing office on your lease start date. Bring a valid photo ID that matches the name on your lease. We cannot release keys to anyone not listed on the lease.

Keys are released starting at 11:00 AM on your lease start date. Early pickup is not available.

Each household receives one home key. You may make additional copies at your own expense.

- **Mail keys:** Pick up from your local post office with ID and a copy of your lease.
- **Garage remotes or amenity fobs:** Provided only if supplied by the owner/previous tenants.



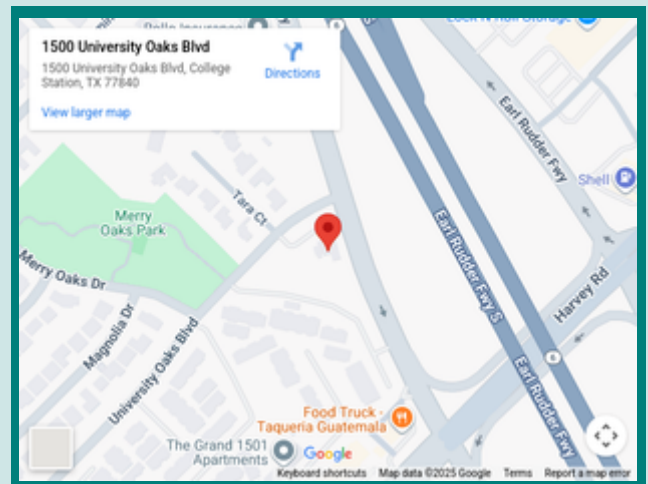
Avoid Last-Minute Hangups

Complete all required steps before arriving. If anything is missing or unverified, you'll be asked to complete it first, which will delay your move-in.

Key Release Requirements

All move-in steps must be fully completed and verified including:

- Full move-in balance paid
- Renters insurance on file
- Utilities active in your name
- Electricity confirmation letter uploaded
- Pet profile complete (if applicable)
- No keys can be released until all requirements are met—no exceptions.



Move-In Inspection

Your move-in inspection is completed through RentCheck, a simple mobile app that lets you document your home's condition the day you receive your keys.



How to Perform Your Inspection

Once you have signed your lease, you will receive an email to access your RentCheck account by using a unique "Invite Code".

Upon creating an account you will be asked to input your invite code, do not create an account without it or you will have to start over and create a new account.

RentCheck guides you room by room. Take clear photos, answer quick condition questions, and note anything that was already present when you moved in. You can pause and return anytime.


RentCheck saves your inspection in a secure, time-stamped report. Hometown Management reviews your notes and uses this as the official baseline for your home's condition throughout your lease in conjunction with private inspections done prior to your move in.

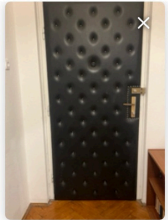
Download the app or scan the QR code above **(once you receive an invite code after signing your lease):**

hmtwn.co/move-in-inspection

×

Step 1/1


Add Photo



Front Door – Exterior and Interior
How would you rate the overall condition?

PoorFairGood


Please check the following:

Does the door open and close properly?

YES ✓

Does the door lock properly?

YES ✓

 Write a note...



Quick Inspection, Big Protection

RentCheck walks you through a quick, room-by-room inspection. Complete your move-in inspection within 3 days. If not, the home is recorded as delivered in satisfactory condition.



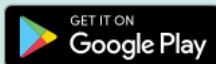


PLEASE READ BEFORE MOVING ANY BELONGINGS INTO YOUR NEW HOME

Document Your Home Before You Settle In

Welcome to your new home! We're thrilled to have you here. Before you settle in, let's go through three easy steps:

- [Download the RentCheck App](#) (available in the Google Play Store and Apple App Store)



- After signing your lease packet, use the invite code provided in the initial email. Without this invite code, you will not be able to complete the inspection on RentCheck.
- Complete the report by the 3rd day of your lease term as specified in your lease agreement.

Remember to take clear photos without any furniture, boxes, or personal items for accurate documentation.

If you need any help during the inspection, don't hesitate to reach out to RentCheck's support team through the chat feature or at (504) 414-5955.

Love where you Live

