

Real Property Management Chicago Group

Resident's Handbook



Welcome to YOUR NEW HOME and welcome to Real Property Management Chicago Group

We would like to personally thank you for renting from Real Property Management Chicago Group.

We are a locally owned and operated residential property management company that specializes in managing rental properties. We look forward to servicing you as your property manager during your tenancy.

Please take some time to review this handbook as it has been prepared to help you answer the most common questions encountered when starting your relationship with Real Property Management Chicago Group.

Contacting Our Office

There are several ways to contact our office. If you have a maintenance need, please call our maintenance hotline at **312-265-0660 and Press 1 for maintenance**. This line is available 24 hours a day, seven (7) days a week. Please use this number for your maintenance needs to ensure that the proper individuals within the company can quickly process your requests.

Or if it's not an emergency, you can simply log on to your tenant portal and submit a maintenance workorder online, even add a picture or video if you like- it's that easy! 😊.

For all other needs, please contact us through your tenant portal, submit a ticket at www.chipropertymanagement.com, e-mail us at support@chipropertymanagement.com or call our office directly at **312-265-0660**

Our Office Hours

Our office hours are **Mon – Thurs from 9:30 a.m. to 5:00 p.m. and Fri hours are 9:30 a.m. to 3:00 p.m.** If you reach our voicemail system, please leave a detailed message providing your name, property address, best contact number, and the reason for the call, or better yet simply log in to your portal.

www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

Website Address - www.chipropertymanagement.com

Tenant Portal

One of the greatest benefits we offer our residents is the Tenant Portal. You may access the tenant portal by visiting our website above or using the link at <https://www.chipropertymanagement.com/tenants>.

Your username is the email address you provided us and if you do not have a password, you may easily request one by clicking Forgot Password at the login screen or by contact us.

The Tenant Portal provides you with access to information and services for your rental property 24 hours a day, 7 days a week.

When you first sign your lease, you will receive an e-mail from "Info@chipropertymanagement.com" with a link to your portal and login information.

Please check your SPAM/JUNK mail if you do not see it in 24 - 48 hours of signing your lease and give us a call and we would be happy to make sure that you get access. On the Tenant Portal, you can review your account, view charges, pay rent and other bills, request non-emergency maintenance, and communicate with us using the conversations tool.

The portal can be accessed on our website www.chipropertymanagement.com and then clicking on the Tenants tab on the left.

NOTE: please set up chipropertymanagement.com as trusted domain/sender on your email so you do not miss important emails which we send out from time to time.

Information Change Request

Contact our office, once we verify your information, we will send you an information change request form.

Leases

Real Property Management uses a simple and easy-to-understand lease that was prepared with you in mind. Please be sure that you read it carefully to ensure that you understand everything in the document. Keep in mind that it is a binding, legal contract. If you have questions about some of the provisions, you are encouraged to have it reviewed by an attorney before signing it. Your lease is the operating document, and this handbook is only meant to help answer some frequently asked questions, but your lease will ultimately govern the relationship.

Terms

It is important to note the dates on your lease – when your lease begins and when it ends. Your lease only ends when you have completed your contract term, given proper written notice per the laws in your state, and when you have returned the keys to the Real Property Management Chicago Group at our Park Ridge office. Review your renewal process to verify your lease anniversary or end date.



There is a final move-out condition evaluation report completed after you vacate to ensure that you left the premises in as good a condition as it was when your lease began and that the home is in rent-ready condition.

If you plan to vacate the property before the end of your lease, please be aware of the lease expiration date because you are responsible and will be held liable for all rents due until the end of the lease.

When the Rent is Due

Your rent is due by making payment on your tenant portal or in the Real Property Management Chicago Group office by the close of business on the date stated in your lease.

Call the Real Property Management Chicago Group office immediately if you will not be able to meet this commitment. Additionally, please review your lease for any repercussions that may result from paying your rent late and the acceptable form of late payment.

Deposits

You may have paid a security deposit. Security deposits are not intended to be used as last month's rent. If you fail to pay rent with your written intent to vacate notice, you may be subject to collection efforts. If you paid a security deposit, it will be refunded to you subject to IL STATE LAW. If repairs are required or if you otherwise owe money to Real Property Management Chicago Group, these amounts will be deducted from your security deposit before any refund. You will be paid within the timeframe required by your state law, and you can expect a statement of any withholdings made from your security deposit.

How to Make Changes to Your Lease

Your Lease Agreement is a legal, binding document. There are a few instances, however, in which it may be amended if all parties to the contract agree. Contact your Real Property Management Chicago Group office immediately if you want to make any changes to your lease.




www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

Examples include:

-  Changes or additions regarding residents
-  Changes regarding pets
-  A need to terminate your Lease Agreement early or exceed your lease agreement.

We understand that each situation is different. However, some changes may be governed by state or local laws, so please discuss your situation or concern with your Real Property Management Chicago Group office.

Adding Residents

If you wish to add a resident to your lease, please contact the Real Property Management Chicago Group office to discuss the situation. We must approve any additional resident(s) on the lease as well as to conduct background checks.

There is no exception to this policy. In addition to keeping the residents of Real Property Management Chicago Group safe, our company is bound by local and state regulations, as well as by federal Fair Housing Laws and mandates to maintain a safe, secure environment for our residents.

Pets

Your lease will specify if you are or are not allowed to have pets. If you are allowed to have pets in the home, there may be some restrictions as to the type, breed, and size of the animal. Any pets not specified in the Lease Agreement are not allowed on the property. Any future animals need to be approved in writing BEFORE they can reside at the property. If you are authorized to have a Service Animal, however, we will accommodate you under the law. Pets may require additional deposit and/or rent and proof of renters and or pet liability insurance. After move-out, you will be responsible if any fleas are discovered on the property and you did have a pet occupy the home. If you are concerned this may occur, we ask you to contact a Pest Control company to have the property treated before the move-out evaluation.

Mailbox

If your mailbox is managed by the United States Postal Service (big silver box), Real Property Management Chicago Group does not provide keys or services for the box. Real Property Management Chicago Group will provide a box number if we know it. There are many circumstances (especially in the case of investor-owned property) in which Real Property Management Chicago Group will not have a box number. You are responsible to arrange with USPS for

www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

postal.

service to your assigned box. The resident is responsible for all fees or deposits required to establish mail service. If you will receive mail at a location other than the property, you must notify Real Property Management Chicago Group in writing of your correct mailing address.

Pests

Real Property Management Chicago Group will guarantee a single-family home in pest-free conditions for the first 30 days of your tenancy. Regular maintenance of the home in a pest-free condition is the responsibility of the Resident. Please contact your Real Property Management Chicago Group office if you have concerns about a specific situation.

Please Note that it is the tenant's responsibility to remove or properly secure pets from the premises during showings, Maintenance visits or any other visits that are scheduled by management.

Smoking

Your lease will have a provision stating whether smoking is permitted on your premises. If smoking is not permitted on the premises, you will be responsible for all costs associated with removing all smoke odor, stains, or discoloration on the property.

Guests

There is a fine line between when guests become residents. Your lease will state the maximum length of stay permissible by a guest. Our intent is not to restrict having visitors, but to help us keep track of the number of people who are residing at the property. In many areas, there are limits placed on the number of occupants a property may legally house by applicable fire, safety, and health regulations.

Utilities

Your responsibilities regarding utilities are written in your lease. In most cases, you will be responsible for all costs associated with putting all utilities in your name before occupying the home. Some states, villages or providers require a deposit or connection/set-up fee you will incur to obtain service.

Municipal Services: Water/Sewer/Trash

www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

Water, sewer, and trash services are handled by several different vendors depending on the specific location of the property. If your lease agreement states that you are responsible for Water/Sewer/Trash or any portion of these bills, you may receive the bill through Real Property Management Chicago Group (unless otherwise stated in your lease). If you are unsure of who your service provider is, whether you can hold the account in your name, or if you should be paying Real Property Management Chicago Group for water, sewer, and trash services, please consult your Real Property Management Chicago Group office.

Yard Maintenance/Landscaping

Your lease will specify if you are responsible for yard clean up and landscape maintenance of your property. Regardless of responsibility for landscape maintenance, the resident is responsible to ensure that the yard is free of debris, any pruning or flower beds are maintained and being watered within the watering guidelines for the municipality. Please report any malfunction of sprinkler systems to Real Property Management Chicago Group. If there are no sprinklers, the resident is responsible to ensure that the landscaping receives sufficient water. If you have questions about your yard, please call us.

Maintenance

Real Property Management Chicago Group's goal is that you have a well- maintained and habitable unit that you can safely enjoy for the duration of your lease.



Real Property Management Chicago Group has a **Maintenance Hotline 312-265-0660 (press 1)** that can be reached 24 hours a day, seven (7) days a week. **All EMERGENCY maintenance should be called into the Hotline.**

Non-emergency work may be requested through your resident portal. E-mails, text messages, voice mails, or notes are not as effective as phone calls unless the law requires otherwise. Phone calls go directly into our maintenance queue for prioritization, approval, and proper scheduling. If the requested maintenance is deemed to be an emergency, we will be paged.

Once a maintenance request is received, Real Property Management Chicago Group prioritizes the request by emergencies having the highest priority. Not everything is an emergency and Real Property Management Chicago Group complies with the law in considering what must be fixed first so that the resident can safely live in the unit. Many laws allow a certain period within which repairs may be made.

Here are some common examples of problems that are typically considered emergencies:







 No heat during winter months

www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

-  Loss of power or water
-  Clogged or non-working toilet when there is only one toilet in the unit.
-  Sewer backup
-  Flooding
-  Security issues (damage from break-ins/natural disaster, home to be secured)
-  Some legal notices from housing departments/city inspection departments

If the maintenance request is not an emergency, Real Property Management Chicago Group coordinates approval and funding with the Owner to ensure that the problem is addressed properly.

Real Property Management Chicago Group often uses contractors who are insured and licensed (when required) to perform maintenance services. All contractors are regularly monitored to ensure that quality and timeliness standards are met or exceeded.

If the maintenance item is found to be due to a resident's negligence or willful act, the resident(s) will be assessed the bill for repairs/replacement/damages.

Here is a list that includes some (NOT ALL) maintenance that is the responsibility of the tenant:

- Furnace filters and regular HVAC cleaning- DO NOT allow temperature to fall below 60 degrees as this can cause pipelines to freeze.
- Maintaining the home and surrounding property, including garage and sheds if any in good clean operating order
- Watering, minor trimming, pruning & weeding beds to Maintain Yard Care
- Lawn care and Snow Removal, sidewalks, and mailbox area - Per City or local Ordinance (if applicable)
- Testing and changing batteries in smoke detectors and/or carbon monoxide detectors.
- Changing all inoperable light bulbs (60 watt maximum) and fluorescent tubes in accessible light fixtures
- Keep dryer vents & house vents clean (inside & out)
- Pest control
- Window cleaning
- Tenant is responsible for all maintenance of water softener and water purification systems (if applicable).
- Drain stoppage (clogging) when caused by tenant. Run the water through the disposal before and after grinding- to avoid sticking and do not use the drop-in cleaners in the tank of the toilet- this will damage the rubber in the fittings.
- No foreign items are to be flushed away; these items will clog the drain and you will be charged for the repairs.

Property Evaluations

Real Property Management Chicago Group conducts three (3) types of evaluations. These evaluations are not meant to discover all maintenance issues, nor are they meant to be an invasion of privacy. Instead, these evaluations are designed to ensure that the unit is in good condition and to address concerns that you may have. You can expect advance notification of the timing of any evaluation per the law. These property evaluations include:

Initial Evaluation

You should conduct your own evaluation when you move into the premises to make sure that the condition of the unit is reported accurately. Per your lease, you have 7 days to provide a report, with pictures that includes all "pre-existing conditions" to Real Property Management Chicago Group. As your Lease Agreement states, you accept the condition of the house "as is." The results of your evaluation will be used at the end of your lease term to help determine any responsibility that should be covered by you or may be deducted from your security deposit- if we are holding one. Real Property Management Chicago Group may rely on photographs and or video documentation of the condition when determining security deposit responsibility. If the video is available, it may be purchased from Real Property Management Chicago Group.

Periodic Evaluations

Periodic evaluations are conducted to ensure several things, such as determining that the basic systems in your home are in good working order. Periodic evaluation is a wonderful opportunity for you to identify any maintenance concerns you may have. Please realize that maintaining the quality of your unit is one of our obligations to the Owner of the home. Most often periodic evaluations will be conducted by maintenance personnel looking for drips, leaks, malfunctions, etc. Usually, evaluations are completed within 30 minutes, but the actual time may vary depending on the condition of the unit.

Please be assured that you will be notified in advance of any period evaluation under the law. Real Property Management Chicago Group may take pictures to document the condition of the premises.

Final Evaluation

This evaluation is performed after you have moved out of the premises. It will be quite in-depth. As discussed here and in your Lease Agreement, the premises are expected to be cleaned to the level required in your Lease, and any damage(s) should be repaired to the satisfaction of Real Property Management Chicago Group. If the unit requires extensive cleaning or repairs, you may have the costs of that effort charged to you or deducted from your security deposit. If you would like to be referred to an approved cleaning service or carpet cleaning service, the Real Property

Management Chicago Group office will be happy to provide you the contact information.




Breaking the Rules

Your Real Property Management Chicago Group office has been hired by the Property Owner to make sure that his or her property is rented and maintained. Part of the Owner's expectation is that all applicable rules, agreements, and laws are followed. The typical process that your Real Property Management Chicago Group office will take if it appears that you have violated a condition of the lease or a local ordinance is as follows:

1. We will attempt to contact you to confirm that a situation or violation exists.
2. If the situation or violation is confirmed, the office will at a minimum make a note of it in the property records. The office will confirm your conversation in writing.
3. If the matter is a major incident, the office may have no choice but to follow the legal process as appropriate in accordance with the law or other regulations.

Common Interest Community Owners Association (CIC)

If you are renting a property in a deed-restricted or CIC governed community, you are required to abide by the Covenants, Conditions, & Restrictions (CC&Rs) and Rules and Regulations (R&Rs).

-  Understand what you can and cannot do within the CC&Rs along with your lease agreement.
-  Review the CC&Rs and (R&Rs) and know if a violation occurs what are the possible repercussions and or fines.
-  CIC governed communities' rules and regulations can be strictly enforced.

Complaints and Compliments

Your Real Property Management Chicago Group Office is a part of a franchise system but is locally and independently owned and operated. We are a service-oriented business. We want your occupancy to be as enjoyable as possible, but we understand that sometimes complaints (or compliments) are inevitable. Please allow us to address any issues that you have during your residency- we will always do our best to. We prefer to go the extra mile to solve any problem than to have you upset or go away angry in any way. While complaints are never fun to receive; we honestly believe that hearing them is the only way we can accept responsibility, resolve the situation, and work to make the systemic changes to prevent a reoccurrence. Likewise, we sincerely appreciate it when you recognize that a Real Property Management Chicago Group employee has gone the extra mile for you. Please feel free to notify us of what we did right for you.

How Complaints are Resolved

Please call or email your Real Property Management Chicago Group office with any concerns. Your feedback is used to improve our communications and processes. If your concern is a complaint, here is how we will resolve it:

1. We will do our best to clearly understand the situation from your perspective.
2. We may need some time to investigate the issue and we'll commit to responding with a status update within a reasonable amount of time.
3. When we respond, we'll either resolve the issue to your satisfaction, ask what you'd like us to do to resolve the issue, or provide options as to how the issue can be resolved.
4. We'll then do our best to resolve the situation promptly.

We resolve most complaints this way. Be assured that we are committed to working honestly and reasonably with you to achieve our mutual goal of providing a great resident experience.

Please feel free to contact our office should you have any questions or concerns. Again, we look forward to assisting you to make your tenancy enjoyable.

Moving In

Congratulations on your new rental home!

In order to retrieve keys, you must pay your balance and turn in your utility form. Please have a photo ID with you the day of key pickup.

1. Key pick up location - **Park Ridge Office: 1460 Renaissance Dr. Suite 308 Park Ridge, IL 60068**
2. Verify amounts owed
3. Complete Utility form

Keys are to be picked up the same day your lease starts. Pick up times are from 12pm-5pm. If you need to pick up keys outside of those times, please request to do so.

These first initial payments must be a cashier's check or money order and made out to [Real Property Management](#). No other form of payments will be accepted for these initial payments.

REMINDER: You are required to bring in the completed utility form to the office the day you pick up keys or the keys will not be released.

To avoid any charges after you vacate the unit you have 7 days from the day your lease starts to provide us with your move in the inspection sheet. Please see the attached. This inspection sheet is used solely for security deposit purposes. **Do Not Use This Inspection Sheet to Address Maintenance Concerns. Tenants must also review the tenant handbook prior to moving in.** Please send your move in inspection with pictures to info@chipropertymanagement.com



To address any maintenance concerns upon moving in, tenants are required to create a work order. Call Our 24/7 Maintenance Hotline to Create a Work Order **312-265-0660 X 1**. Once you create a work order, please allow RPM to reach out to you within 24-48 hours with a work order status. If it's an emergency, please let us know for a faster response.

THERE IS A \$7 CONVENIENCE FEE ADDED TO YOUR MONTHLY FEES THAT ALLOWS 24/7 EMERGENCY HOTLINE AND ONLINE PORTAL USAGE

Moving Out

When terminating or fulfilling your lease, there are a few requirements:

1. Notify your Real Property Management Chicago Group office in writing 30-60 days in advance if you do not intend to renew your lease. Following the Owner's instructions, we will be working on leasing your property to a new resident if you have not confirmed your intent to renew your lease. We appreciate your cooperation in leasing the property and providing reasonable access for showings.
2. Your Security Deposit **IS NOT LAST MONTH RENT**. All sums are due and payable under the terms of your rental lease agreement. Failure to pay rent or other amounts due on time may result in late fees, service of the legal notice, and other penalties.
3. The unit should be cleaned as required by your Lease Agreement and all damage must be adequately repaired. This includes professional carpet cleaning. A professional business receipt for professional carpet cleaning must be provided to Real Property Management Chicago Group at the time that you turn in your keys and the service provider must agree to warranty work performed.
4. Move out is at 11:00 A.M. on the day your lease terminates.
5. Keys must be returned to the Real Property Management Chicago Group office by 12:00 pm on the day of move-out at our Park Ridge office.
6. Any outstanding monies owed must be settled immediately or collection fees may be assessed.
7. Verify all utilities are on the day of move-out for Real Property Management Chicago Group to complete a thorough move-out evaluation. If the move-out evaluation cannot be completed due to utilities being turned off, you may incur expenses for reconnection and trip charges to complete the move-out evaluation.
8. All personal belongings, including furniture and any trash must be fully removed from property, and not items should be left outside of property either.
9. You will be responsible for any costs/damages that are caused, which may be above and any security deposit we are holding- any unpaid funds may be escalated for collections and shared with any future landlord references.

Equal Housing Opportunity

Real Property Management Chicago Group actively supports and complies with the federal Fair Housing Act, which prohibits "any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or intention to make such preference, limitation or discrimination."

www.chipropertymanagement.com | 312.265.0660

1/13/2021



Each Office is Independently Owned and Operated

All renters are hereby informed that all property rental offers are available on an equal opportunity basis.



THINGS TO CHECK BEFORE CALLING MAINTENANCE

Smoke Detector won't work when tested	Replace battery. Notify maintenance at once if still not working.
Smoke detector beeps softly on and off	Check and replace battery.
No power to plugs or switches.	Check breaker panel or fuse box. Check and reset GFI plug. Check if plug works on wall switch.
Garbage disposal won't work.	Switch on. Push reset button on disposal or use Allen wrench and turn.
No hot water	Check thermostat on hot water tank. Is the pilot light lit? Follow instructions on how to light pilot light carefully. Check breaker panels/ fuses. Valve closed.
Hot water "TOO HOT"	Check thermostat on Hot water tank and turn down. Mix with appropriate amount of cold water
Faucet or toilet leaks	Turn off water fixture under sink or toilet valve and notify maintenance.
Toilet or sink plugged.	Try plunger
Heater Not Working	Check thermostat and replace batteries. Check main Furnace switch. Check pilot light- Follow instructions on how to light pilot carefully. Check if Furnace cover is on correctly? Check breaker (tripped/ fused)
Dishwasher won't drain.	Clean food out of bottom of dishwasher. Clean float. Rinse dishes before washing. Use Jet Dry once a month- prevents hard water build up.



Refrigerator too warm or too cold	<p>Check thermostat, set correctly.</p> <p>Clean Front and Back grills.</p> <p>Clean out drain hole.</p>
In the case of freezing weather	<p>Cover outside hose faucets.</p> <p>Disconnect outside hoses.</p> <p>Shut off water to outside faucet if possible.</p> <p>Cover foundation vents with approved insulation materials.</p>
Frozen pipes	<p>Leave cupboard and pantry doors open where pipes are with heat turned up. NEVER USE OPEN FLAME to try to thaw</p>

What is Normal Wear VS. Damages

<p>Wear and Tear is defined as: The lessening in value of an asset such as real estate due to ordinary and normal use.</p>	<p>Damage is defined as: Injury or harm that reduces value, usefulness, etc. of real estate.</p>
<p>Well-worn keys</p> <p>"Sticky" key</p> <p>Balky door lock</p> <p>Normal light cleaning required.</p> <p>Depressurized fire extinguisher with unbroken seal</p> <p>Worn pattern in plastic countertop rust stain under sink faucet.</p> <p>Loose inoperable faucet handle</p> <p>Discolored ceramic tile.</p> <p>Loose grout around ceramic tile</p> <p>Carpet seam unraveling</p> <p>Threadbare on wooden floor</p> <p>Linoleum with the back showing through.</p> <p>Rusty shower curtain rod</p> <p>Tracks on doorjamb where door rubs</p> <p>Stain on ceiling caused by leaky roof.</p> <p>Normal need to repaint.</p> <p>Discolored light fixture globe.</p> <p>Faded shade.</p> <p>Sun damaged carpet</p>	<p>Failure to report maintenance in a timely manner which could lead to further damage, such as leaks, discoloration of linoleum and tile, blistering paint in bathrooms, defective weather stripping (these lead to sheet rock damages, carpet damage)</p> <p>Inadequate cleaning</p> <p>Missing faucet handle</p> <p>Missing or broken refrigerator shelf or door</p> <p>Damaged ceramic tile or bathtub/sink enamel</p> <p>Cracked or broken toilet seat/ tank lid</p> <p>Damaged shower curtain rod or towel bars</p> <p>Carpet burns or tear marks on carpet.</p> <p>Damage/ scratches to wooden floor</p> <p>Tear in linoleum</p> <p>Scratches, holes, or gouges in any door</p> <p>Missing doors, missing or broken door stops</p> <p>Missing light fixture globe, burned out or missing light bulbs.</p> <p>Damaged lenses</p> <p>Broken windows or glass</p> <p>Damaged vertical and mini blinds, torn shade, damaged drapes, or rods</p>

<p>Sun damaged drapes Dirty window screen</p> <p>Small nail holes</p>	<p>Need to repaint due to excessive scratches/ dirt.</p> <p>Missing, bent, or torn window screens.</p> <p>Pet damage flees from tenant's pets, urine odor in carpet or wood floors or garage floors. Pet fur in vents or furnace system</p> <p>Broken smoke alarms or carbon monoxide alarms Removal of tenant trash and junk</p> <p>Any other tenant damages and/or ANY alterations as determined by Walk Out/ after moving out.</p>
---	---

Schedule of Fees

For your convenience, we have listed below, for your reference are other fees that may be charged to your ledger over the course of your tenancy or after moving out:

Lease Modification (add or remove persons or other changes to the lease during term)	\$250.00 and up.
Lease Signing/Administrative	\$200.00
Rental Verification Forms	\$50.00
Rental Ledger...	\$35.00
Entry to home – lost key	\$90.00 and up
Key Replacement	\$75.00 and up
Lock Change	\$175.00 and up
Garage Door Opener Replacement	\$150.00 and up
Utility turn over (It is your responsibility to have all utilities transferred to your name before occupancy)	\$150.00 + actual cost.
Lease Violation/ Legal Notices	\$75.00
No-Show for Maintenance or Property Evaluations	\$75.00 + Actual cost from contractor
Code Violation ..(City, County or State)	\$75.00 + actual fine
Month to Month Occupancy	\$200.00 per month
HOLD over fees (ensuring keys are dropped off by lease end date for move outs)	See Lease- up to 3 times daily rate plus fees.
Maintenance for Tenant (if maintenance is needed due to your negligence or request)	\$80.00 per hour and up + supplies.
Emergency Maintenance response tenant caused	\$75.00 and up.
Common Interest Community (HOA) Hearing Attendance	\$65.00 per hour and up

Common Interest Community (HOA) Fine	\$75.00 + actual fine
Filter Change....	\$35.00 and up
Battery Change	\$20.00 and up
Light Bulb Replacement	\$20.00 and up
Junk/furniture/personal item haul away	\$500 per cubic foot and up
Move Out Cleaning fee (if unit is not cleaned correctly upon move out)	\$250 and up.
Carpet cleaning fee	\$250 and up
Patching and /or painting any wall	\$300 and up

Disclaimer

Your Lease Agreement will ultimately govern our relationship. Please utilize this handbook for reference purposes only.