

## MOVE-IN INFORMATION

### RENT PAYMENTS

- All rent payments are due on the first of the month.
- A late charge will be strictly enforced in the event that ICM has not received full rent payment after the 5th day of the month.
- Late fees are assessed at \$10.00 for the first \$500.00 of rent, plus 5% for any amount above \$500.00.

### TO PAY ONLINE

- You can pay rent and view your payment history by logging in to your [Resident Portal](#).
- Online payments can be made via credit card, debit card, or from your checking or savings account. The portal also provides an auto-pay option.  
*Note: Our payment processing vendor charges a service fee for credit and debit card transactions; there is no fee for payments made from your bank account.*

### TO PAY BY CHECK OR MONEY ORDER

- As of January 1, 2022, Tenants who pay rent with paper checks and/or money orders will be assessed a \$10.00 processing fee.
- Rent may be mailed to or dropped off at: ICM Properties, Inc. 3080 N. Lincoln Avenue, Chicago, IL 60657.
- Include your building address and apartment number on your check.
- Cash will not be accepted.
- ICM can only accept one rent check from each unit. Therefore, if you have roommates you will have to consolidate your checks.
- Make payable to 'ICM Properties, Inc.'

### MAINTENANCE REQUESTS

- Email: [maintenance@icmproperties.com](mailto:maintenance@icmproperties.com)
- Request line: 773-549-5632
- Online: In your [Resident Portal](#), click the Maintenance Request tab to submit maintenance requests.
- Building Engineer: Many buildings have an engineer assigned to them who can resolve most standard issues. To see if your building has an engineer go to [www.icmproperties.com](http://www.icmproperties.com) and click "Tenant Info / Engineer List".
- ICM will prioritize, distribute, and schedule maintenance requests as they are received.

### WHEN SUBMITTING A REQUEST, YOU MUST PROVIDE:

- Your address, including apartment number.
- Day and evening phone numbers.
- A detailed message of your request.

### 30 DAY MOVE IN MAINTENANCE POLICY:

- All maintenance requests submitted at lease signing or upon move in will be processed and completed within 30 days of your lease start date.
- All requests will be completed as soon as possible.

### REFERRAL FEE

ICM greatly appreciates your tenant referrals. If you refer a new tenant to ICM you may be eligible to receive a \$500.00 referral bonus. The tenant you refer must list you as the referring party on their application, sign a year lease, move-in, and have a balance of \$0.00. Most referral checks or rent credits can be mailed out or applied after the tenant has lived in our building for 45 to 60 days. Please note that ICM does not pay a referral fee for sublets, relets, if you change a roommate, or if going through an agency.

### RECYCLING SERVICES

ICM works with a few companies to offer recycling at its buildings. Please check your bins to see which company services your building. We have attached recycling guides for each company. You can also view the recycling guidelines at [www.icmproperties.com](http://www.icmproperties.com) under "Tenant Info".

## **UTILITIES** – To ensure you have power for your move-in, please have electric start **one day prior to your lease start date**

- Please contact all applicable utility companies as soon as possible to establish service in your name. **If possible, we recommend completing this at least 14 days prior to your move in date.** Electric and gas (if applicable) meter numbers may be included in your lease agreement. It is the sole responsibility of the Tenant(s) to schedule a time with the utility companies to set up service.
- If Tenant(s) do not have direct access to the meters they will need to follow these guidelines:
  - Schedule an appointment between 10am- 4pm during the work week (Monday through Friday).
  - Provide the maintenance department notice (via phone or email) of the day and time at least 24 hours prior to the appointment so they can arrange access. (773) 549-5632 or [maintenance@icmproperties.com](mailto:maintenance@icmproperties.com)
  - Give the utility company the office phone number (773) 549-5443 with instructions to call a half hour prior to their arrival so the maintenance department can facilitate access.

### LIST OF UTILITY COMPANIES

○ Electric	ComEd	800-334-7661	<a href="http://www.comed.com">www.comed.com</a>
○ Gas	People’s Gas	866-556-6001	<a href="http://www.peoplesgasdelivery.com">www.peoplesgasdelivery.com</a>
○ Cable	Comcast	800-934-6489	<a href="http://www.comcast.com">www.comcast.com</a>
○ Phone	AT&T	800-244-4444	<a href="http://www.att.com">www.att.com</a>

## **LOCKOUTS**

- If you are locked out of your apartment, ICM will do their best to get you back in during business hours only.
- If you are locked out outside normal business hours, it will be your responsibility to contact a locksmith.
- Any cost incurred because of lockouts shall be your responsibility.

## **PARKING PERMITS**

- Most Chicago neighborhoods have zoned parking with corresponding permits. Without the proper permit you might receive a parking ticket.
- You can purchase permits and guest passes at your Alderman’s office, most currency exchanges, and City Hall.
- For more parking information visit [www.cityofchicago.org](http://www.cityofchicago.org).

## **PETS**

- Cats are permitted in ICM buildings.
- All pets require a Pet Addendum for review and approval before you bring a new animal into your apartment. There is a monthly pet rent, per pet, to be paid each month.
- For more information and to download a copy of the Pet Addendum, visit [www.icmproperties.com](http://www.icmproperties.com) and click “Tenant Info / Pet Addendum.”

## **RENTER’S INSURANCE**

- ICM Properties does not cover your personal property.
- You are required by your lease to purchase renter’s insurance.
- Purchasing renter’s insurance is the best way to protect yourself when renting an apartment.
- Proof of insurance is required at time of move-in.
- “Back-up Sewer and Drain Endorsement for Personal Property” should be added to any insurance policy for any apartment partially or entirely below ground, such as a “garden” or “duplex down” apartments.
- A good place to start research for a quote is [www.rentersinsurance.net](http://www.rentersinsurance.net)
- We also recommend Chad Arnold at State Farm Insurance, (847) 395-1321 or [chad.arnold.uyi7@statefarm.com](mailto:chad.arnold.uyi7@statefarm.com)

## **USEFUL CONTACT INFORMATION**

• Main Office:	(773) 549-5443	<a href="mailto:info@icmproperties.com">info@icmproperties.com</a>
• Maintenance Hotline:	(773) 549-5632	<a href="mailto:maintenance@icmproperties.com">maintenance@icmproperties.com</a>
• Renewals / Rent Questions:	(773) 549-5444	<a href="mailto:renewals@icmproperties.com">renewals@icmproperties.com</a>
• Sublet Information:	(773) 904-1755	<a href="mailto:sublease@icmproperties.com">sublease@icmproperties.com</a>
• Management Questions:	(773) 549-5609	<a href="mailto:management@icmproperties.com">management@icmproperties.com</a>

## MAINTENANCE TIPS & REMINDERS

Here are some helpful tips related to most common maintenance requests. When necessary, please submit maintenance requests via the [Resident Portal](#).

### Maintenance Contacts

(773) 549-5632 • [maintenance@icmproperties.com](mailto:maintenance@icmproperties.com) • \*After Hours Emergencies (833) 549-5632\*

### SMOKE & CARBON MONOXIDE DETECTOR(S)

Test your smoke and/or carbon monoxide detector(s) regularly throughout the course of your lease and replace the batteries as necessary. Contact maintenance immediately if you experience any issues or if you notice a detector is not in working order.

### REPLACING FURNACE FILTERS

Tenants are responsible for replacing furnace filters on a regular basis. This simple task can help to prevent heating and A/C issues. To learn how to replace a furnace filter, please visit the [Videos](#) tab on our website and click on Education.

### CLOGGED TOILET

No paper products other than toilet paper should be flushed down the toilet. Before you call maintenance, be sure to plunge your toilet and try to un-plug the clog.

### OVERFLOWING TOILET

If your toilet is overflowing with water, or if you notice water around the base of the toilet, turn off the water valve at the bottom, rear of the toilet. Please wipe up excess water. This will help to prevent any further water damage to your bathroom floor.

### CLOGGED SINK/TUB

Please DO NOT use Drano and other caustic cleaners to unclog your drains. These products are very harmful to both the plumbing and our technicians servicing your drains. First try to clean out the drain and if the clog does not lessen, call maintenance. Please be sure to inform maintenance if you have used any of the drain un-clogging products.

### ELECTRICAL CIRCUIT OVERLOAD

Be careful not to overload the electrical breakers. Most household outlets will only supply a reasonable number of appliances at one time.

### REFRIGERATOR ISSUES

If your refrigerator goes out, be sure to keep the door tightly closed to prevent spoilage. Email maintenance to have repairs done.

### NO HEAT

Check your thermostat setting to be sure you have the temperature set correctly (68 degrees) and on auto, not fan. Also, check windows to make sure they are completely shut. You can also try changing your furnace filter as this often resolves most issues. Call maintenance to have it checked out. If it is after hours you can reach our HVAC company's emergency line at (773) 593-4401.

### DISHWASHER DETERGENT

Please use only dishwashing detergent in the dishwasher. Severe damage to your appliance can be avoided by using the appropriate cleanser.

### AC NOT BLOWING COLD AIR

We recommend replacing the furnace filter as this can often resolve the basic issues. If the AC runs continuously and does not blow cold air, turn off the unit and call maintenance. If you see ice on the AC unit, turn off the unit and call maintenance.

### LEAKING SINK

If your bathroom or kitchen sink is leaking and will not stop, please use your shut off valve located underneath the sink to temporarily stop the water flow. Please then contact maintenance.

# Building Engineers

v. 07.29.2022

<b>Anna N.</b>	<b>773-516-3686</b>
1919-31 W. Winona	
4917-23 N. Hermitage	

<b>Gene</b>	<b>847-344-8072</b>
1941-55 W. Winnemac	
2237-41 N. Bissell	
2519-27 N. Lincoln	
4817-23 N. Wolcott	
849-53 W. Lill	
871-77 W. Lill	

<b>Tony V</b>	<b>773-908-2364</b>
1916-34 W. Winona / 5103-15 N. Winchester	
428-36 W. Surf	
512-20 W. Cornelia	
617-23 W. Melrose	
630-638 W. Arlington	
851 - 59 W Cornelia	

<b>Tony S.</b>	<b>773-406-3756</b>
1825-39 W. Foster/ 5131-37 N. Wolcott	
2000-10 W. Foster/ 5208-14 N. Damen	
2200-06 W. Foster/ 5200-08 N. Leavitt	
2209-11 W. Foster/ 5158-62 N. Leavitt	
2251-57 W. Argyle/ 4951-53 N. Oakley	
3817-23 N. Lawndale	
3925-33 N. Keeler	
4715-25 N. Leavitt/ 2175-79 W. Giddings	
4808-12 N. Paulina	
4836-38 N. Paulina	
4844-46 N. Rockwell / 2604-12 W. Gunnison	
4863-67 N. Hermitage	
5941-51 N. Paulina	

<b>Joe</b>	<b>773-704-7889</b>
2015-19 W. Ainslie / 4855-57 N. Seeley	
2016-20 W. Ainslie / 4901-03 N. Seeley	

<b>Harvy</b>	<b>773-531-4270</b>
1206-10 W. Wrightwood/ 2600-10 N. Racine	
2876-2900 N. Clark	
3521-29 N. Broadway	
3708 N. Sheffield	
622-26 W. Roscoe	
628-34 W. Roscoe	

<b>Herman</b>	<b>773-520-2696</b>
2542-46 W. Summerdale	
2613-19 W. Berwyn	
4500-06 N. Ashland / 1606-14 W. Sunnyside	
4535-41 N. Leavitt	
4547-57 N. Leavitt	
5045-51 N. Damen	
5055-61 N. Damen	

<b>Aldin</b>	<b>847-400-6523</b>
1902-12 W. Winnemac/ 5032-38 N. Wolcott	
1940-54 W. Wilson/ 4600-06 N. Winchester	
3912-28 N. Pine Grove	
4700-08 N. Winchester/ 1944-52 W. Leland	
4837-43 N. Wolcott	

## MOVE IN CHECKLIST

Before you pick up your keys, be sure you have:

PAID YOUR FIRST MONTH'S RENT

Paid through your [Resident Portal](#) at lease signing.

CONTACTED PEOPLE'S GAS TO SET UP GAS SERVICE (IF APPLICABLE)

Please contact People's Gas: 866-556-6001 to register gas in your/your roommate's name.  
Or visit online at [www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com)

WRITE YOUR METER AND ACCOUNT NUMBERS: \_\_\_\_\_

CONTACTED COMED TO SET UP YOUR ELECTRIC SERVICE

Please call ComEd at 800-334-7661 to register electricity in your/your roommate's name.  
Or visit them online at [www.comed.com](http://www.comed.com)

WRITE YOUR METER AND ACCOUNT NUMBERS: \_\_\_\_\_

REMEMBERED TO SEND IN PROOF OF RENTER'S INSURANCE

Proof of renter's insurance is required by time of move-in. A good place to start your search for a quote is [www.rentersinsurance.net](http://www.rentersinsurance.net).

We also recommend Chad Arnold at State Farm Insurance: 847-395-1321 or [chad.arnold.uyi7@statefarm.com](mailto:chad.arnold.uyi7@statefarm.com)

SCHEDULED CABLE SETUP & INSTALLATION

We suggest you call Comcast to get the best deal as well as set up your installation:

Comcast: 800-934-6489 or [www.comcast.com](http://www.comcast.com)

SCHEDULED MOVERS OR RESERVED A TRUCK FOR MOVE IN

You can get free quotes from a half dozen local moving companies at [www.moving.com](http://www.moving.com)

We also suggest Golan's Moving Company at 800-439-8515 or [www.golansmoving.com](http://www.golansmoving.com)

You can book your own truck with U-Haul at 800-GO-U-HAUL (800-468-4285) or [www.uhaul.com](http://www.uhaul.com)

SET UP A FORWARDING ADDRESS WITH THE US POSTAL SERVICE

The US Postal Service makes it easy for your mail to follow you to your new ICM home.

You can learn how by calling 800-ASK-USPS (800-275-8777) or visit [moversguide.usps.com](http://moversguide.usps.com)

We understand that moving can be stressful but with a little homework and the right amount of planning you can make it as smooth and painless as possible!



DID YOU KNOW  
YOU CAN EARN A

\$500

REFERRAL FEE  
FOR FINDING US  
OUR NEXT TENANT?

ICM PROPERTIES  
Proudly Managing Apartments Since 1966

*Referrals must:*

- *List you as the referring party on their application*
- *Sign a year lease*
- *Move-in and remain a tenant for at least 60 days*
- *Maintain a balance of \$0.00*
- *Rent through ICM Properties\**

*\*Please note that ICM does not pay a referral fee for sublets,  
re-lets, transfers, outside agencies or new roommates.*

ICM PROPERTIES  
Proudly Managing Apartments Since 1966

3080 N. LINCOLN AVE. • CHICAGO, IL • 60657  
PHONE: 773-549-5443 • FAX: 773-549-7494  
WWW.ICMPROPERTIES.COM