

Welcome to Madoc Management

Welcome to your new home with Madoc Management. Below is important information regarding your move-in process, payments, maintenance requests, and communication with our team.

Before Move-In

Tenant Portal Setup

A welcome email will be sent to the tenant's email address through Buildium. This email will allow you to create your tenant portal account.

Please note:

- Sometimes this email may end up in your junk/spam folder.
- Buildium is also available as a mobile app called **Resident Center Powered by Buildium**.

The tenant portal can be used for:

1. Paying rent
2. Submitting maintenance requests
3. Communicating with management

Required Funds Before Key Release

Before keys can be released, all required move-in funds must be received by Madoc Management, including:

- First Month's Rent
- Security Deposit
- Any additional move-in fees listed in the lease agreement (such as approved pet fees)

Renters Insurance

- Prior to move-in, tenants must obtain renters insurance with the minimum coverage amount required in the lease agreement.
- Please send management proof of renters insurance once coverage has been activated.
- Buildium also offers their own renter insurance if you choose to use theirs.

Utilities

Tenants are responsible for transferring utilities into their name effective on or before their move-in date unless otherwise stated in the lease agreement.

Utilities may include:

- Water/Sewer/Trash
- Electric
- Gas
- Internet/WiFi
- Other utility services

We recommend scheduling utility activation several days before move-in to avoid service interruptions.

Move-In Inspection

We encourage tenants to carefully inspect the property upon move-in.

Please:

- Take photos/videos of the home
- Document any existing damages or concerns
- Submit any maintenance concerns or damages noticed upon move-in promptly through Buildium.

This helps protect both the tenant and property owner.

We also require tenants to fill out the Move in Inspection Form. This will be due 7 days after moving in.

After Move-In

Rent Payments

Most tenants choose to pay through Buildium for convenience and online tracking. However, at Madoc Management, we try to remain as accessible as possible.

Accepted payment methods may include:

- Debit Card
- Credit Card
- Check
- Cash
- PayPal
- Zelle
- Venmo
- Cash App

Please reference your lease agreement for payment due dates, grace periods, and any applicable late fees.

Maintenance Requests

All maintenance requests should be submitted through Buildium whenever possible.

When submitting a request, please include:

- A detailed description of the issue
- Photos/videos if available
- Appliance make/model information if applicable
- A photo of the appliance sticker/model label if possible

Providing detailed information helps us coordinate repairs faster and more efficiently.

Communication & Questions

If you have questions or need assistance, we can be reached through:

- Buildium - General Inquiry
- Office Phone: (980) 858-5144

This guide is intended to assist tenants during the move-in process and does not replace the lease agreement. Tenants are responsible for following all terms outlined in the signed lease. We appreciate your cooperation and look forward to helping make your rental experience as smooth as possible.