

## Tenant Handbook

PropM, Inc.  
Lakeside Property Management  
PropMhomes.com  
888.780.2938

Welcome!

It's our pleasure to welcome you as our tenant.

Your home is managed professionally by a professional team dedicated to helping both tenants and owners.

As Property Manager for owners of rental properties we are bound to certain responsibilities by legal contracts with our owners and with you our tenants. We can best serve both tenants and owners by offering prompt and professional services to you.

As a professional property management company, we are committed to the long-term preservation and enhancement of our homes.

If you should ever have any need regarding your home, please contact us 24/7. We will do our very best to assist you and resolve any issues.

As Tenants, you have certain responsibilities which we have outlined in the lease and have additional information here or on our website at [www.PropMhomes.com](http://www.PropMhomes.com)

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### ACCEPTANCE OF PROPERTY



Tenant accepts the property in its present condition (AS-IS) subject to conditions, which materially affect health or safety of an ordinary tenant.

No additional cosmetic touches or repairs will be done after move-in unless otherwise agreed to by all parties, in writing.

### PROPERTY MANAGER

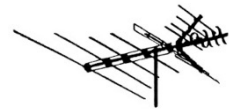
In renting to tenant, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means that we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligation under this lease, meaning the owner may or may not approve items tenants feel should be approved. We work hard to resolve and offer solutions that work for all parties.

### ANTENNAS

The property owner must approve installation of any dishes or antennas, drilling through walls, or other penetration of the structure. Please



allow up sufficient time for us to obtain this approval depending on type of request. Cable TV, telephone installation, and maintenance expenses are the responsibility of the tenant.



### APPLICATION FOR RENTAL



It usually takes 2-3 working days to finalize the application, assuming all documentation was turned in at time of application.

You will be notified immediately upon approval via email.

If applying for an occupied property, the current tenants have precedence. Although they have given a Notice of Intent to Vacate, the real possibility exists that the property will not be available on the listed date due to tenant not moving out on time.

### BASKETBALL EQUIPMENT

Do not install any type of basketball equipment on the roof or any other part of the property. Basketball equipment must be stored in compliance with Lease and/or HOA regulations. Any use of Basketball equipment on property must be in writing.



## BILLING FOR REPAIRS AND LATE CHARGES



Any tenant billed expense is stipulated in the Lease Agreement. Rent received will be applied to any past due amounts first, which may cause Tenant rent to be short on current rent and incur late charges. If late fees or other charges are not paid, this will cause Tenant to be delinquent in payment of the rent. If this occurs, Property Manager must proceed with our standard collection action by delivering a *Notice to Quit and Vacate*, which becomes an additional expense to Tenant.

To prevent any additional expenses to Tenant, please pay non-rent charges on a timely basis.

You can log in to your tenant portal at any time 24/7 to see any charges owed.

## CARBON MONOXIDE DETECTORS

Carbon Monoxide is an odorless, colorless gas that kills many people every year. If there is a carbon monoxide source, owners should / are required to install carbon monoxide detectors in rental properties.

If the rented property is heated by gas, has a gas water heater, gas stove, or if vehicles are parked in an attached garage, we strongly recommend that you purchase Carbon Monoxide Detectors for the safety of Tenant and other occupants.

## CARPET CLEANING



Tenants are required to have the carpets professionally cleaned by a truck mount company at the time of move-out. A receipt from a professional carpet cleaning company must be provided to us at move-out.

The carpet cleaning company must guarantee their work to our reasonable property management standards. If the cleaning is not done to our specifications, the tenant will be charged for any additional expense.

## CLEANING AND MAINTENANCE OF PROPERTY

Tenant is responsible for keeping the property clean and orderly inside and out.

### Kitchens

- Keep all food stored properly.
- Clean stove, hood, vents, and filters on a regular basis.
- Clean ovens regularly.



#### Self-Cleaning Ovens:

- (Use heat to clean - door locks.)
- Follow instructions printed on the oven.
- DO NOT use commercial cleaners such as "Easy Off" or "Mr. Muscle"
- Do not leave oven unattended while cleaning.



#### Continuous Clean Oven:

- Set at 450 degrees and leave on for several hours because high heat helps the cleaning process. Then wipe out.
- Do not use commercial cleaners in the oven. If these cleaners are used, the oven will begin to rust within a few weeks.
- Do not leave oven unattended while cleaning.

#### Regular ovens:

- Use an oven cleaner, such as Easy Off. Then wipe oven clean of residue.

#### Bathrooms

- Do not use steel wool, scouring powder, abrasive scouring pads or cleaners to clean acrylic or fiberglass tubs or marble sinks. Using these items could ruin the finish.
- Use Gel Gloss or Soft Scrub or other nonabrasive cleaners.
- Prevent mildew and mold from accumulating by:  
Using exhaust fans during and after showering.



Keeping bathroom properly ventilated (open bathroom window if possible)

Treating mold and mildew immediately with products such as X-14 or Tilex.

Report any leaks immediately.

Please notify the office if the caulked areas around the bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to the home.

Carpets and floors are to be maintained at Tenant's expense.

- Vacuum carpets at regular intervals.
- Sweep and mop floor regularly.
- Clean up spills, pet accidents, etc. promptly.
- Have carpets professionally steam cleaned as needed.



DO NOT use store rented machines. They ruin the carpet. Only steam cleaning is acceptable.

- Use only approved cleaners on vinyl floors. Do not use wax.
- Use only hardwood floor cleaners on hardwood floors

### DIRECT DEBIT



Tenant ACH feature is always available 24/7 via our website

<http://www.propmhomes.com/tenant-portal>.

Setting up your portal for the first time? Go to [www.PropMhomes.com](http://www.PropMhomes.com) and select Tenant Tab and "Get Started".

### DISHWASHER

- Use only dishwasher products.

Do not use dish soap or laundry detergents, as they will cause the dishwasher to overflow. Only use products made specifically for the DISHWASHER.

- Use the dishwasher at least once each week. If not used the seals dry up and the motor may be ruined when put back into regular use.
- To reduce your electric bill, do not run the dishwasher until it is completely loaded.
- Do not leave soiled dishes in the dishwasher for a long period of time; such practices attract household pests.
- Every month, run the dishwasher empty with a cup of vinegar.



### EARLY TERMINATION OF LEASE

As broker/manager for the home, our primary responsibility is to act in Owner's best interest at all times. However, we realize that extenuating circumstances may prevent a resident from fulfilling the term of their lease agreement.

If Tenant is not able to fulfill the term of the lease agreement, please contact us immediately at [www.PropMhomes.com](http://www.PropMhomes.com) or 888.780.2938.

### ELECTRICITY DOES NOT WORK

- Check the Breaker Box, any switches flipped to off, may be your problem. Flip to On.
- Check the GFI plug (Ground Fault Interrupter), which is usually located in the garage, patio, kitchen or the bathroom.



Resetting the GFI will usually restart the electricity.

- Know where all GFI plugs are located in order to quickly solve any problems.
- If circuit breakers keep tripping, the circuits are possibly being overloaded with appliances, such as a microwave, toaster, curling irons, blow dryers, etc.
- If the electricity is still not working after checking breakers and all GFI plugs, please submit a maintenance request at [www.PropMhomes.com](http://www.PropMhomes.com).

### EVICITION NOTICES



If the rent payment is not received by 11:59pm on the 4<sup>th</sup>, Midnight on the 5<sup>th</sup> day of the month is late, Tenant will be served a Notice to Quit and Vacate.

Tenants will NOT receive a phone call if their rent is late. It is your responsibility to pay rent on time regardless of courtesy notifications/reminders.

In the case of an eviction suit, Tenant will receive a notice from a local authority informing him or her of the court date to appear before a judge. If Landlord or Landlord's Agent must appear in court for an eviction suit or like suit, Tenant will incur additional charges.



## FILTERS AND MAINTENANCE FOR A/C AND HEATING



As stated in the lease agreement, Tenant is responsible for supplying and changing the heating and air-conditioning filters at least every three months. Check for location of A/C filter at move in. If there is not a new A/C filter in place contact the office.

We find it easiest and less time consuming to order them online, ensuring you receive the correct sizes, versus driving to the store and hoping they have your size.

We require the use of a pleated filter of the correct size unless there is a permanent filter in the unit.

A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. Failure to perform this service affects the efficiency of the A/C and heating units, which requires the unit to work harder. This reduces the operating life and causes an increase in your electric bill.

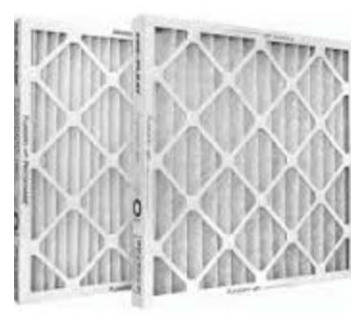
The filter has to be replaced a minimum of once a month and must be installed in the correct position for the proper airflow. See arrows on filter for correct installation.

Any cleaning required or damage done to AC/Heating unit caused by failure to perform mandatory changes of the filter will be charged to the tenant.

We have had instances in the past where we had to send our A/C repairmen out to repair a unit and the tenant had never changed the filter or had removed it. This is a very expensive repair, and the tenant is ALWAYS required to pay the entire billed due to tenant neglect.

Filters only cost a few dollars and the cost is more than offset by the savings on the electric bill.

We recommend changing the filter when rent is submitted for payment. Buy several at one time to have them on hand when it is time to change.



If the property has an A/C system with a drain line that has an opening in it, pour a cup of bleach or vinegar down the drain tube every month. In most cases, this prevents the drain line from clogging up with algae and flooding the property.

Anytime you see the secondary drain line dripping water or water drips from inside the unit, it indicates that the primary drain is clogged and needs to be serviced. If this not corrected, it may cause serious water damage. DO NOT operate the unit until the clogged drain line is cleared as the unit will produce water and damage to the property may occur.

Please report any water drips to the office so we can have the A/C checked.

## FIREPLACE SAFETY

If there is a fireplace on the property, it is there for the tenant's use unless otherwise specified in the lease. You will then be responsible for having it inspected and, if necessary, cleaned by a certified chimney sweep when you move out.



When you use the fireplace:

- Before starting the fire, be sure to open the damper.
- Close the damper securely only when the fire is completely out, and ashes are cold.
- If smoke is coming out of the fireplace into the room, put out the fire immediately and call for help!
- Use oak or mesquite rather than soft woods like pine, cedar, fir or redwood. Soft woods cause sparks and a buildup of creosote.
- Never use fire starters such as charcoal lighter or kerosene and definitely not gasoline.
- NEVER burn trash or Christmas trees in the fireplace.
- ALWAYS use a log grate. It positions the fire properly and ensures a good flow of combustible air to and around the fire.
- BUILD moderate to small fires. Most prefab fireplaces are not designed for roaring fires. DO NOT over fill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.
- USE a fireplace screen at all times to prevent damage to the carpet and to reduce the possibility of a fire in the room.
- NEVER leave the fire unattended or with unattended children.
- ALWAYS use a metal ash container for the removal of coals and ashes and be sure the coals are cold. NEVER put hot or warm coals in a garbage can, paper bag or any flammable container.

Tenant agrees not stack firewood next to the house, any building or the fence. Doing so promotes the infestation of wood destroying insects.

## GARBAGE DISPOSAL

A garbage disposal is a convenient appliance if used properly. Overloading will cause the safety button to kick in and turn off the disposal.



Before submitting a maintenance request for the garbage disposal, please complete the following steps.

1. Reset the safety overload, wait three or four minutes for the motor to cool then push the button on the bottom of the motor.
2. Use an Allen wrench to reset the disposal by turning the Allen wrench from underneath.

3. If these two steps fail, call Property Manager. If a representative from Property Manager is able to fix the garbage disposal by completing either of the two steps above, Tenant will be charged a trip charge.

Keep your hands and other objects out of the disposal when it is running.

For best operation, follow these steps:

1. Turn cold water on to full flow.
2. Pieces larger than a mouthful in size should be discarded in the trash.
3. Flip starting switch to "on" and let the disposal operate until the grinding sound diminishes and becomes a humming sound.
4. Turn switch off.
5. Run cold water for a few moments longer.



Do not discard the following items in your disposal:

potato peels, potatoes, metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, carrots, carrot peels, egg shells, etc.



**Remember:** If you can't chew it, your disposal can't chew it!

If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve the object. Do not stick your fingers in the disposal!

The disposal is self-cleaning; adding baking soda or a lemon or orange rind will help to reduce odors. Do not use caustic drain cleaners at any time.

### HOLIDAY DECORATIONS AND LIGHTS

Lights are to be hung properly and carefully checked. They must be removed by February 1 of the following year.

Remove and dispose of Christmas trees properly.



### IMPROVEMENTS / ALTERATIONS



Written approval must be obtained from Property Manager before any alterations to the premises and its grounds. This includes, but is not limited to: painting, wallpaper, light fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences and utility buildings.

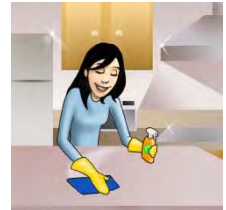
Submit via writing any plans/wishes to make improvements/alterations.

Should alterations be made without management's consent, you will be responsible for returning the property to its original condition.

### KITCHEN COUNTERTOPS

Promptly wipe up any spills to avoid stains and/or attracting ants/insects, etc. Use hot pads to protect the surface.

Avoid damage when cutting items with a knife by using a cutting board, not the counter top.



### LEASE EXPIRATION

During the ninety (90) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal.

You must provide us with at least thirty (30) days written notice if you do not plan to renew your lease, regardless if you are on a month-to-month or your lease is expiring, you must always provide a minimum 30-day notice.

Your lease agreement allows us, during the last 30 days, to install a lock box and a sign on the property and to begin showing the property to prospective tenants. (See [Showing Instructions Section](#) for more details)

Failure to allow reasonable showings to prospective tenants or buyers during this period constitutes a default of the lease and the security deposit, in its entirety, may be forfeited. We try our best to work with your schedule, however you must be flexible in allowing new potential tenants to see your home once notification to vacate is received.

We will do our best to contact you prior to showing your home.

## LEASE PAYMENTS



In accordance with the provisions of your lease, your rental payment is due on or before the 1st day of each month.

Automatic ACH Deposit via your tenant portal is free and preferred. We do offer additional fee options such as credit card, barcode, and more. Money Order, Bill Pay Check received in mail are all subject to a \$10 processing fee. We do not accept Cash. You may pay with cash at any 7-11 with a barcode provided by us.

If your rent payment is not received in our office by 11:59 p.m. on the 4th day of the month, a late charge will be assessed.

Personal checks will not be accepted after the 5th day of the month. You must pay by certified funds: cashier's check or money order only.

Weekends and holidays do not delay or excuse tenant's obligation to pay rent on time.

Be sure your rental payments indicate the property address for which you are paying rent as identified on the lease agreement. If you do not do so, your rent payment could be applied late as we have no way of knowing which account to apply it towards.

If you make after hours payments, please call us the next business day to verify receipt.

We will not be responsible for lost payments.

If you require an additional copy of your lease, there is a fee of \$25 dollars. You were given a free copy of your lease when you signed.

## LIGHT BULBS

All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us.

It is your responsibility to replace light bulbs as needed.

When replacing burned out light bulbs, use the correct size, type and wattage. If a light fixture is rated for a 60 watt bulb and you use a 100 watt bulb, you can create a short circuit and a possible fire hazard.



If manager has to order the replacement of lightbulbs, it is always more expensive than people think. To replace one light bulb can easily cost \$80 to send a handyman to determine the type of bulb, go purchase it, and install it. It is easier and cheaper if you replace all the bulbs upon vacating.

### KEYLESS DEADBOLTS

The purpose of the keyless deadbolt is to protect you while you are inside the property. It is not intended to protect your possessions while you are away.

When you leave the house, be sure that the keyless deadbolts are disengaged. This will prevent you from being accidentally locked out of the property.

If a garage door opener should malfunction or one of the door locks not work while a keyless deadbolt is engaged, it would be impossible to enter the property with a key.

If you are locked out of the property because the keyless bolting devices are engaged, you are responsible for all costs to gain entry into the property.

### LOST OR MISPLACED KEYS



In some cases, we have duplicate set of keys available in the office. These keys are available should you lose your keys or lock yourself out during business hours, Monday thru Friday 8:30am to 5:30pm.

Only those on the lease can pick up keys, and identification is required. The keys must be returned within 24 hours or you will be charged for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours.

If we bring key out to you, you will be charged.

If you lock yourself out after hours you will need to contact a locksmith at your expense.

### MAILBOX KEYS

You can pick up your mailbox key by registering at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office to go to.



### MAINTENANCE AND REPAIRS



Tenant is required to promptly notify Property Manager of all needed repairs.

Failure to inform Property Manager of water leaks or any condition that may result in damage to the property will cause tenant to be held liable for the cost of repairs!

Telephone notification is acceptable only in cases of danger to person or property.

Written notification is required by the lease agreement.

Any water leaks must be reported within 24 hours, failure to do so may cause tenant incurred charges. If leaving your property for vacation or any reason longer than a day or two, please shut off all water to home to prevent the possibility of a leak.

### **MAINTENANCE PERSONNEL**

Maintenance personnel are not employees of our company; consequently, we do not control their work hours, appearance or personality. Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

If you require a special appointment time with a repairman and it results in the repairman billing us an extra fee, you will be charged the amount that exceeds the regular service fee.

A problem may be an inconvenience or cause you discomfort but it may be something that can wait until the next normal working day. Routine repairs will normally be accomplished within 2 - 4 working days.



### **MOVE-IN INSPECTION REPORT**



At the time you sign your lease, you will be provided a Property Checklist, along with instructions on how to complete your own Move In video. This document is designed to protect your security deposit and is for your protection for consideration in both maintenance deductibles and security deposit charges.

To ensure that you are not charged for any damage or stains that exist when you take possession of the house, it is very important that you provide our office with a detailed list of discrepancies. If there are window coverings included, list whether they are drapes, curtains or mini-blinds. Shooting the video as requested makes this entire process much easier and faster.

Tenant is responsible for completing and returning the Property Checklist within three (3) days after occupancy. After that time it will be understood that there are no discrepancies and tenant accepts home As Is.

Complete your Property Checklist, retain a copy for your files and mail us the original. Do not telephone the information to us. When returning your Property Checklist, please provide us with your new home phone number and work phone number(s).

**THE PROPERTY CHECKLIST IS NOT A REQUEST FOR REPAIRS AND ANY DEFECTS NOTED WILL NOT BE CONSIDERED FOR REPAIR SIMPLY BY RETURNING THIS DOCUMENT.**

If needed, a separate written request for specific repairs must be submitted via your tenant portal.

List needed repairs on a separate form and send to Property Manager. Cosmetic repairs may not be completed; rather only those repairs that are deemed required. Needed repairs are those that affect your health or safety will be made as quickly as possible.

### **MOVE-IN / PICKING UP KEYS**

Your first month's rent must be paid a week prior to the time the keys are picked up.

One full month's rent is always required regardless of Move In Date. Second month's rent will be pro-rated.

Additional deposits, fees and pet rent must be paid prior to move-in along with first full month's rent.



### MOVE-IN VIDEO/PICTURES

We take move-in video and pictures of all properties to note the current property condition.

### MOVE-OUT INSPECTION

In accordance with the lease agreement, a move-out inspection of your home must be completed before any security deposit can be refunded. The move-in inspection will be used as a reference at move-out. Tenant is not allowed at Move Out. We perform the Move Out once the tenant has fully moved out all belongings, trash, debris, etc. Once keys are returned we will perform a Move Out video and return any unused portion of your Security Deposit as required by law within 31 days to the forwarding address you have previously provided.



If the property is not ready for inspection at the appointed time and the inspector is required to make another trip or appointment, you will be charged \$75.00 for not having the property ready, and additional days of rent if property has not be property vacated and cleaned.

When you provide your notice to vacate, you will be provided a detailed checklist to assist you in preparing for move-out.

This inspection performed by the Property Manager after your move-out will determine any charges against your security deposit.

Utilities must be on at time of move-out inspection and until the end of the lease. If the utilities are not on we will have to have the utilities turned on to do your move-out inspection and those charges will be passed on to you and deducted from your deposit. This will delay the return of your Security Deposit. Tenants are not permitted back on the property after vacating.

### MOVE-OUT PROCEDURES



We want to return the full security deposit when you move out, and we do nearly all the time. To ensure that you understand what your responsibilities are for cleaning and preparing the property for move-out, you can obtain a copy of our Move-Out Guidelines on our website at [www.PropMhomes.com](http://www.PropMhomes.com).

1. You must provide the office a complete forwarding address.
2. All keys, garage door openers and gate remotes, etc. must be turned in by the expiration date of the lease agreement or pro-rated rent will be charged daily until they are turned in.





Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.

3. We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING completed and the keys are turned in to PropM, Inc. The purpose of the final move out inspection is to record the condition in which you leave the property.

The final walk thru is only done by our staff, Tenants will not be allowed to be present. If the property is not ready for inspection at the appointed time and the inspector is required to make another trip or appointment, you will be charged \$75.

The property manager will compare the move in video with the move-out video and with your move-in check list and/or video. The move out inspection is solely to document the condition of the property.

4. Utilities must be on during the inspection. All utilities are to be transferred back to the owner, NOT Shut Off. If the Utilities are not on for the move-out inspection, tenants will be charged a \$75 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your security deposit and the charges incurred for utilities will be deducted from your deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange for final readings.

Remember: Utilities must be left on for the move-out inspection.

#### **NO SMOKING**



Smoking of any kind is not allowed inside or outside the property or on the entire property. This includes vaping, e-cigarettes, tobacco products and marijuana.

#### **OCCUPANTS**

Everyone who lives in the property must be named on the lease agreement.

If you wish to add an additional occupant who is 18 years or older, he/she must complete an application and pay an application fee of \$60. If they are approved by our office, they must be added to the lease.

It is our policy that a guest staying with you longer than 14 days is no longer considered to be a guest, but a roommate.

Tenant(s) must abide by the decision of Property Manager whether another person or persons can be added to the Rental Lease Agreement.

Failure to fulfill the above-mentioned requirements may result in termination of your lease.

### OFFICE HOURS

Monday – Friday 8:30 to 5:30PM  
24/7 By Phone – 888.780.2938



**EMERGENCY: 888.519.1949**



We have emergency maintenance service. Should a serious maintenance problem arise when the office is closed, we have provided an answering service to take your calls and direct them to the proper staff member.

### PARKING OF VEHICLES

- Please DO NOT park or clean vehicles on grass areas around the home.
- Major vehicle repair is not allowed in the garage, driveway or on the street in front of the home.
- No inoperative vehicles will be kept on the premises without permission of Landlord.
- License and tags for the vehicle must be current.



### PERIODIC SURVEYS

Periodic property surveys of the interior/exterior are conducted during the lease to ensure that the property is being properly maintained and/or to report to the owner regarding necessary repairs.

Pictures and Video will be taken in order to document the condition of the premises.

We provide this service to our owners to keep them up-to-date concerning the condition of their properties. We offer a 10 Minute Video Inspection, where you can shoot the video, (even hide your clothes or dishes if you are concerned about someone judging your housekeeping) and upload it to YouTube as an unlisted video (unlisted means that no one may view unless they are provided with a specific link to the video). [Click here to view step by step instructions](#)

If Tenant is notified of an inspection by the landlord and fails to leave keyless deadbolt unlocked, fails to control pets, or otherwise prohibits Property Manager or Agent access for said inspection, Tenant will be charged \$75.00 per occurrence AND will also be in violation of the lease. Landlord can exercise remedies set forth in the lease agreement.

### PEST CONTROL

Any pests, including insects and rodents, not reported in writing within the first 30 days of the lease, will be assumed to have entered the property after the start of the lease.



You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc.) This is best done by keeping a clean home, free of crumbs, debris etc.

Pesticides and other chemicals are to be stored safely, out of the reach of children and pets.

## PETS

Some owners do not allow pets for various reasons; contact our office before acquiring any pet. Failure to do so is a violation of your lease and may be cause for immediate termination.



We have restrictions on number, size and type of pets. See Rental Criteria on our website for list of restricted breeds.

“Wolf Dog”, Bull Terrier, Pit Bull Terrier, Rottweiler and/or other breeds trained for attack purposes are not permitted unless you provide proof of liability insurance coverage and the owner agrees in writing.

No pets may be kept on the property even temporarily without management’s written authorization. Please inform your guests that this rule also applies when they visit you. Pet owners are responsible for any damage caused by pet(s) and for disposing of their pets’ waste.

Any Unauthorized pets found on a property can result in eviction and/or an initial \$250.00 and a minimum \$25.00 per day charge per pet.

## PHONE NUMBERS

You are required to provide the office with your work and cell phone number, along with home telephone numbers, including non- published numbers, and you must notify the office of any changes in those numbers.

## PROBLEM SOLVERS

If you have a problem that cannot be resolved with property management, please call and ask for David Cota or Michelle Wrege to assist.

## RAIN GUTTERS

In order to prevent damage to eaves, cornices, and help prevent leaks, the gutters, if any, are to be cleared of any and all debris on a regular basis. Please submit a maintenance request if you notice any blockage of the gutters.



## RECYCLE BIN



We are supporters of recycling. Most areas now have curbside recycling. If you do not have a recycle bin at the property call your Waste Management supplier and request them.

## RENTER’S INSURANCE

It is highly recommended that you purchase renter’s insurance to cover any loss of your personal property and your possible liability in case of accidents. The owner’s insurance on the property only covers the dwelling; it DOES NOT cover your personal belongings.

You should obtain renter’s insurance that becomes effective on the date that you take possession of the property and maintain the policy as long as you occupy the premises.

Ask yourself, “Why do I need renter’s insurance?” Then ask:

“What if a candle tips over or we have a cooking fire that causes damage to the house?”

“What if I have a major flood from a broken water pipe or clogged drain line?”

“What if we have a theft or our home is burglarized?”

Everyday these “What if” scenarios occur, protect yourself from “What If” occurs to you?

If you don’t have renter’s insurance, you may lose everything! The Landlord isn’t held responsible, nor is the property owner. If an incident occurs that you didn’t cause, you are responsible for replacing your possessions. Best bet is to get renters insurance.



And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable to the owner of the property.

So, why do you need Renter’s Insurance? To protect yourself from liability.

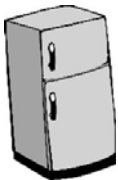
- To protect your possessions and to replace them in the event of a loss.
- To protect yourself financially.
- To provide you with temporary living coverage if your residence is damaged.
- To insure you will have someone on your side when the unexpected happens.

The owner’s insurance DOES NOT cover your personal property, food spoilage or costs associated with loss of use of the property, i.e., lodging if needed.

You should verify that your renter’s insurance policy covers such events.

## REFRIGERATORS

If the property has a non-warranted refrigerator and it becomes inoperable after the first 30 days of the lease, it will be your responsibility and expense to repair.



Repair of a unit at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can amend our records and arrange removal of the unit.

Do not dispose of an inoperable unit without written permission from Property Manager.

If you have your own appliance that you wish to use and there is an appliance already in the property, contact management regarding proper storage of the existing appliance.

If you store it in the garage, it will need to be plugged in and running. A refrigerator is not a toy; please teach your children the dangers of playing in and around refrigerators, thank you.

## RE-SCHEDULING APPOINTMENTS



We always try to contact tenants either by phone or by mail before we enter the property. Sometimes there are problems setting up inspections and scheduling maintenance. Consequently if you reschedule an appointment, you will be charged a \$75.00 rescheduling fee. If you break or reschedule 2 appointments, we will use a key to enter. The lease agreement gives us permission to enter the property after trying to contact you.

## RETURNED CHECKS

The consequences of a rent check being returned to us for non-sufficient funds (NSF) are costly. After receiving an NSF check, we will no longer accept your personal check for payments of future rents.



If your rent check comes back NSF, it is as if the rent has never been paid. At that point, it costs you a \$35.00 NSF check fee, plus the late charges printed in your lease. We offer free options to make your rent payment online.

Once we have informed you that your check was returned NSF, you have 24 hours to make good your NSF check with a money order or cashier's check. Property Manager will not accept a personal check from you personally or from Bill Pay at bank.

Failure to do so will result in a "Notice to Quit or Vacate", which is an eviction notice demanding that you pay immediately or move. This is a legal step we must take to protect the owner's rights and will cost you an additionally per lease.

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in order for us to continue to accept your personal checks. The \$35 NSF fee must still be paid regardless of the reason. NSF rent checks will not be re-deposited.

## SEWER STOPPAGE

Your lease agreement clearly states that the tenant is responsible for the cost to correct plumbing stoppages and sewer stoppages caused by the tenant's use. At Move In, all drains are working properly.

If a sink or sewer line needs auguring due to a stoppage caused by tenant's misuse, the tenant will be charged the full expense. If the stoppage is due to a collapsed line or if tree roots cause sewer line breakage, the owner will be responsible for the charge.



## SHOWING INSTRUCTIONS

Your lease agreement authorizes PropM, Inc to show the property for rent the last 30 days of your lease. We may place a sign in the yard. We will place a lockbox on the property and begin showing the property to prospective residents. If you cannot be present at the time of showing, we will use our key in the lockbox box.

### Important!



Do not allow any prospective residents in your home unless they are accompanied by their real estate agent.

### What is a lockbox?



A lockbox is a locked container in which a key to the property is placed. The lockbox can be opened with a special combination thereby enabling PropM, Inc. representatives and cooperating brokers to gain access to the property.

Our showing service records who is showing your house and will notify you beforehand. We will give you a courtesy email to inform you of each showing; however, even if you cannot be contacted, the house will be shown. In addition, we will record if you deny or cancel showings.

Do not lock the keyless deadbolt on the front door, any additional locked doors which prevent a showing will incur a charge to the tenant.

If you have an alarm system, call the office to confirm that we have the correct security code, thank you.

Pets ensure they will not interfere or prohibit showings.

When will I be charged a \$50 fine?

- If you deny a showing
- If you cancel a showing
- If the property is inaccessible for a showing

- If your pets prevent or prohibit a showing

How will I lose my security deposit?

- If you fail to keep the property presentable for a showings
- If you fail to allow reasonable showings.

### SIGN AND LOCKBOX



If the sign or lockbox is not removed in a few days after your Move-in, please email us at [Info@PropMhomes.com](mailto:Info@PropMhomes.com) to have them picked up. Thank You!

### SMOKE ALARM



Your safety is very important to us. Tenant will test the smoke detector within one hour after occupancy and inform Property Manager immediately if smoke detector is not working properly.

In order to test the smoke detector, it is necessary to push the “push to test” button on the detector for about 5 seconds. If operating properly, the alarm will sound.

Smoke alarms are for your safety, please test them every thirty days and replace batteries if necessary. Normally the smoke alarm will emit a beeping sound when the batteries are losing their charge.

It is Tenant’s responsibility to replace the batteries. If a smoke alarm doesn’t work after replacing the batteries, submit a maintenance request at [www.PropMhomes.com](http://www.PropMhomes.com) for repair or replacement.

We urge you to make a regular inspection of your home for potential fire hazards such as stored flammable liquids or overloaded wall outlets and to keep a fire extinguishers on hand. In case of fire call the fire department or 911 first. Once Tenants, Occupants and Guests are safe, call the Property Manager immediately.

### THERMOSTAT



Do not switch your thermostat quickly from COOL to HEAT or from HEAT to COOL. First switch the unit to off and wait until it stops running, then switch to heat or cool. Failure to do so may cause permanent damage to your unit and could result in a charge to you for repair and/or replacement.

In hot weather, set the selector switch to “COOL” and set the fan switch to “AUTO”. Set the controls between 75 and 80 degrees to provide maximum cooling. Setting the thermostat lower will not cool the home any faster and is actually misusing the thermostat.

The A/C will only function efficiently when all doors and windows are closed. Keep your window coverings closed during the day, keep the A/C filter clean and keep return air grills clear of furniture and boxes in order to allow unobstructed delivery of cool air to your home. An AC unit needs the warm air

from the house to exchange for cold air. Do not block vents as this will damage your AC unit and you may be responsible for the repair.

Do not store anything on or around your air conditioning unit. This could impair circulation, resulting in higher electric bills, and cause permanent damage to the unit.

### USE OF ATTIC

Tenant may use attic for storage but will be responsible for any damage caused by their use of this space.

### VIOLATION NOTICES



We spend a great deal of time notifying tenants of lease violations and following up to make sure that they are corrected. Consequently, we charge a \$20.00 - \$50.00 fee for sending a lease violation notice, depending on the type of violation.

Examples of lease violations are: not maintaining the yard, not watering the yard, not changing and/or using the correct A/C filter, not maintaining batteries in smoke alarm or following other stipulations listed in the lease agreement or in these lease rules and regulations.

### WALLS

Please use excellent judgement when hanging items on walls, knowing when you have to remove them you will need to patch and return to original condition. Many hanging items are light in weight and only need a small nail or use the suggest 3M product on our website to minimize damage.

For questions about items that are heavy or difficult to hang, please call the Property Manager.



Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted. If you wish to change existing wallpaper, please contact Property Manager for written approval.

You are financially responsible for removing nails and repairing any damage to wall or ceilings.

### WASTE DISPOSAL



Toxic waste such as oil, antifreeze, batteries and solvents must be disposed of in accordance with the rules and regulations set forth by the city/county/state.

Garbage must be placed in proper containers in accordance with city and/or county policy.

Garbage cans and recycling bins must be stored out of sight to the public when not set out for pick-up.



### WATER AND ELECTRICITY SHUT OFF

Tenants are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breakers. Additionally, Tenants are responsible to know how to switch the valve and breakers off, if needed, to mitigate any potential damage to the property. Purchase a key to operate the water cut-off valve on the water meter at any of the major hardware stores.



### WATER SOFTENER

If rental home is equipped with a water softener, Tenant is required to maintain the salt levels in the salt tank, so that the unit will operate properly.

### WATERING YARD



Please remember that if in your lease it is your responsibility to water the yard as needed to maintain healthy grass and other vegetation. If you do not, you could be held financially responsible for completely re-sodding the yard upon your move-out and or the additional water bill to get yard back to a healthy condition.

During drought conditions there may be times when different areas or water districts start water rationing or other restrictions. Please remember to follow all of those rules. Refer to the local water company to determine what “Stage Restriction” the property is currently under and the watering time and dates for your address.

### WEBSITE

The following forms are available on our website, [www.PropMhomes.com](http://www.PropMhomes.com):

- Maintenance Request Form (You can submit this form online.)
- Rental Application
- 30 Day Notice to Vacate
- Tenant Information Sheet
- Rules and Regulations
- Move-Out Procedures



Tenants approved for ACH bank transfers will pay online via our website.

## YARD MAINTENANCE



Tenant is responsible, unless noted otherwise on the lease, for the up keep of the lawn, shrubbery, and trees on a continual basis. This includes cutting, weeding, edging, trimming, reseeding if needed, watering and trimming trees and shrubs. The exterior of the home is also what you are renting and needs to be properly maintained.

Grass must not be higher than 6 inches or according to city/county/HOA regulations.

The area around the driveway, sidewalks, curbs and gutters are considered to be part of the yard and need to be kept free of weeds, grass, and leaves.

Shrubs must not be higher than the bottom of the window. This is for aesthetic and security reasons.

## PROCEDURES FOR REQUESTING MAINTENANCE



All routine and non-urgent maintenance requests, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or repair and grant permission to enter if necessary. Normal repairs are done during normal business hours. (9:00 am - 5:00 pm Monday - Friday).

We do not have maintenance personnel standing-by evenings, weekends and holidays. If you have a valid emergency that cannot wait until the next business day, call 888.519.1949.

Please submit all repair requests, including phoned-in emergency repairs, in writing. The following methods are considered valid forms of submitting maintenance requests:

- 1) The maintenance request form on our website, [www.PropMhomes.com](http://www.PropMhomes.com)
- 2) Call the Office at 888.780.2938 and ask to speak to your Property Manager.
- 3) Phone calls alone are not a valid way to submit a maintenance request.

## MAINTENANCE EXPENSE/SERVICE CALLS

In accordance with your lease, you may be responsible for a portion of each service call. You will not be charged for repairs made to structural items, unless caused by a malicious or improper act.

#### STRUCTURAL

- Roof leak due to normal wear and tear
- Load bearing walls
- Water penetration
- Fireplaces and chimneys
- Floors



#### NON-STRUCTURAL

- Swimming pools and mechanical equipment
- Air conditioning and heating repairs
- Appliance repairs
- Plumbing repairs
- Sprinkler repairs
- Gas lines
- Electrical systems

If our repairman reports that a problem was caused by your negligence or neglect, you will be billed the total expense of the repair bill.

If you call a repairman in place of properly submitting a maintenance request to PropM, Inc, we cannot reimburse you for the amount of the bill.

#### EMERGENCY REPAIRS



DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM. After hours service calls for non-emergency repairs will be billed to Tenant.

Few problems are classified as emergencies.

An emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the property.

Emergency repairs (as defined below) should be reported immediately.

- A. **FREE FLOWING WATER:** Turn off water valve or exterior water main until contractor arrives.
- B. **ELECTRICAL PROBLEMS:** Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any and all GFI breakers (these are the little buttons

sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages). If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Do not use again until repaired.

- C. MAIN SEWER LINE BACKING UP: If you have a main sewer line clog do not run any water until the line is cleared (toilets, showers, dishwashers, washer machines, etc.) Any water used will only back up in to the property.
- D. GAS ODOR: If you suspect an appliance is leaking, turn the gas off at the appliance, open window and doors as necessary and call the gas company.
- E. NO HEAT when temperature is below freezing.
  
- F. EXTERIOR DOOR LOCKS: If temporary measures can be taken until business hours. Resident should wait until regular hours before contacting management.

Maintenance problems in the following category ARE NOT CONSIDERED TO BE AN EMERGENCY and will not be acted on until the next business day. Please do not expect a return to normal service sooner.

- Air conditioning problems: Lack of air-conditioning or heat, (unless temperatures are forecast to be below freezing) is not considered to be an emergency. However, PropM, Inc will make a diligent to effort have the problems rectified as quickly as possible.
- No hot water
- Cracked or damaged windows: If the window is completely broken and is a security concern, then contact Property Manager Immediately.
- Homes with two (2) complete bathrooms; toilet stoppage in one of the bathrooms: Should one your toilets overflow, immediately turn off the water supply to the tank by turning the handle located under the tank. Use additional restroom until repair is completed.
- Refrigerator: Landlord is not liable for loss of food caused by appliance breakdown

#### NON-EMERGENCIES

All routine and non-urgent maintenance requests, per the lease, must be put in writing providing name



of Tenant, daytime and evening telephone numbers, address and specific problem or request and permission to enter which can all be done online at [www.PropMhomes.com](http://www.PropMhomes.com).

Please submit all repair requests, including phoned-in emergency repairs, in writing. The following methods are considered valid forms of submitting maintenance requests:

- 1) The maintenance request form on our website, [www.PropMHomes.com](http://www.PropMHomes.com)

2) Email to your Property Manager at [Info@PropMhomes.com](mailto:Info@PropMhomes.com)

Phone calls alone are not a valid way to submit a maintenance request.

Non-Emergencies include non-working dishwasher, non-working oven, no hot water, no AC, etc.

Normally, for NON-EMERGENCIES, maintenance personnel will not be able to make an immediate appointment.

Be sure to call your Property Manager if you are unable to keep the appointment. Tenant's failure to show will cause Tenant to be fined.

If no action is taken within 2-3 days, call Property Manager and email [Info@PropMhomes.com](mailto:Info@PropMhomes.com). We will contact the maintenance personnel to determine the cause of the delay and inform you as to when service can be expected.

If there is still a problem after a recent repair has been completed, call Property Manager. A recent repair is defined as any repair made within the last 30 days.

If you fail to report this and there is further damage, you may be responsible for the cost of the damage. It is the responsibility of the tenant to report all repairs and maintenance items.

#### PROBLEMS.

Failure to promptly report maintenance problems could cause Tenant to be financially responsible for damages!

Inform PropM, Inc immediately of any and all of the below bullet points:

- Signs of mold in the property.
- Toilet and faucet leaks and any plumbing backup
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances which are included in Rental Agreement
- Roof leaks
- Gas leaks
- Broken windows and doors
- Any unsafe, unhealthy or dangerous condition
- Major pest control items such as bees, cockroaches, mice, rats, termites or other infestations.



TENANTS WILL BE RESPONSIBLE FOR TRIP CHARGES AND/OR REPAIR COSTS:

- If there is a service call and the problem is a tripped breaker or GFI plug.
- If a faulty oven is reported when the oven is on time bake and is not defective.
- When sewer stoppage is caused by debris in line such as toys, tools, diapers, rags, sanitary napkins, excessive toilet paper, etc. which was placed by Tenant, Occupants or their guests. (Owner is responsible for broken lines.)
- If Tenant fails to report necessary repairs.
- If Tenant fails to meet a repair person at an assigned appointment and there is a vendor charge.
- If Tenant locks a repair person out although a key is authorized.
  
- If Tenant reports a repair which does not require service.
- If Tenant changes lock or locks and does not provide office with 2 keys, Tenant will also be charged \$75.00 PLUS the cost of re-keying locks.
- If Tenant prevents property management personnel from gaining access to property for showing to prospective tenants, repairs, inspection or any reason for which property management personnel may lawfully enter the property (\$75.00 per occurrence). Plus Tenant will be in violation of the lease and landlord can exercise remedies set forth in the lease agreement.
- For replacing doors, jambs, broken glass and/or windows unless Tenant provides a Police Report detailing that the cause of the problem was forced entry by others.

TENANTS WILL:

- NOT wash draperies. Call Property Manager for instructions on all window coverings.
- NOT perform electrical work. This does not include changing light bulbs or batteries.
- NOT change walls, woodwork, flooring, landscaping of the property without permission from Property Manager.
- NOT perform repairs of any type without authorization.
- NOT store items next to the furnace or water heater.
- NOT park on the grass or park more vehicles than are authorized in the lease agreement, or keep inoperative vehicles on the premises without permission from PropM, Inc.
- NOT deduct any unauthorized or pre-authorized maintenance expense from the rent.



We are here to maintain the property in a safe and habitable condition and to service Tenant and Tenant's needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and to avoid frivolous or excessive costs which help to keep rents at market value.

### **SERVICE ANIMALS AND THE ADA**

PropM, Inc is committed to compliance with all federal, state and local laws regarding services animals and the Americans with Disabilities Act (ADA). To view frequently asked questions about Service Animals and the A DA please use the link below:

[https://www.ada.gov/regs2010/service\\_animal\\_qa.pdf](https://www.ada.gov/regs2010/service_animal_qa.pdf)

### **FAIR HOUSING STATEMENT**

PropM, Inc is committed to compliance with all federal, state and local fair housing laws. Our policies are designed to provide consistent and fair treatment of all tenants in the spirit of these laws. PropM, Inc and its staff have a legal obligation to treat each individual in a consistent manner.



We understand that from time to time tenants have financial difficulties, health problems or other emergencies. Although we sympathize with the situation, we are legally bound to follow and enforce the stipulations of the lease agreement. Unfortunately mortgage companies and banks rarely if ever allow exception on when mortgage payments are due, which trickles down to rent must be paid on time, regardless of reason.

Please do not place us in the difficult position of denying a request for an exception to the lease agreement because we cannot grant an exception. Thank you in advance for your cooperation.

We reserve the right to make changes in our lease rules and regulations.

From time to time we find the need to make changes in our Rules and Regulations, due to revisions of the City, County and State codes/laws we may make changes in our Policy and Procedures without prior notice. Violations of these guidelines shall constitute a breach of the Lease

Agreement.

In any case where a conflict appears between these guidelines the lease and this document will assist in clearing up any conflict and shall be resolved in favor of the Lease Agreement.

Approved for use by PropM, Inc.

If you have any questions regarding your lease, do not hesitate to ask, we are more than happy to help answer any questions. Also refer to our website which is a dynamic website created to help you answer questions you may have.

If there is any way we can assist you, please feel free to email or call us.

We need and appreciate your business, and our staff will do their utmost to resolve problems to your satisfaction.

Our goal is to always provide you with efficient, fast courteous service.

We wish you a very pleasant stay and look forward to working with you.

Thank you for trusting us to manage the home where you live.