



TENANT HANDBOOK

REALTY PRO PROPERTY MANAGERS WELCOMES YOU

Realty Pro Property Managers welcomes you as a new resident. We created this Handbook to assist you in keeping your property in good condition so we can give you the best possible reference for your next property. 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 instruction, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary, Realty Pro wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future. Satellite Dish instructions are noted on page 19.

The owner of the property has retained Realty Pro Property Managers as their property managers, and representatives to manage the property you are renting. Therefore, you need to contact Realty Pro when you need assistance and we have listed how on pages 4, 5, and 6.

If you have questions or concerns about any of the information contained in this document, please contact our office at any time. Realty Pro is here to help you.

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

TABLE OF CONTENTS

SUBJECT	PAGE(S)
TENANT COMMUNICATION	1
Telephone calls during office hours	
Voicemail	
After hours call	
Emergency calls	
Maintenance requests	
Change of information	
Email	
Website	
GENERAL OFFICE INFORMATION	2
PROTECT YOUR RENTAL AND CREDIT HISTORY	3
Rental/Lease Agreement	
Moving Checklist	
Utility/Cable/Satellite Companies	
Rental Payments	
Fees/Charges	
Maintenance Reimbursement	4
CARE OF PROPERTY	
Getting to Know Your Residence	
MAINTENANCE	4-5
Tenant Renovations/Alterations	
Tenant Maintenance	
Procedures for Requesting Maintenance	
If an Emergency is Occurring	5-6
Non-Emergencies	
Preventative Cleaning Tips	6
Additional Cleaning Tips	7-9
Watering Your Yard	8
Energy Saving Tips	
Renters Insurance	9
Safety Tips & Landscape Watering	9-10
Vacation Checklist	10-11
Holiday Safety Tips	11
Emergencies/Disasters	
Drug Free Housing	12
FREQUENTLY ASKED QUESTIONS	12-13
MOVE OUT CHECKLIST	13
Giving Your Notice	
Return of Keys and Turning Over the Property	13-14
PREPARING THE PROPERTY WHEN VACATING	14
Cleaning – Kitchen, Living Room/Family Room, Bedroom, Halls, Bathroom, Other	14-15
Carpet Cleaning	15
Draperies/Window Coverings/Windows	16
Replacements	
Pest Control	
Landscape Clean Up	
Trash	
SECURITY DEPOSIT REFUND	17
REALTY PRO ADDITIONAL TENANT FORMS	
TENANT PROPERTY CONDITION WORKSHEET	18
SATELITE DISH INSTRUCTIONS, RESTRICTIONS AND REQUEST FORM	19

TENANT COMMUNICATION

On the next page, we have provided our general office information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting Realty Pro know what you need.

Use the telephone, email, and the Realty Pro website email access, or written correspondence to contact us. What is important is that you **DO** contact us when you need assistance. Remember Realty Pro is here to help you. DO NOT TEXT. TEXTS WILL NOT BE CONSIDERED A VALID FORM OF COMMUNICATION.

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 Realty Pro can reach you, both day and evening. Someone will return your call. The benefit of a voicemail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voicemail 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 any emergency. If you reach Realty Pro voicemail system during office hours, or after the office is closed, immediately choose the emergency option.

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 Realty Pro's website, www.realtyprosouthwest.com, at the Realty Pro office, and in this tenant handbook.

Change of information

It is important you notify Realty Pro 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 RealtyProRents@gmail.com. Realty Pro 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.

Website

The Realty Pro website, www.realtyprosouthwest.com, contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily submit a maintenance request online or download a work order request. You can also send emails to Realty Pro directly from the website under the “**contact us**” page.

GENERAL OFFICE INFORMATION

Address Information	
Mailing Address	6700 Jefferson Blvd, NE, Suite C-2
	Albuquerque, NM 87109
Street Address	6700 Jefferson Blvd, NE, Suite C-2
	Albuquerque, NM 87109
Telephone	
Business Number	505-892-4400
Emergency Number	505-344-2459
Fax Number	1-888-965-5353
Internet	
Email Address	realtyprorents@gmail.com
Website Address	www.realtyprosouthwest.com
Office Hours	
Monday – Friday	9:00 am – 4:00 pm
Sundays & Holidays	Closed (Except for Emergency Line)

PROTECT YOUR RENTAL PROPERTY 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 Realty Pro 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 Realty Pro Property Managers 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/Satellite Companies

When you rented the property, Realty Pro scheduled cancellation of the utilities in the owner's name on the first 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 third of the month. If you know that you will have a delay or problem paying by the due date, contact our management team immediately. Lack of communication can affect your payment record.

Realty Pro receives rental payments by:

- Payments Via Our Tenant Web Portal. Log in at www.realtyprosouthwest.com)
- In the Realty Pro office
- US Mail

Realty Pro does NOT accept rental payments in the form of:

- 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 Realty Pro late fee is 10% of the monthly rental charge if rent is not received by the third of the current month owing.
- Maintenance charge – Realty Pro will bill you a minimum charge of \$50.00 if you have made an appointment with a vendor but failed to meet them at the scheduled time. If Realty Pro receives a service call billing, you are responsible for the full reimbursement.

Maintenance Reimbursement

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

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

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 following:

- Main circuit breaker in the event the power goes out.
- Very important information about your refrigerator: Be sure to check the settings on your refrigerator and freezer before storing your food. The settings are typically set at low while the property is vacant, and will not protect your food from spoiling.
- Very important information about your water heater: Typically, the water heater will be set on a very low setting when you move in. This setting will not provide water that is hot enough for dishwashers, washing machines or showers. Please adjust this setting at move in, so it's ready when you need it. Remember, you will be charged for a service call, if you submit service request for no hot water, on water heaters that are simply set at the low setting.
- Gas shutoff valve – turn off during emergencies/disasters for safety.
- GFI outlet(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.

If you are uncertain about any of the above items, contact your Realty Pro Property Managers team for help.

*******A Tenant Property Condition Report has been included in this handbook. This will give you an opportunity to report any additional property conditions, both exterior and interior, that may need to be addressed after your move in. This form will be valid for 72 hours from your move in date and will require a Validation re-inspection.*******

MAINTENANCE

When you rented the property, you received detailed maintenance instructions in your Care & Use Information Booklet. Please review them before requesting a work order. Realty Pro has more tips in the Handbook.

Tenant Renovations / Alterations

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

- Submit your request in writing before making any changes.
- Do not proceed with any work until you are notified by Realty Pro.
- Realty Pro 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 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 a Realty Pro agreement regarding the alteration/repair.

Tenant Maintenance

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. We want you to report maintenance items. Therefore, Realty Pro has provided you with Service Requests to use for legitimate repairs. Please submit routine service requests via the Realty Pro Tenant Web Portal. 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):

- Replace smoke alarm batteries
- Report non-functioning smoke alarms immediately if batteries do not solve the problem
- Replace light bulbs with the correct size
- Replace furnace filters, if applicable, every **3** months
- Report 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, squirrels, prairie dogs, etc.
- Landscape cleanup if a service is NOT provided in your rental agreement
- Report lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Report malfunctioning irrigation systems or sprinkler, even if it is the responsibility of an association
- Dispose of all garbage in the proper receptacles and using the weekly pickup service
- Dispose of all animal feces on the property, even if you do not have a pet
- If the property has a fireplace, use caution and care when operating the fireplace and dispose of the ashes and/or coals. Do not dispose of hot ashes and coals in the trash receptacle until they have cooled completely outside for a week
- Check to see if damper is in the open position before starting a fire in the fireplace
- Dispose of toxic waste properly in accordance with local and county laws (i.e. paint, automotive oil, etc.)

*****Note: *Window Covering Responsibility* - Make sure the blinds slats are in an open position when trying to raise or slide your blinds to an open position, as opening and closing, in the closed position, will result in damaged slats and mechanisms. Open and close vertical and horizontal blinds gently-- whether they work off of a pull chain or twister rod, as sudden jerking motions can damage system components. If a vertical or horizontal blind is damaged, it will be your responsibility to replace.**

Procedures for Requesting Maintenance

BEFORE calling Realty Pro

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 an Emergency is Occurring

There are few emergencies; however, if it is a life-threatening situation, such as fire, flood and/or uncontrollable water, electrical problems, smell of gas, etc., then, if necessary, you will need to vacate the property immediately and contact the following agency phone numbers listed below:

- Immediate danger, such as any type of fire in and on the premises, call 911.
- Natural gas involved emergency, call New Mexico Gas Company at 888-664-2726, and if necessary, 911.
- Immediate electrical danger, call PNM at 505-246-5700 or 911.
- Emergencies, such as backed up plumbing, flooding, call Realty Pro at 505-344-2459, and listen for emergency instructions, and if necessary, call 911.
- After contacting one of the above sources, then call the Realty Pro office and report the problems.

While it is uncomfortable not having heat or air conditioning, a non-working dishwasher or a sprinkler system malfunction, this is **not classified as an emergency situation**. Realty Pro recognizes this is important and will make every effort and a priority to have the problem addressed and corrected.

Non-Emergencies:

- Submit a work order request via www.realtyprosouthwest.com, or fax / drop off to Realty Pro Office.
- “Work Orders” are available in this Handbook, on the Realty Pro website, and in the office.
- A member of the property management team will assign a vendor to contact you.
- Realty Pro does not provide keys to the vendor to your residence, as they are required to make an appointment.
- Since this is a NON-EMERGENCY situation, the vendor will most likely take a few days to contact you. Failure of the tenant to show at their appointment can mean a service call charge to you. Therefore, be certain to call this office as soon as possible, if you are unable to keep the appointment.
- If you have not heard from a vendor or repair person within 5 to 7 business days, then contact Realty Pro. The management team will then contact the vendor to find out the cause of the delay and then will contact you with the updated information.
- If the problem continues after a recent repair is completed, contact this office for further assistance with this situation.
- **Recent** repair means within the last 60 days.

If you fail to report any 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 Care and Use Information Booklet with your rental/lease agreement. Here are more tips:

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

- Always put your food away and wipe up food debris.
- Clean pet bowls regularly, to avoid attracting ants and other insects.
- Do not allow grease to buildup in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high, as this will add more grease buildup and could cause damage to the appliance, not to mention, it could possibly start a grease fire.
- Avoid mildew by venting the laundry room and bathroom(s), especially after baths and showers.
- Clean bathroom surfaces and fixtures regularly to avoid the buildup of grime, rings and mildew.
- Mop tile 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. See “Tile Countertops” cleaning tip below.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- Follow manufacturer’s recommendations for maintaining wood floors. Contact the Realty Pro Office if you are not sure.

Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. White 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 ½ cup baking soda into the drain, follow with ½ 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 of 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 ¼ cup baking soda, ½ cup white vinegar, 1 gallon warm water and 1 cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with ½ cup white vinegar and a quart of water.
- Glass cleaner:
 - When glass cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of white vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean white paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in ¼ cup of white vinegar and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run it at least once a week to keep seals from becoming hard and cracked.
- Refrigerators:
 - Clean regularly and place 1 cup of baking soda in a bowl and place on a shelf to the back of the refrigerator to absorb odors.
 - Also, 1 cup of unused coffee grinds can absorb odors when placed in the same location in the refrigerator.
- Washing machine:
 - To help mild odors, mix ½ cup of baking soda with your regular laundry soap.
- 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. If you have a wet/dry vacuum, extract excess water with your vacuum.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix 3 tablespoons of white vinegar with a quart of water in a clean spray bottle and spray the stain – blot again, do NOT rub and extract excess liquid with wet/dry vacuum.
 - Rinse again and extract water with vac. Place clean towels on the wet spot, and stack 3 or 4 books on top to press towel onto stain. This will pull remaining stain residue out. Leave overnight.
 - If this fails, consult a professional carpet cleaner immediately; Wait too long & 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 Realty Pro as soon as possible for situations listed below:
 - Water dripping under sinks
 - Running toilets
 - Malfunctioning sprinklers
 - Standing pools of water
 - Malfunctioning water appliances, such as, dishwashers and washing machines that came with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient rating.
- Check washing machine hoses for leaks – change hoses every 3 years. Turn off if you will be absent for any length of time.
- Adjust the water level on your washing machine to match the load size.
- Avoid using the toilet to dispose of ordinary trash.
- Take shorter showers.
- When washing your face, brushing your teeth and shaving, turn the water off until you are ready to rinse.
- Be sure your water heater temperature is set properly. Note: do not turn the temperature level to “high” on the unit, as this is a dangerous temperature level, and could cause scalding.
- Counsel all children on how to prevent wasting water.
- Water your landscape on the days permitted by the agencies in the Albuquerque Metro and surrounding areas. Do not over-water.

Watering Your Yard

As you know, you are responsible for the upkeep and health of the landscape plants around your property. So, whether your yard requires hand watering or is on a timed system, the minimum recommended watering schedule is shown below, but you may need to adjust the frequency for your yard. Lawns will typically require twice this much so adjust accordingly. The following is a general watering schedule that should keep plants healthy under normal conditions.

NOTE: PLANTS MUST BE WATERED DURING COLD WINTER MONTHS

- **TWICE A WEEK IN FEBRUARY - MARCH (four times min. for lawns)**
- **TWICE A WEEK IN APRIL AND MAY (four times min. for lawns)**
- **THREE TIMES A WEEK IN JUNE - AUGUST (five times min. for lawns)**
- **TWICE A WEEK IN SEPTEMBER & OCTOBER (four times min. for lawns)**
- **ONCE A WEEK IN NOVEMBER - JANUARY (two times min. for lawns)**

NOTE: Keep an eye on plants for signs of distress. If a plant starts to fail, that usually means it is not getting enough water and you will need to increase your watering frequency or check for broken drip or sprinkler heads, or a faulty valve or timer. You are responsible for repairing broken or missing drippers and drip lines. Remember, you are responsible for replacing dead lawns and plants, so contact us right away if you are having trouble diagnosing the problem. Also, during the cold winter months, you will need to adjust your start time to the afternoon because lines will often freeze at night. Also during freezing weather and snowy conditions, turn timer off until normal weather returns. DO NOT un plug the timer. You are responsible for repairing or replacing damaged or missing sprinkler heads, drip heads, small drip head feed lines, and proper placement of drip heads and feed lines. Notify Realty Pro immediately if you believe your timer, valves or main lines are malfunctioning.

To lower your refrigerated air-conditioning/swamp cooler bills:

- During the summer months, close the windows and doors to your home to keep the cool air in, especially when the refrigerated air conditioner is running.
- Close your window coverings on the sunny side of the house and this will dramatically lower the temperature. *This is for refrigerated air and swamp cooler systems.*
- For swamp coolers, **remember to keep a window open**, so that the cool air can draw through the home.
- Replace the refrigerated air filters about every two months. Make sure you have replaced it with the right size, hose off the screen around the exterior area of the compressor to remove excess dust and dirt...this will help the unit run more efficiently and will save you money on your electric bill! On refrigerated unit, failure to replace the filters and to clean the compressor can result in expensive repairs and system failure.
- Replace the swamp cooler pads once a year, before the weather gets hot, to have it run efficiently.
- When leaving your residence, set your air conditioner up a few degrees, as a closed home without activity, will stay cooler. **Do Not leave swamp coolers running** when you are away for any length of time.
- 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. Set your swamp cooler to the lowest cool setting and let it run all day as well.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major draft to the Realty Pro office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce your energy bill.
- Turn the thermostat down during the night and use warm covers and comforters to keep warm instead.
- When leaving your home, turn the thermostat down.
- Do not turn the heat completely off, as it will take more heat for a cold house than it will save in the long run. In addition, this could cause pipes to freeze, which will cause more problems.
- If you have a fireplace/stove, be sure to close the damper, when you are not using it, but please be sure to open the damper if you are going to 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 do not cover the contents or possessions of the tenant, or **damage from break ins or vandalism**. 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 Realty Pro 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 your residence to prevent fire hazards.
- Never leave water running unattended in bathtub where the stopper has been inserted or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling on the first floor, particularly in a light fixture, report the leak immediately to Realty Pro.
- 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 to Realty Pro immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all tenants and guests. Change batteries as 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 Realty Pro 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.
- Always be certain the damper is open before starting a fire in your 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 or out of town for an extended period of time, here are items to check before leaving:

- Notify Realty Pro as to how long you will gone, and supply an emergency telephone, should any problems arise concerning your home.
- Check your rent payment to ensure it will not become delinquent, as 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 valuables & garage door remotes that can be stolen or give 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 valves to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee makers, 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 home besides you, such as plants, and pets, then be sure to water plants and have someone take care of your residence. Do not leave pets on the premise unless a reliable person is going to care them daily.
- During winter months, **DO NOT** turn heat off. Leave heat on and set thermostat to a minimum of 50 degrees.

Holiday Safety 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 lights, check for bad plus and loose wires. If you find defects, dispose the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday tree(s) properly; **never** burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the house, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your home to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Purchase legal fireworks and check as to where you can set them off.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your home.
 - 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.

Emergencies / Disasters

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

There are different emergencies / disasters:

- Maintenance emergencies:
 - Realty Pro has what to do for emergencies/disasters, such as flooding, electrical, gas, etc. on page 5 of this Handbook
 - Please follow the maintenance instructions and call, Realty Pro when appropriate.
 - The management team requests that you treat our 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 Realty Pro Emergency/Disaster checklist enclosed with this information.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, a flood 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.
 - Realty Pro insists that you call emergency services first in a disaster. Then notify the property management office as soon as possible for an update on your wellbeing and the property's state of condition.
 - Realty Pro will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
 - When calling this office, we ask you to be patient and calmly state what problems you are experiencing. We will make every effort to resolve them as quickly as possible.

Drug Free Housing

Realty Pro 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 proper 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 Realty Pro 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.

FREQUENTLY ASKED QUESTIONS

Realty Pro 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 8th of the month?

- As previously mentioned and outlined in this Handbook, the rent is due on the 1st and late if not received by the 3rd of the month. On the 6th of each month, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. Realty Pro 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 vacate the premise. However, you must notify Realty Pro 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 the property manager and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call Realty Pro for further details.

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

- Notify your property management team of your request for a pet in writing. 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 additional pet fee 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 pet fee 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 property management team as to what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet another pet fee will be required and a pet agreement signed. Realty Pro does not allow puppies, kittens, any aggressive dog breeds or any exotic pets.

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

- Your roommate needs to submit a notice to vacate. Realty Pro will need documentation from you to show you can support the property by yourself. The Property Manager 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 the security deposit. Have your roommate use the Notice to Vacate included in the Handbook.

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

- The prospective roommate will have to submit an application and the Property Manager must approve the person **PRIOR** to them moving into the property. You can obtain or submit an application on the Realty Pro website or at the office. If the Property Manager denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a new rental/lease agreement.

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.

MOVE OUT CHECKLIST

Giving Your Notice

Eventually, you will move, and we want you to be prepared when this is necessary. Realty Pro's tenants are required to give a 30 day written notice prior to moving. We have provided a "Notice To Vacate" form that can be downloaded from our website (www.realtyprosouthwest.com) 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 by the lease.
- If you need to move and you are still committed to a lease period, contact the Realty Pro Property Managers team to discuss your options.
- Notices must be in writing. The day the Property Manager receives the notice, it will be the day when 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.
- Realty Pro 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 Realty Pro to give out rental references.
- Realty Pro's Notice to Vacate from Tenant contains the authorization for allowing the Property Manager to release rental references.

Return of Keys and Turning Over The Property

- After you submit your Notice to Vacate, the Property Manager will send you an acknowledgement and moving checklist.. This will instruct you on what to do during the notice period.

- Realty Pro performs lease end inspections during our normal monthly schedule without Tenant present.
- It is the responsibility of the resident to deliver all keys and garage door openers to the Realty Pro Offices no later than lease end. Failure to deliver these items on time will result in a charge of \$35.00 per day until keys and remotes are returned, and could delay the move out process.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the Realty Pro 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 property management team and discuss your concerns with them. We want your move to be a pleasant and successful one. The following must be completed before your exit walk through can begin.

Cleaning

When you turn your property over, it is your responsibility to be sure it is in rent ready condition. We have provided the following guidelines to help you avoid any unnecessary delays or back charges.

Kitchen

- Clean all countertops with 409 or equivalent, rinse and wipe dry.
- Spot clean the walls for splattered grease using cleanser and a light sponge.
- Wash the woodwork removing fingerprints, streaks, food particles, etc.
- Clean and remove grease from the stove top, the burners and drip pans.
- Clean the oven, broiler and broiler pan.
- (If applicable), Clean the refrigerator and freezer inside and out. Do not use sharp tools to remove ice from the freezer, serious damage can result at your expense. Leave it turned on – LEAVE THE DOORS CLOSED.
- Clean and remove grease from range hood, both on top and underneath.
- Wash and wipe dry the windows and sills. Remove surface dirt and clean the window tracks.
- Clear the cabinets of all items, and wipe clean the shelves and cabinet doors inside and out with a damp sponge.
- Mop and clean the floors and baseboards.
- Remove all trash, garbage, etc. and place it in a dumpster or haul it away.
- Clean the light fixtures, removing all dust and bugs.

Living Room/Family Room

- Sweep the carpet edges next to baseboards.
- Wash and clean the windows and sills. Remove surface dirt and clean window tracks.
- Remove all smudges on the walls with cleanser and light sponge and dust / clean baseboards
- Clean fingerprints and dust from the light switches.
- Have all carpeting professionally cleaned (Realty Pro approved cleaner only).

Bedroom and Halls

- Sweep the carpet edges next to the baseboards.
- Clear the closet floor and shelves of all articles, and wipe it clean.
- Wash and clean the windows and sills. Remove surface dirt and clean window tracks.
- Remove all smudges on the walls with cleanser and a light sponge and dust / clean baseboards
- Clean fingerprints and dust from the light switches.
- Have all carpeting professionally cleaned (Realty Pro approved cleaner only).

Bathrooms

- Scour clean with cleanser all fixtures, tub, toilet and basin.
- Polish the chrome with a soft dry cloth.
- Clean and remove dirt and soap from tile around the tub and shower with cleanser and scrub brush.
- Clean mirror and medicine cabinet with window cleaner and wipe them dry.
- Remove all mold and mildew with X-14®™ cleaner or Tilex®™.
- Wipe down the walls removing all streaks, fingerprints, hair, makeup, etc.

Other

- Clean all mini-blinds and plastic vertical blinds.
- The pool/spa must be left cleaned and properly chemically balanced, if applicable.
- Remove all hooks, tacks, nails, staples, etc. from walls.
- Remove all belongings from the property. DO NOT LEAVE TRASH, RUBBISH OR DISCARDED BELONGS ON THE PREMISES, ARRANGE TO HAVE IT HAULED AWAY.
- The landscaping must be mowed, weeded and returned to its original state.
- Garage, driveway, sidewalks and patio areas are to be swept clean of leaves or debris.
- Dog droppings remove, if applicable.
- Repairing holes in walls from pictures, etc. You are responsible for removing all nails, hooks, screws and tacks etc. that were used to hold up household decor. Realty Pro will fill in holes and touch up paint as needed if holes are normal picture hook size and the number is not excessive. Patching, painting and re-texturing of oversized or excessive holes or work to repair damage to drywall, paint and texture will be charged to tenant.
- Paint and Touch Up. We cannot guarantee that any paint found on the premises will still match the existing walls. Use any paint you find on site with extreme caution as you will be charged for any work required to re paint walls due to non matching paint touch ups. If you do decide to touch up an area that was damaged while moving furniture during move in or move out, etc, we strongly recommend you try the paint on a small test area and let it dry thoroughly to see if the match is acceptable before painting any other areas. Again, you will be charged if any walls need to be repainted to cover up mis matched touch up areas.

Note – Fees for cleaning and maintenance work: All cleaning will be billed at a minimum of \$45/hour with a minimum of one hour charged. All maintenance will be billed at actual subcontractor's rate with a minimum of one hour charged.

PLEASE BE SURE ALL ITEMS ARE COMPLETED AT TIME OF MOVE OUT INSPECTION, OR \$25 WILL BE CHARGED FOR RE-INSPECTION. PLEASE CONTACT US AT (505) 892-4400 WHEN YOU ARE READY TO SCHEDULE YOUR MOVE OUT.

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, including pet odors and stains which cannot be removed.
- Do NOT rent carpet-cleaning machines, use a home cleaning machine, or employ chemical cleaning companies. Only professional truck mounted steam cleaning from an approved company is accepted.
- Call Realty Pro for a recommendation on an approved carpet cleaning service who will give you reasonable rates on carpet cleaning.
- Only Realty Pro approved carpet cleaners will be acceptable under the terms of your lease. A paid receipt is required during the walk through inspection.
- Tenants please note: Realty Pro will not reimburse for any carpet cleaning contracted by you.

Draperies / Window Coverings / Windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessing 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.

Pest Control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths and a 2-car garage home or larger, you must supply six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, roaches etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during the walk through inspection.
- Realty Pro will place and discharge them after the walk through.
- If you fail to leave the proper number of foggers, there will be a charge.

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

SECURITY DEPOSIT REFUND

When you follow the move-out procedures, it will leave the property in good condition, it simplifies the task of refunding your security deposit. Realty Pro remits security deposit transmittals within **31 days** in accordance with the state landlord/tenant law. Remember, Realty Pro wants your move out to be a pleasant and successful process.

REALTY PRO ADDITIONAL TENANT FORMS

We have put together the following forms that could be useful to you in the future. If you need more forms, please contact our property management team. We have also included a copy of your rental agreement with your Handbook.

- Tenant Property Condition Worksheet
- Moving Checklist
- Utility Numbers
- Service Request
- Cable/Satellite/TV Request
- Notice to Vacate

CONCLUSION

We hope that you have found *Realty Pro's 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 do not hesitate in contacting our property management team.

Have a successful residency!



TENANT SUPPLEMENTAL PROPERTY CONDITION REPORT
(Valid for 3 business days from move in date)
Validation re-inspection will be required

Date: _____

Tenant: _____

Property Address: _____

I would like the following item(s) added to the property condition(s) report of this property:

Table with 2 columns: Item, Remarks. Sections include Exterior Area(s), Interior Area(s), and Miscellaneous.

Satellite Dish Installation Request Form

Realty Pro Residents are normally authorized to install personally purchased satellite dishes at their residences. The following provisions must be adhered to:

- 1) Only dishes approximately three (3) feet in diameter are authorized.
- 2) Dishes will only be mounted in the rear of buildings on a free standing pole. No dishes will be installed on roofs, fences, out buildings or common areas.
- 3) Dishes will not be mounted within 10 feet of power lines coming into the home.
- 4) One entrance hole may be bored through the structure to feed the cable to the interior. This hole must be at the point of the mounted dish and must be sealed around the cable to protect from moisture and insects. No exposed cable will be run on the exterior of the building.
- 5) No television antennas may be installed.
- 6) The tenant will remove the satellite dish and all associated hardware and wiring, reseal the hole in the exterior and interior of the home and restore/repair any damages resulting from the installation of the dish before property is turned back in to Realty Pro. The tenant will be charged the cost of any necessary repairs due to satellite installation.
- 7) The Property Manager is the final approving authority for request for satellite dish installation. No dish will be installed prior to final approval. Residents can expect this process to take approximately 3 to 5 days.
- 8) Resident will notify Realty Pro when installation is complete. Realty Pro will inspect the final installation to verify that it meets our guidelines. Resident will be expected to correct any improper installations within 10 working days.

It is recommended that Residents obtain final approval prior to purchase of a satellite dish.

I meet the above criteria and request permission to have a satellite dish installed on my property:

(Please print) Name: _____

Address: _____

Size of Satellite Dish: _____

Proposed Location: _____

Signature: _____

Property Manager: _____ Approved _____ Disapproved _____