

Coastal Realty Services Lease Addendum

Tenant Tip Sheet, Effective 27 Apr 09

The following tips and notes are a part of your lease agreement and will help make your residency a pleasant one. These items are in the lease but perhaps not specifically mentioned. Most repairs are the owner's expense; however, there are situations when a service call could be a tenant's expense. You can help eliminate the possibility of paying for a service call or other expense by following the guidelines outlined here.

Please feel free to ask any questions you may have.

Repairs: Repairs can be made online (www.CoastalRealtyServices.com , RENTAL DEPARTMENT, CONTACT US and complete form/submit) or via phone during normal business hours: Monday - Friday 8:00 until 5:00 or Saturday 8:30 until 12:30. For repairs done after hours, the overtime charge will be the tenant's responsibility unless it is a bonafide emergency. All repair orders on the owner's property **must** go through our office. **Never** call a repairman directly; if you do, chances are you will be responsible for the bill. If you have an **EMERGENCY** (an immediate threat to the property or tenant) after office hours, please call the office (243-6171) and the answering service will forward your message to the property manager on call. Your patience and cooperation is requested in all repairs, including emergency calls after hours. All repair work is contracted through independent contractors. Repairs will be made as soon as possible.

MINOR MAINTENANCE: As a tenant you are responsible for repairing minor maintenance items including, but not limited to: toilet flapper valves, tightening screws, checking breakers and resetting GFI breakers, changing various light bulbs, keeping smoke detectors in serviceable condition, and changing a/c filters. **If a vendor is sent out to repair minor maintenance problems i.e. a flapper valve, an a/c call that results from a dirty filter, etc. you may be responsible for the bill incurred. If a vendor is sent out and there is nothing wrong, you will be charged for the service call.**

Heating & Air Conditioning Filters: **CHANGE FILTER EVERY COUPLE OF WEEKS.** The simple, inexpensive blue filters work well as many of the thicker filters restrict air flow. Dirty filters increase resistance to air flow causing the fans to work harder and use additional power. Dirty filters can also cause stains on the ceiling near outlet vents.

Garbage Disposals: Another common plumbing problem is the jamming of the garbage disposal. Please be sure to run plenty of COLD water while the disposal is in use. Stringy vegetables like lettuce, cabbage, celery, and potatoes or carrot peelings are very likely to clog the disposal, drain or back up the dishwasher line. Please DO NOT pour grease down your garbage disposal as it can also clog the motor. Call us for suggestions if your disposal jams. There is usually a reset button found on the underside of the disposal. If a serviceman must be called to free the disposal, chances are you will be responsible for paying the bill.

Refrigerators: Please, if applicable, remember to turn off the energy saver on the refrigerator. The switch is usually located in the refrigeration section directly inside the door. By turning this feature to the off position, you are helping to preserve the seal around the door from rusting and deteriorating.

Yard Care (When it is your responsibility): Water, fertilize, rake and mow regularly to keep your yard in good condition. **NO PARKING ON GRASS AT ANY TIME, FOR ANY REASON!!** If you have a lawn pump, it will be drained in the fall by one of our contractors. We expect the yard to be in good condition (or better) when you vacate the property. With owner approval up to \$25 yearly, for grass seed and fertilizer, can be deducted from your rent for maintaining the yard. Receipts **MUST** be provided to our office for any deductions/credit to be made. When smoking outside, cigarette butts are not allowed to be tossed in the yard. You should use a can to contain the cigarette butts.

Drainage & Sewer Stoppages: Sewer and plumbing lines sometimes get clogged by bulky items. If you should clog lines with sanitary items, diapers, grease, children's toys, **hair**, etc. you **will** have to pay the plumber's charge. Use of caustic base drain cleaner is very risky and should be avoided but, if you try a drain cleaner when drains are slow or clogged, don't allow it to sit in the drain more than a few minutes. These caustics can damage plumbing pipes if not used properly. Please buy a plunger for quick help-most useful is the bulb type.

Continuous or Self-Cleaning Ovens: If you have a continuous cleaning or self cleaning oven, **DO NOT USE OVEN CLEANER**, it will destroy the oven surface. Use only the continuous/self-cleaning features and/or soapy, soft dishcloth to clean the oven.

Glass: Tenant will be responsible for any and all glass broken by whatever cause. The only exception is when glass is broken by a tornado or hurricane. Tenant further acknowledges on the Move-In Check Sheet there is no broken glass in the windows or light fixtures. (In the event of hurricane threat, please **DO NOT TAPE WINDOWS.**)

Vinyl Floors: It is very easy to damage a vinyl floor, especially when moving a refrigerator, washer, dryer, etc., in or out. Such damage may require entire floor cover replacement. Take every precaution to avoid damaging the floors; excessive damage(s) will be repaired at your expense. A few suggestions include using rubber stoppers on the "feet" of appliances or use cardboard under the "feet" when moving the appliance around.

Locks: We know sometimes you may lock yourself out. Should you lock yourself out of the property and a staff member is required to bring a key, you **will** be charged the following:

- During Office hours - \$10.00
- All HOLIDAYS, weekends and evenings between the hours of 5:00pm and 10:00pm - \$50.00
- **After 10:00PM** please contact **POP-A-LOCK at 862-6736**. Minimum charge is \$60.00

All money is to be paid upon entrance to the property.

If there is a good reason for changing any locks, please call us. If it is found that a tenant has installed a lock without receiving permission, he/she will turn in a new key to our office or pay for the locks to be re-keyed to insure our office has a key in case of an emergency or to make any necessary/requested repairs.

Check-In Notes: Please be sure to return the move-in check-sheet within 2 weeks of your residency. Note any discrepancies on the sheet so that we have a record in our office. This check-sheet assists us when you vacate a property as well; it allows us to determine whether or not damages were made during the tenancy.

Move-Out Inspections: When you submit your 30 day notice to our office, we will provide you with inspection guidelines to follow to assist you in your move. *Everything* you need to do is clearly explained in the guidelines. We will do an inspection of the property **after** you have vacated and turned the keys in to our office. At no time is anyone allowed to accompany the inspector during this inspection. We do not waiver from this policy because of the high volume of turnovers our office takes care of. We simply are not able to allow tenants to return to the property two or three times in an attempt to do repairs or cleaning. If there is any cleaning or work required at the property on behalf of the tenant and power or water is needed, the tenant will be charged for those utility bills.

Pets: When a pet is approved in your lease, a flea spray will be ordered when you vacate. This will be deducted from your non-refundable pet fee. The non-refundable pet fee is compensation to the owner for them allowing you the privilege of having a pet at the property. When pets are not approved in your lease, keeping a pet for someone else without permission is also a **violation** of your lease. If, after you vacate, we discover that you had an unapproved pet, **a \$500 pet fee** will automatically be deducted from your deposit.

Renter's Insurance: It is strongly recommended that you purchase a renter's insurance policy for your protection. You must protect your person and property with your own policy. Almost all national companies have these insurance plans at a reasonable cost. ****Water beds are approved only with liability coverage****

Satellite Dishes: Permission is required **PRIOR** to the installation of any satellite dish. For **ALL** properties, satellite dishes cannot be attached to any part of the building structure. If permission is given for use of a satellite dish, they must be put on a tripod and placed in the back yard, where applicable. If a private yard is not part of your property, a dish on a tripod must be put on back patio/balcony or inside house. It cannot be placed in the common area. At the end of your tenancy, you are responsible for the removal of the satellite dish and all wires/cables. Any damage caused by installing/removing the satellite dish and cables must be repaired prior to you turning in your keys. If you do not remove the dish and/or cables, you will be charged to have that done.

You are technically bound to your lease agreement but we are aware there are times when something comes up unexpectedly. Please call us if you are having a problem. We will do what we can to help to the best of our ability under the circumstances that prevail. Remember: sub-leasing is prohibited.

Tenant

Agent for owner

Tenant

Please remember us when you are thinking of buying/renting another home or know someone who could benefit from our Property Management Services.

WE ARE READY TO SERVE YOU!