



Landmark Real Estate & Investment, INC Resident's Guide

The following is a Resident's Guide for properties managed by Landmark Real Estate & Investment, INC. The rules and regulations contained herein become part of the Residential Rental Agreement. Resident agrees to abide by the following items, with the understanding that the Resident's Guide may be amended as deemed necessary.

OFFICE PROCEDURES:

1. Office hours are from **8:30 AM to 12:00 PM and 1:00 PM to 5:30 PM**, Monday through Friday. We are **CLOSED** Saturday and Sunday.
2. Maintenance orders and questions can be directed to the manager during office hours. Please leave a message on the answering machine if your call is after hours. Residents are expected to make minor repairs in accordance with the list you are furnished.

SECURITY DEPOSIT PROCEDURES:

1. Apartment Inspection Form: It is the responsibility of the tenant to return the Apartment Inspection Form to our office no more than 10 days after tenant occupies the property. Any item not listed on the Inspection Form becomes the responsibility of the tenant. Failure to return the Inspection Form results in the tenant being responsible for any prior damages found in the vacating inspection.
2. Tenant understands and agrees that the security deposit may not be applied to rents due. The full monthly rent must be paid on or before the 5th of each month including the last month of occupancy.
3. Tenant agrees that a charge for replacing locks will be deducted from the deposit if all keys including the mail key are not returned.
4. Upon vacating, rent will be charged at least up to and including the day the keys are returned to our office and you have no reason to return to the property. After 10:00 AM will be considered a full day.
5. Deposit refunds will be mailed to the tenant's forwarding address no later than 30 days after resident has vacated and returned keys. If the tenant has not left a forwarding address, the last known address will be used. Requests for immediate payment of any deposit refunds shall not be honored. If any deposit amount is withheld, and itemized accounting of the charge will be provided for the resident.
6. **A 30-DAY WRITTEN NOTICE PRIOR TO THE BEGINNING OF THE RENTAL PERIOD IS REQUIRED. A LACK OF NOTICE WILL RESULT IN FORFIET OF YOUR DEPOSIT.**

REPAIRS: Tenant is responsible for all minor repairs in accordance with their lease, including the following:

1. Tenant will not make any repairs at the expense of the Landlord. Tenant will not paint, paper, or otherwise redecorate or make alterations to the Property without prior written

- consent of Landlord. Any permitted alterations which are not performed in a workmanlike manner will be corrected at Tenant's expense.
2. If repair or replacement of faucets is necessary because of negligence of tenant, tenant is responsible for payment of repairs. Should a tenant ruin the threads on a faucet while they are attempting to fix it, they will be responsible for replacing the faucet. Should the cut-off valve under the sink leak, the landlord will repair it.
 3. Stopped up drains and commodes caused by roots is the responsibility of the Owner. Any other stoppage is the responsibility of the Tenant. Should a new commode be required because of negligence of tenant, the tenant will have to pay for it.
 4. If repair or replacement of disposal is necessary because of negligence of tenant, tenant will have to pay for repairs or replacement of disposal (try reset button first).
 5. If repair of dishwasher is necessary because of negligence of tenant, tenant will have to pay for the repair.
 6. Minor repairs on refrigerators, such as replacing light bulbs, loose door handle, loose shelves, etc. are the responsibility of the tenant. Freezer should be defrosted monthly. Should a tenant puncture refrigerator while defrosting it, tenant will be responsible for the repair.
 7. If an element in a hot water heater has to be replaced because of a leak in a hot water faucet not being repaired by the tenant, tenant will be responsible for replacement of the element.
 8. Replacement of broken windows, regardless of cause, is the responsibility of the tenant. Also, repair or replacement of torn screens, broken frames, loose handles, locks, hinges, and weather stripping is the responsibility of the tenant.
 9. Repairing of blinds, drapery rods, or curtain is the responsibility of the tenant.
 10. Caulking around showers and around bathtubs is the responsibility of the tenant.
 11. Replacing light bulbs and broken fixtures is the responsibility of the tenant. The landlord will replace the light sockets.
 12. Pest control is the responsibility of the tenant.
 13. Complete yard care (watering, weeding, mowing, pruning and fertilizing) is the responsibility of the tenant. If grass, shrubs or trees have to be replaced because of neglect of tenant, tenant will be responsible for replacement.
 14. **IF TENANT FAILS TO MAKE A NECESSARY REPAIR, OR FAILS TO NOTIFY LANDLORD OF A NEEDED REPAIR, AND FURTHER DAMAGE OCCURS, THE TENANT WILL BE HELD LIABLE FOR ALL DAMAGES.**

RESIDENCE RULES: The following policies are necessary to enable the rental property to serve you as well as it can and give you a clean, well kept and quiet home to live in.

1. **EXCESSIVE DRINKING, MUSIC OR NOISE, DISTURBING OTHER RESIDENTS, OR ABUSE OF PROPERTY OR FURNISHINGS BY RESIDENTS OR THEIR GUESTS IS GROUNDS FOR IMMEDIATE EXPULSION.**
2. Please keep stereos and televisions down so as not to disturb others. If it can be heard outside your house, IT IS TOO LOUD. LOUD parties that can be heard outside as well WILL NOT BE TOLERATED.

3. NO PETS OR ANIMALS OF ANY KIND WILL BE ALLOWED ON THE PROPERTY WITHOUT THE WRITTEN AGREEMENT AND PET DEPOSIT. (See item 9 of the Residential Rental Agreement)
4. Any person(s) staying any longer than two weeks are not considered guests. Please notify us if guests will be staying longer. The same rules apply to visitors as apply to residents.
5. Never throw paper towels, diapers, liners, sanitary napkins, tampons or their cardboard or plastic applicators in the toilet. Do not let grease, coffee grounds, or garbage go down the drains. If plumbing is found faulty due to these causes the resident will be charged for the damages.
6. Do not remove window screens or use windows as an entrance to your house.
7. Please vacuum your carpet often. Dirt can cut out the fiber if allowed to work itself in. Please wipe up spills promptly. To remove grease stains: rub with cornstarch and let stand for a few hours, and then vacuum. To remove blood, food and drink: treat with cold water and detergent suds.
8. Walls are washable with care. Use a clean rag and a mild detergent to clean. Only small nails may be used to hang pictures in the walls. Place nails in a place where the next resident may be able to use them. DO NOT USE ADHESIVES OR STICKY FASTENERS.
9. Please use cutting boards and heat protectors on counter tops to avoid damaging them.
10. Additional locks shall not be put upon any door without written consent of the manager. If permission is granted, resident shall provide manager with an additional key for right of entry when necessary.
11. There is a \$25.00 lock out charge, payable in advance, if we have to send someone to unlock your door. WE DO NOT GUARENTEE LOCK OUT SERVICE AFTER BUSINESS HOURS.
12. The owners do not carry insurance to cover your actions or personal property if damaged by fire or water. Theft, disturbance by neighbor or other persons, is your problem and you may call the police. Management will not be responsible for any personal items stolen from the resident, Occupant or Guests, whether stolen from the house or personal automobiles. (Renters insurance an be obtained from most insurance companies to cover the loss of your belongings).

Resident(s): _____

Landmark Real Estate & Investment, INC

By: _____