



Property Management LLC

**Table of contents**

Welcome Letter.....3

Paying Rent.....4

The Basics.....5

Our Tacoma Office: .....6

Utility Service Information.....7

Maintenance requests/Emergency Procedures.....8

Maintaining Fixtures and Appliances.....9

Seasonal Maintenance.....13

Instruction for Vacating and cleaning .....14

**Disclaimer:** This Tenant Guide is provided for tenants and does constitute a portion of your signed rental agreement (Lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or additional information you need. The intention of this Tenant Guide is to help clarify the tenancy process and provide general information, along with do’s and don’ts to save tenants money. The standards set by NRB Property Management are the highest in the industry.

## Welcome Letter

Dear New Tenant,

Thank you for choosing NRB Property Management to fill your housing needs. As your new property management team we want to be the first to welcome you to your new home. The purpose of this Tenant Guide is to assist you with caring for your new dwelling, as well as answer those FAQ's you may have while working with us. We take a great deal of pride in all we do to assist our tenants and maintain the homes they occupy.

Please take a moment to look through this packet; it will give you detailed, resourceful information you will need while settling into your new home. If after looking through, you still have questions, feel free to call our office (253.537.6500) or come in and we will be happy to answer any questions or concerns you may have. We are very happy to take all the time needed to maximize your experience with our company.

NRB Property Management's standards are among the highest in the industry and our clients remain satisfied year after year. Our management company strives to provide excellent service for our owners, tenants and contractors. We are dedicated professionals and want to make your stay with NRB as enjoyable and carefree as possible. When moving out, please utilize all of our resources to ensure you get as much of your security deposit back as possible. We strive hard to assist every tenant to receive as much of your deposit back, as possible. NRB Property Management does not benefit from your deposit, nor will we take measures to retain your deposit, unless you have chosen not to complete every task on your move out check list, a copy of which is provided to you after you submit your move out notice.

We look forward to a long and pleasant relationship with you. Please communicate with our office often, as we want a strong partnership with you from the day you sign your lease. Lean upon our resources so we can help you every step of the way.

Sincerely,

NRB Management Team

## Paying Rent

### When rent is due:

- ✓ Rent is due on the 1<sup>st</sup> of each month and is considered late after (5:00 PM) on the 3<sup>th</sup>. Please note this timeline includes weekends and holidays. In other words, if the 3<sup>rd</sup> falls on a holiday or a weekend your rent isn't considered late until 5PM the next business day.

### How to pay rent:

- ✓ The easiest and **preferred** way to pay rent is online through the Tenant Portal of our website ([www.nrbproperties.net](http://www.nrbproperties.net)). Once you sign your lease, we will email you your login and password for our website. Through this amazing resource, you are able to pay your rent online and submit maintenance requests immediately as well. Nearly all of our tenants pay their rent electronically through our website. It is a smooth easy way to ensure that your rent is received, and to avoid receiving a late fee as detailed in your signed lease. If you use the E-Check option this service is free. If you use a credit card there is a fee.
- ✓ Rent can be paid by check, money order or cashier's check (NO CASH), made payable to NRB Property Management. After you receive your login and password, you can pay directly through our informative website. If writing a check or money order, write your address (legibly) in the memo line on the bottom left corner of your payment.
- ✓ Rent can be paid by mail, but it must be physically RECEIVED in our office by (5:00PM) on the 3<sup>rd</sup> of each month. Please address mail to NRB Property Management, PO Box 624, Spanaway, WA 98387. If you choose to pay online, remember to deduct the amount from your account and allow time for the payment to clear your bank. If your online payment "bounces" there will be a \$35.00 NSF fee and the possibility of a late fee as well.
- ✓ Rent can be paid in person during our business hours (10AM-1PM and 2PM-5PM M-F) or after hours by placing the payment (NO CASH) in an envelope with your name and address on the front and sliding it under the office door that has the hours posted on it.

### Important Notes:

- ✓ Leaving cash, an incomplete check or money order on the premises is at your own risk. The management company assumes no responsibility for this action. It is the tenant's responsibility to confirm that your rent payment is properly applied.
- ✓ **A). Rent is due by the FIRST DAY of each month. Rent will be deemed LATE and subject to a late charge of 10% of the rent amount if received after 5 PM on the 3<sup>rd</sup> of the month. If payment is not made in full by the 11<sup>th</sup> of the month the late fee increases to 15%.**

## Tenant Guide

---

- ✓ B). Payments received when there are outstanding fees: Payments WILL be credited, first, to any outstanding balance, and then applied to the current amount due, including the current month's rent. This can result in a late fee. If you are unsure of your balance, call our office immediately.
  
- ✓ C). If Tenant fails to pay rent, the Landlord will issue a 3 Day Notice to Vacate. The Tenant will be assessed a \$96.00 fee for the preparation and posting of this, or any other legal notice, which must be paid by the deadline for compliance as detailed on the notice. This fee is in addition to the Late Fee and applies to any lawfully issued and posted notice pursuant to **RCW 59.12 ET.SEQ or RCW 59.18 ET.SEQ;** \*
  
- ✓ D). Tenants that fail to pay rent will be subject to all laws and consequences of eviction proceedings filed against you. If you fail to pay rent, we will be forced to hire legal representation to remove you from the premises. This is NOT something NRB Property Management takes lightly. We do not want to forcibly remove any tenant from a home, so please contact our office immediately if you need to make arrangements. We will need to contact the owner of your rental for any approvals concerning your tenancy. Paying your rent **ON-TIME** will help eliminate the possibility of this happening to you. Thank you for your cooperation.

## The Basics

### Important Policies:

- ✓ **Rental Agreement:** The duration of your rental agreement is fixed and specified in your signed lease agreement. Any early termination or extension must be agreed upon in writing with the property manager prior to vacating the property. If you vacate your rental unit without notice, you will forfeit your security deposit, be subject to a \$500 lease break fee and you will be responsible for all rent payments, utility payments and lawn care if applicable until a new qualified and approved tenant has taken over those duties for you.
  
- ✓ **Security Deposits:** Your security deposit WILL NOT be used to pay last month's rent or any other month's rent. The Property Manager has sole authority and determines how much of the security deposit is refunded after appropriate cleaning and repairs are completed or estimated. It's not uncommon for someone to receive an "Estimated Charges" statement due to the assigned contractor not getting the invoice back quickly enough to finalize the amounts. Please reference your lease agreement for more details. NRB Property Management is committed to helping all tenants get back as much of their security deposit as possible. Please contact our staff well before your final move out inspection to ensure you know each and every expectation NRB has of you, before you turn in your keys, garage door openers, gate key fobs, etc. The basic "Rule of Thumb" for protecting your security deposit is simple. Please return the unit in the same condition it was in when rented to you. We strive to, at all times, have homes professionally cleaned and carpets professionally cleaned before you moved in. We expect the EXACT same cleanliness from our tenants when they move out.
  
- ✓ **Pets:** Animals are only allowed with prior approval of the owner and NRB Property Management. There is a minimum \$250 non-refundable pet fee for each pet. Each animal must be 30 pounds or less and older than 12 months, unless otherwise approved by property owner and management company. You will be held responsible for ALL pet damage caused in your rental unit. This includes, but is not limited to full carpet replacement, trim replacement, painting, yard and all other damages caused by your pet(s). Pets must be covered by your Renters insurance. Service animals do not fall under the category of "pets". Tenants found to possess pets, without prior approval, will be subject to substantial fines and fees. Reference your signed lease for more details.
  
- ✓ **Keys:** If you lose your keys or lock yourself out of your home during office hours there will be a \$75.00 fee to make you a copy from our backup set. After hours, that increases to \$100.00. It is not possible to have a property manager available at all times to assist you with a lock out. Please make as many keys, as you feel as necessary to assist your family with entry into your rental unit. We ALWAYS change locks after a tenant moves out, so it is important to ensure you always have access to your home. \*\*\* **For those tenants that choose to change the locks on their rental unit, without prior WRITTEN approval from NRB Property Management, you will be charged for a complete lock replacement for your rental, including labor.**

- ✓ **Yard & Ground Maintenance:** You are responsible for maintaining your yard's upkeep. This includes the flower beds, lawn care, and edging. Please make sure that you do all things necessary to keep the grounds looking the way you received them. Please consult the rental agreement for all details required of you during your tenancy. Watering your lawn is very important during drier months, as are following all HOA guidelines. Many HOA rules can be very strict, so it is best to keep your yard and flower beds looking their best. We are required to react and enforce fines and letters served to the owner during your tenancy. Those fines, levied against you, will be your responsibility and added to your tenant ledger for payment.
  
- ✓ **Vehicle parking:** Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details. Vehicles must also conform to HOA Guidelines, but will be subject to the signed lease agreement at a minimum. Most HOA parking is limited to not more than two vehicles. Usually, one bedroom apartments have one assigned parking space. Some homes have designated RV parking, please make sure to use those spaces for your camper, boat or RV. Many HOA's do not allow street parking, or trailers, boats and RV's longer than 72 hours. It is your responsibility to know the HOA guidelines fully. All fines from the HOA will be your responsibility for violating their rules and regulations.
  
- ✓ **Guests:** Any guest (s) staying longer than 14 days are required to fill out an application and be approved by NRB Property Management. Unauthorized tenants are NOT allowed, as per your signed lease agreement.
  
- ✓ **Noise:** You are subject to all laws pertaining to noise and your rental agreement. If you wish to make a noise complaint, please contact your local police department prior to consulting NRB. We will need the file # of the police report before moving forward. If you are the recipient of a noise violation you will receive a Notice to Vacate the property after the second offense. You will not be released from the obligations of the lease (rent, utility payments and yard care at a minimum, until a new qualified replacement Tenant is accepted. Consult your rental agreement for more details.
  
- ✓ **Routine Maintenance:** As you become settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for at your new rental unit:
  - ✓ Replacement of ALL light bulbs, furnace filters (every three months) and fridge filters (every six months). During your entire tenancy.
  - ✓ Regular flower bed and lawn maintenance (if applicable)
  - ✓ Replacement of batteries in smoke detectors and CO detectors. Twice yearly is strongly recommended.

## **FINDING OUR OFFICE: NRB Property Management, LLC**

**Address: 15413 1<sup>st</sup> Ave Ct S, Suite G6, Tacoma WA 98444**

### **Directions:**

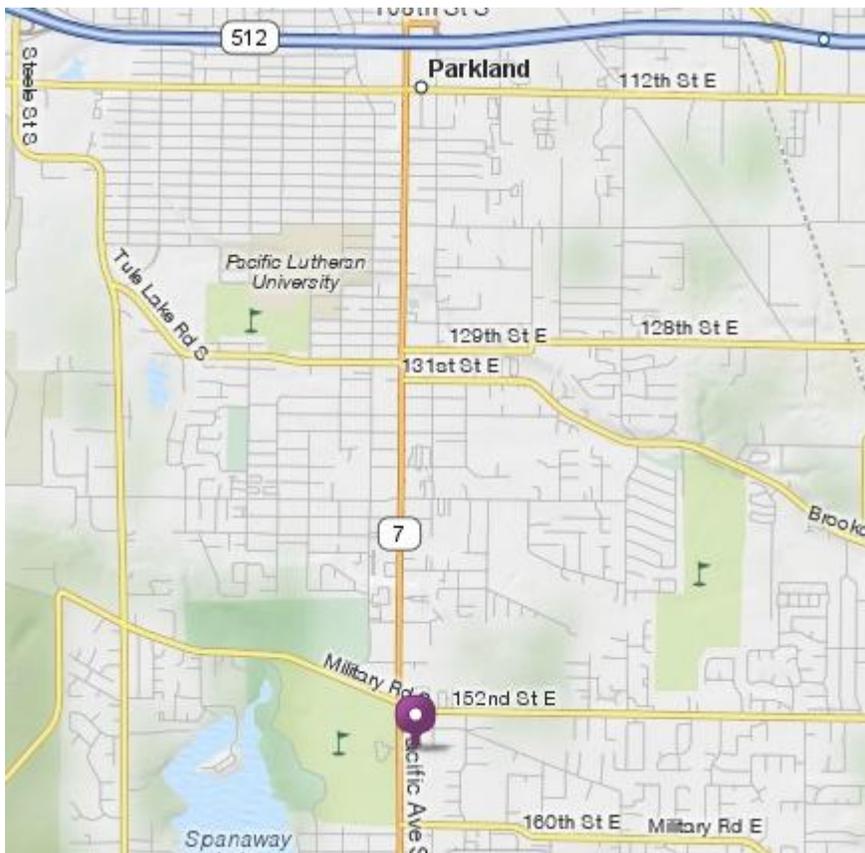
#### **From Highway 512 West:**

- head west on WA 512 W
- Take the exit toward WA-7/ Pacific Ave/parkland/Spanaway
- Turn left at 108<sup>th</sup> St S
- Take the first left onto WA-7/pacific Ave
- Turn left at Military Rd S
- Take the first right onto A St
- Turn left into storage unit complex, Office suite # G6

### **Numbers:**

**253.537.6500 – Office**

**253.537.6505 – Fax**



**Utility Service Information**

<b>Utility Company</b>	<b>Address</b>	<b>Phone Number</b>
<b>Water Company:</b>		
Fruitland Mutual Water Co.	4001 9th St Sw, Puyallup WA 98373	253-848-5519
Summit Water & Supply Co.	9701 50th Ave E, Tacoma WA 98446	253-537-7781
Valley Water District	14515 Pioneer Way E, Puyallup 98372	253-841-9698
City of Puyallup	333 S. Meridian, Puyallup WA 98371	253-841-5550
Parkland Light & Water Co	12918 Park Ave S, Tacoma 98444	253-531-5666
Tacoma Utilities	3628 South 35th St. Tacoma 98409	253-502-8600
Bonney Lake Water and Utilities		253-862-8602
Spanaway Water Co.	18413 B St E, Spanaway WA 98387	253-531-9024
Lakewood Water Co.	11900 Gravelly Lake Dr Sw, Lakewood	253-588-4423
Firgrove Mutual Water	10408 144th ST E, Puyallup 98374	253-845-1542
Rainer View Water Co	5410 189th St E, Puyallup 98374	253-537-6634
City of Yelm	105 Yelm Ave W, Yelm 98597	360-458-3244
City of Fife	5411 23rd ST E, Fife WA 98424	253-922-2489
City of Sumner	1104 Maple St, Sumner 98390	253-299-5546
City of DuPont	1700 Pacific Dr, WA 98327	253-912-5398
<b>Garbage:</b>		
Murrey's Disposal Co.		253-922-6681
Pierce County Refuse (Lemay)	13502 Pacific Ave S, Tacoma, WA	253-537-8687
<b>Power/Gas Company:</b>		
Puget Sound Energy Power & Gas		888-225-5773
Tacoma Power	3628 South 35th St. Tacoma 98409	253-502-8600
Elmhurst Mutual Power & Light	120 132nd St S, Tacoma 98444	253-531-4646
Parkland Light & Water	12918 Park Ave S, Tacoma 98444	253-531-5666
Lakeview Light	11509 Bridgeport way Lakewood 98498	253.584.6060
<b>Sewer Company:</b>		
Pierce County Sewer	98500 64th St W, University PL 98467	253-798-4020
<b>Septic Company:</b>		
Drain Pro		253-926-5586 or 253-507-6384

## **Submitting a Maintenance Request:**

- ✓ If a maintenance issue arises, please complete a maintenance request through your tenant portal online at [www.nrbproperties.net](http://www.nrbproperties.net), where you will access the form you need. Work Orders are processed faster using this system. This is required to ensure that we have a clear record of your request, even when you call our office with an emergency.
- ✓ When preparing your work order request, please remember to complete the section on entering the property. Are we allowed to issue a key to our trusted, licensed and bonded, vendors? If you feel that you need to be present, please indicate that so the maintenance department will be able to assist you and the vendor in scheduling the appointment. If you require after hours or weekend appointments you will be required to pay the difference in cost from a daytime, weekday appointment.
- ✓ Tenants are responsible for securing any pets that may be encountered on the visit to the property.

## **Emergency Procedures**

**In case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you, always call 911 or your local emergency number before calling NRB.**

## **Maintenance emergency procedures:**

- ✓ If you experience an emergency situation, please follow the steps outlined below. The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately, could cause damage to the property or your personal well-being (i.e., no heat in the winter, gas leak, flooding). We do ask that if it's after hours it be a true emergency. Fire, flood, etc. For example, we can't usually get an electrician, plumber or HVAC specialist in the middle of the night.
- ✓ An emergency is not an annoying sound, air conditioning failure, appliance malfunction or drain stoppage. While inconvenient, these are not considered emergencies and will be handled by our office the next business day. Again, please call: (253) 537-6500 for assistance.

## **Emergency check list for heating failures:**

*Please perform prior to contacting your property manager.*

### **Electric Heat:**

- ✓ Check the thermostat to see that the controls are set properly.
- ✓ Check all the fuses and circuit breakers for a “tripped” circuit.
- ✓ Check the access panel to the blower compartment to ensure the panel is securely closed.
- ✓ Check the filter and ensure has been replaced in the last **THREE** months, as per your signed lease.

### **Gas Heat:**

In addition to the above:

- ✓ Test any other gas appliances to determine if the service has been interrupted. This includes making sure you have hot water etc.
- ✓ Check the filter and ensure that it has been replaced in the last **THREE** months, as per your signed lease.

### **Oil Heat:**

- ✓ Make sure the emergency shut off switch is in the “on” position
- ✓ Check oil level in the fuel tank. You may need to use a broom stick or something similar.
- ✓ Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation (see above)
- ✓ Check the filter and ensure that it has been replaced in the last **THREE** months, as per your signed lease.

***\*\*\* It is RARE for a home to be equipped with Air Conditioning or a Heat Pump. Please do NOT submit a maintenance request for air conditioning not working, unless you have verified that you actually have air conditioning installed on your rental home.***

**REMEMBER PLEASE!** In all cases, if the weather is cold, slightly open an indoor faucet and allow it to drip. This reduces the chance of the plumbing pipes freezing until the heating system is operational again. Leaving the cabinet doors below the faucet is an additional protection.

**Water related issues:** If water is running onto floors from any appliances, fixture or pipe, close the shut-off valve for appliance/ fixture or shut-off the main valve for the property. If you reside in a location that has on-site management, contact them and this office immediately.

## **Maintaining fixtures and appliances**

### **Furnace and wall heaters:**

- ✓ All tenants are responsible for cleaning or replacing the furnace filter ON A QUARTERLY BASIS. Problems caused by failure to clean or replace the filter will be the tenant's responsibility. Replace furnace filters every **THREE** months, per your signed lease!
- ✓ Dust accumulates on furnace vents as well as on fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently. Using a vacuum with the brush end will do the best job. Remember, heat pumps usually do not circulate warm air like Forced Air Electric and Gas furnaces do, unless they are run on the "emergency heat" setting which activates the resistance heat mechanism.

### **Gas wall heaters:**

- ✓ If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the gas company immediately.

### **Humidifier:**

- ✓ Ensure that the water supply valve is open and set the control to your comfort level. Set it to the "off" position during the cooling season and shut off the water supply valve.

### **Central Air conditioning:**

- ✓ Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum four times per year. If you notice that it is not performing as you expect, please submit a written maintenance request.

### **Window Air conditioning:**

- ✓ These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds. Do NOT mount to the home or mount a shelf to hold the unit. Tenants are responsible for all damages caused from mounting window units. Do NOT use these units, unless you know how to use them fully.

### **Power:**

- ✓ If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- ✓ If the power is only out in your house/ unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each switch off then on to reset the circuits. If this doesn't solve the problem, report this as a maintenance emergency.

## Drains:

- ✓ Avoid letting food, grease and hair go down the drains. Clogged drains caused by hair, grease or other refuse are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in machine. It is best to thoroughly rinse your dishes first before putting them in the dishwasher. Dishwashers are meant to sanitize your dishes, not clean them.
- ✓ An excellent drain cleaning/ clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- ✓ Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

## Garbage disposals:

- ✓ ALWAYS run water while disposal is operating to avoid damage to the unit. Let water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sounds the machine makes when completely free of material.
- ✓ Disposals are designed to grind up **ORGANIC ITEMS ONLY**. Never put paper, plastic, glass, aluminum foil, vegetable peelings, egg shells or grease in the disposal. **VERY IMPORTANT!!**
- ✓ If the unit becomes inoperable, always be sure to check the power switch first (usually located under the sink), then try the reset button (somewhere on the bottom of the machine). Using caution, remove all contents before calling for maintenance. Problems caused by users are the tenant's responsible. If you are nervous, you can easily unplug the unit before attempting to clean it out.

## Refrigerator coils and drip pans:

- ✓ Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

## Fireplace:

- ✓ Please burn only hardwoods in the fireplace and woodstoves to minimize buildup of creosote, etc. In the chimney. Creosote build-up is a fire hazard. Tenants are responsible for cleaning and maintenance of the fireplace, as needed.
- ✓ Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes and sparks from escaping and burning floor coverings. Carpet burned during your tenancy is your responsibility.

## Stove or oven:

- ✓ Be aware of the various bake, broil, time bake, and self-cleaning controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning, ovens use soap and water to clean. Please never use oven cleaners or abrasives as this will ruin the

finish. Self-cleaning does NOT actually clean your oven. Make sure to thoroughly wipe your oven clean when processing your move out.

## **Plumbing fixtures:**

- ✓ Never use abrasives on brass or gold toned fixtures. It is best to wipe fixtures clean after each use.
- ✓ If brass needs to be polished, use a product specifically designed for brass.
- ✓ Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper is flushed. You may need to continue and hold down the handle when flushing (maybe more than once) to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows. If a plumber is dispatched and discover that the problem is tenant caused, you will be charged for the service call in full.

## **Water Damage:**

- ✓ Tenants must use caution to avoid water damage caused by allowing water to sit on the counters and floors. If water damage is found by NRB staff upon inspection, and a written work order request was never received about it, the cost of the repair will be the complete responsibility of the tenant. This is IMPORTANT!
- ✓ Care must be taken to ensure that shower curtains are inside the tub or that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot. Vinyl flooring that has been exposed to water can cause damage to the underlayment and discolor the vinyl. Water can also seep around the edges and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. It's best to hang the mat to dry between uses. **Please be aware that rubber backed mats can discolor vinyl floors and you could be charged to replace the floor at move-out. If you see that caulking has separated AT ALL, please submit a written maintenance request as explained above.**

## **Sliding glass doors, screen doors and shower tracks:**

- ✓ It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on the sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- ✓ Please do not use oil or WD40 to lubricate slider door or screens. They only attract dirt and gum up the wheel mechanisms. Simply using soap and water and a small amount of bleach occasionally is usually enough to keep the door moving freely. This also slows the growth of mold in the tracks (and at the bottom of shower doors), If you use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

## **Mold:**

- ✓ Please refer to the mold addendum provided during your lease signing. If mold is suspected or found within your rental unit, it is your responsibility to report that to NRB Property Management immediately. Failure to do so may result in the mold remediation being completed at your expense. \*\*\* **Most Initial Mold is harmless and easily cleaned with bleach and water.**

## **House plants:**

- ✓ Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces. Tenants will be responsible for all damages caused by house plants and/or the water damage caused from them.

## **Kitchen counters:**

- ✓ To avoid costly damage from nicks and cuts in the counter tops, please use a cutting board at all times. Tenant damage on counter tops can add up quickly against your security deposit. It is always best to protect the counter tops. A cutting board, as described above, is a great place to start.

## **Ceramic tile- Tub and shower walls:**

- ✓ Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- ✓ Never use scrubbing cleaners like Comet or AJAX on fiberglass tub surrounds, these products will permanently scratch the surface.

## **Mini Blinds:**

- ✓ Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

## **Wood decks and porches:**

- ✓ Potted plants and flowers add beauty and appeal to a property. Please put “feet” or saucers under them to prevent water run-off from rotting or discoloring the deck. If damage is found from potted plants or flowers, at an inspection, this could be an expensive repair against a tenant’s security deposit. It is best to avoid this happening altogether.

## **Hardwood floors:**

- ✓ For cleaning or applying oil to hardwood floors use a soft cloth. It is best to sweep and dust regularly. A “swiffer” is a great option for this as well.
- ✓ Kitchen areas only: once every 3 months clean floors with a small amount of vinegar water in addition to your weekly mopping.
- ✓ Use throw rugs in front of the sink and stove to protect these areas from water or grease.

## **Marble and granite:**

- ✓ Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid.
- ✓ Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble. Tenants are held accountable for this damage.

## **Seasonal maintenance**

### **Interior:**

#### **Furnace:**

- ✓ Clean or replace air filter every **THREE** months. All tenants are responsible for cleaning or replacing the furnace filter quarterly throughout their entire tenancy. Problems caused by failure to clean/ replace the filter will be tenant's responsibility at any time during their tenancy. This includes service calls that could result from a dirty filter.
- ✓ Set the thermostat to an appropriate temperature for winter and summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during winter. It is required that the heat be left set at 55 degrees or more.
- ✓ Inspect all supply and return vents for cleanliness and obstructions.
- ✓ For radiant heat systems, inspect for leaking valves or radiators.

#### **Fireplace:**

- ✓ When not using the fireplace ensure that the damper is in good operating condition and closed.
- ✓ You will need to have a chimney sweep inspect the flue and chimney yearly to assure that it remains unobstructed. Periodic inspection and cleaning are a part of your signed lease, as a tenant expense.

## **Exterior:**

### **Lawn and shrubbery:**

- ✓ Maintain the lawn and shrubs surrounding your unit. Remove leaves and fallen branches when needed. Refer to your signed lease for specific details.
- ✓ Do NOT cut down trees, mature shrubs or hedges, unless given specific WRITTEN permission by NRB staff BEFORE attempting.

### **Gutters:**

- ✓ Confirm (FROM THE GROUND) that all gutters are free and clear of debris. They should drain freely away from the foundation. Cleaning gutters is dangerous for tenants to undertake and we do not consider this a tenant duty. Please report any clogged or damaged gutters or downspouts or missing splash blocks so we can hire a licensed contractor, or the property owner, when appropriate. Please submit a written maintenance request to ensure this is taken care of for you.

### **Winterization: Faucets and outlets:**

- ✓ Wrap all outside faucets. We recommend using the foam bonnets sold at most hardware stores. They are very inexpensive and easy to install. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- ✓ Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

## Vacating checklist

We understand that moving can be a busy and very stressful time. However, there are some important items to consider when moving, all of which, if done properly, will save you time and money in the long run. There is a level of cleaning that is generally required to return the unit in the condition in which it was received. If you have any questions, please contact your NRB Move Out Specialist. Be sure to reference the checklist provided in your rental agreement. We will always strive to help in all ways possible to ensure you receive as much of your security deposit back as possible. Please use our resources as much as possible. **DO NOT TURN OFF ANY UTILITIES!** Please just get a final bill for the end of your tenancy. **IF UTILITIES ARE SHUT OFF, FROM YOUR ACTIONS, YOU WILL BE ASSESSED ALL RECONNECT CHARGES. THIS INCLUDES ANY WATER DAMAGE FROM APPLIANCES. MELTING ICE FROM REFRIDGERATORS WITH NO POWER HAS CAUSED THOUSANDS OF DOLLARS IN DAMAGES.** A reminder, we will be using the Move In Condition Report that you signed when you signed your lease to do your move out. Damages, if any, will be based on this information including maintenance required of you during your tenancy.

### General:

- ✓ Provide a **WRITTEN** notice of your intent to vacate a MINIMUM of 20 days prior to the end of the month. The written notice must be received in the office and **SIGNED BY ALL THE TENANTS** on the lease.
- ✓ Complete change of address cards for post office and provide our office with a forwarding address for mailing your deposit.
- ✓ All utilities **MUST REMAIN ON**, but it is your responsibility to cancel any garbage, cable, phone, etc. services.
- ✓ If vacating in the winter, set the thermostat to 60 degrees to prevent the freezing of pipes. Tenant will be responsible, **FOR ALL DAMAGES**, if heat is turned off or is below 60 degrees.

### Refrigerator:

- ✓ Defrost freezer, only if needed. DO NOT use sharp tools to pry ice off. Please dump all ice into the sink and let it melt entirely. Turn off the ice machine, so it does NOT make new ice.
- ✓ Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- ✓ Take out refrigerator shelves and bins and wash in warm water, dry and replace back into the fridge.
- ✓ Clean under all lower bins.
- ✓ Wash and dry the outside of refrigerator and vacuum back and lower grills.
- ✓ Pull fridge out, so you can clean underneath the fridge and all sides and top of the fridge.
- ✓ Sweep down cobwebs on wall and ceiling.
- ✓ Replace light with an appliance bulb, and make sure your fridge filter has been replaced.
- ✓ IF YOU HAVE THE POWER TURNED OFF TO YOUR UNIT AND WATER DAMAGE IS CAUSED FROM THE FRIDGE DEFROSTING, YOU WILL BE CHARGED FOR **ALL** DAMAGES.

## **Stove:**

- ✓ Remove racks and broiler pan; soak in hot water and clean, dry well.
- ✓ Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- ✓ Wash and dry outside of stove.
- ✓ Replace oven light with appliance bulb if burned out.
- ✓ Replace burner drip pans with new.
- ✓ Move stove out and clean wall and floor.
- ✓ **SIDES OF STOVE ARE, NORMALLY, THE BIGGEST AREA IN NEED OF CLEANING FOR THE STOVE!**

## **Microwave:**

- ✓ Remove inside tray; soak in hot water and clean, dry well.
- ✓ Clean inside of microwave and underneath the turntable tray.
- ✓ Replace underside microwave lights, if applicable.
- ✓ Remove and clean underside vent fan covers. Replace if needed.
- ✓ **TOP VENT AREA IS, NORMALLY, THE BIGGEST AREA IN NEED OF CLEANING FOR THE MICROWAVE!**

## **Dishwasher:**

- ✓ Remove lower tray; check all wheels and clean accordingly.
- ✓ Clean inside of dishwasher and around bottom screen for food and other matter.
- ✓ Replace utensil basket, if damaged. If found at your final move out, it will be removed from your security deposit for replacement costs. This is the same if you remove the basket yourself.
- ✓ Clean the inside and the sides of the dishwasher door.
- ✓ **INSIDE DOOR EDGES OF DISHWASHER IS, NORMALLY, THE BIGGEST AREA IN NEED OF CLEANING FOR THE DISHWASHER!**

## **Cabinets and Drawers:**

- ✓ Wash cupboards inside and out.
- ✓ Wipe out drawers with damp rag.
- ✓ Clean sink, baskets and counter tops well.
- ✓ Remove all excess items including food.
- ✓ Make sure garbage disposal is empty of all refuse and clean.

## **Miscellaneous in and near kitchen:**

- ✓ Wash all light fixtures in warm water and soap. Clean switch plates.
- ✓ Wash range hood and clean fan filter. Change appliance bulb if necessary.
- ✓ Wash windows, blinds, screens and window sills.
- ✓ Scrub kitchen floor, including under movable appliances, corners and next to baseboards.
- ✓ Touch up walls, where needed, and paint where required.
- ✓ Replace all burnt out light bulbs!

## **Living Room:**

- ✓ Clean light fixtures and switch plates.
- ✓ Replace all burnt out light bulbs.
- ✓ Sweep down cobwebs.
- ✓ Have fireplace professionally inspected and cleaned if recommended. **THIS RECEIPT MUST BE TURNED IN WITH YOUR KEYS. THIS DOES NOT APPLY TO GAS FIREPLACES.** Make sure the screen or glass doors are cleaned as well.
- ✓ Vacuum carpet and clean baseboards in preparation of the professional carpet cleaning. **THE RECEIPT MUST ACCOMPANY YOUR KEYS WHEN THEY ARE RETURNED.** If carpets have not been professionally cleaned, you will be charged for this as part of your signed lease. This includes any and all pet deodorizer.
- ✓ Professionally clean drapes if pleated. Clean all blinds.
- ✓ Touch up walls, where needed, and paint where required.

## **Bedrooms:**

- ✓ Clean light fixtures and switch plates.
- ✓ Replace all burnt out light bulbs.
- ✓ Sweep down cobwebs.
- ✓ Have fireplace professionally inspected and cleaned if recommended. **THIS RECEIPT MUST BE TURNED IN WITH YOUR KEYS. THIS DOES NOT APPLY TO GAS FIREPLACES.** Make sure the screen or glass doors are cleaned as well. **ONLY, if applicable, in your master bedroom!**
- ✓ Vacuum carpet and clean baseboards in preparation of the professional carpet cleaning. **THE RECEIPT MUST ACCOMPANY YOUR KEYS WHEN THEY ARE RETURNED.** If carpets have not been professionally cleaned, you will be charged for this as part of your signed lease. This includes any and all pet deodorizer.
- ✓ Professionally clean drapes if pleated. Clean all blinds.
- ✓ Touch up walls, where needed, and paint where required.

## **Bathrooms:**

- ✓ Clean shower, bathtub, tile around tub, sink, door and fixtures.
- ✓ Clean inside and outside of toilet. These should be free of soap scum. Replace toilet seat, if needed.
- ✓ Clean inside of medicine cabinet and all mirrors.
- ✓ Replace all burnt out light bulbs.
- ✓ Replace damaged towel bars and toilet paper holders.
- ✓ Clean fan and **FAN COVERS!**
- ✓ Clean inside drawers and remove all items, hair and refuse.
- ✓ Professionally clean drapes if pleated. Clean all blinds.
- ✓ Touch up walls, where needed, and paint where required.

## **Miscellaneous:**

- ✓ Replace furnace filter. It should be bright white, not full of dust and cobwebs.
  - ✓ Replace all burnt out light bulbs inside and outside of the home.
  - ✓ Replace all batteries in smoke detectors and carbon monoxide detectors.
  - ✓ Wash inside and outside of front, side and back doors.
  - ✓ Sweep garage floor, walls and ceiling to remove all cobwebs.
  - ✓ Mow, edge and hand weed yard and flower beds. Follow your signed lease in detail. Remove all dog droppings, if applicable.
  - ✓ Clean out all floor vents and vent covers.
  - ✓ Haul away all trash, including removing items from trash cans
  - ✓ Fill all holes in walls and touch up, where applicable.
  - ✓ Clean off all ceiling fans, where applicable.
  - ✓ Clean all windows, screens and window tracks.
  - ✓ Replace all broken blinds, and make sure they are mounted correctly.
- \*\*\* All items not repaired, replaced correctly will be rectified at the tenant's expense.**

## **Final:**

- ✓ Return ALL keys to include mail box keys and garage door openers, etc. Along with receipts for professional services and filling of oil or propane tanks to our office after your cleaning is completely done and by no later than 5pm on the last day provided on your move out notice (or before). If you do not return all keys or openers as documented in your signed lease, you will be liable for all replacement and cleaning costs.
- ✓ If you return your rental unit in the same or better condition, you received it; you have the best chance to receive all of your deposit back from this office. NRB Property Management wants nothing more than to see a tenant's security deposit returned in full. Please contact our office for any questions regarding your move out from your rental unit.

**Tenant Acknowledgement**

**Reminder:** Please reference the cleaning checklist provided with your rental agreement. Note that carpets are required to be professionally steam cleaned and, if a pet has been present, deodorized and professionally sprayed for pests immediately after. If there were pets in your rental unit at any time during your tenancy, your carpet cleaning receipt MUST show the use of pet deodorizer and fumigation. If fleas are found in your rental unit, AT ANY TIME, after your move out, you will be responsible for all flea treatments. If there's a fireplace in the home, the chimney must be inspected and cleaned as recommended by the chimney sweep (refer to rental agreement).

**Disclaimer:** Management has the final authority to determine how much of the deposits shall be refunded in accordance with the conditions set forth in the rental agreement.

I HAVE READ AND UNDERSTAND ALL TERMS AND CONDITIONS ASSOCIATED WITH THIS TENANT GUIDE. I HAVE A COPY OF THIS TENANT GUIDE IN MY POSSESSION AND WILL CONFORM TO REQUESTS ASKED BY NRB PROPERTY MANAGEMENT IN ACCORDANCE WITH THIS TENANT GUIDE. A COPY OF THIS ACKNOWLEDGEMENT WILL BE IN MY PERMANENT TENANT FILE.

X \_\_\_\_\_  
Tenant Date

x \_\_\_\_\_  
Tenant Date

X \_\_\_\_\_  
Property Manager Date  
NRB Property Management, LLC