

1. Maintenance Addendum

1.1 OVERVIEW

Whenever you have a maintenance issue at your home you should contact your property manager. *The lease requires all request to be in writing - you may submit your request through the tenant portal.* In an emergency, you will call your property manager directly - but you will still need to put the request in writing, this may be done after the emergency has passed (within 12 hours of calling).

Only submit one request in the portal - if you continue to have an issue you may go back to the original request and update it. This allows us to better track and serve you. We will also use this function to update you on the status.

Please be aware that maintenance of scattered site single family homes is not like maintenance of multi-family properties. There is no maintenance person on staff or just a short walk away. We hire independent contractors who are licensed, bonded and insured. Each and every service call from any contractor cost the owner money; therefore, it is essential that you follow all of the instructions below.

1.2 EMERGENCY MAINTENANCE

Issues that constitute an emergency: **anything related to the property under lease that is a threat to life, health or the property.** If the situation is life threatening, please call 9-1-1 immediately and report to us after the situation is under control and the authorities are on the scene.

Some examples of severe emergencies that requires our immediate attention: fire, flood, sewage back-ups, gas odors, roof leaks, lighting strike, broken water pipes, no heat (when the outside temperature is below 45 degrees), no air-conditioning (when the outside temperature is over 95 degrees for more than 4 hours), a fallen tree onto the house, etc.

1.3 NON-EMERGENCY MAINTENANCE

Issues that do not constitute an Emergency:

Some examples: Refrigerator not running, locking yourself out of the house, power or natural gas off, water heater not heating water, oven not working, dishwasher not running, electrical fixture not working.

While these issues are certainly inconvenient, uncomfortable, and exasperating, they are not emergencies. These items will be repaired during the normal business hours. Please remember that neither Management nor the Property Owner is ever liable for any loss or damage to any of your belongings, including food, for any reason or cause whatsoever. *Please ensure that you have your renter's insurance policy and contact information so that you can recover any possible personal property losses.*

Do not call a contractor on your own! You are not authorized to perform or contract for any repairs on the property. If you call a contractor and incur any bill or invoice for any repair on the property, you are doing so at your own cost. Neither Management nor the property owner will reimburse you for those costs. You must contact management company so that they can arrange for all repairs/maintenance on all systems, appliances, and the structure of the property.

Routine Maintenance: This sort of maintenance is considered to be non-emergency, but does need our attention. For repairs such as non-emergency heating and air conditioning issues, broken windows, plumbing repairs appliance repairs, loose railings, electrical issues, etc. Please submit a request in writing for repair and expect a response from the office staff by the next business day for an estimate of time for completion. Please keep in mind that during the change of seasons and times of extreme heat or cold, there may be delays in obtaining professional contractors for service due to significant volume of repairs in the area.

Minor Maintenance: For very minor items, but those that still need repair such as leaky faucets, fence repairs, garage door openers, ice makers, etc., please submit a request in writing for repair and expect a response from the office staff by the next business day for an estimate of time for completion which could extend up to fifteen (15) days depending upon the nature of the problem and contractor schedules.

Resident Damage or Abuse: Damages caused by abuse or misuse of any component at the property will be charged to you. We will rely solely upon the service contractor to inform us as to the cause of the problem. If the plumbing is clogged due to items dropped in the toilet (for example: brushes, toys, diapers, sanitary napkins or personal items), the cost of the plumber will be your responsibility. Expect the minimum cost to be \$150.00. This is not considered a failure of the systems in the property. Unless the contractor can prove it was not caused by you (such as roots in the system, pipe collapsed, septic tank backup due to age), then it is assumed it was caused by tenants and was not a defect of the property. Clogged plumbing in the baths, laundry and kitchen is your responsibility. **DO NOT flush any feminine hygiene products and keep drains clear of hair or other items that may clog them.**

1.4 ADDITIONAL INFORMATION

Please Note the following important messages:

- If you claim you have an emergency and we discover that one never existed, you will be charged the service cost from the contractor who responded to the call. Unnecessary calls will cost you money, use your best judgement.
- Do not call after hours unless a true emergency exists.
- If we discover through the contractor that the problem is one of your making, then you will be charged for the entire cost of the service call from the contractor.
- If you make an appointment with any contractor and you or a person 18 years old or older is not present when the contractor arrives, then the contractor will not enter the property and you will be charged a minimum \$75.00 fee for the trip charge.

When completing the form online through the tenant portal - please make sure that we have your best contact phone numbers as the office staff or the contractor will call to seek more detail about the problems that are occurring at the property. Failure to respond to our calls will simply result in extended delays in someone getting out to the property. Simply stating that the toilet is not working is not sufficient for us to be able to know what is wrong with the unit and which contractor to send out. Please make sure you give us as much detail as possible.

Your signature on this addendum indicates you have read and understand your responsibilities as a tenant in regards to the maintenance information included here.

Property Address: <<Property Address>>

X _____
Initial Here