

PERRIOTT RENTALS

Tenant Handbook

Welcome to your new home!



Version 1.0 May 29th, 2018



Overview

Perriott Rentals, LLC. Welcomes You

Perriott Rentals, LLC. welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy. You will find maintenance guidelines, rental payment instructions, general information, tenant responsibilities and more. We recommend that you keep it in a convenient location so that you can refer to it easily.

We wish you an enjoyable tenancy in your new residence.

Property Management Contact Information

Property Manager:	Chad Perry
Property Manager Phone:	419-618-9256
Property Manager Email:	CPerry024@gmail.com
Alternate contacts:	Katie Perry 614-361-0449 Dan Perry 419-618-0706
Company Email:	Perriottrentals@gmail.com
Mailing Address:	2682 Township Rd 1195 Tiffin, OH 44883
Website:	www.Perriottrentals.com
Tenant Portal Info:	www.rentecdirect.com/tenants

Our operational hours are Monday-Friday 9am-5pm
Please only call after hours for emergency maintenance issues

Should there be an emergency, please call 911 immediately.
Notify us as soon as possible after calling 911.



Your Tenant Portal

Perriott Rentals utilizes Rentec Direct as our Property Management software. Through Rentec Direct you will have a Tenant Portal which gives you easy options to:

- Pay Rent Online
- Submit Maintenance Requests
- Review Your Lease Agreement
- View Property/Lease Notifications
- Access a copy of this handbook
- Access a copy of the filled out Move In/Move Out Checklist
- View Your Payment History
- Update Your Contact Information

How to Access Your Tenant Portal

You will receive an email from notices@rentecdirect.com which will give you instructions for logging into your Tenant Portal. You can access your tenant portal with your login credentials by visiting www.rentecdirect.com/tenants. You can also download the app “Resident Connect” by Rentec Direct. Search your app store for Resident Connect by Rentec Direct to download your Tenant Portal app.


How to Pay Rent Online Using Your Tenant Portal

You can easily pay rent online through the Payments tab in your Tenant Portal. To get setup follow these simple steps:

- Log into your Tenant Portal
- Click the Payments tab
- Click “Enter Account Information”
- You will be prompted to enter your bank routing number and account number.

Once your bank information is saved, you can make a one-time payment or schedule recurring monthly rent payments. You also have the option to pay by credit card.*

*Note: There is a small transaction fee of 2.75% for credit card transactions.



If you have any questions about accessing your Tenant Portal, using the helpful features, or setting up Online Rent Payments, please contact your property manager.

Rent

Rent is due by the 1st day of each month. It is considered late after 5pm on the 5th of the month and subject to late fees per the lease agreement. A few notes about rent:

- Payment may be made by check, via Venmo, via PayPal, or through automatic payment through your Tenant Portal.
- Please make checks payable to Perriott Rentals.
- We do not accept rent checks from anyone not on the lease.
- All rent check amounts must be on one check. Partial payment or multiple checks will not be accepted.

It is very important that you take your rent payment seriously. We make no exceptions for waiving of late fees due to restriction put in place by Federal and State law.

Fees

We want to review and clarify our fee structure with you. These few amounts are written into your lease agreement. All fees are due in the month they are charged.

- **Late fee** = \$25 (this is charged if rent is received after 5pm on the 5th day of the month)
- **Return check fee** = \$25 (this will be charged if the bank is refusing to cash your check for any reason)
- **Lease Violation fee** = \$200 (this will be charged with 72 hours notice or any other violation of the lease agreement)
- **Smoke detector tampering fee** = \$25
- **Eviction fee** = Legal Fees incurred by Perriott Rentals LLC



Renters' Insurance

We require all renters to have renter's insurance. The property manager or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. Renter's insurance should include fire and theft insurance to cover your belongings in the event of unforeseen disaster. This type of insurance is inexpensive and well worth it.

Lease Referral Rewards Program

If you refer your friend and your friend leases an apartment with us we offer financial incentives or gift cards. Contact us about what those may be and if you are eligible.

Important Utility Phone Numbers

See Appendix A for these numbers.



Tenant Responsibilities

General Upkeep

The following items are the responsibility of the tenant at their expense while they are living at the property:

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every month.
- Replacement of smoke and carbon dioxide alarm batteries. Reporting non-functioning smoke or carbon dioxide alarms immediately if batteries do not solve the problem. The property must have working smoke and carbon dioxide alarms at all times.
- Reporting all necessary repairs as quickly as possible.
- Professional steam cleaning and spot cleaning of carpets while living in your home.
- Normal insect control (bees, spiders, sugar or nuisance ants, etc).
- Normal rodent control, such as mice.
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for the lawn maintenance/ yard care - you need to mow, water, weed, trim bushes, and dispose of all yard debris on a regular basis.

Care of Property

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

- Main circuit breaker in the event power goes out.
- Gas shut off valve - turn off during emergencies/disasters for safety.
- GFCI 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 (usually in the street).
- Water shutoff valves below the sinks and behind toilets in case of minor leaks.



Maintenance

Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes.
- Do not proceed with any work until you receive written authorization to do so.
- Your property manager will consult the owner to see if the request is acceptable to them. We will then notify you in writing of their decision.

Maintenance Request

If you have a maintenance issue, submit the request via your Tenant Portal under Repairs. Once you enter a request, the Property Manager will receive an email and begin working to address your problem. This would include all non-emergency maintenance issues such as:

- Heat/Air conditioning
- Appliance repair
- Loose handrail on porch or in stairwell
- Damage to walls, ceiling, floors, doors, windows, etc.

Maintenance Emergencies

If you have a maintenance emergency use the following steps:

- **Fire — exit house immediately, call fire department, call us.**
 - Chad Perry at 419-618-9256 or Dan Perry at 419-618-0706
- **Smelling gas — turn off gas at valve, exit house quickly, call Gas Company (number in Appendix A), call us.**
- **Water leak (large amount) — stop using, shut water off at valve, call us.**
- **Plumbing backed up/clog — stop using, call us.**
- **Immediate electrical danger — shut off main breaker in breaker box, call us.**



Clogged Pipes and Garbage Disposals

If the services of a professional are required to fix a clogged pipe or garbage disposal, and it is determined that the problem was caused by the tenant, you will be charged the entire service fee.

What Goes Down a Kitchen Sink (WITHOUT a Garbage Disposal)

- Water/soap only

What Does NOT Go Down a Kitchen Sink (WITHOUT a Garbage Disposal)

- Cooking grease
- Any amount of food product
- Any non-food product

More notes:

- For sinks WITHOUT garbage disposals, it is critical that you keep the sink strainer/basket in place at all times to catch crumbs or food debris that remain on your dishes. You will need to dump this in the trash/clean it regularly.

What Goes Down Garbage Disposals

- Small amounts of food bits or peels

What Does NOT Go Down Garbage Disposals

- Large amounts of food
- Anything that is not biodegradable food
- Anything combustible
- Plastic and metal
- Bones from any animal
- Hamburger
- Spaghetti, pasta
- Rice
- Bacon grease or any other grease
- Egg shells
- Potato skins or large amounts of potato
- Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables



More notes:

- Anytime you use your disposal make sure you run water for at least 30 seconds.
- This old stand-by is right on: “When in doubt, throw it out.”
- Consider running ice cubes in the unit as a means of “cleaning” the unit. The hard ice-chips help knock down the scum layers that build up below the seal and in the grinder.
- To combat smell, try grinding the peels from a piece of citrus fruit like orange, grapefruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels’ citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

Preventative Cleaning Tips

Here are some helpful cleaning tips for you...

- Always put away food and wipe up food debris.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers (ie. run vent fan, open window, open door).
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning

Pests

You are responsible for sugar or “nuisance” ants. Keep all counters and floors free of water and food items. Call our office if you see carpenter ants, termites or rodents.



Safety Tips

The safety of you and your family is important to our company and many things can affect it. Here are some tips to follow:

- Window screens are not a safety device. **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, coffee makers when not in use.
- Never leave heating pads or electric blankets plugged in when not in use.
- Never leave water running or sitting in a bathtub/sink unattended.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords or power strips with too many appliances/devices.
- Place lamps on level surfaces and use the correct wattage bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem report it immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Replace the batteries if needed and if this does not solve the problem contact landlord right away.
- Do not allow children to leave toys in common spaces such as driveway, walkways, foyer/entryway, and sidewalks.
- Replace outdoor light bulbs.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage.
- If you use a grill, use common sense & never leave grills unattended. Do not set grills up against the house.
- The use of fireplaces is strictly prohibited.
- The use of space heaters is strictly prohibited.



Vacating

30 Day Notice to Vacate

Eventually, you will move, and we want you to be prepared. We require our tenants to give a 30 day notice prior to moving. You (and ALL tenants on your lease) must complete the “Notice to Vacate Form” available on our website. The notice can be sent via email to perriottrentals@gmail.com or to our company mailing address 2682 Township Rd 1195 Tiffin, OH 44883. The 30 days begins on the day it is received.

We will be marketing your home to re-rent and will notify you when we have appointments to show it. We apologize in advance for any inconvenience this may cause and will try our best to work with you and your schedule. We appreciate you keeping floors tidy during this time to prevent tripping/safety hazards. If you have any questions, please feel free to call.

Before you Vacate the Property

- Complete ALL items from the “Vacating Checklist” available on our website.
- All utilities must remain ON, but remove your name from the accounts.
- If vacating May-September, set thermostat no higher than 80 degrees. If vacating October-March set thermostat no lower than 55 degrees.
- If you are responsible for yard care, return the yard to “move-in” condition. Please contact office to discuss what this specifically entails.
- Complete change of address cards for the post office and provide our office with a forwarding address to return your security deposit.
- Schedule your exit walk through with the office. One of the property managers will walk through the property and make sure everything on the “Vacating Checklist” was completed. They will also assess for any damages that have occurred during your tenancy using the “Move In/Move Out Checklist” that was completed when you first arrived.
- It is the responsibility of the tenant to return ALL keys (and garage door remote if applicable) to the property manager.

Your security deposit refund statement will be sent to your new address within 31 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, and signed by all tenants.



Closing

We would like to extend our sincere appreciation for choosing Perriott Rentals. Our mission is to be a community leader in providing quality rental units. We strive to optimize your tenant experience while maintaining a safe and friendly environment as well as a a successful tenant/management relationship. Should you have any questions, concerns, or issues that arise during your tenancy, please don't hesitate to contact us. We hope that you will feel right at home and welcome you to the Perriott Family!

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