



WELCOME **PACKET**

ZULUSCAPE welcomes you to your new home. In this packet you will find information designed to answer frequently asked questions. **Please read through this, as it will help you maintain your home and help avoid repairs or costs that you could be held liable for.**

Please update the office with any changes, such as job, pets, e-mail addresses and cell phone numbers.

**ZULUSCAPE
11521 Fishers Drive
Fishers, IN 46038**

(317)663-8485

EXT 109



www.zuluscape.com



11521 Fishers Drive



317-663-8485



office@zuluscape.com

PAYING RENT

CASH IS NOT ACCEPTED

The rent is due on or before the 1st of every month with a five (5) day grace period. You may pay online through our website at www.zuluscape.com, by mail (ZULUSCAPE is not responsible for lost or stolen mail), or you may drop it in our drop box at our location.

If your rent is not in the office by the fifth day of the month your account will be accessed with a \$150 late fee on the sixth day.

Make checks payable to: **ZULUSCAPE, LLC**

Please remember to put your name and rental address on your check/money order every time to ensure that your account is properly credited.

Please complete check/money orders with names of payer and payee. ZULUSCAPE is not responsible for cash or incomplete money orders left on the premises.

Rent delivered to our office, during normal business hours (9:00 A.M.-5:00 P.M.) should be brought to:

**11521 Fishers Drive
Fishers, IN 46038**

If the rent is delivered after normal business hours, please use the drop box located in the back of the building by the back door. (Zuluscape is not responsible for lost or stolen funds)



Rent receipts are made upon request, in person at our office.
There is a percentage fee charged for paying rent online.



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11521 Fishers Drive



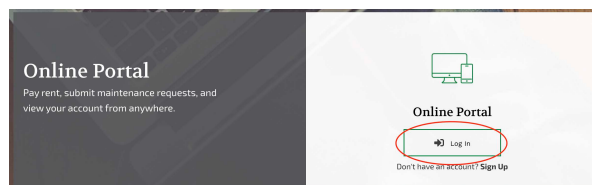
office@zuluscape.com

MAINTENANCE

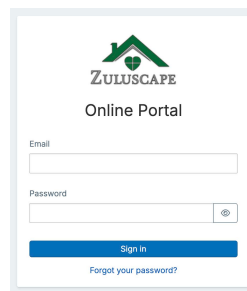
HOW TO SUBMIT A MAINTENANCE REQUEST

If a maintenance issue should arise (non-emergency) you may complete a repair request by submitting a work order through your tenant portal (The email and password, you used when signing your lease).

1. Log in to your tenant portal through zuluscape.com/tenants



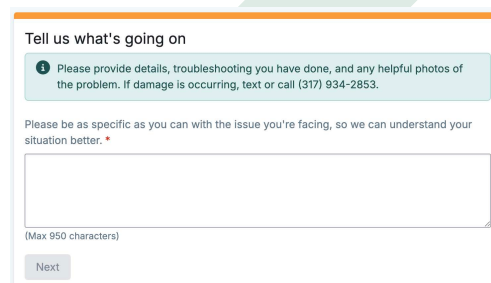
2. Log in using the email & password you used when signing your lease



3. Click on the "Request Maintenance" button



4. Describe your issue and fill out the rest of the form



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MAINTENANCE



If you have an emergency that cannot wait until the next business day, and it is before or after regular business hours, you can call our office at **317-663-8485**. Please make sure to leave your name, number, residential address, and the problem you are having.

An Emergency is considered a **fire, flood, or any hazardous or dangerous condition**. We have a dedicated after hour maintenance line for issues that we deem to be an emergency.

Maintenance emergencies include:

Major electrical problem or outage. (Please contact the electric company first to determine if the outage is in your area).

-Any major water leak that can't be contained until the next business day.

-Sewerback-ups or non-working toilet in a home with just one toilet.

-No A/C when outside temperature is over 85 degrees.

-No heat when outside temperature is under 50 degrees.



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TENANT RESPONSIBILITIES

It is recommended to test your smoke detector once a month and change the batteries once a year. If you hear a chirping noise coming from the detector that is a sign that you need to change the batteries.

Lawn, shrub, and gutter maintenance are the responsibility of the tenant. Please keep your yard WEED FREE, failure to do so will result in violation notices and eventually fines that you will be responsible for. If you reside in a duplex you are exempt from lawn maintenance responsibility (unless directed otherwise).

Make sure outside air conditioner unit is clear and free of clutter, placing an object upon or against the unit may cause damage.

Change the furnace filters monthly. Do not just shake them out.

Refrain from putting items like grease, banana peels, pasta, rice, potato peels, and eggshells down your garbage disposal. Only use it to rinse food from plates.

Please avoid HAIR, GREASE, or FOOD from going down the drains. After bathing, remove excess hair left at drain catcher to avoid clogs.

Please refrain from flushing flushable/baby wipes down any drain. This is the most common tenant chargeback.

All Zuluscape properties are smoke free. In the event you are found to be smoking in the unit there will be tenant penalties placed on your account.

If the power goes out, check your circuit breaker. If nothing is tripped, call your local electric company.

If you are not contacted within 48 hours by our contractor, please call and let us know.

When making a request please be sure to be specific to what the issue is, as some of the repairs may be covered by a home warranty.

Tenants must be able to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property. Tenants are responsible for securing any pets that the vendor may encounter.

Failure to do so will result in work request not to be completed and tenant will be charged for the service call.



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INSPECTION



Under Section 9 “Move-in Policy” subsection 9.1 paragraph 3 titled 6 Month Property Inspection

As part of our property management agreement, we are required to conduct a 6 month property inspection.

At this inspection we will be checking for any maintenance items that need repaired. Items like furnace filters, roof leaks, any water areas that may require caulking and any abuse of the property.

We will always schedule an appointment with you and would prefer that you are there when this occurs.

IMPORTANT!

If you schedule an appointment and the appointment is missed, you will be charged a trip charge for the missed appointment.



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MISCELLANEOUS

Most HOA Communities do not allow OVER NIGHT PARKING on the side of the street, cars must be parked in the garage or in your car port. Failure to do so will result in HOA notices and fines that you as the tenant will be responsible for.

Trash cans may not be left out on the sidewalk (on non- trash collection days) or visible on the side of the home, they must be behind the side gate. Failure to do so will result in HOA notices and fines that you as a tenant will be responsible for.

Please be courteous to all neighbors.

Follow speed limits in the residential area.

Always know where the main water shut off valve is located on your home. If you have a question, please contact ZULUSCAPE and someone will help you through this. It is your responsibility to know how to shut off water in case of emergency.

Interior painting is prohibited except with the written consent of the owner. A professional painter must be used to paint and return the walls to their original condition.

All Satellite dishes must be mounted on a pole and not on the house. You must be given permission to do so.

