



Bradley Properties



BUY-RENT-SELL



520-459-1222

teambradleyproperties.com

Info@teambradleyproperties.com

1858 Paseo San Luis, Ste. A

Sierra Vista, AZ 85635

Office hours: M-F 8:30-5:00

Resident Handbook

Appfolio Resident Portal:

One of the most helpful resources for our residents during their stay is the Appfolio Resident Portal. Through the portal residents are able to make rent payments, request maintenance, submit 30 day notice to vacate, review lease documents and more. The login for the appfolio Resident Portal is located on our website at <https://www.teambradleyproperties.com/login>. There is a help page for the Resident Portal located at <https://www.appfolio.com/help/online-portal>. If you have a question or issue with the portal and the help page is not of use please contact our office.

Rent Payment:

Rents are due by 5 pm on the first of the month. Rent payment is available online via your Resident Portal in the form of an e-check or through a debit/credit card. Receipt of payment is located in your Resident Portal. There is a fee per transaction if you choose to pay online. These fees are not collected by Bradley Properties. After receipt of payment your charges will be dismissed on your online portal within 24 hours. You are also welcome to stop by our office during business hours to pay rent, which must be in the form of a cashier's check or money order. We also have a drop box in front of our office that you can use at any time. Always note the address of your property on your payment. **No cash or personal checks will be accepted.**

Move-in / Move-out Checklist:

Included in your move-in package is a move in/ move out checklist. **Filling out and returning this form is a requirement of your lease agreement.** Management provides this form so you may note the condition of the premises. Please list all defective items, be as detailed as possible. We will compare this list with the condition of the property at move out. An accurate move-in checklist can help to limit charges to your security deposit. You must sign, date, and return the list via email or by hand delivery to our office within **7 days** of taking possession of the property. Upon return management will sign the list and share it with you via your online portal. Reporting maintenance issues on your move in checklist will not create a work order for the item, if any work is needed at the property input a work order, either through your tenant portal or by stopping by the office to fill out a paper form.

Renter's Insurance:

It is the management's *strong* recommendation that renter's insurance be obtained for the protection of you, your guests, and your personal belongings. Management is *never*, under any circumstances, responsible for your personal belongings.

Get to know your property:

After you move in, locate the breaker box, the GFCI breakers (some of these are located next to hand sinks, and are not in the breaker box), as well as where the stove, hot water heater, and air conditioner breakers are. Locate the house's water shut off valve, it is normally in the front of the house close to a spigot. Lastly locate the hot water shut off under each sink. Locating these items may be useful in the future. Please refer to "Circuit breakers" in the maintenance section for more information on circuit breakers.

Wall Decor Guidelines:

Tenants are encouraged to personalize their living spaces, but please use caution when hanging decor on the walls. While command strips and similar adhesive products can provide a damage-free option for hanging decor, they must be used carefully. Improper application or removal can cause damage to the paint or drywall. LED light strips should not be applied to the walls as they can cause excessive damage to the paint. At the time of move-out, all command strips and any other adhesive products must be completely removed from the walls. Any damage caused by these products or failure to remove them may result in deductions from your security deposit. If you use nails, screws, or wall anchors to hang decor, please ensure that they are removed prior to moving out. Please do not attempt to patch holes in the walls as a bad patch is harder to fix than no patch. Excessive nail holes or holes larger than those created by a regular anchor may result in charges for repairs and deductions from your security deposit. A nail hole is easier to patch up than the damage that a command strip can cause.

Maintenance and Up-keep:

Emergency Maintenance and Repairs:

In Case of Emergency Call 911

Do not abuse the emergency system.

An emergency is fire, flood, blood, when danger is present, or when property damage has occurred/is about to occur. If you have a water leak, gas leak, electrical arcing, etc, please call the utility company directly to have the service shut off, then contact our office and submit a work order. If during regular hours please call the maintenance coordinator at 520-459-1222 ext 103. **After office hours you can reach the emergency line by dialing the office phone number, 520-459-1222, and pressing 8.**

Maintenance, Damages, and Repairs:

Residents are expected to maintain the condition of the property at move-in. This means keeping up on maintenance requests and repairs. Please submit necessary maintenance requests in a timely manner. Maintenance requests are easily submitted via your Resident Portal. There you will find a maintenance tab where you can submit maintenance requests. If you do not have access to the internet you may come into the office and submit a paper maintenance request. After our office receives the request we will notify you via email of the vendor assigned to complete the work. If you do not hear from the assigned vendor within three days please call our office and the vendor. We want your concerns addressed and taken care of as soon as possible.

IMPORTANT: Water leaks can cause severe damage over time if left untreated, so please address any signs of water leakage immediately. This includes sinks, toilets, tubs, water heaters, air conditioners, and roofs/windows from rain.

If any repairs are determined to be caused by Residents misuse, abuse, or neglect, Residents can and will be charged for a portion, if not all of the repair, depending on the circumstances.

Maintenance Troubleshooting:

Adhering to these suggestions will greatly reduce the number of Work Orders you submit. **Visit our website for troubleshooting home repair videos at <https://www.teambradleyproperties.com/self-help-repair-videos>** for common issues – or call the office to troubleshoot an issue before submitting a Work Order.

- **Furnace / Water Heater / Stove:** If the furnace, water heater or stove is not working, please check and make sure all pilot lights are lit and your gas is on. Residents could be charged for service calls to light pilot lights.
- **Plumbing Stoppages:** Do NOT flush baby wipes, paper towels, diapers, sanitary napkins or other non-flushable items. If a toilet gets stopped up, please use a plunger to see if that corrects the problem. Residents are charged for service and for any repairs due to water damaged ceilings, floors, carpeting, etc., if improper objects are found in the pipes. If a toilet is leaking from the bottom, turn the water off at the cut off (located directly behind the toilet) until maintenance arrives.
- **Garbage Disposal:**
 - **CLOGS:** Always run plenty of water in the sink when using the garbage disposal. During the colder months, grease and soap often stick to cold pipes causing build-up and eventual blockage so you should run hot water before and during operation of the disposal.
 - **MOTOR STOPS:** If the disposal stops working altogether, 1) using a flashlight look inside the disposal to ensure there are no objects blocking the blades from spinning. 2) try the reset button located at the very bottom or side of the garbage disposal, 3) check for a power switch on the wall near the sink, 4) try the GFCI reset button located on an outlet in the kitchen, 5) ensure that the plug itself (usually under the sink near the disposal) is secure in the electrical socket, and 6) use a disposal wrench – which may be found under the sink.
- **Dishwasher:** Never load dishes in the dishwasher without rinsing food off or you will eventually clog the drain/hose. If the dishwasher is not working, 1) check for a power switch on the wall near the dishwasher, 2) try the GFCI reset button on an outlet in the kitchen, and 3) ensure that the plug itself is securely in the electrical outlet.
- **Drains:** It is the Residents' responsibility to keep all tubs and sinks draining properly. During the colder months, the pipes will be cold so you will need to run plenty of hot water as soap can stick to cold pipes causing hair build up and

eventual blockage. An inexpensive and environmentally friendly way to keep your restroom drains clean of oil and hair build up is to use baking soda and vinegar.

- **Faucets:** If a sink faucet has restricted water flow, please remove the aerator and clean out the screen (might require the use of pliers), then replace the aerator – hand tighten only. If the faucet has a buildup of calcium please soak the faucet in vinegar by attaching a ziplock bag of vinegar to the faucet. If this does not resolve the problem, please submit a Work Order.
- **Mold and Mildew:** Mildew forms where it tends to stay damp. It is the Resident's responsibility to prevent mildew or mold from accumulating on the windowsills, bathtub caulking, shower grout and ceiling. A quart size spray bottle of water with a tablespoon of bleach added works well. Spray carefully on mildew to avoid drips onto carpeting and shower curtains.
- **Frozen Pipes:** During freezing temperatures, take all precautions to prevent burst water pipes due to frozen water. You can do this by insulating outdoor spigots, dripping your faucets on exterior walls, leaving the interior temperature set to 68 degrees if you are away, and leaving the cabinet doors under the sinks open if you plan to be away from home.
- **Doors and Window Frames:** For older homes and homes with evaporative coolers, as the weather changes in Cochise County, the doors and windows may swell with the moisture and then dry out as the dampness subsides. Keep this in mind before submitting a Work Order. NOTE: Under NO circumstances should you cover your windows with foil. If you need to keep the sun out use sun-blocking blinds, shades and/or lined curtains.
- **Garage Door and Remotes:** A garage door is often the heaviest and largest single piece of moving equipment around a home and sometimes requires maintenance. If you have an electric garage door opener, you must notify the office by submitting a work order if your rollers/springs/hinges start squeaking or catching. If your garage door will not open or close, check the sensors on either side of the garage door just above the floor to ensure there are no trash bags, bikes or other objects blocking the sensors or they weren't knocked out of alignment. If your remote doesn't work, it could have a weak or dead battery. Batteries Plus can test it. If you break or lose your garage door opener, there is a fee.

Yard Maintenance:

Residents are responsible for maintaining the landscaping on all sides of the yard (which may include the front, back, and side yards of the home) up to 50 ft from the property by properly mowing, weeding, watering and fertilizing any lawn, trimming shrubbery, and trees, and keeping all rock and non-landscaped areas mowed and free of weeds. If the resident fails to maintain the landscaping a gardener will be retained and the cost of service plus a service fee of \$50.00 shall be added to the rent.

HVAC/Furnace:

Our office recommends changing your air filters at least monthly. It is the resident's responsibility to replace all filters as needed. A clean air filter is important for the proper operation of the HVAC/furnace unit, as well as for the air quality in the home. All of the air that heats or cools the house passes through the air filter. If your filter is dirty it could cause major system malfunctions, this could cause your heating/cooling system to not operate. A dirty air filter can also cause the unit to overwork, adding costs to your energy bill. It is easy to tell when your air filter is in need of replacement. If you start to see dust accumulating around your vents it is time to change your filter. The amount of time in between filters depends on usage and whether or not a pet lives in the home.

Smoke Detectors:

It is the Resident's responsibility to replace the smoke detector/carbon monoxide batteries at least once a year, though it is recommended to check them monthly. If you are unable to reach your smoke detectors please contact your local fire department to have your detectors checked for free. If you have changed the battery, and it is still not working, please submit a Work Order through your Resident Portal. A smoke detector could be the only thing between you and a fire.

Circuit Breakers:

Circuit breakers move only slightly when triggered. A breaker may appear to be on when the breaker has "popped" off. To reset a breaker, fully turn it to the off position and then turn it back on again. The ground fault circuit (GFCI) breaker detects even the slightest voltage changes and cuts off the power during fluctuations. They are usually found around sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, usually the GFCI

circuit has popped off. Many homes have the circuit on the wall outlet. When these “pop” simply reset the breaker as outlined above, or per the instructions on the plug-in outlet cover.

If you are not sure of how to reset the GFCI, view the link below and watch the short video. Let our office know if you have any questions after watching the video: <https://www.youtube.com/watch?v=OUR0GBrDmSg>

If you have reset the GFCI, and you still do not have electricity to the outlet, please submit a work order through your Resident Portal.

General Cleaning:

We work hard to deliver you a well maintained, clean, and comfortable home with all mechanical equipment operating properly. A properly maintained home requires the owner to keep structural and mechanical maintenance up to date, the property manager to keep records of maintenance and place responsible residents in the property, and you the resident to keep the home and property clean, perform cosmetic maintenance, and promptly inform management of any structural or mechanical failures. Proper cleaning will keep the home and it's parts safe and usable for you and others to come. The key to proper cleaning is to clean regularly.

Minimum Cleaning Standards:

These are just suggestions and ideas on how to maintain the property. If you clean regularly you will find it much easier to get the home cleaned and ready for your move out inspection.

- Carpets should be vacuumed once a month or as needed. Carpets should be professionally cleaned once a year or as needed. ***Do not use rentable carpet shampoo machines***, as they leave shampoo residue in the fibers that makes it harder for it to be cleaned in the future. They also leave excess moisture in the carpet that can lead to odor, mold, and mildew.
- Keep windows and doors clean, inside and outside. Interior cleaning at least once per month, exterior cleaning every 6 months. Wash between windows and screens every 3 months.
- Wash interior doors, doorways, and walls in heavily traveled areas every 2-3 months.
- Clean out dust, dirt, and debris from the upper and lower sliding glass door tracks monthly.

- Clean stove, drip pans, under drip pans, oven racks, drawers, broiler pan, hood, hood filter and vent twice monthly.
- Mop and wax all vinyl and hardwood floors twice monthly, mop all tile floors twice monthly.
- Dust baseboards, windowsills. Ceiling fans, doors, ceilings, and corners of rooms monthly
- Clean A/C and heat air return and ***replace the filter*** monthly or as needed.
- Clean and sweep out the fireplace. Clean fireplace grate, screen, and glass if provided
- Replace all burned out lightbulbs with matching bulbs. Clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon move out.
- Curtains or blinds should be cleaned every six months.
- Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, walls, mirrors, and all cabinets and drawers.
- Sweep out the garage as needed.
- Wash or dust cobwebs from the exterior of the property every 3 months or as needed.

Fireplaces:

If there is a fireplace in your home, please do not burn pine or any other “sappy” wood. This causes a build up of residue in the chimney and increases the possibility of a fire. Our office recommends using compressed wood logs as they emit less creosote than regular wood logs. The fireplace is not an area to burn cardboard, holiday wrappings, pine needles, etc. ***Chimneys should be cleaned at least once every two years and at the time of move out.*** This is the residents responsibility.

Kitchen Appliances:

Each kitchen appliance must be cleaned regularly; particularly the stove hood, the filter in the stove hood, the oven, under the burner rings and drip pans. ***Upon moving out drip pans must be replaced.*** Please clean under and around the refrigerator as well as the washer and dryer regularly. Not cleaning these items regularly can cause excessive wear and tear, for which you will be responsible for.

Countertops and Cabinets:

Always use cutting boards and hot pads when cutting or placing hot items on the countertops. Do not use abrasive cleaners on the countertops and stainless steel appliances, as they will scratch the surface. All unpainted cabinets must be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All Cabinetry must be vacuumed out and drawer/door fronts cleaned as above before vacating.

Resident Responsibilities:

Trash & Garbage:

All trash, garbage, and recyclable items must be placed in appropriate containers. This will help control ants and other pests. All containers are to be discreetly stored. If containers are not provided by management, the resident is required to arrange for trash pick-up through your local waste management company.

Lightbulbs:

Residents are responsible for replacement light bulbs. Please replace lightbulbs with the same type/style of bulb. If you are unable to reach a light fixture to replace the bulbs our office can provide you with the contact information of a handyman who can change the lightbulb out at the cost of the resident.

Parking/Vehicles:

All Vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on public streets ***where allowed***. If the property has a septic tank DO NOT park or drive over the septic tank or leach field. Parking on lawns, sidewalks, or other areas not designated for parking is prohibited as it can cause damage to septic lines or water lines. All vehicles must be registered, licensed, and operable at all times. No vehicle repairs (except minor repairs Ex: changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. Please discard all oils and fluids properly.

Disturbances, Noise & Nuisance:

All residents and guests are expected to conduct themselves in a way that will not offend or disturb neighbors or passers-by. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is cause for eviction. This includes loud music, barking dogs, vulgar or profane language, etc. If music or other sounds can be heard outside of the perimeter of the leased premises it is considered too loud.

Guests and Children:

Any person or persons staying more than 14 consecutive days or more than 30 days in a calendar year will be considered residents, unless prior written permission is obtained from management. A written application, which meets the published rental and pet qualifications, and a credit and background check will be required for any permanent occupant over the age of 18. Only those persons listed on the lease agreement have permission to occupy the premises. You will be held responsible for the behavior of your guests, their children, and your children.

Pets:

No pets (animals, snakes, birds, etc) of any kind are allowed on the premises unless you have written permission from management through your lease. If permission is granted, you will be charged an additional refundable deposit. The resident will be held responsible for any damages that exceed the amount of the additional deposit. If you have been approved for a pet you must remove the pet's waste daily and you must have the flooring treated with a pet enzyme upon move out.

Adding a Pet to Your Lease:

Most owners are happy to allow their residents to have a pet in their property, please contact our office with questions regarding bringing a pet into your rental by emailing info@teambradleyproperties.com with your request for the pet including the breed, age, weight, and potty training status of your desired pet.

CC&R's:

These are rules and regulations set forth by homeowner's associations. A copy of any pertaining CC&R's should be included in your lease agreement. You may also request a copy of the CC&R's from the homeowner's association. Please read through them carefully as you will be required to obey all rules and regulations set forth therein. Any fines for not obeying these regulations issued by the homeowner's association will be assessed to you.

Pest Control:

Please report any pest control problems within *three days* of taking possession of the property. If any pest activity is found within this time period please submit a work order through your Resident Portal. If not reported in writing, it is agreed that the premises had no pest infestation of any kind prior to occupancy. Any future infestations of any kind, except termites, shall be the residents responsibility. Residents, at Resident's expense, must pay any periodic, preventive, or additional extermination costs desired by Residents, including treatment for bed bugs. If you have squirrels, raccoons, rats or other rodents, please submit a Work Order. Residents are not financially responsible for termite infestations. Residents are required to report any suspected/known termite damage or infestation, or any other wood destroying insect infestation. Management assumes no responsibility for the control of roaches, mice, ants, bees, or other pests. You may be held responsible for any damage to property caused by uncontrolled pests.

Periodic Inspections:

As part of our agreement with the owner of the property, Bradley Properties will conduct periodic inspections of the property. This may include taking video and/or pictures of the interior and exterior of the premises. We will look at the overall condition of all appliances, blinds, and landscaping within the property. You will be notified of any correctable issues and will be given 10 days to remedy them. Any breach not corrected within this time frame will be addressed per the *Arizona Landlord/Tenant Act*. A property manager will reach out to you to schedule the periodic interior inspection 1 to 2 months prior to the expiration of your lease agreement. Upon request of the property owner our office will inspect up to two times per year.

Renewing Your Lease Agreement:

After the periodic inspection is performed the property manager will reach out to the owner of the property to discuss renewal of the lease. Once our office is aware of the options available to you for renewal we will reach out to inform you. Your lease renewal options will then be sent to you for review and signing via the Resident Portal.

Upon Move Out:

Providing 30 Day Notice:

Residents must submit a written 30 day notice to vacate at least 30 days prior to the periodic rental date specified in this agreement.

Example 1: Today is April 15th and you wish to terminate tenancy on May 31st. Notice must be given no later than April 30th. Example 2 Mid month move out: Today is April 15th and you wish to terminate tenancy on June 15th. Notice must be given no later than April 30th.

Notice must be submitted via the appfolio Resident Portal, via email to info@teambradleyproperties.com, or via hand delivery at our office. You can find the fillable version of the notice to vacate form on the contact us page of the Resident Portal. The printable version is located on the Bradley Properties website www.teambradleyproperties.com under the resident resources page, you can also request a fillable form to be emailed to you.

Return of the Security Deposit:

The security deposit may not be used as the last month's rent!! The security deposit will be refunded in one check to all residents, or divided equally amongst all residents upon request, within **14 business days** of your final move-out inspection or when management obtains possession. Transfer of possession occurs when all keys are returned to the office. All residents will be charged a rekey fee at move out, this will be taken from the deposit.

The requirements for a deposit refund include but are not limited to:

- Have given a written 30 Day Notice prior to the first day of the periodic rent period.
- Have left the premises clean, undamaged, and followed all check out procedures outlined in the lease. (bed bug inspection, home and all carpets have been professionally cleaned)
- All walls are clean and unmarred. (home interiors are not always fully painted between residents)

- All landscaping has been trimmed, blown out, raked, and weeded.
- Have removed all debris, rubbish, and discarded all items from the premises.
- Have provided a forwarding address.
- Have an acceptable move out walk-through with your property manager.

Breaking the Lease:

If you should break your lease, you will be responsible for all costs incurred in securing a new resident. If you find you have to move before the end of your lease, we will market the property after you have vacated and once the property is rent-ready. You must pay a full month's rent for every month until a new resident is secured. ***When a new resident moves in, your obligation will cease.*** Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning, and checkout.

Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:

- A breach of lease fee
- Rent until a new lease takes effect.
- Lawn maintenance (you will need to arrange for this before leaving)
- Utilities (keep them on and in your name until you are notified of a new resident)



Trash

Sierra Vista City Trash and Sewer	520-458-3315 www.sierravistaaz.gov
Benson City Water, Sewer & Trash	520-586-2245 https://www.cityofbenzon.com/community/utility_payments.php
Tombstone City Water, Sewer & Trash	520-457-3415 www.cityoftombstoneaz.gov/public-works-department/
Waste Disposal	877-719-2783 www.wastedisposalaz.com
Sunrise Sanitation	520-803-0033 sunrisesanitation.com
Waste Management	800-668-0902 www.wm.com

Natural Gas

Southwest Gas	877-860-6020 www.swgas.com
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Propane Gas

Barnett's Propane	520-458-4541 www.barnettstowing.com
AmeriGas	866-248-0965 www.amerigas.com
Cochise Supplies	520-364-3053
GM Propane	(520) 456-8813

Electric

Sulphur Springs Valley Electric Co-op	520-458-4691 www.ssvec.org
APS	602-371-7171 www.aps.com

Water

Liberty Utilities / Bella Vista Water	844-367-2030 arizona.libertyutilities.com
Pueblo Del Sol Water Co	520-458-3742 www.pdsh2o.com
Arizona Water	602-240-6860 www.azwater.com
Hope Water south	623-219-4740 https://hopewater.com/hope-water-arizona-south/
Whetstone Water	520-456-2125
Southland Utilities	520-335-0408 southwesternutility.com/utilities/southland-utilities

Satellite TV

Direct TV	844-251-9675 www.directv.com
Dish	855-586-0187 www.dish.com

Cable/ Internet

Cox Communication	1-800-234-3993 www.cox.com
Centurylink	855-513-3543 www.centurylinkquote.com
TWN Communications	1-877-877-6861 https://www.twncomm.com/