



Notice of Move-In – Important Information

Dear Resident:

Your move-in day is approaching and we need to be sure that you are aware of everything that will be happening on that day!

Move-in day can be hectic so we want to try and take away as much stress as possible. We offer Fast Pass move-in options for your convenience. In order to qualify for this option, **you must have a completed file and must make sure that your initial monthly installment/other charges are paid at least 2 weeks prior to move-in.** Should you not qualify for a fast pass, you will likely have to wait in line to complete the check-in process to receive keys.

- For details about the move-in schedule, please refer to the [Move-In Procedures](#). We also encourage you to review the [Move-In Map](#) for details about where to go/park, etc.
- Completed files include the following as applicable:
 - Proof of utilities (power/water) being placed into the resident's name, if applicable. Please refer to the [Utility Info Document](#) for specific steps you will need to take.
 - We also require that all residents have liability insurance coverage. Please review [Insurance Coverage Information](#) for detail on how you can satisfy this requirement.
 - Monthly installments may be paid online through our Resident portal with an e-check, eMoney Order, or a debit/credit card (fees apply). Please view the info about our [Mobile App](#). You may also pay via check in the office or via mail.
 - Animal Registration – all residents must complete the pet profile even if you do not have a pet. Please review the [Pet Registration Flyer](#).
 - **IN ORDER TO RECEIVE YOUR KEYS ON MOVE-IN DAY, YOU MUST PROVIDE PROOF THAT YOU'VE SUCCESSFULLY SIGNED UP FOR UTILITY BILLING, HAVE ALL LEASE PAPERWORK COMPLETED AND APPROVED, AND ALL UP-FRONT FEES & FIRST MONTH'S MONTHLY INSTALLMENT MUST BE PAID IN FULL. WE RECOMMEND COMPLETING ALL OF THIS PRIOR TO YOUR MOVE-IN DAY.**
- When you move in, we will issue you key(s), passes, and any codes required to access the amenities, your home, and your bedroom. You will also be provided with a move-in inspection report (either electronically or on paper). You will have **48** business hours to return the inspection report to our office. Any damages listed on the inspection **will not** be charged to your account at the end of your contract term (per management's acceptance).
- Prior to your move-in, we recommend that you reach out to your future roommates to coordinate who will be bringing what to your new home. Here is a list of what is provided and [What You Need](#) to bring with you. Whether you are moving in with friends or making new ones through our Roommate Matching program, living with someone can be an adjustment. We encourage you to review these [Tips for Getting Along With Your Roommate](#) ahead of time and as a group.

- Lastly, to keep you connected with your campus, we have collected [University Resources](#) that students are known to utilize during the academic year.

We can't wait to see you on Move-In Day! If you have any questions, please let us know.

Sincerely,

Your Management Team



MOVE-IN PROCEDURES

Your move-in day is approaching and we need to be sure that you are aware of everything that will be happening on that day! Your contract begins on **August 15th, 2023**. Unfortunately, the move-in day listed above is the earliest that the unit will be available for move-in.

What to Expect on the Move-In Day:

- Please arrive at **The Nine at Rio** no earlier than **8 AM**. When you arrive, please park **on the street or in the Quarters Parking Garage**. To make the move-in process as smooth as possible, we have created time blocks for your arrival. The time blocks are based on your unit number. Please see below.

TIME	FLOOR
8 AM – 10 AM	Floor 7
10 AM – 12 PM	Floor 6
12 PM – 2 PM	Floor 5
2 PM – 4 PM	Floor 4
4 PM – 6 PM	Floor 3
6 PM – 8 PM	Floor 2

- On move-in day, we will verify that the full month's installment, fees, and any outstanding paperwork are complete before giving out keys. Keep in mind we will only accept certified checks, no cash or money orders. If you pay online before you come, please bring a copy of the online confirmation. Please note that your first month's installment is due no later than **August 1st**. Please be sure all fees and your 1st month's installment are paid on time as it will ensure your unit is secure and you are ready for move-in day.
- Resident is responsible for the following utilities: **Water and Electricity**. See the utility info page for steps you must take prior to moving.
- When you move in, we will issue you key(s), passes, and any codes required to access the amenities, your home, and your bedroom. Our staff will provide you with the electronic move-in inspection report. You will have 48 business hours to submit the inspection report online. Any damages listed on an inspection will not be charged to your account at the end of your contract.

If you have any questions about missing paperwork, the amount you owe, etc., please contact our office at 512-910-2799 or info@the9rio.com.

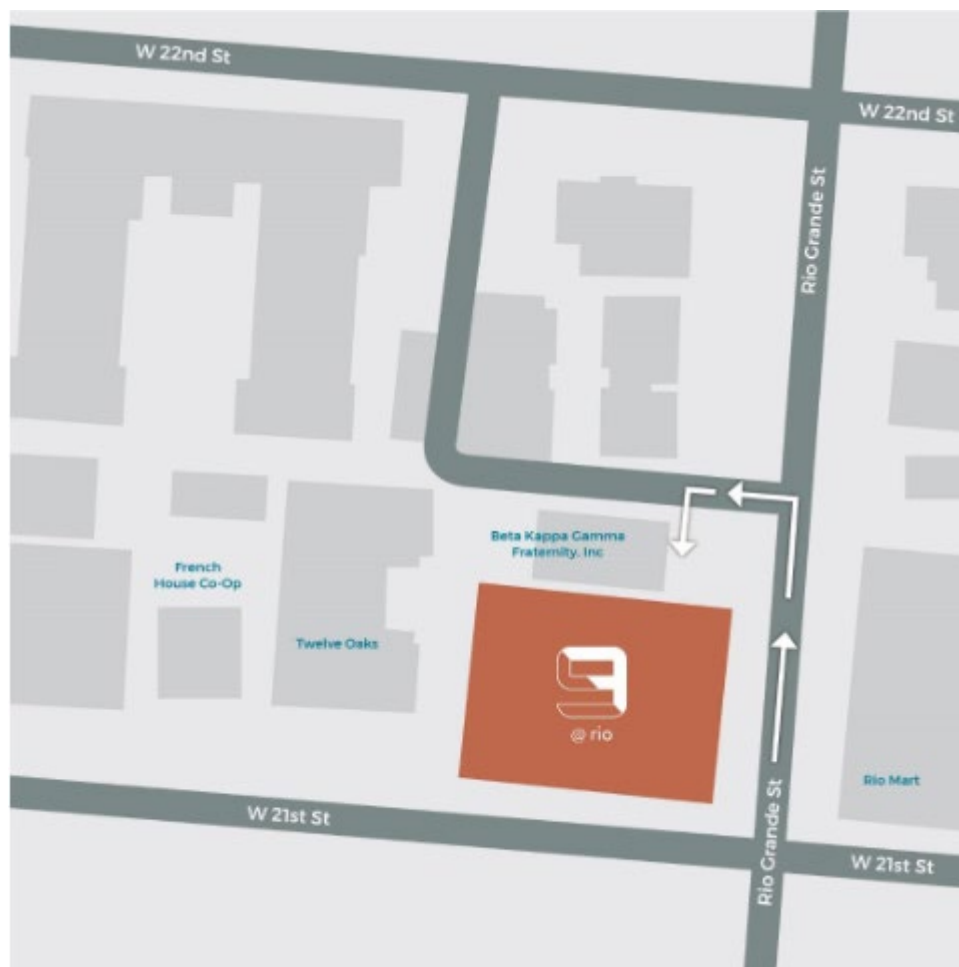


MOVE-IN MAP

Welcome to **The Nine at Rio** – We are pleased that you chose our community for your new home! Now that the Fall Semester is right around the corner, we are finalizing preparations for **The Nine at Rio 2023 Move-in Day**. It is our goal to make sure your move-in process is as seamless and enjoyable as possible.

Below you will see the move-in process mapped out in stages.

1. Turn down Rio Grande St from W Martin Luther King Blvd (red arrow)
2. Turn down the alley to the left of The Nine at the Rio Building (the red arrow; we will direct you)
3. Turn into The Nine at Rio parking garage to get keys (stay in your car)
4. Go down to the last level of the garage to unload your car with the movers
5. Exit out of the parking garage and go left down the alley to Pearl St (blue arrow)
6. Turn onto Pearl St to find street or parking in Quarters Garage





Utilities Made Simple with SimpleBills

Here's How Simplebills Benefits You:

- ✓ Receive All Your Utilities in One Convenient Bill
- ✓ Receive Only Your Portion of the Utility Bills
- ✓ Never Forget About Your Bill with Our Helpful Reminders
- ✓ Manage Utilities Conveniently Online or Through the App
- ✓ No Utility Deposits or Set-Up Fees
- ✓ Build Credit By Paying Your Utilities

So What's Next?

1. Be on the lookout for an email containing your sign-in information. (Check your spam folder – just in case!)
2. Go to **SimpleBills.com** and sign in with your username and temporary password enclosed in the email.
3. Save a form of payment under “Payment Options.”
4. Agree to the SimpleBills terms of service. **You're all set!**

RESIDENT LIABILITY INSURANCE OPTIONS

WHAT YOU NEED TO KNOW

As a condition of our housing contract we require all residents to carry liability insurance (\$100,000) for damage to the landlord's property during the term of their lease.

To satisfy this housing contract requirement you have two options:

Option 1: Do nothing – you will be automatically enrolled in the Landlord Liability Protection Program

You pay the monthly fee together with your monthly installment. (See complete details below.)
This does not cover your personal belongings.

Cost: \$13.00 per month

Option 2: Purchase liability insurance from a licensed agent and provide proof of coverage

Having liability insurance should meet your housing contract requirement.

Cost: Depends on your provider and applicant's creditworthiness, among other factors.

Landlord Liability Protection Program Details

Policy Coverage: \$100,000 Legal Liability for damage to landlord's property.

The coverage provided by the Landlord Liability Protection Program meets the minimum requirements of the housing contract. The policy covers only your legal liability for damage to the landlord's property (covered losses include fire, smoke, explosion, water damage, or backup or overflow of sewer, drain, or sump) up to \$100,000.

Monthly Cost: \$13.00 Per Month

Policy Details: All claims should be reported to your Community Manager. Please review the Insurance Addendum to the housing contract for further information on our insurance requirements and for additional important disclosures about the coverage we will acquire and bill you for if you do not provide us with proof of insurance you buy yourself.

This policy is not personal liability insurance or renters insurance. The policy does not cover any of your personal belongings, additional living expenses, or liability arising out of bodily injury or property damage to any third party. If you are interested in these additional coverage(s), you should contact a licensed insurance agent or insurance company of your choice.

Please Note: You are under no obligation to participate in the resident liability program. You may satisfy the housing contract requirement by obtaining a personal liability insurance or liability insurance policy from an insurance agent or insurance company of your choice and providing proof of coverage (a copy of the declarations page) for the duration of your lease.
WE URGE YOU TO SPEAK TO A LICENSED AGENT OR BROKER ABOUT YOUR OPTIONS.

Resident Liability Insurance Program is administered by Property Owners Protection Insurance Company, LLC | (949) 269-1410 | Admin@popicllc.com



@rio

We encourage healthy and responsible pet interactions for all residents, and we strive to create a community that welcomes everyone and ensures a pet-responsible environment. We use a third-party pet application service that is simple and secure while storing your pet's information in one place.

This service makes it easy for Pet/Animal Owners to share their animal records with their Housing Provider, pet groomers, doggy daycares, dog walkers, pet sitters, vets, pet friendly hotels, and more.

PRICING

- \$20 for an individual Pet Profile
- No charge (\$0) for an Assistance Animal Accommodation Request
- No charge (\$0) for a No-Pet profile

All profiles are active for one year upon completion.

HOW TO MAKE A PROFILE

Note: Individuals without pets must complete the online affidavit, while Pet/Animal Owners should gather the following to start:

- Vaccination Records
- Microchip Information
- Photos of Your Pet

1. Visit this link:

<https://the9rio.petscreening.com/>

2. Review the policies and click the 'Start Here' button for No Pets, Household Pets, or Assistance Animals.

3. Enter your contact information, read and accept the Terms of Service, and click 'Create Profile'.

3. **Pet/Animal Profile:** Click on each section within the pet profile to enter details, upload photos and attach documents.

No Pet/Animal Profile: Complete the affidavit questionnaire.

4. **Pet Profile:** Click 'Proceed to Payment' at the top of the profile, enter payment details and submit.

Animal Profile: Click 'Submit for Review' at the top of the profile.

No Pet/Animal Profile: Click 'Finish' at the top of the profile.

5. Your active profile will be shared automatically with your housing provider.



WHAT YOU NEED

We know this process can be a bit overwhelming so we want to make it as easy as possible. Below you will find information about what is included in your unit and what you will need to bring with you. Be sure to let us know if you have any questions. Be sure to coordinate with your roommates on some of these items so that you don't duplicate them.

Your Unit is equipped with the following items:

- Refrigerator
- Stovetop/Oven
- Microwave
- Light Fixtures
- Towel Rods in the bathrooms
- Toilet Paper Dispensers in the bathrooms
- Blinds on all windows/patio door

If you have contracted a fully furnished unit, your furniture package includes:

- Couch
- End Table
- Dining Room table and 4 chairs
- Full XL
- Dresser
- Desk
- Desk Chair
- **72" TV**

We recommend that you bring the following items:

- Shower curtain
- Bedding – this means sheets, pillows, and blankets
- Towels
- Plates, bowls, pots, pans, and other kitchen necessities
- Toiletries
- Vacuum
- Broom and dustpan
- Trash Can
- Mop
- Cleaning supplies

10 TIPS FOR GETTING ALONG WITH YOUR ROOMMATES

1. Get to know each other.

You're going to be spending a lot of time with your roommate(s) and he or she is your first opportunity to make a new friend at **The Nine at Rio**. Take the time to ask and answer questions -- about family, hobbies, academic interests, etc. Who is this person? Some questions you can ask:

- My birthday is...
- The kinds of food I like to eat are...
- The things I do for fun are...
- What I like to do for exercise is...
- Some things I spend my money on...
- Some things about my family are...
- My major is (or may be)...
- Some things about my hometown/high school are...
- The way I feel about dating is...

2. Communicate.

Open and honest communication is key to building a positive and successful relationship. Take some time and talk to each other and let your roommate(s) know what is important to you. Talk about how you would like for all of you to communicate with each other and how you talk to others when there is a problem or conflict. Living together can be stressful and knowing how the other person operates means that you can resolve conflicts before they grow too large. Healthy relationships take work. Some issues you may wish to discuss include:

- The way I feel about loaning things is...
- The way I would like to decorate our apartment is...
- If something I do upsets you, you would...
- When I am unhappy or mad, I...

3. Be open and friendly.

Remember that all of you may be anxious and concerned about living with new people. Your roommate(s) may be experiencing the same issues and concerns that you are and may be under the same pressure. Talk to each other about what is important to you and things that may affect your relationship as roommates.

4. Define "neat."

Whether you're a neat freak or a slob, you have other people's feelings to consider. With a little give and take, you can adjust accordingly and make your environment comfortable. You need to make sure that you all (1) agree on how you are going to keep the apartment, and (2) what you are going to do if one of you is not living up to your agreement.

5. Discuss visitation hours.

Talk about when it's okay and when it's not okay to have visitors in the apartment. Also, discuss how often you all plan to have people over. Do you want your apartment to be a social center or a refuge from the crowds? How about opposite-gender guests? When are they allowed in the apartment? Do you think you might have overnight guests? What are the rules for them?

- I would like to avoid having guests over at these times...
- If I feel that a visitor(s) overstays his/her welcome, we would handle it by...
- The way I feel about your friends using my things is...
- The way I feel about having people in the apartment when I am trying to study is...

6. Find an activity you can share.

There's nothing like having something in common to care about and talk about. Do you both plan to go to the gym a lot? Maybe you can be workout partners. Perhaps you both enjoy a particular type of film, music, art, or hobby. Do you plan to join any clubs or student organizations? While you will not be spending all your time with your roommate(s), it doesn't mean you can't do some things together.

7. What about study times and habits?

Talk about how you prepare for classes and tests. Do you study in the apartment or in another place like the library, a study room, or the student center? If you plan on doing most of your work in your cottage, talk about scheduling times so that you all can have quiet time. Let your roommate(s) know when you have a big test or assignment coming up so that he or she can give you space and quiet time.

8. Give each other space.

Togetherness is great, but too much of a good thing, sometimes that's not so great. You and your roommate(s) need time alone or with other friends. If that is not happening naturally, talk about it.

9. Are you okay with sharing?

Just because you are sharing an apartment, doesn't mean you may want to share other things. Talk about what you want to share and what you want of your own. Can you share clothes, CDs, appliances, food, etc.? Setting these boundaries early can avoid later conflicts.

10. Pet peeves & personal habits.

What is a big pet peeve for you? What is something that really bothers you? How do you deal with conflict? Do you yell, get quiet, or nurse a grudge? You have the chance to talk in advance before you establish a relationship with these people – USE IT!

- The way I feel about loaning things is...
- The way I react when I am stressed out is...
- When I'm depressed I...
- Something that cheers me up when I am down is...
- I usually let people know I am angry by...
- I become easily annoyed by...



UNIVERSITY RESOURCES

University: The University of Texas at Austin

Greek Life: (512) 471-9700 / Student Service Building 4400

Email: sfl@austin.utexas.edu

Health Center: (512) 471-4955 / Student Service Building

Website: healthyhorns.utexas.edu

Parking Services: (512) 471-7275 / 1815 Trinity St.

Email: parking@utexas.edu

Bookstore: (512) 4767211 / 2246 Guadalupe St.

Website: universitycoop.com

Office of Financial Aid: (512) 475-6282 / Student Service Building 3rd Floor

Email: ask@finaid.utexas.edu

Career Center: (512) 232-2793 / Student Service Building 2nd Floor

Website: education.utexas.edu/about/college-offices/career-services

Disability Resource Center: (512) 232-2910 / SSD, A4100

Email: ssd@austin.utexas.edu

Counseling Services: (512) 471-2255 / Student Service Building 5th Floor

Website: cmhc.utexas.edu

Dean of Students: (512) 471-5017 / Student Service Building 4th Floor 4400

Email: deanofstudents@austin.utexas.edu

Campus Event Calendar: calendar.utexas.edu/calendar

Division of Diversity and Community Engagement: diversity.utexas.edu/

National Mental Health Resource: 988 / Website: samhsa.gov/find-help/988



Download the ResidentPortal App today!



Visit ResidentPortal.com today
to learn more about the app!

One-stop app for all your needs!

The ResidentPortal App makes life easier! With it, you can quickly pay rent, submit a maintenance request, get announcements, communicate with your property manager, and get notified that a package has arrived. With ResidentPortal, you can take care of it all!



MAINTENANCE REQUESTS

Submit maintenance requests with pictures of the issues.



COMMUNITY

Have the office at your fingertips 24/7; check office hours, message with the property, and find out what's happening at your community!



MANAGE PAYMENTS

Schedule new one-time and auto payments, and ensure your rent will always be on time.



AND MUCH MORE!

Download the Resident Portal App today and have the office at your fingertips, 24/7.

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