



# **ASSURED MANAGEMENT, INC.**

*RESIDENTIAL PROPERTY MANAGEMENT*

## **TENANT MANUAL**



1244 S. Wadsworth Blvd., Lakewood, CO 80232 Bus: (303) 985-4670 Fax: (303) 763-8982  
[info@assuredrpm.com](mailto:info@assuredrpm.com) [www.assuredrpm.com](http://www.assuredrpm.com)

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## **AMI WELCOMES YOU TO YOUR NEW RENTAL HOME!**

ASSURED MANAGEMENT, INC. welcomes you to your AMI managed rental home. AMI is an abbreviation used in lieu of the full company name, ASSURED MANAGEMENT, INC. and is used throughout this Manual.

Residents living in the rental homes we manage are our customers; our goal is to handle tenant issues promptly and in a fair, businesslike manner while adhering to the lease agreement. AMI provides tenants with on line statements, multiple rent payment options, on line rental applications and on line maintenance requests.

We prepared the AMI Tenant Manual to help insure a successful tenant/management relationship. The AMI Tenant Manual is an addendum to the lease agreement so please refer to it often; the most current edition is available on our website [www.assuredrpm.com](http://www.assuredrpm.com). The AMI Tenant Manual contains maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, AMI contact information and more.

AMI was awarded the CRMC® (Certified Residential Management Company) from NARPM® (National Association of Residential Property Managers) in 2008; this esteemed designation is awarded to those professional property management firms that demonstrate a high standard in both procedures and customer service. A detailed examination of the company and recommendations from clients and peers are required for this designation. If you need a property manager in another location to manage the home you have moved from, we will be happy to provide you with the name of a NARPM® member. If you decide to purchase a home or if you would like to purchase the home you are renting, please contact us.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. AMI is here to help you.

To log on or view your on line account and other important documents visit the AMI website [www.assuredrpm.com](http://www.assuredrpm.com)

**We wish you a successful and enjoyable tenancy in your new residence.**

## AMI MANAGEMENT TEAM MEMBERS

Barbara Clint

Direct 720-575-7296

[Barbara@assuredrpm.com](mailto:Barbara@assuredrpm.com)

Rent payments, online account, tenant statements

Christina Sanchez

Direct 720-575-7299

[Christina@assuredrpm.com](mailto:Christina@assuredrpm.com)

Maintenance requests and maintenance surveys

[maintenance@assuredrpm.com](mailto:maintenance@assuredrpm.com)

Maintenance Direct 720-575-7338

Karen Wood Davis

Direct 720-575-7298

[Leasing@assuredrpm.com](mailto:Leasing@assuredrpm.com)

Lease renewals; move out information, lease changes, showings

Susan Melton

Direct 720-575-7336

[Susan@assuredrpm.com](mailto:Susan@assuredrpm.com)

Owner

We look forward to working with you!

## COMMUNICATION

### Email

Email is our preferred method of communication as emails can be sent any time of day or night. Email communication is more accurate than relying on memory.

### Telephone calls during office hours

Telephone calls during normal business hours are answered by one of our management team members. Please state the reason for your call, so that your call can be directed to the correct team member. We may not all be available or in the office all the time, however the team member that answers the phone may be able to help you with your request.

### Voicemail

If, during the day you reach our voice mail system use the extension number for the party you are trying to reach and leave a message. Be sure to speak slowly and clearly and leave your name and the telephone numbers where AMI can reach you, both day and evening. Your call will be returned. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### Telephone calls after hours

Please leave a voice mail message. The voice mail extension numbers can be found on the previous page. Non-emergency calls will be returned within 24 business hours.

### Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the AMI voice mail system during office hours, or after the office is closed, call 720-575-7338.

### Maintenance requests

We prefer that maintenance requests be in writing, unless it is an emergency. You can email maintenance work order requests to [maintenance@assuredrpm.com](mailto:maintenance@assuredrpm.com) or access a maintenance request form online at the AMI website. If you do not receive a response to your maintenance request within 1 week, please contact our office.

### Change of information

If your phone numbers or email addresses have changed since you filled out your rental application, please contact us or visit our website to update your new contact information. It is important that you notify AMI of any changes in telephone, fax, cell numbers, or email.

### Website

The AMI website contains important information, please visit it regularly to find helpful forms, to update your contact information, to submit a maintenance request, to log on to your account or to make a rent payment. Our mobile site can help you connect using a cell phone or tablet. Emails can be sent directly to AMI from the Contact Us page.

## GENERAL OFFICE INFORMATION

### Address information

Mailing Address	<b><u>1244 S. Wadsworth Blvd.</u></b>
	<b><u>Lakewood, CO 80232-5437</u></b>

### Telephone

Business #	<b><u>303-985-4670</u></b>
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FAX #	<b><u>303-763-8982</u></b>
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### Internet

Email	<b><u>info@assuredrpm.com</u></b>
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Website	<b><u>http://www.assuredrpm.com</u></b>
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### Office hours

Monday – Friday AM	9 – 12:00
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Monday – Friday PM	1:00 – 4:00
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Saturday	By appointment only
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Sunday	<b><u>Closed</u></b>
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Holidays	<b><u>Closed</u></b>
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### After hours emergency information

Call <b>720-575-7338</b>
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## PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. This manual will help you avoid late rent payments, care for the property, and move out properly. Give AMI the pleasure of being able to provide positive rental payment history to the credit bureau and a good reference for you when you vacate the property.

### Lease agreement

The fully signed lease agreement has been uploaded to your on line account including any other necessary documentation. We recommend that you log on to your account and keep this paperwork, this manual, your rental application and the move in condition report for easy reference. Please always remember a lease agreement is a binding agreement. If you have any questions regarding your lease, please contact your AMI management team.

### Security deposit

AMI holds the security deposit to secure performance of the lease agreement. Occasionally we are asked to refund part of the security deposit. All security deposits remain intact until the rental property is completely vacant. AMI remits security deposit accounting and refund checks within 60 days of receipt of property keys in accordance with the state landlord/tenant law.

### Mail box keys

Please understand that AMI manages the residential property you are renting. AMI does not own, or have access to, the United States Post Office mail box for the property.

When you receive keys to your rental home you will be given the mail box key we have in our possession (if we have one) and the location of the mail box. Many times the key we will not work as the USPS may change the locks between occupants. We receive information regarding the location of the mail box from a 3<sup>rd</sup> party, occasionally this information is incorrect.

Due to security and privacy issues the USPS won't release a new mail box key, the mail box location or other information to AMI as we are not occupants of the property. You, as the occupants of the property, will need to contact the USPS to get a new key/lock and, possibly, the mail box location.

Please follow these steps if your mail box key does not work:

- Go online to [www.usps.com](http://www.usps.com) to locate the local post office for the rental property.
- You may want to call them before going in to find out the procedure of getting a new mail box key and mail box location.
- More than likely they will need you to come in with a copy of your lease agreement and ID.
- They will be able to assist you in getting a key to the box and if needed, the location.
- As we understand, the post office works 1-2 weeks out on work order lock changes/locations so you'll want to do this as soon as possible. The USPS will notify you when keys are ready to be picked up at the post office. They'll also let you know the cluster & box number for your mail box. (Please call AMI with this information so we can update our files).
- If the post office charges a fee, please pay this and bring in your receipt to our office. We will review the receipt for reimbursement of your cost.

## Utilities, cable, satellite dish, internet

Please review your lease agreement to confirm which utilities you are responsible for paying. To avoid discontinuation of service, contact the utility companies immediately.

**Gas and electric service, Xcel Energy:** During the lease signing process you were reminded to transfer gas and electric service to your name as of the first day the lease agreement. AMI *may* put Xcel service into your name starting on the first day of the lease agreement. Xcel requires us to provide your name, phone numbers, email address and social security number to them; you will be notified by Xcel if this happens.

**Water and sewer service:** If you are responsible for paying the water/sewer bill you will be notified around the 22<sup>nd</sup> of the month via email. Payment of the water/sewer bill will be included with your rent payment to AMI. Never contact the water/sewer company and change the billing address.

**Cable, satellite dish and internet:** You must receive written permission from AMI prior to adding any of these services or making changes to your rental home. To receive permission complete the Cable/Satellite Dish/Internet Request form (available on our website) and return it to our office. It can take up to 30 days to process your request if a Home Owners Association is involved. Remember to remove these items and repair any damage when it is time to move.

**Additional telephone lines:** You must receive written permission from AMI prior to adding any additional lines at your expense. Additional lines must be disconnected when you move.

## On line account and statements

Once you have completed the lease signing process AMI will create your tenant profile and upload your information to the web-site provider. An email will be sent to the main email address you provide with instructions as to how to create your log on. Once you have logged on, click on the document folder to access your lease agreement, move in condition report and monthly statement. Statements are posted around the 22<sup>nd</sup> of the month and may not show payments received between the 20<sup>th</sup> and 1<sup>st</sup> of the month.

## Rent payment options

Rent is due on the first of each month and is late if not received by the fifth, even if the fifth falls on a weekend or holiday. If you know that you will have a delay or problem paying by the due date, contact our office immediately. Lack of communication can affect your payment record.

### Important!

On-line, credit or debit card payments must be completed before 5 pm on the 5th day of the month. Assured Management does not accept cash or postdated checks.

**On-line rental payments** can be completed via your Tenant Portal through Resident Direct 844-530-5785.

- a. Make your rental payment via credit/debit card or an e-check from your savings or checking account.
  - b. You can make a one-time payments or sign up to have your payments automatically withdrawn each month.
  - c. Resident Direct charges 50 cents for an e-check and \$45 for credit/debit card payment
- Note: Auto payments are for a set amount, if you are responsible for the water/sewer charges you will need to set up separate onetime payments for the water/sewer charges.

- When you are making 2 or more payments you will need to use these work arounds to get the payments set up. (Resident Direct will not allow a second payment from the same account to be generated when the first payment has started to process)
  - Set up the onetime payment before the auto payment is scheduled to start. In other words if you have set up the auto pay for the 1<sup>st</sup> of the month, on or before the last day of the current month set up the onetime payment.
  - Use different checking/savings accounts. This will also work for roommate partial payments; each roommate would set up partial payments through their own Tenant Portal.

**Make payment at the office or send by mail.**

- a. Mail the rent to AMI
- b. Deliver rent in person at the office during office hours
- c. Place in the afterhours outside box near the front door of the office building

**On time rent payment**

In the past, even if you've been paying your rent on-time for years, chances are there is no record of your on time rent payments on your credit report. AMI believes you should get credit for paying your rent on-time to help you build a stronger credit profile. AMI has partnered with RentReporters, a nationally credentialed firm authorized to report your rent payment history to the credit bureaus.

**Fees and charges**

**Late rent payment – 10% of the rent amount** if rent is not received by 5 pm on the 5th

**Notice posting** – the AMI posting fee is **\$100.00**, if a notice to pay or quit is served or taped to your door because your rent is not received before 5 pm on the fifth day of the month.

**Eviction charges -**

- **Attorney – \$245 - \$350**
- **Sheriff – \$150 minimum**

**Dishonored check or electronic payment (NSF) - \$40**

**Non-Compliance fees -**

- **Service call** – for missing or forgetting a scheduled appointment with a service person or repairman. Avoid this charge by contacting the service person or repairman directly if you must reschedule.
- **Reschedule a maintenance survey** – It is very difficult for us to change the date for the maintenance survey, but if you feel that you absolutely must request a change keep in mind there will be a charge to you. Any request to reschedule the survey must be received three business days prior to the scheduled survey. Reschedule dates are on Tuesday or Thursday only and there are a limited amount of available openings.
- **Key check-out charge** – if you authorize a vendor to check out a key to your rental home there may be a charge to you. Ask when scheduling if there will be a cost to you.
- **Utility coordination** – to avoid this fee, make sure Xcel Energy goes into and stays in your name throughout the entire time you live in your rental home.
- **Vendor coordination** –This is charged if AMI must send vendors to repair damage or clean the rental home after you have moved out. Avoid this fee by carefully following the move out planning checklist available on our website.
- **Smoke & CO test or battery replacement** – avoid this cost by promptly returning the smoke and CO test/battery change form, if applicable. This form is provided to you along with a reminder to change batteries and test smoke and CO detectors.
- **Showing** – avoid this cost by cooperating and allowing leasing agents to show the rental home to prospective tenants once AMI has received your notice to vacate and given you reasonable notice prior to any showings.

- **Re-inspection fee** – avoid this fee by complying with all terms of the lease agreement. Don't allow damage, unauthorized pets or occupants, business operations, grow facilities or any prohibited activities in your rental home.
- **Lost keys or lock out fee – minimum \$100**

*The amount of all fees may be increased without notice.*

### **Dishonored checks or payments (NSF)**

Dishonored checks are any checks that are not honored or not paid upon presentment to bank a single time for any reason, or any electronic payments not paid or credited for any reason.

You will be required to pay rent in certified funds for the entire time you remain in the rental home if your rental payment is dishonored or returned one time.

### **Lost keys or locked out of rental home**

During normal business hours, you may check out a key to your rental home at no cost. Please keep in mind, if the key is not returned by the next business day, AMI will need to have the locks re-keyed at your expense. The cost to you for re-keying all of the locks could be \$60 to \$250. After normal business hours you may call (and pay for) a locksmith.

### **Late rent payment**

Late fees can be avoided by insuring your rent payment is received on time. **Rent is due on the first day of each month and is late if not received by the fifth day of the month, even if the fifth falls on a weekend or holiday.** AMI does our best to contact tenants if rent has not been received on the afternoon of the fifth before we must post a demand for payment of rent or possession notice on the 6<sup>th</sup> day of the month. AMI serves eviction notices based on state landlord/tenant law requirements and our fiduciary obligation to the owner of the rental property. On line rent payments cannot be accepted after 5 pm on the fifth day of the month.

### **Demand for payment of rent**

If a demand notice has been posted (taped on the door), you must pay the total amount listed on the notice to stop the eviction process. The total amount due will include rent, utilities, late fees and posting fee. Contact our office if you know you will be unable to make an on time rent payment. Sometimes it is possible to avoid paying the posting fee charge by picking up the demand notice on the 6<sup>th</sup> day of the month.

Most credit reporting agencies search county records for information. County records show any court cases (bankruptcy, small claims court and evictions). When the attorney sends the paperwork to the court it will show on the county records as an eviction. If you have paid the rent the record will show \$0 due and will be part of the county records for 7 years. If you have not paid the rent, county records will show the balance due.

### **Eviction attorney**

The demand notice will be faxed to the eviction attorney three business days after the sixth day of the month. Once the paperwork goes to the attorney the eviction process cannot stop until the court date. If you are able to pay the total amount due on the demand notice AMI will notify the eviction attorney to have the eviction dismissed on the court date. Unfortunately this means that even though payment has been made, additional paperwork may be posted on your door and an eviction record will be created.

Rent received after the Demand Notice has been faxed to the eviction attorney and up to the court date must be paid by money order or certified funds and must be for the full amount due listed on the demand notice and include the attorney fee.

Rent received after the court date must be paid by money order or certified funds and must be for the full amount due on the demand notice plus eviction attorney fee plus the full amount of the next month rent.

### **Home Owner Association HOA**

If your rental home is in a community managed by a homeowner association, you will be given a copy of the rules and regulations – it will be in your on line account. Any violations of the HOA rules or regulations are prohibited and you will be responsible for paying any resulting fines.

## Pet policy & rules

AMI's pet policy and rules are designed to protect pet owners, the rental property and the rental property owner and to ensure that the pets themselves receive responsible care. This policy applies to all pets kept in any rental property managed by AMI and will be strictly enforced.

Pet owners must receive approval BEFORE occupying the rental property or adding a pet to the household. An additional security deposit must be paid and the pet lease addendum must be signed.

- Pet approval is subject to pet owner's strict adherence to all aspects of this pet policy and rules.
- Only domesticated household animals will be allowed. These include dogs, cats, birds, rabbits, guinea pigs and hamsters. No resident will be allowed to keep animals not specifically listed on the Pet Addendum.
- In making a decision on whether to approve a resident's request to keep a dog, management will take into account the dog's temperament and the arrangements the resident has made for training and exercising the dog.
- Pets shall not be kept, bred or used for any commercial purpose. All pets must be spayed or neutered. All pets must receive proper veterinary care, including all appropriate inoculations; must be well-groomed; and must be given a healthy diet and exercised according to their needs. All pets must be maintained in accordance with applicable state and local laws.
- Dogs/cats must wear identification tags at all times. Dogs/cats must be licensed, if required by the city and/or county.
- Pets must be appropriately confined and must not be allowed to roam free or be left unattended.
- Pets should not be left alone in a rental unit longer than nine hours; other animals should not be left alone longer than 24 hours, on a regular basis. When AMI has reasonable cause to believe that a pet has been left alone in a rental property and/or that pet is creating a disturbance, or any other emergency situation appears to exist with respect to the pet, AMI will attempt to contact the resident to remedy the situation. If AMI is unable to contact the resident within a reasonable period, AMI may enter the rental property and make any necessary arrangements for the pet's care, including removing the pet and placing it in a temporary home, such as a boarding kennel. Any costs incurred will be the resident's responsibility.
- Resident agrees to immediately clean up after their pet and to discard securely bagged pet droppings in appropriate trash receptacles. Cat litter must be placed in tied plastic bags and may not be disposed of in toilets.
- Pet owners are responsible for any damage caused by their pets. Any damage caused by cleaning chemicals or other such material used in an attempt to remedy said damage is also the full responsibility of the pet's owner.
- Food will not be left outside where it may attract other animals. Feeding or caring for stray animals is prohibited. Injured or stray animals should be reported to the local animal control authority for pickup.
- No pet shall be allowed to become a nuisance or create any unreasonable disturbance. Examples of nuisance type behavior for the purposes of this paragraph are:
  - Personal injury or property damage caused by unruly behavior.
  - Pets who make noise continuously and/or incessantly for a period of ten minutes or intermittently for one-half hour or more, disturbing any person at any time of day or night.
  - Pets that are not under the complete control of a responsible human companion either with a short leash or inside a pet carrier.
  - Pets that relieve themselves inside the rental property or in any inappropriate area.

- Pets that exhibit aggressive or vicious behavior.
- Pets that are conspicuously unclean or parasite-infested.
- No visiting pets are allowed at the rental property for any reason.
- No pet under 1 year old.
- No vicious breeds.
- Residents are responsible for and must immediately pay for all damages or injuries caused by pets.
- AMI may require the permanent removal of any pet, if such pet is determined by AMI to be a nuisance or a danger to the rental property and/or the community.

## **Renters insurance**

Property owners carry a standard fire and liability policy and have additional coverage with “landlord rental” insurance, but they normally do not cover the contents or possessions of the rental property resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

## **Early lease termination**

We understand that there are circumstances where you must move before the lease term ends. Unfortunately, no matter the reason, there will be costs to terminate a lease agreement before the expiration date. These costs will include but are not limited to 50% of one month rent early lease termination fee, advertising, rent, utilities, lock rekey, make ready expenses, yard care and other expenses for the full term of the lease. Your obligation stops when a new tenant takes possession of the home or the lease term ends, whichever comes first. Of course, the home must be left clean and undamaged. When you deliver your early lease termination notice to vacate you will need to plan on paying the advertising fee and the early lease termination fee.

Please understand that an early lease termination decision is yours to make but doing so must not incur the property owner any expense. We understand situations arise that are out of your control and we will try to work with you throughout the process however the decision to break the lease is yours. It is possible that you may save money in the long run by staying through the length of your lease.

## **Separation of co- residents**

Occasionally it becomes necessary for one resident to move out while another resident wishes to remain in the rental property. No matter the reason, all residents must fill out and sign a Separation of Co-Residents Agreement. AMI will not partially refund the security deposit; residents must settle any disagreements regarding funds without AMI involvement. A processing fee must be paid to AMI before the separation process can begin; this fee may increase if the process requires additional paperwork or time in order to fit your particular needs.

By signing the Separation of Co-Residents Agreement vacating residents agree to be released from the existing lease and agree to give up right, title and interest to the security deposit. Remaining residents agree to be re-qualified and to sign a replacement lease agreement that may

include increased rent or increased security deposit. The existing lease remains in full force and effect until a replacement lease agreement has been signed by all parties.

## **MAINTENANCE AND CARE OF THE PROPERTY**

### **Getting to know your residence**

When you move into a rental home, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake controls on the oven – in the event the oven will not work, these may be on
- Whole house or attic fan (if applicable) should not be used without open windows, see How to Operate Whole House Fan via Tenant Resources at [www.assuredrpm.com](http://www.assuredrpm.com)

The location of these items can be found in the move in condition report. If you are uncertain about any of the above items, contact your AMI management team for help.

### **Tenant maintenance responsibilities**

You are responsible for the maintenance of the rental home in that you must notify AMI of any damage to the property or of poor performance of any vendor sent to maintain the property. Your responsibilities include but may not be limited to:

- Replacing smoke alarm and carbon monoxide detector batteries
- Reporting non-functioning smoke alarms and carbon monoxide detectors immediately if batteries do not solve the problem
- Replacing light bulbs with the correct size and type. If your light bulbs are burning out too quickly confirm you are using the correct wattage for the fixture. If you are unsure, replace the bulb with a lower wattage bulb. Confirm any replacement lightbulbs will match the aesthetics of the bulb that is being replaced.
- Replacing furnace filters and/or air conditioner filters, if applicable, every 3 months, and every month if there is smoking in the property
- Replacing ice maker (if applicable) filters every 6 months
- Reporting all necessary repairs
- Keeping all sewer and drain lines clear
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control, including but not limited to spiders, flies or maggots
- Normal rodent control, including but not limited to mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape care and watering (see Lawn Care Information section for detailed information).
- Reporting lack of landscape care if care is provided by homeowner association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Removing hoses from outside faucets during the winter or when outside temperature falls below freezing

- Allowing interior water faucets to drip *slightly* during extreme cold weather so as to prevent freezing (See Very Cold Weather and Frozen Pipe Prevention Tips section of this manual for additional cold weather tips)
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals from the fireplace until they have cooled outside in a metal container for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

## Lawn care

Check the lease agreement and move in condition report for to determine your specific lawn care responsibilities. Be sure to maintain the landscaping in satisfactory condition or AML will hire vendor to maintain the landscaping at your expense.

- **Fertilizing**—Fertilization in March through June is highly recommended, with a fertilizer that contains a mixture of quickly and slowly available nitrogen sources. Fertilizer applied before watering is allowed will not cause a problem for lawns because spring precipitation and watering, once it is allowed, will cause nutrients to be released into the turf.
- **Mowing**—Set mower height at 2 1/2 to 3 inches and mow at the same height all growing season. Mow often - avoid removing more than 1/3 of the grass height. Keep your mower blades sharp to avoid damaging the turf.
- **Aeration**—Core holes 2-3 inches deep provide the greatest benefit, but even shallower holes help to enhance water infiltration.
- **Weed control**—Pre-emergent herbicides for prevention of crabgrass, foxtail and other weeds recommended.
- **Watering** — Begin as soon as authorities permit in the spring. Watering less often means more efficient water use because of less loss to evaporation. It can also reduce the number of weeds that appear in the lawn. Do not apply all the water in a short period of time to avoid runoff. In most cases it is more effective to apply only a portion of the water and move the sprinkler to another section of the lawn. A sure sign that turf needs water is a wilted appearance; one characteristic is “footprints”; footprints on the lawn that do not disappear within an hour. This characteristic is soon followed by actual wilting, where the turf takes on a grayish or purple-to-blue cast. If only a few such spots regularly appear in the same general location, spot water them to delay watering the entire lawn for another day or so. It is important that the turf not be allowed to become overly drought stressed between watering. This weakens the turf and makes it more susceptible to insect and disease damage and to weed invasion. Water 2.25 inches per week, between 6 p.m. and 10 a.m.
- **Over seeding** – May be done in late fall or early spring with good results

## Before requesting maintenance

Before completing a maintenance request, please read this trouble shooting section. Completing these steps can save you money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

1. **Smoke Detector or Carbon Monoxide Detector won't work when tested:** Test with approved smoke detector smoke spray, replace battery.
2. **No power to plugs or switches:** Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch, try using a different outlet.
3. **Garbage disposal doesn't work:** When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off

disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an allen wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat until the object is removed.

4. **No hot water:** Check thermostat on tank for proper temperature setting. Check that thermostat is not set to "vacation". Check and reset breaker in power panel. Check and reset button next to thermostat.
5. **Hot water is too hot:** Check thermostat on tank and turn down.
6. **Plumbing or fixtures leak:** Turn off water fixture, turn off water at supply line and notify Assured Management immediately
7. **Toilet is plugged:** Plunge and test.
8. **No heat:** Check thermostat. Check that furnace covers are properly installed. Check and reset the breaker for the furnace. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities or issue an order to disconnect the utility?
9. **Dishwasher won't drain or isn't cleaning well:** Clean food out of bottom of dishwasher and/or try selecting hottest water setting, use powdered dishwashing soap, run hot water in the sink so the dishwasher starts with hot water, fill the rinse additive compartment and check to see if the food tray needs to be cleaned or emptied.
10. **Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. Try resetting the floater. The floater is under the bottom rack toward the front, it looks like a tiny upside down bowl. Try moving the floater up and down. If the problem continues, fill out and submit the form below.
11. **Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly. Vacuum the back coil/grill.
12. **Water drips from freezer to refrigerator compartment:** Remove all food and store in a cooler. Turn off refrigerator, allow defrosting. Turn refrigerator back on and replace food.
13. **No Air Conditioning:** Check all circuit breakers. Clean and replace filter and test. Turn off for 24 hours (this helps if temperature was set too low and ice has formed inside the unit). Confirm that weeds, long grass, brush is cleared away from air intake.
14. **No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, and check all GFI in bathrooms, kitchens, laundry room, and garage. Replace any blown fuses. Call Xcel Energy 1-800-895-4999.
15. **Stove not working:** Check breaker, flip it hard to the OFF position and then hard to the ON position. Unplug and plug back in. Burning smell or burners not working after cleaning, use a cotton swap in the burner receptacle to remove any debris or cleaning product that may be there. Oven not working, make sure the timer is not set OR set to cleaning mode.
16. **How to light a gas fireplace:** Click on link on AMI website to read tips from Lennox.
17. **Garage door opener not working correctly:** Change the batteries in the remotes. Check the placement and cleanliness of the photo eyes. The photo eyes are generally located on both of the door tracks near the floor and are easy to knock against when entering or exiting. Adjust the eyes until both units have steady lights. Dust and cobwebs can cause the eyes not to send or receive signals.

## **Maintenance request**

It is important that maintenance items are reported. It is also important for you to notify AMI if a vendor does a poor job or does not complete a requested repair.

For maintenance issues or repairs, please fill out and submit a maintenance request form. To keep costs down; please wait until you have a list of several non-emergency maintenance requests. We prefer you email non-emergency maintenance requests directly from our website [www.assuredrpm.com](http://www.assuredrpm.com), click on the submit maintenance link. Remember if you or your guests have caused the damage, you will be charged for the repair.

If you request maintenance, be reminded that our vendors are required to make appointments with tenants. AMI does not give vendors keys to the rental home EXCEPT for some preventative maintenance including but not limited to lawn sprinkler turn on/shut off. Remember, this is a non-emergency item and, in most cases, the vendor will not be able to make an appointment immediately.

Be certain to call the AMI office and/or notify the vendor as soon as possible if you are unable to make a scheduled appointment. Failure to be at a scheduled appointment may result in a charge to you.

If you are not contacted by a vendor or repairperson within 5 to 7 business days please send an email to [maintenance@assuredrpm.com](mailto:maintenance@assuredrpm.com) to notify our office that the vendor has not made contact. An AMI management team member will contact the vendor and notify you of the cause of the delay.

If the problem continues after a recent repair has taken place and there continues to be a problem, notify AMI and state there was a recent repair but there is still an issue. **Recent repair** (including drain clean and pest control) means **within 30 days**. Failure to report an unsolved recent repair that results in further damage or expense may result in a tenant charge.

### **Maintenance survey**

As part of our agreement with the rental property owner AMI will schedule an annual Maintenance Survey. Occasionally more frequent walk through visits of your rental home may be necessary. You will be notified in advance that we will be conducting a routine interior and exterior survey (which includes taking photos) of the rental property. During the survey we will be checking for plumbing leaks, checking the status of smoke and carbon monoxide detectors, checking for potential hazards and any necessary maintenance items. Verification of all terms and conditions of the lease will also be noted.

Please understand that this survey is not meant to make you feel uneasy or to invade your privacy. We are checking for any maintenance items that need immediate attention as well as any issues that may need to be addressed at the next turnover (when you move out) to allow the property owner time to plan. This is a service we provide to our owners, but we like to think that it helps the tenants too as there are small repairs that can be caught during the survey, repaired and the tenants don't need to deal with the issue. The photos are taken only to capture the condition of the property for the owners who don't get to see their investment property.

### **Preventative maintenance vendors**

While you are responsible for the maintenance of your rental home, the property owner may have authorized AMI to send a vendor to perform various preventative maintenance services in your rental home. Preventative maintenance may be done once or twice each year depending on the property owner's instruction and the nature of the service. Typical preventive maintenance may include but is not limited to heating and cooling systems, yard watering systems, evaporative coolers, drain lines, lawn care and fire extinguishers. If the rental home you are living in is scheduled to receive a preventative maintenance service you will be notified of the details.

### **Tenant renovations, alterations**

Play-sets, swing-sets, trampolines, above ground pools, hot tubs are all prohibited by the lease agreement. The lease agreement prohibits tenants from doing any repair, renovation, alteration or introducing any of the items listed above without specific, written permission to do so. If you do want to make a special request:

- Submit the request in writing before installing the item or making any changes
- Do not proceed until you are notified by AMI

- AMI will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the item, alteration/repair
  - Return the property to its original state if this is part of the owner's condition to accept the item, alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state including returning any grass, lawn or landscaping to the original condition
  - Sign an AMI agreement regarding the item, alteration/repair.

### **Rental Homes Built Prior To 1978**

The following tips were copied from the EPA's website.

- Regularly check your home for chipping, peeling, or deteriorating paint, and address issues promptly without excessive sanding. If you must sand, sand the minimum area needed, wet the area first, and clean up thoroughly.
- Regularly check all painted areas that rub together or get lots of wear, like windows, doors, and stairways, for any signs of deterioration.
- Regularly check for paint chips or dust – if you see some, remove carefully with a damp paper towel and discard in the trash, then wipe the surface clean with a wet paper towel.
- Wipe down flat surfaces, like window sills, at least weekly with a damp paper towel and throw away the paper towel.
- Mop smooth floors (using a damp mop) weekly to control dust.
- Remember to test for the presence of lead and lead hazards by a lead professional – this will tell you where you must be especially careful.
- Here are more tips to help you reduce or prevent your family's exposure to lead dust. It's best to follow these steps weekly.

#### **Cleaning Uncarpeted Floors**

Do use:

Damp mopping, with standard sponge or string type mops and an all-purpose cleaner.

Standard vacuum cleaners if no visible dust or debris from chipping or flaking paint is present.

Don't use:

Mops with a scrubber strip attached.

Powered buffing or polishing machines, or vacuums with beater bars that may wear away the painted surface.

#### **Cleaning Carpets and Rugs**

Do use:

Wet scrubbing or steam cleaning methods to remove stains.

Standard vacuum cleaners if no visible dust or debris from chipping or flaking paint is present. Use only vacuums with HEPA filters otherwise.

Don't use:

Dry sweeping of surface dust and debris.

Shaking or beating of carpets and rugs.

#### **Cleaning or Dusting Walls and other Painted Surfaces**

Do use:

Soft, dampened, disposable cloths with an all-purpose cleaner.

Don't use:

Steel wool, scouring pads, and abrasive cleaners.

Solvent cleaners that may dissolve paint.  
Excessive rubbing of spots to remove them.

### **If there is an emergency**

Fortunately there are few emergencies. A maintenance emergency is uncontrolled running water, no heat, sewer line blockage or electrical sparking. The locations of the breaker box, main water shut off and furnace shut off are listed in the move in condition report. We cannot issue a work order after hours or on the weekends for appliance repair or a non-emergency repair.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the AMI office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the afterhours emergency service **720-575-7338**.
- An emergency is NOT lack of heat, but AMI recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- No air-conditioning, non-working dishwasher, refrigerator, etc. are not considered emergencies.

### **Maintenance reimbursement**

Generally, AMI assigns a vendor to perform work requests in your residence. However, if you have contacted AMI and requested to perform a minor maintenance item and AMI has agreed to reimbursement:

- Pay the bill and send the receipt to AMI. AMI will reimburse the amount due to you.
- Do NOT deduct the amount from the rent.

### **Preventative maintenance and cleaning tips**

Cleaning is easier when a “preventative approach” is used.

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean exhaust fans
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors

- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
  - DO NOT put diapers or sanitary products in the toilet.
  - DO NOT dispose of grease in the sink or toilet.
  - DO NOT put baby wipes, sanitizing wipes, paper towels, rags or other non-biological items into the toilet or the drain lines.
  - DO NOT flush even if the packaging may say a product is flushable.
  - Do a clog preventing flush halfway through use.
  - Only use the garbage disposal to clear the sink and after using the dishwasher
  - Add a strainer or screen over the drains
- Garbage disposals
  - Grinding a small amount of ice will help keep the disposal clean.
  - Baking soda or lemon or lime will help remove smells.
  - Run cold water while the disposal is in use to help keep the motor cool and keep waste floating down the drain. Run water for at least 30 seconds after noise of grinding has stopped.
  - Most disposal problems result from tenant negligence or error such as dropping utensils or coins down into the disposer. If this happens it is a tenant charge.
  - DO NOT put bones, potato skins, popcorn kernels, hard fruit seeds, corn husks, celery or a large amount of any food waste into the disposal.
  - DO NOT put uncooked fat off meat into the garbage disposer. Don't pour liquid fats down garbage disposal or drain line; solidify in empty tin can in refrigerator & dispose of in the trash instead.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
  - If dishwasher is not cleaning properly try selecting hottest water setting, use powdered dishwashing soap, run hot water in the sink so the dishwasher starts with hot water, fill the rinse additive compartment and check to see if the food tray needs to be cleaned or emptied.
  - If the dishwasher grinds or no water is coming in: Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. Try resetting the floater. The floater is under the bottom rack toward the front, it looks like a tiny upside down bowl. Try moving the floater up and down.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix 2 ounces of white vinegar, 5-6 drops of neutral pH soap (Dove, Dawn or Joy make sure no more than 5-6 drops) in 16 ounces of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

### **Very cold weather and frozen pipe prevention tips**

One of the hazards of winter that a lot of people have experienced is frozen water pipes. Since water expands as it freezes it creates tremendous pressure on the pipes, which in turn can cause them to break and damage your home. So during cold weather, take preventive action:

- If the property has a garage, keep the garage doors closed if there are water supply lines in the garage.
- Open the kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- When the weather is very cold outside, let the cold water drip from the faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing because the temperature of the water running through it is above freezing.
- Keep the thermostat set to the same temperature both during the day and at night.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.

If you suspect the pipes are frozen, follow the steps below to safely and effectively thaw frozen water pipes. First diagnose where the pipe is frozen. Start by turning on every faucet in the house, including the bathtub faucets. This will help you determine the area of the blockage. If the water in the kitchen sink is frozen but the water in the bathroom sink works, then you are probably dealing with an isolated problem. Once you have figured out which faucet contains the frozen line, turn off all other faucets.

- Step one: Locate the main water shut-off valve, which could be located in the basement, the garage, or outside by the foundation (refer to your lease or the move in condition report) and turn off the water supply to the house. If there is no shut-off valve, you may have to turn the water off at the meter itself. It is important to shut off the water prior to thawing the pipes as a pipe may already have broken under the extreme pressure caused by the frozen line.
- Step two: Now that the water is turned off, there are a few options to thaw the pipe. One is to use towels soaked in hot water. Wrap the frozen pipe with hot, wet towels and pour on

additional hot water until the pipe has completely thawed. If the hot towel approach won't work, a hair dryer or heat gun may be the next solution. Turn on the dryer or heat gun and work up and down the length of the frozen line. Once the water starts to thaw and trickle from the faucet, you can turn the main water supply back on. Keep working with the heat source and keep the water faucet turned on until full water pressure is restored.

If every faucet in the house is frozen, you are probably dealing with a frozen main water line that supplies water to the house. Turn on all faucets in the sinks and bathtub and turn off the main water supply. Follow the suggestions in step two (above) but apply the heat directly to the pipe that enters the house.

Never use a heat source with an open flame such as a blowtorch or propane heater to thaw a frozen water line as an open flame in a home can present a serious fire hazard as well as the possibility of exposure to carbon monoxide poisoning. Also, excessive heat from a blowtorch applied to a frozen pipe can cause the water inside the pipe to boil and possibly explode.

### **Energy saving tips**

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to AMI as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years or use steel braided hoses.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.
- Hose down the outside condenser once a month or more to remove dirt and debris from the coil. If there is a cottonwood tree or other floating seed plant nearby, hose it down every few

days, until the seeds are no longer flying. Remember if it is early in the season to disconnect the hose in case of a weather change.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the AMI office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace damper if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

### **Safety tips**

The safety of you and your family is important to AMI and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to AMI.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to AMI immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the AMI office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify AMI how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

## Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.
  - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

## Emergency and disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Manual, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
  - AMI outlined what to do for emergencies such as flooding, electrical, gas, etc. earlier in this manual.
  - Please follow the maintenance instructions and call AMI when appropriate.
  - AMI requests that you treat the AMI staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - Be prepared and use the AMI Emergency/Disaster checklist included in this manual.
  - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - AMI requests that you call emergency services first in a disaster. Then notify the AMI office as soon as possible what has happened.
  - AMI will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
  - When calling the AMI office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## Drug free housing

AMI has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your lease agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify AMI of your suspicions as soon as possible.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## WHEN IT IS TIME TO MOVE

### Before giving notice to vacate

- Check the lease agreement to see if you are eligible to give notice. You can give written notice 30 days before the last day of the lease agreement. If you are on month to month tenancy you can give notice 30 days before the end of the month you want to move out. If you move out in the middle of the month, you are responsible for rent to the end of the month. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, please review reletting charge upon lease break section of the lease agreement and read the early lease termination paragraph in this manual.
- Your notice to vacate must be in writing. The day after AMI receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed it is the notice date. The notice to vacate must be received by our office 30 days before the end of the rental period – the last day of the lease agreement or the last day of the month if you are a month to month tenant. Example: If we receive the notice to vacate on June 5<sup>th</sup>, you are responsible for rent until July 31<sup>st</sup>.
- AMI does accept notices by fax, scanned copies with signature via email and via the form on our website. To guarantee AMI receives your notice on time you may wish to personally deliver any notice to vacate to our office.

### Giving your notice to vacate

AMI tenants are required to give a **30 day written** notice to vacate prior to moving. We have provided a Notice to Vacate Form on our website to be used when you anticipate moving.

### Once you have given your notice to vacate

After the notice to vacate has been submitted, AMI will send a detailed email or letter which will include specific instructions as to what to expect during the notice period. AMI will send you a move out planning checklist to help you remember important details and avoid charges to your security deposit. Remember, AMI wants your move out to be a pleasant and successful process.

### Rental References

AMI does not provide rental history to other landlords or property management companies without your written permission. By giving your written notice to vacate you are giving AMI the authority to give out rental payment history and references. You will receive a detailed record of your tenancy to use as a future rental reference with your security deposit accounting.

### Your security deposit accounting

AMI remits security deposit accounting and refund checks within 60 days of receipt of property keys in accordance with the state landlord/tenant law. Colorado law requires the security deposit refund check and accounting be sent via U.S. mail to your last known address. We must mail the check and the accounting to the home you just vacated unless we receive your forwarding address.

Our preference is to return your security deposit with minimal or no charges, in order for us to do that you need to leave the property in "move-in" ready condition. Your move-in condition report is in the documents file of your on-line account. It is a good idea to take a moment and log-on to your account to print out a copy of your move in report and to carefully follow the move out planning checklist found on our website.

Once you receive the security deposit accounting packet, if you have questions, the move out condition report and copies of the invoices are included. Take a moment to read through them as they will answer most of your questions.

All comments, questions or complaints regarding charges to your security deposit accounting must be in writing and received within 10 days of the day you receive your security deposit accounting package. Any balance due over and above the security deposit must be paid promptly.

### **Move out planning (and cleaning) checklist**

This helpful checklist is available on our website. Our goal is to make a potentially stressful move easier for you. Please contact us if you have any questions.

### **Leasing walk through**

AMI will put up a lockbox and walk through the rental property (watch for a letter or email with the date). We, or independent leasing agents, will be showing the property to prospective residents. You will be notified in advance of any showings. Unfortunately, we must charge you a tenant fine if you and/or your pet prevent us from accessing the property. Of course, we will notify you in advance as to when we will need to enter your home. If you have a pet, please be sure the pet is contained and does not interfere with any showings or other visits to the rental home.

### **Property review**

The property review will be done sometime in the last full week of the month during normal business hours. Our maintenance coordinator will contact you prior to the 15<sup>th</sup> day of the month to schedule the review. The purpose of this review is to point out obvious, visible problems that may result in charges to your security deposit and to give you time to correct them. The property review is not the final move out condition report. The maintenance coordinator will send an email shortly after the review listing items, if any, that require attention prior to your move. It is our preference that you be present for this review.

### **Move out condition report**

The move out condition report will be completed soon after you have vacated the rental home and returned the keys to our office. While filling out the report we will be thoroughly checking the condition of the rental home as well as verifying that all items on the move out planning checklist have been performed. The move out condition report will be compared to the move in condition report (including any notations added by you) to determine charges, if any, for the security deposit accounting.

### **Keys must be returned**

It is important to keep in mind that all keys listed on your move in condition report must be returned to AMI's office no later than NOON on the day of your move out. If your move out day falls on a Saturday/Sunday or Holiday when AMI's office is closed, place your keys in an envelope marked with your name and put them in the after-hours drop box located outside of the front door of our office. Access cards, devices, and/or remotes can be left on the kitchen countertop.

If you are unable to be completely moved out by noon, you enter a wrongful holdover period and will be charged two times the daily rent for that day and every day until keys are returned to our office.

## CONCLUSION

We hope that you have found the *AMI Tenant Manual* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when the time comes. If you have any questions contact your AMI management team. This manual will be updated from time to time, the most recent version can be found on our website.

*Have a successful residency*



**Assured Management, Inc.**