

RULES AND REGULATIONS

The following is a list of rules and regulations that are part of the Lease Agreement. These rules and regulations are for the purpose of maintaining the aesthetic appearance and comfortable living environment of the home, and to ensure proper use of the rental and the premises. Tenant agrees to comply with all rules and regulations and understands that they are responsible and liable for the actions and behaviors of their entire household, as well as their guests and visitors. Violations of the below rules and regulations will result in termination of tenancy.

OCCUPANCY

Occupancy is limited to those listed on the Lease Agreement. Any additional person(s) staying in the home for a period of more than 14 days must complete an application and be approved for tenancy (i.e. they must meet our screening standards). Unapproved occupants staying in the home for more than 14 days without permission will result in termination of tenancy for all occupants. For emergency purposes, please inform the landlord/manager of the name and license plate number of ANY person staying in the home for any amount of time.

Please limit your guests to 1-3 per day.

CONTACT INFORMATION

Tenant shall keep the landlord/manager informed of current contact information at all time, including phone numbers, emails, and emergency contacts. Tenants may update this information as needed through the TurboTenant portal.

SMOKING

Smoking in the home is PROHIBITED. Tenant will be held liable for any smoke-related damage, including odor or stains in the walls, carpets, flooring, and other damage caused by smoking – even if the smoking is done outside. Tenants are responsible and liable for the actions of their guests and visitors.

DECKS/BALCONIES/PATIOS

Decks, balconies, and patios must remain clear of debris, garbage, bicycles, furniture, shoes, and other clutter. Decks, balconies, and patios may not be used to dry clothes or as storage. Grills, lawn furniture, and plants are the only acceptable items allowed on decks, balconies, and patios.

WINDOW COVERINGS

Tenants may not use bed sheets, blankets, or other similar materials for window coverings. Damaged blinds must be replaced AT THE EXPENSE OF THE TENANT within 7 days of the damage occurring. Additionally, damaged blinds must be replaced AT THE EXPENSE OF THE TENANT prior to vacating the property.

SATELLITE DISHES/ANTENNAS

Satellite dishes and antennas may not be installed or attached to the building. Satellite dishes must be free-standing and require prior written landlord/manager approval.

WALKWAYS

All walkways and stairs are to be kept clear and free of debris at all times. Absolutely no storage or accumulation of any items on or near walkways or interior or exterior stairs (as this is a hazard and can prevent emergency personnel from doing their job, if an emergency should arise). All brooms, mops, waste receptacles, etc must be stored inside the rental.

NOISE

Tenants shall respect their neighbors' rights to peace and quiet and shall keep all noise to a minimum, including keeping voices, music, stereos, vehicles, and television levels to a minimum. Tenants shall use the premises in a way as to not disturb neighbors, including not slamming doors, knocking on walls, stomping on floors, honking, revving engines, or in other ways being disruptive. ANY noise between the hours of 10pm-8am will not be tolerated. Loud parties are not allowed.

HOUSEKEEPING

Tenants shall keep the premises clean, sanitary, and neat by performing routine housekeeping at regular intervals, including keeping clutter to a minimum, disposing of trash and garbage in a proper manner, sweeping, vacuuming, and wiping down all surfaces. Tenant may not make any permanent changes to the dwelling (including painting) without written permission from the landlord/manager. Tenant is responsible for keeping light bulbs and detectors in working order for the duration of tenancy.

USE OF DRIVEWAYS/PARKING LOT

Driveways and parking lots shall be used solely for parking vehicles. No skateboarding, roller skating, bicycling, or playing can take place in parking lots of apartments/condos, as it is a hazard.

PARKING

Vehicles shall only be parked in designated parking spaces. Parking spaces in apartments/condos are for tenants only; visitors must use designated visitor parking. Vehicles must be operational. Absolutely no obstructing other vehicles, parking on the lawn, sidewalks, or walkways. Trailers, boats, and recreational vehicles shall not be parked on the premises. Vehicles in violation may be towed without further notice. If there are not designated parking spaces and you must park on the street, landlord is not liable for any damage to your vehicle. In ALL situations, take caution to lock up and store valuables and do not leave them in plain sight within your vehicle. Inoperable vehicles are not allowed on the premises any longer than seven (7) days.

TRASH/GARBAGE RECEPTACLES

All trash and garbage shall be tied in plastic bags and placed in the proper receptacles. Receptacle lids must close completely after every use. Trash and garbage receptacles are for tenant use only. Absolutely no furniture is to be placed or disposed of in or near the receptacles. The cost of disposal of such large items will be charged to the owner of the items. Each Resident is responsible for keeping clean the area directly surrounding their home. Single-Family Homes: Tenants shall adhere to their city's pick-up schedule.

LOCKOUT/LOST KEY

You may call to request lockout service between 9am-5pm Monday-Friday. If we are able to assist you with the lockout, you will be charged a \$50 lockout fee. After-hours lockouts will require the use of an independent locksmith. Tenants shall not change or add to the locks of the rental at any time. Lock changes shall be conducted only by the landlord/manager at their discretion. New locks may be requested at the expense of the tenant.

ANIMALS

No animals shall be permitted inside the rental or on the premises AT ANY TIME unless the tenant has authorization for the animal in writing from the landlord/manager. Pets and service or emotional support animals require prior written approval from the landlord and may be subject to additional fees.

COOKING

Cooking shall only be conducted in the kitchen. A grill is permitted outside, provided it is placed far enough away so as to not melt or burn siding. Tenant shall NEVER POUR COOKING GREASE or other damaging/obstructing objects down toilets, sinks, or drains.

WEAPONS

Tenant must have a current permit/license to possess, use, or store weapons in the rental or elsewhere on the premises, including firearms.

MAINTENANCE

Maintenance requests must be made **IN WRITING VIA TURBOTENANT**. Tenant is responsible for all expenses incurred that are a result of tenant misuse or neglect, including that done by guests and visitors.

Your home was cleaned and inspected for any maintenance issues prior to your taking occupancy. However, we do not live in the home and therefore some issues may not be apparent until you take residence. You have 14 DAYS from the day you take occupancy to report to us any concerns that we may have missed during our inspection. After those 14 days, you may be liable for any issues that were not reported.

It is 100% YOUR RESPONSIBILITY to report maintenance issues, and to follow the proper channels to do so. Here is a list of items we want to know about immediately:

- Mold (within 48 hours)
- Drippy faucets, drippy pipes, or “running” toilets (within 48 hours)
- Moisture where there should be none (roof, under the sink, etc)

IF YOU ARE EXPERIENCING A FIRE, PLEASE CALL 911.

Please **DO NOT call or text after 5pm** with a non-emergency situation.

Please use the TurboTenant portal instead, or call 423-391-6002 in the morning. Thank you!

NON-EMERGENCY SITUATIONS:

- Heat and air issues (uncomfortable, but not emergency)
- Clogged toilet (stop flushing, call us in the AM)
- Kitchen appliance that is not working
- Doors, windows, etc that have been damaged (unless it poses a security risk, this is minor)
- A small/light drip under the sink (put a bowl, call us in the AM)

YOUR REPAIR RESPONSIBILITY

- Mold (from living conditions) – Mold will grow if given the opportunity. Keep your home clean and dry, with adequate ventilation and air movement. This means making sure all rooms receive heat and airflow on a consistent basis. Immediately clean up any sign of mold or mildew growth to prevent damage to the building. This includes behind furniture, in windows, in corners of walls, etc.
- (Some) Leaks – You are responsible for leaks caused by misuse or neglect (such as knocking drain lines loose). Report ALL leaks immediately, as they can become a very big problem very quickly.
- Faucets/knobs – Faucets and knobs can break easily if not handled properly.
- Broken windows, blinds, doors, glass, locks, etc – Caused directly/indirectly by you or your guests.
- Light bulbs – These are YOUR responsibility to replace.
- Batteries – It is YOUR responsibility to keep your smoke detectors and carbon monoxide detectors in working order by replacing the batteries on a regular schedule.
- Air filters – You are responsible for replacing air filters on a monthly basis (or quarterly, if you buy the more expensive ones built to last for 3 months at a time). Issues with the HVAC system that are deemed to be a result of failure to maintain the air filters will be repaired **AT THE EXPENSE OF THE TENANT**.
- Clogged toilets, bathtubs, sinks, and other drains – **ONLY TOILET PAPER** is to be used in all toilets. **NO GREASE** should be poured down the drain. Sanitary napkins (“pads”), tampons, condoms, and “flushable” wipes are **NOT PERMITTED IN TOILETS**. Hair in showers **WILL CLOG** over time, but “hairstoppers” can assist in catching it so it doesn’t go down the drain.

Unreported repair needs that lead to preventable damage, such as:

- Mold – Once again, mold and mildew will grow given the opportunity. It is your responsibility to prevent mold and mildew and to clean it up at the first sign to avoid costly liability. If you do not kill mold and mildew immediately, it will continue to spread, leading to damage – damage that could have been prevented, therefore making you liable for the repair.
- Rot/damage from leaks – It is your responsibility to report all drippy faucets and pipe leaks within 48 hours. Non-reported leaks lead to damage that could have been prevented, therefore making you liable for the cost to repair the damage.

PLUMBING

Tenant shall report all drips and leaks immediately to the landlord/manager. Tenant is liable for all expenses or repairs resulting from tenant stopping up of waste pipes or overflow from sinks, tubs, toilets, showers, washbasins, or containers.

VANDALISM/ILLEGAL ACTIVITIES

Vandalism of any kind will not be tolerated. Any tenant or guest who vandalizes the rental or grounds in any way is liable for criminal prosecution. Tenant is liable for all expenses associated with returning the premises to their proper condition. Illegal activities of any sort will not be tolerated. All illegal activities will be reported to the proper authorities and will result in immediate eviction.

COMMON AREAS (where applicable in apartments/condos)

Tenant shall not keep personal belongings in common areas or obstruct halls, stairways, elevators, laundry rooms, or other common areas.

ROOF

Tenant shall not be permitted on the roof of the property AT ANY TIME.

WINDOW SCREENS

The landlord/manager is not obligated to provide screens for windows or doors. Screens may be provided upon request AT THE EXPENSE OF THE TENANT.

LAWN CARE

As a general rule, our tenants are responsible for their own lawn care. A few apartments/condos have an HOA or other service that maintains their premises. Your lease will indicate whether you are responsible or whether it is covered by the landlord. At a minimum, we expect that the lawns will be mowed at least twice per month during “mowing season” (typically, March/April-October). If you wish to have the landlord mow for you, there will be an additional fee, and you must request this service in writing. Failure to mow will result in the landlord hiring someone to do it for you and BILLED TO THE TENANT.

INSPECTIONS

Routine inspections of the premises will be conducted with proper notice.

Tenant(s) agree that they have read, understand, and will abide by these Rules and Regulations and understands that they are personally liable for the behaviors and actions of their household, guests, and visitors.

Property Location _____

Landlord

Date

Tenant

Date

Tenant

Date

Tenant

Date

Tenant

Date

Tenant

Date