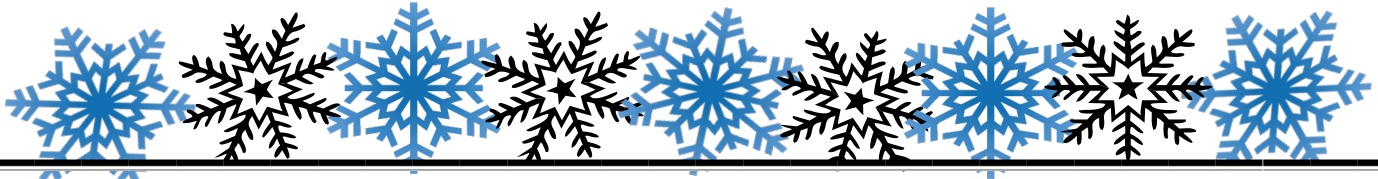




2022

Winter Newsletter

2023

**Important Dates****October:**

1st: Rent Due
2nd: Rent is considered late
31st: Halloween

November:

1st: Rent Due
2nd: Rent is considered late
24th: Thanksgiving-
Office Closed

December:

1st: Rent Due
2nd: Rent is considered late
25th: Christmas Day
26th: Office Closed

January:

1st: Rent Due
1st: New Years Day
2nd: Office Closed
2nd: Rent is considered late

February:

1st: Rent Due
2nd: Rent is considered late

March:

1st: Rent Due
2nd: Rent is considered late

Heat must be kept at a minimum of 55 degrees F at all times and in all rooms throughout the winter months of October through May.

Important Notices

We require all communication to be in writing. Meaning, should you have any questions regarding your tenancy, ledger balance, etc. you must submit your questions/requests in writing. A response can take up to 5 business days.

This is a friendly reminder we require all smoking be done at least 25 feet away from each building, including balconies. If smoking is witnessed or reported, **administrative time**, billed out at \$35.00/hour, will be applied and **carpet cleaning** will be required.

House Rules, #2: "No smoking in the units, inside any buildings, around pool/spa deck or within 25 feet of any entryways at any time."

Tenant Obligations, #6: "Tenant shall conduct oneself and require other persons on the premises with the Tenant's consent to conduct themselves in a manner that will not disturb neighbor's peaceful enjoyment."

As we begin to enter winter, we would like to remind you of the following:

- Snow removal will be occurring throughout the day. Please ensure that all sidewalks are clear of personal items. In addition, please do not cover sidewalks with vehicle bumpers when parking or electrical cords when parking. Nothing can impede the walkways.
- All snow needs to be swept from balconies and patios to prevent water damage to the property.
- Please notify the office of any absence longer than 3 days for maintenance emergency purposes. Prior to leaving, please open all cabinets that contain plumbing to allow for heat circulation and prevent the pipes from freezing.
- Please take trash out to the dumpsters immediately. Do not keep in your apartment or by your front door.
- There are buckets of ice melt at each staircase. If there is a particularly icy spot, please feel free to use it, but use only what is necessary as it can damage the concrete. These buckets are not for dog waste, trash, or cigarette butts. If these are misused we will have no choice but to remove them, which we do not want to do.
- Due to colder temperatures, dryers can take longer to dry clothes. This is a common occurrence and you should take measure to accommodate for this. It is not ideal however, it does not mean the appliance is not working as it should. Please keep this in mind before submitting a work order request. If there is an issue, we are happy to assess.
- Keep in mind during the winter, the entire plumbing system, including your water heater, is affected by the colder weather. During the summer, pipes are not cold therefore, the water heats up much quicker. This is because cold pipes will draw out heat from the hot water which causes fluctuations with the water temperature. It is common for hot water usage to increase when it is cold and as a result, it is more likely to run out of hot water more quickly. **When exposed to lower temperatures, water heaters endure a lot of strain as they work longer and harder to provide a supply of hot water.**

Missoula Contact Information

Montana Crestview/ River Rock Apartments:
EMAIL: kbridgeman@montnacrestview.com
WEBSITE: missoulaaprtments.biz, riverrockapts.com

Office Hours

Monday-Thursday
8:00 AM-4:00 PM

Bozeman Contact Information

Trout Meadows Apartments:
EMAIL: TMLeasing@montnacrestview.com
WEBSITE: bozemanapartments.biz

Friendly Reminders

Online Tenant Portals

Please ensure your contact information is up to date as well as your vehicle information.

Rent Payment

We do not accept any form of payment in office. **You will pay rent through your online tenant portal by either credit or debit card (convenience fees apply) or by eCheck (free.)**

Quiet Hours

are between 10:00p.m. and 7:00a.m.

Parking

If there are any unauthorized vehicles on the property, they will be towed at the owner's expense and responsible for actual costs associated. In addition, inoperable vehicles will be towed which includes but is not limited to, flat tires, expired registration, or vehicles sitting in the same spot for more than 10 days. You must have a handicapped permit in order to utilize ANY of the designated handicapped parking spaces. Recreational vehicles and trailers are **NOT** permitted to be parked on site. All vehicles must be in working order and registered with us! Please make sure your vehicle, including license plate number, is updated in your tenant portal. Unregistered vehicles are at risk of being towed at anytime and without warning.

Animals

No animal sitting is allowed at any time. Animals are allowed in all buildings with references and management approval. Please do not bring, keep, or maintain any animal on the premises except animals listed on your animal addendum. For those who have an animal **do not tether your animal outside on the premises on patios** or leave leashes laying in yard area as this is a rental agreement infraction. If we see a leash or a tether, we will dispose of it. Animals must be under direct supervision at all times. **Leashes are required at all times and must not be longer than 6' which is a standard leash length.**

Exercise Facility & Hot Tub

Pool/Spa Hours:

Monday-Friday 10 AM-8 PM

Saturday & Sunday 12 PM-8 PM

Gym Hours:

Everyday 5AM-10PM

Please observe the posted warnings and rules. No smoking, alcohol, food, or glass containers are allowed around pool and spa areas. No unsupervised children are permitted in the area. **Please cover the hot tub when you leave.** If you are found to be in violation of the posted warnings or house rules your access card/credentials may be confiscated/revoked. All guests and additional occupants must be accompanied by a tenant at all times when utilizing these facilities.

Trash/Waste Disposal

It is pertinent that all trash (including cigarette butts and animal waste) is disposed of properly. This includes but is not limited to placing trash on common walkways, on back balconies, in common areas and grounds, at/in garages and in the animal waste baskets (these are for animal waste only, not bags of trash). Any offenses will result in a rental agreement infraction notice and offenders will be billed for actual time associated.

Helpful Tips

• **Adding Tenants**

Visit our website and under 'Current Residents' you will find processes for all requests including how to request to add a tenant.

• **Adopting an Animal**

If you are interested in adopting a new animal submit a request from with vet records and a photo. **Please note, all animals require management approval prior to bringing them on the premises.**

In case of after hour noise complaint please contact the non-emergency police line.

Missoula non-emergency: (406)552-6300

Bozeman non-emergency: (406)582-2000

Keep in Mind:

- ◆ All after office hours **emergency** work requests should be brought to the attention of the Resident Manager:
Montana Crestview PH: (406)214-2986
Trout Meadows PH: (406)589-7836
- ◆ Light bulb and smoke detector battery replacement is a tenant responsibility, please plan accordingly.
- ◆ Run exhaust fan in the bathroom during and after your shower, for as long as an hour in order to prevent condensation & moisture damage.
- ◆ Use the exhaust fan above your stove when cooking. Be sure to clean often.
- ◆ Blinds must be raised at least 1" to allow air flow.
- ◆ NO reflective paper allowed on windows.

Application Policy and Non-Discrimination Policy

Once the applicant has submitted a complete application, the process will take anywhere from one to seven days depending on how quickly we can obtain third party information including but not limited to your Rental History.

Anyone over the age of 18 years is required to fill out their own application.

\$50.00 fee per application.

Copy of Photo Identification required.

Copy of ALL sources of Income required.

If you have animals, must provide vet records which state age, type, breed, weight, & up-to-date vaccination records of the animal.

Qualifying Factors:

Income

Credit Report

Criminal/Violent/Sexual Offender

Rental History References/Home ownership

Personal References

Montana Crestview welcomes all applicants and supports Fair Housing. Montana Crestview does not discriminate against a person because of marital status, sex, sexual orientation, gender identity, race, creed, religion, age, familial status, color, national origin, physically or mentally challenged persons.

