

# Nicastro Properties Management Information

## Management

As you know, Nicastro Properties is a web-based Management Company. We use e-mail to communicate with our residents as it is the most efficient way to mass communicate. Should you ever have any questions or concerns, please do not hesitate to email us. Our goal is to make your stay in our home as enjoyable as possible.

## Maintenance

Maintenance requests should be submitted by way of a maintenance request form at [www.CampusHandyman.com](http://www.CampusHandyman.com). Please note this is for maintenance only. For security breaches, fire or serious illness, please call 911 and calmly give the dispatcher your name and address. We proudly provide this service to you free of charge – as long as you or your guests are not the cause of the maintenance request.

## Rent & Water Payment Information

Rent is due on the 1<sup>st</sup> of every month and is *automatically* withdrawn from your Payment Account. Should you need us to delay your debit, please email our office at *least* 4 days prior to the 1<sup>st</sup>. Water bills are emailed once per quarter, and *automatically* debited from your Payment Account 2 weeks after you receive the bill.

## Parking Passes

After August 20<sup>th</sup> our parking lots are monitored for Passes 24/7. If you do not have a Parking Pass, you WILL BE TOWED! After you purchase a Parking Pass, it will be mailed to your home. *Be sure to put your Pass on your rearview mirror so that it is visible!* If you have yet to purchase a Pass, Applications are available on our [website](#). Please mail your Application along with your check for \$200. You will receive your Pass about 1 week after we receive your Application and payment.

## Move-Out

If you have not renewed, your lease ends on July 31 and you must leave your home no later than midnight on July 31 (although we do not recommend waiting until the last moment as our crews arrive at most homes at midnight). Any holdovers will be charged in accordance with the lease. Your home **MUST** be left **SPOTLESS**...which means not a single personal item or piece of trash! Any items left inside or around the home *will* be charged against your Security Deposit.

## Customer Satisfaction

Over the years situations have arisen where residents have gone the duration of the lease without complaining only to complain at the end of the lease about a water problem from 6 months prior. We do anything we can to avoid situations like this by pleading with you to take responsibility for your maintenance requests! If you have water in your home, it is in your best interest as well as your responsibility to fix the problem! We allow you to use Campus Handyman at no cost and we also do our best to set the expectation that you must take responsibility for your home. We encourage you to email us with any questions, concerns or complaints. If you feel that Campus Handyman did not do a good job or if you have a specific request or complaint please let us know immediately so we can fix the problem sooner rather than later!

