



TENANT HANDBOOK

This Handbook, **which is a part of the lease**, outlines our responsibilities to you, the Tenant, as well as your responsibilities to us, the Landlord representative and to the home. Please read each section carefully, this will be your go-to for any issues or questions you may have during the term of the lease. A good professional relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

We believe that clear communication and understanding of the rules and policies of the rental contract is paramount to a successful Landlord/Tenant relationship. Feel free to ask for clarification if you have any questions or to find solutions to any problems you may have.

Sincerely,

Arizona Gold Realty

Tenant Signature: _____

Date: _____

Tenant Signature: _____

Date: _____

Tenant Signature: _____

Date: _____

Landlord Signature: _____

Date: _____



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GENERAL RULES & REGULATIONS

Part of Your Lease: This tenant handbook is part of your lease and is legally binding on both parties. **Put this handbook where you can find it.** We love hearing from our tenants, but need to keep our time free for emergencies and urgent matters.

The Property: You have leased a home, think of it as your own. During the term of your 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 and privilege taxes, are due and payable, in advance, on the **FIRST** day of each month. Monthly invoices will not be sent. Payments should be in the form of a check, money order, certified funds, or through the paylease website. **(cash will not be accepted)** Make checks payable to **Arizona Gold Realty**.

**Arizona Gold Realty
5225 S McClintock Dr. Ste G
Tempe, AZ 85283**

You can mail or drop off your payment to the above address. **Please write your address on the payment to ensure proper crediting.** All accounting is done according to the property address.

For your convenience, there is a mail slot next in the front door at our office. **Please do not put any cash in the mail slot or in any payment envelope.** We do not accept cash or post-dated checks. Rent unpaid beyond the 1st of the month are delinquent and are subject to late charges per the lease. Properties with multiple tenants may pay separately per the above procedures; however rent is unpaid until the entire balance is fulfilled.

Paylease Deposits: Rent may be paid through the Paylease website which can be clicked to through our website: www.azgoldrealty.com- once at the home page click on the “make a payment” button which will bring you to the Paylease Website. Be sure to select the correct property address including house number so the payment will be allocated to the correct account.

Paylease is a separate company from Arizona Gold Realty, if you are having any problems with making a payment you must contact them directly through the phone number located on their website. Please note that using a Debit/Credit card will result in a higher convenience fee when making a payment. Using your bank routing and checking number is a flat fee. Your payment will be dated when you initially make the payment, although it may not come out of your checking account until a few days later. If a Paylease payment is returned labeled “Non-sufficient Funds”, you will be charged a Non-sufficient funds fee of \$25.00.



NSF Checks: If any payment is returned to us for non-sufficient funds, you will be charged a non-sufficient funds fee of \$25.00. Payment must be resubmitted immediately in certified funds.

Default of Rental Payments: If rent is not received by the 1st day of each month, we may begin charging late fees at a rate of \$10.00 per day until rent is paid in full. If we have not received rent by the 4th of the month, we will be required to send to the property a 5 day notice, sent certified mail, which is the start of the eviction process. You will be charged an additional \$25.00 for the certified mail.

You will be responsible for all legal and collection fees incurred by management's efforts to collect the rent due. 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.

Breaking the Lease: If you are unable to fulfill the lease obligations for the entire term, a lease termination fee is required before management can proceed with the termination process. This lease termination 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. If the lease termination fee is not submitted prior to move-out, you will be responsible for monthly rent and taxes per the terms of the lease.

We do not market any property while it is occupied. You must leave the property clean, undamaged, and ready for occupancy. Management will perform a move-out inspection once you are ready to vacate the property. Any excessive cleaning, repairs, or landscaping needed will be charged against your Refundable Security Deposit per the terms of the lease. Please see details on move-out inspections and Security Deposit dispositions further in this handbook.

30 Day Notice to Vacate: A 30 day written notice to vacate is required for every tenant that is not renewing the lease for another term. Every lease is dated until the last day of the month, 30 day notice must be received by the 1st of that month, regardless of when you are actually vacating. The notice can be mailed, faxed, emailed, or dropped off at the office. **If we do not receive a 30 day written notice to vacate by the 1st of the month you are to vacate, you will be responsible for the next month's rent and tax.**



Keys & Locks: Alterations or replacements of the locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires approval of management. Every property is rekeyed between tenancies, the key you will receive at move-in is brand new. If for any reason you need to rekey the locks during your tenancy, you must contact our vendor approved locksmith and will be responsible for the service at the time it is performed. Management must have keys to each lock on and in the house and may gain access and rekey if at any time access is denied; you will be charged for such action.

If it is necessary that you borrow a key, they will be available during business hours only with a \$20.00 refundable deposit. If you are issued a mailbox key, pool key, garage remotes, or pool fob, you must return each at the time of move-out. If they are not returned you will be charged for replacing them.

CC&R's: Covenants, Conditions, and Restrictions are the rules and regulations set forth by the Homeowner's Association. If you are leasing a property in a managed community you will be provided with the Community Manager's contact information and a copy of the CC&R's. Please read through them as you will be required to obey all rules and regulations. **Any fines imposed by the HOA for failure to adhere to the CC&R's will be assessed to you.** Properties not in a community managed by an HOA are still required to follow the rules and regulations of the city in which it resides. Any fines imposed by the city are assessed to you.

Multiple citations will incur a \$15.00 processing fee which you will be responsible for.

Move-in/Move-out Checklist: Included in your move-in package is a move-in/move-out condition checklist. Management provides this form for you to note the condition of the premises at move-in. This is your responsibility to complete and return within 7 business days upon move-in. This condition report, if completed fully and properly, will protect you from being charged for any pre-existing damages or imperfections at the property. **If you do not complete and return this form within 7 business days, you are accepting the premises "as is" and will not necessarily be protected from pre-existing issues.** Management does not perform a move-in inspection with you prior to move-in.

Please be as detailed as possible, the more issues notated, the more you are protected. We will use this report in comparison against a video, taken prior to move-in by management, in order to determine your deposit refund.



Periodic Inspections: Per our agreement with the owner of your rental property, we will be performing a periodic inspection of the property. The first inspection will be conducted within the first 9 months of the lease and as needed from then. We will contact you to schedule an inspection, we would rather have you present during the inspection, but if you are unavailable we can perform it with your written authorization. If you do not schedule an inspection after attempts by management, you will be sent an access notice, sent certified mail, informing you of when management will gain access and perform the inspection. This certified mail will cost you \$25.00.

We are looking at the overall condition of the property as well as the condition of the appliances, blinds, carpet and landscaping. You will be notified of any breach of the lease and will be given Ten (10) days to remedy them. Any breach not corrected will be addressed as per the **Arizona Landlord/Tenant Act**.

Renter's Insurance: It is management's strong recommendation that renter's insurance be obtained for the protection of you, your guests, and your personal belongings. Management is never, under any circumstance, responsible for your personal belongings.

Guests/Children: Any person or persons staying more than 15 days each quarter will be considered occupants, 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 persons listed on the lease have permission to occupy the premises. You will be responsible for the behavior and actions of your guests, their guests, children, and pets, and your own children. All portions of this handbook also applies to any guests.

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 have paid any required refundable pet deposit. This deposit is for the privilege of having a pet(s) and can be used for any damage the pet may cause. You are responsible for your animal at ALL times. Carpets are to be professionally cleaned by move-out. If it is determined by management that the carpets contain pet urine, you will be charged to bring the premises back to marketing condition.

If permission is not given and a pet is kept on the premises, you will be evicted. (NOTE: An assistive animal is not considered a pet, and you still must notify management in writing. An Assistive Animal Form, provided by management, must be completed by your physician.)



Parking/Vehicles: All vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on public streets **where allowed**. No parking is allowed on 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.

Trash & Garbage: All trash, garbage, & recycling items must be placed in appropriate containers. All containers are to be discreetly stored so that they are not in view from the street per most HOA's. If the containers are not provided by the city, you are required to make arrangements for trash pick-up and receptacles 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, disturb, or interfere with the neighbors or passer-bys to the community. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind, is cause for eviction. If your dog(s) have free access to the back yard, please be sure that they are not barking excessively.

Emergency Maintenance/Repairs: An emergency is considered fire, flood, blood, and when the A/C fails in temperatures above 100 degrees or the heater does not function below 45 degrees. Any time 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.)

Phone Numbers: All residents who have a home, cellular, or work phone should give these numbers to the management office. Please notify the office if any of these numbers change.



IN AND AROUND THE HOUSE

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). Find where the stove, hot water heater, and air conditioning breakers are. Also locate the water shut off for the house. It is usually in the front of the house close to a spigot. Take time to locate the hot water shut off as well as the shut off under all of the sinks. Locating these items now may eliminate any damages later.

Heat/Air Conditioning 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 batteries at least once every 6 months. All smoke/carbon monoxide detector batteries are changed between every tenant, but you will be responsible for maintaining throughout the entirety of a lease. If low battery beeping continues after changing **all** detector batteries, please contact management to have them repaired. Smoke detectors are an important safety device which can help warn against the danger of fire in the home.

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 left to control itself. 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 blinds, try not to use any heat producing appliances, and keep all doors closed. Poor cooling may also be due to a clogged filter. **Check and change filters monthly.**

Circuit Breakers: Circuit breakers move only slightly when triggered. It may appear to be ON when it has tripped off. To reset a breaker, flip it fully to the off position and then flip it back on again. The ground fault circuit (GFCI) 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 GFCI. Most GFCI's located at the breaker box are marked with a red, yellow, or green 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.



MAINTENANCE, DAMAGES, AND REPAIRS

You are expected to maintain the home and keep it in as good of condition as when you took possession. Only repairs required because of normal wear will be repaired by management less any items exempt per your lease. You will be charged for any damages caused by abuse or neglect.

Maintenance Requests: All **non-emergency** repair requests must be submitted through the “Repair Request” page on our website. (www.azgoldrealty.com) Please be very specific about what the problem is, where it has occurred, and what steps have been taken to prevent any further damage if possible. Once you submit the repair request, you will be contacted by management if any further details are needed. The proper technician will contact you to schedule a time to repair the issue, please do your best to schedule within the technicians hours of service. If you schedule to meet the technician but do not show up, you will be assessed any trip fee they may charge.

If you contact a technician directly, especially if they are not our designated technicians, you will be responsible for the repair. **We do not reimburse you for work performed by outside vendors.**

Emergency Repair Requests: In the event of a maintenance emergency (i.e. Water heater leaking, flooding inside the house, fire, or gas leaks) you may contact us on our cell phones which are listed on our business cards provided when you take possession. Air Conditioners/Heaters are not considered an emergency unless the outside temperature exceeds 100 degrees in the summer, 45 degrees in the winter, or there is an infant or seriously ill person present. In the event of a fire or other dangerous emergency, please contact the proper authorities before contacting management.

PLEASE DO NOT ABUSE THE EMERGENCY SYSTEM

Maintenance Responsibilities: Everything an Owner would do to protect the property, you are expected to do. The first priority is to prevent any further damage from occurring (i.e., turn off water, shut off breakers etc.) if possible. Furthermore management, nor the owner, is responsible for reimbursing any utilities, loss of perishables, or damage to personal property resulting from a maintenance issue at the property. These issues include water/irrigation leaks, refrigerator malfunction, and high utility bills to name a few. Renter’s insurance can help with loss to your personal property.

Management will make any necessary repairs within a reasonable time. You will **not** be reimbursed for any unauthorized repairs **you** make.



Examples of maintenance that you are expected to do at your own expense...

- Replace light bulbs
- Repair torn or damaged screens
- Replace Heater/AC Filters EVERY MONTH
- Re-light hot water heater
- Monthly spray of yard for weeds and/or bugs
- Keeping grass and weeds out of flower beds and rock areas
- Replace smoke/carbon monoxide detector batteries every 6 months (Notify management if detectors are not working after battery replacement)
- Replace garage opener batteries (if still not working please contact management)
- R/O, Water Softener maintenance(if applicable)
- Replace refrigerator filter if using water dispenser or ice maker

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

- Repairs to A/C and heat system not resulting from filter neglect
- 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)
- Any tree trimming if impeding on roof or power lines
- Irrigation repair not caused from pet damage (please notify management)
- Repairs to appliances listed as warranted on the lease

Examples of repairs for which you will be held responsible...

- Replace heating element/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
- Repairs to appliances caused by neglect or abuse by tenant (i.e. Items in garbage disposal causing it to be jammed)
- Any unusual damage or extraordinary wear on any floors, walls, ceilings, caused by pets, smoking, children, guests, or any unusual or unreasonable use. Damage to fences, outside walls, shrubbery, trees or planting not due to irrigation malfunction



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 the 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.

Extermination/Pest Control: Please report any pest control problems within 3 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 and bees/wasps, shall be your responsibility. You are required to report any suspected or known termites, however you are not responsible for termite control. Management assumes no responsibility for the control of roaches, ants, mice, or scorpions. You are responsible for performing a monthly pest control if you choose. This will help prevent, and possibly eliminate some of the creatures we share the desert with from entering the premises.

Lawns & Grounds: You are required to care for the lawn (if applicable) and the 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, trimming the shrubs & trees under 6 feet tall, edging the walkways, curbs, and driveways, and removing any weeds, rubbish, or trimmings from all rock areas. Please try to keep all trees and shrubs from growing on or near the roof or gutter system. **(Owner will trim/remove all trees over 6 feet tall at their own discretion, management may require photos of trees in question from you.)** 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.

Light Bulbs: At move-in, all light fixtures will be equipped with the proper light bulbs. (If any are non-functional at move-in, mark them on your Move-in Condition Checklist so you will not be penalized for them at move-out.) Any bulbs that burn out during tenancy are to be replaced(including floodlights). Upon move-out, all bulbs must be equipped with the proper number, and type of original bulbs.



Plumbing: You are responsible for keeping all sinks, lavatories, and toilets free from obstructions. Please do not let anyone dispose of anything foreign into, or use it for any other 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 and if plunging does not relieve it, submit a repair request on our website and we will send out a plumber. The plumber knows what is considered mechanical failure and what is caused by misuse, if they find evidence of misuse you will be responsible for the plumbing charge. There will be no reimbursement for charges not pre-approved by management.

If you have a leak in the plumbing, please turn water off to the fixture at the appropriate water shut off valve (i.e. Undersink, toilet valve, main water shut off, etc.) and then contact management to schedule a repair.

Walls & 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 and unmarred upon vacating. If you hang pictures with small brads please remove them from the wall upon move-out. Any anchors or large nail holes in walls must be patched and touched up at move-out. If there is no touch up paint in the property you will need to purchase the correct paint for touch up.

All properties are non-smoking. All smoking must be done outside on the patio, not inside the home, including the garage.

Carpet/Tile/Vinyl 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, stains/rips/pet urine in the carpet, or any repairs required for the flooring to be returned to useable or undamaged condition.

Carpets must be professionally cleaned upon vacating. A copy of the cleaning company's bill will be required at the move-out inspection. If copy of the receipt showing cleaning is not submitted you will be charged to have them re-cleaned at discretion of the management. The use of a rented or owned "do it yourself" cleaning unit will not be considered acceptable. A professional carpet cleaning company is required. Chem-dry, Zero Rez, and Sears are not an acceptable form of carpet cleaning.



Stoves/Ovens: Please be careful when using any heat producing appliance. Keep watch while anything is being heated on the stove top. You are responsible for keeping the burner pans clean, if they are in need of replacement they can be purchased online or at a hardware store. When cleaning the oven, be careful that cleaner does not drip on counter or 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.

Refrigerators: If the property includes a refrigerator, you are responsible for maintaining shelving and drawers during your tenancy. Water filters will be your responsibility to replace should you choose to use the dispenser system. If the refrigerator malfunctions, contact management to start a repair request, and make arrangements,(coolers) to preserve any perishables. Management is not responsible for any spoiled food.

Dishwasher: Use the dishwasher at least once per week. Seals may dry up and the motor may be damaged due to 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 Disposal: Garbage disposals are not for bones, grease, meat, potato skins, or any other similar items. A general rule of thumb is; if you can throw it away, then you should. If the motor starts to buzz, turn off the switch. It may be frozen and needs to be released. Use an allen wrench at the bottom of the disposal body, once in place, turn the wrench back and forth until the unit turns freely. If this does not work, you can also use a broom stick handle in the top of the disposal and rotate it in a clockwise direction. You can go online to find videos on how to unfreeze the motor. **Always unplug the unit first before you try any of these repairs.** If the disposal is plugged in and still does not buzz, there is a reset button on the bottom of the disposal body.

If you are still unsuccessful, please report the problem by submitting a written repair request through our website, and we will have a technician contact you to schedule a repair. **This is not considered an emergency.** If the technician comes to repair and finds a foreign object (i.e. Bottlecaps, bones, gravel, etc.) you will be charged for the removal and service call.

Reverse Osmosis/Water Softener: If the premises contains a reverse osmosis or water softener system, it is provided “as is”. You will be responsible for maintenance and repairs to these systems if you choose to use them.

Fireplaces: If there is a fireplace in your home, please be advised of any “non burn” days posted by each city. Make sure the flue is open while burning and do not burn pine or any other “sappy” wood. This causes a build up 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.



CLEANING THE PROPERTY

Arizona Gold Realty requires each tenant to submit a non-refundable cleaning fee as part of the security deposit. This fee is minimal for each property and does not include windows, carpets, chimney cleaning, or any excessive cleaning needed beyond normal. This fee is to have the property cleaned post move-out to market the property for showings. Extra cleaning upon move-in will not be paid for by the owner, if a part of the home has not been cleaned to your satisfaction please take a picture and mark it on your Move-in Condition Form.

If at move-out, the condition of the property is such that the submitted non-refundable cleaning fee is not enough to cover the cleaning, the balance amount will be deducted from your refundable security deposit. Regular maintenance and cleaning will help make sure that your security deposit is refunded back to you without any preventable deductions.

The following are some 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 any countertop. Do not use any abrasive cleaners on the countertops, as they will scratch. Do not use any glass cleaner or other ammonia based cleaners or wipes on granite countertops.

All unpainted cabinets must be cleaned regularly with a wood cleaner (Murphy's Oil) Tighten or reattach any handles or knobs if you are able.

Kitchen Appliances: Each kitchen appliance must be cleaned regularly. In particular, the stove, hood, hood filter, oven, under the burner rings and drip pans. Please do not put aluminum foil around the drip pans. Upon move-out, all drip pans must be clean or new. If not they will be replaced at tenant's cost.

When cleaning any appliance, **please do not pull it out from the wall** as to prevent any floor damage.



Bathrooms: Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, mirrors, and all cabinets and drawers. Do not use bleach based cleaners on countertops or cabinets. Be careful of hot hair curlers on countertops as they can burn them.

Fireplaces: If there is a fireplace in your home, please clean and sweep out. Clean fireplace grate, screen, and glass, if applicable. If used during tenancy, chimney will need to be professionally cleaned at tenant's cost. Please contact management for referral.

Miscellaneous Cleaning:

- Dust baseboards, windowsills, ceiling fans, doors, ceilings, and corners of rooms monthly.
- Mop all vinyl, hardwood and tile floors twice monthly
- Clean A/C and heat air return and **replace filter monthly.**
- Replace any burned out light bulbs
- Curtains or blinds should be cleaned every six months
- Sweep out garage as needed, clean any oil stains immediately after noticing them
- Clean dust, dirt, and debris from the upper and lower sliding glass door tracks monthly.
- Wash or dust cobwebs from exterior of property as needed.



MOVE-OUT

Notice to Vacate: Before notice to vacate the property is accepted by management, it must be submitted in writing before the 1st of the month (periodic rental due date) of the month you are vacating, regardless of when you actually move out during the month. If notice is submitted after the first of the month, **the tenant will be responsible for the following month's rent and tax per the lease.**

This written notice can be in the form of an email or mailed/dropped off letter, and must include the date you anticipate having the property ready for a move-out inspection and your forwarding address (if available).

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, as the schedule fills up quickly. Management does not perform same day inspections. You are requested and have the right to be present during the inspection, but please do not follow the manager through the home. Management gives you the privilege of completing your initial report without Management looking over your shoulder, please give us the same consideration. You will be informed of any possible tenant responsibilities at the inspection, but they will be pending a comparison to the Move-In Condition Report and the move-in video documentation.

Inspections are performed between 10:00am and 4:00pm Monday through Friday. Please do not plan on an inspection to be made on nights, weekends, or holidays. They can take up to an hour, depending on the size of the home.

All utilities are to remain on for 24 hours after the inspection. This enables Management to properly inspect all appliances and lighting. If the utilities are not on at the time of scheduled inspection, the inspection will be rescheduled and you will be charged a \$50.00 rescheduling fee.

Inspections are made only after you have completely vacated the unit, carpets have been professionally cleaned and dry (receipt required), yard is mowed and free of weeds/debris, trash is hauled away, and you are ready to hand over the keys and remotes.

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 utilities are not on, the inspector will leave. You will be charged for all subsequent trips.



SECURITY DEPOSIT:

***** THE SECURITY DEPOSIT MAY NOT BE USED AS LAST MONTH'S RENT! *****

Within fourteen (14) **business** days, (excluding Saturdays, Sundays, or other legal holidays), after termination of the tenancy and delivery of the keys, management will provide you an itemized list of all deductions together with the amount due and payable to the tenant, if any. Unless other arrangements are made in writing, this list and any amount due will be sent via First Class Mail to the tenant's last known place of residence.

If you are unable to meet with management for the move out walk through, keys are to be delivered to the office no later than 11:59 pm of the last day of your lease agreement. A drop slot in the office door is available for after hours.