

Congratulations on the selection of your new home! We look forwarding to working with you!

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 it 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 Property Manager/Resident relationship. We are always ready to answer any questions or to find solutions to any problems.

Sincerely,

The Dwell Well Property Management Team

GENERAL RULES AND REGULATIONS

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 are due and payable on the first day of each month and considered late if not received by 5:00 pm on the 5th. Holidays, weekends, online payment issues and postage delays are no exception. Monthly bills will not be sent. Payments can be made through your tenant portal online which you were provided at the time of lease signing or by check, money order or certified funds (no cash will be accepted) and made payable to:

Mailing Address:
Dwell Well Property Management
3327 N Eagle Rd #110-172
Meridian, ID 83642

Rent Drop Off:
Dwell Well PM % PostNet
3327 N Eagle Rd #110-172
Meridian, ID 83642

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, please put your address on all correspondence with the office. Properties with multiple tenants please pay by one (1) payment method only. Multiple payments/checks will not be accepted. We do not accept cash or post-dated checks. Rents unpaid beyond the 5th day of the month are delinquent and are subject to late charges as noted in the lease.

The most secure and quickest way to pay rent is by using your online tenant portal via our website www.DwellWellPM.com. You received online instructions at the time you signed the lease. If you need additional assistance with this please contact our office.

Pro-Rated Rents:

Rent is always due on the 1st when the lease is executed. Pro-rated rent may be necessary on a mid-month move in. Keys will not be turned over to a tenant until the pro-rated rent has been paid. This payment is also subject to late fees in the same manner as for regular rent payment.

Paying Less Than the Balance Due:

If there is an outstanding balance due on your account, we will notify you in writing once, after that we reserve the right to refuse the payment (return the payment) if it is not the full amount due. We will work with you on a payment plan when necessary but it must be approved PRIOR to the rent due date and in writing.

Phone Numbers:

All residents who have a home, cellular or work phone are required to give these numbers to the management office. Please notify the office if any of these numbers change. Even 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. After any 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 5th 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 the 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 (30) Notice to Vacate:

A thirty-day written notice to vacate is required. THIS 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 that you will be responsible for a lease termination fee 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 1st of the month to the end of the month unless otherwise approved by management.

Breaking the Lease:

If you are unable to fulfill the lease obligations for the entire term, there is a lease-breaking fee that is required before management can proceed with the re-leasing of your rental home. This lease breaking fee is a penalty for breaking your lease before it expires. This penalty does NOT release you from all of your lease obligations and does not apply to money owed. 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. Call our office 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 the exterior of doors require the approval of management. Management must have keys to each lock in the house. Management may gain access and re-key if at any time access is denied, and will charge the tenant for such action. If it is necessary for you to borrow a key, they will be available during normal business hours only with a $25.00 refundable deposit. If you lose your keys or lock yourself out of your unit, management will come and unlock the door for a fee of $40.00 during normal business hours or $95.00 evenings and weekends. You may purchase copies of the keys during normal business hours with an advance appointment for $25.00 each.

Trash & Garbage:

All trash, garbage & recyclable items must be placed in appropriate containers. (Management does not provide these.) All containers are to be discreetly stored. As containers are not provided by management, the tenant is required to make arrangements for trash pickup through your local waste management company.

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

Move In/Move Out Checklist:

A move in/move out checklist is provided by our office. 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 in order to determine your deposit refund. Please sign your name, date it and return it to your manager or to the management office within seven days of taking possession of the home.

Periodic Inspections:

As part of the agreement with the owner of the property, we will be conducting a periodic inspection of the property, (this may include videotape taken of the interior and exterior.) 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. You will be notified of any problems, and given a reasonable period of time to remedy them. Any breach not corrected will be addressed as per the Idaho Landlord & Tenant Guidelines.

Parking/Vehicles:

All vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on the public streets where allowed. No parking 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 10 consecutive nights will be considered residents unless prior written permission is obtained from management. If occupant will be permanent, an application with credit & legal reports is required on all occupants over the age of 18. Only those persons listed on 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 a fire, flood, when danger is present, property damage has occurred, or is about to occur 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:

It is the management's requirement that renter's insurance is obtained for the protection of you, your

guests, your personal belongings and the owner's property with minimum coverages of no less than $30,000 personal property/$100,000 liability limits. Management is never, under any circumstance, responsible for your personal belongings.

Animal/Pet Policy:

We kindly ask that no animals of any kind, including dog, cats, snakes, birds, etc., are brought onto the premises without written permission from management and completion of the necessary lease requirements, including any applicable pet fee, pet rent, and/or deposit. (Note: please notify management if you have an assistive animal, as they are not considered pets and not subject to pet related charges.) If the animal is accepted, a non-refundable pet fee may be charged to cover the risk of having a pet and any potential damages it may cause. You will also be responsible for any additional damages beyond the pet fee if necessary. The cost of flea spraying and repairs resulting from pet-related damage will be your responsibility. It is important to note that you are solely responsible for the well-being and actions of your animal at all times. Failure to comply with this policy may result in eviction.

Reasonable Accommodation Policy:

Dwell Well Property Management is committed to providing all residents and applicants equal housing opportunities in compliance with local, state, and federal fair housing laws. We recognize that individuals with disabilities may require reasonable accommodations to fully enjoy their living experience in our communities. Therefore, we have established the following policy to ensure that all residents have equal access to our housing facilities and services.

1. Definition of Reasonable Accommodation: A reasonable accommodation is a modification or adjustment to a policy, practice, or procedure that enables a person with a disability to have an equal opportunity to enjoy the facilities, services, or privileges of the housing community. It is a request made by an individual with a disability that is necessary to ensure equal enjoyment of their housing rights.
2. Requesting Reasonable Accommodation: Residents or prospective residents who require reasonable accommodation can make a request in any form, including verbal or written communication. The request should include the following information:
    a. Name, address, and contact information of the individual making the request.
    b. A description of the specific accommodation being requested, along with any supporting documentation or information related to the disability.
    c. Any details regarding the urgency or timing of the accommodation needed.
3. Review and Response: Upon receiving a request for reasonable accommodation, Dwell Well Property Management Property Management will promptly review the request to determine whether it meets the criteria outlined in fair housing laws. The review process may involve consultations with legal counsel, disability experts, or other relevant parties.
4. Verification of Disability: In cases where the need for reasonable accommodation is not apparent, Dwell Well Property Management may request additional documentation or verification of the disability. We will only require the information necessary to evaluate the accommodation request and treat all medical information as confidential.
5. Interactive Dialogue: Dwell Well Property Management is committed to engaging in an interactive dialogue with the individual requesting reasonable accommodation. We will work collaboratively to determine appropriate accommodation that meets their needs without causing undue hardship to our company or other residents.
6. Determination of Reasonableness: After reviewing the request and engaging in the interactive dialogue, Dwell Well Property Management will decide regarding the reasonableness of the requested accommodation. Factors considered may include cost, financial resources, the impact on other residents, and the availability of alternative accommodation.
7. Granting of Accommodation: If the requested accommodation is determined to be reasonable and necessary, Dwell Well Property Management will promptly grant the accommodation. The specific

details of the accommodation, including any modifications or adjustments to our policies, practices, or procedures, will be documented in writing, and provided to the individual requesting the accommodation.

8. Denial of Accommodation: If the requested accommodation is determined to be unreasonable or not necessary, Dwell Well Property Management will provide a written explanation of the denial, including the reasons for the decision. Alternative accommodation may be suggested if applicable.
9. Confidentiality: Dwell Well Property Management Management Company will treat all accommodation requests and related information as confidential. We will only share necessary information with individuals involved in the review process.
10. Non-Retaliation: Dwell Well Property Management prohibits any form of retaliation against individuals who request reasonable accommodation. Residents and employees are encouraged to report any perceived acts of retaliation.
11. Training and Education: Dwell Well Property Management will provide training and education to our staff members on fair housing laws, reasonable accommodation, and our company's policies and procedures. This will ensure that our team members are aware of their responsibilities and are equipped to handle accommodation requests appropriately.
12. Accessibility: We are committed to making our housing community accessible to individuals with disabilities to the extent required by law. We will make reasonable modifications to our buildings, common areas, and publicly available information to ensure accessibility.
13. Ongoing Review: Dwell Well Property Management will regularly review and update this reasonable accommodation policy to ensure compliance with fair housing laws and to address any emerging issues or best practices.

Dwell Well Property Management is committed to providing equal housing opportunities and ensuring that individuals with disabilities have equal access to our housing facilities and services. We strive to create an inclusive and welcoming environment for all residents, and we are dedicated to working collaboratively with individuals requesting reasonable accommodation to meet their needs.

Homeowner Associations & CC&R's

If an HOA manages the communities you reside in, you need to get familiar with the basic rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcement of their rules and resisting them will only cause you grief and cost money. Review the HOA rules and/or CC&R's you were provided to avoid any violation issues. If an owner is charged any sort of fine for a violation that a tenant caused it will ultimately be the tenant's responsibility to pay in full immediately and administrative fees may apply.

Some of the most common issues are:

Yard:

Hands down, the number one complaint we get from owners is letters from the HOA stating that your grass is too long. In around 95% of our homes, the tenant is responsible for yard maintenance. When they fail at maintaining the yard to the HOA's liking, the owner gets a letter. Oftentimes, this is the first violation of any kind the owner is receiving about anything from the HOA and they typically make a very big deal about this assuming the tenant is not maintaining the yard at all. If Dwell Well Property Management Property Management receives a letter from an owner, who has received a letter from their HOA – we will charge the tenant $25 regardless of what the letter is for and even if the tenant has already complied with the request. Why? Dwell Well Property Management has to address the issue with the administrative time and cost to put the corrective action in motion to ensure the HOA request is met including notifications to the owners and communication with the HOA.

Parking:

Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines. Make up your own rules, and you'll hear from them.
Access to Amenities:

Occasionally there are keys, passes, and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your Identification cards (Driver's License) and sign waivers to use their amenities such as the pool or playgrounds.

Mailbox Keys:

Most of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, the safest and most correct way to obtain a key is to have the local post office make a new key for the box they assign to you. This way YOU (the tenant) will have the only access to mail in that box. There will most likely be a charge to have this done.

Parking for Boats, Trailers, and RV's:

One of the biggest complaints coming out of the HOA's is when a tenant parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about when a boat, trailer, or RV can be parked at the residence. If a tenant owns a boat and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend. An example would be the before and after a weekend fishing trip while the gear is picked up and dropped off. Any overnight parking if found will result in a letter sent to the owner. The same holds for trailers, large commercial trucks, or RVs. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence for more than a few hours.

Trash Cans/Containers/Debris:

The HOA does not allow trash cans to be visible from the street except for garbage day. They often drive by the day after to ensure that all trash cans are put away and will send a violation notice if they are not. The HOA is VERY strict about this particular policy. They also do not allow any garbage bags or debris (such as items that won't fit in the containers that are provided by the city) to be visible at any point in time.

We ask that tenants be aware of these rules. The end state is still the same – if we have to deal with an HOA complaint, we will charge the tenant $25 per occurrence

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and foreclosure would then threaten your rights in the property.

What to do if you receive a foreclosure notice If you receive any notices about a pending foreclosure, forward a copy to our office immediately so we can check it out with the owner. Most foreclosures are called off by the lender in the final days, so don't panic. You may have several options including staying on the property until the end of your lease.

Renter's Rights in Foreclosure in May of 2009, Congress passed into law the "Renters Rights in Foreclosure Act" guaranteeing renters the right to remain in a foreclosed property until the anniversary

date of their lease. If a foreclosure takes place, you'll be paying rent to the lender, but you won't have to move under the new law. Contact your property manager for more information

Utilities

Before Move-In

Utilities must be on before taking possession of a property. If you fail to make these arrangements you will still be responsible for rent during this time. Our office can provide you with the current phone numbers for each utility company.

During Tenancy

Failure to keep utilities on and current during your occupancy may result in a default in your lease. Never turn off the heating or A/C during your vacations. There is an increased liability on you if this does occur and can result in burst pipes, mold, break-ins, etc. Keep garage doors closed during the winter months as much as possible as the pipes may not be insulated and can freeze easily.

Move Out

You must keep utilities on through the end of your tenancy even if you are not occupying the property. If they are not on we will re-connect them in our company name and you will be responsible for the cost and an administrative reconnection fee of $75. Do NOT turn off the heater or air conditioning unit upon vacating. Set the thermostat to 65 degrees in the fall and winter months and 75 in spring and summer.

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. 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 water shut off as well as the shut off under all the sinks. Locating these items now may eliminate any damages later. See the next section, IN AND AROUND THE HOUSE, for more information on circuit breakers.

Put this handbook where you can find it

Before calling the management office, see if the answer to your question is in the handbook or on our website. 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 every three months. 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 at least twice every year (daylight savings time is easy to remember.). A smoke detector can be the only thing between you and a fire. Many homes have heat pumps for the 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 desire. To help

the unit perform as desired, close all the blinds, try not to use any of the hot appliances (oven, etc.) and keep all doors closed. Poor cooling may also be due to a clogged filter. Check and change the filters regularly.

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 is 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.

Pest Control/Extermination

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, 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 the control of roaches, mice, ants, bees 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 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 any misuse or neglect.

Maintenance Requests

All repair requests must be in writing (except emergencies.) Please be very specific about what the problem is (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 on the office voice mail or call the office during regular business hours. You will be charged a $50 trip charge if you set an appointment and the contractor does not have access to the issue when he arrives or if a staff member of Dwell Well Property Management has to make arrangements to meet a contractor for repairs.

Please Take Note:

Contractors are just like us – they have families and personal lives. They want to be home at night and on the weekends with them. If you insist on meeting a contractor after business hours you will be responsible for the after-hours charges from the contractor. The only exception to this is emergencies.

Maintenance Emergency

In the event of 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 108º or there is an infant or seriously ill person present. Please do not misuse this system. The following are NOT Emergencies: Refrigerator not working, locking yourself out of the house, power or gas off, oven not working. Dwell Well Property Management is not liable for the loss of food caused by appliance break down.

24 HOUR - EMERGENCY MAINTENANCE SERVICE

Dwell Well Property Management: 208-514-3144 - follow prompts

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.

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 3 MONTHS.
- 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 twice 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 a heating element in a 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.*
- Repair/paint any rotted wood (please notify management.)
- If the repair technician notes tenant-caused, you will be charged.

Examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tank 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.
- Damage to fences, outside walls, shrubbery, trees or planting.

Home Warranty

Your home may have a home warranty on it. You must contact management before 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 Idaho Landlord/Tenant 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 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 and 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 let anyone throw anything into the plumbing system or use it for any purpose other than what it is designed for. You will be responsible for any damage or stoppage after three (3) days of occupancy unless it was 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.

Walls and ceilings

Please keep all the 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. 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.

Flooring Care - Carpet/vinyl/tile

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 on the carpet or any repairs required for the flooring to be returned to the usable or undamaged condition. Carpets must be PROFESSIONALLY CLEANED (Valley Carpet Care) upon vacating. A copy of the cleaning company's bill will be required at the move-out inspection. Please check with management for a list of acceptable 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.)

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. 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. You will be charged for damage to an appliance by improper use, cleaning or lack of maintenance. Do NOT place tin foil at the bottom of the oven, as this may cause scratching/chipping.

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 any 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 at 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 properly. Proper cleaning will keep the home and its parts safe and usable for you and many others after you leave. 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 & recommendations -

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, doorways, and walls in heavily traveled areas every 2-3 months. 3. Clean dust, dirt, and debris from the upper and lower sliding glass door tracks monthly. 4. Clean stove, drip pans, under drip pans, oven racks & drawers, broiler pan, hood, filter, and vent twice monthly.
5. Mop 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 quarterly.
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. 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. Sweep out the garage as needed.
13. Wash or dust cobwebs from the exterior of the property every 3 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 (such as 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 wood-burning fireplace(s) in the unit it is non-working and for decorative purposes only. Do not attempt to use the non-working fireplace(s).

Put it in writing

Before notice is accepted by the management, 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 (1st through the end of the month) and delivered in writing as 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 5:00 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 acceptable reasons to reschedule. Your home telephone will be called/texted at least 24 hours before showing. You will also be sent 24 hours written notification to your given e-mail. 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, especially with 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 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

You do not need to schedule a move-out inspection. Please, let the office know early as possible that you have vacated, especially if you are moving out of state or during the last week of the month. You 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 done Monday through Friday during office hours. 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. 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 time of the inspection.

3. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.

4. A re-inspection fee of $75.00 will be charged for each return trip that is required after the first inspection. 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 one month's rent lease-breaking fee and all costs allowed by law incurred in securing a new tenant.

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 tenant is secured. When the new tenant 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 the procedures for marketing, cleaning, and checkout.

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 tenant)
   - Advertising (until the unit is re-rented)

Return of the security deposit

THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!!!!!

1. The security deposit will be refunded in one check made payable to all tenants within 30 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 refund:
   - Have given a written at least 30-days' notice before vacating before the 1st of the month.
   - Have left the premises clean, undamaged, and followed all checkout procedures in the lease.
   - All the walls are clean and unmarred. (Home interiors are not always fully painted between residents.)
   - All carpets have been professionally cleaned (receipt required)
   - 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.

Tenants are not permitted back on the property after vacating.

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolts!!!

All keys, garage door remotes, gate remotes, pool keys, mailbox keys, etc must be turned into the office or left altogether at the property.

In Conclusion

Please take advantage of the many opportunities to enjoy the beautiful and friendly Treasure Valley area. If you decide to purchase a home at the end of your lease, please call our office we would be happy to refer you to an excellent real estate agent and mortgage lender. We look forward to a pleasant relationship and a happy renting experience.

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 not included, please notify your Property Manager. We are always looking for additional ways to serve you.

We look forward to a pleasant relationship and a happy renting experience.