

## FAQ

### **Can I have my deposit and rent deducted from my paycheck?**

No.

### **What forms of payment do you accept for paying deposit and rent?**

Personal checks, money orders, or cashier's checks are preferred methods of payment. Cash is accepted but not recommended. We do not currently allow credit card payments. Wire transfers are available for internationals only.

### **Can I bring my own furniture?**

No. The units come fully furnished. Please see next question.

### **What is the apartment furnished with?**

Each room is furnished with a twin-sized bed, side table, desk and a chair. The kitchen has a refrigerator, dishwasher, stove/oven, microwave, coffee maker, toaster and four bar stools. The living room has 2 chairs, a sofa, coffee table, 2 side tables, a TV with a stand and some lamps.

### **What do I need to bring?**

You will need to bring your own sheets, comforter, pillow, kitchen utensils, dishes, etc.

### **Are utilities, cable and internet included in rent?**

Yes.

### **Are pets allowed?**

No.

### **Is smoking allowed?**

No. Smoking is strictly prohibited inside the units. However, you may smoke outside on the deck as long as you properly dispose of your cigarette butts in the receptacle. Smoking is also allowed in the parking lots.

### **Will I have to have a roommate?**

Yes. You will have up to 3. We try our best to accommodate living preferences, although there is also a chance you may be placed in a co-ed unit. Please answer the question on the application about co-ed living.

### **Is there maintenance on site?**

Yes. Monday through Friday from 8:00 am to 4:30 pm, we have an on-site supervisor to replace light bulbs, fix disposals, sinks, clogs, smoke detector batteries, etc. After hours we have an emergency line for emergencies. The On-Site Housing Supervisor is usually on call for lockouts, etc.

### **Are there laundry facilities on premises?**

Yes. There are laundry rooms on each floor of each building with laundry machines that are coin operated. Expect to pay \$1.75 per load for washing, and \$1.50 per load to dry. Detergents are available for purchase at Kmart right next door.

**Is there a bus stop close by?**

Yes. The START bus stop is located a few minutes away across the street from Kmart. Check out the bus schedule here: <http://www.startbus.com/>

**If I arrive outside business hours, do I have to find other accommodations?**

Yes. For security and safety reasons, we do not leave keys or units open. Move-in appointments can be made Monday through Friday from 8:00 am to 4:30 pm. Move-in appointments take 15-30 minutes with the On-Site Housing Supervisor.

**Will I get my whole deposit back?**

At move-in you will be given a move-in inspection form. You can list any and all damages within 10 days of move-in to help ensure you will not be charged for any damages done prior to move-in. There are some standard charges such as carpet cleaning and mattress pad replacement. There may be additional cleaning charges depending on the condition of the unit after vacating.

**Can I use my deposit for last month's rent?**

No. Please pay rent as normal. Deposits are returned once you have checked out and vacated the unit. Deposit refunds can take up to 30 days. If you do not pay last month's rent you will be charged late fees and interest per the lease agreement.

**Should I get renters insurance?**

It is not required but highly recommended. We do not cover any of your belongings in the event of disaster.

**When is the soonest I can move in for winter?**

November 1<sup>st</sup>. However, if you need to move in sooner please contact Tyler Montgomery @ 307.739.2668 or [Tyler.Montgomery@jacksonhole.com](mailto:Tyler.Montgomery@jacksonhole.com) right away to see about the possibility of early move-in.

**When is the latest I can stay for winter?**

April 30<sup>th</sup>. After April 30<sup>th</sup>, if you have committed to working full-time during the summer at JHMR you may be considered for another lease through the end of October.

**Can I get mail at the Powderhorn Employee housing complex?**

Fed Ex and UPS can deliver directly to your unit; however there is no United States postal mail drop off. To receive USPS mail you need set up a PO Box at the Post Office right across the street. The On-Site Housing Supervisor will not sign for any packages.

**Can I send my stuff before I get there?**

No. Please do not send items prior to your arrival. If you need to ship items please send them around your move-in date so they get here when you are already here to manage them. The housing office does not have storage, nor do we accept responsibility for resident packages.

**Is there resident parking?**

Yes. There are 2 parking passes available per unit.