

Move In FAQ's

Q: Where do I pick up my keys?

A: You will be sent an email a month prior to your move in date with the instructions on where your key pick up location will be and the time.

Q: Can I move-in early?

A: We do allow early move-ins. There are only a certain number of early move-in spots available. To ensure you can get an early move-in spot do not wait to contact our office; contact us as soon as you know. Early move-in cost is \$50 per bedroom per day.

Q: When do I need to pay my first month of rent?

A: Your rent is due before your pick up your keys. The week prior to moving in you will receive emails letting you know that your rent has been charged and you are then able to pay online. You are not able to receive keys unless the full amount of rent is paid. You can also bring in a check or money order when you come to pick up keys.

Q: What do I need to bring with me when I pick up my keys?

A: First month rent must be paid, government issued photo identification, your utility confirmation numbers from DTE.

Q: How do I set up my utilities?

A: Review the 1st page of your lease to see if you are responsible for Gas, Electric, and Water. Contact the appropriate utility company below to switch the utilities into your name.

Comcast/Xfinity: 1-800-934-6423

DTE -- Gas/Electric: 800-477-4747 ; <https://newlook.dteenergy.com/commercial/core-mimo/>

City of Ann Arbor -- Water: 734-994-2666

Q: Can someone else pick up keys for me?

A: We do not recommend releasing keys to anyone other than the resident due to security issues. If, however, you must have someone other than the resident pick up keys you must submit WRITTEN permission to Oxford listing the person you are allowing to pick up your keys. The person picking up keys must present government issued photo identification and rent must already be paid in full.

Q: Why am I paying a full month's rent for August?

A: Per your lease contract, we lease our apartments on an installment basis. Installment rent is the total amount of the rent to be paid over your lease term divided into an equal number of payments of the same amount.

Q: Is renters insurance required?

A: We do not require renter's insurance however we do highly recommend it. By purchasing renter's insurance, you would be covering your personal belongings in the event of a fire, flood, vandalism, or theft.

