

## **GUIDELINES FOR TENANTS**

Below you will find guidelines that will address and hopefully answer any questions you may have about your rental property. **PLEASE** read this information and keep this packet to refer to throughout the school year to help you if a problem arises. Keep in mind that all of this information might not apply to your particular unit. We encourage you to review your lease agreement to note any items not covered below.

### **GENERAL MAINTENANCE**

General maintenance of the unit is your responsibility. General maintenance includes replacement of light bulbs, and smoke detector batteries. If you contact your landlord for repairs due to tenant (or tenant's guest) negligence, the tenant(s) will be billed for any repairs. Examples include clogged toilets, clogged garbage disposal, broken windows, missing screens, etc.

**Please note:** tampons, disposable wipes, etc. are NOT to be flushed in the toilet.

### **BREAKER BOX**

Your circuit breaker box may be located in the laundry room, basement, or utility closet. Please locate this as soon as you move in. Keep a flashlight handy in case your electricity goes out. If your electric does go out, you may have tripped a circuit breaker. **THIS CAN HAPPEN IF YOU OVERLOAD THE CIRCUIT.** Open your breaker box and locate the switch that indicates "OFF." This switch needs to be flipped to the "ON" position. If none of the switches are off, start flipping each switch, one at a time. If this fails to turn your electricity back on, contact DUKE ENERGY at 800-543-5599.

If DUKE ENERGY is unable to help you, contact our office at 523-1900.

### **APPLIANCES**

Your unit may be equipped with several major appliances. If a serious problem occurs, report it to the office and we will schedule a repairman. However, many minor problems can be remedied or even prevented by proper use and care of appliances.

**DISPOSAL: If the disposal jams, turn the power off & clean out the disposal as much as possible. DO NOT put your hand down the drain. Many times there is an orange/red button on the disposal under the sink: push it. Turn the water on and try running the disposal again. Be careful with bottle caps and silverware. These items can seriously damage a disposal; and, as a result, become a costly repair for you.**

### **WALLS**

To protect the paint and plaster, do not apply plastic-tac or tape to the walls. Use only picture hangers. Be advised that any damage done to the walls must be repaired by the tenants prior to move-out. Any drywall repair and/or painting done by our staff after move-out will result in deductions from your security deposits.

### **TOILETS**

Clogged toilets/overflows are common problems resulting from tenant misuse. To prevent clogging and/or overflowing, **DO NOT flush items such as paper towels, tampons, facial tissues, or DISPOSABLE towels. (Even if the package says "flushable," they tend to cause plumbing problems.)** Preventing overflows is much easier than cleaning up the mess and damage that an overflow can cause. You should keep a plunger handy in case the toilet becomes clogged.

**YOU WILL BE CHARGED IF TOILET IS CLOGGED FROM TENANT MISUSE.**

### **PETS**

**NO PETS** of tenants or guests are allowed in any of our rental properties at **any** time. If we see a pet at your residence, you will be contacted immediately and charges will be assessed as per your lease.

**Housing a pet is grounds for eviction.**

## **PESTS**

Leaving your doors and windows open for extended periods of time or poor housekeeping habits can introduce crawling and/or winged pests into your unit. If you feel you have a pest problem, call our office and we will arrange a time to spray. If it is determined that the pest problem was due to tenant negligence, tenant(s) will be charged for the service. Nixon Pest Control may treat the property. He will knock and allow enough time for someone to answer and if no one answers he will enter the property.

## **ROOFS**

At no time are tenants permitted on the roof of the property. Not only does a city ordinance prohibit this activity, but you can also be evicted. *If we catch you on the roof, you will automatically lose your entire deposit amount.*

## **EMERGENCIES**

An emergency is defined as a situation in which either the tenant(s) or the property will suffer a loss if the situation goes uncorrected until the office is open. Examples of an emergency would be a water line break, fire, gas leak, vandalism, etc. **PLEASE DO NOT CALL THE OFFICE FIRST DURING AN EMERGENCY. YOUR SAFETY COMES FIRST. OUR NOTIFICATION COMES SECOND.** Please be advised that in the event of vandalism, such as a broken window, you must contact the police immediately. Any repairs that need to be made will be charged to you without proof of vandalism. A police report will be required in such an event.

**An emergency is not defined as being locked out of your room or house, clogged toilet, etc. These are examples which can be handled by the tenants or if necessary through our maintenance department during our working hours of 8:00-5:00 Monday through Friday.**

## **PUBLIC AREAS**

No personal items (ie: bikes, sports equipment, garbage, etc.) are to be left in the hallways, egress, ingress, or in any of the public areas. A bike rack may be on the property for storage of bikes.

## **DISHWASHER**

Dishwashers have a light switch for power located either around the sink or under the sink cabinet.

## **FIRE SAFETY**

The fire extinguisher for your apartment is located in your kitchen area. Please locate this as soon as you arrive. If you ever use the extinguisher, you must notify your landlord so we can have the extinguisher recharged. If your smoke alarm is hardwired, there are back up batteries as well. You will be responsible during your stay to replace them when necessary. A 9-volt battery is required *usually*

## **FIRE HAZARD**

**Stay away from brown extension cords. Please use a power strip when plugging in multiple items. (i.e., cell phone chargers, computers, blow dryers, etc.)**