

# Bertsch Properties, LLC

4554 N. Maplewood Ave., Gdn Office  
Chicago, Illinois 60625  
Telephone: 773.267.1115  
Facsimile: 773.267.0050  
Web: [www.bertschproperties.com](http://www.bertschproperties.com)

[Date]

Dear [Tenant],

Welcome to the building! Your first month's rent (\$\_\_\_\_\_) is due at lease signing. Rent is payable to **Bertsch Properties, LLC**. After your lease is signed and your first month's rent is paid, you can call Ned at 773-552-6038 or Robert at 773-807-2970 to pickup your apartment keys, unless you received your keys at lease signing. You will be able to move in as of 9 A.M. on the first day of your lease term. Move-ins before the start of the lease may be charged a prorated rent.

**Utilities information:** Please set up accounts for utilities as specified in your lease. When scheduling utility or cable companies, please tell the service provider to call 15 minutes prior to arrival and then text Robert at 773-807-2970 (and please do not schedule an appointment over the weekend) so that we can provide access to a boiler room or electrical room, if needed. The following contact information may be helpful to you:

- People's Gas (Cooking) (866) 556-6001 or [www.peoplesenergy.com](http://www.peoplesenergy.com)
- Com-Ed (Electric) (800) 334-7661 or [www.comed.com](http://www.comed.com)
- AT&T (Landline Phone/DSL Internet) (800) 244-4444 or [www.att.com](http://www.att.com)
- Comcast (Cable/Phone/internet - citywide) (800) COMCAST or [www.comcast.com](http://www.comcast.com)
- RCN (Cable/Phone/Internet – limited areas) (800) RING-RCN or [www.rcn.com](http://www.rcn.com)
- Clear (Wireless Internet - citywide) (888) 888.3113 or [www.clear.com](http://www.clear.com)

**If you need to contact us, please use the following contact information:**

- **Emergencies:** Ned at 773-552-6038. Emergencies include no heat, no water, no electricity, flooding or lockouts. Text if no answer between 8 am and 7 pm. Call emergency number on voicemail if no answer during off hours.
- **Standard Maintenance requests:** [maintenance@bertschproperties.com](mailto:maintenance@bertschproperties.com) or 773-267-1115.
- **Accounts & Payments:** [accounts@bertschproperties.com](mailto:accounts@bertschproperties.com) or 773-267-1115.
- **Leasing:** [leasing@bertschproperties.com](mailto:leasing@bertschproperties.com) or 773-807-6065 or 773-267-1115.
  - Contact the leasing department for lease changes, early lease terminations, new leases & new roommates.
- **General Requests and Information:** [info@bertschproperties.com](mailto:info@bertschproperties.com) or 773-267-1115.

**Move-in rules:** All new tenants must use the rear stairways/porches to move-in. Our policy is to keep the main entry corridors/hallways in good condition for all our residents. Please schedule your moving between the hours of 9 am and 7 pm in order to minimize noise for other residents of the building.

As you unpack, please be sure discarded boxes and items are placed inside the building's dumpster. If the dumpster is full, please call or email us using the standard maintenance information listed above.

If you are having any guests staying in your apartment or house sitting please let us know in an email at [info@bertschproperties.com](mailto:info@bertschproperties.com).

Lastly, after a few days in the apartment, if you notice any items that require repair, please compile a punch list and email it to [maintenance@bertschproperties.com](mailto:maintenance@bertschproperties.com) to schedule a service call. Please specify in the email whether we have permission to enter your apartment and if you have a pet if you are not going to be home.

Please feel free to call us with any questions or visit us on the web at [www.bertschproperties.com](http://www.bertschproperties.com). Thank you for choosing our property as your residence!

Sincerely,

Property Manager