

WELCOME TO YOUR NEW HOME!

Dear Madison, Drew, and Caitlin,

I'm excited to welcome you to the BBBA family. Please find below my contact details and other helpful information for your upcoming move. Should you have any questions, please don't hesitate to contact me.

Very best regards,

BRIAN JOHNSON

Rent Payments

Rent is due electronically on the 1st of each month via Cozy

- Cozy is a great payment platform for tenants, completely free when paying from a checking account, and easy to setup automatic payments
- You will receive an email invitation shortly to sign up. If you used Cozy as part of the application process, you already have an account setup!

Post Office

Leander Post Office. 801 S Highway 183, Leander, TX 78641

- You will most likely need to visit them twice... once to setup your change of address and request a re-key, and once to pick up your new keys
- Bring your ID and the 1st page of your lease as proof of ownership

Pool & Gate Access

The community has an on-site pool and gate access

- I will request pool keyfobs and gate remotes in your name
- They should arrive in your mailbox shortly after move-in

Utilities & Services

We offer a free automatic setup service, or you may set them up yourself. Your start date should be the same day as your lease. If your lease start day falls on a weekend or holiday, schedule them for the next business day.

**NOTE: There is typically a several-day setup lead time, so plan accordingly*

Automatic Setup Service

One call and they take care of everything for you

Visit: 360homeconnect.com/bbbagroup

OR SET THEM UP
YOURSELF

Electric: Pedernales Electric (PEC)

- You'll need to call them to initiate setup: 888.554.4732

Sewer/Water/Trash: City of Leander

- They offer online setup at: www.leandertx.gov/utilities/page/new-service
- Your trash collection is every Thursday and recycle is every other Thursday*
- Your watering days are:
 - Even addresses: Thursday and Sunday, before 10am and after 7pm*
 - Odd addresses: Wednesday and Saturday, before 10am and after 7pm*
 - The irrigation controller is already programmed, but you may want to adjust the seasonal % as the days get cooler/warmer.

*Dates and times may change. Please refer to the their websites.

Service Requests

When something goes wrong it's never fun, but we try and make it less painful. You have three options to request service and feel free to use whichever is most convenient for you.

- Cozy: Your account has an option to submit a service request directly to us, as well as view historical requests
- Email: brian@bbbagroup.com
- Text/call: 512.788.5176

Emergency & After-Hours

If this is a true emergency, do not hesitate to contact an appropriate professional or authority.

Water

Proven Plumbing | 512.296.5604 | www.provenplumbingaustin.com

The main shutoff valve is typically located in a round green hatch in the front yard. Please familiarize yourself prior to any emergency events.

HVAC

Honest Air Conditioning | 512.593.7852 | www.honestairconditioning.biz