



**TROY REA  
TEAM**

**RESIDENT  
HANDBOOK**

**RESIDENT HANDBOOK**

Please read through this. If you have questions, please ask. I look forward to working with you. If you need to contact me: [www.TroyReaTeam.com](http://www.TroyReaTeam.com), [Troy@TroyTheRealEstateGuy.com](mailto:Troy@TroyTheRealEstateGuy.com) or text / Call 480.432.2355.

**Troy Rea**  
Property Management

# Resident Handbook

## OUR PERSONAL MESSAGE TO YOU:

Congratulations on the selection of your new home. Welcome to the Phoenix area and your new association with West USA Realty Property Management.

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

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.

Sincerely,

Troy Rea

[www.TroyReaTeam.com](http://www.TroyReaTeam.com)

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480.432.2355

Property Management Team

West USA Realty

# Resident Handbook

## INDEX

**General Rules and Regulations**.....

Part of your lease.....

The Property.....

Rental Payments.....

Phone Numbers.....

NSF Checks.....

Default of Rental Payments.....

Notice to Vacate.....

Breaking the Lease.....

Keys and Locks.....

Trash & Garbage.....

Abandoned Property.....

Resident Mail or Packages.....

Jury Trial Waiver.....

Disturbances, Noise & Nuisance.....

Periodic Inspections.....

Parking/Vehicles.....

Guests/Children.....

Renters Insurance.....

Pets.....

**Upon Move-In**.....

Get to know your property.....

**In and Around the House**.....

Heat-A/C Units & Smoke Detectors.....

Circuit Breakers.....

Pest Control.....

**Maintenance, Damages, and Repairs**.....

Maintenance Requests.....

Maintenance Emergency.....

Who Repairs What.....

Home Warranty.....

Unauthorized Repairs.....

Lawns and Grounds.....

Light bulbs.....

Plumbing.....

Walls & Ceilings.....

Windows/Glass.....

Flooring.....

# Resident Handbook



Stoves/Dishwasher .....  
 Garbage Disposals.....

**Cleaning and How To's** .....  
 Minimum Cleaning Standards .....  
 Countertops & Cabinets.....  
 Kitchen Appliances.....  
 Fireplaces .....

**Move Out** .....  
 Put it in Writing.....  
 Marketing during the notice period .....  
 Move-out Inspection .....  
 Breaking the Lease.....  
 Return of the Security Deposit.....

**Summary** .....

## GENERAL RULES AND REGULATIONS

**Part of your lease** – This Resident handbook is part of your lease and is legally binding on both parties.

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

**Rental Payments** – You can pay your rent electronically, by check, money order, or certified funds. No cash will be accepted. All rent is due and payable on or before the first of each month unless otherwise noted in your lease. You will not receive a monthly bill or reminders.

The preferred method of payment is paying electronically. You can mail or deliver a check, money order, or certified funds to our office:

WEST USA REALTY, Attn: Troy Rea, 2920 N Litchfield Rd, #100, Goodyear, AZ 85395.

**Please write your address on the payment to ensure proper credit.** All accounting is done by the address of the property. To avoid any misunderstandings, include your address in all correspondence with the office. Properties with multiple Residents, please pay by one (1) payment method only. Multiple payments/checks cannot be accepted.

# Resident Handbook



You may pay in person during regular business hours, Monday through Friday, 8:00 am to 4:00 pm. For your after-hours convenience, there is a night drop box next to the front door at several of our Branches—please call me to let me know and for directions. **However, you also use this at your OWN risk. Management does not warrant security on any dropbox should the rent be lost, stolen, or otherwise removed by a third party. Please do not put any cash in any night dropbox or any payment envelope.** We do not accept cash or post-dated checks. Rents unpaid beyond the 1<sup>st</sup> day of the month (or on the date in your lease) are delinquent and are subject to any late charges as noted on the lease.

Resident agrees to reimburse the Landlord immediately for rent allegedly delivered to a dropbox within five (5) days of a written demand, even if you have placed a trace on those funds. The resident agrees that if a money order or certified funds is lost or misplaced, it is the resident's responsibility to trace the money order or certified funds and provide the Landlord with proof that they are tracing said money order or funds in a timely manner. The Landlord agrees to give the Resident credit toward the rent only upon proof presented by the resident that the Landlord, or their agent, actually received and cashed the lost or misplaced money order or certified funds.

**Phone Numbers** – All residents who have a home, cellular, or work phone should give these numbers to the management office. Please notify the office if any of these numbers change within five days of the change. unlisted numbers should be provided to Management. (These are kept confidential.)

**NSF Checks** – The amount of the NSF (non-sufficient funds) payment, plus a \$35.00 (or as per written lease agreement) returned payment charge, and late fees must be paid by money order or certified funds within 24 hours of notification or legal action may be taken. If a payment is returned to us for insufficient funds, no further personal payments will be accepted. You will be required to make all future payments by certified check or money order.

**Default of rental payments** – If the rent is not paid by the 1<sup>st</sup> 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 they are accrued will be added as additional rent. If rent is paid while legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

**Thirty-day notice to vacate** – A thirty-day written notice to vacate is required. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. This notice should include a definite move-out date. The lease stipulates the forfeiture of the entire security deposit if the thirty-day notice is not given, plus the monthly rent until the property is re-rented. Thirty-day notice on monthly rentals must go from the 1<sup>st</sup> of the month to the end of the month unless otherwise approved by Management.

# Resident Handbook

**Breaking the lease** – If you cannot fulfill the lease obligations for the entire term, there is a lease break fee required before Management can proceed with the leasing of your rental home. This lease break fee is a penalty for breaking your lease. This penalty does NOT release you from all your lease obligations and does not apply to money owed. You must also leave home clean, undamaged, and ready for occupancy. Neatness is essential if we are going to show the unit while you are still occupying it. Move-in and move-out inspections are required. Call your manager for direction in this matter. 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 exterior of doors require management approval. Management must have keys to each lock on the house. Management may gain access and re-key if at any time access is denied and will charge the resident for such action. If you lose your keys or lock yourself out of your unit, Management will come and unlock the door for a fee of \$50.00 during regular business hours or \$75.00 evenings and weekends.

**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 Management does not provide containers, the resident must make arrangements for trash pick-up through your local waste management company.

**Abandoned Property** – If you abandon any personal property in or around the dwelling unit after you vacate the home, the Landlord may destroy or otherwise dispose of some or all of the property if the Landlord reasonably determines that the value of the property is so low that the cost of moving, storage and conducting a sale exceeds the amount that would be realized from the sale. Any property left behind after returning keys will not be stored and may be immediately disposed of. All other property will be held for 14 days according to state law.

**Resident Mail or Packages** – Any mail or packages delivered to the Landlord or their agent is the resident's responsibility and liability. Resident releases Landlord and their agent from any liability for mail or packages.

**Jury Trial Waiver** – The Landlord and the Resident hereby waive their rights to a jury trial. The prevailing party to any lawsuit or other legal action is entitled to attorney fees and costs.

**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.

**CC & R'S** – These are the rules and regulations set forth by the homeowner's association. Please read through them (you may request copies from your manager or homeowner's association,) as

# Resident Handbook

you will be required to obey all rules and regulations. Any fines set forth by the homeowner's association for not following these regulations will be assessed to you.

**Move-in/move-out checklist** – Included in your move-in package is a move-in/move-out checklist. Management provides this form for you to note the condition of the premises, listing all defective items before you move any items into the home. Please be as detailed as possible on this list. We will use this list as a move-out comparison list to determine your deposit refund. Please sign your name, date it, and return it to your manager or the management office within **five** calendar days of taking possession of the home.

**Periodic inspections** – As part of the agreement with the property owner, we will conduct a periodic inspection of the property, including pictures and or videotape of the interior and exterior. We are looking at the overall condition of the property and the condition of all appliances, blinds, and landscaping supplied with the home. You will be notified of any problems and given ten days (or five days if health & safety) to remedy them. Any breach not corrected will be addressed as per the **Arizona Landlord/Resident Act**.

**Parking/Vehicles** – All vehicles must be parked in assigned areas (garages, parking lots, driveways, etc.) or public streets where allowed. Parking is not permitted on the lawns, sidewalks, and other areas not designated for parking. All vehicles must be registered, licensed, and operable at all times. No vehicle repairs (except minor repairs, e.g., changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor, or any other area on the premises. Please discard all oils or fluids properly.

**Guests/Children** – Any person or persons staying more than seven days in a row and not more than a total of 30 days per twelve-month period. No more than two persons per visit. If this is exceeded, the guests/children will be considered residents unless prior written permission is obtained from Management. If the occupant will be permanent, a written application with credit & legal reports is required on all occupants over 18 years old. Only those persons listed on the application/lease have permission to occupy the premises. You will be responsible for the behavior of your guests, their guests/children, and your children. All portions of this agreement also apply to any guests.

**Emergency Maintenance/Repairs** – An emergency is fire, flood, blood, when danger is present, or property damage has occurred or is about to happen when the temperature is 108° or above in summer or below 45° in winter. Do not abuse the emergency system. See Emergency Maintenance Procedures for more information.

**Renter's Insurance** – The management's strong recommendation is that renter's insurance is obtained to protect you, your guests, and your personal belongings. Management is never, *under any circumstance*, responsible for your personal belongings.

# Resident Handbook

**Pets** – No pets (animals, snakes, birds, etc.) of any kind are allowed on the premises unless you have written permission from Management through your lease and have paid any required pet fee and/or deposit. If consent is given, you will be required to pay a pet fee that may or may not be refunded. This fee is for the privilege of having a pet and for damage the pet may cause. If damages are of an amount over the pet fee, you will be responsible. You will be charged for the spraying for fleas and/or repairing any damage caused by the pet. You are responsible for your animal at ALL times. If permission is not given and a pet is kept on the premises, you will be evicted. (NOTE: An assistive animal is not considered a pet. You still must notify Management in Writing. Resident understands it is illegal in Arizona for a person to falsely claim that an animal is a service animal.)

## **UPON MOVE-IN**

**Get to know your property** – When you first move in, locate the breaker box and note the ground fault circuit breaker (some of these are by the sinks in the house, not at the breaker box), where the stove, water heater, and the air conditioner breakers are located. Also, locate the water shut-off for the house. It is usually in the front of the house, close to a spigot. Also, locate the hot water shut-off as well as the shut-off under all the sinks. Locating these items now may eliminate any damages later. See next section, IN AND AROUND THE HOUSE, for more information on circuit breakers.

**Put this Handbook where you can find it** – Near the phone works for most people. 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.

## **IN AND AROUND THE HOUSE**

**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 and the air quality in the home. Replace the smoke detector/carbon monoxide batteries at least once every year. (April 15<sup>th</sup> is easy to remember.) A smoke detector can be the only thing between you and a fire. Many homes have heat pumps for heating and cooling of the home. The air coming from the vents will 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 the desired temperature. During extremely hot or cool temperatures, the heat pump may not keep the house as comfortable as you may like. To help the unit perform as desired, close all the blinds, try not to use any hot appliances (oven, etc.), and keep all doors closed. Inadequate cooling may also be due to a clogged filter. **Check and change** the filters monthly.

**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 entirely to the off position and then turn it back on again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts



# Resident Handbook

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 GFIs 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," reset the breaker as outlined above or per the plug-in outlet cover instructions.

**Extermination/Pest control** – Please report any pest control problems within three (3) days of possession. If not reported in Writing, it is agreed that the premises have no infestation of any kind. Any future infestations of any kind, less termites & bee swarms, shall be your responsibility. You are required to report any suspected or known termites. You are not responsible for termite control. Management assumes no responsibility for controlling roaches, mice, ants, bees (unless swarms or hives), or other pests. Please notify Management if you suspect any termites or wood-destroying insects around the house or grounds. 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 as condition as when you took possession. Only repairs required because of normal wear will be repaired by Management less any repair deductible listed in your lease. You will be charged for all misuse or neglect.

**Maintenance Requests** – All repair requests **must be in Writing** (except emergencies.) Please be specific about the problem (i.e., CORRECT – the right front burner on the stove does not work; INCORRECT – the stove is not working). If a service technician does not contact you within 48 hours (not including weekends or holidays) after reporting a service request, please notify Management so the call can be reassigned. You may leave a message through the office or call the office during regular business hours.

**Maintenance Emergency** – If a maintenance emergency (i.e. water heater leaking, flooding inside the house, fire or gas leaks), you may use the emergency maintenance system. Air Conditioners/Heaters are not considered an emergency unless the outside temperature exceeds 108° or an infant or seriously ill person is present. Please do not misuse this system.

**EMERGENCY MAINTENANCE SERVICE**  
**TROY REA 480.432.2355 8 am – 4 pm**

**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 the water, shut off breakers, etc.) if possible.

**Who does what** – Management will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

# Resident Handbook

## Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs, torn or damaged screens.
- Replace or repair cabinet catches, hinges, knobs, or handles.
- Replace heat-A/C filters EVERY MONTH.
- Re-light gas furnace or water heater.
- Replace flappers and other minor parts in toilets.
- Replace washers in faucets.
- Spray yard for bugs and weeds.
- Keep grass and weeds out of flowerbeds and rock areas.
- Replace smoke/carbon monoxide detector(s) batteries every year. (Notify manager if smoke/carbon monoxide detector(s) is not working.)

## Examples of repairs management will make at the Owner's expense.

- Repairs to A/C-heat systems.\*
- Replace the heating element in the water heater.\*
- Repair roof leaks.\*
- Repair or replace any part of plumbing under sinks or behind walls.\*
- Repair or replace any broken electrical components.\*
- Repair/paint any rotted wood (please notify Management.)
- \* If the repair technician notes Resident-caused, you will be charged.

## Examples of repairs for which you will be held responsible:

- Replace heating elements/ water heater is caused by an empty tank.
- Repair or replacement of A/C unit due to not replacing the filter regularly.
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, smoking, children, guests, or any unusual or unreasonable use.
- Windows/Glass breakage.
- Damage to fences, outside walls, shrubbery, trees, or planting.

**Home Warranty** – Your home may have a home warranty on it. You must contact Management prior to you doing any repair other than those listed as your responsibility.

**Unauthorized repairs** – Please do not make any repairs or authorize any repairs without the prior written consent of Management. All repairs must be authorized in writing before work can be performed. 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/Resident Act. After receiving written authorization from the manager, repairs must be made by approved vendors or licensed contractors only.

**Lawns and grounds** – You are required to care for the lawn and grounds as provided in your lease agreement, keeping them in the same condition as when you took possession. This care includes

# Resident Handbook

regularly cutting the grass, fertilizing the lawn, trimming the shrubs & trees under 6 feet tall, edging all the walkways, curbs, and driveways, keeping the roof and gutters free from debris keeping weeds from all rock areas. Please try to keep all trees and shrubs from growing on or near the roof or gutter system. (Owner will trim/remove all trees over 6 feet tall.) 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.

**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 put anything into the plumbing system or use it for any purpose except what it is designed for. You would be responsible for any damage or stoppage after three (3) days of occupancy unless caused by mechanical failure of the plumbing system. If your system becomes clogged, call the office, and we will send out our plumber. Our plumber knows what is considered a mechanical failure and what is caused by misuse. There will be no reimbursement for charges not pre-approved by Management.

**Waterbeds** – All waterbeds must be registered with Management. You will be responsible for all damage caused by a waterbed.

**Walls and ceilings** – Please keep all walls clean and unmarred. Do not paint or wallpaper the walls without the prior written approval of the Management. You are welcome to hang pictures on the walls as long as they are clean and unmarred upon vacating. No nails or holes are allowed to put in the wall. If hang pictures us 3M style command strips. 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. **IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE. All properties are non-smoking of any kind.** All smoking must be done outside on the patio, not inside the home or garage, without prior written approval from Management.

**Windows/Glass** – Resident is responsible for all windows and glass. The resident is strongly encouraged to call the police if the glass/damage is caused by someone other than the resident.

**Carpet/vinyl/tile flooring care** – Tile and vinyl require soap and water solution 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. For example, Cranmore Carpet Cleaning is a company I have used in the past and does an excellent job. A copy of the cleaning company's bill will be required at the move-out inspection. Please check with Management for a list of good

# Resident Handbook

carpet cleaning companies. The use of a rented "do-it-yourself" cleaning unit will not be considered acceptable. A professional carpet cleaning company is required. (Chem-dry and Sears are never acceptable.)

**Appliances** – As the resident, you are responsible for making sure you care for and operating all appliances in the manner they are intended to be used. You will be charged for damage to an appliance by improper use, cleaning, or lack of maintenance. All appliances are provided as a courtesy to the resident. At any time, the owner can replace, remove, or repair an appliance at the owners' sole discretion.

**Stoves** – If the oven or broiler does 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 stoves are on the face of the unit. Be careful when cleaning the oven that the oven cleaner does not drip on the counter or the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens.

**Dishwasher** – Use the dishwasher at least once per week. 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 that have fallen from the counter or run down the sides when loading.

**Garbage disposals** – Garbage disposals are not for bones, grease, meat, or other similar 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. If this does not work, you can also take a broomstick handle in the top of the disposal and rotate it in a clockwise direction. Always unplug the unit before you try any of these repairs. If you are unsuccessful, report the problem in writing to Management, and we will have a technician call you back. 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 correctly. Many of the requirements may seem like common sense. We want to be clear about our expectations, so everyone understands their roles and responsibilities. Proper cleaning will keep the home and its parts safe and usable for you. The key to proper cleaning is to do it often and regularly. A properly maintained home requires everyone to do their part.

- Owner to keep structural and mechanical maintenance up-to-date.
- Property Manager to keep records of necessary maintenance and place responsible people in the property.
- Resident keeps the home and property clean, performs essential maintenance, and promptly informs the property manager of any structural or mechanical failures.

# Resident Handbook

## 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 three months.
2. Wash interior doors, doorways, and walls in heavily traveled areas every 2-3 months.
3. Clean dirt and debris from the upper and lower sliding glass door track monthly.
4. Clean stove, drip pans, under drip pans, oven racks & drawers, 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, heat air return, and **replace air filter monthly**.
8. Clean and sweep out the 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 or 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 the exterior of the property every three months or as needed.

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.

**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 (Scott's Liquid Gold). All cabinets must be vacuumed out and drawer/door fronts cleaned as above before vacating.

**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. Please clean under and around the refrigerator 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.

**Fireplaces** – If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. Sappy wood 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, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned at least once every two years.

# Resident Handbook

## MOVE-OUT

**Put it in Writing** – Before Management accepts notice, it must be put in writing. The notice must include the date you anticipate having the property ready for a move-out inspection and where you are moving to (even if you do not have a forwarding address, list the city and state where you are relocating). The notice must be one full calendar month (1<sup>st</sup> through the end of the month) and delivered in writing per your lease or by certified mail to our office.

**Marketing during the notice period** - The property may be listed for sale or rent. The most probable showing hours are from 9:00 am to 6:00 pm. 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 is not sufficient reasons to reschedule. Your home telephone will be called at least 48 hours before showing. You will also be sent 48 hours written notification to your given e-mail. If there is no answer or answering system or you do not respond, we will send a certified letter notifying you of the date & time of the showing. If permission is given, we will call your work number. 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.
2. Floors are recently vacuumed; clutter-free, no piles of dirty clothes.
3. The kitchen and baths are clean; sinks are clean and empty.
4. The walls are clean and unmarred.
5. Pets are out of the way; litter boxes are clean and odor-free.
6. TV is off or on low so as not to be intrusive.
7. The yard is mowed and trimmed and in good condition.
8. Blinds/curtains are open, and the 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. Please schedule as early as possible, especially if you are moving out of state or during the last week of the month. Asking for the same-day inspection is impossible, as the property manager has a full schedule. You are requested & have the right to be present, but please do not follow the manager through the house. We give you the privilege of completing your initial report without Management looking over your shoulder; please give us the same consideration. If you are not present, Management's report is final.

1. Inspections are made from 9:00 am - 4:00 pm Monday through Friday. Please do not plan on an inspection to be made on nights, weekends, or holidays. They take up to an hour, depending on the size of the home.
2. All utilities are to remain on for 72 hours after the inspection. This enables you to have utilities for any additional work if all is not acceptable the first time through.

# Resident Handbook

3. Inspections are made only after you have completely vacated the unit. Carpets have been professionally cleaned and dry (receipt required), the yard is mowed, landscaping clean and trimmed, all trash is hauled off, and you are ready to turn over keys at the inspection time.
4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
5. A re-inspection fee of \$50.00 will be charged for each return trip required after the first appointment. 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.

**Breaking the Lease** – If you should break your lease, you will be responsible for all costs allowed by law incurred in securing a new Resident.

1. We work diligently to reduce your costs should you break your lease. If you find you have to 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 Resident is secured. **When the new resident moves in, your obligation may cease depending on their lease.**
2. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning, and check-out.
3. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:
  - A re-leasing and/or breaking lease penalty
  - Rent until the new lease takes effect
  - Lawn Maintenance (you need to arrange for that before leaving)
  - Utilities (keep them on in your name until notified of a new Resident)
  - 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' RENT!!!!!!!

1. The security deposit will be refunded in one check made payable to all Residents within **14 business** days of your final move-out inspection or when Management obtains possession. Possession occurs when keys are returned to the office and/or manager.
2. Following are the requirements for a full refund:
  - Have given written notice, a minimum of 30-days' prior to vacating, on the 1<sup>st</sup> of the month.
  - Have left the premises clean, undamaged, and followed all check-out procedures in the lease.
  - All walls are clean and unmarred. (Home interiors are not always fully painted between residents.)
  - All carpets have been professionally cleaned (receipt required.)

# Resident Handbook



- All landscaping has been trimmed, blown out, and raked.
- Have paid all charges and rents due.
- 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 your property manager.

## 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. If you find something you think would be helpful to others but is omitted, please notify your Property Manager. We are always looking for additional ways to serve you.
- Welcome to WEST USA REALTY. We welcome you to our area. Please take advantage of the many opportunities to enjoy the beautiful and friendly Phoenix Metro area. If you decide to make this your permanent home, call your property manager or 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.

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Resident Date

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Resident Date

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Property Manager Date