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# MOVE-IN PACKET WELCOME HOME!

You will find in this packet information regarding  
our move-in process.

Please feel free to contact us with any questions or  
concerns you may have.

719-418-6036

[info@synergyproperty.net](mailto:info@synergyproperty.net)

After Hours Emergency Maintenance: 719-528-3135

Wishing you a warm welcome from our team at:

**BHHS-SYNERGY REALTY GROUP  
PROPERTY MANAGEMENT DIVISION**



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Dear Tenant,

Moving can be an exciting and sometimes stressful time so we have put this packet together to help assist our new tenants during this process. In this packet you will find helpful tips and guides. We have also included the move-out checklist so you will know what will be required when you move out.

We have emailed you a website link to your own resident portal. Through this portal you will be able to:

- \* Pay rent.
- \* Submit maintenance requests.
- \* Contact us for any reason and to send us updated information.
- \* Keep up on all your account information.

**Packet Reference Guide:**

Section I

Tenant Guide to Maintenance and Repairs

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Section II

Move-out Expectations Preview



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# Tenant Guide to Maintenance and Repairs

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This guide contains helpful information regarding many of the most common maintenance issues you may encounter as a tenant, and how you can help us resolve your maintenance and repair issues quickly.

**Please keep this document handy so that you can refer to the information when you need it.**

**For after-hours emergencies call 719-528-3135**

While some of the information contained in this guide may seem like common sense to you, other people in your household may not have the same level of experience, so we encourage you to share it with them. Following the basic problem-solving steps reflected here may save you the inconvenience and cost of an unnecessary service call.

## **Maintaining the Property (your part and ours)**

A well-maintained home is the result of preventative maintenance and timely repairs. While we endeavor to ensure that your home is well-maintained, we cannot do it without your cooperation and collaboration. Therefore, we ask that you use this guide to reduce the number and severity of maintenance issues you experience while a tenant on our property. While we expect you to do your part to prevent and correct minor problems, we ask that you please contact us immediately if you experience any problem with the heating or cooling systems, plumbing (water leaks) or electrical systems that are not addressed in this guide. While we make every effort to ensure that each of our homes is in top condition when you move in, we rely on you to spot and report signs of potential problems before they become serious it helps us not only take care of the house you're renting, but also to take care of you, our valuable

tenants!

If you will be away from your home for more than a couple of days, please notify our office before leaving. If you have made arrangements with a neighbor or friend to be in the house or on the property while you are away (e.g., to watch your pets), our office must be notified as to who will have access to the property in your absence. If we are expecting sub-zero temperatures for several days in a row, please ask us to check on your property periodically to ensure that the furnace is operating properly, and any plumbing leaks (due to frozen pipes) are quickly repaired.

Please make your family members aware that all light bulbs, batteries, furnace filters, humidifier filters (if applicable), water filters (if applicable), etc. are treated as consumables - which means that their lifespan is based on your habits and usage. Therefore, you are responsible for purchasing and replacing these items at your own expense, as needed.

### **Troubleshooting Tips & Preventive Measures**

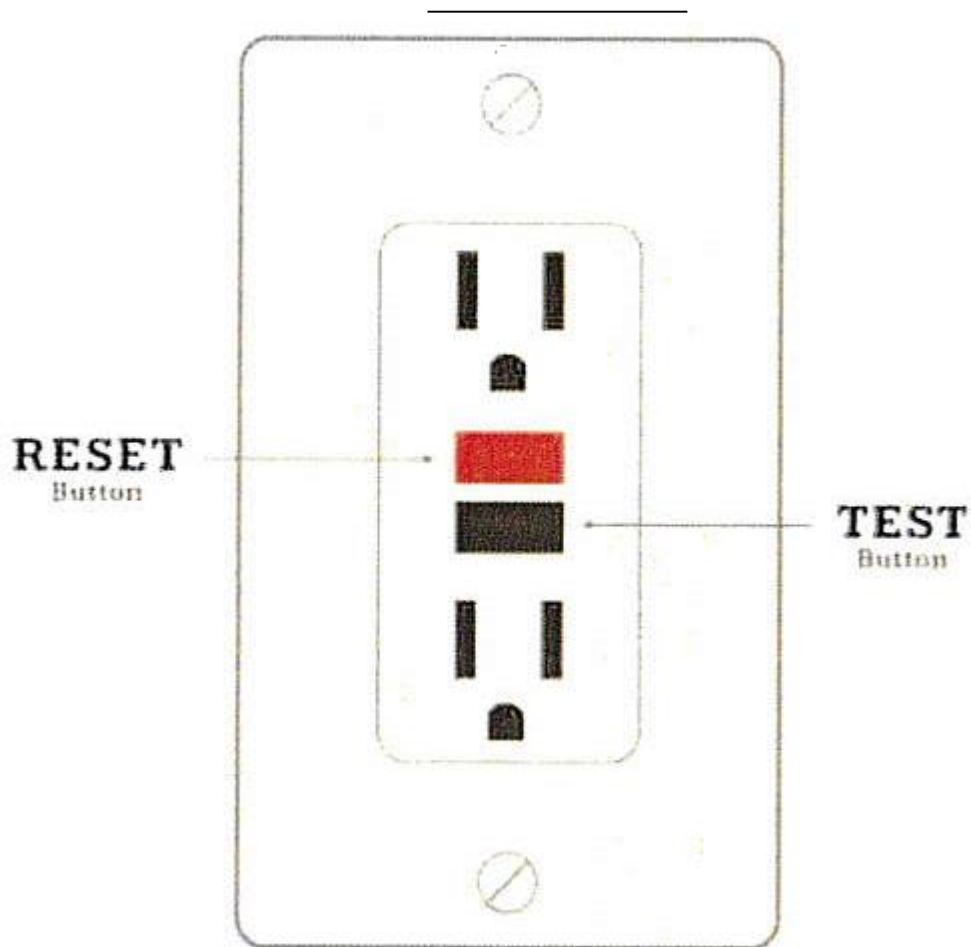
**Electric light fixtures, appliances, and wall outlets:** If you have a complete loss of electrical power, please call your electric utility provider directly to report the outage. If you are concerned with a loss of heat in the winter months, or a loss of security due to an extended loss of power, please contact the utility company first for them to resolve the issue.

If you have fixtures, appliances, or wall outlets that do not work (no power), though you still have electrical power in some or most of the house, please locate your circuit breaker box (most often in the garage, but sometimes mounted in the basement, or on the outside of the house), and check to make sure that a circuit breaker is not "tripped" (out of place). If so, reset the "tripped" breaker, and attempt to operate the affected device again. If that does not solve the problem, attempt to locate every GFI circuit protected electrical outlet in your bathrooms, kitchen,



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laundry room and garage (they are almost always located near water sources, sometimes one will be located outside by spigots in front or back of house) and ensure they are re-set. Many homes are wired in such a way that a GFI-protected outlet in the garage or bathroom can affect the supply of electrical power in other rooms of the house, even those that are not directly adjoining the wall where the GFI-protected electrical outlet is located; therefore, it is essential to check ALL of them. When in doubt, you can always call us.



Above is an example of a GFI outlet. The buttons are labeled RESET and TEST.



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**Furnace:** We know how important heat is! However, we don't want you or the property owner to pay for an emergency service call to fix something that you could have done yourself without much trouble. So, before you call us, please ensure that:

- The furnace filter is clean (a dirty filter is the #1 reason why a furnace stops operating, as it cannot draw sufficient fresh air through a dirty filter to operate properly). Your furnace filter should be replaced at least once every 90 days. If the HVAC company comes out for a no heat call and the only reason it is not working is due to a dirty air filter the service will be charged to you as the tenant.
- The thermostat setting best for winter months is having the heat turned ON and the fan turned to AUTO. Note, if you have the type of thermostat that has a digital display (like most alarm clocks now), and no word or numbers are displayed on the screen, the batteries in the thermostat may be expired. Carefully remove the outside cover and replace the batteries. Most are powered by common AA, AAA, or 9v batteries. Please note, ~~and~~ if the thermostat says "cool", it does not mean your particular property has AC.
- All heat vents (registers) in the house are open to allow necessary air flow.
- All doors/panels on the furnace are attached properly and closed completely (if they are not, the furnace will typically not run; this is a built-in safety feature on most new furnaces).
- The emergency shut-off switch located on the furnace is not turned to 'OFF' (this typically looks like a light switch mounted on or somewhere near the furnace).
- If you will be away from your home during the winter months, always leave your thermostat set to 55° or higher to avoid the risk of frozen pipes and damage to the house as well as to your personal belongings from flooding. If



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you know you will be gone more than a day or two, leave your kitchen and bathroom sink cabinets open to allow warm air to circulate around the plumbing. Flooding from burst pipes is a frequent occurrence when outside temperatures plummet below freezing and remain there for 24 hours or more. Please help us help you! If there are frozen pipes and flooding because the thermostat was not left on at an appropriate temp, you will be responsible for any charges that may result.

**Gas fireplace:** If your gas fireplace is not working properly, please check to see if the pilot light is lit. If the pilot light is not lit or you do not know what a pilot light is, contact us and we will arrange for someone to stop by and check it. This is considered a non-emergency.

**Carbon monoxide (CO) detectors and Smoke detectors:** These devices may be hard-wired or battery operated, and some are both. Most require a common 9v battery or AAA batteries. If your detectors begin to chirp periodically, that almost always means that the batteries are low and should be replaced. Please DO NOT remove the detector from the ceiling and store it in a drawer (as we find some tenants do). This represents a serious hazard to you and your family members and will invalidate your insurance claim for damages caused by a fire, or worse, death by carbon monoxide poisoning, should such a tragic event occur.

If your CO detector is alerting you of dangerous CO levels in the house, you'll know it. If that happens, open your windows/doors to increase air circulation in the house, leave your house, and call your gas provider immediately to report the incident - they will promptly schedule a gas leak inspection free of charge - and then follow up by contacting us. If you are unable to be at home when the gas company schedules your free inspection, one of us will attempt to be there to escort the technician while at your house. Note: Some CO detectors can be triggered by using aerosol sprays (i.e., air fresheners, perfume sprays, cleaning products) within close proximity of the device. Colorado law requires a CO detector be located within 15 ft of every bedroom. If you do not have one, please contact us and let us know so that we can

get one installed.

**Sink drain:** Just a little bit of food and cooking grease or oil can clog any sink drain over time, to the degree that even the most powerful drain opener (like Drano) will not penetrate the clog. Please make it a practice to use drain baskets in your sink and NEVER pour cooking grease or oil down the drain. Instead, pour it into a disposable container like a jar or can and put it in your trash after it cools.

**Garbage disposal:** Problems with this appliance account for a significant percentage of the maintenance calls we receive, though you can fix most stoppages. Despite manufacturer's claims, most garbage disposals cannot process (dispose of) large amounts of food in a short period, and many of them are easily clogged up by potato peels, raw carrot peelings, celery, eggshells, bones and fat from meats (just to name a few items that we often discover clogging a disposal.) Please do not put these items in your garbage disposal. Plates should be scraped of excess food that is put in the trash. In addition, please make sure you always run water through the disposal before, during and after putting food into it.

If your garbage disposal becomes clogged but you can still hear the motor running, turn off the disposal and attempt to unjam the blade by using something sturdy and long such as a broom handle. If that doesn't work, look for an odd-shaped tool that is usually left in the cabinet under the sink, to turn on the garbage disposal manually from underneath. The tool is usually silver in color; about 4 inches long; looks like a bent Z; and has a hexagonal end (pictured below). Look for a small opening on the underside of the garbage disposal about the size of the end of the tool.



Insert the tool into the hole and turn it clockwise and then counter-clockwise several





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times. This action turns the blades inside the disposal and is often effective in dislodging whatever material is clogging the disposal. Please note: You should only perform this action while the disposal is turned OFF.

If you do not hear the garbage disposal motor running when you turn the switch ON, turn the switch OFF, and look for a small RESET button on the underside of the disposal. Press it once and then turn the switch to ON again. If it still doesn't work, contact us.

**Dishwasher:** Please make it a practice to rinse your dishes thoroughly before loading them into your dishwasher. While many newer dishwashers will still clean your dishes well with lots of caked food on them, the food remnants can clog the dishwasher drain quickly which will eventually necessitate a service call. You can clean your dishwasher filter routinely to prevent any clogging. Here is a wikihow link for reference:

[www.wikihow.com/Clean-a-Dishwasher-Filter](http://www.wikihow.com/Clean-a-Dishwasher-Filter). Also, please NEVER put liquid dish soap (the kind intended for hand-washing dishes) in your dishwasher, not even a little. Believe it or not, the build-up of soap suds inside your dishwasher from using this kind of soap can cause the dishwasher to overflow by leaking excessively around the door seal, covering your kitchen floor in suds, and preventing the dishwasher from draining properly.

**Garage door opener:** Many people don't realize that their garage door can be opened manually if the automatic garage door opener stops working. To do this, look for a cord/rope with a handle on it (usually red) hanging from the garage door opener track near the garage door. This is an emergency release handle. Pulling down on this handle will release the garage door from the track, so that the door can be raised and lowered by hand until the door is re-engaged by the track. This is done by pulling up and forward sharply on the handle once.

If your garage door opener remote or keypad (optional) stops working, try removing the small cover to the battery compartment and take the expired battery to Lowes or Home Depot to purchase an identical replacement. While some use a common AA or 9v battery, others may use a battery like a watch battery. Virtually all garage door opener batteries can be found at Lowes or Home Depot.



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Please note: NEVER lock the garage door manually if you have an automatic garage door opener. The strain created by the opener will often damage the door if you attempt to open it while it is locked. Also, please make sure that the sensors located at opposite sides of the bases of the garage door frame line up with each other with no obstructions. If one of the sensors gets knocked off the proper axis, or if there is something blocking the path of either sensor, the garage door opener will not operate. Routinely check for spider webs as these pests can cause sensors to become blocked and not work properly as well.

**Washer and dryer (where applicable):** Clean the dryer lint trap after each use and the dryer vent hose (with a vacuum) on a frequent basis to get the best performance from your dryer (fastest drying). Regular cleaning helps to maintain adequate air flow and prevent damage to the dryer. It also reduces the potential for a fire due to excessive lint build up. Periodically check the hose connections to the washing machine and the wall-mounted water faucets to ensure neither is leaking. The drain hose should also be checked to ensure it is properly draining and not leaking.

**Water softener (where applicable):** If the home you're renting has a water softener, it is important to keep the softener working properly by ensuring that it never runs out of salt tablets. Bags of salt manufactured specifically for water softeners can be purchased at Lowes, Home Depot, and many grocery stores. In some areas, particularly in Fountain, a properly operating water softener is crucial to prevent pre-mature failure of the water heater, washing machine, dishwasher, refrigerator icemaker, and whole-house humidifier, as well as critical plumbing components.

**Whole house water filter (where applicable):** If the house has a whole house water filtration system, it is important that the filter is changed on the schedule provided to you at the time you leased the property. This is very important if your home is on a well rather than on city water. Typically, there will be a supply of water filters provided by the owner. Should the supply run out, ~~the~~ notify our office as soon as the last filter is installed. If you are unsure about replacing the filter, please contact us to request a brief demonstration.



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**Automatic, in-ground sprinkler system (where applicable):** Many homes in this area have an in-ground sprinkler system that may be programmed to water the lawn and landscaping on a daily and/or weekly basis. Please do not disable or change the programming on the controller. If the sprinkler system is not watering the yard sufficiently during the summer months, please notify us immediately. If you do know how to correctly change the timing on the system you may do so, but you will be responsible for any damage done by either under or over watering the lawn.

Note: We will contract with a reputable company to turn-on (activate) your sprinkler system in the spring (late April to early May) and turn it off (winterize it) during the late fall. During the spring activation, the contracted company will inspect the entire system, make any necessary repairs, and program the timer to irrigate the landscaping sufficiently to maintain growth and health of the lawn and plants. We will notify you before any contractor employed by us contacts you.

**Yard:** You are also responsible for maintaining the yard by mowing, edging, and weeding--as well as watering regularly during dry periods. You will need to maintain watering either by sprinklers or by hand watering. Keep bushes and trees trimmed and away from buildings, driveways, and walkways. Notify us if any tree branches are leaning anywhere on the house even if they are not causing damage.

If you live in a community, typically townhomes and condos, where exterior maintenance and lawn care are provided by a Homeowners Association (HOA) you will not need to maintain those areas. If you do live in a property that is regulated by an HOA you will be required to uphold the rules, regulations, and covenants enforced by the organization. HOA's have people that will drive by your home and send us a violation notice when there are any compliance issues. Weeds are the most common violation so please keep weeds out of all areas of the yard including the rocks and mulch areas. Note: The HOA typically will allow a short period of time for the issue(s) to be rectified. If you don't comply and the HOA fines the homeowner, we will pass that fine onto you.



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**Utilities:** You are responsible for putting services in your name and making us the agent for third party notifications. If you are unsure what providers service the property you are in, please contact our office.

### **Contacting Us**

If you have a routine maintenance issue that you cannot resolve after following the procedures in the guide, please log-in to your tenant portal and submit a maintenance request online. Logging in to your tenant portal and creating a work-order will automatically generate an email that comes directly to us and will help us track your request from start to finish so that we can serve you more efficiently. You can log-in at [www.synergyrentals.net](http://www.synergyrentals.net) under the "TENANTS" link at the top of the page.

If you have a true emergency, such as a fire or life-threatening situation, please call 911.

If you have an urgent request, such as the loss of heat in the wintertime, flooding/broken pipes, etc., you may reach us at the numbers listed below:

Information	(719) 418-6036
Leasing/Compliance	(719) 418-6035
Accounting/Maintenance	(719) 418-6034
Property Manager	(719) 418-6033

## **MOVE-OUT EXPECTATIONS PREVIEW**

### **OVERALL:**

- Take all nails and screws out of the walls and ceilings, and putty them smoothly.
- Dust/clean all ceiling fixtures, fans, lights, and curtain rods.
- Dust/clean all ledges.
- Clean all windows, inside and outside, windowsills, and window tracks.
- Clean the doorknobs and the doors to include frames.
- Clean all light switches and outlets.
- Clean the walls and the baseboards.
- Vacuum, mop, sweep, and dust all rooms after they are empty.
- Clean cobwebs.
- Replace any dead or missing light bulbs (Prefer 60 watts, 75 watts maximum).
- Clean fireplace of all ash (if equipped).
- Clean washing machine soap build up.
- Clean dryer lint filter and vacuum dryer vent.

### **CARPETS:**

All carpets must be professionally cleaned. You must use a professional carpet cleaning company with a “truck mounted” system. For a list of approved carpet cleaning companies, please call or email our office. If you use a company that has not been approved or if you try to ~~do~~ clean the carpets yourself, you may very likely be charged for us to have the carpets cleaned again.

If there are any pet stains, they must be disinfected. If there are any odors or stains that were not there at move in, after you vacate a professional carpet cleaning company will be consulted. If the carpet or pad has to be replaced or the floor needs to be treated, the costs will be charged to you.

### **BATHROOM:**

- Remove soap scum off bathroom tiles, tub/shower, and shower doors. Scrub and bleach the grout.
- Clean out the bathroom drawers and vanity, making sure to remove all hair and debris, and remove any liners.
- Clean sink, countertops, and cabinets inside and out.
- Clean toilet(s) and the surrounding area. If the toilet seat is stained or broken replace it.



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- Clean the mirror(s).
- Sweep/mop floors.
- Vacuum out the surface of the exhaust fan if dusty.

**KITCHEN:**

- Clean out all the cabinets and liners.
- Wash the front of the cabinets.
- Clean and disinfect all the countertops.
- Clean and shine the sink and faucet.
- Scrub the refrigerator inside and out. Remove all shelves and clean separately, if necessary.
- Scrub the oven inside and out. Remove shelving, drip pans and burners. \*Use steel wool, it is very effective. \*
- Clean out the dishwasher, if equipped.
- Clean under and around all appliances, using caution.
- Clean exhaust fan, if needed.
- Sweep/mop floors.
- Clean microwave inside and out. Clean grease build-up underneath it if it's located above the oven.

**GARAGE:**

- Completely empty all items and sweep.
- Remove grease spots.

**OUTSIDE/LAWN:**

- Sweep porch/patio/deck. Dispose of any loose trash.
- Lawn watered and green.
- Mow grass and remove clippings.
- Pull weeds.
- Porch and any outside light bulbs need to be working.

**FURNACE/SMOKE/CO DETECTORS:**

- Replace the furnace filter with a clean one.
- Replace batteries in battery operated smoke alarms.