



WELCOME HOME

Welcome to your JSM Apartment! Please reference
this packet for important information. Enjoy your
new home!

FREQUENTLY ASKED QUESTIONS

Maintenance Requests:

(Not Including Move-In Day Cleaning Requests)

1. Log in to your Resident Portal.
2. Navigate to *My Apartment*.
3. Navigate to *Maintenance*.
 - Please note that move-in is our busiest time of the year. Our maintenance team will work on requests in the order in which they are received. Emergency maintenance requests are the exception. Please contact our office if you have an emergency.

24-Hour Emergency Maintenance for after-hours office assistance: (217) 359-6108.

Internet Troubleshooting:

1. Please refer to **Page 5** for internet details.
2. To find out where your internet portal is, please sign in to your Resident Portal and navigate to the *Announcements* page.

**For any additional assistance, please contact Pavlov:
(888) 472-8568.**

To access your Resident Portal, click the link below:
<https://jsmliving.residentportal.com/auth>

LIST OF CONTACTS

Emergencies

Dial 9-1-1 for ALL life threatening emergencies..... 9-1-1

JSM 24 Hour Emergency Maintenance..... 217-359-2695
Or log in to your Resident Portal for all other requests

Public Safety (Police/Fire):

University of Illinois Police Department..... 217-333-1216
City of Champaign Police (non-emergency)..... 217-351-4545
City of Champaign Fire (non-emergency)..... 217-403-7200
City of Urbana Police (non-emergency)..... 217-384-2320
City of Urbana Fire (non-emergency)..... 217-384-2420

Utilities:

Ameren IP (electric)..... 1-800-755-5000
Pavlov (internet)..... 1-888-472-8568
Illinois American Water..... 1-800-422-2782

Towing:

Reynolds..... 217-337-0913

IMPORTANT REMINDERS

Rent Payments:

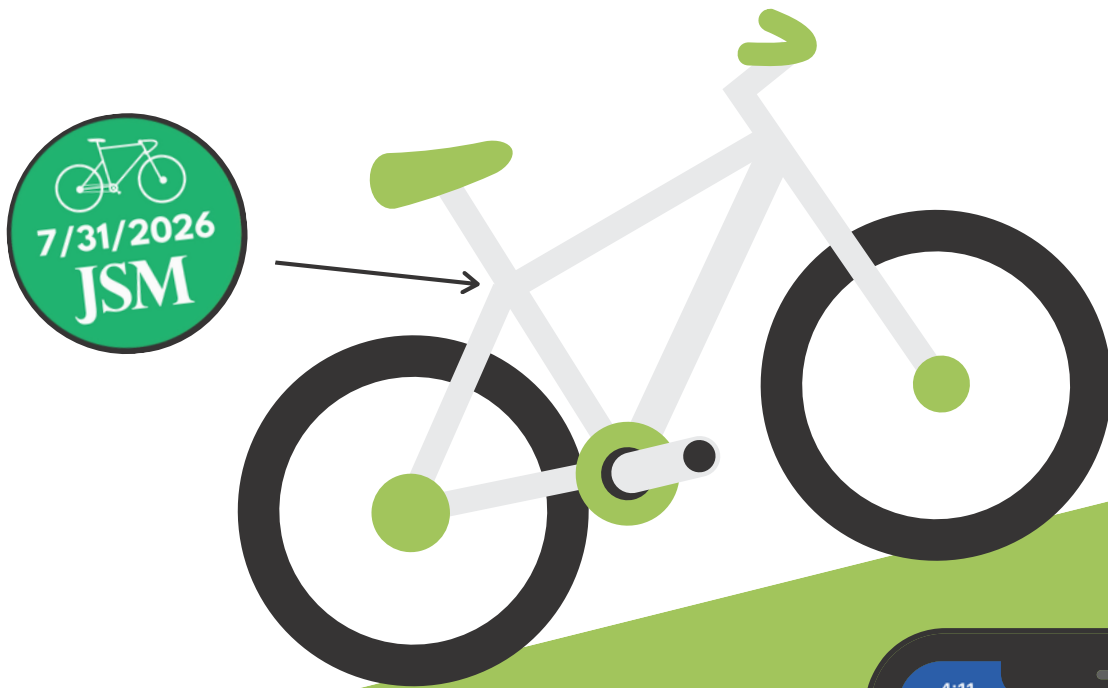
- Rent payments are always due on the **first day of each month**. There is no grace period. Payments can be made using a personal check, money order, or cashier’s check.
- Single and Automatic payments can be set up through the Resident Portal using a Credit Card, Debit Card, or E-check. Online transactions will incur service fees.
- JSM does not accept cash.

CONTACT US WITH YOUR QUESTIONS!

(217) 359-6108 | WWW.JSMLIVING.COM | JSM@JSMLIVING.COM

DON'T FORGET YOUR BIKE STICKER

Please place your provided JSM bike sticker to the back of your bike.

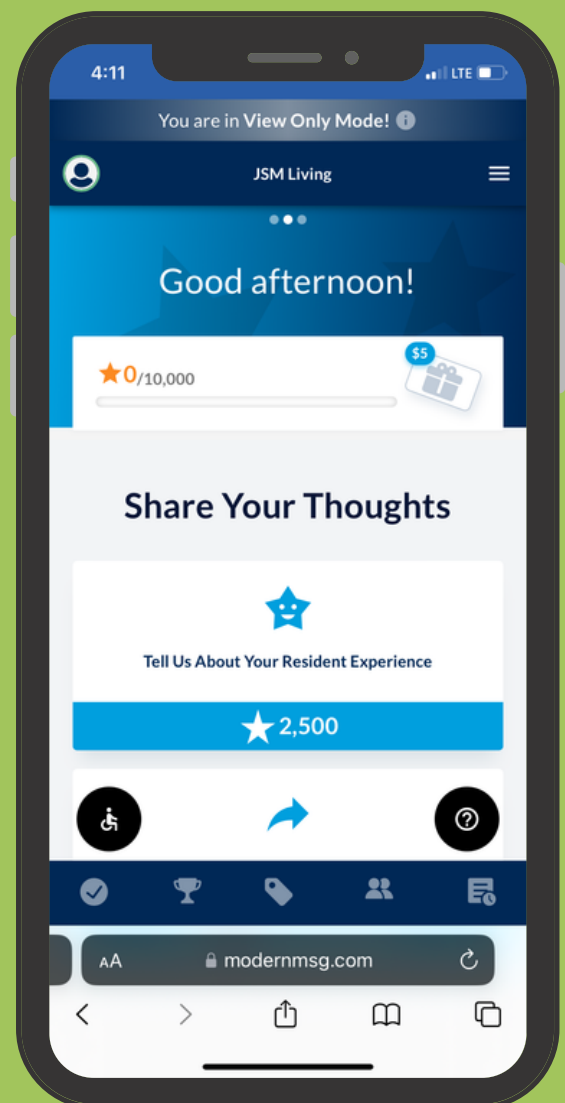


community
rewards

Download Community Rewards and get access to our online community where you can earn points to redeem for gift cards. Check your email for an invite or scan the QR code below!



Scan to join!



RESIDENT AMENITIES

STUDENT CENTER

528 E Green St.



Free Wifi



Smart TVs



Printing Station



Group Study Rooms



Private Study Rooms

VIP PROGRAM

Valid at participating retailers



Visit jsmliving.com/vip to see the most updated list of exclusive offers.



Show your JSM VIP Card or Community Rewards app before a purchase at a participating JSM retailer.



Enjoy free or discounted food items, merchandise, and much more!

FITNESS CENTER

707 S Sixth St.



3,000+ Square Feet



Free Weights



Squat Racks



Stretching Area



Cardio Equipment

FOR MORE INFORMATION, VISIT WWW.JSMLIVING.COM

Connecting Wirelessly



Before You Get Started

You will need a network interface or wireless card installed on your device. You will also need to ensure your device has wireless capabilities.

Standard Wireless Setup

- On your computer, click the icon that allows you to search for wireless networks.
- Click on the wireless network that corresponds with your unit to connect to it (For example, If you live at 707 S. 6th, your wireless network SSID is Pavlov Media 707S6TH).

Connection Not Working?

- Is your wireless card turned on? Most laptops have an On/Off button.
- Check the signal strength and make sure you're still connected.
- If you've moved your computer, you may need to select another designated Pavlov Media connection with better signal strength.

General Recommendations

- Unplug the Ethernet data cable if present.
- Use only certified drivers whenever possible. Turn off file and printer sharing.
- Run any Software Updates for your computer or device and turn on automatic updates if available.
- Run Anti-Virus and Anti-Spyware software and turn on your firewall.
- Plug your computer into a surge protector (many power strips have one built-in).
- Use your device's Help system to find information on Network Setup.

Find more information regarding your internet at jsmliving.com.
Questions? Call 888.4.PAVLOV anytime!

MAINTENANCE FEES



AFTER HOURS CALLS & LOCK-OUT FEE

Residents requesting after hours emergency assistance for preventable maintenance will be charged a minimum fee of \$100.



KEY REPLACEMENTS

- Front Door: \$20
- Mailbox: \$20
- Entry Door: \$20
- Fob: \$50
- Fob Reactivation: \$20



LOCK CHANGES

Lost keys require lock changes.

- Front Door: \$55
- Mailbox: \$30



PET POLICY

JSM does not allow pets. Residents will be charged a \$100 fee for violation.



DAMAGES/REPAIRS/OTHER

Unnecessary or preventable repairs to a JSM property will result in a minimum \$50 fee.



TOILET STOPPAGE/GARBAGE DISPOSAL

A minimum \$50 fee will be charged if JSM staff has to plunge your toilet and/or remove foreign objects from your garbage disposal.



VISUAL LEARNER?

Scan the QR code to the left to access our how-to videos. For more videos, find us on YouTube!

MOVE-IN CHECKLIST

01

UTILITIES

Set up utilities with Ameren (Electric/Gas) & Illinois American Water.

02

INSPECTION FORM

Complete the Move In Inspection Form in your Resident Portal **within 72 hours of key collection**. Document any damages with photos to avoid charges upon move out.

****Do not include maintenance requests on this form***

03

CLEANING

Additional cleaning requests must be submitted within 24 hours of picking up keys.

04

PARKING

Contact JSM if you would like to lease a parking space.

05

AMENITIES

Check out our amenities:

- JSM Fitness Center - 707 S. Sixth
- JSM Student Center - 528 E. Green

06

COMMUNITY REWARDS

Sign up for Community Rewards!