

TENANTS HANDBOOK



TENANTS HANDBOOK

WELCOME

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and will answer the most common questions you will have while working with Renters Place.

Renters Place is committed to providing friendly and helpful service to all of our tenants. Our office has specific roles to best service your needs. Any time you have a question or something you would like to discuss, our team members will always be willing to help.

We look forward to working with you!

Sincerely,

Renters Place Team

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CONTACT INFORMATION

Communication can only help by letting us know what you need. The preferred method of contact is through your tenant portal or via email. Electronically submitted requests and communication is much easier to track!

Tulsa Office:

7170 S Braden Ave #140, Tulsa, OK 74136
Office Hours: Monday-Friday 8:30am-5:30pm
Phone: 918-728-8080 option #2
Email: tenants@rentersplace.com

Oklahoma City Office:

1000 NW 139th Parkway, Edmond, OK 73013
Phone: 918-728-8080 option #2
Email: tenants@rentersplace.com

Telephone calls during office hours – The telephone is answered during our office hours. If we are unable to answer, you will be prompted to leave a voicemail message. Please make sure to include your name, address, telephone number and your request so we can make sure the proper staff member returns your call.

After hours emergency calls – If you have an emergency situation and the office is closed, please call our office and you will be routed to someone immediately for assistance.

Tenant Portal – We highly recommend that you use your tenant portal. We are online with our tenants all day long. You will be surprised how easy it is to use and how quickly we will respond.

Maintenance requests - All maintenance requests must be submitted online through your tenant portal or in writing via email to service@rentersplace.com, unless it is an emergency. You can access a maintenance request online through your tenant portal www.rentersplace.com. We ask that you submit maintenance requests online to avoid confusion and to ensure that we have a clear record of your request. Be as specific as possible about the problem. When submitting a work order, please remember to advise us if you need to be present for the work to be done. Tenants are responsible for securing any pets that may be encountered on the visit to the property.

Change of information - It is important that you notify us of any changes in telephone, cell numbers, or email. Please submit these changes on your tenant portal, by email or by telephone.

Email - Email is a great way to communicate and we request that you send your email address to tenants@rentersplace.com so we can add you to our database. This enables your management team to contact you as well as send you important information. We require all Notices to Vacate in writing via email or mailed to our office.

Cell Phone – Most people use a cell phone so it is important that we have your cell phone on file for proper communication. It is a great way to communicate and it enables us to send you a text message if necessary.

Website – Our website, www.rentersplace.com, contains important information for tenants. Visit it regularly to use the Resident Resources available. There, you can easily submit a maintenance request or send us an email.

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GENERAL INFORMATION

Rental agreement - The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.

Pets - Animals are only allowed with prior approval of the management company. Please reference RentersPlace.com for our Pet & Animal policy details.

Keys - If you lose or lock yourself out of your home during office hours there is a \$50 dollar charge to make a copy of our back-up set of keys. This fee must be paid when picking up duplicate keys. After office hours (later than 5:00 PM during the weekday or weekends), there is a minimum \$100 dollar fee for an emergency maintenance response which must be paid at the time of service.

Yard & Grounds Maintenance - Lawn care and maintenance of grass, flower beds and any other exterior growth is required by your lease. Additional care should be taken to keep the grounds clean. Please consult the rental agreement for more details.

Liabilities of swimming pool/spa and trampoline: Renters Place does not allow swimming pools, spas or trampolines. Neither the Owner nor RP will be responsible for any damages, pollution or lawsuits associated with these attractive nuisances. If property has a pool prior to tenancy, tenant shall be responsible for proper maintenance, cleaning and pollution at all times. Proper fencing should be maintained at all times.

Vehicle Parking - Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details.

Guests - A guest (s) staying longer than 14 days will require approval by the management company. Consult your rental agreement for more details.

Noise - You are subject to all laws pertaining to noise and your rental agreement.

Rental/lease agreement: A copy of your rental/lease agreement is on your online tenant portal. We recommend that you keep this handbook and move-in information for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call our office.

Utility/Cable Companies: When you rented the property, RP cancels the utilities, in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service or billing confusion, contact the utility companies immediately.

Maintenance reimbursement: Generally, RP assigns a vendor to perform work you request in your residence. However, if you have contacted RP and requested to perform a minor maintenance item and RP has agreed to reimburse you prior to work completed: Pay the bill and send the receipt to RP. RP will reimburse the amount due to you. **Do NOT deduct the amount from your rent.**

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PAYING RENT

When is rent due - Rent is due on the 1st of each month and is considered late at 11:59pm on the 5th. Please note this timeline includes weekends and holidays.

How to pay rent – Online payments are the preferred method of payment. Online payments are received almost immediately!

Online - Pay your rent and other charges online directly from your bank account.

- Online system allows you to view your current/upcoming charges and payment history.
- No extra charges or fees.
- Requires routing and checking account number from financial institution.

Credit Card - Pay your rent securely and conveniently using your credit or debit card.

- Online system allows you to view your current/upcoming charges and payment history.
- Fees are assessed by the credit card companies, NOT by Renters Place.

Office or Mail - Pay your rent by money order or check at the Renters Place office.

- After hours payments can be made at our office by placing your rent in the mail slot in the front door. Be sure the envelope is properly labeled with your name and address and does NOT contain cash.
- Place your name and property address on the check or money order to ensure that you are properly credited with rental payment. Leaving cash or an incomplete check or money order on the premises is not the management company's responsibility. If a check is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you.

Fees/Charges: If you fail to pay rent on time and in full, you could incur the following charges listed in the fee schedule at the end of this document, which includes but is not limited to: Late Fees, Posting Fees and Eviction Fees.

Security deposits - Your security deposit CANNOT be used to pay your last month's rent or any other month's rent.

Rental Credit History - It is important that during your residency, you care for your credit and rental history. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give Renters Place the pleasure of being able to provide a good reference for you when you vacate the property.

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EMERGENCY PROCEDURES

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911 right away!

Maintenance emergency procedures - If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible

The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (flooding, no heat in the winter, or a gas leak).

An emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage and the like. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day. If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a work order request. If the situation occurs after business hours please call our main office line and listen for directions on how to reach our emergency extension. Remember to leave your name, phone number, address, and the type of emergency.

Emergency failure check steps (prior to contacting Renters Place Maintenance):

Electric Heat

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit breakers
- Check the filter and ensure has been replaced in the last six months

Gas Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Test any other gas appliances to determine if service has been interrupted

In all cases, allow an indoor faucet to drip and open the cabinets under the sink to prevent freezing until the heating system is operational.

Water related issues - If water is running onto floors from any appliance, fixture, or pipe, close the shut-off valve for the appliance/fixture or shut-off the main valve for the property. If you reside in a location that has on-site management, contact them and this office immediately.

MAINTENANCE

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order.

Tenant Renovations/Alterations: It is the RP policy that tenants do not do repairs or alterations. You agreed to this in your rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by RP
- RP will consult the owners to see if the request is acceptable to them

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- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
- Leave the alterations if this is part of the owner's condition to accept the alteration/repair
- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
- Sign an RP agreement regarding the alteration/repair

Tenant Maintenance responsibilities: We want to provide you with fair and efficient service; therefore, RP has provided you with a maintenance request form on your tenant portal when there are legitimate repairs needed. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters regularly (frequency depends on filter used, but monthly is recommended)
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service is provided in your rental agreement
- Landscape watering unless you live in a building of 4 or more units
- Reporting malfunctioning irrigation systems or sprinklers
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week in a container designed to hold hot ashes and coals
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste properly in accordance with local and county laws

PROCEDURES FOR REQUESTING MAINTENANCE

Before calling RP:

1. Determine if there is a true emergency or a non-emergency
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

Non-emergencies - follow these steps carefully:

1. Fill out a tenant maintenance request form **ONLINE**, email or bring the request to the RP office. A maintenance request form is on your tenant portal, but is also available on the RP website, and in the RP office.
 - RP representatives assign a vendor to contact you
 - RP does not give vendors keys to the residences unless the tenant makes prior arrangements for that to happen

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2. Call RP to verify receipt of your maintenance request. Do not assume we have your maintenance request because you believe you submitted it. Make sure we have it.

3. Vendors are required to make appointments with tenants. Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.

4. Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the RP office as soon as possible if you are unable to make the appointment.

If you do not hear from a vendor or repair person within 2 business days: Call the RP office and inform your management team or a staff person that a vendor has not contacted you within 2 business days of submitting your maintenance request. RP will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call. If you fail to report a vendor has not contacted you, you may be responsible for the cost.

If you have troubles with the recent repair made: A recent repair means within the last 60 days and pest control work means within 30 days. If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

After a repair has taken place, if you have trouble, call RP and state you had a recent repair but there is still a problem.

EMERGENCY MAINTENANCE ISSUES

If there is an emergency: There are few emergencies. An emergency is a life-threatening situation such as a fire, flood, and/or uncontrollable water, electrical problem, smell of gas, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, then call the RPM office and report the problem
- Emergencies such as backed up plumbing, flooding, call the RPM office and listen for emergency instructions and if necessary, call 911
- An emergency is NOT being without heat when temperatures are expected to be above freezing.
- An emergency is not an air-conditioning outage, non-working dishwasher, sprinklers, etc.

CARE OF THE PROPERTY

Getting to know your residence: When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products - DO NOT use regular oven cleaner on a self-cleaning oven. This may permanently damage the oven. DO NOT leave the racks inside the oven

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when running the self-cleaning cycle.

- If you are uncertain about any of the above items, contact your RP management team for assistance.

Furnace and wall heaters

- All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be the tenant's responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the "emergency heat" setting which activates the resistance heat mechanism.

Gas wall heaters

If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the gas company immediately.

Humidifier

Ensure that the water supply valve is open and set the control to your comfort level. Set it to the "off" position during the cooling season and shut off the water supply valve.

Central air conditioning

Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum twice a year.

Window air conditioning

These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

Power

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your house/unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Drains

- AVOID letting food and hair get down the drains. Clogged drains caused by hair or grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

Garbage disposals

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off

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the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flowers stems, coffee grounds, potato peelings, bones, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (usually on the side or underneath the disposal), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Refrigerator coils and drip pans

Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Fireplaces

- Please burn only hardwoods in the fireplaces and woodstoves to minimize the buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

Stove or oven

Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instruction of the appliance. For continuous cleaning ovens use soap and water to clean, please never use oven cleaners or abrasives, as this will ruin the finish.

Plumbing fixtures

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- If brass needs to be polished, use a product specifically designed for brass.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage

- Tenants must take care to avoid water damage caused by allowing water to sit on counters, floors and cabinets.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber-backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.

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- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old tooth brush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

Mold: Please be aware of mold issues and report them immediately. It is the tenant's responsibility to report water issues immediately. Neither RP nor the Owner is responsible for any medical, pollution or any other damages associated with mold or fungi.

House Plants:

Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters:

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile - Tub and Shower walls:

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleansers like Comet on fiberglass as these will permanently scratch the surfaces.

Mini Blinds:

Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke and CO2 detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time. Batteries are changed upon move-in.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

Wood decks and porches:

Please put saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

- For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and Granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

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SEASONAL MAINTENANCE

Interior:

Furnace:

- Clean or replace the air filter regularly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.
- Inspect all supply and return vents for cleanliness and obstructions.
- For radiant heat systems, inspect for leaking valves or radiators.

Fireplace:

- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended; however, this is typically a tenant expense.

Smoke and CO2 Detectors:

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

Exterior:

Lawn and Shrubbery:

Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

Gutters:

Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation.

Winterization: Faucets and Outlets:

- Wrap all outside faucets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

Routine Maintenance - As you become more settled in your new home it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:

- Replacement of light bulbs
- Cleaning or replacement of furnace filters (if applicable)
- Regular yard and lawn maintenance (if applicable)
- Replacement of batteries in smoke detectors and CO2 detectors

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PREVENTATIVE CLEANING TIPS

Preventative cleaning tips: Cleaning is easier when you use a "preventative approach"

- Always put away food and wipe up food debris
- Clean pet bowls regularly to avoid attracting ants and other insects
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathroom properly, particularly after baths and showers.

- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime
- Clean toilets regularly to avoid build up of grime, rings, and mildew
- Mop tile, wood, and vinyl to avoid "dust bunnies" and the buildup of grime
- Do not use wax or strip the finish on vinyl or tile
- Do not use "cleaning products" on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills
- Regularly pick up debris and pet feces in outside areas

Additional cleaning tips: It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener: Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains: For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar--it will foam. Cover and let sit 30 minutes and then flush with cool water. For stubborn, slow-running drains, pour 1 cup baking soda and 1 cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops: To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1 gallon warm water, and 1 cup ammonia. Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2 cup vinegar and a quart of water.
- Glass cleaner: When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle. Spray glass and wipe with a clean paper towel.
- Dishwasher: Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again. Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators: Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors. A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine: A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- Toilets: Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains: Vacuum the carpet if the stain is dry. If the stain is still wet, blot gently to remove excess - BLOT, do NOT rub! Lightly soak the carpet stain with clean water first to remove the stain - BLOT, do NOT rub. If the stain remains, mix a 3 tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again, do NOT rub. If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

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- Carpet odor: Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips: Saving water is important for the environment and can mean a lower utility bill for your residence as well:

Always report water leaks to RPM as soon as possible!

- Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
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- Run the dishwasher when it is fully loaded.
 - Check water hoses on washing machines for leaks; change hoses every three years.
 - Adjust the water level to match the load, using less water for smaller loads
 - Avoid using toilets to dispose of ordinary trash.
 - Take shorter showers.
 - Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
 - Be sure your water heater temperature is set properly, but no higher than 120 degrees. Note: do not turn the water heater up to "hi" or "high" as this is a dangerous temperature level.
 - Counsel all children on how to prevent wasting water
 - Do not "over water" landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to "keep cool air in", particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you purchase inexpensive filters. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do NOT turn the air off on very hot days - it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the RP office.
- Use a "reasonable" level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do NOT turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.

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- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

Renters Place requires every tenant to carry a minimum of \$100,000 of liability insurance. Contact an insurance agent if you do not have renters insurance or these limits do not meet your needs. In the event that tenant is not on the RP tenants policy, then tenant shall maintain renters insurance with a minimum of \$100,000 liability and have Renters Place listed as additional insured.

Safety Tips: The safety of you and your family is important to RP and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence 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, particularly in a light fixture, report the leak immediately to RPM.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to RPM immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- 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.
- Report any exposed tree roots to the RPM office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation Checklist: When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify RP how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home

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to a late notice and charges.

- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

Holiday Tips: Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.

For fireworks celebrations:

- Do not use illegal, dangerous, or explosive devices.
- Only buy legal fireworks and check where you can use them.
- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters: Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

Area emergencies or disasters:

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- Be prepared and use the RP Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disasters such as a storm, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- RP requests that you call emergency services (911, fire department) first in a disaster.
- Then notify the RP office as soon as possible what has happened.
- RP will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- When calling the RP office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing: RP has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood. Neither the Owner nor RP is responsible for any damages, medical, bodily injury or pollution associated with drugs inside or outside the property. RP will prosecute to the full extent of the law if we believe the rented property is being used for any drug use or the sale of drugs.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place "meth labs" in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify RP of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert - a drug house or drug activities are a danger anywhere and to everyone

NOTICE TO VACATE

Giving notice

RP tenants are required to give a **30 day notice to vacate** prior to the next rent due date. The day you give the notice does not count in the notice time period.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your RP management team to discuss your options.
- Notices must be in writing. The day RP receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- Do not assume RP received your signed notice. If you have not received confirmation of receipt by RP, contact our office.

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Preparing for Move-Out

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact your property manager.

General:

- Provide a written notice of your intent to vacate a MINIMUM of thirty days prior to the end of the month. This written notice must be RECEIVED in the office and signed by all tenants on the lease within this 30-day timeframe.
- Complete change of address cards for the Post Office and provide our office with a forwarding address.
- All utilities must remain on, but it is your responsibility to cancel any garbage, cable, phone, etc. services.
- If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.
- Return keys to office when COMPLETELY done and by no later than 5:00 PM on your last occupancy day. Failure to deliver keys and openers could incur additional charges.
- **Reminder:** Please reference the cleaning checklist provided with your rental agreement. Note that carpets are required to be professionally steamed cleaned and sprayed for pests upon vacating. Where applicable the chimney must be cleaned and inspected as well (refer to rental agreement).
- **Disclaimer:** Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.

PREPARING THE PROPERTY

When you are ready to move, if you have questions on how to prepare your residence after receiving the move-out packet, please call your RP management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are some steps to take to prepare for your move.

Cleaning

- Clean the property throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal "wear and tear"
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Professional carpet cleaning is normally required. The cost for carpet cleaning depends upon how recently the carpets were professionally cleaned and whether you have had pets.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call RP for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- RP will schedule the carpets to be cleaned once you have moved out.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of RP, and a receipt is required upon turnover of keys.
- Tenants, please note: RP will not reimburse for any carpet cleaning contracted by tenants.

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Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
- You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
- You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds - do not use harsh chemicals on the blinds
- Clean all windows inside and outside, except for the outsides of second story windows.

Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size

Pest control

- If you have a pet, professional pet pest control may be needed
- If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly - it does not belong in the garbage receptacles
- Pick up any animal feces whether you have an animal or not

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do NOT overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property

Refrigerator:

- Defrost freezer if needed. DO NOT use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower

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drawers.

- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. DO NOT TURN OFF!
- Sweep down cobwebs on walls and ceiling.
- Replace light with an appliance bulb, if necessary.

Stove:

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans.
- Move stove out and clean wall and floor.

Cabinets and Drawers:

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, baskets and counter tops well.
- Make sure garbage disposal is empty and clean.

Miscellaneous In and Near Kitchen:

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds, screens and clean sills and tracks.
- Scrub kitchen floor, including under movable appliances and baseboards.

Living Room:

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Clean out fireplace(s).
- Vacuum carpet and clean baseboards.
- Clean drapes/blinds.
- Clean out fireplace; wash screen and doors.

Bedrooms:

- Sweep down cobwebs.
- Wash light fixtures and switch plates.
- Wash windows, clean sills and tracks.
- Vacuum carpet and clean baseboards.

Bathrooms:

- Clean bathtub, tile around tub, sink, door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.

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- Clean inside of medicine cabinet.
- Wash mirror.
- Clean windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Clean light and switch plates.

Miscellaneous:

- Replace furnace filter.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.
- Replace ALL burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Pull out washer/dryer and clean floor.
- Wash ALL doors, especially around knobs.
- Sweep garage and sweep down cobs. Clean windows.
- Mow and weed yard.
- Haul ALL trash away.
- Clean out ALL floor vents.

Your security deposit refund: When you leave the property in good condition, it simplifies the task of refunding your security deposit. RP remits security deposit transmittals within 30 days in accordance with the state landlord/tenant law. Remember, RP wants your move out to be a pleasant and successful process. Any correspondence regarding security deposit questions must be submitted in writing.

EMERGENCY / DISASTER CHECKLIST

Take the time to review and implement these important lists - it could save lives!

Pre-Emergency/Disaster Checklist:

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value.
- Know where the shut off valves are in your residence
- Keep copies of important papers stored in a safety deposit box
- Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children.
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries and for the right kind of flashlight
- Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged

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Use this list if an emergency/disaster occurs:

- If a gas leak is possible during an emergency/disaster, immediately turn off the gas valve
- Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 911 only to access help and NOT to learn news
- Call RP when it is practical, but remember that RP will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes.
- Only call people when necessary and have an emergency contact outside your area who can notify other people.
- Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
- Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards.
- Leave a single light on to alert you that power is restored.
- If you use candles and matches, do it safely - you do not want to create another problem.
- Limit cell phone usage or use your car to charge batteries.
- If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional.
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water.
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can.
- Conserve water and food when disaster occurs.
- If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.