



422 Cavitt Avenue
Trafford, PA 15085
Tel: 724-744-1777
Fax: 412-373-2914

Dear New Tenant:

Welcome! We at Steel Town Rentals, LLC wish you all the best as you settle in to your new residence. We would like to take this opportunity to review a few important details with you.

RENT - Please note that rent is due to **Steel Town Rentals, LLC** by the first of each month (unless another due date has been noted on your residential lease). You may pay your rent online via your Tenant Portal at www.steeltownrentals.com, or you may mail your rent to 422 Cavitt Avenue, Trafford, PA 15085. Included in this Welcome Packet, is an "Online Rent Payment" handout that will provide you with more comprehensive instructions and benefits of setting up your online Tenant Portal account.

LEASE - Your residential lease will continue for one year as per the dates that we have agreed upon. Each year, your lease will continue without interruption if we do not receive **written notification** from you within 60 days of the end of your lease. In other words, your lease will automatically renew each year on the anniversary date. And, while we hope that you will remain a tenant with us, we do realize that there will come a time when you may choose to relocate. Once you have moved out your contents and have cleaned the property, we will schedule a "walk-thru" of the premises and will return your security deposit once we have determined that there are no costs due to Steel Town Rentals, LLC.

UTILITIES - If you are responsible for paying your own gas, electric, water/sewage, or trash, you will need to contact the utility companies to have service turned on or switched over into your name **prior** to taking occupancy. To have service turned on, you may need to provide the utility company with a copy of your lease. Please refer to list of local utility companies/phone numbers which we will provide to you.

REPAIRS & MAINTENANCE - All general repair and maintenance requests should be made via the online Tenant Portal or you may call Jim Zazzera at our office at 724-744-1777, Extension 206.

OFFICE EMAIL ADDRESSES: You may reach our office staff via the following email addresses:

Aaron - leasing@steeltownrentals.com -- (direct any leasing/rental matters to Aaron)

Holly - accounting@steeltownrentals.com -- (direct any rent/utility/billing/accounting matters to Holly)

Jim - maintenance@steeltownrentals.com -- (direct any repair & maintenance issues to Jim)

Lisa - admin@steeltownrentals.com -- (direct any website/tenant portal matters/general office inquiries to Lisa)

Mark - manager@steeltownrentals.com -- (direct any management/operations/general office inquiries to Mark)

We appreciate having you as a tenant. If there is ever a need to contact us, or if you ever have any questions or concerns, please do not hesitate to call or email us. We hope that you will find your time at your new residence an enjoyable one.

Sincerely,

STEEL TOWN RENTALS, LLC

(NEW TENANT WELCOME LETTER 11-2015)

