

Policies & Procedures

1. YOUR LEASE AGREEMENT - The written agreement 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. MOVE-IN CHECKLIST - 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 start of this agreement. 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 initiated from this list.

3. TENANT INSURANCE - Neither the owner nor our firm carries insurance to cover your furnishings, personal property or foods against loss (regardless of the cause). Trampolines or above ground pools are not permitted without prior approval and Tenant Insurance with liability coverage of \$1,000,000 and name the LESSOR and LATTA Enterprises, Inc. as additional insured.

4. ANIMALS - We consider all animals as animals, 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 animals, no strays and no animal sitting for your sister's animal even for "just the weekend". If you want to have an animal, you MUST get approval in writing BEFORE bringing it home, and pay the required deposit.

5. RENT DUE DATE - Rent is due in full on the 1st day of each month. Late fees are assessed on any unpaid charges on the 6th day of each month. After the 10th day of each month, a Final Demand Notice with \$75 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 + a processing fee of \$150. Reinstatement of your tenancy after a court hearing will require payment of all outstanding rents, fees and charges plus a re-instatement fee of \$150.00.

6. YOUR KEYS - 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.

7. DRAIN CLEANING - 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 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.

8. BUGS - 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. MAINTENANCE REQUESTS - All requests for maintenance or repairs must be submitted from our web site (for fastest service), or by 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. If your unit has a wood-burning fireplace, it may not be used unless inspected and determined safe to use within the past 3 years.

10. WHEN YOU MOVE OUT - At the time you move out of the unit, we expect to receive the unit back just as you are receiving it today. Charges incurred to restore the unit to the same condition as at move-in will be billed to you and deducted from your deposit.

(a) 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 minimal 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.

(b) Proper LED 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 regular bulbs in other fixtures. Improper, missing or bad bulbs will be replaced and charged against your deposit.

(c) 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.

(d) All keys and any garage operator transmitters must be returned to our office no later than the last day of the month, **after which rent accrues at \$50/day until we receive your keys.**

(e) 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 your failure to change filters regularly.

(f) 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.

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

(h) 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.

(i) 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 and deodorized.

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