



Policies & Procedures

To clarify responsibilities and avoid misunderstandings, following are the policies and procedures we apply in adhering to the requirements of the lease agreement you have signed. Adherence to all terms and conditions of the lease agreement is required for maximum refund of your deposit when you eventually move out.

(1) The written lease you are signing constitutes the entire agreement for the property you are renting through our firm. Any verbal representations made by our agents or staff are not binding unless included within the written tenancy agreement you are signing. ____/____

(2) Though we believe the property to be clean and ready for occupancy, minor items are occasionally overlooked. It is your responsibility to inspect the property thoroughly and provide us with a written list of any and all defects found within 3 days after lease commencement. If you believe any items need addressed by our cleaning or maintenance staff, we will attempt to correct such items promptly upon receipt of a separate written "Maintenance Request". No repairs or maintenance (except for emergencies) will be authorized without a written "Maintenance Request". ____/____

(3) It is your responsibility to keep all drains running freely, by avoiding items such as hair, tampons or sanitary napkins, eggshells, all pastas, vegetable skins (especially potato) and grease which can easily clog drain lines. DO NOT UNDER ANY CIRCUMSTANCES USE DRANO OR SIMILAR PRODUCTS, as these products contain acidic materials which destroy drain pipes over a period of time and also cause you to incur an additional "ACID" charge should professional drain cleaning service be required. Regular household bleach poured down all your drains once a month helps to keep drains running freely and also keeps them fresh smelling. If you are unable to clear a drain blockage yourself, you may contact our maintenance department but will be billed for the cost of clearing the blockage unless the cause is a failure of the drain line system such as collapsed lines or tree roots. ____/____

(4) In the event you are locked out of your unit, you may come to our office during business hours and pickup a replacement key for \$10. If you request our staff to meet you at the property to provide access during business hours, you will be billed a service charge of \$75. During non-business hours, you may contact a locksmith to gain access at your expense, but may not re-key or change locks. ____/____

(5) Rent is due in full on the 1st day of each month. Late fees are assessed on any unpaid rent as of the 6th day of each month. After the 10th day of each month., all payments received must be in certified funds and a Final Demand Notice with \$50 posting charge may be posted on your unit door. After the 15th, all delinquent accounts are transferred to our attorney for legal eviction, and will incur additional legal expenses of at least \$400, which must be paid along with all past due rent and other fees if you desire to "re-instate" your tenancy. ____/____

(6) All requests for maintenance or repairs must be submitted in writing from our web site (for fastest service), or by fax or email to repairs@lattahomes.com. We make every effort to respond to your request within 7 working days (or 24 hours in emergency situations). When requesting maintenance, provide a "detailed" description of the problem to assist us in responding with the appropriate service technician. Certain maintenance issues are considered tenant responsibility including (a) most clogged drains, (b) jammed disposals, (c) tripped breakers, (d) furnace filter changes every 3 months, (e) torn screens, broken glass or door jambs or (f) gas pilot lights. Tenants in single family homes have additional responsibilities including (a) maintenance and trimming of shrubbery and removal of wild growth and (b) keeping gutters/downspouts clean and clear. Service calls for the foregoing items, or for equipment found to be operating within normal parameters will be charged back to the tenant. ____/____

(7) If your lease does not specifically allow pets, then no pets are permitted !! We consider all animals as pets, including dogs, cats, hamsters, gerbils, guinea pigs, rabbits, lizards – pretty much anything living or breathing other than plants, aquarium fish, up to 2 caged birds or humans. This means no pets, no strays and no pet sitting for your sister's pet even for "just the weekend". If you want to bring a pet into your unit, you MUST get permission in writing and pay the required deposit BEFORE bringing it home. ____/____

(8) We do not provide extermination services for ants, spiders, silverfish, birds, squirrels, rodents or other wild creatures. We do not provide roach extermination services except in apartment buildings. We will treat for termites, carpenter ants or other wood destroying insects. ____/____

(9) Neither the owner nor our firm carries insurance to cover your furnishings, personal property or foods against loss (regardless of the cause). To protect your property, you must purchase Renters Insurance". ____/____

(10) At the time you move out of the unit, we expect the unit to be surrendered just as you are receiving it today. Charges incurred to restore the unit to the same condition as that which you find it today will be billed to you and deducted from your deposit.

(10) Do not use nails or screws in any doors or trim. Do not use large nails or wall anchors in walls – only small picture hangers. If you have lived in the unit less than 2 years, painting expenses (other than minor touchup) will be charged against your deposit. If you have lived in the unit more than 2 years, painting will be at the landlord's expense except in the case of extensive abuse or wall repairs. ____/____

(11) Proper bulbs must be used in all fixtures – this means flood bulbs in recessed fixtures, globe bulbs in vanity light bars, appliance bulbs in appliances and standard or CFL bulbs in other fixtures. Improper, missing or bad bulbs will be replaced and charged against your deposit ____/____

(12) Smoke detectors have been provided for your family's safety – it is your responsibility to maintain fresh batteries through the term of your tenancy and install new batteries upon move-out. ____/____

(13) All keys and any garage operator transmitters must be returned to our office or left on the kitchen counter once you have completed your move-out from the property. ____/____

(14) The HVAC system has been serviced prior to your occupancy. Should you fail to change furnace filters at least every 3 months during your tenancy, you will incur higher operating costs, inadequate performance during the cooling season and may incur additional expense for repairs or maintenance to the HVAC system caused by such failure. ____/____

(15) Range top should be wiped down with new drip pans installed and the oven should be cleaned and wiped out. Range hood filter should be degreased & cleaned. Refrigerator should be wiped down inside and outside, including top, back and underneath. ____/____

(16) Bath fixtures should be cleaned and disinfected, mirrors and light fixtures cleaned, cabinets and drawers wiped out and floors mopped. ____/____

(17) Wipe down ceiling fans, light fixtures, window sills, mini-blinds and woodwork. If your unit has a fireplace, be sure to clean out any ashes and wood. ____/____

(18) The carpeting in your unit is either new or was professionally cleaned prior to your occupancy. At the end of your tenancy, it is your responsibility to have the carpets professionally cleaned by an approved carpet cleaning company, and free of stains, odors, wrinkles & damage. ____/____

(19) If you had a dog or cat at the premises, it is your responsibility to have the residence treated for fleas by an approved pest control company at the end of your tenancy. ____/____

We the undersigned have read and accepted the above described policies and procedures, and accept them as applicable to the lease agreement we have signed.

LESSEE DATE

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