

Move-In Checklist: Welcome Home!

Welcome to your new home! To help you get started, please review and complete the items below within the first few days of your move-in.

PAYMENTS

- Submit your security deposit and first month's rent prior to move-in
- The security deposit and first two months of rent must be paid with certified funds
- Payments must be delivered to: **2077 N Zaragoza Ste A105, El Paso, TX 79938**
- After the first two months, rent payments may be made through your tenant portal

ACCESS

- Confirm all utilities are active in your name (electric, gas, water, internet, etc.) and be prepared to provide account numbers, as access will not be granted without this information
- Once rent has been paid, call the office to receive your access code to retrieve keys from the lockbox
- Contact the office to confirm availability of garage remotes, as not all homes are equipped with them
- Any available garage remotes must be checked out directly from the office
- Mailbox keys can be obtained from your local post office. Please take a copy of your signed lease with you, as it may be required to verify your address. The average wait time to receive new mailbox keys is approximately two weeks. While you are waiting, you can request that the post office hold your mail so it is not returned or left unsecured until your keys are ready.

MOVE-IN INSPECTION

- Complete your Move-In Condition Form within 5 days of move-in
- Take clear photos/videos of the property, including any existing damage
- Be thorough and include even minor items (marks, scratches, wear, etc.)
- Locate important items (breaker panel, water shut-off, thermostat, etc.)
- Submit your inspection form as instructed

SAFETY CHECKS

- Test smoke detectors and carbon monoxide detectors
- Replace batteries if needed
- Confirm doors and windows lock properly

GENERAL CONDITION

- Test all appliances (stove, oven, refrigerator, dishwasher, etc.)
- Run faucets and check for leaks
- Test HVAC system (heating and cooling)
- Ensure toilets flush properly
- If anything is not working properly, submit a maintenance request through your tenant portal as soon as possible

CONTACT US: For questions or maintenance requests, please use your tenant portal or contact: reliant@reliantep.com

Taking a few minutes to complete these steps will help ensure a smooth move-in and protect you throughout your tenancy. Welcome again—we're glad to have you!