



NEW RESIDENT INFORMATION

Office hours are Monday - Friday from **9am to 5pm**. Saturday **9am-3pm**

RENT

Rent needs to be mailed or to be dropped off in the dropbox in the form of a money order or check **by the 5th** of the month. **After the 5th a late fee of \$50 will apply and is due with rent. A \$25.00 fee is charged on all checks returned from the bank plus no further personal checks will be accepted from you after one bounces.** _____ Initial

UTILITIES

Your utility shut off date is _____. Everything must be transferred before then. If anyone tampers with a utility meter while you reside at the premises you will be subject to immediate eviction. _____ Initial

LEASE & LEASE RENEWALS

We offer lease renewal bonuses to all of our residents as long as they have a zero balance. If you choose not to renew your lease all the terms of your lease agreement apply on a month to month tenancy. _____ Initial

NOTICES TO VACATE

If you give us a written 30 day notice to vacate you have 3 business days to change your mind. After 3 business days we will post the home up for rent. If after the 3 day grace period you change your mind, unfortunately you may be subject to eviction because your home may already be rented by a new resident. _____ Initial

FURNACE & GUTTERS

You will be responsible for changing out your furnace filter every **3 months**. They cost about \$5 and can be found at Martin’s or Lowe’s call us if you need us to show you how to do this.

- You are responsible for notifying us if your gutters need to be cleaned. _____ Initial

PLUMBING

KITCHEN – NO food down the drain and NO hot grease and NO rags

- If you don’t have a screen over the drain call/text us so we can drop one off.

BATHROOM TUB – The only thing that goes in the drain is soap and water

- If you don’t have a screen over the drain call/text us so we can drop one off.

BATHROOM SINK – The only thing that goes in the drain is soap and water

- If you don’t have a screen over the drain call/text us so we can drop one off.

TOILET – The only things that belong in the toilet are poop, pee and toilet paper. No toys, dolls, tampons, paper towels or anything else. Do not use thick toilet paper because it will clog the sewer line.

****You will be BILLED for any service calls that involve dolls, baby wipes, rags, toys, tampons or anything else that should not be in your drains and that clog the toilet, sinks or tub.**

- *If you have Section 8 your specialist will receive a copy of any and all bills sent to you.* _____ Initial

PEST CONTROL

We will treat your home for mice, roaches or bees/yellow jackets. If an animal gets into your attic or home we will treat and/or resolve the issue. However, bed bugs and fleas are the resident’s responsibility as they infest a home through your belongings or animals. _____ Initial



PETS

Prior to obtaining an animal **written** consent MUST be given to the Landlord. If pets are not allowed in the unit and the Landlord finds out that the Tenant obtain a pet without written consent it is considered a breach of this contract and grounds for eviction. There is a non-refundable fee for EACH pet based on our pet policy. The size, type and number of animals will determine this fee. Certain dogs must have insurance on them. Pets **are/are not allowed** (circle one) in this unit. _____Initial

CARPET & WOOD FLOORS

No ironing on any carpet. If you cause an iron burn on the carpet you will be responsible for replacing the carpet in the ENTIRE room because this cannot be repaired. Wood floors need to be cared for by placing pads which can be purchased at Walmart to prevent scratching the floors. _____Initial

DAMAGE

If we have service calls involving broken windows or anything due to negligence on your part, we will bill you. Please be mindful of your kids and guests. **SEE INTERIOR INSPECTIONS**. You may be subject to eviction if damage caused to the property exceeds \$500.

**If you have Section 8 your specialist will receive a copy of any and all bills sent to you*

_____Initial

BASEMENT STORAGE

Keep all of your belongings on tables or blocks in a basement especially near a floor drain because if there is any kind of plumbing/water back up it may damage your things. Also, if you leave clothes and other items such as cardboard boxes they will mold due to the condensation on the concrete.

_____Initial

RENTERS INSURANCE

Tenant has total responsibility for securing insurance protection against loss by fire or any other cause to Tenant's belongings. We recommend you get this. For example if your fridge goes out on Saturday and all your food goes bad by Monday before we are able to fix/replace it – Tenant is responsible for the food. Unfortunately not all repairs can be done instantly. Renters insurance covers this. Landlord is not responsible.

_____Initial

SERVICE CALLS

You need to make us aware **immediately** of any service calls needed including: leaking sinks, leaking toilets, leaking bathtubs, heating issues, roof leaks, electrical problems or anything else because we want to make sure your utility bills do not go up.

For example: Your kitchen sink is leaking and you wait for a **month** to tell us and the floor peels up. You will be responsible for paying to fix or replace the floor.

- **After hours maintenance phone number is (574) 334-8989 ext. 103**

_____Initial

AUTHORIZED MAINTENANCE CREW

Only those we send out to your house can work on your house. Unless we grant permission, no one else is allowed to work on your home. If you have someone work on your house without our permission and we have to fix their work later, we will bill you.

_____Initial

KEYS/LOCKED-OUT

If you lose your keys or get locked out we will let you in and/or give you a copy of your key. Cost is \$35.

_____Initial



INTERIOR INSPECTIONS

We normally do inspections annually to ensure no major damage is being done to the home. We will give you 24-hour notice per your lease agreement & Indiana State Law. If damages have occurred, you will be billed for them and it will be added to the rent payment for the following month.

_____ Initial

MAINTENANCE TRIP CHARGES & ISSUES

If you call maintenance in but do not have a working phone for phone calls your maintenance will be delayed. We use many outside vendors for maintenance and different contractors are called for different reasons. No one can fix your issues if they cannot reach you. **If you schedule an appointment with any vendor or with maintenance you MUST be home. We are charged every time someone drives to your house for an appointment you made. Trip charges range from \$25-\$125 each time. You will be billed for no show appointments. If you have to reschedule then it is your responsibility to do so.** Maintenance can only be called in by the lease holder(s) unless there's an emergency. Non-lease holders are not authorized to discuss or call in any type of work order or other issue.

_____ Initial

BREAKING YOUR LEASE

We understand that sometimes things happen such as job loss or medical emergencies or other situations. If at any point during your lease you are not able to make the payments or need to move, we understand and want you to come speak to make an arrangement with you. The lease breakage fee is equivalent to one month's rent.

_____ Initial

CODE ENFORCEMENT REQUIREMENTS

South Bend & Mishawaka Code Enforcement are on a mission to maintain a clean and safe city. You are required to keep your property in compliance with code enforcement. Requirements:

- Placing garbage in TRASH BAGS then bins – DO NOT leave trash outside anywhere on the property
- Mowing your grass in the front and back yard and all the way **to the alley** even if this is outside of your fence line (this includes weeds)– we will charge if we mow for you or if we receive a code notice.
- Shoveling in the winter to your front door and along the street
- If we receive a notice from code enforcement and you do not correct the issue, we will take care of it and bill you for it.

_____ Initial

CONTACTING US

If you call or text us regarding a maintenance issue and do not hear back from us, make sure you contact us again. Treatment of our office and maintenance staff must be appropriate. Any threats or use of profanity will make you hostile to our staff and may be grounds for eviction. If we are unable to communicate we will be unable to have a landlord-resident relationship.

_____ Initial

THIS IS YOUR HOME

We want you to feel like your home is **your** home so please treat it this way by making sure everything is safe and sound. We are here to help.

Resident Date

Landlord Date

Resident Date