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# TENANT INFORMATION PACKET



**SAGE ENTERPRISES INC**  
REAL ESTATE ALLIANCE



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*“Our mission is to be your trusted real estate partner and to always provide you the highest quality real estate services through honesty, integrity, and professionalism.”*  
*-Mike Hanson, President/Founder*



# WELCOME TO SAGE REAL ESTATE ALLIANCE!

We would like to officially welcome you to the Sage family!

Sage Real Estate Alliance is a full-service real estate firm, providing sales, management, and maintenance for residential and commercial properties.

Our goal is to partner with each and every property owner and tenant to ensure that tenants have a great tenancy in properties managed by Sage. We do this by providing communication and support to both parties to ensure that the tenant is able to enjoy their home and that the owner's property is safe and protected.

Again, welcome to Sage and please let us know if there is anything we can do for you during your tenancy!

## Services We Provide

**Property Management**



**Real Estate Sales**



**Property Maintenance**





## PAYING RENT

There are many ways to pay rent with Sage Real Estate Alliance:

1. Drop off or mail a check, money order, or cashiers check to our remote drop box location:
  1. UPS Store of Hamburg, 1890 Star Shoot Pkwy, Ste 170 PMB 154, Lexington, KY 40509
2. Drop off or mail a check, money order, or cashiers check to our office location:
  1. Sage Enterprises Inc, 2050 Regency Rd, Ste D, Lexington, KY 40503
3. Pay online – Activate your tenant portal and set up one-time payments or make it simple and register for recurring payments that are automatically paid on the day of the month that you choose.

As of right now, we do not accept credit card payments for the payment of rent due to the high fees associated with the payment. When using the portal to pay rent, the ACH option is preferred because there are no fees associated with it.

The first payment of your lease and the payment of your security deposit **MUST** be made with a money order or cashier's check only and there must be separate payments for rent and the deposit.

**Contact your property manager with questions regarding rent payments.**



## REQUESTING MAINTENANCE

If you have an issue with your rental, you will need to submit a maintenance request:

- From your tenant portal, click on “Request Maintenance”.
- Fill out the form in its entirety and submit.
- A member of our maintenance team will be in contact with you shortly.

For Emergency Requests ONLY:

- Call or text 859.489.3291 with specifics regarding your situation.
  - NOTE: Emergencies consist of the following situations:
    - Active leak that cannot be stopped by turning the shut off valve;
    - Refrigerator stops working; (make sure fridge remains closed until it can be repaired or replaced to save the food)
    - Heat goes out when weather is below 40 degrees;
    - A/C goes out when weather is above 75 degrees.
  - If no emergency exists, please utilize the tenant portal so we can properly track the issue to ensure it is taken care of quickly.

**Contact your property manager with questions regarding submitting a maintenance request.**



## MOVE-IN PROCEDURES

### **MOVE-IN:**

- (1) Tenants are to work with their Property Manager or other Sage REA representative to schedule their move-in.
- (2) In order to schedule your move-in and take possession of the property, the following needs to have been completed:
  - (1) Application must be submitted with all applications fees paid and Tenant must have received approval from Sage REA;
  - (2) Security Deposit must be paid in full with Money Order or Cashier's Check only;
  - (3) First month rent or prorated rent must be paid in full with Money Order or Cashier's Check only (separate from security deposit);
  - (4) You must submit verification to your Property Manager that all utilities have been transferred into your name.
- (3) On your move-in date, the following will occur:
  - a. A move-in inspection will be performed with your Property Manager or other Sage REA representative. The purpose of the inspection is to document the condition of the property at the time you take possession. Point any damages out to your inspector and make sure it is documented on the inspection report as you will not be able to add anything once the report is complete. You must sign documentation stating that you were present during the inspection.
  - b. You will receive up to two (2) keys and garage remotes if applicable. If they are lost during your tenancy, you will be charged upon move-out.
  - c. As soon as the inspection has completed and you are in possession of the keys, you are free to start moving in.

**Please contact your property manager with questions concerning the move-in process.**



# MOVE-OUT PROCEDURES

## **MOVE-OUT:**

- (1) All tenants are required to give a 30 day written notice before vacating the premises.
- (2) Notice can be given in the following ways:
  - (1) Email the property manager to inform him/her of your request to vacate;
  - (2) Give notice through the Tenant Portal;
  - (3) Hand write or type a letter and mail it to the office at the address listed at the top of this Lease;
  - (4) Hand write or type a letter and give it to the property manager or drop it off at the drop box at our office.
- (3) You must request and schedule a walk-through with your Property Manager or other Sage REA representative. Failure to do so will result in the move-out inspection being completed without you present, which will forfeit your ability to appeal the findings of the move-out inspection report;
- (4) Move-Out Inspections can only be performed during normal business hours. If weekends or evening (after 6:00 PM) are required, there will be a fee of \$50.00 made payable at the time of the inspection or the fee will be retained from your Security Deposit;
- (5) Your keys and garage door remotes and any other items given to you at move-in must be returned during the move-out inspection. Failure to return any of these items will result in charges to your deposit in order to replace the items and/or rekey doors to ensure the safety and security of the property and future tenants.
- (6) If you schedule a move-out inspection and you fail to show up for it or you have to cancel within two (2) hours of the appointment time, you will be assessed a fee of \$75.00 plus prorated rent for the days you maintain possession of the property prior to the move-out inspection. If you miss a second appointment, Sage REA will perform the inspection and you will forfeit your right to be present during the inspection and will not be able to appeal the results of the move out inspection findings;
- (7) All appeals should be made in writing to the following:

Mike Hanson, President/Principal Broker  
Sage Enterprises Inc.  
859.420.7515  
[mike@SageREA.com](mailto:mike@SageREA.com)

**Please contact your property manager with questions concerning the move out process.**



## UTILITIES

Utilities MUST be transferred prior to taking possession of your new home. All utility companies will send you an email of the transfer request. When received, forward each to your property manager so that your move in is not delayed. This is a list of the most widely used:

### Electric:

Kentucky Utilities – 800.981.0600 – <https://lge-ku.com> (Several cities)  
Bluegrass Energy – 859.623.1582 – <https://bgenergy.com> (Several cities)  
Nicholasville Utilities – 859.885.9473 – <https://Nicholasville.org/utilities/index.php>

### Water:

Kentucky American – 859.269.2386 – <https://www.amwater.com/kyaw>

### Trash:

LexServe – <https://www.lexingtonky.gov/LEXserve> (For Lexington Only)  
Rumpke – 800-828-8171 – <https://www.rumpke.com>  
Central Kentucky Hauling – 859.225.2521 – <https://www.wasteservicesofthebluegrass.com>

### Gas:

Columbia Gas – 800.432.9345 – <https://www.columbiagas.com>  
Delta Gas – 606.674.2213 – <https://www.deltagas.com>

### Internet:

Spectrum – 866.874.2389 – <https://www.spectrum.com>  
Windstream – 859.253.4447 – <https://deals.Windstream.com>  
Metronet – 859.785.1107 – <https://www.metronetinc.com>

- Your specific property may or may not be listed here but the lease agreement should have the specific utility company and contact information for each.

**Please contact your property manager with questions regarding the utilities.**



## SAFETY/SECURITY

Sage Real Estate Alliance takes the safety and security of our tenants and the properties we manage very seriously. The following is a list of things that we would like you to consider during your tenancy to keep you and your family safe:

- 1) Weather Safety – When the weather starts working its way toward winter, it is highly recommended that you detach all hoses from water spigots and cover the spigots with insulating caps. These caps can be purchased at any home improvement store for very little money but they can prevent the water lines from breaking and causing flooding inside the home and higher than normal water bills. It is also recommended to let water drip when weather is below freezing to prevent frozen pipes.
- 2) Fire Safety – Always make sure members of the household know what to do in case of a fire and plan your routes depending on where you are in the house at the time. Also, it is VERY important to ensure that smoke detectors continue to function properly by testing them each month and replacing the batteries (9V) every 2-3 months. If it is chirping, submit a maintenance request or replace the battery. All gas homes require a carbon monoxide detector. Please contact your property manager if you believe your home should have one but it doesn't.
- 3) Dryer Vent – Please make sure your dryer vent is cleaned frequently. Any lint residue left in there could cause a fire hazard. If you are not able to clean it properly, please submit a maintenance request and it can be scheduled for you or contact your property manager and inform them of your concerns.
- 4) HVAC Filters – It is HIGHLY recommended that you change your filter at least every 2-3 months. Set up your filter and your smoke detector batteries for the same time to ensure that everything is done when needed. A clogged HVAC filter could cause the unit to freeze up and stop working. HVAC companies are often working on a delay so if it fails, it is very likely to take days to repair. Keeping your filter clean is a good way to ensure that your HVAC continues to operate properly.
- 5) Security Alarm Systems – The only system that we recommend is SimpliSafe. There are no contracts, you purchase the system so you can transfer it if you decide to move, and the monitoring fee is nominal. In addition, it is a wireless system so you do not have to make alterations to the property.

**Please contact your property manager with questions concerning safety and security.**

# INSURANCE

## **RENTER'S INSURANCE IS REQUIRED OF ALL RESIDENTS OF SAGE REAL ESTATE ALLIANCE.**

If there is a fire, flood, natural disaster, or theft, the homeowner's insurance will cover the property but it will NOT cover any personal effects of the tenant. Therefore, renter's insurance is not only recommended but REQUIRED.

Many times, you can add a policy to your vehicle insurance and get a multi-policy discount. You are also able to shop around to get the best rates. Most insurance companies provide renter's insurance policies so it is quite simple to obtain. Sage also allows you to obtain insurance directly from your tenant portal. Sage Real Estate Alliance does not offer renter's insurance directly so if you do choose to obtain a policy from your portal, you must contact the insurance provider with questions regarding the policy.

Each year, you will need to send in a copy of your insurance policy and we will add it to your portal. Failure to maintain a renter's insurance policy could result in default of the lease agreement so please make sure you keep up with your policy and communicate changes of your policy to your property manager.

Renter's insurance policies MUST name Sage Real Estate Alliance as additional insured and the insurance declaration must state that in order to be accepted.

**Please contact your property manager with questions concerning renter's insurance.**

# CONTACT

Presented to you by:



**SAGE ENTERPRISES INC**  
REAL ESTATE ALLIANCE

2050 Regency Rd, Suite D  
Lexington, KY 40503

[www.SageEnterprisesInc.pro](http://www.SageEnterprisesInc.pro)

Office - 888.920.0920

Property Managers:

Mike Hanson – 859.420.7515

Brian Raisler – 859.492.1563

Andrew Redmayne – 618.567.0424

Maintenance Manager:

Shelly Hanson – 859.489.3291