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www.rcpmsa.com

TENANT HANDBOOK



Pay Rent Online at www.rcpmsa.com

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River City Property Management WELCOMES YOU!

This Tenant Handbook is incorporated into your lease agreement and is legally binding. The most current version will always be available on our website at: www.rcpmsa.com.

You have leased a home...think of it as your own. During the term of this Lease, you are in possession of the dwelling and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premises.

TENANT COMMUNICATION VIA ONLINE TENANT PORTAL + EMAIL



The online Tenant Portal streamlines your communication with us. It allows you to pay rent and submit routine maintenance requests online. If you have not set up your Tenant Portal account, go to our web site in the Tenant section, set up your own password and your account is activated.

EMAIL is the preferred method of communication. Rent reminders, payment receipts, notices, maintenance and general correspondence will utilize this method of communication.

Reminder: **TEXT is not considered a valid form of communication with our company.**

MOVE-IN REMINDERS

Property Condition Report: Due within 2 days of move-in.

Mail Keys: If not received, or if mailbox lock is malfunctioning, bring your lease and ID to your designated post office: www.usps.com/locator. The Post office will rekey your mailbox within 7-10 business days. They'll provide you with new mail keys.

Garage Remotes: Reminder, it's the Tenants responsibility to reprogram all garage remotes and garage keypads.

Pool and Gym Keys, Gate Remotes: If not received, email office@rrginsa.com to let us know.



TENANT RENOVATIONS + ALTERATIONS

It is policy that Tenants do not perform repairs or alterations. If you do want to make a special request for renovation or repair to the property email your request to us & we'll send it to the Owner for approval. ***DO NOT*** proceed with any work until you've received approval from us.

PAYING RENT

1. Pay rent online: www.rcpmsa.com
2. Make checks payable to: River City Property Management.
3. Rent is due on the first day of each month. Rent is considered late when received on or after the 4th of each month. Late fees will be assessed in accordance with your lease agreement without exception.



REPAIR REQUESTS

Repair requests should be sent to: maintenance@rrginsa.com or submitted via the online Tenant portal under the “maintenance request” link.

MAINTENANCE



Include the following:

- 1) **Repair request:** Detail out what problem is, be as specific as possible and include a photo and/or video, if relevant.
- 2) **Address:** street, city, zip + gate code, if applicable
- 3) **Tenant Contact:** Your name & phone for repair contractor to call and schedule
- 4) **Availability:** days and times available for service. Normal maintenance requests are serviced between 8 a.m. and 6 p.m. Monday through Friday.

Third party vendors and Tenants coordinate the service call jointly. Be polite to the vendor. **If you fail to keep a scheduled appointment with a vendor, you are responsible for the cost of the service call.**

You will be charged the full cost of repair + maintenance admin fee for a repair request caused by misuse, neglect, or tenant damage. Examples (not all-inclusive) of the types of maintenance and repair items you may be charged the full cost are listed below:

- Non-functioning dishwasher due to excess food debris (i.e. air gap or pipe clogged).
- Clogged toilet that could be resolved with a plunger.
- The problem was caused by improper use of the provided facilities. Classic cases are flushed toys or other items (baby wipes) that results in a clogged sewer line.
- Alignment of garage door sensors that were bumped by something (i.e. trash can).
- Tenant caused damage (i.e. dirty filters causing AC unit to freeze up)

You will be billed for a service call + maintenance admin fee under the following circumstances (not all-inclusive):

- 1) Tenant confirmed a service call with a vendor and failed to be present at the scheduled time.
- 2) Tenant requested service which was resolved by resetting a breaker or GFCI to restore electrical power and/or replacement of batteries on a thermostat for non-functioning HVAC.

MAINTENANCE EMERGENCIES

If the emergency involves a fire, medical, criminal or similar emergency, **notify the proper authorities or call 911** prior to calling us.

If you have a maintenance emergency and the office is closed, ***call the office at 210-722-4787 and follow the prompts for tenant emergency requests.***

Emergencies include, but are not limited to:

- Backed up plumbing/sewage coming into the home: Stop using and call us.
- Fire, Medical, Criminal: **Call 911** or the local authorities.
- Smelling Gas: Leave the house & call **CPS: (210) 353-2222**.
- Flood Leak Inside: Shut the water off using controls in garage or at the street



EMERGENCY WATER FLOOD

1. Immediately turn off the main water supply **(in garage, or at street)**
2. Dry up the wet areas.
3. Call the office.

If you are unable to turn off the main water line to stop the water - and unable to reach us within 20 minutes - for your health & safety, you are authorized to call a plumber directly. You may call any emergency plumber (Google or Yelp). **You must attempt to call us first or you will incur the cost of the vendor you have called.**

Also, if you cannot fully dry the area immediately, and you are unable to reach us within 1 hour, please call a carpet cleaner or restoration company to vacuum suck up the water. They may also leave some floor fans. Again, via Google or Yelp.



EMERGENCY BREAK-IN

If there is a break-in, call the police immediately. Owner is responsible to repair damage to doors, casings, handles, or other structures. **Tenant is responsible for any glass damage.** After notifying the proper authorities, notify our office immediately.



Within 72 hours of incident, email us the police report & photos of the damage. If no police report is received, Tenant will be responsible for all damage. Theft or damage to your personal property is covered under your renter's insurance policy. Tenant to review their policy to see coverage details.

If the break in happens after hours, and Tenant needs immediate help to secure the home, there are after hours companies that help with 24-Hour emergency board up to secure the safety of you, your family and the property. Again, via Google or Yelp.

RENTER'S INSURANCE

Tenant must maintain a fire and theft insurance policy for personal property as well as liability insurance coverage.

Neither the property management company **nor** the owner shall be liable or responsible for loss or damages to articles or property belonging to the tenant.



LANDSCAPING MAINTENANCE (lease dependent)



You are responsible for general landscaping clean-ups, pulling weeds, blowing dry leaf, cutting/maintaining the lawn (unless otherwise noted in your lease) and ensuring all landscaping is receiving adequate water to survive.

You are responsible for setting the irrigation timer in the garage. If you need help setting the irrigation timer, please hire a landscaper or google the brand for an online user's manual. You



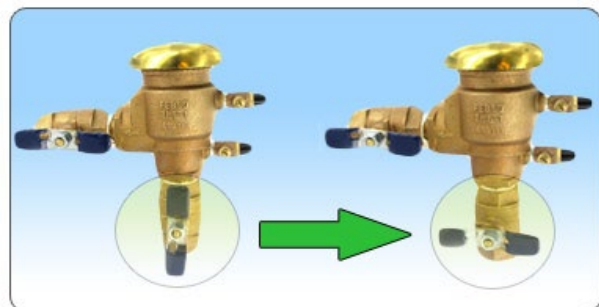
may be held financially liable for replacement of any landscaping that dies due to inadequate water.



IRRIGATION FLOOD? EXTERIOR ANTI-SIPHON SHUT-OFF VALVE

If your irrigation system is causing the yard to flood the exterior irrigation anti-siphon valve will need to be turned off until a landscaper can be dispatched to repair/replace.

The green arrow in the picture points to the water shutoff valve in the closed or "OFF" position.



PETS | SERVICE ANIMALS | COMPANION ANIMALS



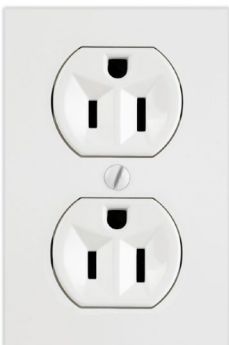
Tenant with pet(s) are required to keep an active profile on file with the 3rd party company Pet Screening.com. An annual profile renewal is required for all pet(s), service animal(s) and companion animal(s).

Not all properties allow pets so if you **add** a pet to your family, contact our office for prior approval. You will be required to fill out a pet screening profile on the pet, and if approved, pay an additional refundable security deposit, a non-refundable pet administration fee along with signing a Pet Lease Agreement.

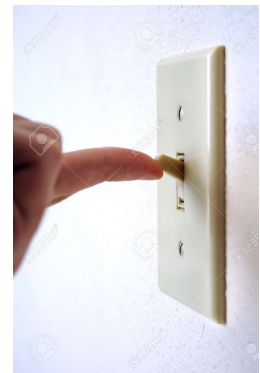
Contact our office if a Service or Companion animal is being added to the household as a free animal profile will be kept on file.



DID YOU KNOW?



An **upside-down outlet** in a room typically corresponds to the **switch** on the wall.



TENANT RESPONSIBILITIES

The following items are the responsibility of the Tenant, at their expense, while living at the property (not all-inclusive):

- Replacement of light bulbs with the correct wattage.
- Replacement of HVAC filters every month (low to mid-grade recommended)
- Replacement of refrigerator filters and range hood vent filters.
- Replacement of smoke alarm batteries, CO2 batteries and thermostat batteries.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must always have working smoke alarms.
- Report and schedule all repairs, all maintenance items and all water leaks in a timely manner.
- Professional steam cleaning and spot cleaning of carpets, as needed, throughout lease term.
- Normal pest control (bees, spiders, scorpions, ants, etc.).
- Normal rodent control (mice or rats).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you have a pet, all pet waste needs to be disposed of regularly.
- Operation and setting of the landscape irrigation clock based on watering needs (lease dependent).



CARE OF PROPERTY: GETTING TO KNOW YOUR RESIDENCE

When you move into a property it is critical to know where important items are located. When you discover a problem, you'll need to know these functions for your safety and responsibility of securing the property.

Take the time to locate the following:

- 1) Water shut-off locations: toilets, sinks, water heater, main shut-off and exterior irrigation
- 2) Main electrical breaker box
- 3) GFCI switches inside home

WATER SHUT-OFF LOCATIONS

Toilet:

behind the base of toilet

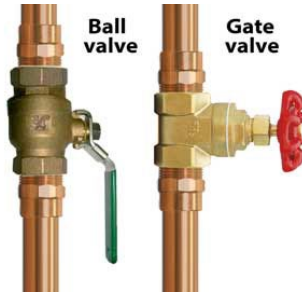


Sink Faucet:

underneath sink, inside cabinet



Water Heater:

 top of water heater. Gate or Ball valve

Entire House Main:

- 1) IN GARAGE: along wall, knee/waist height. Could be gate valve or ball valve.
- 2) AT STREET: on side walk, rectangle lid 8"X20", close the two loops. A tool may be needed.



Garage



Street

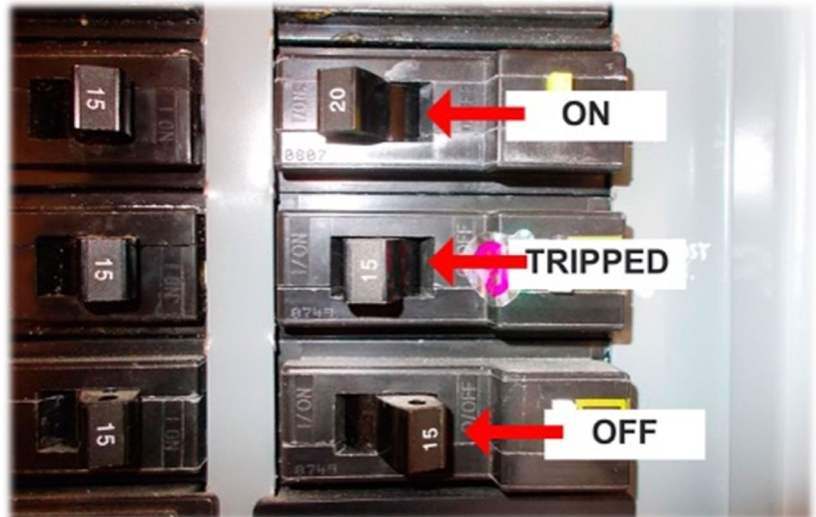
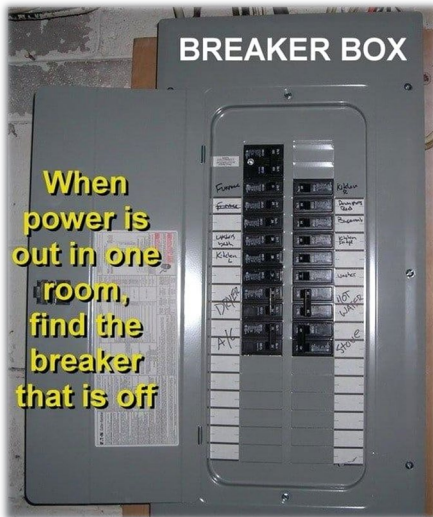


Street

ELECTRICAL PANEL (breaker box) + CIRCUIT BREAKERS

The electrical circuit breaker is the main distribution point for electrical circuits in your home. A **circuit breaker** is an electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when “tripped”.

To reset, turn the breaker to the OFF position, then back ON.



GFCI

Most homes have GFCI outlets in the kitchen, the garage and bathrooms. If you lose power in a bathroom check the GFCI in the bathroom and **ALSO** the garage as a single GFCI can control multiple areas and outlets.

When these “trip” simply reset the breaker by pressing the “reset” button (sometimes **RED**) located in the middle of the outlet



WHAT GOES DOWN THE GARBAGE DISPOSAL

The most important rule of thumb: ***“WHEN IN DOUBT, THROW IT OUT!”***. A garbage disposal is not a trash can; it’s for small amounts of food scraps only. Nonfood items can damage the blades and motor.

GARBAGE DISPOSAL

Mistakes to Avoid



WHAT NOT TO DO:

- Put a lot of food down the disposal at once.**
It's better to put the food gradually.
- Run hot water when grinding up food waste.**
Cold water is better.
- Turn off the water or motor too soon.**
Make sure the grinding is complete.

FOOD & ITEMS TO AVOID

 <p>GLASS, METAL, PAPER, OR PLASTIC Can damage the disposal's blades.</p>	 <p>FAT, OIL, OR GREASE Cause clogs in the drain and could also damage your septic drain field.</p>	 <p>FIBROUS VEGETABLES The fibers from celery stalks, onion skins, corn husks, or artichokes can cause tangles and clogs.</p>
 <p>POTATO PEELS The starches are going to turn into a paste and might cause the blades to become sluggish.</p>	 <p>RICE & PASTA Foods that can expand in the pipes will often cause clogs in the drain.</p>	 <p>NON-FOOD & COMBUSTIBLE ITEMS Such as cigarette butts, sponges, plant clippings, etc.</p>
 <p>BONES & PITS These are too solid and can't be broken down by your disposal unit.</p>	 <p>EGG SHELLS The shells have a thin membrane that can get caught up inside and cause problems.</p>	 <p>COFFEE GROUNDS The consistency of this item makes it easy to get stuck in both the drain and disposal.</p>

- Run disposal on a regular basis
- Run **COLD** water for 30 seconds after food goes down. This helps items get through the plumbing system out to the road/city pipes.
- Swipe food into trash before washing dishes.
- Occasionally run small ice cubes in the disposal to help clean scum build up inside.

QUICK FIX TIPS:

FIX YOUR GARBAGE DISPOSAL



1. Check to see if there is something in the drain jamming the disposer.



2. Use wrench on bottom of disposer to free up blades.



3. Check that the GFI outlet has not tripped.



4. Press red reset button on bottom of disposer.

TOP 4 “NOT WORKING” FIXES

AIR FILTERS: AIR CONDITIONING + HEATING (HVAC)

Change your air filters **EVERY MONTH** with low to mid-grade filters. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.



How to change your air filters:

1. Unlatch the register's cover grille and swing it out of the way or remove it. Remove the old filter and immediately put it in the outdoor trash. Use a damp rag to remove dust from the grille and the surfaces of the register—both inside and out.
2. Clean dust off the return-air's grille before installing the replacement filter. Be careful: The hinge side can easily unlatch on some types!
3. Position the new replacement filter in the register with the airflow arrows pointed in toward the ductwork. Replace the grille and latch it. **Pro Tips: 1)** mark the date on the filter's frame so you'll know when it's time to change it **2)** It helps to have the thermostat ON when installing the air filter.



GARAGE DOOR INOPERABLE

If there's no power to the door, first reset the GFCI in the garage. If still not working, email us for a repair request.



If you need to manually close your garage door, here are the steps:

1. Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
2. It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/bend the track!
3. Make sure there is nothing obstructing the doors path to the floor.
4. Once disengaged, some doors will no longer have any tension and will immediately fall to the ground, it is important to have a second person or a sturdy object securing the door and ensuring it doesn't prematurely fall to the ground without aid.
5. After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit.



HOA GENERAL RULES (lease dependent)

Below is a helpful list of common HOA rules. Note: You can review your exact community's CC&R's/Rules & Regulations in your Online Tenant Portal. If Tenant cannot find them, please contact the office to obtain a copy. If Tenant does not contact the office to request a copy, it will be understood Tenant has them in their online Tenant portal for review and compliance.

11 MOST COMMON HOA RULES:

1. Street Parking: some associations do not allow street parking
2. Landscaping: to be in good, clean, and attractive order (no weeds, leaves/needles on ground, overgrown shrubs/trees)
3. Trash: all garbage to be kept in lidded trash receptacles, stored concealed from street view, placed out no more than 12 hours before and after pickup
4. Vehicles: must be operable and registered at DMV
5. Vehicles Not Allowed: boat, golf cart, jet ski, motor home, trailer, camper, bus, commercial vehicles (e.g. dump truck, cement mixer truck, fuel truck, delivery truck)
6. Holiday Decorations: may be installed no more than 30 days prior, must be removed within 14 days following the holiday
7. Antennas & Satellite Dishes Not Allowed: may request install by submitting a design change form to board
8. Street Visible Improvements Alterations Not Allowed: may request install by submitting a design change form to board. Examples: exterior motion lights, security doors, garage doors, screen doors, landscape changes
9. Unsightly Articles Not Allowed: garage door open when not in use, inoperable vehicles, basketball hoops, clotheslines, equipment
10. Nuisance: no unreasonably loud noises (music speakers, whistles, pets, motorcycles), no trash odors to accumulate on the lot, no personal property items stored outside



PREVENTATIVE CLEANING TIPS

Helpful cleaning tips...

- Clean the inside of your trash can when smelly or sticky
- Always put food away and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants, rodents, and other insects.
- Do not allow grease to build up in the kitchen; use a sponge and soapy water regularly on the counter tops, stovetop, and hood filter.
- Avoid cooking with very high heat. Very high heat will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Use the dishwasher at least once a week. The appliance seals may dry out and the motor may be damaged by long periods of non-use.
- Avoid mildew by venting bathrooms properly, particularly after baths and showers. If your mirror is fogged up after a shower your fan should be on.
- When cleaning bathroom tile or other surfaces regularly to prevent the build-up of grime, DO NOT USE abrasive cleaners such as Comet, etc.
- Following use of the shower, remove any residual water from the glass enclosure with the squeegee while the area is still wet.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use a lot of water when cleaning laminate or wood flooring.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Improve the efficiency of your Heating, Venting and Air Conditioning (HVAC) equipment and avoid costly heating and cooling bills by changing your air filters every month. Low to mid-grade filters are recommended. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.
- Avoid a potential fire hazard by cleaning your dryer's lint trap filter after each use. This also helps extend the life of the dryer.
- Regularly pick up debris and pet waste in outside areas.
- Unique Accidents? Google is best way to find out ways to remove! (wine, chocolate, butter, mustard, tomato, gum peanut butter, crayons, ink, permanent marker, etc.)



SAFETY TIPS

The following are several tips to ensure the safety of you and your family in your home:

- **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS:** window screens are not a safety device.
- **If young children are present:** use child protector plugs when you are not using outlets.
- **If young children are present:** keep all window covering cords well out of the reach of children and eliminate any dangling cords.
- **If young children are present:** move all cribs, beds, furniture and toys away from windows and window cords, preferably to another wall.
- Keep all objects at least 3 feet away from the water heater. Never store items in a water heater closet.
- Unplug all heat-producing small appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave a burning candle unattended.
- Turn heating pads and electric blankets off when you leave the room to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom, and you see water in the ceiling below, report the leak immediately to River City Property Management.
- Do not operate electrical appliances while standing or sitting in water.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard.
- Never use multiple extension cords or power strips together. This is a common cause of electrical fires. Do not overload extension cords or outlets.
- If you suspect an electrical problem, report it to River City Property Management immediately.
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact our office immediately. Smoke alarms are for safety and removing them can endanger all residents and guests.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen, garage and all levels of the house; they are available in most hardware supply stores.
- If you use a grill or BBQ, use common sense and never leave grills unattended. Do not set grills up against the house. You could start a fire.



HOME DISASTER PROCEDURE

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Leak, Tree Falls on House)

**Upon discovery of the problem,
secure from further damage immediately.**



Following is a summary of what to expect. If any of the following are delayed, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team.

Tenant Responsibility:

1. Take steps to prevent additional damage immediately: reference pages 4 + 5 of this Tenant Handbook.
2. Turn off the source of water, electricity or gas, as the situation demands: reference pages 9 + 10 of this Tenant Handbook.
3. Notify the property manager: at 210-722-4787. If after hours call the office and follow the prompts for emergency maintenance, someone will answer the phone.
4. Make claim on Tenant's insurance for personal belongings.
5. Notify River City Property Management of Tenant's insurance coverage.
6. Provide emergency (police, fire, etc.) report to River City Property Management within 72 hours of incident.
7. Provide access for insurance adjusters, repair people, etc. to assess, quote & repair damage.
8. Notify us of delays or problems with repairs.

CITY-WIDE DISASTER PROCEDURES

(Earthquake, Flood, Wind etc.)

- 1) Have an emergency preparedness plan, a checklist and an emergency kit. The emergency kit should be able sustain you for a minimum of 72 hours.
- 2) Stay tuned to the local news media and follow all recommended precautions and instructions. During the disaster or before leaving the residence, please be sure to:
 - a. Turn off main breaker to house.
 - b. Turn off main gas line to house.
 - c. Turn off main water supply to house.
 - d. Take all recommended precautions by the local news media and emergency bulletin publications.
 - e. Secure your pets.



MOVE-OUT INSTRUCTIONS AND INFORMATION

Security Deposit Transmittal + Refund check: Most security deposit transmittals are mailed within 3 weeks.

We are required by law to process the security deposit transmittal within 30 days from the date your lease ends, you have completely vacated the home, and provided us written notice of your forwarding address. You can help speed this process by making sure you've attended to everything on this list. If you leave a damaged and dirty property with trash/junk and overgrown landscaping, your security transmittal will reflect that.

Move-out Date you provided: You must be finished, out of the property, and have the keys to our office by no later than 5PM of the last day of your lease. No extra or holdover days will be allowed beyond your move-out date.

Trash and Personal Belongings: You must take all your trash and personal belongings with you.

Trash cans must be empty upon your departure. Do not leave your trash can full in the garage or at the street. Do not leave the inside of your trash can smelly or sticky...clean it out with soap and water and let dry. If you do leave anything behind, it will all be deemed trash and we will send a junk removal company. There will be a minimum \$150 hauling charge to remove any trash or items that you leave behind.

Landscaping: Upon move-out your landscaping should be free of weeds, dry leaf and any debris. The bushes and trees should be trimmed and irrigation timer in garage set to correct season. If the landscaping is not cleaned, we will hire a landscaper to do this and deduct the cost from your deposit.

Light Bulbs + Ceiling Fans + Air Filters: All light fixtures and ceiling fans should be clean and dust free. All light bulbs must be in working order (replace any burnt out bulbs) and matching as to style and wattage. Upon move-out all air filters should be new and dated, return air vent cover cleaned and dust free. If not done, we will hire a handyman to do this and deduct the cost from your deposit.

Satellite Dishes: Tenant installed Satellite dishes need to be removed from the property. If not done, we will hire a handyman to handle and deduct the cost from your deposit. If you need our help, please let us know.

TV's on Walls: If a TV was hung on the wall the hardware needs to be removed, holes patched and *entire* wall painted to bring it back to the original condition. If not done and/or not done correctly, we will hire a quality handyman to repair and deduct the cost from your deposit. Email us if you have installed TVs on your wall as we can be of assistance.

Picture Hanger Holes: Do *NOT* fill small picture framing holes in your walls with spackle and do *NOT* spot paint. Just remove the picture hanging hardware and we'll handle the rest. We have had to completely repaint interiors that were otherwise in good shape after tenants created dots throughout the entire house by filling numerous small holes with spackle and/or trying to cover with incorrect paint.

If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted (TV on wall), or if you painted walls a different color, email or call us about that. An incorrectly painted or touched up wall can lead to the entire wall needing repainting.

Carpet: Upon move-out a receipt from a professional carpet cleaning company is required per the lease. Include the carpet cleaning receipt with your key return. If you do not provide a receipt from a professional carpet cleaning company the carpets will be cleaned and the cost deducted from your security deposit. We do not allow 'supermarket' cleaners.

Pets: If there is or ever was a pet in your property we will have the property checked for pet damage. The actual cost of damage will be deducted from your deposit. Please pick up *all* pet droppings from the yard before you leave, otherwise we hire a service to do this and deduct the cost from your deposit.

Utilities: Pursuant to your lease agreement, leave *all* utilities on *through* the end of your lease term, regardless of whether you move out sooner. Most leases end the last day of a month, so schedule your utilities to go off on the first day of the following month. Otherwise, we will have the service reinstated and you will be charged turn-on fees, the cost of which will far surpass any savings you may realize by turning utilities off too early.

Cleaning: Moving is a very tiresome event. Please consider carefully whether you will have the time and energy, after moving, to properly clean your place. Most commonly, tenants have every intention of leaving the property clean, usually boasting to us, "*it will be cleaner than when we moved in*". But then they simply run out of time or are too exhausted after hauling boxes. They blow off the final clean and walk away figuring their deposit will cover the cleanup costs. This leaves us scrambling to get the home professionally cleaned at the last minute.

Repairs: Take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair (i.e. TV on wall)? Have you painted walls a different color that need to be returned to the original color? If you think of anything, please let us know in writing so we won't be surprised.

Keys and Forwarding Address ****All keys and garage remotes must be returned by 5PM on your move-out date.** If keys and remotes are not surrendered by 5pm additional rent charges will be due. Returning the keys constitutes the formal act of "surrendering possession" back to us. We do not meet you at the property to collect the keys or perform a final walk-through with you. A forwarding address is required, *and* it must be in writing.

Marketing Process: Our team may place the home on the market 3-4 weeks prior to your move out. We have Realtors schedule a showing when you're home.

Charges: Consider hiring a professional cleaning service and/or junk removal company if you don't know for sure that you are going to be able to return the property to us in a good and clean condition. **We will charge a minimum \$100 coordination fee, plus \$75 per trip for re-inspections, meeting vendors at the property, etc. on top of the actual costs of cleaning and repairs if you leave unfinished cleaning and trash hauling.**

The following most common charges that are taken from the security deposits of our tenants after they move out.

- **Cleaning**
- **Repairs from Tenant Damage**
- **Dirty A/C Filter and/or Return Air Vent**
- **Trash and/or Junk removal**
- **Burnt out light bulbs**
- **Coordination Fee:** Minimum \$100 Admin fee for contracting *any* cleaning, repairs, hauling, landscaping etc.
- **Trip Charge** - \$75 for each extra trip to the property to let vendors in to re-inspect repairs or to address trash/recycle cans.

SECURITY DEPOSIT DEDUCTIONS TO AVOID:

- Missing or burned-out light bulbs
- Dirty Air Filters
- Missing or chirping smoke detector/CO2
- No receipt for professional carpet cleaner
- Carpet damage due to spills, heavy soiled foot traffic, rough use, pets, etc.
- Failed to clean all areas of the home in the cleaning checklist

- Extensive wall paint scuffs, marks, chips, and holes. Holes from flat screen TV wall mounts
- Landscape not trimmed, weeded and cleaned up
- Missing house keys/remotes/FOBS/pool keys
- Trash left out on front curb, trash cans full
- Garage/driveway has grease and oil spots
- Damage that is not considered Normal Wear & Use (see list below)

Normal Wear & Tear vs. Actual Damage (examples)

Normal Wear and Tear	Actual Damage
CARPET & FLOORING	
Carpeting slightly worn or faded	Torn, stained or burned carpeting, or pet odors
Furniture marks in carpet or matted carpet in high traffic areas	Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.
Minor scuffing on wood floor	Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)
Vinyl flooring worn thin	Tears, holes, or burns in vinyl flooring
Faded tiles, grout lines darkened	Excessive grime so that tiles & grout un-cleanable
Minor darkened baseboards on high traffic areas	Water damage, deep gouges, pet chewing on baseboards, or molding
WALLS & CEILINGS	
Minor marks or nicks on walls	Excessive nicks and marks on walls
Few nail holes	Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up
Faded, yellowing, or small chips in paint	Crayon marks, writing on walls, unapproved paint color
Drywall cracks from settling	Holes in walls from doorknobs, holes in walls from accidents, moving
Loose wallpaper from seam or age	Ripped, torn or marked up wallpaper, unauthorized wallpaper installed
Stains on ceiling from leaking roof or plumbing	Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.
BLINDS, WINDOWS & DOORS	
Blinds discolored or warped behind a hot window facing the sun	Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords
Sticky windows	Broken window, broken or missing locks, torn or missing screens
Closet door off track	Damaged or missing closet door, or bent tracks, missing closet guides
Loose or worn hinges, door handles, warped doors	Doors with broken glass, holes, or forced entry, broken hinges, including door frames
Hard to turn locks, sticky key hole tumblers	Broken keys in locks, front/side/back door locks not
PIPES, FIXTURES, AND PLUMBING	
Drain clogs from normal use, lines clogged by tree roots or deterioration	Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushables, baby wipes, or trash

Worn out motor on garbage disposal	Clogged lines from popsicle sticks, bottle caps, rocks, & foods not fit for disposals (look up online for list)
Loose faucet handle/spout	Unreported active leaking faucet, causing cabinet damage
PIPES, FIXTURES, AND PLUMBING cont.	
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains, remotes
APPLIANCES, CABINETS, COUNTERTOPS	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken or cracked shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns, cuts or food/cooking oil stains in countertop
GARAGE, EXTERIOR, AND LANDSCAPING	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture, Toys, etc. left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces