Professional Rental Management
733 East 8th St
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TENANT INFORMATION AND INSTRUCTIONS

Please read and retain for future reference.

It is a pleasure to welcome you as our tenant. We believe that if you are familiar with some of our obligations, responsibilities and policies, most misunderstandings will be avoided and consequently a better relationship will be established between us.

We are managers for the owners of rental properties and are bound by legal contracts with them as well as with our tenants in most actions we take.

We believe we can best serve the interests of our owners by offering complete, courteous, and prompt service to you, their tenants. However, both parties to any lease or rental transaction have certain obligations and responsibilities. THESE OBLIGATIONS DO NOT LIE SOLELY WITH THE OWNER OR HIS PROPERTY MANAGER. You are requested to read the lease agreement, which you have signed or will sign with us. It is a legal document and is binding on all parties who have signed it. We, as the property manager, have no authority to deviate from this contract. We will be very happy to answer your questions about it, but you are requested not to ask us to breach any of its covenants.

Rent is due on the first of each month. Cash is accepted for the exact amount only and only during office hours. Residents must obtain a receipt on all cash payments. Rent payments may be made by cash, money order, personal check, or cashiers' check. Credit cards are accepted with an additional convenience fee. Residents may mail rent payments. However, rents must be received in the office by closing time on the 5th day of each month to avoid late fees. Neither the postmark on the envelope nor the date on the check will be considered. **All checks must have the apartment number clearly displayed.** Holidays and school vacations shall not excuse late rent payments.

A deposit will be posted by all tenants. This deposit was made by you to indicate your good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any losses. If the deposit should be inadequate to cover the loss, you will be billed for the balance.

We are at times forced to use some or all a tenant's deposits for the following reasons: (1) Failure to give thirty (30) days' written notice, prior to the expiration of your Lease Agreement, in which you intend to vacate the property. WE CANNOT ACCEPT THIS REQUIRED NOTICE BY TELEPHONE. However, you may telephone us to request a form to use in submitting your written notice. These will only be accepted on the first of every month (2) Failure to leave premises clean when vacated (3) Damage to building, appliances or landscaping though negligence, misuse, or maliciousness and not being normal wear and tear (4) For any late fees or utilities that were not taken care during you lease term (5) Fees to break lease.

If a transfer occurs prior to the expiration of your lease and you must move without being able to give the required 30 days notice, give us all the notice possible and we will make every effort to re-rent the property before you leave. You will still need to pay rent until the end of your lease agreement unless you or we can find someone to fill your lease. We do not collect rent from two different tenants on the same property at the same time. Military personnel transferred away from area may turn in a copy of their orders in lieu of written notice.

Property will be checked out after the tenant has vacated and the keys have been turned over to the property management department. Checkouts will be made between 8:30 AM and 5:00 PM. Monday through Friday and on Saturday by appointment.

Initial_____ Initial _____

THINGS YOU SHOULD KNOW ABOUT YOUR LEASE

A. You **CANNOT** use your deposit for rent. If the tenant does, the property owner has the right to keep the deposit and sue the tenant for rent and late fees.

B. Your deposit will be refunded by mail within 30 days after your lease has ended. If you owe us, your payment is expected 60 days from when your lease ends or it will be turned over to collection.

C. You must give at least thirty days' notice regardless of the length of your lease. **A signed notice must be given in writing on or before the first of the month.**

D. Rent is due on the **first of each month. LATE CHARGES: $25.00 after office hours on the 5th and $50.00 after office hours on the 10th.** Late fees will be deducted from your deposit if not paid with your rent. Please call or email if you are going to be late.

E. If you are paying utilities, **you must pay for the lease term from the day your lease begins to the end of lease**. We will have utilities turned off if not in your name by the due date.

F. All trash needs to be placed in dumpsters or trashcans, not in halls or outside of apartment doors.

G. One Person is as liable as another on the lease. If more than one person is renting the same apartment, each one is responsible for the other and the total amount due.

H. Maintenance requests shall be submitted either through email or by calling the office. If the required repairs are due to neglect or misuse by anyone other than the Management/Landlord, the Lessee shall be charged for all labor and replacement costs. If the office is called and no problem is found the Lessee shall be charged for the service call regardless. Tenants are always required to keep and replace batteries in smoke alarms and have a working fire extinguisher. Light bulbs are your responsibility.

I. It is understood that the general upkeep of the dwelling unit is the responsibility of the Lessee. Any required service performed on the premises because of neglect – use or misuse by anyone other than the Management will be charged to the Lessee. These repairs shall include, but not be limited to burned out light bulbs – broken appliances – doors/door handles – windows/screens – blinds- clogged toilets/garbage disposal/ torn carpet- etc. Such maintenance calls shall be assessed at $50.00 per hour during office hours. $75.00 after hours and $150.00 per hour on holidays, plus the cost of replacement parts. If water is included in your rent and you fail to notify us of a leak or running toilet in a timely manner, you may be responsible for the excessive water bill.

J. We are not responsible for any of your personal belongings. You are **required** to purchase and maintain renters' insurance on your own and provide us with a certificate of insurance prior to moving in.

K. No pets are allowed on the premises. If any pet is found on your property, the carpets will need to be replaced upon leaving, this includes emotional support animals. If this is not done, the bill will be taken out of your deposit. **YOUR LEASE SAYS NO PETS. THAT MEANS NO PETS!**

L. You are responsible for your keys. You received _____ keys. They all must be returned, or the locks will be changed, and you will be charged. If you are locked out, you may pick up a spare set during office hours. If they are not returned, you will be billed. We can come to unlock your door if available for the same price as a maintenance call. If we are not available, you will need to call a locksmith.

M. Tenants will be responsible for the professional cleaning of the carpets upon termination of the rental agreement. If no receipt is provided to the landlord, the bill will be taken out of the tenant's deposit.

N. Lead paint applies to housing built before 1978. Your property may contain lead base paint although we have no information regarding this.

O. **CHECK-INS:** Tenants may call and set up a time and date within 14 days for inspection with an agent. In lieu of a meeting, the tenant may provide the landlord with pictures by email, of deficiencies and damages. If neither is done, we will assume that the apartment is in good shape and will be noted on your lease.

LANDLORD _____ **TENANT** _____ **DATE** _____

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