

New Tenant Guidebook

The goal of this writeup is to answer the most commonly asked questions and highlight important sections of the lease in the lease.

Property Manager- This is who you call if you have any questions or concerns about your lease, rent payments, lease renewals, pet requests, tenant issues, ect.

Jonathan Gardner

315-544-0609

JGardnerpropertiesllc@gmail.com

Maintenance Supervisor- This is who you call when you have emergency maintenance related issues like, dripping faucets, broken appliances, no heat, broken windows, etc. Please fill out a work order through the app first! The fastest way to get a response is via text.

Devon Malbouf

315-783-7912

Emergency Contact- Call **911** for any immediate risk to the health and or safety of any persons or the building itself. Call **811** for electricity or the smell of gas. Please email the Property Manager and submit a work order when safe to do so through the app.

Tenant App

Please go to the Google Play Store or Apple App Store and download the app 'Buildium'. This is the website you'll use for the following

- 1) Pay rent
- 2) View your lease
- 3) Submit Maintenance Requests
- 4) View & track any outstanding bills
- 5) View announcements for your building
- 6) Receive communications from our staff

Maintenance Requests

These must be made through the app. This allows you to send a request directly to our team, along with a brief description and photo of the issue. We can then make an appointment with you through the app.

Rent Payments

We recommend you use our online bill pay system. This helps keep record of payments and allows you to pay rent right from your home!

Late Fees

Rent is due on the first, no excuses! A late fee of \$50 will be charged if the rent is not paid by the 5th. Your late fees must be paid. We will deduct them from your next months payment before applying them to your new balance.

Evictions

Rent is due on the 1st. If not paid in full, we will begin filing for eviction on the 6th. If you're going to be late, please talk with the Property Manager. If they don't hear anything, they will begin the process

Important Lease Rules

- 1) No smoking in the unit, shared spaces, hallways, basements, or attics. All smoking must be done outside. Failure to do so will result in a \$75 fine and an early termination of your lease.
- 2) All water related issues **MUST** be reported to the maintenance supervisor immediately.
- 3) We are responsible for the upkeep of appliances, heating units, windows, doors, and other big components. The tenant is responsible for light bulbs.
- 4) The tenant is responsible for any new mold, bugs, and water/fire damages that occur during their stay. If it wasn't there when you moved in, then it's resulted from something you've done or neglected to do.
- 5) During the winter months, the heat is required to be on at a minimum of 60 degrees. The tenant is responsible for any frozen or burst pipes from negligence.
- 6) Pets are not allowed unless permission is given from the landlord.
- 7) Guests are allowed, but you are not allowed to move anyone in. Guests can not park on the property overnight.
- 8) You'll be responsible for all costs related to unclogging toilets or other drains issues. Water & toilet paper are allowed down the sewage lines.

Move In Procedure

Here's the list of things you'll need done before moving in,

- 1) Switch utilities into your name
- 2) Get renters insurance
- 3) Call your internet provider and get that set up

On move in day we will do a walkthrough inspection of the property with you and video record the condition of the unit. You'll be responsible for all damages incurred after this walk through

Move out Procedure

We will send you a checklist of things that need to be done before moving out. Failure to return us the unit the way you moved in will result in fees. Once you're ready to move out, we will do a walkthrough with you and record it.

Snow removal

Our plow guy will plow once in the morning around 3-5 a.m and once in the afternoon if required. If you'd like it done more it'll be a \$30 Charge each time.

Entering The Unit

We must be allowed in the unit after we have given a 24 hour notice. We have the right to enter the unit at any time, without notice if there's a serious threat to the welfare of our property, or someone living there.