



PQUAIL REALTY & MANAGEMENT TENANT HANDBOOK

PQUAIL REALTY & MANAGEMENT
TENANT MANUAL

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PQuail Realty & Management Welcomes You

PQuail Realty & Management welcomes you as a new resident. PQuail Realty & Management is an abbreviation used in lieu of the full company name, (Company Name) and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the PQuail Realty & Management Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. PQuail Realty & Management wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained (Company Name) (PQuail Realty & Management) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact PQuail Realty & Management when you need assistance and we have listed how on pages 4, 5, and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. PQuail Realty & Management is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.

PQuail Realty & Management Personnel

We have a complete staff to assist you. PQuail Realty & Management has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, contact us for more information.

- **Management Team:** PQuail Realty & Management has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- **Office Team:** PQuail Realty & Management requests that you contact the Management Team regarding questions concerning Tenant issues. However, the PQuail Realty & Management office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.
- **Sales Team:** PQuail Realty & Management also has a sales team that can assist you with Real Estate sales, buying or selling. The sales team is experienced and licensed Real Estate agents.

| Team | Position | Name | Phone + Ext. | Email |
|------------------|---------------------------|--------------------------------------|-------------------------------------|--|
| Mgmt Team | Property Manager | Pam Harris | 505-994-8585 | pquailrealty@aol.com |
| | Asst. Property Manager | Sharon Van Ness | 505-994-8585 | pquailrealty@aol.com |
| | Associate Broker of Sales | <u>David Harris</u> | <u>505-302-0410</u> | <u>yourNMBroker@gmail.com</u> |
| | Maintenance Coordinator | <u>Ray Gallo</u> | <u>505-400-5940</u> | <u>workorders.pquailrealty@gmail.com</u> |
| | Account Specialist | <u>Sarah Rynders</u> | <u>505-994-8585</u> | <u>pquailrealty@aol.com</u> |

Tenant Communication

On the next page, we have provided general office information, and we have just covered the PQuail Realty & Management teams on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting PQuail Realty & Management know what you need.

Use the telephone, email, the PQuail Realty & Management website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember PQuail Realty & Management is here to help you

Telephone calls during office hours

During office hours, listed on page 4, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

Voicemail

If, during the day you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where PQuail Realty & Management can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the PQuail Realty & Management voice mail system during office hours, or after the office is closed, immediately contact Ray at 505-400-5940.

Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the PQuail Realty & Management Tenant Portal provided at request, at the PQuail Realty & Management office, and in this tenant handbook.

Change of information

It is important that you notify PQuail Realty & Management of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and we request that you send your email address to pquailrealty@aol.com. PQuail Realty & Management will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, PQuail Realty & Management does not accept notices to vacate by email. PQuail Realty & Management requires the Notice to Vacate in writing, and this form is included in the back of the *PQuail Realty & Management Tenant Handbook*.

Website

The PQuail Realty & Management website, pquailrealty.com/tenant_portal,(provided at request) contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily download a work order request,

You can also send emails to PQuail Realty & Management directly from the website under the **“contact us”** page.

General Office Information

| Address information | | |
|---------------------|---|--|
| Mailing Address | 1001 Golf Course Rd Ste 101 | |
| | Rio Rancho, NM 87124 | |
| Street Address | 1001 Golf Course Rd Ste 101 | |
| | Rio Rancho, NM 87124 | |
| Telephone | | |
| Business # | 505-994-8585 | |
| FAX # | 505-994-1399 | |
| Internet | | |
| Email | pquailrealty@aol.com | |
| Website | www.pquailrealty.com | |
| Office Hours | | |
| | Monday – Thursday | 8:30am - 4:30pm (Closed for lunch 12-1) |
| | Friday | 8-4 (Closed for lunch 12-1) |
| | Saturday | By appointment only |
| | Sunday | Closed |
| | Holidays | Closed |

Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give PQuail Realty & Management the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your PQuail Realty & Management team.

Moving Checklist

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this handbook.

Utility/Cable Companies

When you rented the property, PQuail Realty & Management cancels the utilities, in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of the utility services.

Rental payments

Rent is due on the first of each month and late if not received by the 3rd. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

PQuail Realty & Management receives rental payments by:

- US mail
- In the PQuail Realty & Management office
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the PQuail Realty & Management bank, saving you time.

PQuail Realty & Management does NOT accept rental payments in:

- Cash
- Rolled coin
- Credit cards
- Debit cards
- Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the PQuail Realty & Management late fee is **10%** of Monthly rent if rent is not received by the 3rd.
- Service fee – the PQuail Realty & Management service fee is \$ **15**, if a notice to pay or quit is served because your rent is not received in a timely manner.
- Maintenance charge – PQuail Realty & Management will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If PQuail Realty & Management receives a service call billing, you are responsible for reimbursement.

Maintenance reimbursement

Generally, PQuail Realty & Management assigns a vendor to perform work you request in your residence. However, if you have contacted PQuail Realty & Management and requested to perform a minor maintenance item and PQuail Realty & Management has agreed in writing to reimburse you:

- Pay the bill and send the receipt to PQuail Realty & Management. PQuail Realty & Management will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on
- No water on wood or laminate Flooring
- No soap or chemicals on carpets

If you are uncertain about any of the above items, contact your PQuail Realty & Management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. PQuail Realty & Management has more tips in this handbook.

Tenant Renovations/Alterations

It is the PQuail Realty & Management policy that tenants do not do repairs or alterations. You agreed to this in the PQuail Realty & Management rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by PQuail Realty & Management
- PQuail Realty & Management will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - Sign an PQuail Realty & Management agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, PQuail Realty & Management has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the 5-page maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 4 months, and every month if there is smoking in the property
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Procedures for requesting maintenance

Before calling PQuail Realty & Management

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the PQuail Realty & Management office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the PQuail Realty & Management, **hotline 505-400-5940**, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat, but PQuail Realty & Management recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

Non-emergencies:

- Fill out a tenant “work order” request form. Fax, mail, or bring the request to the PQuail Realty & Management office.
- Work orders are available in the Tenant portal/website
- A PQuail Realty & Management representative will assign a vendor to contact you.
- PQuail Realty & Management does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the PQuail Realty & Management office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 5 – 7 business days, call the PQuail Realty & Management office and inform your management team or a staff person that a vendor has not contacted you.
- A PQuail Realty & Management staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call PQuail Realty & Management and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- NO water on laminate or wood flooring
 - special products are available at your local hardware store

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to PQuail Realty & Management as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the PQuail Realty & Management office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

The safety of you and your family is important to PQuail Realty & Management and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to PQuail Realty & Management.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to PQuail Realty & Management immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the PQuail Realty & Management office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify PQuail Realty & Management how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.
 - Keep all fireworks away from any dry grass, trees, or roofs.
 - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

We are also providing you with our “**Resident Emergency/Disaster Handbook.**” There you will find a wealth of information on how to handle a true emergency or disaster.

There are different emergencies

- Maintenance emergencies:
 - PQuail Realty & Management outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
 - We have also reviewed them on page 9 of this handbook.
 - Please follow the maintenance instructions and call PQuail Realty & Management when appropriate.
 - PQuail Realty & Management requests that you treat the PQuail Realty & Management staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - Be prepared and use the PQuail Realty & Management Emergency/Disaster checklist enclosed with this information.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - PQuail Realty & Management requests that you call emergency services first in a disaster.
 - Then notify the PQuail Realty & Management office as soon as possible what has happened.
 - PQuail Realty & Management will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the PQuail Realty & Management office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

PQuail Realty & Management has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify PQuail Realty & Management of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

asked questions

PQuail Realty & Management has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the **date** of the month?*

- As outlined in this Handbook before, the rent is due on the **1st** and late if not received by the **3rd** of the month. Once the **3rd** of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. PQuail Realty & Management serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify PQuail Realty & Management and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to PQuail Realty & Management and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your PQuail Realty & Management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your PQuail Realty & Management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your PQuail Realty & Management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. PQuail Realty & Management will need documentation from you to show you can support the property by yourself. PQuail Realty & Management will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the PQuail Realty & Management Partial Notice to Vacate included in this handbook.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and PQuail Realty & Management must approve the person PRIOR to them moving into the property. You can obtain applications at the PQuail Realty & Management office. If PQuail Realty & Management denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why PQuail Realty & Management contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. PQuail Realty & Management tenants are required to give a 30-day notice prior to moving. We have provided in this information a “Notice to Vacate from Tenant Form” to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your PQuail Realty & Management team to discuss your options.
- Notices must be in writing. The day PQuail Realty & Management receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- PQuail Realty & Management does not accept notices by email because of lack of signature; PQuail Realty & Management does receive notices by fax.
- PQuail Realty & Management does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to PQuail Realty & Management to give out rental references.
- The PQuail Realty & Management Notice to Vacate from Tenant contains the authorization for allowing PQuail Realty & Management to give out rental references. This form is included with this information.

Setting up your move out appointment

- After you submit your Notice to Vacate, PQuail Realty & Management will send you a three-page letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- PQuail Realty & Management only performs move out appointments during weekdays, **9 am to 4pm**. No Holidays! If you move out is on a Holiday weekend it must be done the Thursday before. Tenant does not have to be present.
- It is the responsibility of the resident to deliver all keys and openers to PQuail Realty & Management, either at the move out appointment or delivery to the PQuail Realty & Management office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the PQuail Realty & Management Moving Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your PQuail Realty & Management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Up to **one** year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. **One to two** years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- After **two years**, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted at no time will there be soap used on any of the carpets.
- Call PQuail Realty & Management for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of PQuail Realty & Management, and a receipt is required during the walk through inspection.
- Tenants please note: PQuail Realty & Management will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. PQuail Realty & Management remits security deposit transmittals within **30 days of turning in the keys/remotes** in accordance with the state landlord/tenant law. Remember, PQuail Realty & Management wants your move out to be a pleasant and successful process.

PQuail Realty & Management Additional Tenant Forms

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the PQuail Realty & Management office. We have also included a copy of your rental agreements with your handbook.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Tenant ACH request
- Work order request
- Add roommate request
- Cable/satellite/TV request
- Request to add pet
- Partial notice to vacate
- Notice to vacate

Conclusion

We hope that you have found the *PQuail Realty & Management Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your PQuail Realty & Management team.

We wish you a successful residency



PQuail Realty & Property Management