



## Welcome to RENEW!

Congratulations on your approval for your new rental home! We are excited to have you! We hope to make your transition as easy as possible so here are some key points to remember and/or use as your moving checklist.

1. At this point you should have paid your security deposit already. If you have already paid rent -great! If you still owe rent, a last months' rent deposit, or an admin fee, please have that paid BEFORE coming to pick up keys. You must have a zero balance.

2. If your lease begins on a weekend or holiday that was done in error. Please immediately call our office to either change those dates or to work out an early or late pickup. Our office hours are Monday - Friday from 9am-5pm and we only give out keys during those hours. Holidays we might leave early or close so plan ahead! Check the dates on your lease! The address for pickup is 203 Point East Drive, Nashville, TN 37216.

### 3. Important: Utility Setup Required

Before handing over the keys to your property, you must set up utilities in your name. To facilitate a smooth transition, please follow these steps:

- **Access Our Platform:** Use the following link to locate and connect with the required utility providers: <https://utility-setup.com/renew-real-estate-services>
- **Input Confirmation Details:** Once you've established your utility services, input the relevant account or confirmation IDs into our platform. This step ensures we're able to track and manage your utility services setup effectively.

**Should you have any inquiries or require assistance regarding essential utility options, our chat support feature within the provided link above is readily available to assist you.**

Failure to set up all utilities prior to move in will result in a charge of \$100 plus the charge for any time utilities were not in your name.

The typical numbers for the local utility departments are as follows:

Electricity - NES - 615-736-6900  
615-862-8600

Water - Metro Water - 615-862-4600  
Piedmont Gas - 1-800-752-7504

Local non-emergency police

Comcast Cable 615-244-5900

Waste pickup is free in most of Davidson County if you have a trash bin at the property. If not you can pay an \$85 deposit fee to receive one. You can call the main Metro number to find out details 615-862-5000.

If your unit has a community mailbox that requires a key, you will need to take a copy of the lease agreement to your local Post Office. They will provide you with the mail key for your unit.

4. If you move in and something is damaged or not working DON'T PANIC! If it is a true emergency (fire/flood) call 911 if needed then call our 24 hour emergency maintenance line 615-800-8490 ext. 4 For non-emergency items please give it 24 hours and compile a list so we can handle all approved repairs at once. You can submit that request as a work order in your tenant portal.

5. Paying rent - Rent is due on the 1st and late on the 6th. We have several convenient ways to pay. You can use the online tenant portal and pay via ACH check (small fee) or credit/debit (fee). You can mail us payment. You can bring payments into the office, but please note we do not accept cash. We also have a barcoded pay-slip you can obtain from us or in your tenant portal, which will allow you to pay with cash or card at many places like Wal-Mart, CVS, 7-11, or Ace Financial.

Thank you again for choosing a Renew Real Estate Services rental. Please let us know if you have any questions or concerns.

RENEW REAL ESTATE SERVICES

615-800-8490

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