

Tenant's Responsibilities and Maintenance Procedures

1. Before calling Total Home Protection, Landlord, or Property Manager, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency, such as those listed in item 3.
2. Determine if it is an emergency or a non-emergency item.
3. Emergencies - There are FEW emergencies.

Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.

- Emergencies causing immediate danger, such as fire, call 911
- Emergencies involving gas, call the gas company, and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service.
- Emergencies such as backed up plumbing, flooding, call American Home Shield, if necessary, call 911 first.

If it is a non-emergency, please do the following: Call Total Home Protection and Schedule a Service Call: 1-800-545-0402

4. Should you need service, there will be a one time, \$45 service charge.

Check the following, if appropriate, before calling:

- 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 turn 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 this does not work, call the home warranty company or your preferred service provider.
- If the electrical does not work in part of the house:
 - o Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - o Reset the GFI plug and most likely, it will restart the electrical.
 - o 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.
- If the circuit breakers continually keep going off:

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- o Check all appliances to see if too many appliances are running such as irons, microwave, 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. 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, call the property manager immediately. Remember, a smoke alarm is for safety, and it is very important to check it regularly to see if it is working.
- 5. 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:
 - o 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:
 - o Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective.
 - o Follow the directions on the package, apply around the perimeter of the house, and fence.
 - o For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - o Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - o If the insect problem persists, call Total Home Protection or a Pest Control company.
 - For rodent control, observe the following:
 - o If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
 - o If you see rats or large rodents, contact Total Home Protection or a Pest Control company.
- 6. Landscape and watering - Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
 - Take care to not cut sprinkler heads when mowing the yard. Contact the property manager for more information about how to use the system.
 - In the winter during a hard freeze, turn water off to the sprinkler system so that it does not freeze.

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- Do not park cars on the grass.
 - If you have sprinklers or an irrigation system that is not working, call the property manager.
 - Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
7. 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:
 - o Replace at a MINIMUM every three months, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
 - o 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, call Total Home Protection to replace the smoke alarm immediately. Tenants are responsible for the replacement of batteries.
 - Test smoke alarms every thirty days. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.
8. 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
9. Holiday decorations and lights
- Hang exterior lights and decorations properly and carefully, no nails or stapling lights to eaves or any part of property.
 - 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.
10. Cleaning and maintenance of the property

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- Kitchens
 - o Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - o Do not pour grease down the drains. Discard grease in a metal can appropriately.
- Oven
 - o Do not leave oven on and unattended when leaving the house at any time.
 - o Do not allow grease build up this can cause fires.
 - o Clean regularly.
 - o Do not leave oven on high heat for longer than 3 hours.
- Bathroom
 - o Prevent mildew and mold from accumulating.
 - o If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
 - o Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - o Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
- Plumbing
 - o Properly dispose of all personal hygiene products. Do not flush any of these down the toilets at any time. This prevents 95 percent of plumbing stoppages.
- Carpets and flooring
 - o Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
 - o Keep floors vacuumed.
 - o Immediately clean up spills to prevent stains and damage.
 - o Do not use wax on vinyl or tile.
 - o Use only hardwood floor cleaners on hardwood floors.
 - o Have carpets steam cleaned when appropriate; do not use home floor cleaning machines.
- Windows and window furnishings
 - o Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
 - o Wipe all blinds with soft dry cloth or with products designed for the blinds.

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- o Close windows against the elements of weather, when appropriate, to avoid damage to interior.
- o 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:

- When residents cause sewer stoppages/blockages
- If the Tenant or Tenant's Guests or Invitees, cause damage to the property
- If the Tenant's pet causes damage to the property
- 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 perform electrical work (this does not include changing light bulbs or batteries).

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- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Property Manager.
- Do NOT perform repairs unless authorized Landlord or Property Manager or outlined in this guideline.
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by Landlord or Property Manager.

Parking

- Parking passes can be obtained from Mary Mendez-Pickering at 713-329-7148. Each unit can have 2 parking stickers and 2 guest passes. Lost stickers are \$5 each. Guests/Visitors/Tenants who park without a sticker or pass risk being towed. Landlords will not be held responsible for any fees/charges resulting from any car parked without a sticker/guest pass.

When you are ready to move, the following will be required:

- Cleaning:
 - o Have the property clean throughout the interior and the exterior.
 - o This also includes vinyl or tile floors, windows insides and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
 - o Normal wear and tear is not a dirty property.
- Carpet Cleaning:
 - o Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
 - o You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
 - o DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional steam cleaning is accepted.
 - o Call for a recommendation from us to receive reasonable rates on carpet cleaning.
 - o If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Landlord and/or Property Manager and a receipt is required during the walk through inspection.
 - o Tenants please note: you will not be reimbursed for any carpet cleaning contracted by tenants.
- Replace:

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- o Light bulbs, filters, smoke detector batteries, doorstops; these items must be IN PLACE OR WORKING to avoid charges.

- o Change the filter just before you vacate the property.

- Pest Control:

- o If you have a pet, leave an adequate supply of insect foggers. The minimum required is four

(4) foggers.

- o If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges.

- o All foggers must be left unopened and given to agent during walk through inspection.

- Landscape

- o The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease.

- o Pick up any animal droppings whether you have an animal or not.

- Trash

- o If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.

- o Place all other trash within the appropriate trash receptacles for normal trash removal.

- Painting

- o We request that you do not Spackle, putty, or touch up paint unless sure the paint will match.

- o Charges can occur if unnecessary painting is required due to tenant painting.

- o Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

ATTORNEY FEES: In any action or proceeding arising out of this agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs. The undersigned tenants understand and acknowledge receipt of the Maintenance Instructions.

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