
TENANT HANDBOOK



BUERGER & COMPANY
Residential Real Estate

Keep In A Safe Place For Future Reference

OUR PERSONAL MESSAGE TO YOU

This Handbook is for you!

In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but are not included, please notify us. We are always looking for additional ways to serve you better.

We want to make your association with our firm a pleasant experience and hope you will look to us for all your RENTAL and REAL ESTATE needs.

As Professional Property Managers, we have obligations to both you, as the resident tenant, and to the Owner of the home. This Handbook outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

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GENERAL RULES & REGULATION

The Property - You have leased a home . . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.

When is Rent Due - *All rents are due on the first day of each month.* Monthly bills will not be sent. Rent payments are considered late at 5:00 PM on the 2nd of the month. Rents remaining unpaid beyond the 3rd day of the month are delinquent and are subject to a late fee. Rents remaining unpaid after the 5th day may be offered for collection and will be subject to all collection charges and fees Incurred.

How to Pay Rent - Payment should be in a check, money order or certified funds.

By Mail: Buerger & Company
 3820 Charterwood Cir
 Highlands Ranch CO 80126

By Direct Deposit: US Bank Account #: 103677226906

Bill Pay: Through Your Bank

Drop Off: Drop Box is Located on the Front Porch
 3820 Charterwood Cir
 Highlands Ranch CO 80126

WRITE YOUR ADDRESS on your payment or deposit slip to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office.

Phone Numbers and Email Addresses - All residents are required to have telephone accessibility and to provide Buerger & Company Real Estate with their home, cell, and work phone numbers. Please be sure to notify us when you change any of your contact information. A contact email address for each Tenant should also be provided.

Returned Checks - The amount of any NSF checks, plus the returned check charge of \$35.00 must be paid in either certified funds or a money order within 24 hours of notification; otherwise legal action may be taken. After a check is returned to us for insufficient funds, you will be required to pay either with a money order or certified funds for the duration of your tenancy. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification.

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Late Rental Payment- If the rent is not paid by 5:00 PM on the third day of the month (regardless of holidays or weekends), a 10% late fee will be assessed. ***If the rent is not paid by the 5th of the month; you will receive a 3-DAY notice.*** If a 3-Day notice is served, the Tenant will incur a \$50.00 service charge in addition to any late payment charges. You will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged shall be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

Breaking Your Lease – If you default on your rental agreement, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant’s default. The Tenant is responsible for the full term and payment of the total rent due as set forth in the rental agreement. If the Tenant requests early termination the Tenant will:

- ◆ Continue to pay monthly rental payments until the property is re-rented or your rental obligation ends, whichever comes first.
- ◆ Pay to the Landlord ½ month’s rent upon placement of a new tenant in the property to compensate the Landlord for his time and expense in finding a new tenant.

Keys And Locks - Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the written approval of Buerger & Company Residential Real Estate. Buerger & Company must have keys to each lock on the house. Buerger & Company may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. Copies of the new keys will be available at the office during regular office hours. All keys, gate passes and garage door openers are to be returned to Buerger & Company Residential Real Estate upon vacating the premises. Otherwise there shall be up to \$100.00 charge against your Damage Deposit.

Trash, Garbage and Recycling - All garbage, trash and recyclable materials must be placed in appropriate containers (Buerger & Company Residential Real Estate does not provide these). All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up no less than weekly unless garbage removal is included with the property. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored.

Condominium/Homeowner Associations – Tenant is given access to a copy of the condo or homeowner association restrictive covenants or declaration and rules in the event the rental property is subject to the rules, regulations, covenants and restrictions of the condominium or homeowners association. Tenant agrees to abide by all applicable rules and regulations.

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Should Buerger & Company Residential Real Estate or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the cost of curing any violation, legal and attorney fees, court costs, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. or other costs that may be incurred by Buerger & Company or the property owner.

Disturbances, Noise and Nuisance - All Tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-In/Move-Out Condition of Rental Property Checklist - Included at check-in is, a Condition of Rental Property Checklist. Buerger & Company Residential Real Estate provides a copy of this form so that you can list all defective items. You will be asked to sign your name, date it and return it to us within the first week of possession. This same report will be used for the move-out condition comparison after vacating the premises. If you do not complete and return the checklist within one week of move-in, the property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made.

Periodic Property Inspections - As part of our agreement with the Owner of the property, Buerger & Company Residential Real Estate may conduct periodic inspections of the condition of the property. You will be notified of deficiencies, if any, that are tenant responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Rental Agreement and grounds for termination.

Parking/Vehicles - All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed by controlling ordinances. Parking on lawns, sidewalks and any other areas not specifically designated for parking is strictly prohibited. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair is allowed at any time. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.

Guests – A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 72 hours. Only those persons listed on your rental agreement have permission to occupy the premises. You will be responsible for the

behavior of your guests. All portions of this agreement also apply to your guests.

Emergency Maintenance/Repairs - An emergency exists when danger is present or property damage has occurred or is about to occur. To report an emergency only, such as a fire to premises, major water intrusion, or major electrical issues, please contact us at (303) 898-0572 or (303) 722-3473 and leave a detailed message to include your property address, contact number and description of the emergency. All other non-emergency requests need to be submitted via the Buerger & Company website at www.buergerrealestate.com.

If the emergency involves a fire or similar emergency, please notify the proper authorities by calling 911 before calling Buerger & Company.

If there is a major water leak, immediately turn off the water supply to the premises and contact Buerger & Company.

If there is a gas (natural, propane, etc) leak, immediately contact the gas company that provides service to your location, and then notify Buerger & Company.

Insurance - It is strongly advised that you obtain a renters insurance policy. Tenant should understand that the Homeowners property insurance does not cover tenant's personal property or protect tenant from loss or liability. Tenant is responsible for obtaining, and is strongly urged to obtain, renters insurance to protect tenant's personal property against loss or damage.

Pets - No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from Buerger & Company Residential Real Estate in the rental agreement and tenant has paid a refundable pet deposit.

Should Buerger & Company find that a pet is being or has been kept on the premises without the required permission, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement.

Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your animal at ALL times. **Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your rental agreement.**

WHEN YOU FIRST MOVE IN

Get to Know Your Property - When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not at the breaker box), where the stove, hot water heater and air conditioner breakers are.

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Also locate the water shut off for the house. It usually is in the front yard near the house, often close to a front spigot. If the shut off has been covered over, contact Buerger & Company Residential Real Estate so it can be properly marked. Also locate the water shut off for the hot water heater and for under the sinks. Locating these items now may eliminate damage later. See page 6 for more information about circuit breakers.

Put this Handbook Where You Can Find it - Keeping it near the phone book works for most people. Before calling Buerger & Company Residential Real Estate, see if the answer to your question is in this handbook. We love hearing from our Tenants, but need to keep our time free for emergencies and urgent matters.

IN AND AROUND THE HOUSE

Smoke Detectors/Carbon Monoxide Alarms - Check to be sure the smoke detectors and carbon monoxide alarms are operational upon move-in. Notify Buerger & Company if you are not able to operate them. Please check the battery regularly and replace the battery as soon as it begins to lose charge. Disabling a smoke detector and/or carbon monoxide alarms is a violation of your rental agreement and the law. **DO NOT DISABLE THE SMOKE DETECTOR AND/OR THE CARBON MONOXIDE ALARMS AT ANY TIME.**

Heat/AC Units - All heat/AC filters need to be changed once a month. A good rule of thumb is to change your filter when you pay your electric bill.

When the heat index is high, additional steps can be taken to lower the inside temperature. Close the window coverings, keep the doors closed, and do not run hot appliances (oven, etc.). Poor cooling may also be due to a clogged filter. Check and change the filters monthly.

Circuit Breakers - Circuit breakers move **ONLY** slightly when triggered. It may appear to be ON when it is has “tripped”. To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have the GFI at the plug-in outlet. When these “trip”, simply reset by pushing the “reset” button in the middle of the outlet.

Pest Control - Please report any pest problem within three (3) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind is considered tenant responsibility.

Buerger & Company Residential Real Estate assumes no responsibility for the control

of roaches, mice, squirrels, raccoons, possums, ants, fleas or other pests. Tenant will be charged for any damage caused by uncontrolled pests.

Changing Paint, Wallpaper, Etc. - If you want to change the house décor in any way, please put your proposal in writing and submit it to Buerger & Company along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Tenants are not allowed to make alterations such as these on their own. All work must also be inspected and approved by Buerger & Company after completion. Lastly, these changes or modifications are the tenant's responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

MAINTENANCE, DAMAGE & REPAIRS

You are expected to maintain the home and keep it in as good as good a condition as when you took possession. You will be charged for repairs caused by misuse or neglect.

Maintenance Requests - You must always submit your tenant service requests in writing. Please use the online form located on the Buerger & Company website. Be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Buerger & Company so that we can follow up.

Scheduling Maintenance - If you have contacted Buerger & Company for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. Tenant is responsible for granting the vendor access to the premises. Buerger & Company does not provide keys to contractors. Be polite to the repair person. The repair person is there to help solve your maintenance problems.

System Failures - All "breakdowns", system failures and structural defects must be reported to Buerger & Company immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Buerger & Company will arrange with vendors to make necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made.

Unauthorized Repairs - Buerger & Company must authorize **ALL** repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from us. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

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Who Does What: The following should give you a good idea of who does what. If you are unsure, please contact Buerger & Company.

Some examples of maintenance you are expected to do at your own expense:

Replace light bulbs
Torn or damaged screens
Replace heat/ac filters EVERY MONTH
Relight gas furnace or hot water heaters
Treat for fire ants and other lawn pests
Keep flower beds weeded and edged and add fresh bedding once a year
Replace batteries in smoke detectors.
Tighten loose screws on doors or cabinets
Garbage Disposal – Clogged

Examples of repairs management will make at no expense to you:

Repairs to heat/AC systems from normal use
Replace heating units for hot water tanks from normal use
Repair leaks in roof
Replace or repair any part of plumbing which fails from normal use
Remove broken electrical components
Repair/paint rotted wood
Garbage Disposal – Broken

Examples of repairs for which you will be held responsible:

Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use
Damage to windows, doors, screens, fences, outside walls, shrubbery, trees or plantings

Heating, Ventilating, Air Conditioning (HVAC) Systems - All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the “condensation drain line” clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit.

***Note:** An HVAC (AC) system failure **does not** constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds - You are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways, and curbs; treating fire ant mounds; treating for lawn pests. Keep shrub and tree growth away from the roof, eaves, and sides of the house. You are

required to report any condition that can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant.

Sprinkler Systems – Any problems or repairs needed to the sprinkler system must be reported in writing to Buerger & Company Residential Real Estate. Seasonal turn-on and shut-off of the sprinkler system will be scheduled and completed by Buerger & Company. It is the responsibility of the tenant to comply with water restrictions in your area.

Light Bulbs - At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

Plumbing - You are responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system or landscaping roots.

Waterbeds - You must provide proof of flotation bed insurance at time of lease signing. You will be fully responsible for ANY damage caused by a waterbed.

Walls and Ceilings - Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Do not paint or wallpaper the walls without prior written approval of Buerger & Company Residential Real Estate. All walls, baseboards and trim must be washed and ceilings dusted and free of cobwebs before vacating the premises.

Vinyl/Ceramic Tile Flooring - With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors - Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Tenant will be responsible for damage to the flooring.

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Carpet Care - Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. ***Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating.*** A copy of the cleaning company's bill is required at the time of checkout.

Stoves - Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers – The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

Garbage Disposals - Garbage disposals should not be used for bones, celery, onion skins, greasy items, uncooked pasta or rice or any other similar materials. **If the motor buzzes**, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from inappropriate items put into the disposal.

Washer/Dryer Hookups - Check the walls and floor by the washing machine monthly for evidence of a hidden leak. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire. If you are installing your own washing machine, use **“burst resistant stainless steel braided”** washing machine hoses only. When you vacate the home make sure the faucets are off and water is not leaking.

Water Heaters (Gas/Electric) – If you have an **electric water heater** that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer's instructions or contact Buerger & Company.

CLEANING & OTHER INFORMATION

We work hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic

maintenance and promptly reports any structural or mechanical failure to Buerger & Company Residential Real Estate in a timely manner.

Minimum Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways and walls in heavily traveled areas every 1- 2 months.
3. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
5. Mop vinyl floors biweekly.
6. Dust baseboards, windows sills, and window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
7. Clean AC/Heat air return grate and change filter each month. (TIP: When you pay your light bill, change your filter)
8. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
9. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
10. Curtains and blinds, if provided, should be cleaned or washed semiannually.
11. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
12. Caulk tub as necessary.
13. Sweep out garage as needed.
14. Clean out window wells.

Counter tops and Cabinets - Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops, as they will scratch. All cabinets must be vacuumed out and the drawer/ door fronts cleaned as above before vacating.

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Kitchen Appliances - Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Please clean the top and under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces - If there is a wood burning fireplace in your home, it is not to be used per the Rental Agreement.

MOVING OUT

Written Notice - Before notice to vacate is accepted by Buerger & Company Residential Real Estate, it MUST be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 45 days before termination. Follow the move-out procedures to ensure the full return of your security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be tenant responsibility to:

1. Clean the interior and exterior of the house including all appliances and floors.
2. Dispose of all garbage and trash.
3. Close and lock all windows and doors.
4. The carpet must be cleaned by a professional cleaning company and a receipt provided to Buerger & Company.
5. Cut lawn, weed the flower beds, edge, and trim the shrubs.
6. TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.
7. Complete and sign the Condition of Rental Property Checklist.
8. Schedule a Check-Out time and date with Buerger & Company Residential Real Estate.
9. Turn in Condition of Rental Property Checklist, carpet cleaning receipt, ALL keys, garage door openers and any other remote controls if applicable on Check-Out day and provide Buerger & Company with a forwarding address.

10. The electricity and water must be left on. Failure to do so will result in a charge against your security deposit for power turn on. Buerger & Company will transfer these services out of your name.
11. Buerger & Company will be listing and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period – After you have given notice that you intend to move, the property will be listed for rent. Buerger & Company Residential Real Estate will make every effort to accommodate your schedule, however, the property must be available and in good condition for us to show. You will be notified prior to showing by phone, text and/or email. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

Return of the Security Deposit - THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE. The security deposit will be refunded within 60 days of your move-out and return of keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

1. Resident has given thirty (30) days written notice prior to vacating. The full term of the Agreement has expired and tenant has complied with all other provisions.
2. All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenant's obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.
3. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by tenant.
4. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of debris.

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5. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
6. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
7. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.
8. A completed and signed Condition of Rental Property Checklist has been approved by the Property Manager.

CLEANING GUIDELINES FOR MOVE-OUT

1. Gently sweep ceilings for cobwebs and dust. Clean all ceiling fans, light fixtures, replace missing or burned out light bulbs. Use 60-watt bulbs unless fixture states otherwise.
2. Clean all interior and exterior doors, walls, trim baseboards, windowsills and the window grids. Some paint is difficult to wash, but try to get off the smudges, fingerprints and marks.
3. Clean blinds, windows, window sills/sashes, storm windows, doors and storm doors inside and out.
4. Clean both sides of all doors (interior and exterior). Sliding glass door tracks must be clear of any dust, dirt, or sand and be moving freely. Check for any torn screens or broken windows that need repair.
5. Change the heat/AC filter, clean the grate, vacuum all vents and bathroom vent fans. Clean and sweep out the fireplace. Remove all old logs and ashes. Clean fireplace screen and glass.
6. Clean the stove including drip pans, clean the oven, racks, oven door, broiler parts, and hood, under the hood, filter and vent. Leave the broiler pan in the oven. If there is woodwork under the oven, be careful oven cleaner does not drip on woodwork.
7. Clean all cabinets, drawers and shelves, inside and out. Use a product such as Murphy's Oil Soap, then finish with a product such as Scott's Liquid Gold on all wood cabinets, paneling and unpainted woodwork.

8. Please follow all manufacturer's and label directions.
9. Clean refrigerator, if provided, with a mild soap. Follow with a vinegar solution and leave it turned on.
10. Clean the underneath, behind, grillwork, inside all door gaskets, and the drip pan.
11. Bathrooms should be thoroughly scrubbed to include toilet bowls and base, sink, mirror, vanity, floor, bathtub/showers and walls. Make sure all soap scum is off the tubs, showers and doors. Finish with a mildew resistant cleaner. Wipe out medicine cabinets; remove all soap and detergents (toilet paper may be left).
12. Mop all floors, where appropriate, and clean ceramic tile with a mildew resistant cleaner. All carpets must be professionally steam cleaned after the house is vacant. Save your receipt and give to management at check-out.
13. A dry chemical cleaning is not acceptable. Any stains must be remedied.
14. Sweep out the garage, clear out the attic. Leave any garbage cans inside the garage. Windows in garage must be cleaned.
15. Mow the yard, trim the shrubbery, prune small trees, edge and sweep all walkways and driveways.
16. Rake the leaves and pick up all the trash. Clean out the flowerbeds and replace with fresh bedding.
17. Garbage bags may not be left out more than one day. Please arrange with friends or neighbors to put garbage out on collection day.