



Real Estate Sales & Property Management

Maui Rental Connections is pleased that you have chosen our property for your new home. Please take the time to review this Welcome information; we hope it helps your transition into your new home.

YOU MUST contact the utility and cable companies for new service prior to your move-in. There will NOT be any services to your new home unless you contact the appropriate companies. The addresses and phone numbers for the utility and cable companies are listed in this letter.

It is important to read your Lease thoroughly and ask us any questions about anything that you may not understand.

Where do I receive my mail?

You may be able receive deliveries to your new home; however, we do not issue keys to the on-site postal box. We recommend that you rent a PO Box at the local post office. Or you may want your mail sent to an address; the UPS store offers a mailbox with a real street address and a secure location for storing your mail and packages. When you secure a PO Box/address, you must inform us of that address. Both Landlord and Tenant agree to update either party with change of mailing address, email and phone number.

May I have guest stay at my place?

Any guests may not stay longer than fourteen (14) days without written approval of the Landlord. You may not add tenants. No additional tenants, subleasing, or assignment of your Rental Agreement will be allowed without the prior written consent. You are not allowed to list the property on any short-term rental sites for any reason.

How do I handle repairs that may be needed?

First, you must notify us of any repairs, no matter how minor they may seem. The responsibility of the repair will be determined by the terms of your Lease. If the Landlord is responsible for the needed repair, please be aware that all repairs will be prioritized, and emergencies will be handled first. Make sure that all repairs are reported in a timely manner. Remember that an ignored repair may become a large project, therefore subjecting you to a large expense. Any repair which goes unreported, thereby causing further damage to the Leased Premises or that of a neighboring tenant, may be construed as a nuisance and will be handled as such. This type of neglect will incur further charges to your account and may change the liability of the repair and subsequent repairs. We must have access to the Leased Premises to perform any repairs or maintenance.

**What do I do if I lose my key?**

It is important that you take care of your entrance keys. Occasionally, you may find yourself locked out of your home or in need of a replacement key, if this occurs, there will be a charge to let you into the premises. You should not make additional keys or change locks. If you need extra keys, we will provide keys to you at an additional cost.

Do I need renter's insurance?

Under most circumstances the Landlord is not responsible for your personal property. It is important to have renter's insurance to cover your belongings in the event of an unforeseen disaster. This type of insurance is inexpensive insurance and well worth it.

What if I am having a problem or concern with a neighbor?

It is important to try to get along with your neighbors. If you have a problem or concern with a neighbor, it is usually best to try to resolve the problem amongst yourselves. Refrain from using foul language or engaging in verbal arguments. Of course, if you are unable to resolve the problem, feel free to contact us or the local authorities.

Can I make changes or improvements to the Leased Premises, such as painting or landscaping?

We often welcome your improvements to your residence and yard. We ask kindly that you check with us first before making any changes. Changes or improvements to your home must be documented and most will receive verbal approval. However, some changes or alterations to the property will require written consent.

What if my rent is late?

It is important that rent payments are paid promptly. Your rent is expected in advance or due on or the due date specified in your Lease agreement each month. Payment not received on time are subject to late fees or other charges. Late fees are strictly enforced, and any unpaid fees will not be waived. Remember that chronic late payments may result in legal measures that may lead to your eviction.

Please make your rental payments to **Maui Rental Connections**.

For In-Person Deposit

Go to any American Savings Bank; make your deposit to account number 8102298023. When using this method of payment please ALWAYS add your name and unit number to the deposit slip.

For Online Payment

Your access to our online portal gives you quick access to your account information.



- It is important to keep the leased premises in a clean, sanitary and safe condition.
- Please make sure that trash is disposed of correctly as to avoid any pest control problem; notify Landlord of any pest control problems.
- Make sure to check the batteries in the smoke detectors, periodically, to ensure the safety of your family.
- Absolutely no smoking is permitted in the Leased Premises.
- Candles are not recommended therefore, please be careful not to leave a lit candle unattended.
- Do not give or loan your entrance key or code to anyone not listed on the lease.
- Be considerate of your neighbors.
- Whenever you are planning on a vacation or leaving the property vacant for five (5) days or more, you must notify us in writing. If you do not give us notice, you will be responsible for any damage that results from your absence.

Any notice, that is required by the terms of your Lease Agreement shall be in writing and sent to the Landlord may be sent to the following address: Maui Rental Connections PO Box 1272, Makawao, HI, 96768 or by email mauirentalconnections@gmail.com

We want you to be happy in your home and welcome any suggestions. Please feel free to contact us with any questions or concerns regarding your home.

We really appreciate having you as one of our tenants and hope that you will enjoy your new home.

IMPORTANT NUMBERS

MAUI COUNTY DEPARTMENT OF WATER SUPPLY (808) 270-7730

Maui Island › 200 South High Street, , Wailuku, HI 96793

Front Window on the 5th Floor of the Kalana O Maui Building, located at 200 South High Street in Wailuku. The Front Window is open from 8:00 a.m. to 4:00 p.m. on weekdays and closed on weekends and holidays.

Bills may be paid at Kalana O Maui, 200 South High Street in Wailuku:

2nd Floor Payment Hours - 8:00 am to 3:45 pm

5th Floor Customer Service and Payment Hours - 8:00 am to 4:00 pm

Customers can view their water bills, access account information and request electronic bill presentment online by creating an account <https://maui.mysecuredservices.com/>



IMPORTANT NUMBERS

MAUI ELECTRIC (808) 871-9777 Hours 8:00 am to 5:00 pm Monday – Friday 210 W Kamehameha Avenue, Kahului, Maui 96732

Start Service Online Form <https://eservice.hawaiianelectric.com/bdisu/custInitNewService.sap>

SPECTRUM – CABLE TV AND INTERNET

Kahului › 158 Ma'a Street Kahului, HI 96732

Phone: **(888) 406-7063** <https://www.spectrum.com/best-move>

Learn about new customer offers or add to your current services. Phone: (855) 243-8892

Get help with your Spectrum services or account questions. Phone: (800) 892-4357

POSTAL SERVICE (800) 275-8777

United States Postal Service locations

Kihei › 1254 S Kihei Rd, Kihei, HI 96753

Kula › 4450 Kula Hwy, Kula, HI 96790

Pukalani › 55 Pukalani St Ste 12,
Makawao, HI 96768

Puunene › 10 Hansen Rd, Puunene, HI 96784

Makawao › 1075 Makawao Ave,
Makawao, HI 96768

Kahului › 138 S Puunene Ave, Kahului, HI 96732

Wailuku › 250 Imi Kala St, Wailuku, HI 96793

Paia › 120 Baldwin Ave, Paia, HI 96779

Haiku › 770 Haiku Rd, Haiku, HI 96708

Lahaina › 1760 Honoapiilani Hwy, Lahaina, HI 96761

Downtown Lahaina ›
132 Papalaua St, Lahaina, HI 9676

UPS STORES

Kihei Store › 215 S Kihei Rd Ste O, Kihei, HI 96753

Phone: **(808) 874-5556** Email: store1749@theupsstore.com

Kahului Store › 153 East Kamehameha Ave Ste 104, Kahului, HI 96732

Phone: **(808) 877-8830** Email: store6931@theupsstore.com

Lahaina Store › 910 Honoapiilani Hwy Ste 7, Lahaina, HI 96761

Phone: **(808) 661-8194** Email: store5694@theupsstore.com

MAUI COUNTY TRASH SERVICE Hours 8:00 am - 2:30 pm Monday - Friday

Maui Island › 2200 Main St., Suite 200, Wailuku, HI 96793

Phone: **(808) 270-7720**

Web info including application

<https://www.mauicounty.gov/1750/Residential-Service-Fee-Payment-Information>

Maui Rental Connections | PO Box 1272 | Makawao, HI
96768

www.mauirentalconnections.com