



**D'ANN HARPER,
REALTORS®**

**COLDWELL BANKER D'ANN HARPER
REALTORS**

TENANT HANDBOOK

COLDWELL BANKER D'ANN HARPER REALTORS
TENANT MANUAL

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Coldwell Banker D'Ann Harper Realtors ® Welcomes You

CBDHR welcomes you as a new resident. CBDHR is an abbreviation used in lieu of the full company name, Coldwell Banker D'Ann Harper Realtors® and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the CBDHR Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions and more.

We have also included forms for you to use when necessary. CBDHR wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained CBDHR as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact CBDHR when you need assistance.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. CBDHR is here to help you!

We wish you a successful and enjoyable tenancy in your new residence.

CBDHR Personnel

Our staff is here to assist you. CBDHR has found “Management Teams” effective for assisting Tenants during their residency. You should know your team at this time, but if you need more information, please contact us.

- **Management Team:** CBDHR has assigned a management team to your account, consisting of a Property Manager and an Administrative Assistant. They concentrate on assisting you with all the details of your tenancy.
- **Sales Team:** CBDHR also has a sales team that can assist you with Real Estate sales, buying or selling. The sales team is experienced and licensed Real Estate agents.

Website

The CBDHR website, www.HarperPropertyManagement.com, contains important information for Tenants. Visit it regularly to use the Tenant services in order to pay rent, place work orders, etc.

General Office Information

Mailing Address	18756 Stone Oak Parkway #301	
	San Antonio, TX 78258	
Street Address	18756 Stone Oak Parkway #301	
	San Antonio, TX 78258	
Phone	210-483-7040	
FAX	210-483-7123	
Website	www.HarperPropertyManagement.com	
Office Hours	Monday - Friday	8:00am - 5:00pm
	Saturday	Closed
	Sunday	Closed
	Holidays	Closed
Emergency defined as: Fire, Flood, Sewer Back-Up or A/C & Heat.	After Hours Only	210- 887-8880

Tenant Communication

On the previous page we have provided our contact information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting CBDHR know what you need.

Use the telephone, email, the CBDHR website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember CBDHR is here to help you!

Telephone calls during office hours

During office hours, listed on page 6, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

Voicemail

If you reach our voicemail system during normal business hours please leave a message. Ensure to leave your name, property address and the telephone number so we can return your call. The benefit of a voicemail system is the ability to leave a message twenty-four hours a day, seven days a week.

Emergency calls

During normal office hours: Monday-Friday from 8am to 5pm, immediately state if you have an emergency. An emergency is defined as a FIRE, FLOOD, SEWER BACKUP or A/C & HEATING during *extreme* temperatures. If you have an emergency after the office is closed, please call the emergency phone number at **210- 887-8880**

Maintenance requests

Please remember that all work orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the CBDHR website, www.HarperPropertyManagement.com or e-mail workorders@HarperPropertyManagement.com.

Change of information

It is important that you notify CBDHR of any changes in telephone, fax, cell numbers, or email in a timely manner.

Email

Email is a great way to communicate and is CBDHR's preferred method of communication. This enables your management team to contact you quickly and efficiently and send you important information.

Moving In

Residential Lease Agreement

You received a copy of your Residential Lease Agreement, tenant handbook, move in paperwork and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a lease agreement is a legal, binding agreement. If you have any questions regarding your lease, please call your CBDHR management team.

Moving Checklist

Below is a checklist which should be very helpful when moving.

Utility/Cable Companies

From the commencement of your lease, i.e day one, it is your responsibility to have all utilities transferred into your name. Verify gas, electric, water, sewer and trash pick-up with the local utility companies. To avoid discontinuation of service, contact the utility companies immediately. Contact information for local utility companies is on page 8.

CBDHR Moving Checklist/Utility Numbers

Before moving, notify:

<input type="checkbox"/>	Contact moving company
<input type="checkbox"/>	Notify US Post Office – forwarding address
<input type="checkbox"/>	Notify current schools
<input type="checkbox"/>	Notify magazine companies
<input type="checkbox"/>	Notify newspapers
<input type="checkbox"/>	Send “just moved” announcements to friends and relatives
<input type="checkbox"/>	Notify banks, credit unions, savings & loans
<input type="checkbox"/>	Notify doctors, dentists
<input type="checkbox"/>	Notify current electric company
<input type="checkbox"/>	Notify current gas company
<input type="checkbox"/>	Notify current water company
<input type="checkbox"/>	Notify new schools
<input type="checkbox"/>	Notify new electric company
<input type="checkbox"/>	Notify new gas company
<input type="checkbox"/>	Notify new water company
<input type="checkbox"/>	Re-register to vote

Tenant Utility/Cable Numbers for Local Areas

Electric companies/Gas Companies		Garbage/refuse service	
City Public Service	210-353-2222	Waste Management	210-648-6006
Bandera Electric	830-995-2824	BFI	210-661-4104
Guadalupe Valley Electric	210-658-7033		
Centerpoint Energy/Entex	800-427-7142		
Seguin	830-401-2460		
City of Boerne	830-249-9511		
Pedernales Electric	888-554-4732 / 830-868-7155		
Water Companies		Cable companies	
San Antonio Water System	210-704-7297	Time Warner	210-244-0500
Leon Valley Water & Sewer	210-681-1232	Dish Network	Check locations
Universal City Water	210-659-0333	GVTC	830-885-4411
Schertz Water	210-619-1100		
Alamo Heights Water	210-822-3331		
Windcrest Water	210-655-2888		
Selma Water	210-651-7807		
Live Oak Water	210-653-9140		
Kirby Water	210-661-4671		
Cibolo Water	210-658-9900		
Converse Water	210-658-1965		
Boerne Water	830-249-9511		
Green Valley Water	830-914-2330		
Seguin	830-401-2460		

Move In Rules and Regulations

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give CBDHR the pleasure of being able to provide a good reference for you when you vacate the property.

Sign & Lockbox *DO NOT remove from location. They will be removed within one week from the time of move in. **If removed or missing a \$50 fee may be incurred.**

Prior to Move in Notices: All responsible parties for your lease must sign prior to move in. No verbal agreements or promises have been made for improvements to the home. Please have your electric, gas (if applicable) and water placed in your name by your move in date. All Deposits and first month's rent must be paid with a separate cashier's check or money order. Personal checks will **not** be accepted at move in, **under any circumstances.**

Pet Agreements: Deposits must be paid on or before move in. No pets without prior written consent from owner, pet agreement and pet deposit. **No aggressive breeds or mixed aggressive breeds such as Stafford-shire Terrier(Pit bulls), Doberman Pincher, Rottweiler, Akita, Chow-Chow, Presa Canario (Mastiff), husky-Alaskan malamute, any Russian Shepherds, German Shepherds, Great Danes, St. Bernard's, or Dalmatians.**

Property Condition Analysis: Prior to move in it will be performed. Upon move in Tenants will be provided a move in condition form to be completed by tenants and mailed /delivered to Broker within 48 hours. If the "move in" form is not received, Broker will assume damages or discrepancies did not exist at the time of "move in". All CBDHR properties are analyzed, photographed and reported on a regular basis, failure by the tenant to allow access will result in a trip charge of \$50.

Security Alarms: If you have any questions or need help with your alarm, please contact a home security company of your choice. Broker or landlord does not guarantee, replace or repair security alarms.

Appliances: refrigerator, water softener and washer/dryer are "as is" items and might not be repaired or replaced at owners discretion. **This applies whether or not the item was marketed in MLS.** Tenants must notify management if these items are no longer working. You are **not** allowed to remove items from the property without **WRITTEN** consent from management.

Renters insurance: Broker requires **tenants to obtain renters insurance** Property owners generally carry a standard fire and liability policy, and have additional coverage with "landlord/rental" insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they

are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. **To avoid a loss, acquire renters insurance now.**

Lockout: Your home is equipped with keyless bolting devices as required by Texas state law. This security device is mounted halfway into the door from inside and is only operable by the knob or lever from the door’s interior. There is no exterior keyhole for this lock. The purpose of the keyless deadbolt is to protect you while you are **INSIDE** the house; it is not intended to protect your possessions while you are away. If you are locked out of your home for any reason you are responsible for all costs necessary to gain entry.

Disclosure notice: CBDHR often recommends or utilizes companies providing the following services: mortgage, home inspectors, home warranties, home repairs, and improvements as well as other unrelated real estate vendors. CBDHR and its agents often provide services for some of the aforementioned settlement and service providers including selling, monitoring, and advertising/marketing their respective settlement services. CBDHR hereby advises you that it may receive compensation in connection with your real estate transaction from some of these settlement and service providers for services rendered in accordance with applicable State and Federal law. By your signature below, you acknowledge receipt of this disclosure form.

Smoking: Smoking is NOT permitted anywhere on the property.

HOA: Tenant must abide by the home owners association rules and regulations.

Breached Lease: There will be a re-letting fee of 85% of one month's rent due at the time notice is given, & continue paying the rent until the property is leased or current lease expires; plus pay any & all expenses incurred by the owner to include re-key, lawn service & utilities.

Disputes: All account discrepancies must be brought to CBDHR attention in writing within 30 days of the date of the account statement. If the CBDHR has not been notified of any such discrepancies all account charges will remain valid and the tenant’s responsibility to pay in full within 30 days.

Security Deposit Disputes: Security Deposit disputes MUST be in WRITING and resolved within 30 days of receipt of the Security Deposit Itemization.



TENANT
**Authorization Agreement for Automatic Pre-
Authorized Debits**
(ACH Debits)

I (we) hereby authorize **Coldwell Banker D'Ann Harper Realtors® Property Management Inc.** hereinafter called **COMPANY**, to initiate debit entries (pre-authorized drafts or withdrawals) and to initiate, if necessary, correcting credit entries (automatic deposits) and adjustments for debit (withdrawal) entries in error to my (our) account indicated below at the depository named below, hereafter called **DEPOSITORY**, to credit and/or debit the same to such account.

Bank
Name _____ () Checking () Savings

Transit/ABA No. _____ Acct. No. _____
(Bank Routing No.)

Date of Drafts: 1st day of month
Amount of drafts will be current lease rate. \$ _____

Effective date of drafts to begin: ___/___/___ **Frequency of drafts: Monthly**

This authority is to remain in full force and effect until **Coldwell Banker D'Ann Harper Realtors® Property Management Inc.** has received written notification from me (or either of us) of its termination in such time and in such manner as to afford **Company** and **Depository** a reasonable opportunity to act on it.

Name(s) _____ Signed X _____
(Please Print)

Name(s) _____ Signed X _____
(Please Print)

Date _____ Property
Address _____

******PLEASE ATTACH A VOIDED CHECK******



**D'ANN HARPER,
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Water Restrictions

Please contact your water provider listed below:

San Antonio Water System www.saws.org	210-704-7297
Bexar Metro www.bexarmet.org	210-922-1221
Universal City Water www.universalcitytexas.com	210-659-0333
Schertz Water www.schertz.com	210-658-7477
Windcrest Water www.ci.windcrest.tx.us	210-655-2888
Selma Water www.ci.selma.tx.us	210-651-6661
Live Oak Water www.ci.live-oak.tx.us	210-653-9140
Cibolo Water www.cibolotx.net	210-658-9900
Converse Water www.conversetx.net	210-658-3453
Boerne Water www.ci.boerne.tx.us	830-249-9511
Leon Valley Water and Sewer www.leonvalleytexas.gov	210-681-1232
Alamo Heights Water www.ci.alamo-heights.tx.us	210-822-3331
Kirby Water www.kirbytx.org	210-661-4671

Payment and Fees

Rental payments

Rent is due on the first of each month and late if not received by the second. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record. Any monies received after 10th of the month must be in certified funds. Tenant is required to pay with Certified Funds if 2 check are returned NSF.

CBDHR receives rental payments by:

- US mail
- In the CBDHR office
- Online Portal at www.HarperPropertyManagement.com
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the CBDHR bank, saving you time.
- Debit cards (DEBIT logo on card)

CANCELLED PAYMENTS:

- All ACH or EFT or WEBSITE payments that need to be canceled for whatever reason MUST be before the 25th. We CANNOT stop a pre-arranged payment AFTER the 24th of the month.

CBDHR does **NOT** accept rental payments in:

- Cash/ Rolled coins / Credit cards
- Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee - the CBDHR late fee is **10% of the rental amount** if rent is not received by the 2nd.
- Service fee - the CBDHR service fee is \$56.25, if a notice to pay or quit is served because your rent is not received in a timely manner.
- Non-Sufficient Funds fee- CBDHR bank fee is \$50 for your banks rejection of payment OR if an incorrect account/routing number is provided. Tenant Is Required To Pay With Certified Funds If 2 Checks Are Returned NSF.
- Maintenance charge - CBDHR will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If CBDHR receives a service call billing, you are responsible for reimbursement. There may also be a 10% charge to all invoices for service.
- Showing Fee- Refusal to allow the property to be shown after you have given 30 day written notice to vacate can result in a charge of \$50 per denial.
- Trip charge- (6 Month Property Condition Analysis) All CBDHR properties are analyzed, photographed, & reported on a regular basis. Failure by the tenant to allow access will result in a charge of \$50 per occurrence.
- Rental Check Processing fee: Payment through ACH or online portal is preferred. If tenant chooses to pay rent by check a \$5 processing fee will be charged for check. This includes any form of physical check generated to CBDHR.
- Service Invoice- A 10 % charge will be added to all tenant invoices.

Maintenance reimbursement

Generally, CBDHR assigns a vendor to perform work you request in your residence. However, if you have contacted CBDHR and requested to perform a maintenance item that is covered under warranty then you will need to pay upfront then CBDHR may possibly reimburse you. We will not reimburse for maintenance calls that are due to tenant negligence.

- Warranty service bills can range from \$50-\$125. You will get this information at move in.
- Pay the bill and send the receipt to CBDHR. CBDHR will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.
- The owner reserves the right to add warranty coverage at any time during the lease. Should this occur, we will notify you of the addition.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/ disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your CBDHR management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. CBDHR has more tips in this handbook.

Tenant Renovations/Alterations

It is the CBDHR policy that tenants do not do repairs or alterations. You agreed to this in the CBDHR rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by CBDHR.
- CBDHR will consult with the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state

Tenant Maintenance responsibilities

The following are some suggestions that you may want to take prior to contacting CBDHR for any repairs or maintenance.

Electrical

- Lights-check to be sure it is plugged into outlet. Check light bulbs
- Check outside circuit breaker (located by CPS meter source) to see if it is in the ON position.
- Check inside circuit breaker (located in various locations inside home) to see if it is in the ON position.

Appliances

- Check to be sure appliance is plugged into outlet.
- Check to be sure circuit breaker (inside and outside) is in the ON position.
- Check garbage disposal re-set button located at bottom of disposal. Be sure button is pushed in. If disposal hums, the disposal is jammed. Turn switch to off position before attempting to make corrections.
- If electrical cook range oven does not work, be sure oven timed control knob is turned to the correct position.

Air-Conditioning and Heating

- Check to be sure unit is securely plugged into outlet.
- Check to be sure A/C unit is set in A/C mode.
- Check to be sure heat unit is set in Heat mode.
- Check circuit breaker (inside and outside) to be sure it is in the ON position.
- Check to be sure A/C and Heat ceiling vents are open.
- Check to be sure A/C filters are clean. Filters should be cleaned and/or replaced every 30 days. Pour a mixture of 1/2 cup of bleach or vinegar in a quart of water into the a/c condensation drain line if applicable. A/C filter may be located in attic.

Dishwasher

- Be sure all dishes are evenly placed in the dishwasher.
- Be sure you have rinsed all particles of food from the dishes.
- When dishwasher overflows or does not start, the float is being obstructed, or is not in place. The float is usually located in the lower right corner of the dishwasher. Remove float, check for debris. Float should easily slide back into place.
- Use recommended amount of dishwashing detergent.
- Be sure that knobs on control panel are in proper position.

Smoke Detectors

- Most smoke detectors are battery operated. If your detector chirps erratically, the battery must be changed. Recommended battery is 9-volt.
- To check: Depress the test button. Warning sound should begin in 5 to 10 seconds.

Fireplace

- Be sure damper is open before using.

Garage Door Opener

- Batteries should be changed in the hand operated control box at least once a year.

- The garage door can be opened manually by releasing the inserted pin that connects door to garage door opener track, in the event your automatic control unit does not work.

Plumbing

- Stopped up lavatory, bathtub and shower drains-use commercial drain opener according to directions. In toilets DO NOT use toilet tablets, flushable wipes, or flush feminine products
- Stopped up commode-plunger
- Septic tanks- Never allow items such as paint, grease, oil or coffee grounds, contact your property manager for maintenance information.

Emergency Situations

- Water line break inside the house-cut off locations:
 - Under kitchen sink
 - Under bathroom sink
 - Under tank, behind the commode.
 - At water heater.
 - At some properties, there is a customer cut-off valve near the main water meter or near the property where the main water line enters the structure.
- When you have an electrical short, turn the circuit breaker off. Call maintenance department promptly.
- In case of FIRE-CALL THE FIRE DEPARTMENT. It is a good idea to keep emergency phone numbers next to your phone. Follow Fire Department instructions.

Freezing Water Conditions

- Be sure all outside exposed water pipes and valves are properly wrapped with insulated materials to prevent frozen and broken pipes. This included sprinkler systems.
- Leave water running at slow steady stream at all faucets to prevent frozen and broken pipes in the walls or in the ground.
- Swimming pool and spas:
 - Keep water level above strainers.
 - Keep water circulating continuously to prevent the circulating pump and pipes from freezing and breaking.

Swimming Pools

It is important for tenants leasing properties with swimming pools to familiarize themselves with the operation and maintenance of that pool. Regardless of the pool size, the basic operation and maintenance is the same.

Procedures for requesting maintenance

Before calling CBDHR,

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.
3. **Repair Requests:** Requests shall be made to Broker. Repairs will be handled in a timely manner. Except for an emergency (broken water pipe flooding house or sewer backup), repair companies work from 8:00 a.m. to 5:00 p.m. Monday through Friday. Your request will be

called to a repair company and that company will contact you to gain access to the property by appointment. If the repair company determines that the repair was necessary because of abuse or neglect by Tenants (i.e. diaper in toilet, dirty filter in air conditioner, etc.), Tenants shall be responsible for paying the entire repair bill. Tenants shall be responsible for paying the service charge if it is found that no repair was necessary (i.e. switches or breakers off, improper operation, etc.)

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the CBDHR office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the office at 210-483-7040, and listen for emergency instructions and if necessary, call 911. IF it is after hours call 210-887-8880
- An emergency is **NOT** heat and A/C, but CBDHR recognizes this is important and will make it a priority in extreme temperatures with vendors to have the unit working as soon as is possible.
- An emergency is **NOT**, non-working dishwasher, sprinklers, disposal, etc.

Non-emergencies:

- Email a work order request to CBDHR.
- Work orders can be requested and emailed on the CBDHR website, and in the CBDHR office.
- A CBDHR representative will assign a vendor to contact you.
- CBDHR does not give vendors keys to the residences, unless necessary and tenant will be notified.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the CBDHR office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 1-2 business days, call the CBDHR office and inform your management team or a staff person that a vendor has not contacted you.
- A CBDHR staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call CBDHR and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Giving Your Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. CBDHR tenants are required **to give a 30 day notice prior to moving.**

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your CBDHR management team to discuss your options.
Breached Lease: There will be a re-letting fee of 85% of one month's rent due at the time notice is given, & continue paying the rent until the property is leased or current lease expires; plus pay any & all expenses incurred by the owner to include re-key, lawn service & utilities.
- Notices must be in writing or emailed. The day CBDHR receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- CBDHR does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to CBDHR to give out rental references.
- After you submit your Notice to Vacate, CBDHR will send you move out instructions. This will instruct you on what to do during the notice period.
- Refusal to allow the property to be shown after you have given 30- day written notice to vacate can result in a charge of \$50 per denial.
- It is the responsibility of the resident to deliver all keys and openers to CBDHR on or before the final move out date.
Failure to deliver keys and openers could incur additional charges. You will not be considered moved out until **ALL** items are received by our office. Any delay in returning keys will result in a re-keying charge, as well as a holdover fee set forth in the lease.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. Upon move out, Broker will do a walk through property condition analysis **AFTER** tenants have vacated the property. Your **SECURITY DEPOSIT DISPOSITION** will be mailed to the forwarding address you provide within 30 days of surrender of the keys. All **disputes must be in writing and resolved within 30 days** of receipt of security deposit itemization.

Preparing the Property for Move Out

When you are ready to move, if you have questions on how to prepare your residence, please call your CBDHR management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move. At Move-Out, Tenant Must Clean Property To Property Management Standards.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds and/or other coverings, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet must be professionally cleaned. The original receipt is due to the property management office at time of move out.
- Tenants incur charges if tenant does not have carpets professionally cleaned.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted. We will not accept receipts from Independence, Ultra Steam, Stanley Steamer, Steam Masters, WeeBee Carpets or Alpha Omega Total Restoration.
- If you had a pet then a topical pet treatment will need to be added to the cleaning treatment.
- Call CBDHR for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of CBDHR.
- Tenants, please note: CBDHR will not reimburse for any carpet cleaning contracted by tenants.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

- If you have a pet, you must have the property treated by a professional Pest Control Company. The original receipt is due to the property management office at time of move out.
- If you do not have a pet, you do not need to have the property treated by a professional Pest Control Company unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned and/or watered, etc. for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Frequently Asked Questions

CBDHR has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 1st of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 2nd of the month. Once the 2nd of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. CBDHR serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to CBDHR and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your CBDHR management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your CBDHR management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your CBDHR management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a notice to vacate. CBDHR will need documentation from you to show you can support the property by yourself. CBDHR will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and CBDHR must approve the person **PRIOR** to them moving into the property. You can obtain applications at the CBDHR office or on the CBDHR website. If CBDHR denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do we perform a property condition analysis?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why CBDHR contacted you first to set a date and time.

Conclusion

We hope that you have found the *CBDHR Tenant Handbook* useful, informative and to set the expectations. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your CBDHR management team.

We wish you a successful residency



Coldwell Banker D'Ann Harper Realtors

TENANT DATE

PM DATE

TENANT DATE