



PROPERTY MANAGEMENT & REAL ESTATE SALES, INC.

"WE ARE THE KEY TO YOUR HOUSING NEEDS"

Tenant Handbook



Tips to help Care for your new home!

Please keep this handbook for reference as it is a part of your lease.

INTRODUCTION

CONGRATULATIONS on your new home with Good Property Management & Real Estate Sales, Inc. We want to make your move & transition into your new home as smooth as Possible.

If you decide to purchase a home in the area, we would be happy to help you do so as we are licensed Real Estate Agents.

As Professional Property Managers, we have obligations to both you, as the tenant and to the owner of the home. This handbook, WHICH IS PART OF YOUR LEASE, outlines your responsibilities to us and to the home. Please read it carefully.

Please keep this handbook in a safe place so you can refer to it with any questions you May have.

- Office hours: Monday – Friday 9:30 – 2:30
- Main office phone: (360)698-2464
- Maintenance Emergency # (360)689-5125 (for after-hour maintenance emergencies only)
- Office address: 3100 NW Bucklin Hill Rd Suite 100
Silverdale, WA 98383

- An emergency is when property damage has occurred or is about to occur. Please do not abuse the emergency system with other types of calls.
- For fire emergency, or life-threatening emergency DIAL 911 FIRST, then call us.
- For a gas leak contact Cascade Natural Gas 1-888-522-1130, then call us.

TENANT RESPONSIBILITIES

You have rented a home... think of it as your own. During the term of this lease, you are in possession of the house & yard. Your obligations are similar to those of the owner and you are expected to care for and maintain the premises accordingly.

A. Payments

- Rent is due on the first and late thereafter. We have a on-line payment processing system for your convenience in the tenant portal. We also accept payments in the form of personal check, money order or certified funds which should be made payable to Good Property Management.
- You may mail or deliver your payment to our office address. Please write your address on the envelope or memo line of your check to insure property credit. For after hours convenience, there is a after-hours drop slot outside to the left of the South Main entrance into our breezeway.

- **LATE FEES:** Late fees will begin to accrue beginning at the close of business on the 1st of the month (unless prior arrangements have been made with management ahead of time). The late fee is \$50 on the 2nd day of the month and \$5 per day thereafter until rent is paid in full. Partial payments do not stop late fees from accruing. Weekends and holidays DO NOT extend a grace period. Continued failure to pay rent on time will result in termination or non-renewal of your tenancy.
- **NSF CHECK FEE: \$40.00.** If any of your checks are returned for non-sufficient funds you will be charged a \$40 fee no exceptions and repayment must be made by certified funds only. NO CHECKS WILL BE ACCEPTED!
- **A NSF CHECK** will deem your payment late and you will be charged for late fees as outlined above up until the funds are made good.
- **SERVICE FEE- \$75.00.** for all statutory notices served. This will be due at the next rent due date.

B. Phone Numbers

- **You are required to have telephone accessibility and to:**
 - a- Provide us with all numbers which you may be reached at.
 - b- If your numbers change, you **MUST** provide us with the new numbers immediately.

C. Garbage & Recycling

- You are required to use Waste Management services.
- Use appropriate containers.
- Set out at appropriate date & time without fail.
- Do NOT accumulate trash in and around the home.
- Close the account at date of move out.

D. Disturbances, Noise & Nuisance

- Tenants should conduct themselves in a way that will not offend or disturb neighbors or passersby. This includes extreme or excessive noise and includes loud or lewd music and vulgar or profane language.
- Above are considered violations of the lease and may result in termination of tenancy.

E. Parking/Vehicles

- Park in designated areas, i.e. garage, carport, driveway or street if allowed.
- Parking in yard, sidewalk or over drain fields is not permitted.
- No vehicle repairs allowed.
- If your vehicle leaks fluid, place protective pan under vehicle.
- All vehicles on premises must be maintained in running order and have current registration.
- Maximum of TWO vehicles on property without express written consent for additional vehicles.
- Boats, travel trailers and motorhomes must be in compliance with Homeowners Rules, Regulations & Covenants for the property.
- Condos and Townhomes frequently have guest parking spaces. These spaces are reserved for the use of guests of all residents and not to be used for tenants' vehicles.

F. Guests

- **Guests staying more than weeks will be required to complete the tenant application process, meet the tenant screening requirements, and be added to the lease unless prior written permission is obtained. Screening fees apply and a \$100 lease change fee applies.**
- You are responsible for the behavior of your guests.

G. Pets

- No animals of any kind are allowed without written permission in the way of a pet addendum, and an increased security deposit. The additional deposit becomes part of your security deposit and is not limited to your pet damage. The entire deposit is refundable according to the terms of the security deposit agreement and pet addendum.
- Animal screening is required through a company of our choosing.
- Owners' insurances may vary and not except certain breeds due to their liability.
- A portion of the deposit will be held for 30 days following your departure.
- Damages caused by pets, ESA's, or service Animals are the sole responsibility of the tenants. The entire security deposit may be used to repair the damages. Any additional costs will be billed to you including the cost of carpet replacement due to damage by pet and urine odors.
- Litter boxes are not to be placed directly on carpeted areas and pet pads are not to be used at all, no exceptions will be made.
- Unauthorized pets are grounds for eviction and will result in the loss of your security deposit.

H. Renters Insurance

- **Insurance is now required & Proof of insurance is required prior to signing your lease.**
- **Insurance must be kept current while you reside in your rental. Neither Good Property Management nor the owner of the home is responsible for damage or loss of your personal property.**
- **Insurance must include liability coverage for damage to the residence of \$300,000.00 Each tenant listed on the lease is required to be on the policy or have their own policy.**

I. NO Smoking in the Home

- Smoking by the tenant or their guests may be done outdoors ONLY. This also includes no smoking in the garage. The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, e-cigarette, or other tobacco product or similar lighted product in any manner or in any form not to exclude vaping.
- Smoking in the home will cause you to be charged beyond the security deposit in order to remove the smoke odor and nicotine staining. This may include but not limited to, additional carpet cleaning, deodorizing or replacement if necessary. Professional drape & blind cleaning, washing & painting of wall along with ceilings.

J. Antennas & Satellite Dishes

- Installation of these must have prior written permission from Property Manager.
- May not be attached to the siding or roof or structure of the home or out buildings.
- Must be removed when you vacate the property or your deposit will be charged.

K. Combustible Fluids

- May be kept on the premises & only in small quantities for lawn mowers or weed-eaters.
- Must be kept in approved containers.

L. Utilities

- Tenant is responsible for all utilities unless otherwise specified in the lease.
- Failure to keep water & sewer bills current may result in termination of the lease.
- Arrangements for extended absences are the sole responsibility of the tenant(s).
- An administrative fee of \$25.00 will be charged on all late or lien notices pertaining to utility bills processed by Agent.

M. Illegal or Unauthorized Activities

- Using the residence for illegal activities such as the manufacture or distribution of drugs and/or drug paraphernalia, manufacture or distribution of pornographic material and prostitution are considered a violation of the lease agreement and ground for immediate termination/eviction.
- Home operated businesses must be approved in writing by management.
- Day Care operations are NOT ALLOWED due to homeowner liability issues as well as CC&R's.

N. Open Burning

- It is strictly prohibited to have open burning of yard waster or any other items on any of our rental properties.
- Portable or already existing fire pits are permitted. Portable fire pits may not be placed on grass, decks or close to house. There must be protective material (such as bricks or pavers) between a portable fire pit & concrete patio.
- Damage due to open burning (including cooking equipment) is to be charged to the tenant.

O. Heat

- Change furnace filters monthly during heating season. If your home has A/C filters must be changed monthly as well.
- Keep area around furnace clear of all stored items. Furnaces need adequate ventilation to operate.
- Do not store flammable materials in the immediate vicinity of the furnace.
- If it is oil heat and there is a maintenance contract on the furnace, you are required to purchase oil from the company that holds the contract.
- Oil tanks must be kept at a level of no less than 15". You are responsible for repairs that are due to not enough oil in the tank.

P. Smoke & Carbon Monoxide Detectors

- Smoke detectors and Co detectors are installed in all homes. Removal of smoke & Co detectors are a violation of the law & your lease agreement and subject to legal action & fines.
- It is the tenant's responsibility to replace batteries twice a year or sooner if needed.

Q. Extermination

- Any pest control problems are to be reported within 3 days of move-in. NO exceptions to be made.
- Pest infestations except for carpenter ants & termites shall be your responsibility. This includes mice, rats, spiders, ants, bees, wasps, flies & bugs of any kind.

R. Paint, Wallpaper, etc.

- Any changes to the house must be submitted to Good Property Management in writing along with samples of colors, drawings, etc.
- Changes MUST BE APPROVED prior to any alterations. You will receive written confirmation if approved.
- Any changes/improvements will be inspected after completion.
- Any changes without approval will be a violation of your lease agreement and subject to lease termination & charges to your account.

S. Circuit Breakers

- A circuit breaker may appear on even if it is off. If you have a partial power outage in the home, check the breakers. Flip completely off, then back on.
- Bathroom, Kitchen, garage & outdoor outlets are most likely on a GFCI. If you lose power near a water source it is usually a GFCI. These outlets will have a red or yellow reset button. If maintenance is called out due to tenant not checking the breakers or the GFCI this call out charge will be charged to you and due and payable immediately.

T. Lawns & Grounds

- Unless specified that lawn service is provided, you are required to care for the lawn and grounds and keep them in as good a condition as when you moved in.
- Includes, watering weekly/daily during hot months, fertilizing, trimming, weeding, mowing weekly.
- Keep shrub growth away from siding, roof & eaves.
- Report to management any tree growth over the rood or around fireplace chimney.
- January is the best time for pruning flowering trees & roses.
- Do not leave hoses connected to the outdoor faucets with the water turned on when not in use.
- Disconnect hoses from spigots for winter months and put appropriate protective covers over spigots during winter months.

U. Light Bulbs

- At move-in all fixtures will have proper and matching bulbs in place.
- Tenants are responsible for all bulb changes during occupancy. Do not use higher wattage bulbs than recommended to prevent fires. If a CFL or LED bulb is used tenant is responsible for replacing like with like kind.
- At move-out, all fixtures must have correct number of bulbs with correct wattages. All must match, including decorative bulbs.
- Verify CFL bulbs are rated for dimmers if installing in a fixture that has a dimmer switch.

V. Plumbing /Septic Systems

- Damage or stoppage after occupancy will be your responsibility unless it is a mechanical failure.
- DO NOT throw anything into the plumbing system other than what it was designed for.
- If on a septic system, carefully follow the listed procedures in the rental paperwork.

W. Waterbeds and Aquariums

- **NO waterbeds or aquariums are allowed unless adequate renters insurance is purchased to cover any damage to home it may have caused.**

X. Hanging Pictures, etc.

- You may hang pictures on the walls. Please do not use molly bolts.
- **DO NOT** fill holes with spackle or other compound when you vacate.
- **DO NOT** paint spots where holes or pictures were hanging. This leaves “freckles” on the walls.
- A charge may be assessed for extreme numbers or extra large holes due to molly bolts ,wall anchors, screws or large nails.
- Improper or unsightly repairs will also be assessed as damage to the walls.

Y. Broken Doors, Windows and Screens

- These items are generally due to negligence and are the responsibility of the tenant.

Z. Vacations

- Please notify us if you will be gone for an extended period of time so we can drive-by the home during your absence.
- Notify a friend or neighbor of how to reach us in case of an emergency.
- Please provide contact information for family or friends who will be monitoring your home while you are away.
- Arrange for mail pickup, landscaping, and all utility payments.
- Sign up for online rent payments, post-dated checks will not be accepted.

II. TENANT TIPS

A. Maintenance Requests

- Put all maintenance requests in writing through your tenant portal. Other options are through email or phone call to our maintenance department. Include your work and home phone numbers so our repair company can reach you to schedule the repair.
- Be specific about the problem, i.e. model numbers for appliances, which bathroom has the problem, etc.
- You must report all system breakdowns and structural defects.
- All repairs must be authorized by management even if you wish to do the repair yourself.
- Take action yourself: If it is a serious leak stop the water source, if electrical, turn off the breaker involved.
- Call if you are not notified by a repair company within 48 hours of your work request not including week-ends and Holidays.
- You will be charged for all repairs due to misuse or neglect.
- A charge will be assessed to the tenant for service calls if you fail to keep an appointment, a circuit breaker has tripped or a power switch is turned off.
- **CALL FOR ALL EMERGENCY REPAIRS.**
- **DO NOT HIRE REPAIR PEOPLE ON YOUR OWN. YOU WILL PAY THE BILL IF YOU DO.**

B. Tenant Maintenance Responsibilities

- Replace light bulbs.
- Replace heat or air conditioner filters monthly.
- Replace Smoke and carbon monoxide detector batteries twice a year.
- Relight gas or furnace pilot lights.
- Routine cleaning should include vacuuming, washing floors, bathrooms, stove top and oven cleaning. Keeping your home clean while living there will make preparing for your move-out inspection easier.
- Yard care as outlined per your Lawn & Yard care agreement.

C. Repairs For Which You Will Be Held Responsible

- Hot water heating elements if caused by empty tank.
- Clogged drains and toilets due to foreign objects. (Hair is a foreign object.)
- Broken or damaged disposals due to excessive or improper food stuffs being placed in them
- Broken water pipes caused by freezing weather when our winter guidelines are not followed. (Please see section VII)
- Damage or extraordinary wear on floors, walls, ceilings due to excessive, heavy, unusual or unreasonable use or smoking.
- Broken or damaged yard sprinklers
- Damage to fences, outside walls, shrubs, trees, plantings, yard.
- Broken glass.
- **Damage due to unreported water leaks.** Watch for any water on bath and kitchen floors and caulking that needs attention.

D. Stoves

- DO NOT use oven cleaner on self-clean or continuous clean ovens.

E. Dishwashers

- Use at least once a week to keep seals from drying out.

F. Garbage Disposals

- Not working? Check for re-set button on the unit. Check circuit breaker.
- Always have water on while running the disposal.
- May be un-jammed by turning blades backwards with wooden spoon or broom handle, only while turned off. (Never use your hands). If this does not work, call for service.
- Do not use for dirt, bones, grease, eggshells, onion skins, celery or potato peels. Do not overload.

G. Washer/Dryers and hook-ups

- Check hoses and washers when you are installing your units.
- When on vacation, turn the water off to you washer.
- Check wall and floor frequently for evidence of a hidden leak.
- Clean your dryer vent after each use. The dryer vent hose may also get clogged and needs to be checked periodically.

H. Fireplaces and Woodstoves

- Be safe when burning
- DO NOT burn cardboard, holiday wrapping, plastic or garbage.
- DO burn properly aged and dry firewood. Using wet or green firewood builds up creosote which will cause chimney fires.
- Most fireplaces have dampers. Ensure the damper is open before starting a fire and close only when the fire is completely out.
- When cleaning out ash, use only non-combustible containers and ensure that the ash is cold.

I. Locked Out?

- If you are locked out of your home Monday through Friday from 8:30 to 5:00, you may borrow a key from Pickett Property Management. There will be a charge of \$25.00 for any borrowed key not returned within 24 hours.
- If you are locked out at a time that is not during regular office hours, it will be your responsibility to call a locksmith for entry.

III. Moving Out

A. Put It In Writing

- Give notice at least 20 days prior to the next rent due date by law.
- Home will be marketed during the notice period. There will be a sign in the yard. You will be given 24 hours notice prior to a showing. Showings will generally occur between 9:00a.m. and 5:00 p.m. Please keep the house and yard neat and clean during marketing. A home that shows well will rent more quickly!
- Refusal to allow showings with proper notice will result in a \$100.00 fine per RCW 59.18.150
- Keys are to be turned in no later than 5:00 p.m. on the day you gave notice to vacate. If keys are not turned in, your rent will continue to be charged until they are returned.
- Garage door openers are to be left at the house in a kitchen drawer.

B. Move-out Inspection

- Follow the specific cleaning requirements exactly and thoroughly. There is a house cleaning requirements sheet in this book (Appendix A) and you will be sent another when you give notice to vacate.
- Pickett Property Management will complete the inspection within 3 working days after your move-out and keys are returned to the office.
- Carpets must be professionally cleaned by a company with truck-mounted steam equipment. A copy of the receipt **MUST** be given to Pickett Property Management as proof of the proper cleaning. Any other cleaning method will not be accepted. You will be charged to have the carpets cleaned properly.

- We are happy to refer you to companies for house cleaning and carpet cleaning. Anyone you hire should be paid by you prior to you leaving the area.
- Cleaning not completed will be completed and charged to your security deposit.
- Damages to the home will be charged to your security deposit.
- There is a maintenance administration charge of 15% or \$25.00 per work order, whichever is greater.
- Any costs not covered by your security deposit will be billed to you.
- Unpaid costs not paid by you within 30 days, **will be sent to collections.**

C. Return of the Security Deposit

- **WE LIKE TO RETURN SECURITY DEPOSITS!!!** Life is much simpler that way. Please help us!!
- **The Security Deposit may NOT be used as the last months rent. This is against the law.**
- The Security Deposit will be mailed in accordance with RCW 59.18.280.
- Following are the requirements for a full refund.
 - a) Completed lease term and given proper 20 day notice.
 - b) Premises is left clean and undamaged and per the cleaning requirements.
 - c) All debris, rubbish and personal property is removed from the premises. Arrange for final trash and trash container pickup.
 - d) Paid all charges and rents due.
 - e) Provided a forwarding address.
 - f) **PLEASE NOTE:** Final water and sewer bills are paid from your security deposit because these are lien-able utilities and the utility companies will not send separate bills. If you live within the Poulsbo city limits, your final garbage bill will also be paid from your security deposit.

IV. What If I Break My Lease?

A. By signing a lease you agreed to pay the rent and expenses of the home for the full term of the lease.

- If you move before the end of the lease you must pay rent, utilities and yard care for the balance of the term of the lease.
- Your obligation stops when a new tenant takes possession of the home or the lease term ends, whichever comes first.
- You will be required to leave the home clean and undamaged.
- You will be required to pay all advertising costs involved in securing a new tenant.
- You will be required to pay for re-keying of exterior door locks.
- Failure to pay all costs associated with breaking your lease will result in collections.

- A move-out inspection will be conducted when you vacate and turn in your keys.
- **Because rents are based on long-term occupancy, should you vacate before your lease has elapsed, your entire Security Deposit will be forfeited.**

B. Military Clause

- If you are in the military and provide military orders showing transfer outside of the Puget Sound area, you will be released from your lease.
- You must still give the proper 20 days notice in writing prior to the next rent due date along with a copy of your orders.

V. Moving In

A. Inspections

- An inspection will be completed prior to move-in by the property management company.
- You will have two (2) days after move-in to make any additional notations on the move in worksheet.
- All homes are re-keyed for each new tenant. Two sets of keys are issued at the time of move-in.
- If you need to re-key during your tenancy for any reason, it will be at your expense and copies of new keys must be provided to management.

VI. Winter Requirements:

- A.** When temperatures drop to 20 degrees and below, we start having water pipes freeze.
- **DO** disconnect all hoses from spigots.
 - **DO** leave cabinet doors under sinks open overnight if they are on an outside wall.
 - **DO** leave faucets that are located on an outside wall dripping overnight so they do not freeze.
 - **DO** make arrangements with friends or neighbors or your Property Manager if you are going to be gone during winter months.
 - **DO** leave your heat on even if you will be gone an extended time over the winter months. This should be a minimum of 55 degrees.
 - If you are on a well and there is a light bulb in the well house, make sure it is working. The small amount of heat generated may keep your pump from freezing.
 - **NOTE:** The cost to repair frozen pipes that break due to failure to follow these guidelines will be billed to you.

VII. Management Responsibilities:

A. Repairs

- Repairs will be handled as quickly as possible. Safety issues are addressed first. These include things like heat, refrigeration and hot water.

- Unusual, unnecessary requests will need to be approved by property owner prior to us issuing a work order.
- Examples of repairs to be made by management at no expense to you:
 - a) Repairs to heating systems from normal use.
 - b) Replace heating units for hot water tanks from normal use.
 - c) Repair leaking roofs.
 - d) Replace/repair any part of plumbing which fails from normal use.
 - e) Remove broken electrical components.
 - f) Treat for termites/carpenter ants. You must notify us if you notice a problem.

B. Periodic Inspections

- Inspections are done periodically throughout the lease. You will be given advanced notice before this happens. You will not be required to be present during these inspections.
- The reason for these inspections will be to check for plumbing leaks, check the status of smoke detectors and to be aware of potential hazards and necessary maintenance items. Verification of compliance with all terms and conditions of the lease will also be noted. Advance appointments will be made.

APPENDIX A

Cleaning Checklist and Instructions

The following guideline is provided to assist our residents in cleaning their leased home prior to vacating and to convey our expectations on how the property should be cleaned.

We expect the property to be clean and ready for a new occupant to move in. If you closely follow the guideline below, chances are very good that you will not experience a cleaning deduction from your deposit. This checklist applies to all of our properties and may include cleaning of items that are not present in your home.

Note: Please do not attempt to patch any small nail holes as this leaves the walls looking spotted and will require painting. You may patch larger holes such as holes caused by anchor bolts, but if repair is unsightly or done improperly, you will be charged to have it re-done. Please contact your property manager if you would like information on recommended companies that can do this for you.

Kitchen

Refrigerator – Do not turn off or unplug

1. Freezer
 - a. Wash all trays, racks, bins with mild soap and rinse
 - b. Wash all interior surfaces with mild soap and rinse. Make sure it is free of hair, crumbs, etc.
 - c. Wash the rubber door seal
 - d. For ice makers: Turn off & dump ice
2. Refrigerator
 - a. Remove & wash vegetable, meat and butter bins with a mild soap & rinse
 - b. Wash all interior surfaces with a mild soap & rinse
 - c. Wash rubber door seal
 - d. Remove racks & wash with mild soap & rinse
3. Exterior Surfaces
 - a. Wash all exterior surfaces including sides and kick plate with a grease cutting soap. Rinse and shine with window cleaner
 - b. Pull out and clean underneath and behind including coils in the back

Range

1. Range Top (flat tops have specific cleaners to use)
 - a. Clean the heating elements with a grease cutting soap all the way back to where they plug in. Rinse and let dry completely before reconnecting (do not soak)
 - b. Replace drip pans with a new set
 - c. Clean control panel and knobs with a grease cutting soap. Rinse and shine with window cleaner
 - d. For hinged cook tops, lift and thoroughly clean underneath
2. Oven – **self clean or continuous clean only**

- a. Racks may be cleaned by removing them from the oven & spraying both side with an oven cleaner following their direction. (Do not leave racks in oven during self-cleaning)
- b. The interior surface should be cleaned by activating the self-clean cycle
- c. Continuous clean ovens do not need to be activated
- d. After the cycle has run, if there are some areas that did not come clean, use a non-abrasive cleaner on these areas and rinse thoroughly. Wipe out self-cleaning debris.

DO NOT USE OVEN CLEANER ON THE INTERIOR OF THESE OVENS

- 3. Oven – Conventional
 - a. Spray the entire oven including racks with oven cleaner, following their direction, rinse thoroughly
- 4. Exterior and Bottom Drawer
 - a. Wash all exterior surfaces including the sides with a grease-cutting product. Rinse and shine with window cleaner
 - b. Pull drawer completely out to clean underneath
- 5. Free Standing Ranges
 - a. Pull from wall and clean sides and back as well as floor underneath

Vent Hood

- 1. Run filter through dishwasher
- 2. Degrease the underside and top exterior

NOTE: DON'T FORGET THE WALL BEHIND THE STOVE AND UNDER THE HOOD.

Dishwasher

- 1. Interior
 - a. Clean interior by running wash cycle with ½ cup vinegar
 - b. Wash rubber door seal with a mild soap & rinse
 - c. Wash interior door with mild soap & rinse. Pay special attention to the inside door ledge
- 2. Exterior
 - a. Wash exterior with a grease cutting soap, rinse and shine with window cleaner

Counter Tops

- 1. Clean counters with a non-abrasive cleaner to remove stains (Don't forget the backsplash)

Cabinets and Drawers

- a. Wash exterior with a grease cutting soap & rinse
- b. Thoroughly wipe out all drawers and shelves (leave no hairs, crumbs, etc.)
- c. Remove any child safety door latches you have installed

Floors (follow instructions for your type of floor)

- a. **LINOLEUM OR TILE:** Wash floor & base boards with grease cutting soap, using a hard bristled brush & rinse. Pay special attention to the edges and corners

- b. LAMINATE OR PERGO: Wash with a vinegar/water solution (2/3 water to 1/3 white vinegar) or a laminate floor cleaner. Pay special attention to baseboards, edges and corners. Dry completely.
- c. HARD WOOD: Wash with a hardwood floor cleaner or a vinegar/water solution (2/3 water to 1/3 white vinegar) and damp mop. Pay special attention to baseboards, edges and corners. Dry completely.

Sink & Faucet

- a. Scrub sink with a non-abrasive cleaner. Rinse & shine all parts
- b. Run disposal until it runs clear
- c. Replace hot or cold markers if they are missing
- d. Clean faucet with a grease cutting soap – you may need a tooth brush to properly clean around the handles and metal edges. Rinse and shine.

Bathrooms

Bathtubs (special instructions may apply to re-surfaced tubs)

- a. Clean with non-abrasive cleaner. Rinse thoroughly.
- b. Scrub shower enclosure with material appropriate cleaner. Run your hand over it to make sure it is rinsed thoroughly
- c. Use tile cleaner on grout and tile enclosure
- d. Clean top ledge of surround
- e. Clean shower doors to remove soap scum and hard water spots.
- f. Clean shower door tracks
- g. Clean all sides of the faucet, spout and shower head. Rinse well and shine
- h. Wipe walls & ceilings around shower to remove any mold.

Sinks & counters

- a. Scrub sink and counter thoroughly and rinse
- b. Use tooth brush to scrub edges of faucet. Rinse & shine.

Toilets

- a. Clean the exterior with sanitizing cleaner
- b. Clean the interior with a sanitizing cleaner
- c. Thoroughly clean around the toilet base, screws and caps. Don't forget the floor at the base of the toilet and behind the toilet

Cabinets

- a. Wash exterior with a mild soap & rinse
- b. Thoroughly wipes out shelves & drawers leaving no hair or sticky spots

Mirrors

- a. Clean & shine with window cleaner (leave no streaks)

Exhaust Fans

- a. Remove cover and clean with soapy water
- b. Vacuum inside of fan housing & reinstall cover

Floors

- a. Wash floors and baseboards with a grease cutting soap and rinse. Pay special attention to edges and corners

Common Areas Throughout the Property

Closets

- a. Wipe down all shelves, rods & baseboards

Light Fixtures and Related

- a. Remove and wash all globes/covers with a grease cutting soap. Rinse and shine.
- b. Thoroughly clean all switch plate covers and outlet covers.
- c. Wipe top and bottom of all blades of ceiling fans
- d. Clean exterior lights in the front and back of house as directed above

Fireplaces

- a. Sweep and vacuum all ashes. Clean fireplace utensils and wipe down the hearth & mantel
- b. Clean screens & glass doors with glass cleaner.

Heaters & Vents

- a. Electric Baseboard Heat: Wipe down all baseboards with soap & water
- b. Forced air heat: Remove vents and clean with soap & water
- c. Wipe top of thermostat
- d. Clean all air returns (soapy water and a toothbrush works well)

Windows, Blinds & Tracks

- a. Thoroughly wash all mini blinds/verticals (You should be able to run your finger all the way across and get a clean sweep)
- b. Clean curtains according to manufacturer's directions (wash or dry clean). Press (if necessary and re-hang). Wipe down curtain rods.
- c. Clean all interior sides of windows
- d. Thoroughly clean all window tracks leaving them free of all debris mildew and bugs
- e. Clean interior and exterior of sliding glass doors and tracks and front storm doors
- f. Wash all window ledges

Doors

- a. Wash all doors on both sides, top & bottom including entry doors to house and garage
- b. Clean all thresholds

Woodwork

- b. Wash and dry all woodwork, mantel, banisters, railing and baseboards with soapy water and rinse.

Chrome

- a. Shine all chrome: sinks, towel bars, faucets, appliance handles, paper towel and toilet paper holder, etc. with window cleaner or special chrome cleaner

Lights

- a. Replace all burned out bulbs throughout the property, (don't forget the exterior) including appliance bulbs. Only use correct size and wattage.

Walls

- a. Wipe down all walls
- b. Remove all cobwebs throughout paying special attention to ceilings & corners
- c. Do not attempt to fill holes. You will be billed for improper repairs

Unfinished Basements

- a. Sweep and clean as needed. Don't forget light fixtures, windows, cobwebs etc.

Utility Room

- a. Clean interior and exterior of washer and dryer if applicable and filters.
- b. All other cleaning regarding floors, windows, light fixtures apply as above

Garage

- a. Sweep out garage thoroughly. If your car has dripped fluids in garage or driveway, clean with oil removing product.
- b. Do not remove items that go with the house such as paint etc.
- c. Don't forget the windows and cobwebs

Patio/Deck

- a. Sweep off patio areas and/or deck
- b. Remove any grease that might have spilled from grills with degreaser
- c. Remove all outdoor furniture, pots, etc. if they belong to you.

Doorstops

- a. Replace all broken, bent or missing doorstops

Carpet

You must have carpets professionally cleaned by a company using a truck mounted steam system. If the job does not meet our standards, you may be charged again. You must provide a receipt for carpet cleaning at the time of key return. Please contact our office for a list of recommended vendors.
Vacuum carpets thoroughly before having them cleaned.

Yard

- a. The yard must be mowed and raked

- b. Clear all pet feces
- c. Trim shrubs neatly
- d. Flowerbeds and rocked areas must be weeded and clear of trash

Screens

- a. All screens must be in place and undamaged

Reminders:

- 1. Remove all personal property (hangers, cleaning supplies etc.)**
- 2. Change furnace filter (if applicable)**
- 3. Verify washing machine connections are not dripping**
- 4. If leaving during the winter season, turn heat down to 55 degrees**
- 5. Leave Garage door remotes in kitchen drawer**

NOTE: If you do not plan on doing your own cleaning, you must schedule the home to be cleaned prior to the end of your lease and keys being turned in. If the property is does not meet Pickett Property Management cleaning requirements, additional cleaning cost will be charged along with administrative fees. If we are unable to move new tenants in to the property due to lack of cleanliness, you will be charged for lost rent. Please contact your property manager if you would like a list of recommended house cleaners.

If you leave before the end of your lease, you are still responsible for rent, all utilities to the property and yard work until the final day of your lease.

EMERGENCY/DISASTER PROCEDURES

- A. Make Your Plan Now!** – The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.
- B. Two Types of Emergency** – The first type is one that is specific to the property you rent (i.e. a tree falls on the house or a hot water heater bursts. The Non-Disaster Emergency section directly follows.

NON-DISASTER EMERGENCY PROCEDURES

(i.e. kitchen fire, hot water heater leak, burst water pipe, tree on house, etc.)

Upon first occurrence or discovery of problem, take steps to prevent further damage immediately. If the emergency is life-threatening, you should vacate the premises immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team.

RESIDENT RESPONSIBILITY

- * Take steps to prevent additional damage immediately.
- * Turn off the source of water, electricity or gas, as the situation demands.
- * Notify *Pickett Property Management* – if it is after hours, use emergency line.
- * Make claim on Renter's insurance.
- * Notify *Pickett Property Management* of Renter's insurance coverage.
- * Provide emergency (police, fire, etc.) reports to *Pickett Property Management* within two (2) days of the incident.
- * Provide access for insurance, repair people, etc. to assess and repair damage.
- * Notify management of delays, "no show" appointments, problems with repairs.

PROPERTY MANAGEMENT'S RESPONSIBILITY

- * Notify the Owner, insurance company and repair companies.
- * Take pictures of damage for Owner report.
- * Inspect and take pictures of finished work.
- * Handle complaints/conflicts between Tenant and repair company.

1. The second type of emergency is an area-wide disaster (i.e. an earthquake, etc. If you decide to leave town in an emergency, you still

must secure the property prior to leaving. The Area Wide Disaster plan immediately follows.

Area Wide - DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and a storm kit. This kit should include emergency lighting (i.e. batteries, battery-operated radio, lanterns, flashlights, etc.), a fresh supply of drinking water, non-perishable foods, a supply of medications needed, etc.
2. Stay tuned to the local news media and follow all recommended precautions and instructions. The local governments have a thorough Disaster Plan and the news media will keep us all informed.
3. If necessary to leave your house, please be sure to:
 - a. Turn off the main breaker to the house.
 - b. Turn off the main gas line to the house (call Cascade Natural Gas Company for instructions).
 - c. Turn off the main water supply to the house (normally found in the garage in newer homes).
 - d. Take all recommended precautions by the local news media.
 - e. Secure your pets inside. If it is not safe for you outside, it is not safe for your pet either!
 - f. Secure all outside items. Any item that may turn into a flying object should be secured.
 - g. Secure the house against damage: follow all recommendations by the local news and the Emergency Preparedness teams in the area.
 - h. Make sure management has a key for your house. Have you changed your locks lately? Or locked yourself out and borrowed the office key?
 - i. If you are leaving town, call the office at a convenient time to let us know the home is vacant and before returning to verify the house is safe to return to. Take your pets if you leave the house.

**YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE.
EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE EXPECTED TO DO.**