



Welcome to Your New Home!

Dear new resident,

Welcome to Stone Gate Property! We're thrilled to have you as a part of our community and hope you enjoy settling into your new home. Our goal is to make your experience here comfortable, enjoyable, and worry-free. Please don't hesitate to reach out with any questions or needs as you get acquainted with the property.

Meet Your Property Management Team

Our team at *Stone Gate Property Group* is here to help with any questions or support you may need. Below are the primary contacts available to assist you:

- **Property Manager:** Tucker Dagle
 - **Email:** Admin@stonegate-property.com

Contacting Your Property Manager

- For non-emergency issues or general questions, please contact your property manager via text or email during business hours only. You can reach us at:

Text: 570-775-8571

Call: 570-539-9105

Email: admin@stonegate-property.com

Maintenance Requests

- All maintenance issues must be submitted through the **Tenant Portal** to ensure they are properly tracked and addressed. Requests not submitted via the portal will not be seen or processed.

Submitting Maintenance Requests through the portal

1. Visit our website at www.stonegate-property.com.
2. Click on the Tenant Portal button at the top of the page.
3. Enter your username (the email you have listed in our system).
4. Input your password.
5. Navigate to the Requests section.
6. Fill out the form with detailed information about the issue and ensure to include photos if applicable.

Important Information

- **Office Hours:** Our office is open Mon-Fri 9:00-4:30.
- **Rent Payment:** Rent is due on the 1st of each month. Payments must be made through the online portal or can be mailed to 512 Northampton St Edwardsville, PA 18704. ****Note all mailed checks must be received by the 1st or will be considered late****

Emergency Situations

- **For fire-related emergencies** or any situation posing immediate danger, please dial **911**.
- **For emergency plumbing issues**, call 570-599-4814 immediately.

****Important Note: After-hours emergency calls will be billed to the tenant if the issue is determined not to be an actual emergency by the responder. Please ensure that non-emergency concerns are addressed during regular business hours or submitted through the Tenant Portal.****

Utilities information

- **Gas:** UGI- (800) 276 2722
- **Electric:** PPL Electric- (800) 342 5775
- **Water:** Pennsylvania American Water- (800) 565 7292

Trash pickup

- www.wilkes-barre.city
- <https://luzerneborough.org/for-residents/trash-and-recycling/>

Lost Keys/Property Lock outs

- **Lost Key Replacement:** A fee of \$35.00 will be charged for each replacement key.
- **After Hours Lockout Assistance:** (272) 218-0494 A fee of 150.00 for lockout service after business hours will be charged to open door and tenant will be charged for any damages to lock during opening.

Credit building and rent assistance program

- We are excited to offer Credit building options and rent assistance through our partnership with Flex. For more information contact your property manager or use the link below to enroll!

Community Guidelines

To ensure everyone enjoys their time here, please review guidelines and policies in your lease. We're looking forward to getting to know you and making your time here enjoyable. If you need anything at all, please don't hesitate to reach out!

Why Renters Insurance is Important

- **Your Belongings Are Not Covered by the Landlord**

If there's a fire, theft, water damage, or similar incident, your personal property—like furniture, electronics, and clothing—is not covered by the landlord's policy. Renters insurance protects what's yours.

- **Covers You for Accidents and Liability**

If someone is injured in your unit or if you accidentally cause damage to the property or a neighbor's unit (e.g., a kitchen fire or water leak), you could be held responsible. Renters insurance helps protect you from those financial consequences.

- **Our Leases Require It**

Not only is it required by your lease, but a small monthly investment can save you thousands in the event of a loss.

What Renters Insurance Typically Covers

- **Personal Property** – Repair or replacement costs for your belongings due to:

- Fire or smoke
- Theft or vandalism
- Water damage (from plumbing issues)
- Wind or storm damage

- **Liability Protection** – Covers legal and medical costs if you're liable for injury or property damage.

- **Loss of Use** – Helps cover hotel, food, or other expenses if you're temporarily displaced due to a covered event.

- **Medical Payments to Others** – Pays for minor medical bills if someone is hurt on your property.

Benefits of Having Renters Insurance

- **Peace of mind** knowing your possessions and liability are covered
 - **Affordable** – Most policies cost between \$10–\$20 per month
 - **Customizable coverage** to suit your needs
 - **Simple and fast** to sign up online or through our tenant resources
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How to Get Renters Insurance

We've made it easy for you to get covered:

- **Through Your Tenant Portal**

You can sign up directly through your tenant portal. Just log in and look for the Renters Insurance section for fast, convenient coverage options.

- **Our Partnership with State Farm**

We've partnered with State Farm to offer **competitive rates** and reliable coverage tailored for our residents. This option is quick, affordable, and backed by a trusted national provider.

To get started with State Farm or ask questions about your coverage options, please contact:

Jason Abda

Office: 570-235-1689

Email: Jason@jenwestinsurance.com

Property & Casualty Insurance Specialist

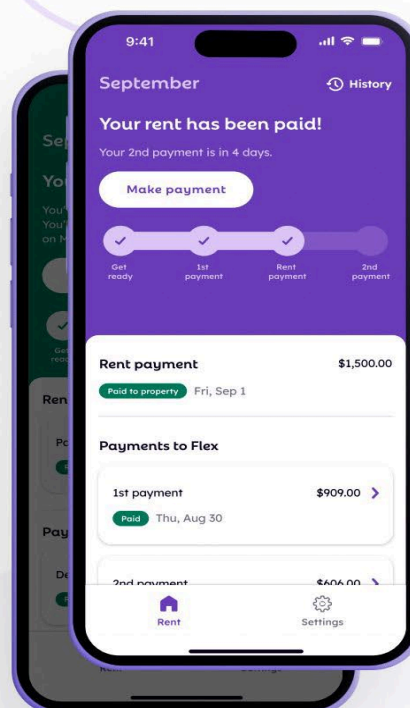
Once you've secured your policy, please upload a copy of your **insurance declarations page** through the tenant portal or email it to our office for our records.

If you have any questions or need assistance, don't hesitate to reach out. Your protection is important to us.

flex.

Simplify your life with flexible rent payments

We're proud to partner with Flex -
split your rent and Flex will help pay
it on-time, in full!



Flex can help you:



Pay your rent on time.

Split your rent into smaller payments
that work around your schedule.



Improve your cash flow.

Make payments throughout the
month, so you can have your money
when you need it most.



Build your credit history.

Grow your credit history every time
you make a successful payment with
Flex.

Join hundreds of thousands
of renters enjoying more
financial flexibility with Flex.



Scan the
QR code
to sign up

or visit getflex.com
to learn more

Flexible Finance, Inc. ("Flex") is a financial technology company, not a bank. All lines of credit, banking services, and payment transmissions are offered by Lead Bank. An application and credit assessment are required for approval. Credit line amounts vary based on eligibility (graphics are illustrative only); to access a credit line, you are required to make timely payments each month. Unsecured lines of credit are provided for a recurring monthly membership fee of \$14.99 at 0% APR. A bill payment fee of 1% of your total rent is also charged when you pay your rent using the Flex app (additional card processing fee applies when using a credit card). Memberships automatically renew until canceled. Secured lines of credit are provided at 0-9% APR based on your credit worthiness. You are required to maintain a security deposit with Lead Bank. Other third party fees may apply. See your offer for more details. Positive rent payment history and information about your line of credit may be reported to one or more national credit bureaus. Terms and conditions apply. All loan proceeds are disbursed by Lead Bank; neither Flex nor any of its subsidiaries disburse loan proceeds or engage in the movement of consumer funds. Brokering activities are performed by Flexible Finance Brokering, Inc. Servicing and collection activities are performed by Flexible Finance Servicing, Inc. Licenses: Flexible Finance Brokering, Inc., Nationwide Multistate Licensing System ("NMLS") ID #2599800. Flexible Finance Servicing, Inc., NMLS ID #2256673

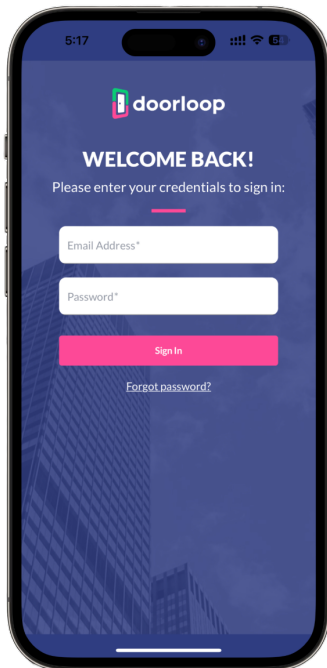


Welcome to DoorLoop

What is DoorLoop?

DoorLoop is the new software that we will be using for you to be able to submit rent payments, maintenance requests, or even get renter's insurance!

Simply click "pay" to make a payment via credit/debit card or ACH.



How to access your portal?

You will receive an email to join your tenant portal. Please click the button that says "accept invitation" and set up your password.

Why using DoorLoop is better:

We know paying online can be confusing. Now, you can easily set up your autopay and never worry about manually paying rent again. You can also see your transaction history or any amounts due.

What if you have trouble or questions?

<https://support.doorloop.com/en/collections/3750054-tutorials-for-the-tenant>

The link above will have a variety of tutorials you can use, including:

- How to use the tenant portal
- How to make requests through the portal
- How to enter or get renters insurance
- How to make payments
- How to make partial payments
- Setting up notifications

PRE-MOVE IN REQUIRMENTS

1. Signed Lease Agreement

- Ensure that all tenants listed on the lease have signed the agreement.
- A copy of the signed lease will be provided to you for your records.

3. Payment of First Month's Rent and Security Deposit

- The total amount for the first month's rent and the security deposit must be paid in full.
- Payment can be made via cash or money order.

4. Proof of Renter's Insurance

- Submit proof of active renter's insurance.
- Minimum coverage requirements:
 - **Property damage:** \$30,000
 - **Liability Coverage:** \$100,000

5. Activation of Required Utilities

- Ensure that all required utilities (e.g., electricity, water, gas, internet, etc.) are activated and transferred into your name by the move-in date.
- Provide confirmation or account numbers for each utility to our office.

6. Property Walkthrough and Key Handover

- Schedule a walkthrough inspection with a property manager before receiving the keys.
- Ensure that any noted issues during the walkthrough are documented and signed by both parties.

7. Update Contact Information

- Verify that your contact details (phone number, email, and emergency contacts) are up to date in our records.
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Important Notes

- Move-in cannot proceed until all tasks above are completed.
- If you have any questions or need assistance, contact us at **570-539-9105** or email us at **admin@stonegate-property.com**.
- Welcome to the Stone Gate Property Group family! We look forward to having you as a valued tenant.

Tenant Acknowledgment

By signing below, I confirm that I have completed all required tasks listed above and am ready to move in.

Tenant Name: _____

Signature: _____

Date: _____

TENANT MOVE-IN AND MOVE-OUT PROPERTY CHECKLIST

Before you move-in and upon moving-out, be sure to carefully complete this check-list.

Tenant Name(s):

Address & Apt. No.:	City:	State:	Zip:

Move-In Date	Inspection Date:	Time:	By:

Move-Out Date	Inspection Date:	Time:	By:

Unless otherwise noted, the premises are in clean, good working order and undamaged. Use key below.

Key & Abbreviations:

NC: Needs Cleaning
NP: Needs Painting
NR: Needs Repair
SC: Scratched

NSC: Needs Spot Cleaning
NSP: Needs Spot Painting
RP: Needs Replacing
Other: _____

LIVING ROOM	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Shades			
Closet			
Elec Fix.			
Light bulbs			

KITCHEN	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Curtain			
Cabinets			
Drawers			
Sink			
Counters			
Fan/Light			
Elec Fix.			
Light bulbs			

REFRIGERATOR	Move-In	Move-Out	Cost
Inside/parts			
Outside			
Light			

STOVE/OVEN	Move-In	Move-Out	Cost
Outside			
Burners			
Vent			
Timer/Controls			
Surface			
Light			
Racks			
Drip pan			

DISHWASHER	Move-In	Move-Out	Cost
Inside/parts			
Outside			
Controls			

BATHROOM #1	Move-In	Move-Out	Cost
Floor			
Walls/Tile			
Ceiling			
Doors			
Cabinets			
Drawers			
Sink			
Shelves			
Mirror			
Tub/Shower			
Caulking			
Counter			
Fan			
Bowl/seat			
Towel rack			
Window			
Elec Fix.			
Light bulbs			

BATHROOM #2	Move-In	Move-Out	Cost
Floor			
Walls/Tile			
Ceiling			
Doors			
Cabinets			
Drawers			
Sink			
Shelves			
Mirror			
Tub/Shower			
Caulking			
Counter			
Fan			
Bowl/seat			
Towel rack			
Window			
Elec Fix.			
Light bulbs			

BEDROOM #1	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Closet			
Shades/Blinds			
Elec Fix.			
Light bulbs			

BEDROOM #2	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Closet			
Shades/Blinds			
Elec Fix.			
Light bulbs			

BEDROOM #3	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Closet			
Shades/Blinds			
Elec Fix.			
Light bulbs			

ENTRANCE/HALL	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			
Closet			
Shades/Blinds			
Elec Fix.			
Light bulbs			

DINING ROOM	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Doors			
Windows			
Screens			

FRONT PORCH	Move-In	Move-Out	Cost
Elec Fix.			
Light bulbs			

BACK PORCH	Move-In	Move-Out	Cost
Elec Fix.			
Light bulbs			

GARAGE	Move-In	Move-Out	Cost
Floor			
Walls			
Ceiling			
Elec Fix.			
Light bulbs			

MECHANICAL	Move-In	Move-Out	Cost
Water Heater			
Smoke Det.			
Thermostat			
Furnace			
A/C			

# OF KEYS	Move-In	Move-Out	Cost
Front Door			
Mailbox			
other: _____			

Comments: _____

<u>Move-In</u>		<u>Move-Out</u>
Date: _____	Signature: _____ / _____	Date: _____
Date: _____	Signature: _____ / _____	Date: _____
Date: _____	Signature: _____ / _____	Date: _____

I/We (the tenant(s)) understand that unless otherwise noted, all discrepancies will be the tenant's responsibility and will be deducted from the security deposit at the time of move-out.

<u>Move-In</u>	<u>Move-Out</u>
Date: _____	Date: _____
Landlord/Agent Signature: _____	Landlord/Agent Signature: _____

Landlord and Tenant acknowledge that video and/or photos (digital or otherwise) have been taken of the premises. The original copies/files are in the possession of the ☐ Landlord / ☐ Tenant.

Tenant's Forwarding Address:

