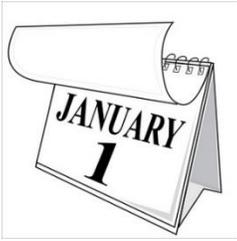


Thank You for Choosing RCMI!

Here is some helpful information about our community...



Rent: Rent is due on the 1st of each and every month. There is a grace period until the 5th of each month. Rent can be paid by check, cashier's check, money order, or a payment can be paid online at: www.csuliving.com. (You won't have access to your portal until the day your lease starts.)

Please include a \$50 late fee for rent turned in on or after the 6th of the month. **No exceptions for late fees.** Please plan accordingly to have your rent fully paid by the 5th.



Follow Us to Win Prizes and Get Property Updates!

Follow us @timbersapartments @hiddenoaksapartments @timbercreekapartments @villageatthetimbers or on Facebook: <https://www.facebook.com/Timbersapartments>
<https://www.facebook.com/timbercreekapartments>,
<https://www.facebook.com/villageatthetimbers>, or <https://www.facebook.com/hiddenoakschico>



MAIL: Please remember to add your apartment number to anything being delivered to your apartment. We do accept small packages in the office if the postal boxes are full at the time of delivery. Please pick your package up in a timely matter.



Bikes: Bikes need to be locked in a bike rack area, inside your apartment, or on your patio area. Please do not block any walkways, this is a fire hazard. Please register your bike with the CSU, Chico Police Department. Please also see http://www.csuchico.edu/up/personal_safety/bike_safe.shtml for more helpful tips



Free Breakfast & Coffee! Breakfast every Friday morning during the school year in the leasing office. Fall semester breakfast starts at 8 a.m. Spring semester breakfast starts at 9 a.m. Until supplies last. Freshly brewed coffee and creamer every morning!



Packages: The leasing office accepts packages in the office if you are not home and we'll sign for them and let you know that you have a package in the office!

(This does not apply to large items such as furniture.)



Parking: All vehicles parked in the parking lot must have a parking permit displayed and fully visible in their front windshield. **Any and all vehicles without a displayed permit will be towed at the vehicle owner's expense, even if you live here. No exceptions!**



Approved Pets ONLY: Only bring pets approved by management to the properties (this means no visiting pets). Do not let your guests bring unapproved pets onto the property as you will be held liable. Please see the pet section of your rental agreement.



Gas Grills ONLY: Charcoal BBQs are not permitted. Please do not bring one. If you must use a charcoal BBQ please use one of the charcoal grills located in the common areas.



Pool:

- Hours are 8 a.m. to 10 p.m.
- NO GLASS IN THE POOL AREA.
- Only 2 guests per apartment.
- ABSOLUTELY NO PETS IN THE POOL AREA.
- Free Wi-Fi and BBQ!

Fitness Center:

- Gym/Workout Room!
- Open from 8 a.m. to 10 p.m.
- Filtered water system available for a fresh cool down.



Computer Lab:

- Open during office hours.
 - Printer with paper provided.
- (Please provide your own paper if over 50 pages.)
- Free Internet Access!

Common Questions about Moving In & Rent:

Do we have to turn in 1 rent check? No, you can turn in separate checks as long as they add up to your full rental amount and as long as they are all from residents or co-signers on the lease.

Does each roommate have an individual account? No, your apartment will have a joint account.

Can we pay our 1st and 2nd month rent together? Yes!

Can we prepay rent? Yes, prepaid rent is accepted, but not refunded during the term of the lease.

Will we have a walk through when we move in? Yes, a leasing staff member will complete one initial walk through of the apartment with the first resident(s) to show up for the move-in. After the walk through, you may submit additional notes/pictures up to 3 days after the first resident moves in and the office staff will add to your file.

Do I need to set an appointment to move-in? Yes. Please let the leasing office know when the first person(s) to move-in will be here. Move-ins are from 3 p.m. to 5 p.m. on the day your lease starts.

When can we set up our own online portal? During your move-in appointment, you will be given your login and registration information to set up your online accounts. You won't be able to set it up until you have been moved into our system.

HOW TO CALCULATE PRORATED RENT: Your total monthly rent divided by the exact calendar days in the month, multiplied by the amount of days you have possession of the apartment for the month. Any days that you have possession of the apartment (even if it's for a half day) are charges as a full day.

How can we pay rent? We have 3 different ways to pay rent (except your first month's rent which must be a money order):

1.) ONLINE PAYMENTS: Online payments can be made by using a credit card, debit card, checking account, or savings account. You can set up online payments at www.csuliving.com. **PLEASE NOTE that recurring payments don't take into effect until the following month. It may take 48 hours for both one-time and recurring payments to process.** It is not recommended to set up your payment on the 5th of the month. There is also a \$10 administrative fee for using a debit/credit card, but ACH payments are free.

2.) WALK-IN PAYMENTS: Bring your rental payment to the leasing office and give to a leasing staff member. If the leasing office is closed you have the option to leave your payment in the night drop box located near the leasing office door. PLEASE MAKE SURE you have your name and apartment number clearly noted on your checks, cashier's checks, or money orders. NO CASH ACCEPTED.

3.) MAIL-IN PAYMENTS: Timbers IV: 555 Nord Avenue #27 Chico, CA 95926, Village at the Timbers: 725 Nord Avenue Chico, CA 95926, Timber Creek/Hidden Oaks: 1253 West 5th Street Chico, CA 95928 **Please note:** If you choose to send your check by mail the leasing office is not responsible for late, lost, or checks returned in the mail. A \$50 late fee will still be applied to the account if rent is not received on or before the 5th.

Timbers Leasing Office Contact Info:

Email Us: timbers4@rcmi.com **Website:** www.csuliving.com

Call Us: (530) 342-5639 **Fax Us:** (530) 891-5483

Mail Us: 555 Nord Ave. #27 Chico, CA 95926

Timber Creek/Hidden Oaks Office Contact Info:

Email Us: timbercreek@rcmi.com **Website:** www.csuliving.com

Call Us: (530) 345-7022 **Fax Us:** (530) 345-0815

Mail Us: 1253 West 5th Street Chico, CA 95928

Village at the Timbers Office Contact Info:

Email Us: village@rcmi.com **Website:** www.csuliving.com

Call Us: (530) 343-9131 **Fax Us:** (530) 345-3588

Mail Us: 725 Nord Avenue Chico, CA 95926