

KWSA RESIDENT HANDBOOK

WELCOME TO YOUR NEW HOME!

We have prepared this introduction letter to establish an understanding of the landlord/tenant relationship as we practice it. Please know that we take special care in selecting our residents and value you highly. You will find that we are very responsive to your needs and requests.

As property managers, we have obligations to both you the resident, and to the owner of the home. This Handbook, **which is a part of the lease**, outlines our responsibilities to you as well as your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Resident relationship. We are always ready to answer any questions or to find solutions to any problems.

Sincerely,

Rebecca Schulte

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Associate Broker
Schulte Real Estate Group
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Keller Williams Southern Arizona
1849 N. Kolb Rd. #101 Tucson, AZ 85715 (520)488-3789(520)886-8282
Each Office is Independently Owned and Operated.

GENERAL RULES AND REGULATIONS

Part of your lease – This tenant handbook is part of your lease and is legally binding on both parties.

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

Rental Payments – All rents are due and payable, in advance, on the **first** day of each month. Monthly bills will not be sent. Rents unpaid beyond the 4th day of the month are delinquent and will be charged a \$10.00 a day late fee starting back to day one of the month. **Unpaid Rents means Rents Due and Not Received by the Schulte Real Estate Group.** NSF checks are also subject to late fees. We do not accept cash or post-dated checks.

There are three easy and convenient options you may choose to pay your rent and avoid costly late fees listed below.

Our Keller Williams Southern Arizona Office Front Desk is not authorized to accept your rent payment. In the event you need to pay your rent in person, please make an appointment with your property manager during normal business hours, Monday through Friday 9:00 a.m. to 5:00 p.m.

- **Mail rent payments to Keller Williams at P.O. Box 1280, Vail, AZ 85641.** If you choose to mail your rent payment, please make sure you write the address of the home you are leasing on your check or money order. It's important you keep all money order receipts for your records in the event the money order is lost. We are not responsible for lost money orders. Please allow 2 to 3 days from the date rent payment is mailed for delivery to avoid late fees.
- **Set up rent payments through your bank's online bill pay service.** You can set it up with your bank and either manually send out rent payments or have the rent payments automatically sent on the same day each month. Bill pay is quicker and easier than writing and mailing paper checks and you can pay your rent online in minutes. **Please allow 6 days from the date the rent payment is "sent" for delivery to avoid late fees.**

Payee: Keller Williams Southern Arizona

Address: P.O. Box 1280, Vail AZ 85641

Phone Number: 520-444-5334

Account: *Property street no. and name... example 1234 E. Main Street*



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- **Pay Rent by authorizing ACH recurring payment.** Schedule your rent payment to be automatically deducted from your checking or savings account by completing and returning the ACH Recurring Payment Authorization Form to the Property Manager via email or mail to Keller Williams Southern Arizona, P.O. Box 1280, Vail, AZ 85641. Keller Williams Southern Arizona will charge your bank account regularly scheduled rent charges on the 3rd day of each month to your checking or savings account. You will be charged the monthly rental amount indicated in your lease agreement for each billing period. The charge will appear on your bank statement as an “ACH Debit.” All Security Deposits are to be made by separate payment.

Phone Numbers – All residents who have a home, cellular or work phone should provide these numbers. **Please notify us if any of these numbers change.** Even unlisted numbers should be provided to management.

NSF Checks – The amount of the NSF (non-sufficient funds) check, plus a \$50.00 (or as per written lease agreement) returned check charge and late fees must be paid by money order or certified funds within 24 hours of notification or legal action may be taken. After a check is returned to us for insufficient funds, no further checks will be accepted. **You will be required to make all future payments by certified check or money order.**

Default of Rental Payments – If the rent is not paid by the 1st day of each month, we may begin legal proceedings to terminate your lease. You will be responsible for all legal and collection fees incurred by management’s efforts to collect the rent due. All charges unpaid by the end of the month in which they are accrued will be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

Notice Fees – **Tenant will be charged a \$25 notice fee for each notice sent to the Tenant for all material noncompliance breach of the lease agreement.** In the event the Owner takes legal action, Tenant will be required to pay costs of collection, court costs, collection agency fees, and reasonable Attorney’s fees, will be added to delinquent accounts collected through legal action, whether or not a suit is commenced.

Thirty-day notice to vacate – **A thirty-day written notice to vacate is required unless otherwise stated in the lease agreement. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** This notice should include a definite move-out date. The lease stipulates the forfeiture of the entire security deposit if the thirty-day notice is not given, plus the monthly rent until the property is re-rented. Thirty-day notice on monthly rentals must go from the 1st of the month to the end of the month unless otherwise approved by management.

Breaking the lease – If you are unable to fulfill the lease obligations for the entire term, there is a \$300.00 lease break fee that is required before management can proceed with the leasing of your rental home. This lease break fee is merely a penalty for breaking your lease. This penalty does NOT release you from all of your lease obligations and does not apply to money owed. You must also leave the home clean, undamaged and ready for occupancy. Neatness is very important if we are going to show the unit while you are still occupying it. Move-in and move-out inspections are required. **Contact us for direction in this matter further break lease details provided further in this handbook.**

Keys and locks – Alterations or replacements of the locks, installation of bolts, knockers, mirrors or other attachments to the interior or the exterior of doors requires the approval of management. Management must have keys to each lock on the house. Management may gain access and re-key if at any time access is denied, and will charge tenant for such action. If it is necessary for you to borrow a key, they will be available during normal business hours only with a \$20.00 refundable deposit. If you lose your keys or lock yourself out of your unit, management will come and unlock the door for a fee of \$25.00 during normal business hours or \$50.00 evenings and weekends. You may purchase copies of the keys during normal business hours with an advance appointment for \$5.00 each.

Maintaining Premises – Tenant agrees to maintain the Premises in a neat and undamaged condition and, in particular, shall comply with applicable provisions of the City and County Ordinances and Homeowners' Association (if applicable). **Failure to maintain the premises shall be considered a material noncompliance breach of the lease agreement subject to all remedies available by law.**

Trash & Garbage – All trash, garbage & recyclable items must be placed in appropriate containers. All containers are to be discreetly stored either in the garage, behind the fence or behind the house. The tenant is required to make arrangements for trash pick-up through your local waste management company.

Disturbances, Noise & Nuisance – All residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers-by. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind, is cause for eviction. This includes loud music, vulgar or profane language, etc. If music or other sounds can be heard outside the perimeter of the leased premises, it is considered too loud.

CC & R'S – These are the rules and regulations recorded on the property and/or set forth by the Homeowner's Association (HOA). Please read through them (Tenant may request copies from Homeowner's Association) as the Tenant will be required to obey all rules and regulations. Any fines set forth by the Homeowner's Association for not obeying these regulations will be assessed to the Tenant.

In the event we receive a violation notice from the Homeowner's Association or the Owner or Property Manager finds the Tenant is in violation of the CC&R'S, Tenant agrees to immediately bring the property into compliance. Tenant will be charged in the event it is required the Owner, Property Manager or Homeowner's Association bring the property into compliance. **Tenant will also be charged \$25 for each HOA Violation Notice and All HOA Fines due to failure to comply and/or repeat Violations.**

The following is a list of the Most Common HOA Violations:

Trash and Recycle Bins left by the street days other than trash day.
Trash and Recycle Bins stored where they can be seen from the street.
Weeds in Front, Side Yards and Curb Strip
Overgrown Shrubs and Plants laying over Sidewalk or Driveway
Overgrown Trees with Branches hanging less than 9 feet from the Ground
Debris or Trash seen from the street
Dead Shrubs and Trees
Tree Seed Pods
Desert Broom
Gravel on Driveway or Sidewalk
Oil Stains on Driveway or Street
Parking on Street where not allowed
Parking in Yard or on Sidewalk
Repairing Vehicles on Driveway
Basketball Goal left by Street
Holiday Lights not removed after January 31st
Barking Dogs

Move-in/move-out checklist – Management provides this form for you to note the condition of the premises, listing all defective items before you move any items into the home. Please be as detailed as possible on this list. We will use this list as a move-out comparison list in order to determine your security deposit refund. Please sign your name, date it and return it to your manager or to the management office within 5 days of taking possession of the home.

Periodic inspections – As part of the agreement with the owner of the property, we will be conducting periodic inspections of the property, (this may include videotape taken of the interior and exterior.) We are looking at the overall condition of the property as well as the condition of all appliances; blinds and landscaping supplied with the home. You will be notified of any problems, and given ten days to remedy them. **Any breach not remedied or corrected shall be considered a material noncompliance breach of the lease agreement subject to all remedies available by law.**

Parking/Vehicles – All vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on the public streets where allowed. No parking on the lawns, sidewalks and other areas not designated for parking. All vehicles must be registered,

licensed and operable at all times. No vehicle repairs (except minor repairs e.g. changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. Please discard all oils or fluids properly.

Guests/Children – Any person or persons staying more than three weeks each quarter will be considered residents, unless prior written permission is obtained from management. If occupant will be permanent, a written application with credit & legal reports are required on all occupants over the age of 18. Only those persons listed on application/lease have permission to occupy the premises. You will be responsible for the behavior of your guests, their children and your children. All portions of this agreement also apply to any guests.

Emergency Maintenance/Repairs – An emergency is fire, flood, blood, when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system. See Emergency Maintenance Procedures for more information. Nonemergency maintenance requests should be made online at Rentpropertytucson.com under the Tenant tab.

Renter's Insurance – You are required to obtain renter's insurance for the protection of you, your guests, and your personal belongings. Management and Owner is never, under any circumstance, responsible for your personal belongings.

Pets – No pets (animals, snakes, birds, etc.) of any kind are allowed on the premises unless you have written permission from management through your lease and you have paid the required \$200.00 additional security deposit per pet and/or pet fees that may or may not be refunded. The additional security deposit is made part of the full security deposit refundable subject to the final overall move out condition of the property and charges. The pet fee is typically nonrefundable and is for the privilege of having a pet and for damage the pet may cause. If damages are of an amount over the pet fee you will be held responsible. You will be charged for the spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your animal at ALL times. If permission is not given and a pet is kept on the premises at any time you will be evicted.

UPON MOVE-IN

Get to know your property – When you first move in, locate the breaker box and note the ground fault circuit breaker (some of these are by the sinks in the house, not at the breaker box), where the stove, hot water heater and the air conditioner breakers are. Also locate the water shut off for the house. It is usually in the front of the house close to a spigot. Also locate the hot water shut off as well as the shut off under all the sinks. Locating these items now may eliminate any damages later. See next section, IN AND AROUND THE HOUSE, for more information on circuit breakers.

Put this handbook where you can find it – Near the phone works for most people. Before calling the management office, see if the answer to your question is in the handbook. We love hearing from our residents, but need to keep our time free for emergencies and urgent matters.

IN AND AROUND THE HOUSE

Heat – A/C units & Smoke Detectors – All filters must be changed **once a month**. This is very important for the proper operation of the unit as well as the air quality in the home. Replace the smoke detector/carbon monoxide batteries at least once every year. (April 15th is easy to remember.) A smoke detector can be the only thing between you and a fire. Many homes have heat pumps for the heating and cooling of the home. The air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to leave the control alone. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During extreme hot or cool temperatures, the heat pump may not keep the house as comfortable as you may desire. To help the unit perform as desired, close all the blinds, try not to use any of the hot appliances (oven, etc.) and keep all doors closed. Poor cooling may also be due to a clogged filter. **Check and change** the filters monthly.

Circuit Breakers – Circuit breakers move only slightly when triggered. It may appear to be ON when it has “popped” off. To reset a breaker, turn it fully to the off position and then turn it back on again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts off the power during fluctuations. They are usually used around sinks, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have the circuits at the plug-in outlet. When these “pop” simply reset the breaker as outlined above, or per the instructions on the plug-in outlet cover.

Extermination/Pest control – Please report any pest control problems within three days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestations of any kind, less termites, shall be your responsibility. You are required to report any suspected or known termites. You are not responsible for termite control. Management assumes no responsibility for the control of roaches, mice, ants, bees or other pests. Please notify management if you suspect any termites or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e., ants building a nest in the a/c unit and damaging the unit.)

MAINTENANCE, DAMAGES AND REPAIRS

A message to you – You are expected to maintain the home and keep it in as good condition as when you took possession. Only repairs required because of normal wear will be repaired by management less any repair deductible listed in your lease. You will be charged for any misuse or neglect.

Maintenance Requests – All repair requests must be in writing (except emergencies.)

Please Submit Non-Emergency Maintenance Request through our website at Rentpropertytucson.com under the Tenant Tab.

Leaving a message on the office voice mail or texting may cause a delay in placing the initial work order. Please be very specific about what the problem is (i.e., CORRECT – the right front burner on the stove does not work; INCORRECT – the stove is not working). It is also helpful to provide the brand/make or model for appliance repair. If a service technician does not contact you within 48 hours (not including weekends or holidays) after reporting a service request, please notify management so the call can be followed up or reassigned.

Maintenance Emergency – In the event of a maintenance emergency (i.e. water heater leaking, flooding inside the house, fire or gas leaks) Please call us immediately. Air Conditioners/Heaters are not considered an emergency unless the outside temperature exceeds 108° or there is an infant or seriously ill person present. Please do not misuse this system.

EMERGENCY MAINTENANCE SERVICE
520-488-3789 or 520-444-5334

You are expected to do Everything an Owner would do to protect the property. The first priority is to prevent any further damage from occurring (i.e., turn off water, shut off breakers etc.) if possible.

Who Repairs What – Management will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs, torn or damaged screens.
- Replace or repair cabinet catches, hinges, knobs or handles.
- Replace heat-A/C filters EVERY MONTH.
- Re-light gas furnace or hot water heater.
- Replace flappers and other minor parts in toilets.
- Replace refrigerator water filters and reverse osmosis filters as needed/annually.
- Replace washers in faucets.

- Maintain correct levels of salts/potassium in water softener.
- Spray yard for bugs and weeds.
- Water plants, shrubs, trees and grass.
- Keep grass and weeds out of flowerbeds and rock areas.
- Replace smoke/carbon monoxide detector(s) batteries every year. (Notify manager if smoke detector(s) is not working.)
- Properly insulate exterior plumbing pipes/faucets/irrigation fixtures and drain irrigation systems during freezing temperatures.
- Cover plants and shrubs subject to freeze during freezing temperatures.
- Run pool pumps during freezing temperatures.
- Skim pool with net to remove debris. Empty skimmer basket regularly.

Examples of repairs management will make at Owner's expense.

- Repairs to A/C-heat systems.*
- Replace heating element in hot water tank.*
- Repair roof leaks.*
- Repair or replace any part of plumbing under sinks or behind walls.*
- Repair or replace any broken electrical components.*
- Repair/paint any rotted wood (please notify management.)

* If repair technician notes tenant-caused, you will be charged.

Examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tank if caused by empty tank.
- Repair or replacement of A/C unit due to not replacing the filter on a regular basis.
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, smoking, children, guests or any unusual or unreasonable use.
- Damage to fences, outside walls, shrubbery, trees or plantings.

Home Warranty – Your home may have a home warranty on it. You must contact management prior to you doing any repair other than those listed as your responsibility.

Unauthorized repairs – Please do not make any repairs or authorize any repairs without the prior written consent of management. All repairs must be authorized in writing before work can be performed. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent except as provided by the AZ Landlord/Tenant Act. After receiving written authorization from manager, repairs must be made by approved vendors or licensed contractors only.

Lawns, landscape and grounds – You are required to care for the lawn, landscape and grounds as provided in your lease agreement, keeping them in the same condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming the trees and shrubs, edging all the walkways, curbs and driveways, keeping the roof and gutters free from debris and keeping weeds from all rock areas. Please keep all trees and shrubs from growing on or near the roof or gutter system. Trees

overhanging sidewalks and driveway must be are to be trimmed no less than 9 feet from the ground. Cover freeze prone plants during freezing temperatures. You are also required to report any condition that may cause damage, permanent or temporary, to the yard or house and treat the yard for pests.

Vehicles leaking oil will damage the driveway. You must immediately and properly remove oil and prevent further leaking.

Light bulbs – At move-in, all light fixtures will be equipped with the proper bulbs. All burned out bulbs are to be replaced during the resident's occupancy (including floodlights). Upon move-out, all lights must be equipped with the proper number and type of bulbs. Light bulbs must be 60 watts unless otherwise specified on the fixture.

Plumbing – You are responsible for keeping all sinks, lavatories and commodes free from obstructions. Please do not let anyone throw anything into the plumbing system or use it for any purpose other than what it is designed for. You will be responsible for any damage or stoppage after three (3) days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged, call the office and we will send out our plumber. Please do not place any chemicals or bleach products inside the toilet holding tank. Our plumber knows what is considered mechanical failure and what is caused by misuse. There will be no reimbursement for charges not pre-approved by management.

Waterbeds – All waterbeds must be registered with management. You will be responsible for all damage caused by a waterbed.

Walls and ceilings – Please keep all walls clean and unmarred. Do not paint or wallpaper the walls without prior written approval of the management. You are welcome to hang pictures on the walls as long as they are clean, unmarred and properly touched up upon vacating. All walls, baseboards and trim must be cleaned before vacating. All ceilings must be dusted/vacuumed and cleaned regularly and upon vacating. **IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE. All properties are non-smoking.**

Carpet/vinyl/tile flooring care – Tile and vinyl require a solution of soap and water to be applied about once a week. This will keep any dirt or debris from building up on the floor. You are responsible for any damage caused by improper cleaning, broken or loose tiles, and stains in the carpet or any repairs required for the flooring to be returned to useable or undamaged condition. **You are responsible for professionally steam cleaning the carpets once a year and you must have it PROFESSIONALLY STEAM CLEANED upon vacating.** A copy of the cleaning company's bill will be required at the move-out inspection. Please check with management for a list of acceptable carpet cleaning companies. The use of a rented "do-it-yourself" cleaning unit will not be considered acceptable and may cause damage that you may be held responsible for. A professional carpet cleaning company is required. (Chem-dry and Sears are never acceptable.)

Stoves – If the oven or broiler will not turn on, please check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. (Also, make sure the clock is set. This can stop operation on some units.) Instructions on other types of units are on the face of the unit. Be careful when cleaning the oven that the oven cleaner does not drip on the counter or on the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning or lack of maintenance.

Dishwasher – Use the dishwasher at least once per week. Seals may dry up and the motor may be damaged by long periods of not being run. Clean the door and door edges of food items that have fallen from the counter or run down the sides when loading.

Garbage disposals – Garbage disposals are not for vegetable peels, bones, grease, meat or any other similar items. A general rule of thumb is; if you can throw it away, then you should. If the motor buzzes, turn off the switch. Release the disposal by using an Allen Wrench on the bottom of the disposal unit. Turn the wrench back and forth until the unit turns freely. If this does not work, you can also take a broom stick handle in the top of the disposal and rotate it in a clockwise direction. Always unplug the unit before you try any of these repairs. If you are unsuccessful, report the problem in writing to management and we will have a technician call you back. This is not considered an emergency. You will be charged if a foreign object (i.e., bottle caps or tabs, peels, bones, etc.) is removed from the disposal. If the disposal does not buzz, please remember there is a small reset button on the bottom of the disposal.

CLEANING AND HOW TO'S

We work hard to deliver you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and many others after you leave. The key to proper cleaning is to do it often and regularly. A properly maintained home requires; the owner, to keep structural and mechanical maintenance up-to-date, the Property Manager, to keep records of necessary maintenance and place responsible people in the property, and you, (the resident) to keep the home and property clean, perform cosmetic maintenance, and promptly inform management of any structural or mechanical failures.

Minimum cleaning standards -

1. Keep windows and doors clean, inside and outside. Interior cleaning at least once per month, exterior cleaning every six months. Wash between windows and screens every 3 months.
2. Wash interior doors, doorways and walls in heavily traveled areas every 2-3 months.
3. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.

4. Clean stove, drip pans, under drip pans, oven racks & drawers, broiler pan, hood, filter and vent twice monthly. If it is a glass top range, clean with the appropriate glass top cleaners as per manufacturer's directions.
5. Mop and wax all vinyl and hardwood floors twice monthly, mop all tile floors twice monthly.
6. Dust baseboards, windowsills, ceiling fans, doors, ceilings and corners of rooms monthly.
7. Clean a/c and heat air return and **replace air filter monthly**.
8. Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
9. Replace all burned out light bulbs as needed, clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon, move out.
10. Curtains or blinds should be cleaned every six months.
11. Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, mirrors and all cabinets and drawers (including walls). Do not place any chemicals or bleach products in the toilet holding tank.
12. Replace caulking in tub and sinks as needed.
13. Sweep out the garage as needed.
14. Wash or dust cobwebs from exterior of property every 3 months or as needed.
15. Clean the carpets professionally once a year minimum as required.

These are just suggestions and ideas on how to maintain the property. If you do the regular cleaning you will find it much easier to get it cleaned up and ready for your move-out inspection.

Countertops and Cabinets – Always use cutting boards and hot pads when cutting or placing hot items on the countertops. Do not use abrasive cleaners on the countertops, as they will scratch. All unpainted cabinets must be cleaned regularly with a wood cleaner (such as Murphy's oil soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and drawer/door fronts cleaned as above before vacating.

Kitchen appliances – Each kitchen appliance must be cleaned regularly. In particular, the stove hood & the filter in the stove hood, the oven, under the burner rings and drip pans. Please do not put aluminum foil on the drip pans. Upon move-out all drip pans must be new. Our cost for these is approximately \$15.00 to \$28.00 depending on the stove. Please clean under and around the oven/stove. Please clean under and around the refrigerator as well as the washer and dryer regularly. Not cleaning these items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces – If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimneys and increases the possibility of a fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned at least once every 2 years.

MOVE-OUT

Put it in writing – Before notice is accepted by management, it must be put in writing. The notice must include the date you anticipate having the property ready for a move-out inspection and where you are moving to (even if you do not have a forwarding address, list the city and state where you are relocating). Notice must be one full calendar month (1st through the end of month) and delivered in writing or by certified mail to our office.

Marketing during the notice period - The property may be listed for sale or rent. The most probable showing hours are from 9:00am to 6:30pm. The property must be available and in good showing condition during this marketing time. Illness and birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out-of-town guests and no one home are not acceptable reasons to reschedule. Your home telephone will be called at least 48 hours before showing. You will also be sent 48 hours written notification to your given e-mail. If there is no answer or answering system or you do not respond, we will send a certified letter notifying you of the date & time of the showing. If permission is given, we will call your work number. Extra effort is expected in keeping the yard neat and the house clean during marketing.

Minimum showing conditions:

1. All beds made and rooms neat.
2. Floors are recently vacuumed; clutter free, especially no piles of dirty clothes.
3. Kitchen and baths are clean; sinks are clean and empty.
4. Walls are clean and unmarred.
5. Pets are out of the way, litter boxes are clean and odor free.
6. TV is off or on low so as not to be intrusive.
7. Yard is mowed and trimmed and in good condition.
8. Blinds/curtains are open and home is well lit (when possible).

The better the home shows, the more likely it will sell or rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone.

Move-out inspection – It is your responsibility to schedule your move-out inspection. Please schedule as early as possible, especially if you are moving out of state or during the last week of the month. Asking for a same day inspection is impossible, as the property managers have a full schedule. You are requested to be present, but please do not follow the manager through the house. We give you the privilege of completing your initial report without Management looking over your shoulder; please give us the same consideration. If you are not present, Management's report is final.

1. Inspections are made from 9:00am-4:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. They take up to an hour, depending on the size of the home.
2. All utilities are to remain on for 72 hours after the inspection. This enables you to have utilities for any additional work if all is not acceptable the first time through.

3. Inspections are made only after you have completely vacated the unit, carpets have been professionally cleaned and dry (receipt required), yard is mowed, landscaping clean and trimmed, all trash is hauled off, and you are ready to turn over keys at the time of the inspection.
4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
5. A re-inspection fee of \$50.00 will be charged for each return trip that is required after the first appointment. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the inspector will leave. You will be charged for all subsequent trips.

Breaking the Lease – If you should break your lease, you will be responsible for all costs incurred in securing a new tenant in addition you will also be charged a \$300.00 break lease fee.

1. We will work diligently with you to reduce your costs should you break your lease. If you find you have to move before the end of your lease, we will market the property promptly with the Owner's approval. You must pay a full month's rent for every month until a new tenant is secured and the new lease begins. **When the new tenant moves in, your obligation may cease depending on their lease.** You agree that in the event we secure a new tenant you will release possession of the property to us one full week prior to the new tenant lease beginning - maintained, cleaned and move-in ready according to the Management move out expectations referred to in "YOUR SECURITY DEPOSIT *Here's How to Get It Back!*". You may be charged for all damages in the event the new lease is cancelled due to our inability to provide timely possession to the new tenant.
2. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning, and checkout.
3. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:
 - Rent until the new lease takes effect or your lease expiration date
 - Landscape Maintenance (you need to arrange for that before leaving)
 - Utilities (keep them on in your name until notified of a new tenant)

Return of the security deposit – THE SECURITY DEPOSIT MAY **NOT** BE USED AS THE LAST MONTHS'S RENT!!!!!!

The security deposit will be refunded in one check made payable to all tenants within **14 business** days of your final move-out inspection or when management obtains possession. Possession occurs when keys are returned to the office and/or manager.

Following are the requirements for a full refund:

- Have given a written 30-day notice prior vacating (or as required in lease agreement).
- Have left the premises clean, undamaged, and followed all check out procedures in the lease. Please refer to “YOUR SECURITY DEPOSIT *Here’s How to Get It Back!*”
- Have paid all charges and rents due.
- Have provided a forwarding address and telephone number.
- Have an acceptable move out walk-through.

YOUR SECURITY DEPOSIT

Here’s how to get it all back!

The reason for a Security Deposit is to assure that a resident takes reasonable care of his/her use of a rental property. Reasonable care means that the property should be returned to the owner in nearly the same condition as it was when it was originally rented. Please remember that all damage not reported on the Move-In Inspection Report will be charged to you. That assumes that the resident will need to spend some time and effort in cleaning and repairing the property prior to vacating so that the owner can re-rent it quickly. The Owner much prefers returning your Security Deposit for a clean unit to using some of the Security Deposit to have the unit cleaned.

The following is a checklist of those items that Management expects the resident to complete for a full return of the Security Deposit:

Walls - All walls are clean and unmarred. (Home interiors are not always fully painted between residents.) All holes from hanging pictures properly spackled, sand, and repainted with matching color and sheen. If, for instance, a bedroom wall has been badly marked, it is not usually necessary to paint the entire bedroom. Painting of that one wall with closely matching paint will cover the marks and greatly improve the appearance of the bedroom. Call Management for correct paint type and color. It is not Management’s nor Owner’s responsibility to provide paint.

Woodwork - Woodwork, such as doors, doorframes, shelving and baseboards must be washed and clean of dirt, dust, fingerprints and smudges.

Floors - All floors must be swept and mopped clean after the residence is empty. This includes under the free standing oven/range, refrigerator, washer and dryer if any.

Carpet - All carpet must be professionally steamed cleaned after the residence is empty. Spots, stains and soiled areas must be properly treated when cleaned. Receipt Required. Contact Management for recommended companies.

Kitchen - Sink and faucets must be properly scoured clean and free of calcium deposits. Stovetop units must be washed and free of grease. Free standing Oven/Range if any, or Oven must be cleaned and free of grease and splatters including sides. Countertops, shelves, drawers and cabinet doors must be grease and debris free and wiped clean. Refrigerator, if any, must be washed clean inside and out including top and sides. Dishwasher, if any, must be clean inside and

out. Stove hood and microwave, if any, must be washed clean and free of any grease.

Bathrooms - Sink, faucets, and countertops must be properly scoured clean and free of calcium deposits. Light fixtures and bulbs, Medicine cabinets, shelves, vanity cabinets, drawers and mirrors must be wiped clean. Shower and tub must be properly scoured clean of dirt, black mildew and soap, including soap tray and window if any. Toilet must be scoured clean of any deposits or stains, including the base, bowl and seat areas.

Windows and Window Coverings - All window and sliding glass doors must be washed clean, inside and out. Window and door tracks must be vacuumed clean of dirt, insects, etc. All window coverings including mini blinds, shutters, and rods and drapes must be dust and grease free. Any damaged window screens and window coverings must be replaced.

Ceilings and Light Fixtures - Ceiling fans, light fixtures, smoke detectors and vents must be clean and free of dust. Burnt out light bulbs must be replaced with original type of bulbs when you moved in.

Fireplace - Fireplace, if any, must be free of soot and the firebox vacuumed. All tools received with home must be present.

Storage Areas - All storage areas must be swept and hosed clean of dust and dryer lint, etc. Water heater to free of dust. New AC/Heater filter installed.

Carport / Garage / Driveway - Must be swept or hosed clean and all oil stains removed.

Yard Front, Back and Sides - (Not applicable if unit in an apartment complex with no private areas.) Yard must be clean all paper, litter, and trash. Gravel yards must be blown out, free of weeds and plant debris and raked. Lawn, if any, must be reasonably healthy condition, mowed and free of weeds. *Weeds and grass in dirt areas in back and side yards must be mowed close to the grounds or scraped clean.* Tumbleweeds, desert broom, and other large weeds must be removed. Pet droppings must be removed. All trash must be removed from the property.

NOTE: Some normal wear and tear from living in the home is expected. The list of items above was used by Management to clean and prepare the property prior to your occupancy. The property was clean at that time. Normal family use should not necessitate major inside painting more often than every three or four years.

A professional service will be used in the event any of the items are left incomplete. Charges for this service, as well as any charges for damages will be subtracted from you Security Deposit.

SUMMARY

- Remember all the instructions and requirements of the lease. This handbook which is part of your lease was written to be used as a reference for you. Place it somewhere you can easily find it. Before calling us, look to see if the answer you seek is here. If you find something you think would be helpful to others but is not included, please notify us. We are always looking for additional ways to serve you.
- Welcome to KELLER WILLIAMS SOUTHERN ARIZONA – We welcome you to our area. Please take advantage of the many opportunities to enjoy the beautiful and friendly Tucson area. Should you decide to make this your permanent home, Call us. We would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

Tenant

Date

Tenant

Date

Property Manager

Date