

Caring for Your Home like It Is Your Own

Please Keep This Handbook in A Safe Place for Reference

- I. General Rules & Regulation
 - a. The Lease
 - b. The Property
 - c. Rental Payments
 - d. Phone Numbers
 - e. Returned Checks
 - f. Delinquent Rental Payment
 - g. Breaking Your Lease
 - h. Keys and Locks
 - i. Trash, Garbage and Recycling
 - j. Disturbances, Noise and Nuisance
 - k. Periodic Property Surveys
 - l. Parking and Vehicles
 - m. Guests
 - n. Emergency Maintenance/Repairs
 - o. Insurance
 - p. Pets
 - q. Video/Television/Satellite Dishes
- II. When You First Move In
 - a. Get to know your property
 - b. Inventory and condition report
 - c. Check major systems
 - d. Put this Handbook where you can find it
- III. In & Around The House
 - a. Dallas Area Living
 - b. Heat/ AC Units
 - c. Smoke Detectors
 - d. Circuit Breakers/Fuses
 - e. Extermination
- IV. Maintenance, Damage and Repair
 - a. Reporting Maintenance Request
 - b. Who Does What
 - c. Unauthorized Repair
 - d. Lawn & Grounds Maintenance
 - e. Light Bulbs
 - f. Plumbing/Septic Systems
 - g. Waterbeds/Aquariums
 - h. Walls & Ceilings
 - i. Vinyl Floor Coverings/Hardwood Floors
 - j. Carpet Care
 - k. Stoves
 - l. Dishwasher
 - m. Garbage Disposals

- n. Washer/Dryer Hookups
- o. Fireplaces
- p. Swimming Pool/Spa Operation
- V. Cleaning & How To's
 - a. Minimum Cleaning Standards
 - b. Counter Tops and Cabinets
 - c. Kitchen Appliances
- VI. Moving Out
 - a. Marketing During the Notice Period
 - b. The Move-Out/Check Out
 - c. Return of Your Security Deposit

Attachment(s)

1. Urgent But Non-Disaster Emergency Instructions
2. Acceptance Form (to be signed, torn out and returned)
3. Smoke Detector Carbon Monoxide Detector (to be signed, torn out and returned)

A Personal Message to You

Congratulations on the selection of your new home. We want to make your association with Grand Ark Realty a pleasant and hope you will look to us for all your real estate needs now and in the future. Grand Ark Realty is one of the premiere property managers in North Dallas and the surrounding areas north. We conduct our business in an ethical, professional and legal manner according to the National Association of Realtors (NAR), Texas Real Estate Commission (TREC), and the Texas State Property Code (TSPC section 91 & 92)

Should you decide to purchase a home during or at the end of your lease, please call our office and we will put you in contact with an Agent / Realtor, in our office, who is experienced in the area and price range which you desire.

As professional property managers, we have obligations to both you, as the resident/tenant, and to the owner. This handbook outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when all parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/ Tenant relationship. We are always ready to answer questions or to discuss problems. Feel free to call your property manager at any time or visit by appointment during normal office hours which are 9am to 5pm Monday Through Friday, holidays excepted.

Office Phone Number

For TURE EMERGENCY – CALL 911

For EMERGENCY REPAIRS – call

For Repair email –

For Accounting questions e-mail –

Grand Ark Realty

Providing the best single family home management since 1995

- I. General Rules & Regulations
 - a. The Lease – The lease and TSPC Section 91 & 92 define your legal obligations. The following is for information purposes only and is not to be construed as changing the terms and conditions of the lease agreement.
 - b. The Property – You have leased a home..... think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations and duties are similar to those of a property owner, and you are expected to care for and maintain the premises.
 - c. Rental Payments – All rents are due and payable, in advance, on the FIRST DAY of the MONTH with NO EXCEPTION for holiday or weekends. Payment should be in the form of a CHECK, MONEY ORDER, CASH (be sure to ask for receipt) or CERTIFIED FUNDS and make payable to Grand Ark Realty. If you may pay in person during normal business hours. There is a mail slot on the outside entrance door for after-hours, holidays and /or weekend drop-offs. If you choose to use the mail slot, please put your check, money order, etc., in an identified, sealed envelope. No cash in the mail slot, please!

WE DO NOT ACCEPT POST-DATED CHECKS

WRITE YOUR ADDRESS on your payment or any communication to us to assure proper credit. All accounting is done by the address of the property.

PAYMENT RECEIPT – your rent payment is due on the first (1st) day of each month. Please email or deliver your payment so that it arrives by the first. Rent remaining unpaid beyond 3rd day of the month is delinquent and will be assessed the Late Fee as stated in your lease agreement.

LATE FEE – The late fee assessed is due at time of rent payment. All funds will be applied first to any non-rent obligations (late fees, NSF charge, pet charges, unpaid utility charges etc,) and the balance will be then be applied toward your payment; possibly leaving the payment short. Roommates share individually and collectively in all responsibilities and each are fully responsible.

- d. Phone Number – All residents are required to have telephone accessibility and to provide our office with all home, work and cell phone numbers. You should include those numbers with your first rental payment or the MOVE-IN condition Report. You may notify us of any changes by fax or e-mail.
- e. Returned Checks – The amount of any NSF checks, plus the returned check charge as provided for in your lease must be paid in certified funds or money order within 24 hours of notification, or legal action may be taken without further notice. If a personal check is returned for insufficient funds, you will be required to pay either with a money order or certified funds for the balance of your tenancy. If your NSF check makes your rent payment late, the Late Fee stated in your lease will also be due and payable in addition to any NSF fee. All amounts are due at time of notification.
- f. Delinquent Rental Payment – If your rental payment is not paid in full by the 3rd day of the month in which it is due, be advised that legal action may be initiated against you. You will be responsible for all attorney and legal fees as well as any court and collection fees incurred in our efforts to collect the rent monies due. If rent is paid while a legal action. A separate agreement must be reached if legal action is to be stopped. Your lease agreement may be terminated by the Landlord if rental payments are late more than twice in a 12 month period.
- g. Breaking Your Lease – If it should become necessary to break your Lease, you should advise us as soon as you are aware that may happen. You are not allowed to re-let or sublet the premises. We will advertise and show the property to qualified applicants and prepare the appropriate documents. You are responsible for all expenses associated with the re-let as well as rent for any vacancy incurred. Your security deposit accounting will be mailed to you according to TSPC Section 91 & 92.
- h. Keys & Locks – The locks are changed at the beginning of each tenancy and we retain keys to the property. We can provide additional lock changes during your tenancy at your expense. Alteration or replacement of locks and installation of additional locks to the interior or exterior of doors is strictly prohibited. If you are locked out of your property and require the use of a locksmith, you may not re-key or replace the property locks. You may ask the locksmith to make duplicate keys for the current lockset only. If we determine that you have changed the property locks, we may re-key or change those locks at any time and charge that service to you. Copies of new keys will be available at the office during normal business hours. If you are locked out during our normal business hours, an authorized resident with proper ID may borrow a key from us by posting a \$25.00 deposit and returning it to our office within 24 hours for a refund. The trip charge for our personnel to provide a key at the property is currently \$65.00 during

normal business hours, higher at other times. NOTE: you should always leave keyless bolting devices in the off position when no one is at home. If you are locked out by a keyless bolting device, the most reasonable solution is to break a window for access! The cost of repairing the window is the tenant's responsibility.

- i. Trash, Garbage & Recycling – This is subject to city policies and regulations, but generally, all garbage, trash and recycling materials must be placed in appropriate containers which are to be discreetly stored. Containers are to be kept in that storage area except on trash pick-up day(s). A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time.
- j. Disturbances, Noise and Nuisance – All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers by. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. If music or other noise is heard outside the perimeter of the leased premises, it is considered too loud.
- k. Periodic Property Surveys – Our agreement with the property owner requires us to conduct routine surveys of the property. We will call you prior to making interior surveys. You will be notified of any issues and given three (3) days to remedy. Any breach not corrected will be addressed per your lease and TSPC Sections 91 & 92.
- l. Parking & Vehicles – All vehicles shall be parked in assigned areas – garages, parking lots, driveways, parking pads, etc. no parking on lawns, sidewalks and other areas not specifically designated for parking is allowed. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs such as changing a tire) are allowed on the garage floor, driveways, walkways or any other area on the property.
- m. Guest – You are responsible for the behavior of your guests. Only those persons listed in the lease have permission to occupy the premises. Any person or persons listed in the lease have permission to occupy the premises. Any person or persons staying more than 14 days each calendar quarter, without our permission, will be considered illegal residents under your lease agreement.
- n. Emergency Maintenance/Repairs – We provide an emergency repair line to be used for property emergencies. If there is imminent danger for your personal safety or serious damage has or serious damage has or is about to occur to your person, call 911. To report a property emergency, call (-). Be sure to report the specific emergency and include your telephone number(s) in your message. If the emergency involves a fire or large amounts of rapidly running water, notify the authorities at 911 before calling us. Please do not abuse the emergency system with other types of calls.
- o. Insurance – You must purchase renter's insurance and keep it in force during the term of your lease. We highly recommend you also check into water damage coverage. If you need assistance, we provide a referral for you. The owner's insurance covers the building structure only and does not cover any damage or loss of your possessions.
- p. Pets – no pets, animals, reptiles or birds, etc of any kind are allowed on the premises unless you have a properly executed pet agreement and have paid the required pet deposit. The daily fee for an unapproved pet is stated in your lease. Upon move-out, you will be charged for spraying for fleas and repair of any damage caused by pet(s).
- q. Video/Antenna/Satellite Dish – Please make no additional or auxiliary installations at the property without our prior written permission, if you wish to make such an installation, please advise us and we will provide you with the necessary guidelines for such installation and our insurance requirements.

II. WHEN YOU FIRST MOVE IN

- a. Get to Know Your Property – When you first move-in, locate the circuit breaker box and identify the breakers for the stove, hot water heater and air conditioner. Find/locate the water shut off valve to the house and the gas shut off valve if the property is provided with gas service. The water shut off is usually the front yard close to the house, near a front spigot, or near the curb on the water meter. The gas shut off is usually at the gas meter on the exterior of the house or alley. Also, locate the water shut off valves above the hot water heater and under the sinks. Locating these items now may prevent damage later.
- b. Inventory and Condition Form – Included in your move-in packet is an Inventory Condition Form. We are providing this form for you to note the condition of the premises, listing any defective items. Please sign your name, date it and return it to us within 5 days of the commencement date of your lease. If this report is not returned as outlined, under the Lease, the property will be assumed to be in a clean and good condition and any defects brought to our attention after this date will be considered your responsibility. There are no exceptions to this procedure. This form is NOT a repair request.
- c. Check Major Systems – Check the operation and your understanding of the Heating and Air Conditioning and the water heater. Insure that the utilities have been turned on and pilot lights lit if necessary. Check garage door openers, keys and locks, and smoke detectors.
- d. Put this Handbook Where You Can Find It – In a drawer near the phone works for most people. Before calling us, see if the answer to your question is in the handbook.

III. IN AND AROUND THE HOUSE

- a. Around the House – We live in a wonderful area with warm (well, OK, hot!) summers and temperate winters. However, our soil needs consistent moisture year round – neither too dry nor too wet – to protection the foundation. Watch for puddles of water or cracks in the soil around the perimeter of the house and correct the situation as required. If your home does not have a sprinkler system that adequately waters the foundation, use of soaker hoses is required. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wood deck to prevent water damage or termite infestation. Report any suspected water problems to us.
- b. Heat/ AC Units – Many houses will have the Heat/AC serviced and filters replaced twice a year by the owner. Independent of any service, you must change the filters regularly – every thirty (30) days in summer and winter – to decrease your utility bills and protect the equipment. During extremely hot temperatures or high heat index, the air conditioner may not lower the inside temperature much more than about 15 degrees below the exterior temperature. At this time you should close window coverings, minimize door opening and heat generating appliances (oven, etc). If you suspect a failure, always check the circuit breakers for the unit before contacting the property manager. If the thermostat is set to an excessively low temperature – under 70 degrees – the equipment may cool too rapidly, the evaporator will freeze up and no cool air will be circulated. If water drips from the inside unit or from a pipe in the eaves, it is usually due to a clogged condensate drain line. Call us immediately for advice. Also check for correct operation well before the start of each season and before a hot or cold snap.
- c. Smoke Detectors – The smoke detectors are checked prior to your occupancy. You need to test the batteries at least monthly unless the smoke detectors are hard-wired 110 volt. A good rule of thumb is to test the battery when you pay rent each month and

change the battery twice each year when the time changes. Use only ALKALINE batteries. "Heavy Duty" batteries may not work correctly and they always fail quicker.

- d. Circuit Breaker/Fuses – A circuit breaker moves slightly when tripped. It may appear to be ON even after it has tripped. To reset, turn the breaker fully to the OFF position and then back to ON. Your home may also have ground fault circuit interrupters (GFCI). The GFCI is more sensitive than a breaker and cuts the power during minor fluctuations. It is usually used to protect outlets near water sources such as bathrooms, sinks, garages and exterior plugs. If you lose power to a plug in one of these areas, it is usually the GFCI that has tripped. A GFCI is usually mounted in an outlet on the garage wall, at or near a sink, or exterior outlet. When these trip, simply reset by pressing the reset button (a refrigerator or freezer in the garage area may trip this device easily).
- e. Extermination – Please provide us with a written report of any pest problem with 5 days of possession and we will address the problem. Any future incidence of nuisance pests such as rodents, water bugs, red ants, fire ants, etc., which may appear almost anywhere at any time, will be your responsibility. Baits or sprays are available to treat ants or other insects from the hardware or grocery store. Call us for our recommendation on an exterminator! You will not be responsible for wood destroying insects such as termites or carpenter ants provided you advise us of any occurrence in a timely fashion.

IV. Maintenance, Damage & Repair

You are expected to maintain the home and keep it in as good a condition as when you took possession. The property owner will not provide repairs caused by misuse or neglect by Tenant or Guests.

- a. Report Maintenance Request in the Proper Manner – your Lease and TSPC section 91 & 92 require repair request in writing. Please be specific about the problem (i.e. The right/front burner on the stove will not light, NO – the stove isn't working; The hall bath, left sink, hot stem is leaking slightly; NOT – our sinks are dripping). Write clearly, legibly and include your daytime telephone number. We try to respond to your report within 72 hours (not including weekends or holidays). If a repair technician does not contact you within a reasonable time, please notify the property manager during normal business hour to arrange a schedule for repair. You may e-mail your requests to _____ to fax us at _____. You may leave us a voicemail, but we must have a written request before any repair will be done.
- b. Who Does What – All "breakdowns", mechanical system failures and structural defects must be reported to us promptly. If an urgent repair is needed (i.e. hot water heater leaking) you are required to stop further damage from occurring if possible. If there is a water leak, stop the water source immediately; if the problem is electrical, turn off the breaker servicing that appliance or area, if you suspect a gas leak shut off the gas at the meter and call us. Once we have been notified, we will make any necessary repairs within a reasonable time. There will be no reimbursement for any unauthorized repairs you make or order to be made.

Example of repairs due to normal use that owner may make at no expense to you:

- Repairs to Heat/AC system from normal use
- Replace heating elements for hot water tanks from normal use
- Repair roof leaks
- Replace/repair plumbing which fails from normal use
- Replace /repair broken electrical components
- Repair/paint rotted wood (please notify us if needed)

- Treat for termites

Example of maintenance you are expected to do at your expense:

- Replace light bulbs
- Replace/repair torn or damaged screens
- Replace/repair cabinet catches, knobs or handles
- Re-light pilot light on gas furnace or hot water heater
- Treat for fire ants and other nuisance pests
- Maintain flower beds – weeded, edged and fresh bedding once a year
- Replace batteries in smoke detectors twice annually and notify us if they do not work
- Clean gutter and surface drains

Examples of repairs for which you will be held responsible:

- Burst water pipes when caused by improper precaution in freezing weather
- Unusual wear and tear to the interior or exterior of the property, including the floors, walls, ceilings, caused by pets, animals, occupants or guests, smoking or any disallowed or unreasonable use
- Damage to fences, outside walls, shrubbery, trees or planting
- Repairs to heat/ac systems due to improper use/lack of filter change out
- Repairs to pool system due to improper use/lack of filter change out

- c. Unauthorized Repairs – Please do not make repairs or authorize any maintenance without our prior written permission. Grand Ark Realty or the property owner must authorize all repairs. TPSC section 91 & 92 do not allow rent to be withheld because of needed repairs or the cost of needed repairs to be deducted from the rent.
- d. Lawn & Grounds Maintenance – If required by the Lease, you should care for the lawn and grounds, keeping them in as good a condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, edging all walkways, curbs and driveways, treating fire ant beds and keeping vines from growing onto the house. Shrub and tree growth should be kept a minimum of 6-10 inches away from the roof, eaves and sides of the house. Flowering trees must be pruned at the proper time of the year for their species. All flower beds must be kept free of weeds, grass, etc. and maintained with the same bedding. You are required to report any condition, which can cause damage – permanent or temporary – to the grounds, roof or foundation.

DO NOT LEAVE HOSES CONNECTED TO EXTERIOR FAUCETS DURING THE WINTER MONTHS AS THIS CAN CAUSE BURST PIPES

- e. Light Bulbs – At move-in, all light fixtures will be equipped with the proper light bulbs. You should replace all burned out light bulbs during your tenancy with similar wattage bulbs (including floodlights). Upon move out, all lights must be equipped with the proper number and kind of bulbs. Decorative bulbs must all match.
- f. Plumbing/Sewer Systems – You are responsible for keeping all sinks, lavatories and toilet drains running freely. Do not use Drano or similar products in any drain. Stoppages should be mechanically cleared by plunger or snake. Do not allow anyone to throw anything into the drain or use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after occupancy unless caused by mechanical failure of the plumbing system. If your system becomes clogged after this date, you are responsible for calling a licensed plumber to clear or repair the toilet at your own expense. We can provide these services at a discounted cost to you.

PLACE A PLUNGER BESIDE EACH COMMODE SO THAT ANY STOPPAGE CAN BE CLEARED QUICKLY

- g. Waterbeds/Aquariums – The lease generally prohibits any water furniture and the property, you will be responsible for ANY damage caused by a waterbed or aquarium including excessive wear and tear to floor coverings.
- h. Halls & Ceilings – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred upon vacating. All ceiling must be dusted/vacuumed regularly and before vacating.

IF SMOKEING IS ALLOWED UNDER THE LEASE, YOU ARE RESPONSIBLE FOR ANY SMOKE RESIDUE AND DAMAGE WHICH MAY REQUIRE CLEANING OR REPLACEMENT OF CARPETS, WINDOW BLINDS, DRAPERIES & LIGHT FIXTURE COVERS.

- i. Vinyl Floor Coverings/Hardwood Floors – With normal household use, vinyl and hardwood floors may be damp mopped with a solution of warm water and soap. A thorough cleaning is necessary three or four times per year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. WHEN waxing, use a water-emulsion, self-polishing type such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors, avoiding any solvent based waxes. You will be responsible for damage done by using improper cleaning methods or damage such as broken tiles or torn floor covering.
- j. Carpet Care – Routine carpet care requires a thorough vacuuming at least once a week to remove soil particles that can act as an abrasive and to preserve the pile loft. Heavy traffic areas may require more frequent vacuuming. Professional cleaning is usually required about once a year – more often with heavier use – and is your responsibility. Before moving in, the carpets are professionally cleaned and you should leave them the same. A copy of the cleaning company's bill is required at the time of checkout. Please call us before move-out for a list of acceptable carpet cleaning companies.
- k. Stove – if the oven or broiler will not turn on, check the timer on the stove. Generally, the knob will pop out if the timer is off. Instructions for other types are on the face of the stove. Do not use oven cleaner one cleaning or continuous cleaning ovens. You will be responsible for damage to an appliance by u=improper use, cleaning or maintenance.
- l. Dishwashers – cycle at least once a week. The appliance seals may dry and the motor may be damaged by long periods of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Be careful not to put anything plastic into the dishwasher, which may melt on the drying element. Always clean out any broken glass particles to prevent damage.
- m. Garbage Disposal – Most disposal jams can be avoided by keeping inappropriate items out of the appliance and running water before, during and after the grinding process. Do not put bones, greasy items, meat or any other coarse, fibrous material in the garbage disposal. If the unit does not work, turn unit off, clear everything from the chamber and turn the blade counterclockwise with proper Allen wrench, you can then reset the small circuit breaker on the bottom or the side of the disposal.
- n. Washer/ Dryer Hookups – When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. It is recommended that steel braided hoses be used for supply lines to connect your washer (These hoses should have a better guarantee against failure). You should change to new hoses, at the very least, each time you move. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supplies.

- o. Fireplaces – Many houses are equipped with fireplace. In some of these houses the fireplaces have not been used for years. Your lease does not provide any warranty of operability of any fireplace. If you choose to use a fireplace, you will be responsible for its proper operation and any damage to the property, flooring, and paint due to sparks or smoke. If you have any questions about the suitability of a fireplace, you should contact a fireplace repair or chimney sweep service to provide a qualified option. Always warm the upper heater box with a newspaper torch to induce a draft prior to lighting any fire. Always use thoroughly dried firewood and keep any aparts contained with a screen or fire doors. Most prefab fireplace does not allow the use of compressed sawdust/wax logs as they generate too much heat. In general, fireplaces are a net loss to the heating of the house and are environmentally unsound.
- p. Swimming Pool/Spa Operation – Unless pool/spa maintenance is provided for in your lease, we strongly recommend the pool maintenance books available at Leslies Pool Supply, Lowes, Home Depot or similar pool/supply store. Pool maintenance and operating training is available from a pool service supplier and not providing by the property manager. Call us if you need a reference.

It is the tenant's minimum responsibility to:

- Be knowledgeable of all pool operations and maintenance requirements
- Diligently maintain the pool, the equipment and the water chemicals
- Constantly maintain the water at the proper level
- Empty the skimmer baskets prior to being filled to one half capacity
- Insure the pump is running and circulating full time if a freeze approaches
- Timely report any malfunctions to avoid further damage to any equipment
- Discuss any problem with a pool service or property manager
- Make sure someone is monitoring for freeze conditions if you are out of town

V. Cleaning and How-To's

We work hard to deliver to you a clean, well – maintained and comfortable home with all mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and serviceable for you. The key to proper cleaning is to do it often and regularly.

a. Minimum Cleaning Standards

- Keep window and storm doors clean, inside and outside – cleaning interior at least once a month, exterior every six months
- Wipe down interior doorways in heavy traffic areas every few months with an appropriate cleanser. Do not use 409 or Fantastic type cleaners on latex paint!
- Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood filter and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.
- Mop and wax vinyl floors at least biweekly
- Dust baseboards, window sills, window grids, top of windows, ceiling fans, doors, ceilings and corner of room monthly
- Clean AC/Heat air return grilles and filters often. It helps the mechanical operation of the equipment and reduces your electricity bill
- Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided

- Curtains and blinds, if provided, should be cleaned or washed semiannually. Decorator drapes should be dry-cleaned every two (2) years
 - Bathrooms should be scrubbed including toilet bowls and base, sink, mirrors, floor, bathtub and shower (including walls) weekly. Wipe out medicine cabinets, drawers and other cabinets. Grout should be kept clean and free of mildew. A 10% / 90% mixture should be used to treat any mold or mildew
 - Sweep out garage as needed
- b. Counter Tops & Cabinets – Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. All unpainted cabinets need to be cleaned regularly with wood cleaner (such as Murphy’s Oil Soap) and treated with a wood preserver (such as Scott’s Liquid Gold).
All cabinets must be vacuumed out and the drawer/ door fronts cleaned as above before vacating the premises.
- c. Kitchen Appliances – Each kitchen appliance must be cleaned regularly. In particular, the stove hood and filter, the oven, under the burners in the stove and the drip pans. Please do not use aluminum foil on the drip pans. Upon move-out all drip pans must be cleaned or replaced. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be responsible.

VI. Moving Out

You will need to verify your move-out date at least 45 days before your stated lease expiration date. You must provide proper written notice of termination in accordance with your lease.

- a. Marketing During the Notice Period – The property may be listed for re-let or possibly sale. The probable showing hours are between 8:30a.m. to 8:00p.m. The property must be available and in good showing condition during the market time. A call to your place of residence or another number provided is the usual and customary practice for notice. Any showing disallowed or access denied will be subject to a current trip charge of \$65.00. We expect and appreciate extra effort in keeping the house and yard neat and clean during marketing.

Minimum showing conditions are:

- All beds made and rooms neat
- Floors recently vacuumed, clutter free, no piles of dirty clothes
- Kitchen and baths clean, sinks clean and empty
- Countertops clean and free of dirty dishes
- Walls clean and unmarred
- Temperamental pets contained, litter boxes clean and odor free
- TV off or volume turned low so as not to be intrusive
- Yard mowed, trimmed and in good condition
- Blinds/curtains open and home is well lit (when possible)

THE BETTER A HOME SHOWS, THE MORE LIKELY ITT WILL RENT QUICKLY.

THE FASTER A NEW RESIDENT IS FOUND, THE LESS YOU WILL BE BOTHERED BY OUR SHOWINGS.

A HOME THAT SHOWS WELL BENEFITS EVERYONE!

- b. Move-Out Check Out – We will inspect the property within 72 hours of the time you vacate. Inspections are made only after you have completely cleared the property,

cleaned the premises and carpets, mowed and edged the yard, trimmed the shrubs and hauled off all trash, before the Lease has terminated. Our written and photographic inspection report will be final and you will not be allowed back into the property. A room by room check will be made, including interior, exterior, yard, outbuildings, appliances, windows, curtains, blinds, etc.

- c. Return of Your Security Deposit – An accounting of your security deposit and the refund of monies due will be sent to you within 30 days of your lease termination date. Please call the property manager if you have questions after releasing the Security Deposit.

FOLLOWING ARE REQUIREMENTS FOR A FULL REFUND OF YOUR DEPOSIT:

- All charges and rents due under the Lease are paid in full. TSPC sections 91 & 92 provides damages up to three (3) times the monthly rent for any attempt to use any part of the security deposit as the last month's rent.
- A forwarding residence address and telephone number have been provided in written form. No work addresses or PO boxes will be accepted.
- The premises are cleaning, undamaged and the checkout procedures have been followed.
- All keys and garage door openers, etc., have been turned in to your Property Manager
- All walls are clean and unmarred (Home are not painted between tenancies)
- All debris, rubbish and discarded items are removed from the premises
- We have completed an acceptable move-out inspection report
- The carpets have been professionally cleaned and a receipt left with us

URGENTBUT NON-DISASTER EMERGENCY

Kitchen Fire, Leaking Water Heater, Burst Water Pipe, Tree On House, etc

Upon first occurrence or discovery of problem, secure the property from further damage immediately. The following is a summary of what to expect. Please post this notice in a visible place. If any of these actions do not occur, notify us immediately. Keeping everyone on schedule is a cooperative effort, and you are the onsite member of the term.

Resident Responsibility:

- Secure premises from additional damage immediately
- Turn off source of water or electricity or gas as warranted
- Notify Grand Ark Realty - If after hours use repair line voicemail
- Make claim on your insurance
- Notify Grand Ark Realty of your insurance coverage
- Provide emergency (police, fire, etc.) report to Grand Ark Realty immediately, no later than three (3) days of incident
- Provide access for personnel to assess and repair damage
- Notify Grand Ark Realty of delays, "no show" appointments and any problems with repairs

Management Responsibility:

- Notify the Owner, Insurance and repair companies
- Take pictures of damage for owner report
- Inspect and take pictures of finished work
- Handle inquiries from responsible parties

The insurance company should contact should contact you within 48 hours. They will assess the damage. Within 3-10days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If necessary, we will provide repair personnel with a key to the property to expedite the necessary repairs. After the repairs are complete we will set up a time to inspect the completed work. If there is a delay, please contact the office. Your help is vital to this process. You are responsible for any loss to the owner due to resident negligence. If a current resident or a guest caused the damage, please be aware all charges not covered by insurance will be billed to you.

ACCEPTANCE

By my signature below, I acknowledge my understanding of the instructions and my willingness to abide by the Grand Ark Realty Resident Handbook.

Tenant One

Date

Tenant Two

Date

Give this Acceptance Sheet (only) from your Resident Handbook along with your Inventory and Condition Form to your Property Manager within seventy-two (72) hours of the commencement date of your lease.

SMOKE DETECTOR, CARBON MONOXIDE DETECTOR ADDENDUM TO LEASE AGREEMENT

Tenant and Landlord mutually agree as follows:

1. Tenant is leasing from Landlord the premises located at: _____
2. This agreement is an addendum and part of the lease agreement and/ or any lease renewals or extensions relating to the premises.
3. The premises include one or more smoke detector.
4. It is agreed that the Tenant will test the smoke detector within forty-eight (48) hours after occupancy and inform Landlord immediately if detector (s) is not working properly. Tenant understands that in order to test the smoke detector, it is necessary to push the “push to test” bottom on the detector for about five seconds. To be operating properly, the alarm will sound when the button is pushed.
5. It is further agreed that the Tenant will be responsible for testing the smoke detector (s) at least once every month. If there is no sound after performing the test, Tenant agrees to inform Landlord immediately in writing of any deficiencies.
6. Tenant understands that if said smoke detector (s) is battery operated, it shall be the Tenant’s responsibility to insure that the battery is in operating condition at all times. If, after replacing the battery, smoke detector(s) will not operate. Tenant must inform Landlord immediately in writing.
7. It is further understood that the air conditioning filter must be changed or washed every 30 days. If Tenant fails to do this (as proven through Landlord inspection), they agree to reimburse Landlord for parts and labor to change the air conditioning filter.
8. The same condition in paragraph 7 applies if Tenant is responsible for Lawn care. Drive by inspections will be done at reasonable intervals in the lawn cutting season. Maintenance of shrubs and watering of lawn and all other landscaping are also Tenant responsibilities. Foundation soaking 12” away from the foundation must be done every week in summer.
9. If the property contains gas, Tenant is aware that carbon monoxide is a bi-product of gas. It is colorless, odorless and very lethal. Landlord strongly recommends the installation of carbon monoxide detector (which plugs into an electric wall socket) and Tenant agrees to hold harmless Landlord and Landlord’s representative if carbon monoxide occurs.

Tenant One Date

Landlord Date

Tenant Two Date

Landlord Date