

## Important Tenant Information

### Powderhorn Apartments

#### CONTACT INFO FOR JH RESORT LODGING EMPLOYEE HOUSING PROPERTY MAINTENANCE

**Property Supervisor:** [REDACTED] **Business Hours:** Monday to Friday, 9:00am to 5:00pm

**Email:** [REDACTED] **Office:** [REDACTED] Jackson, WY 83001

Available to assist with general property information related to move-in appointments, building/unit/room maintenance, unit inspections, furniture or appliance repair, move-out processes, property grounds issues and general upkeep of the property.

**Non-Emergency Maintenance Requests (that do not need immediate attention)** include light bulb replacements, slow drains, appliance issues, internet issues that aren't fixed by restarting modem/router, or any other property/unit/room related items that are not urgent. Log into Resident center, click Create Request, complete request with detailed description of the issue and upload photos, if it helps describe issue better. Please ensure all areas of unit needing maintenance are clean & sanitary, particularly in the bathrooms, for the health & safety of staff.

**Resident Center Login:** <https://jhmr.managebuilding.com/Resident/public/home>

**Maintenance Emergencies** include lockouts\*, floods, anything leading to significant damage, or issues that may lead to an unsafe/unlivable condition, which needs immediate attention. Tenants may call any time of day if there is a true maintenance emergency and should not call outside of business hours for non-emergencies.

**Phone Number:** [REDACTED] **NO TEXTING**

If no one answers, please leave a voicemail with name, contact info, property, unit, and detailed description of the maintenance emergency needing immediate attention. Due to a large volume of unknown numbers calling, some being robocalls, we do not return calls unless a voicemail is left. If you do not receive a call back within 20-30 minutes, call Property Manager.

\*After hour lockouts may incur \$35 fee for response. After midnight lockout responses are not guaranteed, so tenants may need to call local 24 hours locksmith to unlock bedroom door and would be responsible for cost of service.

***Call 911 in the event of a fire, medical event, or life-threatening emergency.***

**Property Manager:** [REDACTED] (secondary contact if Property Supervisor is unavailable)

**Business Hours:** Monday to Friday, 9:00am to 5:00pm

**Email:** [REDACTED] **Phone Number:** [REDACTED] **NO TEXTING**

**Office Location:** [REDACTED] Jackson, WY 83001 (by appointment only)

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**Third contact for maintenance emergency calls only:** In the rare event neither Property Supervisor nor Manager return your voicemail for a real maintenance emergency within 1 hour, call [REDACTED] inform the agent that you live in JHMR employee housing. Provide them your name, property/unit, description of the emergency, and phone number to call back. They will contact appropriate parties for maintenance response.

#### CONTACT INFO FOR HUMAN RESOURCES EMPLOYEE HOUSING

**Employee Housing Coordinator** [REDACTED]

**Business Hours:** Monday to Friday, 9:00am to 5:00pm

**Phone Number:** [REDACTED] calls only; [housing@jacksonhole.com](mailto:housing@jacksonhole.com)

**Office:** [REDACTED] Teton Village, WY 83025. [REDACTED]

For any questions regarding applications, background/credit checks, department manager approvals for allocations/property placements, rents, deposits, rental agreement start/end dates, subleases signing and execution. NOT AVAILABLE FOR MAINTENANCE EMERGENCIES.

#### PRE-ARRIVAL INFORMATION:

**Move-in Appointments.** Once the sublease/rental agreement is signed and executed by JHMR HR Employee Housing and the Tenant, a move-in appointment must be made at least 2 business days prior to your sublease start date. In person move-in appointments are required during regular business hours, so the Property Supervisor or Manager can walk the tenant through the property specifics, answer property related questions, distribute keys/key codes and parking passes (if applicable). Tenants must set up a move-in appointment on their sublease start date. Move-in appointments can be scheduled [REDACTED] OR here [REDACTED]

#### Move-in Inspection Reports

Log on to the Resident Center, Create Request, title the request "Move-in Inspection". Complete a thorough inspection of the unit/room and note any damages or items needing repaired. Submit photos, if applicable.

Arriving after business hours or on a weekend? You must email Property Supervisor or Property Manager 2 business days prior to receive the after-hours move-in instructions. After hour arrivals must schedule (using same link above) an in-person move-in appointment within 5 business days of your after-hours move-in.

*Walk-ups without a confirmed move-in appointment will not be allowed.*

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**Buildium Resident Center.** JHMR Employee Housing uses a property management software program called Buildium to manage and keep all the properties and tenants organized. After signing your electronic sublease agreement, you will receive an email prompting you to register for your access. Once logged in, you can pay your rent and deposit, read announcements, view additional documents, submit maintenance requests, or find important contact info for employee housing.

**Payments.** Rent is not automatically deducted from your JHMR paychecks. If you are unable to make your payment in full by the 15<sup>th</sup> of the month, reach out to the Employee Housing Coordinator to set up a payment plan. Tenants can pay their security deposit, rent, and any other charges with the following methods:

1. *Bank Transfer (EFT).* Through the Buildium Resident Center at no additional cost. Tenants can also set up automatic payments if desired.
2. *Credit Card.* Through the Buildium Resident Center with a 2.95% processing fee.
3. *Personal or Cashier's Check/Money Order.* Must be made out to Jackson Hole Mountain Resort or JHMR and hand delivered to the Human Resources Office (3395 W Cody Lane, Teton Village WY); OR mailed to ATTN: Employee Housing (FedEx/UPS – 3395 W Cody Lane, Teton Village WY 83025; USPS – PO Box 290, Teton Village WY 83025). Ask for paper or email receipt for payment and keep for your files.
4. *Cash.* Only accepted at the Human Resources Office (3395 W Cody Lane, Teton Village WY); business hours Monday – Friday 8am – 5pm. Call (307)739-2292 to check if staff is in office. Ask for paper or email receipt for payment and keep for your files.

**Bed/Bath Linens & Kitchen Items** are not provided. Tenants are responsible for bringing or acquiring their own linens including, but not limited to pillows, twin-sized sheets and comforter, bath towels, bathmat, and kitchen towels. Some units may have kitchen items that have been donated by previous tenants that is not inventoried by Property Management. Only clean and sanitary items that are in a usable condition are acceptable to be left behind in kitchens. Jackson has limited shopping in town, but you may find certain items at Target, TJ MAXX, or the Browse 'N Buy. More extensive shopping can be found in Idaho Falls, ID (1.5-2 hours away), Riverton, WY (approximately 3 hours away) or Lander, WY (approximately 3 hours away). Property management cannot coordinate or accept any packages for future tenants. See “Mail and Packages” section below about getting items shipped to the Powderhorn property.

**Parking Passes.** Not all tenants are guaranteed or approved for a parking pass. If you are planning on bringing a vehicle, you must first request one through the application process to be considered. If approved for a parking pass by the Housing Coordinator you must sign an electronic Parking Agreement. The Property Supervisor or Manager will provide your parking pass during your move-in appointment. If your vehicle information changes during your sublease term, you must inform the Property Supervisor or Manager to complete new Parking Agreement. If you were not allocated a parking pass and want to be added to the waitlist, reach out to the Property Supervisor, Manager or Housing Coordinator. No permit, no parking in lot.

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**Transportation.** Tenants not bringing their own vehicle are responsible for their own transportation to and from the Powderhorn Apartments. Property management does not provide transportation to or from the airport. Tenants can take advantage of the free bus service that runs within city limits and will receive a bus pass with their Employee Pass to ride from Jackson to Teton Village for free <https://www.jacksonwy.gov/587/START-Bus> There are also various taxi services in town, as well as Uber or Lyft.

**Plastic Bag Ban Ordinance.** As of 2019 the town of Jackson banned the single-use plastic bags one typically receives from a grocery store. If you do not bring a reusable shopping bag you will need to purchase a paper bag from the store or carry all your purchases. Additional information about the ban can be found <https://www.jacksonwy.gov/505/Plastic-Bag-Ban-Ordinance>

#### ADDITIONAL INFO:

**Roommate Conflicts.** Tenants should have conversations at move-in about expectations regarding the living situation. If problems arise, they should attempt to resolve any roommate conflicts by discussing their concerns with their roommates in respectable and mature way. Resources can be found on the Resident Center login page <https://jhmr.managebuilding.com/Resident/public/home> under the Resident Documents tab. If a solution cannot be reached by a concerted effort and discussion with other roommates, tenants should reach out to our Employee Assistance Program for further guidance (see HR for free benefit). Any roommate conflicts that cannot be resolved by a professional counselor or any event involving law enforcement should be reported to the Property Supervisor, Manager, and Housing Coordinator.

**Noise Disturbances.** Quiet Hours are from 10pm - 8am. Sublessees may submit a noise complaint through the Resident Center or by emailing the Property Supervisor or Manager with the building number, the unit, date & time of disturbance, and violators names if known. The identity of persons submitting noise complaints will be kept confidential and complaints will be investigated promptly. Continued disturbances (loud music, large gatherings, shouting, etc.) may require law enforcement intervention and be considered a violation of the sublease agreement, which could lead to eviction.

**Fire Extinguishers/Fire Alarms/Smoke Detectors.** Fire extinguishers can be found in each unit's gear room (or closet for C & F units) if a small fire ignites in your room or unit and can be extinguished safely. If a fire is out of control, or if there is any doubt that a fire is not completely extinguished, evacuate your unit immediately (do not open windows or doors other than to escape) to get to a safe distance, dial 911, and provide dispatch the property information.

If you hear the building fire alarm that is not in your unit (i.e. smoke detector), exit your unit immediately and walk a safe distance from the building until Jackson Hole Fire/EMS or Property Supervisor or Manager ensures it's safe to return.

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Tampering with sirens and strobes is illegal and fines may be levied against violators.

If a smoke detector starts chirping every few minutes, without any smoke present, it is likely due to the battery needing replacement. Contact the Property Supervisor or Manager to schedule replacement.

ADA Units 605B & 685A have smoke detectors that will activate the whole building's fire alarm system siren, should smoke be present in your unit. If it's a false alarm (burnt toast or other food) you should open windows and doors to air out unit. The Property Supervisor, Manager and/or Jackson Hole Fire/EMS will respond to building alarms, at which point tenants should notify parties of false alarm.

Do not hang anything in front of the small white circle caps in rooms or common areas as this is the fire sprinkler suppression system. Items hung in front of fire safety systems are prohibited, as they may prevent fire suppression. Do not hang anything off the cove heaters in the room or fire sprinkler pipes.

**Decorations, Alterations, Furnishings.** Holiday decorations are allowed within reason and should be taken down after a week from the date. (i.e. Pumpkins should not be left to rot; Christmas trees disposed of properly at the Teton County Fairgrounds Tree recycling location and not in the Powderhorn dumpster area). Tampering with or altering electrical wiring, cable, or internet services is prohibited. Do not alter or repair any furniture, fixtures, or equipment at the property, contact Property Supervisor or Manager for repairs. All units come fully furnished with items listed on the sublease agreement and should not be removed from the unit. JHRL Property Management does not have extra storage space if tenants request the furniture provided be removed. Do not put any holes in the walls (pin holes, nail holes, etc.).

**Basic Cable, Internet, and Wi-Fi** service is provided for tenant use. Upgrading service is not permitted. Downloading copyrighted or illegal content is not permitted and can lead to service suspension by provider. Each unit has its own Wi-Fi router username and password found on the router.

**Laundry Rooms** are accessible for tenant use on each floor of every Powderhorn Apartment building with coin operated washers and dryers. Tenants must use the entry codes below to gain access to the corresponding laundry room. Laundry machine usage is only for those residing in the Powderhorn Apartments. Those without a sublease agreement for the property should not be using these machines. Quiet hours apply to the laundry room. Clean up behind yourself and be sure to close the door behind you when entering or exiting to prevent freezing of the machines. Read and understand operations of the machines before using them. Clean out lint traps before each dryer cycle and dispose of your trash properly. Do not leave any personal items in the laundry rooms. JHMR, JHRL, and the Company that provides machines are not liable for lost or damaged items. Submit requests on Resident Center if machines malfunction, so Property Management may contact washer/dryer company.

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**Communal Storage Areas** are designated for bikes only. Tires, wheels, rooftop cargo boxes, watercraft will not be permitted in these areas.

**Patios and Balconies** are furnished with two outdoor chairs and one outdoor table provided by property management. No unsightly furniture will be permitted in these areas. Tenants should contact Property Supervisor or Manager with questions as to if items are acceptable or not. Small propane grills are allowed as long as area is kept in clean condition. No charcoal grills. Any grills deemed to be unsafe or posing a fire hazard will be removed.

**Smoking Areas.** Smoking is not allowed inside the units. Tenants may smoke outside on their patio or balcony. Cigarette butts must be disposed of in the provided receptacles outside each unit. Failure to dispose of cigarette butts accordingly will result in cleanup fees. Quiet hours apply to the smoking area.

**Trash and Recycling.** Tenants may use the provided dumpster and the corresponding recycling bins in the Powderhorn parking lot. The following items must be sorted and placed in the appropriate bins (#1 plastics, #2 plastics, aluminum cans, tin cans, glass bottles). Do not put recycling in plastic bags and place in recycling bins. All recyclables must be clean and sorted.

NO CARDBOARD RECYCLING, NO HAZARDOUS MATERIALS. Additional recycling info can be found through the Teton County recycling site <http://www.tetonwyo.org/298/Integrated-Solid-Waste-Recycling>

**Mail & Packages.** The United States Postal Service (USPS) does not deliver to the Powderhorn Apartments. To receive mail through USPS, tenants must either (i) set up a Post Office Box or (ii) have mail delivered as "General Delivery" to the Jackson Post Office. The nearest Post Office is located across the street from the Powderhorn Apartments (1070 Maple Way Jackson, WY 83002).

UPS or FedEx packages that do not require a signature can be sent directly to the unit. Only those living at that Powderhorn Apartments are permitted to have packages delivered to the property. If a signature is required, tenants must plan accordingly as the Property Supervisor and Manager will not sign for nor hold packages on behalf of tenants. The Property Supervisor and Manager, Jackson Hole Resort Lodging, or Jackson Hole Mountain Resort are not responsible for any lost or stolen packages. Tenants will need to use the following address format to ensure packages are delivered correctly.

[TENANT NAME]	John Smith
[BUILDING #] Powderhorn Lane	605 Powderhorn Lane
Unit [UNIT LETTER]	Unit A
Jackson, WY 83002	Jackson, WY 83002

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**Grocery Stores.** There is an Albertson's grocery store within walking distance of the Powderhorn Apartments. Additional stores such as Smith's or Whole Foods are located on the west side of town and may require transportation. Make sure to review the "Plastic Bag Ban Ordinance" section above.

#### End of Sublease:

**Early Move-Out Requests.** Tenants are expected to fulfill the sublease agreement signed at the beginning of the season. Any early move-out requests must be made in advance to the Employee Housing Coordinator. These are assessed on a case-by-case basis and are not guaranteed. If approved for an early move-out the tenant would only be liable for the rent owed through the new move-out date. If not approved, the tenant is responsible for paying all rent owed through the remainder of the sublease term even if he or she chooses to vacate the room before the sublease end date.

**Move-Out Procedure.** At the end of the sublease term, Tenant should notify the Property Supervisor and Manager that they have fully vacated the unit and inform them of any damages to the room/unit by sending an email and attaching photos if possible. ALL personal belongings, furnishings brought in, food (cupboards and refrigerator), and trash must be removed. If tenants wish to donate to future tenants any kitchen items such as plates, dishes, utensils, etc. they must be cleaned and put away. All other unwanted items can be donated to the Browse 'N Buy thrift store or the Habitat for Humanity Restore. Any items remaining in the room/unit will be considered abandoned property and disposed of accordingly at the cost of the tenant.

When all items are removed from the unit/room, place room key on the desk, lock and close the bedroom door.

**Security Deposit Refund.** After the sublease end date, the Property Supervisor or Manager will inspect the unit for any damages or excessive dirtiness. If such issues exist, the cost of these repairs and/or additional cleaning will be deducted from the security deposit refund. If no additional charges are necessary, then only the non-refundable cleaning fee and mattress protector replacement fee will be deducted from the security deposit. Refunds can take up to thirty (30) days from sublease end date. If additional cleaning or repairs are necessary, refunds can take up to sixty (60) days to determine final costs. Security deposit refunds will be processed to the same method you receive your JHMR paychecks. If you would like a paper check mailed, you must email the Employee Housing Coordinator [housing@jacksonhole.com](mailto:housing@jacksonhole.com) requesting a paper check and providing your preferred mailing address.