

Frequently Asked Questions

Can the security deposit and rent be deducted from my paycheck?

No. Generally deposit and first month's rent must be paid prior to move-in. For special requests or payment plans, please email housing@jacksonhole.com

What forms of payment are accepted for security deposit and rent?

- Personal checks, money orders, or cashier's checks are accepted.
 - Payments should be made out to Jackson Hole Mountain Resort (or JHMR) and mail to:
Human Resources C/O Employee Housing
PO Box 290 Teton Village, WY 83025
- Cash is only accepted in person at the Human Resources office located on the top floor of the Olympic Sports Plaza building: 3395 Cody Lane Teton Village, WY 83025.
- Credit/debit card payments can be made on the Resident Center website and will incur a 2.95% fee. Paying with a bank account (Electronic Fund Transfer) does not incur any fees.
 - Resident Center registration instructions are only sent after sublease agreement is signed and executed by all parties.

What is the Resident Center?

It is the website available to all employee housing residents where they can pay rent/deposit, submit maintenance requests, and view important documents/communications.

More info can be found here: <https://www.buildium.com/resident-site-help-center/>

Can I bring my own furniture?

We do not recommend bringing personal furniture into JHMR's season employee housing. The units come fully furnished and we do not have any storage for the furniture provided in the units. The furniture provided should not be removed from the unit or stored in the common areas.

What is the apartment furnished with?

- At Powderhorn each lock-off bedroom is furnished with a twin-sized bed, nightstand, 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. *some units furnishings may vary.
- Rawhide Motel rooms are shared with 2 queen-size beds, nightstand, desk, chairs, TV, microwave, and a mini fridge.

Pictures can be found at <https://jhmr.managebuilding.com/Resident/public/home>

What do I need to bring?

You will need to bring your own sheets, blanket/comforter, pillow, bath linens, kitchen utensils, dishes, etc. Some units may have various kitchen items left behind by previous residents, but these items are not inventoried by property management.

Are utilities, cable and internet included in rent?

Yes. Cable, internet, trash removal, recycling, water, electric is included as part of rent at Powderhorn apartments and Rawhide Motel.

Are pets allowed?

No. Due to the shared nature of employee housing units we are unable to accommodate animals.

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Is smoking allowed?

No. Smoking of any kind (cigarettes, cigars, E-cigs, etc.) are strictly prohibited inside the units. Smoking is allowed in designated areas outside of the units. At Powderhorn you can smoke outside the units, so long as you properly dispose of your cigarette butts in the provided receptacles located on the outside of the buildings. At Rawhide Motel, the designated area is at the north end of the parking lot located by the benches and cigarette butt receptacle.

Will I have a roommate or roommates?

Yes, depending on the property you may have up to three (3) roommates at Powderhorn apartments and one (1) at Rawhide Motel. There are a limited number of private rooms available at Rawhide Motel and one at Powderhorn

Is there on-site maintenance?

Yes. The property supervisor and manager are available Monday through Friday from 9 AM to 5 PM. They are available to replace light bulbs, fix disposals, sinks, clogs, smoke detector batteries, etc. They are also available should there be an after-hours emergency (flooding, loss of heat/power, or lockouts).

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 roughly \$1.75 per load for washing, and \$1.50 per load to dry. Detergents are available for purchase at the grocery stores (Albertsons or Smiths).

Is there public transportation close by?

Yes. The START bus stop is located within a 5-minute walk. Using the bus system to get to Teton Village is the best way to get to work. The bus schedule can be found here: <http://www.startbus.com/>

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

No. If you request an after-hours move-in appointment at least 2 business days before your move-in date, you will receive instructions on how to access your unit after-hours. Move-in appointments can be made Monday through Friday from 9 AM to 4:30 PM Move-in appointments take 15-30 minutes. You may need to find other accommodations if you show up without making an appointment.

Will I get my entire deposit back?

There is a non-refundable departure fee for deep cleaning, carpet cleaning and mattress pad replacement. Fees vary per property. There may be additional cleaning charges for mid-season move-outs or if the condition of the units/rooms is left in a condition that needs extra time to clean.

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

No. Please pay rent for the month's you have agreed to and signed your sublease for.

How long does it take to get my security deposit back and how will JHMR issue it?

Deposit refunds can take up to 30 days after departure or 60 days if there are damages. Refunds will be issued based on how you receive your JHMR paycheck (i.e., Electronic Transfer or paper check if Align card is used).

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Can I get mail at Powderhorn Apartments or Rawhide Motel?

Yes and No. Fed Ex and UPS will deliver directly to your unit; however, there is no U.S. Postal Service delivery. The Property Manager and Supervisor cannot sign for packages. To receive USPS mail, you need set up a PO Box or have mail sent general delivery <https://faq.usps.com/s/article/What-is-General-Delivery> More info about mail delivery can be found on the General Information provided with sublease agreement.

Can I ship my stuff before I get there?

No. Please do not send items to the employee housing properties prior to your arrival. If you need to ship items, please send them so they arrive on or after your move-in date. The employee housing office(s) do not have storage, nor do we accept responsibility for resident packages.

Is there parking at the properties?

Yes. There are a limited number of parking passes available at Powderhorn and Rawhide Motel. Not all residents are guaranteed to receive a parking pass. All locations are close to public transportation, so it is recommended to leave your vehicle at home. Winter parking passes typically more difficult to obtain because spots are lost to snow removal and there is no on-street parking. Please visit the town of Jackson website for more details <https://www.jacksonwy.gov/230/Public-Parking>