



# **YOUR DREAM REAL ESTATE**

## **TENANT HANDBOOK**



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## YOUR DREAM REAL ESTATE WELCOMES YOU

# “Welcome Home, Where Tenants Come First”

Your Dream Real Estate welcomes you as a new resident. YDRE is an abbreviation used in lieu of the full company name, Your Dream Real Estate and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the YDRE Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. YDRE wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Your Dream Real Estate (YDRE) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact YDRE when you need assistance and we have listed how on pages 5, 6, and 7.

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

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

## TENANT COMMUNICATION

On the next page, we have provided general office information, Communication makes a difference in any area of life, and it can only enhance your tenancy by letting YDRE know what you need.

Use resident portal, email, phone, or written correspondence to contact us. **What is important is that you DO contact us when you need assistance. Remember YDRE is here to help you.**

### Resident portal

The most efficient way to contact us is through your resident portal. Each time you enter a conversation through the portal everyone on the YDRE team can see the conversation. This allows anyone to work with you and get faster result.

## **Telephone calls during office hours**

During office hours, listed on page 6, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members maybe 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 if they are not available leave a message, complete with your name and the telephone numbers where YDRE can reach you both day and evening. Someone will return your call as soon as possible. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

## **After hours calls**

Of course the voice mail system will take all messages after hours (please refer to the office hours on page 6).

## **Emergency maintenance**

During normal office hours, immediately state if you have an emergency. If you reach the YDRE voice mail system during office hours, or after the office is closed, immediately choose the emergency option.

Please call 911 first if you have an emergency like fire.

## **Change of information**

It is important that you notify YDRE of any changes in telephone, fax, cell phone numbers, and email. You can update your information from tenant portal.

## **Email**

Email is a great way to communicate and is generated when you enter in a conversation through the resident portal.

Please note that although communication by email is encouraged, YDRE does not accept notices to vacate by email. YDRE requires the Notice to Vacate in writing, and this form is included in the back of the *YDRE Tenant Handbook*.

## **Website**

The YDRE website, [www.YourDreamRE.com](http://www.YourDreamRE.com) contains important information for tenants. Visit it regularly to use the Tenant services.

## GENERAL OFFICE INFORMATION

<b>Your Dream Real Estate General Information</b>		
<b>Address information</b>		
Mailing address	10333 Harwin Dr # 375 J	
	Houston ,TX 77036	
Street address	10333 Harwin Dr # 375 J	
	Houston ,TX 77036	
<b>Communication</b>		
Toll Free #	(844) 35 DREAM	
Business #	(832) 404-2030	
FAX #	(832) 404-6142	
Email	Info@yourdreamre.com	
Website	www.YourDreamRE.com	
<b>Office hours</b>		
	Monday – Friday	8 AM -5 PM
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergencies maintenance	Call (832) 404-2030 choose emergency option.	

## 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. Avoid late rent payments, care for the property, and move out properly. Give YDRE the pleasure of being able to provide a good reference for you when you vacate the property.

### **Rental/lease agreement**

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your YDRE management team.

### **Moving checklist**

There is a great checklist in this package for when you are moving. You can find the Moving Checklist in the back of this handbook.

### **Utility/cable companies**

When you rented the property, YDRE cancels the utilities in the owner's name on the 1<sup>st</sup> day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately.

### **Rental payments**

Rent is due on the 1st day of each month.

- Late Charges are assessed for rents received past 11:59pm on the 3rd of the month
- Late charges based on your rental agreement will apply.
- The best way to pay rent is to use the Tenant Portal where you can pay by E-check each month, or set up a recurring payment.

\*\*\*IMPORTANT\*\*\* If you do not have email address you will be unable to pay rent through the Tenant Portal. If you cannot pay rent through the Tenant Portal there is a \$15 administration fee (every time). Please contact our property manager for rent payment arrangements and we can update your lease agreement.

### **Tenant portal information**

Your Dream Real Estate Property Management provides a secure Tenant Portal that allows you access to your account with us. Visit our website at [www.YourDreamRE.com](http://www.YourDreamRE.com) and click on current tenants. (Tenants login)

On this page you will find a link to the Tenant Portal.

- Once you sign up
  - You can view your payments
  - Report maintenance needs



- Make rent payments directly from your bank or your credit card (Please see below for additional information).

**E-Check:** Enter your routing and account number to pull your rent directly from your checking or savings account.

**Credit Card:** Charge your rent to your credit or debit card; earn points or pay over time.

There is an online payment fee affiliated with any credit card payment:

\$17 for rent up to \$900, \$27 for rent from \$900.01 to \$1,250 and \$37 for rent from \$1,250 to \$3,000

**Electronic Cash Payments:** Take your cash and personalized Pay Slip into 7-Eleven or ACE Cash Express to pay your rent.

Your rent payment will post to your account in minutes and you will receive a receipt for your records.

There is a transaction fee of \$3.99 for transactions up to \$1,500.

All tenants should obtain login information for their tenant Portal access as soon as possible. You will receive an email to the email address we have on file for you, from an YDRE associate that will have your resident portal credentials. Your resident portal allows you to enter maintenance requests, pay your rent and review your account.

The email you receive is system generated and may go to SPAM. Please check your spam folder.

The email is SSL encrypted and secured by our software.

**Please let us know if you have problem activation or login to your account. Having access to your portal is very important.**

### **Get CREDIT for paying your rent on time**

We are an Experian Rent Bureau community. We may report rental payment data to credit agencies.

## **RENTERS INSURANCE**

As a condition of our lease, we require all residents to carry liability insurance (\$100,000) for damage to the landlord's property during the term of their lease. To satisfy this lease requirement you have two options:

### **Option 1: sign up for renter's Insurance and provide proof of coverage**

Having renter's Insurance not only meets your lease requirement it will also protect your personal belongings from theft or damage.

### **Option 2: do nothing**

#### **You will be automatically enrolled in our Tenant Liability Insurance Program**

This is an easy and low cost way to meet your lease requirement but does not cover your personal belongings. You pay the monthly premium together with rent (See complete details below).

#### **Tenant Liability Insurance Program Details**

Policy Coverage: \$100,000 Legal Liability for damage to Landlord's property.

The coverage provided by our tenant liability program meets the minimum requirements of the lease. The policy covers only your legal liability for damage to the landlord's property (covered losses include fire, smoke, explosion, water damage, backup or overflow of sewer, drain or sump, falling objects, riot, or civil commotion) up to \$100,000.

The policy is not personal liability insurance or renters insurance. The policy does not cover any of your personal belongings, additional living expenses, or liability arising out of bodily injury or property damage to any third party. If you require any of this coverage, you should contact an insurance agent or insurance company of your choice and sign up for a Renters Insurance Policy.

**Please Note:** You are under no obligation to participate in our tenant liability insurance program. You may satisfy the lease requirement by obtaining a personal renters insurance or liability insurance policy from an insurance agent or insurance company of your choice and providing proof of coverage (a copy of the declarations page) for the duration of your lease.

Tenant Liability Insurance Policy is provided by Great American E&S Insurance Company  
300 E. Fourth Street, 20th Floor | Cincinnati, OH 45202 | Toll Free: (800) 280-0352 | E-mail: FISClaims@gaic.com

Policy Details: All Claims should be reported to the Property Management Company.  
For complete details visit: <http://www.appfolio.com/notice-of-insurance>.

## CARE OF THE PROPERTY

### Getting to know your residence

When you move into a property, 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 knobs on the oven – in the event the oven will not work, these maybe on

If you are uncertain about any of the above items, contact your YDRE management team for help.

## MAINTENANCE

### Tenant renovations/alterations

It is the YDRE policy that tenants do not do repairs or alterations. You agreed to this in the YDRE rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by YDRE
- YDRE 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 alteration/repair
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
  - Sign an YDRE agreement regarding the alteration/repair

### Tenant maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law.

However, there are items that are the tenant's responsibility and we have listed them below:

1. Wood burning fireplace maintenance
  - Always be sure to open the damper before starting any fire. If unfamiliar with how to do this let us know for help.
  - If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
  - Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
  - Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
  - Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
  - Check to see if fireplace coals are cold before removing from the fireplace...
  - Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
  - Never store the garbage can in the garage or against the house
  - Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.
2. Normal insect control
  - Tenants are required to do normal insect maintenance
  - When storing pesticides, be careful for the safety of children and animals at all times.
  - For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
    - Insect foggers are the most reliable. Purchase them at grocery or garden stores.

- To use: follow the instructions on the cans, cover all food and dishes, remove all adults, children and animals from the inside, and leave for approximately for four hours.
  - For outdoor Insects, such as ants, fleas, grasshoppers, and more:
    - Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective.
    - Follow the directions on the package, apply around the perimeter of the house, and fence.
    - For spiders, use liquid premixed insecticide. Follow the directions on the package.
    - Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
    - If the insect problem persists, let us know.
3. For rodent control, observe the following:
- If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
  - If you see rats or large rodents, let us know.
4. Landscape and watering:
- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
  - If there are sprinklers, monitor the level of water needed and if necessary, contact YDRE for additional help or instruction.
  - If you have sprinklers or an irrigation system that is not working, contact YDRE.
  - Keep all landscape watered unless a Homeowner's Association controls it.
  - Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
  - If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing.
5. Tenant required replacements:
- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
  - Replacement of furnace and air-conditioning filters is a requirement:  
Replace at a MINIMUM every month, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
  - Replace smoke alarm battery:
    - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.
    - If the smoke alarm is not working, replace the batteries. If new batteries still do not work, contact YDRE and place a work order immediately. Tenants are responsible for the replacement of batteries.
    - Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.

- Never remove or disconnect a smoke alarm – you can endanger everyone.
6. Properly dispose the following:
    - Toxic waste such as oil, antifreeze, batteries, and solvents
    - Place garbage in the proper receptacles provided and in accordance with city and/or county rules
    - Christmas trees
  7. Candles
    - When using candles, do not leave candles burning when leaving a room or the residence. Check candles to see if properly extinguished.
  8. Holiday decorations and lights
    - 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.
  9. Cleaning and maintenance of the property
    - Kitchens
      - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
      - Ovens
        - If you do not know the type of oven you have, call YDRE for help.
        - Do not leave oven on and unattended when leaving the house at any time.
        - Do not allow grease build up – this can cause fires.
      - Continuous clean ovens
        - Clean regularly
        - If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as “Easy Off.” This will only ruin a continuous clean oven.
        - For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.*be caution for hot surfaces.*
        - Do not leave oven on high heat for longer than 3 hours.
      - Regular ovens that are not continuous or self-cleaning:
        - Use a commercial oven cleaner, such as “Easy Off” and follow directions on the product.
      - On self-cleaning ovens
        - Follow the cleaning directions, usually located on the top of the stove/oven.
    - Bathrooms
      - Prevent mildew and mold from accumulating.
      - If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
      - Keep bathrooms properly ventilated to prevent mildew and mold from happening.
      - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
    - Carpets and flooring

- Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
- Keep floors vacuumed.
- Immediately clean up spills to prevent stains and damage.
- Do not use wax on vinyl or tile.
- Use only hardwood floor cleaners on hardwood floors.
- Have carpets steam cleaned when appropriate; do not use home floor cleaning machines.
- Windows and window furnishings
  - Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
  - Do not wash drapes, dry clean drapes only.
  - Check curtains before washing to see if they are washable, if not, dry clean curtains.
  - Wipe all blinds with soft dry cloth or with products designed for the blinds.
  - Close windows against the elements of weather, when appropriate, to avoid damage to interior
  - Close doors and windows when leaving the residence.

It is the responsibility of all tenants to report all repairs/maintenance problems

- Tenants can incur financial damages if they fail to report maintenance problems.
- Report the following:
  - Any sign of mold in the property immediately
  - All toilet and faucet leaks and any plumbing backups
  - Electrical problems
  - Heating and air-conditioning problems
  - Inoperative smoke detectors
  - Faulty appliances supplied in property
  - Roof leaks
  - Broken windows and doors
  - Fence repair
  - Malfunctioning sprinklers
  - Any other necessary repairs or unsafe condition
  - Major pest control items such as bees, cockroaches, rats, termites or other major infestations

Tenants will be responsible for the following charges:

- if the Tenant fails to report necessary repairs
- If there is a service call and a breaker is tripped
- When oven is on time bake and is not defective
- When residents cause sewer stoppages/blockages
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge
- If the tenant or tenant's guests or invitees, cause damage to the property
- If the tenant's pet causes damage to the property
- If the tenant reports a repair which does not require service
- If the tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement

- For replacing doors, jambs, broken glass and/or windows unless the Tenant provides a Police Report detailing the cause of the problem showing forced entry by others.
- For damage to walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain or wind.

Tenants are NOT to do the following:

- Do NOT wash draperies
- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do NOT perform repairs unless authorized by YDRE or outlined in this guideline
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by YDRE. If YDRE authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

Tenants are to do the following

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size.
- Replacing furnace filters, if applicable, every 3 months.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control.
- Normal rodent control, such as mice.
- Landscape cleanup if a service is not provided.
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement.
- Landscape watering unless there is a homeowner's association and is on the lease.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- 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 in the fireplace until they have cooled outside 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.

**Check the following, if appropriate, before calling to open a ticket:**

**If the oven does not work**

Check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT. An oven on time-bake can mean a charge to you.

**If the air-conditioner does not work**

Check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turned the break all the way on. If you do not turn the circuit breaker all the way off, it does not “reset” itself to correct the problem.

**If the garbage disposal does not work**

Check underneath on the disposal unit and push the reset button. If something is stuck and the blades do not turn, try putting a broom handle down the disposal and give it a gentle twist, but do not exert extreme force. This can break the disposal loose, and then it will work. **Special note:** check that the garbage disposal is OFF before using these instructions.

**If the electrical does not work in part of the house**

Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom. Reset the GFI plug and most likely, it will restart the electrical. Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur. There may not be GFI plugs in homes built before 1970.

**If the circuit breakers continually keep going off**

Check all appliances to see if too many appliances are running such as irons, microware, toaster, curling iron, computers, printer, blow dryers, and more are causing an overload.

**If the smoke alarm does not work, check the following**

First, check the batteries. If a new battery does not work, open a ticket. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm.

Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.

Test your smoke alarms every thirty days. If the smoke alarm is not working, place a work order immediately. Remember a smoke alarm is for safety, and it is very important to check it regularly to see if it is working

Do not disconnect or remove a smoke alarm.

**Request maintenance**

If a maintenance issue should arise, you may complete a maintenance request form through the Tenant Portal at our website [www.YourDreamRE.com](http://www.YourDreamRE.com) and click on current tenants. On this page you will find a link to the Tenant Portal, It is best to submit your requests in writing via the portal to ensure we have a clear record of your request.

To enter a maintenance request please log on to your resident portal and enter the request. Please be as detailed as possible. We will contact you within 24 hours of your request.

- We recommend for any maintenance other than emergency to enter a maintenance request through the resident portal. (When making a request, be specific about the problem and remember to include your name, address and the best number(s) to reach you.)



- Tenants must be prepared to schedule time and make themselves available to let a vendor or repairperson in the property.  
If you are not there at the agreed upon time YOU will be charged a trip charge for their time.
- Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

### **Emergency maintenance**

If you have an emergency that cannot wait till the next business day and it is before or after our regular business hours, you can call our emergency repair hotline at (832) 404-2030 choose emergency option. Please call 911 first if you need to

Emergencies are:

- Fire
- Flood
- Any dangerous or hazardous situation

Items such as annoying sounds, questions about installing fences or satellite dishes or other general things are NOT emergencies.

\*We reserve the right to charge a tenant for using the Emergency Repair Hotline if it is truly not an emergency.

### **Properties cover by a home warranty**

If your residence is covered by a Home Warranty, you were notified at the time of lease signing.

You must still submit a maintenance request via the Tenant Portal, the same as any other request.

### **Locked out or lost keys**

YDRE keeps a spare key for each property. During regular business hours you may come to our office and we will make you a replacement key upon payment of the Lost Key Service Charge. After business hours, keys are not available and you will need to call a locksmith to gain access to your residence.

Tenants are not permitted to have the locks changed on the property. If you feel a need to change the locks you should contact your Property Manager for assistance.

### **Move in inspection**

When you signed your lease, you were provided with an Inspection Report Form. Please complete this form and return it to your Property Manager within 72 Hours of Move-in. At move out, the tenant is responsible for damage to the property not identified on the Inspection Report.

YDRE will be doing periodic inspections of the property to verify lease compliance.

### **Preventative cleaning tips**

Cleaning is easier when you use a “preventative approach.”

- 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 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.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

### **Additional cleaning tips**

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.
- 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 ½-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 ¼ 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.
- 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 a 3 Tablespoons of vinegar with a quart 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.

### 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 YDRE 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.
- 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 month. 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.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the YDRE 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 month. A clean filter helps the furnace to run more efficiently

### **Safety tips**

The safety of you and your family is important to YDRE 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 YDRE.
- 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 YDRE 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 YDRE 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 YDRE 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 and remove decorations when each season is over.

- 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/disasters

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

We are also providing you with our ***“Resident Emergency/Disaster Handbook.”*** There you will find a wealth of information on how to handle a true emergency or disaster.

There are different emergencies

- Maintenance emergencies:
  - Please follow the maintenance instructions and call YDRE when appropriate.
  - YDRE requests that you treat the YDRE 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 YDRE Emergency/Disaster checklist enclosed with this information.
  - 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.
  - YDRE requests that you call emergency services first (911) in a disaster.
  - Then notify the YDRE office as soon as possible what has happened.
  - YDRE will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
  - When calling the YDRE 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

YDRE has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental 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 YDRE of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## NO smoking inside the property

### The undersigned tenant acknowledges and understands:

Tenant is to maintain a smoke-free environment in the property at all times.

Tenant is responsible for all residents, guests, invitees, and all other parties adhering to the smoke-free policy.

Tenant understands and agrees to be responsible for any damage caused by smoking any substance in the property. Damage includes, but is not limited to, deodorizing carpets and drapes, necessary painting, replacement of drapes and/or carpets, repairing burn marks, and any other costs incurred by smoke damage.

## FREQUENTLY ASKED QUESTIONS

YDRE has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 4<sup>th</sup> of the month?*

- As outlined in this Handbook before, the rent is due on the 1<sup>st</sup> and late if not received by the 3<sup>rd</sup> of the month. Once the 3<sup>rd</sup> of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. YDRE serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify YDRE and obtain written permission to install the lines.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, you must submit a request to YDRE and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your YDRE management team for details.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your YDRE management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit /rent will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if I no longer have a pet, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your YDRE management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit / rent will be required and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. YDRE will need documentation from you to show you can support the property by yourself. YDRE will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the YDRE Partial Notice to Vacate included in this handbook.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and YDRE must approve the person PRIOR to them moving into the property. You can obtain applications at the YDRE office. If YDRE denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why YDRE contacted you first to set a date and time.

## **COSTLY MISTAKES**

### **Not reading the lease agreement**

The lease is a legal binding contract. It goes over much more than just how much rent you pay and how you pay the rent. Your lease contains all the information, rules and guidelines.



## Not maintaining the yard

The lease states that maintaining the yard is the responsibility of the tenant. If you are renting a home or property that has a yard, you must keep up the yard. This is especially important if the home is in an HOA. If the HOA sends a letter or cuts the yard, it will be charged back to the tenant.

## Not sending in the property condition form

This can cost you a lot of money. It is imperative that you fill out the property condition form within the allotted time by your property manager. When you move out, the property manager will walk the property. Any damage to the property will be the tenant's responsibility. If you do not fill out, sign and date the property condition form of any damage, even before you move in, the damage could be charged back to you.

The inventory condition form is the proof that you did not cause the pre-existing damage.

## Making alterations without approval

We understand when you move into a property you want to make it your home. However, if you want to change the paint color or make any alterations or renovations, you must get landlords permission in writing. You do not want to be charged for actually improving the property, but that is a very good possibility.

## Calling in a maintenance ticket

The lease states that all notices must be in writing. Please use the resident portal to enter all work orders. Making a phone call to enter a maintenance ticket, although easy, is not the acceptable method

## Not being home for a scheduled appointment

If you schedule an appointment with the management company or Maintenance Company and then you are not home for that appointment, there is a trip charge that the tenant is responsible for.

## Not reporting maintenance

Some tenants don't report maintenance because they do not want to pay the maintenance trip charge. However, not calling in a maintenance issue can cause the resident to be charged for the full maintenance job when they move out. Also, the maintenance issue may cause much larger issues that the tenant will be charged.

## Not getting renters insurance

A landlord's insurance policy does not cover the tenant's personal property. So, if there is a flood or an electric socket burns out your TV, or a water pipe bursts and your valuables get damaged, that is not the responsibility of the landlord. You are responsible for your valuables. A renter's insurance policy is very inexpensive. They are typically \$10 – \$20 per month. There are many scenarios where renters insurance would help, such as the water bursting or the electrical socket as mentioned above. Other scenarios include, theft, fire or if someone gets injured on the property.

Why do you need renter's insurance?

- To protect you from liability
- To replace your possessions in a case of damage or theft
- Protect yourself financially

- Provide you with temporary housing if your residence is damaged
- The owners insurance DOES NOT cover your personal property, food spoilage or costs associated with the loss of use of the property (i.e., lodging, if needed).

### Not allowing access

The lease states that the landlord or anyone authorized by the landlord may enter the property at reasonable times to review or show the property.

During the duration of the lease agreement there are a few times when the management company will need access to the property.

- Inspection
- Landlord/Property Manager showings

If access to the property is denied or the property is not accessible because the tenant's failure to make the property accessible, this is a violation of the lease agreement. The owner can charge a trip charge and the resident will be in default of their lease. When future landlords call for a tenant verification we will have to tell them that you were uncooperative when allowing access to the property.

### Unauthorized pets

Do not assume your landlord is fine with you having a pet on the premises without first obtaining permission. This mistake is costly to you and your pet will be without a home if your landlord does not want pets in the home.

If you decide you want a pet after you move into the home, check with the landlord before you get the pet. If you get caught with the pet, there is a steep fee outlined in the lease agreement.

### Not changing AC filters

Tenants are surprised that inaction can be considered a lease agreement violation. Your lease agreement states that you are responsible for changing the AC filters every month.

Most people find it hard to believe that not changing the AC filters can cost them several hundred dollars or more. If the AC system breaks down and it is contributed to a dirty filter that was not changed timely, you could end up with the cost of the whole repair. Please be sure to keep your AC filters changed on a regular basis. A good trick is each time you pay your electric bill, change your AC filters.

## SHOWING INSTRUCTIONS AND MOVE –OUT PROCEDURES

### Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. YDRE tenants are required to give a **60 days'** notice prior to moving. We have provided in this information a "Notice to Vacate from Tenant Form" to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. 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, contact your YDRE management team to discuss your options.
- Notices must be in writing. The day YDRE 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 is the notice date.
- YDRE does not accept notices by email because of lack of wet signature.
- YDRE does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to YDRE to give out rental references.
- The YDRE Notice to Vacate from Tenant contains the authorization for allowing YDRE to give out rental references. This form is included with this information.

## Showing instructions

Your lease agreement authorizes YDRE. To show the property for rent the last 30/60 days of your lease. We may place a sign in the yard, and place a key box on the property and begin showing the property to prospective residents.

**If you cannot be present at the time of showing, we will use our key in the key-box.**

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination thereby enabling the YDRE, representatives and cooperating brokers to gain access to the property.

You may withdraw your authorization to allow a key-box on the Property by providing written notice to YDRE and paying the Landlord a fee of 1 month's rent or what is in the lease agreement as consideration for the withdrawal. YDRE will remove the key-box within a reasonable time after receipt of the notice of withdrawal and payment of the required fee. Removal of the key-box does not alleviate your obligation to make the property available for showings.

Whether or not you authorize a key-box to be placed on the Property the Landlord (see Paragraph #14 of your lease agreement); may show the property at reasonable times to prospective tenants. Tenant understands that failure to allow reasonable showings as well as keeping the Property "showable" during this time constitutes default of the lease, and the security deposit, in its entirety, can be forfeited for this reason.

We use Centralized Showing Service (CSS) to notify you of showings and to record who is showing the property and the approximate time they are showing it.

Centralized Showing Service (CSS) will give you a courtesy call to inform you of each showing. A courtesy call means that they will give you a call but if they cannot contact you, the agent will still show the property.

Centralized Showing Service (CSS) will call the phone number that you have on file with the office to notify you of the approximate time when agent will be showing the property. If you would like CSS to contact you at another number, please call us immediately so we can properly notate it in our records.

In addition, Centralized Showing Service will record if you deny or cancel showings.

There is a **\$100** fee for each denied, canceled showing or property is unable to be accessed for showings.

Please do not lock the keyless deadbolt on the front door and if you use a security system, call the office to confirm that we have the correct security code.

The Lease Agreement requires you to secure your pets or remove them from the property if they would interfere or prohibit showings. Tenants will be charged trip charges or even lose their deposit if they prevent or prohibit showings.

Please do not allow any prospective residents in your home unless they are accompanied by their real estate agent. Please refer them to the office to see the property.

If you have any questions please call.

### **Setting up your move out appointment**

- After you submit your Notice to Vacate, YDRE will send you a three-page letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- YDRE only performs move out appointments during weekdays, 9 am to 5 pm.
- It is the responsibility of the resident to deliver all keys and openers to YDRE, either at the move out appointment or delivery to the YDRE office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the YDRE Moving Checklist so you remember important details.

## **MOVE OUT PROCEDURES**

### **Move out**

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition.

We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your security deposit returned without any misunderstandings:

1. According to the terms of your lease, YDRE Management has 30 days to return your security deposit. Security deposits will be mailed to the forwarding address left with the office within 30 days after the move-out inspection. Refunds cannot be picked up at the office.

2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit.

3. Cooperate with showings of the property for sale or rental, keeping it in a presentable condition

Your lease agreement authorizes us to place on the property a key box containing a key to show the property during the last 30 days of your lease or at any time the Landlord lists the property for sale.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge of \$100.00.

Failure to allow reasonable showings during the final 30/60 days of the lease constitutes default of the lease. The security deposit, in its entirety, can be forfeited for this reason.

## Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your YDRE management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

1. You must provide a complete Forwarding Address through the resident portal.
2. All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in by the expiration date of the lease agreement or pro-rated rent will be charged daily until they are turned in.

Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.

3. We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to YDRE, to document the condition that you leave the property. We will send out a photographer to do move-out pictures. She/he will not be able to tell you what charges will or will not be charged against your security deposit. The property manager will compare the move-in pictures with the move-out pictures and with your move-in check list and the reports from the maintenance personnel after you move-out to determine if will be are any charges against your security deposit. We do not do move out inspections with tenants present at the property. Remember the photographer will only take move-out pictures. She/he will not be able to tell you what charges will or will not be charged against you security deposit. They are only there to document the condition of the property.
4. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$50 trip charge. Any delays caused by the Utilities not being turned on will delay the return of you security deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

### **Inside the house:**

1. All personal belongings must be removed from the premises.
2. PAINTING: Please remove all nails – DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling.

Note: charges for painting depend on length of time in the property and whether it exceeds normal wear & tear.

3. CARPET CLEANING: Tenants are required to have the carpets PROFESSIONALLY CLEANED at the time of move-out. This must be done after you have completely removed all your belongings and vacated the property. **A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys.**

DO NOT rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable.

Be sure to have any spot treatments or pet treatments done as needed. If any Odors or Pet Odors resurfaces after you have vacated the property you are responsible for charges incurred to remove the odor.

If you hire a carpet cleaner other than the ones we use, BE SURE the carpet cleaner will guarantee their work to YDRE Management's standards / satisfaction.

If the cleaning is not done to our satisfaction, tenants will be charged for any additional expense.

4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Be sure to clean or replace Air Conditioner filters with pleated filters as you vacate the property. HVAC and water heater enclosures should be vacuumed.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint and spot clean walls as necessary.
7. Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats thoroughly. Be careful not to bend or damage the slats when cleaning.
10. Clean mirrors, window and sliding glass doors with glass cleaner. Also clean window and sliding glass door tracks.
11. Clean ceiling fans & light fixtures Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
14. Clean Kitchen appliances inside and out, replace burned-out light bulbs:
  - A. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
  - B. Clean oven/range hood vent including filter.
  - C. Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.

- D. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
- E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.
- F. All Countertops, cabinets and drawers must be cleaned.
- G. All cabinets must be cleaned - Thoroughly clean and wipe the inside & outside of all cabinets.
- H. All drawers must be cleaned - Thoroughly clean and wipe the inside of all cabinet drawers and shelves.
- I. Clean sinks, faucets and countertops - free of stains, scale and rust. Return stoppers to sink.

#### 15. Clean Bathrooms:

- A. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- B. Clean mirrors, light fixtures and medicine cabinets.
- C. Thoroughly clean and wipe the inside & outside of all cabinets.
- D. Thoroughly clean and wipe the inside of all cabinet drawers and shelves
- E. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
- F. Mop or vacuum flooring.

Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.

#### Outside of the house:

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up and disposed of.
3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair pet damage and treat for fleas / ticks etc.
7. Clean outdoor light globe(s), replace burned out or missing light bulbs.

Our experience has been that after the work and stress of moving out, tenants may be too tired to clean the house. We recommend considering a professional cleaning company. You are certainly free to choose any company or use our recommended company. If you hire a professional cleaning service you should provide them a list of what we expect and oversee and inspect their work.

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

Tenants are not permitted back on the property after vacating.

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolts!!!

We have compiled a list of average charges. Nothing herein shall be construed as a limitation on agents' rights to pursue resident for damages not specifically listed here on:

These are minimum charges and prices may not include trip charges or labor.

### POSSIBLE CHARGES TO SECURITY DEPOSIT

#### General cleaning charges:

Carpet Cleaning	\$150+	Oven or Stove	\$75+
Vent Hood	\$35+	Replace range pans	\$40+
Refrigerator	\$50+	Freezer	\$20+
Counters/ cabinets	\$5+ each	Toilet	\$30+
Drawers/Sinks	\$5+ each	Bathtub	\$30+
Dishwasher	\$20+	Mirrors	\$10+ each
Mini-blinds	\$20+ each	Windows	\$10+ each
Vertical blinds	\$35+	Floors	\$30+
Ceiling fans	\$25+	Patio	\$25+
Sliding glass door	\$25+	Clean garage	\$50+
Walls	\$35 per wall	Trash out	\$450
Clean fireplace (does not include chimney)	\$35+	Wash windows/ tracks	\$20+

#### Damage/Replacement Charges:

Tub stopper/ Drain covers	\$15+	Blind wand	\$5+
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Drip pans	\$45+	Vertical slats	\$15+
Vertical Blinds	\$100+	Light bulbs	\$5+
Mini-blinds	\$40+	Specialty bulbs	\$15+
Light fixtures	\$100+	Screens	\$35+
Door replacement	\$100+	Window	\$200+
Light globes	\$25+	Oven rack	\$30+
Toilet seat	\$40+	Switch plates	\$5+ each
Reinstall doors on track	\$30+	Battery for smoke alarm	\$10+ each
Rekeying when no keys returned	\$85+	Replace smoke detector	\$25+
Replace closet rod	\$10+	Replace refrigerator shelf	\$25+
AC filter	\$5+	Door stops	\$3+
Garage door opener	\$100+		

**Cost and Labor Will be charged for:**

Counter Repair	Carpet replacement
Vinyl/tile replacement	Drywall repair replacement
Painting	Move and Trim lawn
Trim trees and shrubs	Appliances
Fence replacement	Replace plumbing fixtures

These minimum charges are subject to change at any time without notice.

All Keys and Garage Door Remotes & Gate Remotes, etc. must be turned in at the scheduled checkout time. Please be sure to leave keyless deadbolts unlocked.

\*\*If you have any questions, please feel free to call YDRE.

Please do not plan on receiving your Security Deposit in less than 30 days after fulfilling the terms of your lease agreement.

## YDRE ADDITIONAL TENANT FORMS

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the YDRE office. We have also included a copy of your rental agreements with your handbook.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Add roommate request
- Cable/satellite/TV request
- Request to add pet
- Partial notice to vacate
- Notice to vacate
- Tenant ACKNOWLEDGMENTS

### CONCLUSION

We hope that you have found the *YDRE Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your YDRE management team.

*Have a successful residency*



**Your Dream Real Estate**

## YDRE Moving Checklist/Utility Numbers

**Before moving, notify:**

Contact moving company
Notify US Post Office – forwarding address
Notify current schools
Notify magazine companies
Notify newspapers
Send “just moved” announcements to friends and relatives
Notify banks, credit unions, savings & loans
Notify doctors, dentists
Notify current electric company
Notify current gas company
Notify current water company
Notify new schools
Notify new electric company
Notify new gas company
Notify new water company
Re-register to vote

### Tenant Utility/Cable Numbers for Local Areas

<b>Electric companies/Gas Companies</b>		
<b>area</b>	<b>company</b>	<b>number</b>

<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>
<b>Water companies</b>		
<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>
<b>Garbage/refuse service</b>		
<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>
<b>Cable companies</b>		
<b>area</b>	<b>company</b>	<b>number</b>
<b>area</b>	<b>company</b>	<b>number</b>

## YDRE Emergency/Disaster Checklist

### Pre- Emergency/Disaster Checklist:

Take the time to review and implement this list – it could be a lifesaver.

Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value

Know where the shut off valves are in your residence, review page 9 in the YDRE Tenant Handbook, “getting to know your residence”

Keep copies of important papers stored in a safety deposit box

Make sure your renters insurance is current at all times

Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.

Plan escape routes in the event of fire and inform every resident of the routes, including children

Teach children how to use 911 or call for other services

Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.

Have a portable radio with plenty of extra batteries and the right kind for the radio

Have two or more flashlights with the extra batteries and for the right kind the flashlight

Have large long-burning candles and matches available

Have an adequate first aid kit and replace items when necessary

Keep your cellular phone charged

### Use this list when an emergency/disaster occurs:

In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve

Keep your car in the driveway, if it is practical, for any necessary evacuation

Call 9-1-1 only to access help and NOT to learn news

Call YDRE when it is practical, but remember that YDRE will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes

Only call people when necessary and have an emergency contact outside your area who can notify other people

Limit use of the telephones during emergencies/disaster to avoid overloading the circuits

Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards

Leave a single light on to alert you that power is restored

If you use candles and matches, do it safely – you do not want to create another problem

Limit cell phone usage or use your car to charge batteries

If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.

If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional

Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water

Only open freezers and refrigerators when necessary to avoid losing food as long as you can

Conserve water and food when disaster occurs

If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.

## ADD ROOMMATE REQUEST

Date: \_\_\_\_\_

To: Your Dream Real Estate, agent for owner

Re: Request to add roommate

As of today's date, I (we) the tenant(s) at the above referenced address, would like to add \_\_\_\_\_ to the rental/lease agreement. I (we) have attached a rental application for this party.

I (we) understand I (we) will be receiving a follow up letter from Your Dream Real Estate regarding the approval or denial of the application

I (we) certify that the above applicant is not living in the property and cannot move in unless approved.

I (we) understand new rental/lease agreements are to be signed if the applicant is approved.

I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Your Dream Real Estate	Date

## CABLE/SATELLITE DISH/TV REQUEST

Date: \_\_\_\_\_

To: Your Dream Real Estate, agent for owner

Re: Request to install \_\_\_\_\_ at \_\_\_\_\_

As of today's date, I (we) the tenants at the above referenced address, make a request to install the above

We understand the following if approved:

1. We are responsible for the cost of installation and this will not be reimbursed to us at any time
2. When the company completes the installation, there is to be no damage to the property. If there is damage, we are responsible for the cost of repairs and/or maintenance.
3. If a satellite dish, we must call YDRE for approval of the location prior to installation.
4. If the company installing our request requires written authorization, they are to submit their documentation to the YDRE office, and YDRE will complete the documentation.
5. When leaving property, it is your responsibility to disconnect the services, and pay all billings incurred by the tenants listed below.
6. Any damage incurred upon disconnection will be at our expense.
7. We understand all persons on the rental/lease agreement are required to sign below and all are jointly and severally liable.

Respectfully submitted by:

Tenant	Date	Tenant	Date
Tenant	Date	Tenant	Date
Tenant	Date	Your Dream Real Estate	Date



## ADD PET REQUEST

Date: \_\_\_\_\_

To: Your Dream Real Estate, agent for owner

Re: Request for pet (list type and age): \_\_\_\_\_

1. We are requesting to have the above listed pet
2. We certify that the pet has had all required shots by a licensed veterinarian and have attached proof for this.
3. We further understand that YDRE could approve or deny our request.
4. We certify that the pet is not currently residing in the property
5. If our request is denied, the above pet will not be moved into the property
6. If our request is approved, we understand that all tenants currently on the rental agreement must sign a pet addendum and pay an increase to the current security deposit of an additional \$\_\_\_\_\_.
7. We understand that all current tenants must sign this request.
8. If the owner and YDRE approve the pet, all the undersigned tenants are responsible for this pet, its care, and any damages that could occur.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Your Dream Real Estate	Date

**PARTIAL NOTICE TO VACATE  
FROM TENANT  
Month-to-Month Agreement**

Date: \_\_\_\_\_

To: Your Dream Real Estate, agent for owner

Re: Notice for property at: \_\_\_\_\_

As of today's date, I (we) the tenants at the above referenced address, hereby give a \_\_\_\_\_ day notice and intend to vacate the premises on the date of \_\_\_\_\_.

I (we) understand I (we) will be receiving a follow up letter from Your Dream Real Estate regarding my (our) move.

I (we) understand we are obligated to the rent until the end of our notice.

I (we) understand our security deposit transmittal will not be returned and that I (we) must settle any security deposits with the other tenants on the rental/lease agreement.

I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

Tenant	Date	Tenant	Date
Tenant	Date	Tenant	Date
Tenant	Date	Your Dream Real Estate	Date

(I) we give permission for Your Dream Real Estate, to provide references to other property owners inquiring about our rental history.

\_\_\_\_\_

Tenant(s) Signatures for authorizing references



**NOTICE TO VACATE  
FROM TENANT  
Month-to-Month Agreement**

Date: \_\_\_\_\_

To: Your Dream Real Estate, agent for owner,

Re: Notice for property at: \_\_\_\_\_

As of today's date, I (we) the tenants at the above referenced address, hereby give a \_\_\_\_\_ day notice and intend to vacate the premises on the date of \_\_\_\_\_.

I (we) understand I (we) will be receiving a follow up letter from Your Dream Real Estate regarding my (our) move.

I (we) understand rent is due until the end of our notice.

I (we) understand our security deposit transmittal will be sent after vacating the property and within the \_\_\_\_\_ days required by law. We understand YDRE does not issue the security deposit until after we vacate the premises and a walk-through is completed.

I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

Tenant	Date	Tenant	Date
Tenant	Date	Tenant	Date
Tenant	Date	Your Dream Real Estate	Date

I, (we), give permission for Your Dream Real Estate, to provide references to other property owners inquiring about our rental history.

\_\_\_\_\_

Tenant(s) Signatures



## TENANT ACKNOWLEDGMENTS

I (We) acknowledge receipt of Your Dream Real Estate Tenant handbook and understand that they are an addendum to and part of the Residential Lease Agreement.

I (We) acknowledge receipt of the Inventory & Condition Form and understand that it must be completed and returned to YDRE within 3 business days of the lease commencement date.

I (We) acknowledge that utilities may not be on at the property and I must order them and transfer service immediately to avoid an interruption in service.

I (We) acknowledge that as a condition of our lease, we require to carry liability insurance (\$100,000) for damage to the landlord's property during the term of their lease.

I (We) acknowledge that we may not attempt to touch up the paint when you give notice to vacant. Minor touch up paint is considered normal wear and tear on the home, and we will take care of all touch-up painting. If I attempt to do the touch-up paint and it does not match, then it could result in doing a full paint of the home for which I will be charged a minimum of \$1.15 per square foot.

I (We) acknowledge the \$15.00 processing fee must accompany all rent payments that are not paid online.

I (We) acknowledge that unauthorized occupants are not allowed and that there will be a \$500 per person charge, plus \$10.00 per day additionally, for each violation of the occupancy restrictions, per the lease agreement.

I (We) acknowledge Your Dream Real Estate has a **Zero Tolerance Policy for late rent payments and will not waive or negotiate late fees.**

Rent is due in our office on or before the first day of the month. No exceptions Even if the first is a Sunday or Holiday.

Do we ever make an exception to this policy?

Fair Housing Laws require that we treat every tenant equally and the only way to do that is to enforce the rules the same way for everyone, therefore we enforce late charges across the board.

I (We) acknowledge that the lease agreement gives YDRE authorization to have periodic property inspections performed for the property owner.

I (We) acknowledge that the lease agreement gives YDRE authorization to place the property on the market for rent and show the property for the last 30/60 days of the lease agreement.

I (We) acknowledge receipt of a copy of Protecting Your Home from Mold.

I (We) acknowledge receipt of a copy of Renters Insurance Information.

I (We) acknowledge that we must change A/C filters every month.

I (We) acknowledge that in order to prevent misunderstandings, all Tenant communications with YDRE must be through the resident portal.

I (We) acknowledge that all repair requests must be in writing. Maintenance requests can be placed through our resident online portal at [www.YourDreamRE.com](http://www.YourDreamRE.com)

Note: emergency repair requests may be called in, please follow up these requests in writing.

Mailbox keys are only issued by your local Post Office branch. You can pick up your mailbox key by calling (800) 275-8777 Ask USPS – Press 00 to bypass the main menu - Give the customer service person your address and zip code and they will tell you which Post Office services your property.

## Tenant Charges

### **Failing to Transfer Utilities Fee - \$75**

Fee charged when tenant fails to order utilities in a timely manner. Tenant is also billed for the cost of utilities from the day the lease starts. Example: two weeks after the lease has started, we get a call from the owner stating the water bill has not been transferred over into the tenant's name. This causes us more work as we have to make a record of this, notify and bill the tenant for the two weeks utility usage, and then follow up with all parties. To avoid this fee, tenant must make arrangements to transfer any and all utility services prior to the lease start date.

### **"Notice to Vacate" Eviction Posting Fee - \$75**

This fee is charged when rent is late and the eviction process has begun. The \$75 charge will be assessed to the tenant in addition to late charges.

### **Certified Letter Fee - \$25**

This fee will be charged for any occasion the tenant is sent a certified letter for negative reasons. Examples are: pending eviction, an unauthorized pet, failure to respond to email and telephone correspondence from YDRE; or any other lease violation.

### **Locked Out - \$75**

This fee is charged if a resident is locked out and needs YDRE to let them into the property.

### **After Hours Maintenance Fee - \$100**

This fee is for each occasion that an after-hours maintenance call is required for a routine service call. We understand that tenants have careers and can only be home at certain times after work or on the weekends – the same applies to our staff. It is the policy of YDRE to not perform any work on a property without the tenant being







