



Resident Handbook

Congratulations on the selection of your new home. As property managers we have obligations to both you the resident, and to the owner of the home. This Handbook, which is a part of the lease, outlines our responsibilities to you as well as your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Please keep in mind that the condition you saw the property in is the same condition it will be in when you move in unless you specifically request something to be done in writing prior to your application approval. All tenants acknowledge that they (or a designated representative) have inspected the interior of the property prior to this lease signing. No cosmetic changes will be made to property after the signing of the lease without owner's written approval. Any request made after your application has been approved cannot be guaranteed.

All Non-Emergency Repair requests need to be made in writing through either your tenant portal or by email to pm@azperformancepm.com or fieldservices@azperformancepm.com. **After hours emergency repair requests** can be made by **calling 602-396-9113**

Tenant acknowledges that they are agreeing to accept the property in the condition it is in currently and have previewed the home and are not relying on verbal statements made by landlord or their representatives in their decision to sign the lease.

This handbook was written to be used as a reference for you. Place it somewhere you can easily find it. **Before calling the office, look to see if the answer you seek is here.** If you find something you think would be helpful to others but is not included, please notify your Property Manager. We are always looking for additional ways to serve you.

Do not allow a pet into the property or yard without written permission for any amount of time

Clear communication is the key to a successful Landlord/Resident relationship. We are always ready to answer any questions or to find solutions to any problems.

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GENERAL RULES AND REGULATIONS

Part of your lease – This tenant handbook is part of your lease and is legally binding on both parties. No smoking of any kind allowed in premises. Tenant agrees that no marijuana including medical marijuana will be kept, grown, or used on premises.

Put this handbook where you can find it – Before calling the management office, see if the answer to your question is in the handbook. We love hearing from our residents but need to keep our time free for emergencies and urgent matters.

Phone Numbers and Email – All residents who have a home, cellular or work phone or email address should give these numbers and email address to the management office. Please notify the office of any changes. Even unlisted numbers/email addresses should be provided to management (these are kept confidential).

The Property – You have leased a home...think of it as your own. During the term of this lease, you are in possession of the house and the yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises.

Rental Payments – All rents and all other accrued charges are due on or before the **first** day of each month by 5:00 pm (regardless of weekends or holidays). Monthly bills or reminders will not be sent out. Payments should be in a check, money order or certified funds (**no cash will be accepted**) made payable to AZ Performance Realty:

AZ PERFORMANCE REALTY
2403 N. Pebble Creek Parkway, Suite #101
Goodyear, AZ 85395
Phone: 623-298-4391

You can mail or deliver your payment to the above address. **It must be delivered on or before 5:00 pm on the 1st of the month** (regardless of weekends or holidays). **Please write your address on the payment to ensure proper credit.** All accounting is done by address of the property. To avoid any misunderstandings, please put your address on **all** correspondence with the office. Properties with multiple tenants must pay by one (1) check, multiple checks will not be accepted. Landlord may, at any time, require rent payments to be made in certified funds and refuse acceptance of personal checks or electronic checks.

You may pay in person, during normal business hours, Monday through Friday 8:30 a.m. to 5:00 p.m. We do not accept cash or post-dated checks. You can also pay rent online through your tenant portal by visiting www.azperformancepm.com and going to the drop-down menu for Login -Tenant

Rents unpaid beyond the 1st day of the month are delinquent and are subject to late charges as noted on the lease. Even if the 1st falls on a holiday or weekend.

NSF Checks – The amount of the NSF (non-sufficient funds) check, plus a non-sufficient check charge as per the written lease agreement and late fees must be paid by money order or certified funds within 24 hours of notification or legal action may be taken. After a check (or PayLease) is returned to us for insufficient funds, no further checks or PayLease payments will be accepted. You will be required to make all future payments by certified check or money order.

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Default of rental payments – If the rent is not paid by the 1st day of each month, we may begin legal proceedings to terminate your lease. You will be responsible for all legal and collection fees incurred by management’s efforts to collect the rent due. All charges unpaid by the end of the month in which they are accrued will be added as additional rent. If rent is paid while a legal action is in process, delivery of rent will not necessarily stop the legal action until and unless a separate written agreement is executed by all parties. Without this agreement, those funds will not be accepted and returned. In the event that the **Tenant declares bankruptcy**, the Tenant covenants and agrees not to claim this agreement as an asset of the bankruptcy and that the filing of such bankruptcy will constitute a default of this agreement and so act to terminate this agreement.

Posting Fees –Tenant to pay a Posting fee of \$100 per notice posted to the property.

Notice to vacate – A thirty-day written notice to vacate is required. Thirty-day notice must go from the 1st of the month to the end of the month, we do not process any move outs mid-month, unless otherwise approved by management. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE OR ON A MONTH-TO-MONTH BASIS.** This notice should include a definite move-out date. Failure to properly terminate the lease may cause you to lose your security deposit as well the monthly rent until the property is re-rented. Our office will confirm once notice is received. If you don’t receive confirmation within 1 day your notice was not received and you should resend it.

Breaking the Lease – If you are unable to fulfill the lease obligations for the entire term, you may pay a lease buyout fee to avoid being liable for all lease obligations through the end of your lease. You must also leave the home clean, undamaged, and ready for occupancy. Neatness is very important if we are going to show the unit while you are still occupying it. Move-in and move-out inspections are required. Please see more details further in this handbook.

Keys and Locks – Alterations or replacements of the locks, installation of bolts, knockers, mirrors or other attachments to the interior or the exterior of doors requires the approval of management. Management must have keys to each lock on the house. Management may file for an eviction or an injunction to gain access and re-key if at any time access is denied following written notification by Management as required by law and will charge tenant for such action.

Trash & Garbage – All trash, garbage & recyclable items must be placed in appropriate containers. (Management may or may not provide these.) All containers are to be discreetly stored. If containers are not provided by management, the tenant is required to make arrangements for trash pick-up through your local waste management company.

Disturbances, Noise & Nuisance – All residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers-by. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind, is cause for eviction. This includes loud music, vulgar or profane language, etc. If music or other sounds can be heard outside the perimeter of the leased premises, it is considered too loud.

HOA CC & R’S – These are the rules and regulations set forth by the homeowner’s association, you will be required to obey all rules and regulations. It is your responsibility to request copies from homeowner’s association and read them. Any fines set forth by the HOA for not obeying these rules or regulations will be assessed to you. Anytime the property receives a HOA violation letter you will be charged an additional \$25 Admin-HOA Violation Processing Fee per HOA letter. This fee is in addition to any HOA fines and will be added to your tenant ledger and due with next month’s rent. Every HOA has different rules and fine amounts. The most common HOA Violations are for weeds, dead plants, plants need trimming, parking cars on the street and trash cans not being stored out of sight. We have no control over the HOA, their rules, their violations, or their fine structure.

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Move-in Report – Included in your move-in package is a hard copy of the Move-in Report completed by management to document the condition of the premises. You will have a copy with the pictures emailed to you. **You have 5 days to note any additions and/or changes to the report and provide back to our office with supporting pictures.** Be as detailed as possible; we will use this report to compare the move-out condition to determine your security deposit refund. Be sure to check all appliances, faucets, toilets, AC/Heat, etc to insure they work. **Failure to submit the form with notes & pictures to our office within 5 days will be legally binding proof that the property is in good condition without defect and the move in report and pictures management provided is complete and is 100% accurate.**

Periodic Inspections – **Internal visits/Periodic inspections will take place at each property** & include pictures and/or videotape. We require access to each room and yards of the home. We are looking at the overall condition of the property as well as the condition of all appliances, blinds and landscaping supplied with the home. Internal visits are scheduled during the work week (Mon-Fri 9:30 AM and 4:00 PM). We notify you in advance (in accordance with all legal requirements) so you can make arrangements for either yourself, a friend or family member to be at the property for the visit. If no one is able to be home, we can either use the emergency key to access the home or reschedule (reschedule up to one internal visit a year). If we arrive at the property and no one is home, you will be charged for a missed visit fee of \$50. To reschedule your internal visit please email our office at least 4 days in advance and the rescheduled date must fit within 4 weeks of the original date. You will be notified of any problems found at the visit and given **ten days** to remedy them unless state law permits a shorter period of time. Any breach not corrected will be addressed per the **Arizona Residential Landlord/Tenant Act**.

Parking/Vehicles – All vehicles must be parked in garages, parking lots or driveways. No parking is allowed on the lawn, rock, sidewalks or other areas not designated for parking. All vehicles must always be registered and operable. No vehicle repairs are allowed at the home. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. **Tenant is responsible to consult with the HOA to insure they are obeying all rules, including those for overnight parking of any vehicle (including guests).**

Guests/Occupants – Any person staying more than **14 days a year** will be considered residents, unless prior written permission is obtained from management. If occupant will be a resident, a written application with credit & legal reports are required on all occupants over the age of 18. Only those persons listed on application/lease have permission to occupy the premises. You are responsible for the behavior of your guests. All portions of this agreement also apply to all guests.

Emergency and Emergency Maintenance – An emergency is fire, flood, blood, when danger is present, and you **should call 911**. An Emergency Repair is present where property damage has or is about to occur. See Emergency Maintenance Procedures for more information.


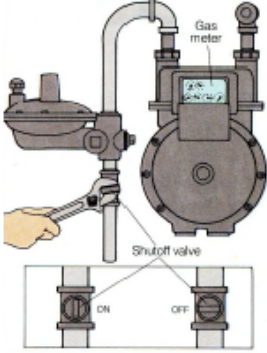


Renter's Insurance – It is the management's strong recommendation that renter's insurance be obtained for the protection of you, your guests, and your personal belongings. To the maximum extent provided by law, Management is never, under any circumstance, responsible for your personal belongings.

Animals – **No animals (pets, snakes, birds, etc.) of any kind are allowed on or about the premises for any length of time** without written permission from management. If permission is given, you will be required to pay a pet fee that may or may not be refundable along with an annual fee due at move in and at each lease renewal. Month-to-month tenants will pay the fee the day the month-to-month agreement is in effect. If damages are of an amount over the pet fee you will be responsible. You will be charged for spraying of fleas and/or repair of any damage. You are responsible for animal at ALL times and for any/all damages and injuries. If permission is not given and a pet is kept on premises, you will be evicted. (Some policies do not apply to assistive animals once you request a Reasonable Accommodation-See Management for details)


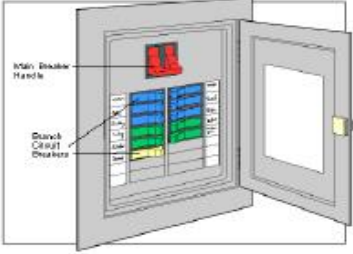



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UPON MOVE-IN

Get to know your property – When you first move in, locate the breaker box, and note the location of GFCI outlets (likely locations are in the garage, in the kitchen, bathrooms and outside, and are not at the breaker box). Locate where the stove, hot water heater and the air conditioner breakers are. Also locate the water shut off for the house, usually in the front of the house close to a spigot. Also locate the water shut off at the street, at the hot water heater, as well as the shut offs under all the sinks and at all toilets. Locating these items now may eliminate any damages later. Locate the sprinkler timer (normally found in the garage or on the outside of a wall) ensure the sprinkler timer is set up and programmed properly. Anytime power goes off to the home the timer will lose its power and have to be reset (just like the clock on your microwave or oven). The timer should be adjusted at least four times per year to adjust watering days and times as needed.

NAME	DESCRIPTION	LOCATION	SAMPLE IMAGE
Air Filters	Change at least once per month, turn off unit before replacing filter	Filter inside HVAC unit in garage, on walls or ceilings	
Gas Shut Off Valve	Turn off during emergencies and disasters for safety	Always found on side of house	
GFCI Plugs	Check these plugs if electrical appliances or items fail to work	Found in place of standard wall plugs	
Landscape Timer		Typically found in garage or on outside wall	

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<p>Landscape Valve Box</p>	<p>For water shut-off to the landscape</p>	<p>Found in yard</p>	
<p>Main Circuit Breaker</p>	<p>Locate in the event of power outage</p>	<p>Main box is usually found in garage or outside house</p>	
<p>Main Water Shut Off Valves</p>	<p>Locate in the event of major flood</p>	<p>Found on sidewalk and in garage</p>	
<p>Property Water Line Valve</p>	<p>Stop water from running to the home</p>	<p>Side of house</p>	
<p>Water Shut Off Valves</p>	<p>Stop water leaks</p>	<p>Found below sinks and behind toilets</p>	

IN AND AROUND THE HOUSE

Pool – In the event of a pool where lease lists landlord responsible for pool cleaning/routine maintenance landlord will provide once per week chemical check/adjustment and a quick clean. Tenant to skim, brush, keep clean and have the skimmer basket emptied regularly. **Pool pump during the summer months needs to run for 8-10 hours**, or per vendor recommendation/settings, tenant may not adjust the pump schedule. Water level always needs to be maintained (at all times). Proper water level is between one third and one half the way up the opening of the **pool** skimmer. From time to time a pool may need to be drained of water and refilled. The owner will not reimburse a tenant for any utility costs of any kind under any circumstance, including refilling the pool with water.

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Heat – A/C units & Smoke Detectors – **All filters must be changed once a month.** This is very important for the proper operation of the unit as well as the air quality in the home. Replace the smoke detector/carbon monoxide batteries and the batteries in your thermostats (if equipped) at least once every year. Many homes have heat pumps for the heating and cooling so air coming from the vents may not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to leave the control alone. The air runs over the heating or cooling element, then gradually warms or cools to set temperature. During extreme hot or cool temperatures, the heat pump may not keep the house as comfortable as you may desire. To help the unit perform, close all the blinds, try not to use any of the hot appliances and keep all doors closed.

Circuit Breakers – Circuit breakers move only slightly when triggered. It may appear to be ON when it has “popped” off. To reset a breaker, turn it fully to the off position and then turn it back on again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts off the power during fluctuations. They are usually used around sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have the circuits at the plug-in outlet. When these “pop” simply reset the breaker as outlined above, or per the instructions on the plug-in outlet cover.

Extermination/Pest Control – Tenant understands that various pest, rodents and insect species (pests) exist in Arizona. Pests may include, but are not limited to, scorpions, spiders, bees, snakes, ants, termites, rats, mice, pigeons and roaches. Please report any pest control problems within three days of move in. If not reported in writing within 3 days of your move it, it is agreed that the premises have no infestation of any kind. Any future infestations of any kind, besides termites, shall be your responsibility. You are required to report any suspected or known termites immediately. You are not responsible for termite control. Management assumes no responsibility for the control of roaches, mice, ants, bees, scorpions, or any other pests. You will be charged for any damage caused by uncontrolled pests (i.e., ants building a nest in the a/c unit and damaging the unit).

MAINTENANCE, DAMAGES AND REPAIRS

A Message to You – You are expected to maintain the home and keep it in as good condition as when you took possession. **YOU ARE REQUIRED TO PROTECT THE PROPERTY AT ALL TIMES FROM WATER DAMAGES.** If water damage occurs, you could be responsible for costs to repair water damages. We understand that not everyone has the knowledge to fix routine maintenance issues. So, we’ve provided some informative and helpful YouTube videos on our website at <http://www.azperformancepm.com/maintenance-resources-and-videos/>, to help potentially save you money and correct the issue quickly! Follow the steps in these videos, if applicable, prior to submitting a maintenance request, as failure to do so could result in tenant invoice responsibility. Only non cosmetic repairs required because of normal wear will be repaired by management. **You will be charged for any damages or repairs needed due to misuse or neglect.** If you break it, clog it or don’t maintain it, then fixing it is your responsibility. Tenant shall make no alterations to the premises without landlord’s written consent. Tenant shall be responsible for restoring the premises to its original move in condition. Tenant is responsible for changing **all filters in property**, (AC filters, refrigerator filters, R/O filters (if applicable)) and **refilling water softener salt** as needed. Any applicable items should be up to date on required filter changes at move out.

Repairs are not completed by an employee of ours but a third-party vendor that we dispatch. It is a tenant’s responsibility to immediately notify our office if a vendor does not perform the work, does not fully complete the work or if work performed was not up to standards. It is a tenant’s responsibility to notify our office if a vendor has not returned calls to schedule the repair. Vendors may schedule a week or more in advance but should be able to confirm an appointment date and time within 2 working days of dispatch. Most non-emergency work orders will be scheduled during the work week (Monday-Friday between 7 AM – 6 PM)

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depending on the vendor. **Most vendors do not work after hours, and a tenant is expected to be able to coordinate their schedules to allow the vendor to complete the work requested.**

Repair Reminders –

- Every property will need maintenance at some point. As homes get older, they have a higher tendency to break down. Repairs on older properties are inevitably more frequent and more costly.
- If you move into a property with known challenges and problems, such as a squeaky front door or other minor issues, complaints will not solve the problem. You can either choose not to move into the property, fix the issue yourself (with approval if needed), or accept the faults you were already aware of.
- **It is always the resident's responsibility to protect the property.** If you are experiencing a leak, make sure you **turn the water off until the repair can be made** and collect the leaking water. You could be responsible for repairs of water damages.
- If you are not the type of person to do yard work or do not have the equipment for properly maintaining a yard, simply do not move into a property that will need yard work.
- Most appointments for repairs will take place Monday-Friday between 7AM-6PM. Weekend or after hour appointments are seldom made and a tenant must be able to coordinate their schedules to be home for repairs.
- It is a tenant's responsibility to immediately notify our office if a vendor does not perform the work on their work order, does not fully complete the work or if the work performed was not up to standards.
- Keep in mind that during the summer and at times in the winter when the heat or air-conditioning is out, many others are experiencing the same problem. It is not unusual for an HVAC repairman to be booked a solid for a few days. Although our team does it's best to maintain several vendor contacts, we cannot force any repairman to prioritize your property or make a same day appointment.
- Please note that if you call for a repair and the servicer finds nothing wrong, or completes something that you were asked to do in trouble shooting, you will be responsible for paying the entire cost of the servicer's bill, it will be added to your tenant ledger and become due with next month's rent.
- Non-Emergency work order requests will receive a response within 1 business day of notification.

Maintenance Requests – **Before requesting maintenance please read the following:**

- First determine if the situation is a Non-Emergency, Emergency Work Order, or True Emergency. If it is not a True Emergency, check to see if you can determine the cause of the problem you are experiencing.
- **Before submitting an AC repair** request please make sure you turn off the AC unit, change the AC filter, Change the batteries in your thermostat, check the circuit breaker. Look at the outside unit (if it is not on the roof) and look for ice. If there is ice leave AC off and put in your repair request. If no ice, then turn the AC back on. Wait 30 minutes to see if AC is working now. If not, put in your repair request.
- It is the resident's responsibility to protect the property at all times. If you are experiencing a leak, **make sure you turn the water off until the repair can be made.** You may be responsible for repairing water damages.
- We fully understand that not everyone has the knowledge to fix routine maintenance issues. As a result, we've provided some helpful YouTube videos on our website at <http://www.azperformancepm.com/maintenance-resources-and-videos/> Follow the steps in these videos, prior to submitting a maintenance request, as failure to do so could result in tenant invoice responsibility
- It is a tenant's responsibility to immediately notify our office if a vendor does not perform the work on their work order, does not fully complete the work or if the work performed was not up to standards.

Non-Emergency Work Orders-

- Non Emergency repair requests must be in writing **through your tenant portal** or sent via email to pm@azperformancepm.com and fieldservices@azperformancepm.com
- Please be extremely specific about what the problem is and include pictures if you can

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- CORRECT – right front burner on the stove does not heat, but gas is on and other burners work.
- INCORRECT – the stove is not working.
- Non-Emergency repair requests will receive a response from a member of our team within 1 business day of notification.
- Given that this is a non-Emergency, the vendor will be unlikely to make an immediate/same day appointment
- **Failure to show for a scheduled appointment will result in a \$80 missed appointment charge to you.** If you are unable to attend a scheduled appointment, call the vendor directly and give fair notice.
- If you do not hear from a vendor once they are dispatched by our office within 2 business days (not including weekends or holidays), please first attempt to contact the vendor to schedule the appointment.
- If you are unable to reach the vendor, call our office and inform your management team.
- If you are still experiencing trouble after a recent repair (repair made within the last 10 days) has taken place, contact your management team right away. If you fail to report a recent repair was unresolved you may be responsible for the cost of further damage.
- You may be asked to do some minor repairs and/or troubleshooting prior to a vendor being sent out for repair. If you report that you have completed the troubleshooting and/or minor repairs and we dispatch a vendor, and the vendor only completes the same troubleshooting and/or minor repairs we asked you to complete you will be charged for the entire cost of the vendor's bill.
- Emails and the portal are **not monitored when the office is closed** (after 5 pm, weekends or holidays).

Emergency Work Order – Not to be confused with a True Emergency, Emergency work orders are defined as repairs necessary for the preservation and safety of the property (i.e., water heater leaking, flooding inside the house). Air Conditioners/Heaters are not considered an emergency unless the interior temperature exceeds the maximum as set by city code or there is an infant or seriously ill person present. Please do not misuse this system.

- Emergency work orders will be dispatched within 12 hours. While waiting for dispatch and/or vendor you should protect the property. –Turn the water off, place buckets/bowls etc to catch water
- If you are experiencing **leaking water heater** you need to turn off the water heater and turn off the water to the water heater and start draining the water heater here's a video <https://www.youtube.com/watch?v=DnL0XnJ6W5Q>. The tank will keep filling and leaking until the water is turned off and drained.
- **Air Conditioning and Heating** are not considered an emergency unless the outside temperature exceeds 108° or under freezing temperatures or there is an infant or seriously ill person present.
- Before submitting an AC repair request, please make sure you turn off the AC unit, change the AC filter, Change the batteries in your thermostat, check the circuit breaker. Look at the outside unit (if it is not on the roof) and look for ice and look to see if the fan is moving. If there is ice or if the fan is not moving leave AC off and put in your repair request. If no ice and fan is moving, then turn the AC back on. Wait 30 minutes to see if AC is working now. If not, put in your repair request.
- Please note vendors normally don't work after dusk or during rain/lightning storms.
- **If you have a maintenance emergency do not report the issue via email or the tenant portal. Instead call the Emergency Maintenance Service Line at 602-396-9113**

24/7 EMERGENCY MAINTENANCE LINE CAN BE REACHED BY CALLING 602-396-9113

True Emergency – There are very few True Emergencies. These are defined as immediate life-threatening situations such as a fire, flood, urgent electrical problems, or a suspected gas leak. These are not to be confused with Emergency Work Orders.

- For emergencies causing immediate danger such as fire, please call 911.
- For emergencies involving gas, please call Southwest Gas Emergency Hotline at 702-365-1555 and dial 911 if necessary.

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- For emergencies involving immediate electrical danger, call the utility service and 911 if necessary.
- After contacting one of the above sources, and after making sure you and everyone in the house is safe, call your management team to report the problem.
- A true emergency does NOT include heat or AC, but we recognize this as important and will make it a priority.

What you do – Everything an Owner would do to protect the property; you are expected to do. The priority is to prevent any further damage from occurring (i.e., turn off water, put buckets under leaking faucets, shut off breakers etc.). If damage is done to a property because you did not protect the property you may be held liable for the costs to repair the damage. This includes leaking water fixtures, toilets, or appliances. Tenants are responsible for the cost of unclogging all drains. We fully understand that not everyone has the knowledge to fix routine maintenance issues. As a result, we've provided some helpful YouTube videos on our website at <http://www.azperformancepm.com/maintenance-resources-and-videos/>, follow the steps in the videos prior to submitting a maintenance request, failure to do so could result in tenant invoice responsibility. Never leave an appliance or running water unattended or left “on” while asleep.

Who does what – Management will make any necessary repairs within a reasonable time. **You will not be reimbursed for any unauthorized repairs you make.** You are responsible for trouble shooting and for viewing and following YouTube videos found on our website:

<http://www.azperformancepm.com/maintenance-resources-and-videos/>

Examples of maintenance you are expected to do or be responsible for paying:

- Reporting all necessary repairs.
- Weekly plumbing checks, looking at toilets, water lines, shut off valves, under all sinks, garbage disposal, dishwasher, water heater, water softener and RO systems for leaking/dripping water.
- Replacing light bulbs, smoke alarm, and carbon monoxide alarm and thermostat batteries as needed. (Notify manager if not working after replacing batteries)
- Replacing AC filters (monthly), Furnace filters, refrigerator filters and R/O filters regularly (if applicable)
- Filling salt in water softeners
- Tenants will be responsible for repair or replacement cost of softeners not properly filled or maintained
- Professional steaming and spot cleaning of carpets as needed
- Replacing torn or damaged screens
- Replace or repair broken sprinkler heads and/or drip lines in the landscape
- Programming of landscape/irrigation timers at a minimum of 4 times per year
- Maintenance to landscape and systems as needed, including landscape irrigation
- Replace or repair cabinet catches, hinges, knobs or handles
- Re-light gas furnace or hot water heater, adjust the water temperature of water heater
- Replace flappers and other minor parts in toilets and washers/aerators in faucets
- Unclogging of plumbing and drains
- Spray yard for bugs and weeds
- All utility costs, including water to keep proper water level or refill pool
- Keep grass and weeds out of flowerbeds and rock areas
- Cleaning and brushing of pool and emptying skimmer baskets
- Disposal of all garbage in the proper receptacles and complying with weekly pick-up service
- Disposal of animal feces on the property, even if you do not have a pet
- Make sure the damper is open before starting a fireplace, if applicable.
- Proper disposal of toxic waste, in accordance with local and county laws.
- Repairs required due to neglect or misuse by tenant(s) or their guest(s)
- Replace heating elements/hot water tank if caused by empty tank.

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- Repair or replacement of A/C unit due to not replacing the filter on a regular/monthly basis.
- Any unusual damage or extraordinary wear on any floors, walls, ceilings, caused by pets, smoking, occupants, guests or any unusual or unreasonable use.
- Damage to fences, outside walls, shrubbery, trees or planting.
- Replacement of broken/cracked glass and windows, no matter cause
- Cost of water damage repairs if tenant did not protect the property

Examples of repairs management will make at Owner's expense; this is not a full list and assumes repairs are not needed to due tenant neglect or misuse.

- Repairs to A/C-heat systems.
- Repair or replace hot water tank.
- Repair roof leaks.
- Repair or replace any part of plumbing under sinks or behind walls.
- Repair or replace any broken electrical components.
- Repairs to major appliances
- Repairs to pool systems
- Replace of nonworking smoke detectors
- Repairs to doors or doors locking mechanisms

Broken Glass/Windows – Tenant is responsible for replacement of all broken glass and windows, no matter the cause. If you notice a broken/cracked window or glass at the time of your move in report is right away so you are not held liable.

Home Warranty – Your home may have a home warranty on it. You must contact management prior to doing any repair other than those listed as your responsibility or contacting the home warranty company.

Unauthorized Repairs – Please do not make any repairs, authorize any repairs, or contact any vendor without the prior written consent of management. All repairs must be authorized in writing before work can be performed. Any repairs that are completed without the consent of management will not be reimbursed. Tenant might be required to reverse unauthorized repairs. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent except as provided by the AZ Landlord/Tenant Act. After receiving written authorization from manager, repairs must be made by approved vendors or licensed contractors only.

Landscape (Lawns and Grounds) -At move –in you should check the irrigation timer to ensure the date and time are set and the programing is set up for proper watering of each station, keeping in mind the time of year. During a power outage or when the power is turned over into your name, the irrigation timer may need to be reset/programed. You are required to care for and maintain the lawn and grounds as provided in your lease agreement, keeping them in the same or better condition as when you took possession. This care includes but is not limited to regularly cutting the grass, fertilizing the lawn and/or trees, over seeding of grass, trimming the shrubs and trees, pulling weeds, edging all the walkways, curbs, and driveways. Proper watering of all lawns, shrubs and trees, Replacing and/or adjusting sprinkler heads, drip heads and drip lines. Tenants should hand water landscape as needed to keep alive. Tenants should program the irrigation timer 4 times a year, or more as needed. You can find manuals for irrigation timers online. During the hot summer months landscaping may need twice the amount of water to stay healthy/alive. Owners will not reimburse for utility/water costs under any circumstances. Rock landscape should be kept free of weeds, leaves, debris, grass clippings, etc. Rock should be raked and/or blown out often. Tenants should keep the roof, patios and gutters free from debris and leaves. Keep all trees and shrubs from growing on or near the roof, the house or gutter system. You are also required to report any condition that may cause damage, permanent or temporary, to the yard or house and treat the yard for pests and weeds.

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Light bulbs – At move-in, all light fixtures will be equipped with the proper bulbs. All burned out bulbs are to be replaced during the resident’s occupancy (including floodlights). Upon move-out, all lights must be equipped with the proper number and type of bulbs. Light bulbs must be 60 watts unless otherwise specified on the fixture.

Plumbing – You are responsible for keeping all sinks, lavatories and commodes free from obstructions. Please do not let anyone throw anything into the plumbing system. **Do NOT flush any “flushable wipes” down the toilet**, as they can clog pipes and cause stoppages. You will be responsible for any damage and/or clearing of any stoppage after three (3) days of occupancy unless it was caused by mechanical failure of the plumbing system or roots. If your system becomes clogged our plumber knows what is considered mechanical failure and what is caused by misuse. There will be no reimbursement for charges not pre-approved by management. Never leave running plumbing attended (including running faucets, toilets, showers, bathtubs, washing machines or dishwashers) you could be liable for water damages. Make sure to check for water leaks at least weekly, looking at toilets, water lines, shut off valves, under all sinks, garbage disposal, dishwasher, water heater, water softener and RO systems.

Waterbeds and Fish Tanks – All waterbeds and fish tanks must be registered with management and obtain approval. You will be responsible for all damage caused by a waterbed or a fish tank.

Walls and Ceilings – Please keep all walls clean and unmarked. Do not paint or wallpaper. You are welcome to hang pictures as long as walls are clean and unmarred upon vacating. All walls, baseboards and trim must be cleaned before vacating (**DO NOT TOUCH UP PAINT.**) All ceilings must be dusted/vacuumed and cleaned regularly and upon vacating. Tenant will be responsible for the costs for any holes or excessive dirt or smudges that will require repainting. If you did touch up painting the color and “gloss” of the paint is an exact match, walls are painted corner to corner and are not “spotted”. If painting is needed to correct mismatched paint, you will be charged for the entire cost to repaint.

IF YOU ARE A SMOKER OR HAVE FRIENDS OVER WHO ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE, SMOKE SMELL, TRASH AND DAMAGE. All properties are non-smoking. All smoking must be done outside on the patio, not inside the home or garage without prior written approval from management. All butts need to be disposed of properly, not left on the ground. You may NOT FOR ANY REASON smoke inside the home or garage. This includes cigarettes, pipes, hookahs, e-cigarettes, etc.

Carpet/Vinyl/Tile Flooring Care – Tile and vinyl require a solution of soap and water to be applied about once a week. This will keep any dirt or debris from building up on the floor. You are responsible for any damage caused by improper cleaning, broken or loose tiles, and stains in the carpet or any repairs required for the flooring to be returned to useable or undamaged condition. Carpets must be **PROFESSIONALLY CLEANED** upon vacating. If the tile or grout become “extra dirty” you may also be required to have the tile and grout professionally steam cleaned at move out. If a receipt is not provided to management when you turn in the keys management will send out a cleaning company and charge you for their bill. The use of a rented “do-it-yourself” cleaning unit will not be acceptable. A professional carpet cleaning company is required.

Stoves – If the oven or broiler will not turn on, please check the timer on the stove. Generally, the knob will pop out if the timer is off. Turn the knob until it pops out. (Also, make sure the clock is set. This can stop operation on some units.) Instructions on other types of units are on the face of the unit or you can do a “google” search online to find an owner’s manual. Be careful when cleaning the oven that the oven cleaner does not drip on the counter or on the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning, or lack of maintenance. Never leave oven or stove unattended when on.

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Dishwasher – Use the dishwasher at least once per week, never unattended or at night when sleeping. Seals may dry up and the motor may be damaged by long periods of not being run. Clean the door and door edges of food items when loading. Make sure to only place dishes and pots/pans that are free of food and/or grease into the dishwasher. Food particles and grease may clog dishwashers and the dishwasher drain/lines. You will be charged for clearing/cleaning and or repairs needed due to clogged lines and/or drains. You can clean build up to the inside of the dishwasher by adding vinegar to an empty dishwasher and running through a full cycle.

Garbage disposals – Garbage disposals are not for bones, grease, fats, oils, eggshells, potatoes, beans, celery, artichokes, asparagus, lettuce, corn husks, carrots, onion skins, potato skins, meat, rice, pasta or any other similar items or non-food items. A general rule of thumb is; if you can throw it away, then you should. If the motor buzzes, turn off the switch. Release the disposal by using an Allen Wrench on the bottom of the disposal unit. Turn the wrench back and forth until the unit turns freely. Check the website for a helpful video <http://www.azperformancepm.com/maintenance-resources-and-videos/>. Always unplug the unit before you try any of these repairs. This is not considered an emergency. You will be charged if a foreign object (i.e., bottle caps or tabs, bones, etc.) is removed from the disposal. If the disposal does not buzz, please remember there is a small reset button on the bottom of the disposal.

CLEANING AND HOW TO'S

We work hard to deliver you a clean, well-maintained, and comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable. The key to proper cleaning is to do it often and regularly. A properly maintained home requires; the owner, to keep structural and mechanical maintenance up to date, the Property Manager, to keep records of necessary maintenance and place responsible people in the property, and you, (the resident) to keep the home and property clean, perform cosmetic maintenance, and promptly inform management of any structural or mechanical failures.

Minimum cleaning standards –

1. Keep windows and doors clean, inside and outside. Interior cleaning at least once per month, exterior cleaning every six months. Wash between windows and screens every 3 months.
2. Wash interior doors, cabinets, doorways, and walls in heavily traveled areas every 2-3 months or as needed.
3. Clean dust, dirt and debris from the upper and lower sliding glass door and window tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks, broiler pan, hood, filter, and vent twice monthly.
5. Mop and wax all vinyl and hardwood floors twice monthly, mop all tile floors twice monthly.
6. Dust baseboards, windowsills, ceiling fans, doors, ceilings, and corners of rooms monthly.
7. Clean a/c and heat air return and **replace air filter monthly**.
8. Clean and sweep out fireplace. Clean fireplace grate, screen, and glass, if provided.
9. Replace all burned out light bulbs as needed; clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon, move out.
10. Curtains and blinds should be cleaned every six months.
11. Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, mirrors and all cabinets and drawers (including walls).
12. Replace caulking in tub and sinks as needed.
13. Sweep out the garage as needed.
14. Wash or dust cobwebs from exterior of property every 3 months or as needed.
15. Carpets should be professionally cleaned at least once a year.

These are just suggestions and ideas on how to maintain the property. If you do the regular cleaning, you will find it much easier to get it cleaned up and ready for your move-out inspection.

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Countertops and Cabinets – Always use cutting boards and hot pads when cutting or placing hot items on the countertops. Do not use abrasive cleaners on the countertops, as they will scratch. All unpainted cabinets must be cleaned regularly with a wood cleaner (such as Murphy’s oil soap) and treated with a wood preserver (such as Scott’s Liquid Gold). All cabinets must be vacuumed out and drawer/door fronts cleaned as above before vacating. To clean ceramic tile where mold and mildew accumulate use a combination of ¼ cup baking soda, ½ cup white vinegar, 1 cup ammonia and 1 gallon of warm water. Make sure countertops, cabinets and drawer are kept clean and dry.

Kitchen Appliances – Each kitchen appliance must be cleaned regularly. In particular, the stove hood & the filter in the stove hood, the oven, under the burner rings and drip pans. Please do not put aluminum foil on the drip pans. **Upon move-out all drip pans must be new. Our cost for these is approximately \$15.00 to \$28.00 depending on the stove.** Upon move-out all water filters in the fridge must be new/replaced. Please clean under and around the refrigerator and as well as the washer and dryer regularly. Not cleaning these items regularly can cause excessive wear and tear, for which you will be responsible. Never leave any appliance unattended.

Dishwasher – For a once the month cleaning of the inside of the dishwasher try running an empty dishwasher load with extra hot water and adding ¼ cup of vinegar to the bottom of the dishwasher then starting it. Even if you prefer not to use the dishwasher, run the dishwasher at least once a week to keep seals from becoming hard and cracked. And never run a dishwasher at night or leave a running dishwasher unattended. You could be held liable for water damages.

Washing Machine – Add ½ cup of baking soda with regular detergent to help control mild odors. Never run a washing machine or dryer at night or leave a running washing machine or dry unattended.

Drains – For a great once-a-month drain cleaner, put ½ cup baking soda into the drain and follow with ½ cup white vinegar. The drain will foam, cover drain and let sit for 30 minutes, then flush with cool water. For stubborn and slow-running drains or drains that smell, pour 1 cup baking soda and 1 cup salt down the drain, followed by 2 quarts boiling water. Let sit for 30 minutes, then flush with cool water.

Garbage Disposals – Many grocery and home improvement stores sell a large variety of garbage disposal cleaners, some that foam. You can also try the same method listed above under drains. You can also try adding a couple handfuls of ice cubes into the drain, then turn on the water slightly on cold, then turn on the garbage disposal.

Toilets – Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let vinegar soak overnight then flush to rinse.

Fireplaces – If there is a fireplace in your home, please do not burn pine or any other “sappy” wood. This causes a build up of residue in the chimneys and increases the possibility of a fire. The fireplace is not a place to burn cardboard, paper, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned at least once every two years at tenant’s expense. Never leave a fire unattended for any amount of time.

Pools – In the event of a pool where lease lists landlord responsible for pool cleaning/ routine maintenance: landlord will provide once per week chemical check/adjustment and a quick clean. Tenant to skim, brush, keep clean and have the skimmer basket emptied regularly. Pool pump during the summer months needs to run for 8-10 hours, or per vendor recommendation/settings, tenant should not adjust the pump schedule. Water level to be maintained. Proper water level is between one third and one half the way up the opening of **pool** skimmer. From time to time a pool may need to be drained of water and refilled. The owner will not reimburse a tenant for any utility costs of any kind under any circumstance, including refilling the pool with water.

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SAFETY TIPS

The safety of our residents and their families is extremely important to us. We know that personal safety may be affected by a multitude of various factors, so please consider the following safety tips:

- Unplug all heat-producing appliances such as toasters, irons, and coffee makers when they are not in use to prevent fires.
- Unplug all floor fans when you aren't home or when they aren't in use to prevent fires.
- Never leave a stove, oven, dishwasher, washing machine or dryer unattended.
- Always turn off all appliances, when you leave the residence.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave home.
- Never leave water running unattended, when sleeping or when leaving the residence.
- If you have an upstairs bathroom and see water in the ceiling below, particularly in a light fixture, report the leak immediately to your management group.
- Perform weekly plumbing checks, looking at toilets, water lines, shut off valves, under all sinks, garbage disposal, dishwasher, water heater, water softener and RO systems for leaking/dripping water.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and only use bulbs with the correct wattage for that lamp.
- If you suspect an electrical problem, report it to your management group immediately.

WHEN GOING ON VACATION

If going out of town for an extended period, please notify your management team how long you will be gone and supply an emergency telephone number. Therefore, should any problems arise concerning your residence there can be someone for our team to contact and vice versa. When going on vacation, here are items to check before leaving:

- Shut the water off to the house to prevent any leaking that would go unnoticed while you are gone. Leave the water to the landscape on, to avoid any dying plants or landscape.
- Check your rent payment to ensure it will not become delinquent so you will not return home to a late notice and charges.
- To avoid any panic or confusion, notify all necessary parties such as trusted neighbors, the post office, or other related delivery type services. Neighbors may also help keep a lookout on your home for any suspicious activity.
- Ask someone to stop by and pick up items on your doorstep to avoid giving signals that the home is vacant.
- Make sure trash cans are put away and out of sight.
- If leaving a vehicle in the driveway remove any valuables and garage door openers.
- Set timers on interior lights to deter potential burglars.
- Turn off all appliances, large and small, such as coffee pots, curling irons, TV's and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do NOT turn off.

Tenant Initials: _____

MOVE-OUT

Put it in writing – Before notice is accepted by management, it must be put in writing. The notice must include the date you will turn in the keys and where you are moving to. **Notice must be one full calendar month** (1st through the end of month) and delivered in writing or by certified mail to our office prior to the periodic rental due date. Notices are accepted/confirmed by our office via email. Move outs are only done at the end of the month and keys will be due back to the office the last business day of the month. **You will receive an emailed copy of the move out guide outlining your responsibilities when your notice is accepted/confirmed by our office. If you do not receive this that same day, we did not receive your notice and you need to resubmit it to us.** The office will use the move in report when you move out for comparison.

Marketing during the notice period - The property may be listed for sale or rent prior to you moving out. The most probable showing hours are from 9:00am to 6:30pm. The property must be available and in good showing condition during this marketing time. Illness and birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out-of-town guests and no one home are not acceptable reasons to reschedule. You will be called at least 48 hours before showing. You will also be sent 48 hours written notification to your given e-mail. Extra effort is expected in keeping the yard neat and the house clean during marketing.

Minimum showing conditions:

1. All beds made and rooms neat and tidy. All doors to bedrooms, bathrooms and laundry are open.
2. Floors are recently vacuumed, clutter free, especially no piles of dirty clothes.
3. Kitchen and baths are clean; sinks and counter tops are clean and empty.
4. Walls are clean and unmarked.
5. Pets are out of the way; litter boxes are clean and odor free.
6. TV and speakers are off or on low so as not to be intrusive.
7. Yard is mowed and trimmed and in good condition.
8. Blinds/curtains are open, and home is well lit (when possible).

The better the home shows, the more likely it will sell or rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

Move-out inspection – It is your responsibility to schedule your move-out inspection and you may attend once requested in writing. Please schedule at least a week or more in advance, our schedules are done a week or more in advance. The inspector will not know what a potential charge/damage could be. The inspector will only document the current condition of the property. The report is then compared to your move in report back at the office. You are not required to be present; most move out inspections are completed after you turn in your keys. If you are not present, Management's report will be used to assess any damages.

If you want to be present, please note the following:

1. Schedule your inspection at least a week prior to your move out date by emailing our office.
2. Inspections are made from 9:30am-3:30pm Tuesday through Thursday. They take an hour or longer depending on the size of the home. Be ready to turn over keys at the time of the inspection.
3. All utilities are to remain on for 72 hours after the inspection or the end of your lease, whichever is later.
4. Inspections are done after you have completely vacated the unit, carpets have been professionally cleaned and dry (receipt required), landscaping clean and trimmed, all trash is hauled off, and the home has had a detailed move out cleaning done. A re-inspection fee of \$50.00 will be charged for each return trip. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the inspector will leave. You will be charged for all subsequent trips.
5. The office will use the move in report when you move out for comparison. The condition of the property will need to be the same or better at the time of move out as listed on the move in report, less normal wear and tear.

Tenant Initials: _____

Breaking the Lease – If you should break your lease, you will be responsible for all costs incurred in securing a new tenant.

1. We work diligently to reduce your costs should you break your lease. If you find you must move before the end of your lease, we will market the property promptly. You must pay a full month's rent for every month until a new tenant is secured. **When the new tenant moves in, your obligation may cease depending on their lease.**
2. Paying a lease break/buy out fee may not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check out and the house need to be returned in Move in Ready Condition.
3. Following is a list of the most common charges for breaking a lease. These are some, but may not be all of the possible charges (contact our office for more details):
 - A re-leasing and/or breaking lease penalty/buy out
 - Rent until the new lease takes effect
 - Lawn Maintenance (you need to arrange before leaving and continue until new tenant moves in)
 - Utilities (keep them on in your name until notified of a new tenant)
 - Advertising (until the unit is re-rented)
 - Commissions to re-lease the unit

Return of the security deposit – THE SECURITY DEPOSIT MAY **NOT** BE USED AS THE LAST MONTHS'S RENT!!!!!!!

1. The security deposit will be refunded if you are entitled to any funds and will be in one check made payable to all tenants within **14 business** days of your final move-out inspection or when management obtains possession, the lease is terminated, and you provide a written request for the itemization. Possession occurs when keys are returned to the office and/or manager. Leaving them in the premises may result in your liability until removed by Management and for any vandalism while unoccupied.
2. Following are the requirements for a full refund:
 - Have given a written 30-day notice prior to vacating.
 - Have left the premises clean, undamaged, and followed all check out procedures in the lease.
 - All walls, baseboards, ledges, doors, and trim are clean and unmarked (Home interiors are not always fully painted between residents).
 - If you did touch up painting the color and “gloss” of the paint is an exact match, walls are painted corner to corner and are not “spotted”. If painting is needed to correct mismatched paint, you will be charged for the entire cost to repaint.
 - All carpets have been professionally cleaned (receipt required) and pet deodorizing completed.
 - All landscaping is alive, in good condition and has been trimmed, blown out and raked with no weeds or debris present.
 - Have paid all charges and rents due, including any utilities, fines, or fees.
 - Have removed all debris, rubbish, and discarded all items from the premises.
 - Have provided a forwarding address and telephone number.
 - Have an acceptable move out walk-through with management

Tenant Initials: _____

OTHER IMPORTANT TERMS

1. In an attempt to limit court costs, all parties agree to waive their right to a jury trial or to participate in a class action against the other.
2. No business may be operated out of the premises, and you agree to not sublet or rent any part of the premises in any manner and for any period of time.
3. If rent is paid by any means that is not received and cashed by Management, you agree to fully cooperate and replace those lost funds within five days of written demand by Management.
4. All monies paid are to be applied at the discretion of Management regardless of any notations on the form of payment or in any correspondence.
5. City rental tax may be increased pursuant to state statute.
6. All costs of collection will be paid by the losing party and the party that is in breach.
7. Any property left behind by you may be disposed of immediately if the Management reasonably determines that the cost to move and store the items is less than the amount to be realized from the sale of the item. All other items shall be stored pursuant to the ARLTA.
8. If you are notified of an appointment for any repair or improvement and fail to provide access, you will be liable for any fee incurred by Management.
9. All parties agree to comply with all fair housing laws. You agree to notify the Broker in writing of any accommodation/modification request or any potential fair housing issue.
10. All parties agree that electronic communication is the best way to verify communications and therefore agree that any communication actually received by the other party shall be deemed received.
11. No satellites will be allowed unless previously approved by Management in writing.

SUMMARY

- Remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it somewhere you can easily find it. Before calling the office, look to see if the answer you seek is here.
- We fully understand that not everyone has the knowledge to fix routine maintenance issues. We have provided informative and helpful videos on our website to help potentially save you money and correct the issue quickly! <http://www.azperformancepm.com/maintenance-resources-and-videos/> **Follow the steps in these videos prior to submitting a maintenance request**, as failure to do so could result in tenant invoice responsibility.
- Please take advantage of the many opportunities to enjoy the beautiful and friendly Phoenix Metro area. Should you decide to make this your permanent home, call the office. We would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

Tenant

Date

Tenant

Date

Property Manager

Date

Tenant Initials: _____