

## GENERAL INFORMATION

This will give you an idea of what to expect from us, before you move in, while you're a renter and when you move out.

- 1) The office is open from 8:30am to 5:30pm, Monday thru Friday. It is closed Saturdays, Sundays and most Holidays. We can be contacted for after hour emergency service by calling the office telephone number and listening to the message-there will be 2 maintenance coordinator numbers to call. You can put work orders on your tenant portal. The work orders are checked on the weekends.
- 2) Due to insurance requirements and regulations, we cannot accept cash for rent payments. It is a simple matter to obtain a money order for the proper amount. A drop slot is provided to the right of the front door under the No Smoking/No Soliciting sign. Payments may be paid online using our website [www.keymanagementarizona.com](http://www.keymanagementarizona.com).
- 3) When you first see the property, normally "what you see is what you get". If you have any questions or concerns about the property, ask us about it before you submit the rental application. If things can't be worked out, do not submit the application.
- 4) Range/Ovens are provided in all of the properties; they will be repaired or replaced if necessary. Non-built in appliances, refrigerators, washers, dryers are provided in some of the properties. The rent has not been increased for these items they have no rental value. If they need repair and the cost of repair is unreasonable, the owner may decide not to repair and opt to have them removed. No reduction in rent will be given.
- 5) Most of the properties have window coverings but many renters want to use their own drapes or curtains. That's okay, pack up our window coverings and store them in a closet. When you move out, re-hang the window coverings. Do not send drapes to the cleaners or wash them, normally they will shrink to the point of being unusable.
- 6) When you sign a rental agreement, you will be given a blank inspection form. Complete the blank inspection form and either email it or fax it to our office within 2 days. We will put your inspection form in the property file to prevent any controversy when you move out. When you move in, you may find something that needs repair and feel it may be charged against your security deposit. Relax no one wants to take advantage of you! **If a repair is required, call our office to schedule the repair. The inspection form is not a repair request list.** Repairs/Work orders are to be submitted online through your tenant portal.
- 7) Repairs are only authorized by our office, no one else. If we did not authorize the repair, we will not pay the repair bill.
- 8) We do not provide pest control service to the properties. We recommend an inexpensive pest spray found in most super-markets. Use it every month or so.
- 9) Window screens are always a problem. If there are no screens, we will provide enough for cross ventilation but we normally can't re-screen the complete house or install screen doors.
- 10) The air conditioning filter can save you a lot of money and increase the cooling efficiency. The filters cost about \$1.00-\$2.00 and you are responsible for replacing them on a monthly basis. The proper use of the filters will reduce your cooling/heating bills. Check & change your smoke alarm batteries at least yearly.

11) You have agreed to pay the rent in a timely manner. If there is a real crisis, talk to us and we will try to work out a solution. Do not avoid us, that only makes matters worse. We are not heartless but we can't provide "free rent". If you avoid us, we have no choice but to start the eviction process. The rent payment is normally used to pay the mortgage payment, HOA dues & repairs. If rent is not paid, everyone is upset.

12) When the time comes to vacate, there are several things you should do. If you are a month to month tenant, you **must** give us a 30 day notice, before the next rental due date. If you are a specific term tenant, it is customary to give a 30 day notice.

13) Prior to vacating, at a minimum you should clean the inside and outside of the property. Cleaning should include floors, range/oven, sinks, toilets, tubs, windows, etc. **Carpets must be professionally cleaned.** Remove all trash/debris from the outside (including any pet feces) cut the grass and trim the shrubs, etc.

14) After everything has been removed and the cleaning is completed, return the keys to our office. **Don't leave the keys in the property you will be charged rent until the keys are given to us.** After we have the keys, the property will be inspected. If you desire to be at the inspection, please schedule the walk through at least a week in advance.

15) The inspector will look at the repairs made during your occupancy, the inspection form you completed at move-in and the inspection made after you vacated. It is a simple matter to determine if there should be charges to the security deposit.

16) The law is very specific about the security deposit. It **cannot** be used as the last month rent. If you have damaged the property it is easier and cheaper for you to fix it. If you do not, we will and deduct the charges from your deposit.

17) Parking is not permitted on the front yard or along side of the drive or house. City ordinances say parking in a non-dust proof area is prohibited **and** subject to a fine.

KEY MANAGEMENT STAFF.