

Thank you for selecting a property managed by ERA Knight Realty, Inc.'s Property Management Division as your new home! We are very pleased that you will be living with us. We hope that the information here will be helpful to you as you enjoy your new surroundings. Please remember that the Policies and Rules in this manual are part of your Lease Agreement and should be reviewed carefully. We welcome any questions or concerns you may have regarding this manual and ask that you direct any questions to your property manager.

As a resident of a North Carolina rental property you are required to abide by the provisions of each of the following:

- Residential Lease Agreement and any and all addenda signed with ERA Knight Realty, Inc.'s Property Management Division
- The North Carolina Residential Landlord Tenant Law
- The policies and rules governing your property as stated herein. The Policies and Rules are made for your protection, to assist you in avoiding charges, and penalties, and to continue to make your property attractive and comfortable.
- Covenants and Restrictions for your Subdivision. Not all properties will have a Homeowner's Association (HOA) or Covenants and Restrictions. However, if your property does, your contact information will be submitted to the HOA and you will receive a copy of the Covenants and Restrictions.

New policies and rules or amendments to this document may be adopted by Owner upon giving written notice to tenant.

OFFICE HOURS:
M-F from 9:00am-5pm
704-892-7373 (O)
704-892-9661 (F)

Your Property Manager is: Pamela Greene
Pamela@PamelaGreene.net
704-277-7659 (cell)

Rental Payments -- Rental payments are due ON or BEFORE the first day of every month. Late fees will be added should we not receive your rental payment in our office by the 5th day of the month. We do not accept partial rental payments. For your convenience, we have provided below the types of payments that we accept:

- Cash
- Personal Checks (NO postdated checks)
- Bank/Certified Checks
- Money Orders

If you have access to online banking, you may set up your online banking system to debit your rental payment from your account every month. Most online banking systems need the following information:

- Payee: ERA Knight Realty, Inc.
- Address: 19701-A West Catawba Ave., Cornelius, NC 28031
- Rental Amount
- Date (please make sure that the check arrives to our office no later than the 5th of every month to avoid late fees. Please refer to your online banking system provider for the length of time it takes for the payment to be debited, mailed, and adjust accordingly)
- Memo: please add in the property address in the memo area

When mailing your rental payment, please make sure the payment is mailed early enough for it to reach our office no later than the 5th of every month to avoid any late fees. If we receive your rent on any day after the 5th of the month, please understand that you will have a 5% late fee added to your account. We also have a drop box option (NO CASH, please) at our office for your convenience. It is located to the left of the front door of the office. If we receive a personal check from you, and it does not clear, you will be responsible for paying the rental amount, plus a 5% late fee, plus a \$25.00 insufficient funds charge, in CERTIFIED FUNDS or CASH and we will be unable to accept any additional Personal Checks from you and you will need to make arrangements to make your rental payments by CERTIFIED FUNDS or CASH.

During the First 7 Days --During the first 7 days after you move in, you should check all your drains to make sure they are all draining clearly. You should also check all your appliances (dishwasher, garbage disposal, heat/air conditioning, etc.) for proper operation. Some repairs will become your responsibility after the first 7 days. (Refer to the ERA Knight Realty Leasing Handbook for further information) Please report repairs needed **in writing** to the property manager. You should send your request via email to Pamela@pamelagreene.net or log onto www.LakeNormanRentals.com and select Online Maintenance Request, fill in the form as accurately as possible. IF you do not have access to the internet, please call your property manager.

Utilities –Any utility service that is not included in your lease must be connected in your name from the day the lease begins to the end of the lease term. Failure to do so may result in additional fees for use of the utility services or services to be turned off by the owner of the property. The owner is not responsible for utility services to be turned on at the time of move in. Please use the Utility Reassignment Form that you signed to sign up for your utility services. Do not use another utility company unless you receive prior notice from the owner. IF you use a utility company that is not listed on the Utility Reassignment Form, you will be responsible for any and all damage, or removal of items associated such as new wiring, installation, satellite dishes, etc.

Guests - Tenant is responsible for their own proper conduct and that of all guests, including the responsibility for understanding and observing all policies and rules.

Noise - While the Premises are well constructed, they are not completely soundproof and reasonable consideration for neighbors is important. Either inside or outside of the Premises, no tenant or their guest shall use, or allow to be used, any sound emitting device at a sound level that may annoy, disturb or otherwise interfere with the rights, comforts or conveniences of other tenants or neighbors. Particular care must be taken between the hours of 9:00pm and 9:00am. Please be advised that continuous noise complaints may result in warnings and possible eviction should the problem continue. You are responsible for the actions and damages of your guests and any uninvited guests who may enter your property as a result of your party or gathering, whether you are aware of their actions or not. **All costs incurred by the landlord as a result of a party or gathering, will be your responsibility**, so plan your parties well and avoid large crowds which may get out of control.

Parking - No vehicle belonging to a Tenant shall be parked in such a manner as to impede passage in the street or to prevent access to the property. Tenant shall only use assigned and designated parking spaces. Tenant shall ensure that all posted handicap, fire zones or other no parking areas remain clear of vehicles at all times. Vehicles parked in unauthorized areas or in another tenant's designated parking space may be towed away at the vehicle owner's expense. Vehicles may not be backed in and repairs and maintenance of any sort are not allowed on the premises. All vehicles must be currently registered and in operative condition. No trucks, commercial vehicles, recreational vehicles, motorcycles, bicycles, boats, or trailers are allowed anywhere on the Premises without advance written approval of the Owner. All vehicles must be parked properly between the lines of the parking space. Tenant shall ensure that their guests abide by all of these parking policies and rules.

Patios/Balconies and Entry areas - Patios/balconies and entry areas are restricted to patio type furniture and are to be kept clean and orderly. No barbecues or similar cooking devices may be used on the Premises without advance written approval. No items may be hung from the Premises at anytime and all entryways and walkways must be kept free from items that could be a hazard. Owner reserves the right to require that items that detract from the appearance of the Premises be removed immediately upon request. No unauthorized storage is allowed at any time.

Wall Hangings – Pictures may be hung on a thin nail. Mirrors, wall units, hanging wall or light fixtures, etc. need special attention and professional installation. Please contact your property manager for approval in advance as damage to the Premises will be the responsibility of the Tenant.

Hardwood Floor Care – Residents with hardwood floors are responsible for the care and upkeep of the hardwood floors. Floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. **DO NOT** put any type of wax product on these floors. It is also recommended that you use castors on all furniture to prevent scratching on the flooring. When vacating, please sweep and damp mop the hardwood floors. **DO NOT wax and buff.**

What do I do if I want to make improvements to the property? - Any changes in paint, wallpaper, curtains, landscaping, etc., will need approval from the owner. Please contact the property manager and request a "Request for Maintenance" form explaining as much as you can about what you want to do. Please include samples of materials to be used and your experience in this type of work. Also include a list of any contribution you expect from the owner. Your property manager will contact the owner with this information and get back to you as soon as possible.

Trash – Tenant is responsible for keeping the inside and outside of the Premises clean, sanitary and free from objectionable odors at all times. Tenant shall ensure that all trash, papers, cigarette butts and similar items are sealed in trash bags and placed in appropriate receptacles. No trash or other materials shall be allowed to accumulate so as to cause a hazard or be in violation of any health, fire or safety ordinance or regulation. Tenant shall refrain from disposing of any combustible or hazardous material and all trash shall be disposed of routinely per the local trash collection procedures.

Animals or Pets – No animals or pets may be kept or are allowed on the Premises by the Tenant or their guests unless the Tenant and Owner have approved an Animal Agreement in advance.

Inclement Weather – Tenant shall close all windows, doors and other building openings tightly when leaving the Premises to prevent damage from the elements to the Premises. When tenant will be away from the Premises during the heating season, the thermostat shall be placed at a minimum of 50 degrees to avoid freezing of pipes and other damage.

Keys – If you lose your key and need a new one there will be a minimum replacement charge during normal business hours for the first request. Subsequent requests or after-hours lockout service will be handled at a charge of \$40.

Key Release – Owner will not give a key to the Premises to anyone unless their name is on the rental agreement or Tenant has provided Owner in advance with a written key release request. This is for the Tenant's protection, so if you are expecting guests or relatives, please be sure they will have access to the Premises.

Window treatments – Tenant is not allowed to make any alterations to the existing window coverings without the advance written approval of the Owner. Only white or neutral color window treatments will be allowed and Tenant shall refrain from using aluminum foil or any other material visible from the exterior of the Premises.

Right to Enter – Owner reserves the right to enter the Premises with 24 hours notice with or without the Tenant's permission at any reasonable hour for any lawful reason or without notice in the event of an emergency.

What about Insurance? –Did you know that the owners are not responsible for your personal belongings should a leak, fire, or other damage occurs in your home? It's true and accidents happen! If equipment failure or simply an accident occurs and your personal property is damaged in any way, neither ERA Knight Realty, nor the owner of the property is responsible for replacing it or compensating you in any way. Renter's Insurance is cheap!! A policy costing only \$100 for an entire year may be enough to cover every item in your home. We strongly urge you to sign up for Renter's Insurance. If you already have auto insurance, it is a snap to add a renter's policy. If you have no insurance and are interested in having a policy, please let us know. We can give you a list of local agents that would be able to help you.

Mid-Lease Inspections – Your property manager will mail a letter to you within 2 weeks of mid-lease inspection.

Safety/Security – Safety and security is the sole responsibility of each Tenant and their guests. Owner or their agent assumes no responsibility or liability, unless otherwise provided by law, for the safety or security of the Tenant or their guests, or for injury caused by the criminal acts of other persons. Tenant should ensure that all doors and windows are locked at all times and Tenant must immediately notify Owner if any locks become inoperative. Tenant should turn off all appliances when departing from the premises and notify Owner when leaving for an extended period. Tenant shall not use or store any combustibles on the Premises.

Smoke-Free Property – Please remember that this is a Smoke-Free Property at all times.

Important Reminder -- Periodically check smoke detectors and carbon monoxide detectors. It is the owner's responsibility to furnish these in working order with a new battery and the tenant's responsibility to periodically test them and supply batteries as needed. Please be advised that if the battery is removed from your detectors at any time during your tenancy, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery, which is approximately \$25.00.

Keep the Premises Bug Free – It is the tenant responsibility to keep the premises bug free including, but not limited to roaches, bed bugs, ants, mice, rats, etc. Keep your food in sealed containers and keep your kitchen clean. Ants love food that's sitting out (yes, even pet food), especially small traces of crumbs and spills you might not notice. But ants do! Wipe down countertops and rinse sinks to eliminate attractive fruit juices. Insects love animals, so keep your pets clean and use flea and tick repellent. While they might scare you, spiders are actually your best defense against bugs. They love to eat bugs! So think twice about getting rid of all spiders. Indoor

plants may attract bugs, so check them regularly. If you find evidence of bugs, find a spray that targets just those bugs. Get those dirty dishes off the table, out of the sink and washed up (or at least in the dish washer), right after every meal. Standing water and food particles attract all sorts of pests. Get garbage out of the house as soon as possible. Garbage should be in plastic bags, tied and placed in sealed/covered cans out of the sun as much as possible. Get rid of all accumulated water and puddles near your home. These are choice breeding grounds for mosquitoes. Keep bird feeders near your home. Birds also love insects, so having them around can't hurt the fight. Just don't place the bird feeder on your deck, unless you enjoy hosing off your deck every day to eliminate bird droppings. Termites love damp areas, so make sure all rain water drains away from your home and doesn't seep back into your foundation.

What happens if I move out before the end of my lease?

You are signing a binding agreement for the period indicated in the lease. You have agreed to make regularly outlined payments in exchange for the use and right to private enjoyment of this property. If you default on that contract in any way the Landlord has the right to pursue satisfaction of that contract in a court of law. Also, because we are a member of the credit bureau, we have an obligation to report people who do not honor their agreements with us and this will become a permanent part of your financial record. However, when no other alternative can be found, we do work with the tenant as follows. The tenant should give us as much notice as possible of his plans, using the attached form (AGREEMENT FOR VACATING PRIOR TO LEASE EXPIRATION), and then make the property available to be viewed by prospective tenants until an acceptable new tenant is found. The original tenant will be released from his lease in lieu of the new lessor. By requesting that ERA Knight Realty, Inc. Property Management Division find another tenant the current tenant is accepting the following charges: a lease fee equal to half of one month's rent, any expenses to clean or prepare the house for new tenants and any rent or late charges owed to the owner.

What if I have fulfilled the terms of the lease and want to insure the return of my security deposit?

A. Give a 30 day notice from the beginning of any month or 30 days prior to the end of the initial term of the lease.

(EXAMPLE: If your lease runs from 3/10/09 until 3/9/10, you can give a notice on or before 2/9/10 that you will be vacating on 3/9/10, after that time you can give a notice at the beginning of any month. If you are vacating on 6/30/10, you should give a notice on or before 6/1/10.

B. Pay utility bills and have service disconnected. (Notify your property manager in writing of the date this is to be effective.)

C. Vacate premises taking all of your personal property with you.

D. Make repairs that are necessary to return premises to the condition as when you took possession.

E. Completely clean the property inside and out including all appliances.

F. Fasten and lock all doors and windows.

G. Return all keys, electronic cards, and garage door openers to your property manager.

You will also receive an itemized list as to the items that will need to be completed on or before you exit date.

Maintenance – Tenant agrees to promptly notify Owner of any items requiring repair at the Premises. Requests for repairs or maintenance should be made by contacting the Owner or their agent during normal business hours, when possible. Emergencies involving any immediate health and safety matter should be handled by the appropriate governmental agency (Police, fire, paramedic) and the Owner shall be contacted as soon as practical thereafter. Costs for any repairs, including repair or clearance of stoppages in waste pipes or drains, water pipes or plumbing fixtures caused by the negligence of the Tenant or their guests are the responsibility of the Tenant. When you take possession of the property, you will receive a copy of our Maintenance Guide. To file a maintenance request, please log onto www.LakeNormanRentals.com and select Online Maintenance Request, fill in the form as accurately as possible. IF you do not have access to the internet, please call your property manager.

REPORTING A MAINTENANCE PROBLEM

Non-Emergency:

Although we are available, for your convenience, to take **emergency** maintenance requests by phone during office hours, we are also available via email. For **emergency** requests, please call **704-277-7659**.

When making a maintenance request, please supply us with the following information:

- Your Name
- Property Address
- Daytime phone number



- A detailed description of the problem
- Whether or not we may access the property by key from our office
- Advise us of any security system or pets.

We do not routinely enter a property with a key without prior permission from the resident, except in cases of emergency. If you wish for us to enter your property with a key for a requested repair, please indicate this when you contact the office. We will need a daytime contact phone number for possible follow-ups with you.

If you have an alarm system, please let us know and arrange to meet the repairman, or have the alarm turned off. **ERA Knight Realty, Inc. will not be responsible for fines or fees caused by false alarm.**

Only the Lessee can make maintenance requests. **We cannot take maintenance requests from friends or relatives who are not on the lease.**

We will attempt to make the requested repairs as soon as possible. However, the cost and complexity of some repairs may require approval from the owner of your property resulting in an increased response time. We will make every effort to acquire Owner approval and inform you as to the timetable for completion.

Emergency Repair Requests:

Please call 704-277-7659 for emergency repair requests. When reporting an emergency, please make sure have your name, phone number, property address, and detailed description of the problem ready for the property manager. An emergency is defined as follows:

- No power to the entire property and the Power Company is not responsible and you are current on your power bill.
- No water to the entire property and the Water Department is not responsible and you are current on your water bill.
- Gas odor (please contact utility provider first.)
- Smoke or sparks from outlets, switches, etc.
- No heat or lack of operable heating facilities capable of heating living areas to 65 degrees Fahrenheit when it is below 40 degrees Fahrenheit outside from November 1st through March 31st.
- No AC (air conditioning) or lack of operable cooling facilities capable of cooling the living areas to 85 degrees Fahrenheit between June 1st and September 30th.
- Break-ins where the property needs to be secured.
- Unusable toilets (only if there are not working toilets available.) This is not considered an emergency if you have clogged the toilets.
- Broken locks on exterior doors and property cannot be secured.
- Flooding
- Fire (Call Fire Department by dialing 911 first)
- Floor/wall/ceiling cave-ins
- Termites
- Sewage coming up in any drains
- Leaking water heaters

The above items will be handled as quickly as possible. Calls late at night may not be handled until the following day. Calls early in the morning may not be handled until later in the day.

BEFORE YOU CALL FOR MAINTENANCE

Before you call to report a maintenance problem, there are several things that you can do that will help us to efficiently correct the maintenance problem, and may even prevent a maintenance trip to your home. These items include, but are not limited to the following:

Heating/Cooling Systems:

Change the filters every 45-60 days. This will ensure the most efficient, economical operation of your system. Clogged filters can actually inhibit the operation of the system, and eventually cause costly repairs, even replacement.

Heat Pump:

With a heat pump, a desired temperature should be arrived at and the thermostat should be left at this temperature. Typically, in the winter 68-70 degrees Fahrenheit is sufficient, and 72-76 degrees Fahrenheit in the summer. Do not adjust the thermostat up and down on a heat pump system, it is not a hot air system- the air from the registers will feel slightly warm, not hot as with a gas furnace. The heating portion of the heat pump is equipped with auxiliary heat strips to provide heat when the outside temperatures are excessively cold (usually 25 degrees or below). The heat strips can generally be “turned off” by lowering the temperature setting on your thermostat.

Gas Furnace:

If the pilot light on your gas furnace goes out, check with your gas service provider to make sure that your gas service has not been interrupted. We also expect you to familiarize yourself with the heating system and try to re-light the pilot light if the need arises. Lighting of pilot lights on furnaces, water heaters, and fireplaces is a resident responsibility.

As with any electrical appliance, if the furnace or air conditioning suddenly stops working, always check the breakers. Flip the breaker all the way “OFF” and then back “ON” to see if the problem is corrected. A slight movement of the breaker can interrupt the service to the appliance. If you have screw-in type of fuses, you should replace the fuse. We expect you to check the breakers and fuses prior to notifying the office.

Dishwashers:

If your dishwasher fails to come on, first check the door latch to make sure that it is engaged properly. If the appliance still will not come on, check for a power switch that will be located above the counter top in the vicinity of the dishwasher. This switch will resemble a light switch. This switch will frequently get flipped down which will not allow power to the unit. If this doesn't work, check the breaker. If there is still no power to the dishwasher, contact your property manager. Be sure to use only approved automatic dishwasher detergent in the machine. Over sudsing will occur if other detergents are used, resulting in leakage and possible damage to the appliance. If the dishwasher leaks during the cycle around the floor or from underneath, notify your property manager. If it will not drain, make sure it finished the full cycle before the door was opened-a small amount of water in the bottom on occasion is not unusual. If you notice dried food or “sandy” looking particles on the dishes, make sure your disposal is completely empty before running the dishwasher. They drain into the same line and food left in the disposal will back up in the dishwasher and may also cause the dishwasher drain line to clog.

Drains:

After the first 7 days of occupancy, clogged drains are the responsibility of the resident. It is advisable to check all drains, including the washing machine, for proper operation during the first 7 days and report any problems to your property manager. Thereafter, we recommend you use “Liquid Plumber, Industrial Strength”. We will be glad to recommend reasonably priced drain experts if you so desire. Do NOT use powder “Drain-O” or lye, as this will corrode the pipes. Any damage done to the pipes from improper clearing, or attempts to clear stoppage, will be the responsibility of the resident. The resident is not responsible for stoppage due to defects in the pipes (such as corrosion from age) or natural stoppage, such as tree roots. We advise against the use of “in-tank” bowl cleaning products as they can damage rubber washers, gaskets, and clog jets.

Toilets:

Please use a plunger to unclog a toilet. DO NOT flush paper towels, cotton balls, cotton swabs, tampons, sanitary napkins, condoms, diapers, or any foreign objects down drains. There will be a charge for removal of foreign objects as well as any resulting damage. In the event that you report a clogged toilet and request maintenance, a plumber will be called. Should the plumber unclog the toilet just by plunging the toilet, you will be responsible for the charge.

Glass, Screens:

Please report any broken glass or damaged screens during the first 7 days of occupancy. Thereafter, the repair to glass or screens becomes the resident's responsibility. Typically, cracked glass is not replaced unless the crack is such that it may cause the glass to fall out of the frame or otherwise injure the resident. Cracked panes should be noted on your Move-In Inspection Sheet to relinquish you from any responsibility.

Washing Machines:

It will be your responsibility to maintain the drain and lint screens. You will also be responsible for service, repairs, and any subsequent damage caused by tenant abuse or neglect. You will be responsible for any damage caused by overflow due to improperly loading or overloading of machine. Make sure you fully load your washer. This will save time and energy, however be sure not to overload your washer. Leave the lid up to help dry out the interior and prevent odors. Wipe off any excess water around the front loader door and gasket. Mix small and large items for better wash water circulation. Keep lint producing items in different loads from

lint collecting items. Make sure the washer is level. Make sure loads are balanced as you can ruin a washer by running unbalanced loads. Use only recommended levels of detergent and bleach. Periodically clean the detergent residue from any dispensers. Promptly remove loads from the washer to prevent bacterial growth and odors. Tide Washing Machine Cleaner will fight odor-causing residues in your washer from laundry soils, detergents and water hardness minerals which can be harmful to the laundry. You can use soap and water or other non-abrasive cleansers to wipe down the exterior surfaces. Wipe with a damp cloth near the controls; do not soak the control with the cloth. When going away for an extended length of time, you may want to turn the water supply off to the washer to keep the pressure off the fill hoses. Clean any lint traps in the washer or at the end of the drain hose. Set controls for the right type of load to insure clothes will be cleaned properly. Don't skimp on water levels or temperatures.

Drvers:

Empty the lint trap after each and every use. Clean the complete vent system at least once a year. This includes all interior and exterior ducting, and the louvers going to the outside. Do not overload with heavy clothes such as wet jeans or heavy blankets and comforters. Spread these out over two or more loads. This can extend the life of the motor and other parts. Do not spray cleaners on top of the unit. Certain chemicals can damage the porcelain finish. Wipe down the exterior with mild, soapy water and a wash cloth. Make sure the dryer is on a level footing.

Ice Makers (where applicable):

The lever on the ice maker determines if it makes ice or not. If the lever is pulled all the way up, it will not make ice. Please keep plastic bags away from ice maker.

Microwaves (where applicable):

Be very careful not to allow any sharp instrument to break the microwave door. Keep the appliance completely clean at all times. Please do not use aluminum or Styrofoam in the microwave. Please do not use steel wool to clean microwave doors.

Garbage Disposals:

This is for food waste only. Service required as a result of foreign objects in the disposal will be billed to the tenant. Heavy or fibrous food waste, such as cornhusks, cobs, seeds, onion skins, rice and bones, should not be placed in the disposal. To clean the disposal, feed a full tray of ice cubes through it while running cold water. To prevent stoppages, remember to run water during use and for at least twenty seconds after you finish. Make sure rubber splashguard is not damaged or missing. In the event that the disposal shuts off in the middle of operation, turn the switch to "OFF" and attempt to reset the disposal by depressing the "RESET" button that is typically located on the side or underside of the disposal unit. If resetting does not solve the problem, please submit a maintenance request. **NEVER put your fingers or hand inside the disposal.**

Dishwashers:

Use only dishwasher detergent in the machine, never hand soap or dish soap, as this will cause your dishwasher to not operate properly, and may result in a flood. Do not put anything in the Jet Dry dispenser that is not a Jet Dry Product, as this will cause your dishwasher not to operate properly.

Furnace Closet/Water Heater Closet:

Do not place any items inside this closet. This space is designed to hold only the hot water heater and furnace. The potential for a fire hazard is great if items are stored in this area. You will be billed for removal of items from this area.

Energy Savers:

Keeping your blinds/draperies closed will help insulate your windows. Conserve water by promptly reporting running toilets, leaking faucets, faulty showerheads, etc. to your property manager. When the shower is in use, no water should be coming out of the tub spout at any time.

Electricity Outages:

If you experience a loss of power, please contact your utility company's emergency number.

Locks:

Be sure that you have received a key to each of your locks, including mailboxes. If you have not, please contact your property manager. You are NOT allowed to change or replace any locks. Please refer to the Leasing Handbook for further information concerning additional and possible charges.

Break-Ins:

Unfortunately, break-ins may occur. Once the break-in has been reported to the Police and the resident has received a police report number, please notify your property manager so that appropriate repairs can be made. Please provide the police report number when you contact us. You will need to acquire a copy of the report and send us a copy. Without a police report, it is possible that the damages will be the responsibility of the tenant.

Typical Resident Responsibilities:

If we repair any of the following listed items the amount will then be invoiced to the residents account:

- Broken Glass
- Lost keys, key broken off in lock
- Stopped up/clogged drains, including but not limited to toilets
- Tripped breakers, overloaded circuits, blown fuses
- Non-functioning heat or air due to clogged filters or no fuel
- Damages, which are not normal wear and tear
- No problem detected as reported.

(This is a partial list; other items may be determined to the resident's responsibility also. Please see the attached list of Estimated Charges)

Who pays for service calls?

ALL SERVICE CALLS TO BE COVERED BY THE OWNERS MUST BE INITIATED BY THE PROPERTY MANAGER, IF YOU CALL A SERVICE PERSON, YOU PAY.

The owner will pay for repairs to appliances and mechanical systems which are a result of normal wear and tear. If you have used a system in a way that is not consistent with its purpose or abused an appliance or system, the repair will be charged to you. (The most common abuse is not regularly changing heat pump filters.)

Note: DO NOT FORGET THAT IT IS YOUR RESPONSIBILITY TO PERIODICALLY CHANGE HEAT PUMP FILTERS. If a service call is required due to dirty filters this will be charged to the tenant. Please report all needed repairs to the office as promptly as possible. This insures that you will not be held responsible for damage caused by the need for repair. (Please be aware that you can be held responsible, if you allow repairs to go unreported and results in damage to other areas of the home. Example: water leaks that rot the floor; electrical shorts that cause burns or scorches on the walls.)

Resident Reimbursements:

You must receive prior approval from ERA Knight Realty's Inc. Property Manager before making any repairs on your own. Please note that on pre-approved repairs made by the resident, we will only reimburse for materials. **Please DO NOT** deduct reimbursement items from your monthly rent. Submit a request for reimbursement, along with proof of purchase (original receipt), and you will be reimbursed as agreed upon.

Lawn Maintenance:

If you are leasing a single family home, duplex, or condominium with an enclosed rear patio, per the Residential Rental Contract and Maintenance Addendum, you have accepted responsibility for mowing the grass, trimming the shrubs, and clearing the gutters.

Alterations:

As a tenant, you are restricted to making any alterations, installations (including installations of additional locks, or chain latches), repairs, or redecoration of any kind to the property, without prior written consent from the property owner. ERA Knight Realty and the property owners do not unreasonably withhold consent, but may require you to return the premises to its original condition when the lease term is completed. No signs, lights, satellite dishes, or antenna wires may be installed at any time unless you receive written consent from the property owner and ERA Knight Realty.

Waterbeds:

Because of the potential for extensive water damage and because of the enormous weight of a waterbed, prior permission must be obtained by the property owner and your property manager before a waterbed will be allowed in the premises. Proof of Renter's Insurance is required upon approval.

Lease Renewals:

We appreciate long-term residents and encourage renewals on a regular basis. We will be contacting you well in advance of your lease end date to determine if you will be staying in your rental home for an additional year. You will be asked to respond to us by a specified date in order for us to reserve your rental home and remove it from our leasing boards. It is particularly important that we hear from you by this deadline, as the demand for rental homes is very high. If you have any additional questions or concerns about our renewal process, please contact your property manager.

Name Addition/Deletion/Roommates:

Each person over the age of 18 must apply to live in the premises. If the new name addition or roommate is at least 18 years of age, her/she must fill out a rental application and be approved. Should the new name addition or roommate not be approved, we will contact the owner of the property for final approval. New name additions and roommate additions may incur an additional charge.

Condition Reports and Move-In Inspections:

On your move in date, you completed a move-in inspection form that shows the condition of the property upon possession. This report will be used again during your mid-lease inspection as well as your tenant exit inspection.

Security Deposit Returns:

Please review carefully your move-in inspection report. You received a copy of this report via email (if we had your email address) and a copy was mailed to you within 5 days of you taking possession. This inspection report showed the condition of the property when you took possession.

The guidelines that are presented in this manual represent your responsibilities during your lease term and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these requirements.

Management reserves the right to access the quality of work that you have done, or contracted professionally, at move out; and deductions may occur as a result of poor cleaning, or other work that was performed by the tenant for move-out.

It is the tenant's responsibility to provide us with a forwarding mailing address. We are able to return the security deposit to one person. It will be the tenant's responsibility to distribute the funds appropriately between roommates.

Deductions for repairs will be made for the following items existing at the time of move out. These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesive, nail holes, masking tape, hooks, etc.
2. Missing or damage screens or blinds.
3. Damage to doors or windows.
4. Carpet stains, rips, and tears.
5. Damage to hardwood floors.

Finally, we understand that no one wants to be charged for repairs. If you have any questions regarding possible charges, please feel free to contact your property manager at any time.

Enjoy your new home!!

We hope that the information provided to you in this Leasing Handbook will help to make your residency with us more enjoyable. If you have any additional questions or concerns, please feel free to contact your property manager at any time!

Again, thanks so much for choosing a property managed by ERA Knight Realty, Inc.!

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