

Casa



REALTY

*Welcome to Casa Realty, where Mi
Casa es Su Casa!*

It is a pleasure to welcome you as a prospective tenant. We believe if you are familiar with some of our obligations, responsibilities and policies, most misunderstandings will be avoided and consequently a better relationship will be established between us.

Property Management

- We are managers for the owners of rental properties and are bound by legal contracts with them, as well as with their tenants, all actions we take are as agent for the Property Owner.
- We believe we can best serve the interests of our owners by offering complete, courteous and prompt service to you, their tenants. However, both parties to any lease or rental transaction have certain obligations and responsibilities. **THESE OBLIGATIONS DO NOT LIE SOLEY WITH THE OWNER OR THE PROPERTY MANAGER.** You are required to read the lease agreement you will sign with us. It is a legal document and is binding on all parties who have signed it. We, as property manager, have no authority to deviate from this contract. We will be very happy to answer your questions about it, but you are requested not to ask to breach any of its covenants.

TENANT INFORMATION

- It is vital to pay your rent on time, and it is our business to collect the owner's rent. It is preferred that the rents be paid by allotment or direct deposit, but in person or by mail with check or money order is acceptable. Cash is not an acceptable method of payment. All rents are due on the FIRST DAY of the month but a grace period will be permitted until the third. On the morning of the fourth day EVICTION proceedings will be started and late fees will begin to accrue. Late fees are an initial penalty of 10% of the rent plus \$5/day beginning on the fourth day of month.

- A security deposit will be posted by all tenants. This security deposit is made by you to indicate your good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for the losses suffered. If the deposit should be inadequate to cover the losses, you will be billed for the balance.
- Pest control is the tenant's responsibility.
- We are at times forced to use some or all of a tenant's deposit for the following reasons: (1) failure to give thirty (30) days written notice, prior to the expiration of your Lease Agreement, that you intent to vacate the property. **WE CANNOT ACCEPT THIS REQUIRED NOTICE BY TELEPHONE.** However, you may telephone us to request Casa Realty's required form to use in submitting your written notice; (2) failure to leave the premises clean when vacated; (3) damage to the building, built in appliances, or landscaping through negligence, misuse, abuse or maliciousness; (4) failure to return keys to Casa Realty when vacating; (5) any unpaid tenant responsible repairs.

PLEASE DO NOT HESITATE TO ASK
QUESTIONS, WE PREFER TO HAVE A CLEAR
UNDERSTANDING AT THE OUTSET THAN TO
HAVE A MISUNDERSTANDING LATER. IF
YOU REQUEST A SECOND COPY OF YOUR
LEASE OR A COMPLETE INSPECTION SHEET,
A FEE OF \$5.00 WILL BE CHARGED.

Property management is our business and we firmly believe that the best way to be successful is to give our owners and their tenants fair, business-like and courteous service.

We are capable of offering the best in any real estate service. Please feel free to contact us at any time. It will be our pleasure to help meet your Real Estate needs.



RULES AND RESPONSIBILITIES OF
TENANTS REGARDING
MAINTENANCE

**LEASEE/TENANT SHALL BE RESPONSIBLE FOR
REPAIR OR MAINTENANCE FUNCTIONS TO
INCLUDE, BUT NOT LIMITED TO :**

- Changing of air conditioner/furnace filter on a monthly basis.
- Resetting circuit breakers/fuses, garbage disposal reset button/water heater reset button/GFI button
- Unstopping all plumbing (except caused by tree roots or broken lines, mortar or stones in the lines.)

- Damage resulting from failure to promptly report to Casa Realty any malfunction or abnormal operation of equipment with the rental property
- Replace all burnt out light bulbs inside and outside. Bulbs must be wattage stated on fixture; if not stated, it must be no larger than 60 watts
- Damage resulting from forceful entry, burglary
- Tightening screws, nuts and bolts on hardware
- Excessively high water or utility bills from failure to report running water systems, i.e. dripping water, toilets or other forms of obvious leakage.
- All screen repairs or replacement and repair or replacement of all broken glass

- • Payment of any repair bills due to tenant request where no problem was found or tenant responsibility repairs is not paid within 30 days of written notice, the amount will be deducted from rent payment, causing rent to be late and accrue late fees.
- • Lighting of any and all pilot lights on gas fixtures. Do not use candles!
- • Ensuring proper operations of smoke detectors, replace battery if needed
- • If an appointment is made by you for a repair and you are not home, or the keyless dead bolts are locked, the repairman's service charge is your responsibility
- • Keep house/apartment sprayed and free of insects

- **If you lock yourself out, there will be a \$25.00 service charge for us to unlock it during normal working hours. If you come to the office and get the emergency key during office hours, there is no charge. *A fter hours or weekends you must call a locksmith at your own expense***
- **Dishwashers must be used weekly in order to keep the seals from drying out. If damage is caused because you did not use it, you will pay for the repair. If anything breaks in the dishwasher, clean all glass out and contact Casa Realty to order a repair**

• **TENANT MUST NOTIFY CASA REALTY OF NECESSARY REPAIRS IN WRITING, EITHER VIA EMAIL OR IN PERSON AT THE OFFICE. CASA REALTY *WILL NOT PAY* FOR ANY REPAIRS OR BILLINGS CHARGED TO A TENANT OR ANY REPAIRS TENANT HAS PERFORMED *WITHOUT LANDLORD'S KNOWLEDGE/PERMISSION***

Tenant Rules

- Tenants are responsible for keeping the yard free of trash, mowed, watered, fertilized with weed control fertilizer, edged and trimmed. All trees and shrubs shall be kept trimmed. All plant boxes, areas free of grass, etc.
- It is your responsibility to prevent pipes from freezing. You will pay for damage caused by frozen pipes. This includes sprinkler/irrigation systems. Please feel free to ask for a copy of *How to Winterize Your Irrigation System* if you are not familiar with the process.

- Tenants who have unauthorized pets or have not paid all fees and deposits can be given a 3 day notice to vacate with no rent refund and still have to pay the pet fee, pet violation and \$10.00 per day from the day you moved in.
- We will take checks until we receive an NSF. All payments after that must be made by money order. There will be a \$25.00 NSF charge on all returned checks plus late fee until the check is paid.
- We allow you to repair your car as long as the repairs do not exceed one week. Cars junked in front of or around the property more than one week will be towed away at your expenses. No vehicle parts or junk will be allowed on the property. ***No vehicles will be parked on the lawn.***

- We have 30 days from the inspection date to refund your Security Deposit. We will make every effort to refund before the 30 days. If you fail to provide 30-Day Notice or breach the Lease, this does not apply.
- Satellite dishes are not allowed on certain properties. An unauthorized satellite dish fee of \$150.00 will be charged if you have not paid the required deposit and/or filled out the satellite request form. All satellite dishes will be installed on a post in the yard. If a satellite dish is installed on the roof or to the structure, it will be removed at Tenant's cost and all repairs will be Tenant responsibility.