



OUR PERSONAL MESSAGE TO YOU:

Congratulations on the selection of your new home. Welcome to the Phoenix area, and to your new association with Gold Key Real Estate.

As property managers we have obligations to both you the resident, and to the owner of the home. This Handbook, which is a part of the lease, outlines our responsibilities to you as well as 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/Resident relationship. We are always ready to answer any questions or to find solutions to any problems.

Sincerely,

The Property Management Team
Gold Key Real Estate

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GENERAL RULES AND REGULATIONS

Part of your lease – This tenant handbook is part of your lease and is legally binding on both parties.

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 the yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises.

Rental Payments – All rents are due and payable, in advance, on the first day of each month. Monthly bills will not be sent. Payments should be in a check, money order or certified funds (**no cash will be accepted**) and made payable to:

Gold Key Real Estate

PO Box 11086 Chandler, AZ 85248

You can mail or deliver your payment to the above address. **Please write your address and your property manager on the payment to ensure proper credit.** All accounting is done by address of the property. To avoid any misunderstandings, please put your address on **all** correspondence with the office. Properties with multiple tenants please pay by one (1) check only. Multiple checks will not be accepted.

You may pay in person, during normal business hours, Monday through Friday 9:00 a.m. to 4:00 p.m. For your after-hours convenience, there is a night drop box next to the front door. **Please do not put any cash in any night drop box.** We do not accept post-dated checks. Rents unpaid beyond the 5 PM on the 1st day of the month are delinquent and are subject to a late charge as noted on the lease. Rents paid after the 5PM on the 1st of each month requires a cashier's check or money order. No personal check will be accepted after 5 PM on the 1st of each month.

Phone Numbers – All residents who have a home, cellular or work phone should give these numbers to the management office. Please notify the office if any of these numbers change. Even unlisted numbers should be provided to management. (These are kept confidential.)

NSF Checks – The amount of the NSF (non-sufficient funds) check, plus a \$40.00 returned check charge and late fees must be paid by money order or certified funds within 24 hours of notification or legal action may be taken. After a check is returned to us for insufficient funds, no further checks will be accepted. You will be required to make all future payments by certified check or money order.

Default of rental payments – If the rent is not paid by the 1st day of each month, we will begin legal proceedings to terminate your lease. You will be responsible for all legal and collection fees incurred by management's efforts to collect the rent due. All charges unpaid by the end of the month in which they are accrued will 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.

Thirty-day notice to vacate – A thirty-day written notice to vacate is required. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. This notice should include a definite move-out date. Thirty-day notice on monthly rentals must go from the 1st of the month to the 1st of the month unless otherwise approved by management. Rent will NOT be prorated upon move out.

Breaking the lease – If you are unable to fulfill the lease obligations for the entire term, there is a lease break fee that is required before management can proceed with the leasing of your rental home. This lease break fee is merely a penalty for breaking your lease. This penalty does NOT release you from all of your lease obligations and does not apply to money owed. You must also leave the home clean, undamaged and ready for occupancy. Neatness is very important if we are going to show the unit while you are still occupying it. Move-in and move-out inspections are required. Call your manager for direction in this matter. Please see more details further in this handbook.

Keys and locks – Alterations or replacements of the locks, installation of bolts, knockers, mirrors or other attachments to the interior or the exterior of doors requires the approval of management. Management must have keys to each lock on the house. Management may gain access and re-key if at any time access is denied, and will charge tenant for such action. If you lose your keys or lock yourself out of your unit, management will duplicate the key (for pick up) for a fee of \$50.00 during normal business hours or \$75.00 evenings and weekends.

Trash & Garbage – All trash, garbage & recyclable items must be placed in appropriate containers. (Management may or may not provide these.) All containers are to be discreetly stored. If containers are not provided by management, the tenant is required to make arrangements for trash pick-up through your local waste management company.

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

CC & R'S – These are the rules and regulations set forth by the homeowner's association. Please read through them (you may request copies from homeowner's association,) as you will be required to obey all rules and regulations. Any fines set forth by the homeowner's association for not obeying these regulations will be assessed to you.

Move-in/move-out checklist – Included in your move-in package is a move-in/move-out checklist. Management provides this form for you to note the condition of the premises, listing all defective items before you move any items into the home. Please be as detailed as possible on this list. We will use this list as a move-out comparison list in order to determine your security deposit refund. Please sign your name, date it and return it to your manager or to the management office within **five** days of taking possession of the home. The property needs to be ready to turn over to the Management at the start of in person Move Out Inspection (if any). We give you time to do your own Move In Inspection and we ask you to give our Management the same courtesy on Move Out Inspection.

Periodic inspections – As part of the agreement with the owner of the property, we will be conducting a periodic inspection of the property, (this may include videotape taken of the interior and exterior.) We are looking at the overall condition of the property as well as the condition of all appliances; blinds and landscaping supplied with the home. You will be notified of any problems, and given ten days to remedy them. Any breach not corrected will be addressed as per the **Arizona Landlord/Tenant Act**.

Parking/Vehicles – All vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on the public streets where allowed. No parking on the lawns, sidewalks and other areas not designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs e.g. changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. Please discard all oils or fluids properly.

Guests/Children – Any person or persons staying more than seven days each quarter will be considered residents, unless prior written permission is obtained from management. Only those persons listed on application/lease have permission to occupy the premises. You will be responsible for the behavior of your guests, their children and your children. All portions of this agreement also apply to any guests.

Emergency Maintenance/Repairs – An emergency is when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency pager system. See Emergency Maintenance Procedures for more information.

Renters Insurance – It is the management’s strong recommendation that renter’s insurance be obtained for the protection of you, your guests, and your personal belongings. Management is never, under any circumstance, responsible for your personal belongings. You will be responsible for all your quests and you liability around the home.

Pets – No pets (animals, snakes, birds, etc.) of any kind (including visiting pets) are allowed on the premises unless you have written permission from management through your lease and have paid a pet fee. If permission is given, you will be required to pay a pet fee that may or may not be refunded. This fee is for the privilege of having a pet, and for damage the pet may cause. If damages are of an amount over the pet fee you will be responsible. You will be charged for the spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your animal at ALL times. If permission is not given and a pet is kept on the premises you will be evicted.

UPON 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 by the sinks in the house, not at the breaker box), where the stove, hot water heater and the air conditioner breakers are. Also locate the water shut off for the house. It is usually in the front of the house close to a spigot. Also locate the hot water shut off as well as the shut off under all the sinks. Locating these items now may eliminate any damages later. See next section, IN AND AROUND THE HOUSE, for more information on circuit breakers.

Utility

Tenant to arrange utility services to begin 24 hours prior to the lease start date.

Put this handbook where you can find it – Near the phone works for most people. Before calling the management office, see if the answer to your question is in the handbook. We love hearing from our residents, but need to keep our time free for emergencies and urgent matters.

IN AND AROUND THE HOUSE

Heat – A/C units & Smoke Detectors – All filters must be changed once a month. This is very important for the proper operation of the unit as well as the air quality in the home. Replace the smoke detector/carbon monoxide batteries at least once every year. (April 15th is easy to remember.) A smoke detector can be the only thing between you and a fire. **Many homes have heat pumps for the heating and cooling of the home.** The air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to leave the control alone. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. **During extreme hot or cool temperatures, the heat ump may not keep the house as comfortable as you may desire.** To help the unit perform as desired, close all the blinds, try not to use any of the hot appliances (oven, etc.) and

keep all doors closed. **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 has “popped” off. To reset a breaker, turn it fully to the off position and then turn it back on again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts off the power during fluctuations. They are usually used around sinks, exterior plugs, garages and some lights. 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 circuits at the plug-in outlet. When these “pop” simply reset the breaker as outlined above, or per the instructions on the plug-in outlet cover.

Extermination/Pest control – Please report any pest control problems within three days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestations of any kind, less termites, shall be your responsibility. You are required to report any suspected or known termites. You are not responsible for termite control. Management assumes no responsibility for the control of roaches, mice, ants, bees or other pests. Please notify management if you suspect any termites or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e., ants building a nest in the a/c unit and damaging the unit).

MAINTENANCE, DAMAGES AND REPAIRS

A message to you – You are expected to maintain the home and keep it in as good condition as when you took possession. Only repairs required because of normal wear will be repaired by management less any repair deductible listed in your lease. You will be charged for any misuse or neglect.

Maintenance Requests – All repair requests must be in writing. Please be very specific about what the problem is (i.e., CORRECT – the right front burner on the stove does not work; INCORRECT – the stove is not working). If a service technician does not reply within 48 hours (not including weekends or holidays) after you contact them, please notify management so the call can be reassigned. You need to send a Maintenance Request on www.sandylin.com. **You are required to contact the repairman to schedule the repair. You are required to use our repairmen if you want the repairs to be covered by the landlord.**

Maintenance Emergency – In the event of a maintenance emergency (i.e. water heater leaking, flooding inside the house, water leak which requires the main water supply to your home to be shut off, an electrical hazard, no heating or cooling during extreme weather conditions, not being able to lock (secure) your home, total stoppage of your plumbing drain system, **fire or gas leaks (call 911 right away)** you may use the emergency maintenance system. Air Conditioners/Heaters are not considered an emergency unless there is an infant or seriously ill person present. Do Not Delay in reporting an emergency as subsequent damage caused by a delay will not be the responsibility of the property management. Please do not misuse this system.

EMERGENCY MAINTENANCE SERVICE

www.sandylim.com to submit requests

What you do – Everything an Owner would do to protect the property and to validate the problems, you are expected to do. The first priority is to prevent any further damage from occurring (i.e., turn off water, shut off breakers etc.) if possible.

Who does what – Management will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

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

- Replace light bulbs, torn or damaged screens.
- Replace or repair cabinet catches, hinges, knobs or handles.
- Replace heat-A/C filters EVERY MONTH.
- Replace A/C Thermostat batteries
- Re-light gas furnace or hot water heater.
- Replace flappers and other minor parts in toilets.
- Replace washers in faucets.
- Reset and unclog kitchen disposal
- Replace filters in drinking water system and fill salt in water softener
- Spray yard for bugs and weeds.
- Keep grass and weeds out of flowerbeds and rock areas.
- Replace smoke/carbon monoxide detector(s) batteries every year. (Notify manager if smoke/carbon monoxide detector(s) is not working.)
- Front and back yard landscaping – keep plants/trees alive and grow, remove all weeds, keep the yards at a clean and neat condition
- Caulk around sinks, tubs, etc.
- Window screens are cosmetics and “As Is”
- Ceiling fans are “As Is”

Examples of repairs management will make at Owner’s expense.

- Repairs to A/C-heat systems.
- Replace heating element in hot water tank.
- Repair roof leaks.
- Repair or replace any part of plumbing under sinks or behind walls.
- Repair or replace any broken electrical components.
- Repair/paint any rotted wood (please notify management.)

Examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tank if caused by empty tank.
- Repair or replacement of A/C unit due to not replacing the filter on a regular basis.
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, smoking, children, guests or any unusual or unreasonable use.
- Damage to fences, outside walls, shrubbery, trees or planting.
- No problem found by vendors for the reported repair requests.
- Unnecessary repairs that no repair needed on tenant’s repair requests.

Home Warranty – Your home may have a home warranty on it. You must contact management prior to you doing any repair other than those listed as your responsibility. You are required to make the claims, schedule the appointments, **pay the service call fees**, and use the home warranty for all repairs. If you miss any scheduled appointment and there is a charge, you will be responsible for paying the charge. You will send the service call fee receipt(s) to management and get them reimbursed in your next month rent.

Unauthorized repairs – Please do not make any repairs or authorize any repairs without the prior written consent of management. All repairs must be authorized and must use the authorized vendors before work can be performed. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent except as provided by the AZ Landlord/Tenant Act. Repairs must be made by approved vendors or licensed contractors only.

Lawns and grounds – You are required to care for the lawn and grounds, keeping them in the same condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming the shrubs, edging all the walkways, curbs and driveways, keeping the roof and gutters free from debris and keeping weeds from all rock areas. Please try to keep all trees and shrubs from growing on or near the roof or gutter system. You are also required to report any condition that may cause damage, permanent or temporary, to the yard or house and treat the yard for pests.

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

Plumbing – You are responsible for keeping all sinks, lavatories and commodes free from obstructions. Please do not let anyone throw anything into the plumbing system or use it for any purpose other than what it is designed for. You will be responsible for any damage or stoppage after three (3) days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged, call the office and we will send out our plumber. Our plumber knows what is mechanical failure and what is caused by misuse. There will be no reimbursement for charges not pre-approved by management.

Waterbeds – All waterbeds must be registered with management. You will be responsible for all damage caused by a waterbed.

Walls and ceilings – Please keep all walls clean and unmarred. Do not paint or wallpaper the walls without prior written approval of the management. You are welcome to hang pictures on the walls as long as they are clean and unmarred upon vacating. All walls, baseboards and trim must be cleaned before vacating (**DO NOT TOUCH UP PAINT.**) All ceilings must be dusted/vacuumed and cleaned regularly and upon vacating. **IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE. All properties are non-smoking on the interior including the enclosed garage.** All smoking must be done outside on the patio, not inside the home without prior written approval from management.

Carpet/vinyl/tile flooring care – Tile and vinyl require a solution of soap and water to be applied about once a week. This will keep any dirt or debris from building up on the floor. You are responsible for any damage caused by improper cleaning, broken or loose tiles, and stains in the carpet or any repairs required for the flooring to be returned to useable or undamaged condition. Carpets must be **PROFESSIONALLY CLEANED** with stain removals and odor treatment (if needed) upon vacating. A copy of the cleaning company's bill will be required at the move-out inspection. Please check with management for a list of acceptable carpet cleaning companies that you are required to use. The use of a rented "do-it-yourself" cleaning unit will not be considered acceptable. A professional carpet cleaning company is required. (Chem-dry and Sears are never acceptable.)

Stoves – If the oven or broiler will not turn on, please check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. (Also, make sure the clock is set. This can stop operation on some units.) Instructions on other types of units are on the face of the unit. Be careful when cleaning the oven that the oven cleaner does not drip on the counter or on the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning or lack of maintenance.

Dishwasher – Use the dishwasher at least once per week. Seals may dry up and the motor may be damaged by long periods of not being run. Clean the door and door edges of food items that have fallen from the counter or run down the sides when loading.

Garbage disposals – Garbage disposals are not for bones, grease, meat or any other similar items. A general rule of thumb is; if you can throw it away, then you should. If the motor buzzes, turn off the switch. Release the disposal by using an Allen Wrench on the bottom of the disposal unit. Turn the wrench back and forth until the unit turns freely. If this does not work, you can also take a broom stick handle in the top of the disposal and rotate it in a clockwise direction. Always unplug the unit before you try any of these repairs. If you are unsuccessful, report the problem in writing to management and we will have a technician call you back. This is not considered an emergency. You will be charged if a foreign object (i.e., bottle caps or tabs, bones, etc.) is removed from the disposal. If the disposal does not buzz, please remember there is a small reset button on the bottom of the disposal.

CLEANING AND HOW TO'S

We work hard to deliver you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and many others after you leave. The key to proper cleaning is to do it often and regularly. A properly maintained home requires; the owner, to keep structural and mechanical maintenance up-to-date, the Property Manager, to keep records of necessary maintenance and place responsible people in the property, and you, (the resident) to keep the home and property clean, perform cosmetic maintenance, and promptly inform management of any structural or mechanical failures.

Minimum cleaning standards -

1. Keep windows and doors clean, inside and outside. Interior cleaning at least once per month, exterior cleaning every six months. Wash between windows and screens every 3 months.
2. Wash interior doors, doorways and walls in heavily traveled areas every 2-3 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 & drawers, broiler pan, hood, filter and vent twice monthly.
5. Mop and wax all vinyl and hardwood floors twice monthly, mop all tile floors twice monthly.
6. Dust baseboards, windowsills, ceiling fans, doors, ceilings and corners of rooms monthly.
7. Clean a/c and heat air return and **replace air filter monthly**.
8. Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
9. Replace all burned out light bulbs as needed, clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon, move out.
10. Curtains or blinds should be cleaned every six months.
11. Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, mirrors and all cabinets and drawers (including walls).
12. Replace caulking in tub and sinks as needed.
13. Sweep out the garage as needed.
14. Wash or dust cobwebs from exterior of property every 3 months or as needed.

These are just suggestions and ideas on how to maintain the property. If you do the regular cleaning you will find it much easier to get it cleaned up and ready for your move-out inspection.

Countertops and Cabinets – Always use cutting boards and hot pads when cutting or placing hot items on the countertops. Do not use abrasive cleaners on the countertops, as they will scratch. All unpainted cabinets must be cleaned regularly with a wood cleaner (such as Murphy's oil soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and drawer/door fronts cleaned as above before vacating.

Kitchen appliances – Each kitchen appliance must be cleaned regularly. In particular, the stove hood & the filter in the stove hood, the oven, under the burner rings and drip pans. Please do not put aluminum foil on the drip pans. Upon move-out all drip pans must be new. Our cost for these is approximately \$15.00 to \$28.00 depending on the stove. Please clean under and around the refrigerator as well as the washer and dryer regularly. Not cleaning these items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces – If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a build up of residue in the chimneys and increases the possibility of a fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned at least once every two years.

MOVE-OUT

Put it in writing – Before notice is accepted by management, it must be put in writing. The notice must include the date you anticipate having the property ready for a move-out inspection and where you are moving to (even if you do not have a forwarding address, list the city and state where you are relocating). Notice must be one full calendar month (1st through the 31st) and delivered in writing or by certified mail to our office. Rent will NOT be prorated upon move out.

Marketing during the notice period - The property may be listed for sale or rent. The most probable showing hours are from 9:00am to 6:30pm. The property must be available and in good showing condition during this marketing time. Illness and birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out-of-town guests and no one home are not acceptable reasons to reschedule. Your home telephone will be called a minimum of 48 hours before showing. If there is no answer or answering system, the call is still considered notice. If permission is given, we will call your work number. A call to your residence is the usual practice in the Phoenix metro area and is considered notice. Extra effort is expected in keeping the yard neat and the house clean during marketing.

Minimum showing conditions:

1. All beds made and rooms neat.
2. Floors are recently vacuumed; clutter free, especially no piles of dirty clothes.
3. Kitchen and baths are clean; sinks are clean and empty.
4. Walls are clean and unmarred.
5. Pets are out of the way, litter boxes are clean and odor free.
6. TV is off or on low so as not to be intrusive.
7. Yard is mowed and trimmed and in good condition.
8. Blinds/curtains are open and home is well lit (when possible).

The better the home shows, the more likely it will sell or rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

Move-out inspection – It is your responsibility to schedule your move-out inspection. Please schedule as early as possible, especially if you are moving out of state or during the last week of the month. Asking for a same day inspection is impossible, as the property managers have a full schedule. You are requested to be present if you have an appointment for moving out, but please do not follow the inspector through the house. We give you the privilege of completing your initial report without Management looking over your shoulder; please give us the same consideration. If you are not present, Management's report is final. The move-out inspection scheduled with property manager is your FINAL inspection. The following is just a reminder but not a complete list that you need to do.

1. Inspections are made from 9:00am-4:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. Schedule must be made at least one week advance. You are required to give all the keys and remotes to the inspector as the first thing you meet with the inspector. Then, you can leave.
2. Utilities are to remain on for 72 hours after the inspection. This enables you to have utilities for any additional work if all is not acceptable the first time through.
3. Inspections are made only after you have completely vacated the unit, carpets have been professionally cleaned and dry (receipt required), yard is mowed, landscaping clean and trimmed, all trash is hauled off, and you are ready to turn over keys at the time of the inspection.
4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
5. A re-inspection fee (minimum, \$50.00) will be charged for each return trip that is required after the first appointment. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the inspector will leave. You will be charged for all subsequent trips.
6. Carpets must be **PROFESSIONALLY CLEANED** upon vacating. A copy of the cleaning company's bill will be required at the move-out inspection. Please check with management for **a list of acceptable carpet cleaning companies**.
7. All trash cans are to be emptied or there will be a Sixty Dollar per can service charge.
8. Air Filter needs to be replaced.
9. Dust and clean window sills, windows, and window coverings.
10. Clean cupboards, inside and out. Clean up baseboards.
11. Clean up yards.
12. Clean all inside of the home and all appliances inside and out.
13. Tenant will pay all expense to remove satellite dish/TV equipment and any damage related with removal.

Breaking the Lease – If you should break your lease, you will be responsible for all costs incurred in securing a new tenant.

1. We work diligently to reduce your costs should you break your lease. If you find you have to move before the end of your lease, we will market the property promptly upon you moved out when the property is in a move in ready condition. You must pay a full month's rent for every month until a new qualified tenant is secured. **When the new tenant moves in, your obligation ceases. The approval of new tenant/lease will be solely the Property Manager/Landlord's decision based on the Property Manager/Landlord application approval and lease policies.**
2. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning, and checkout. Leave the home in a move in ready condition for the new tenants.
3. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:
 - A re-leasing and/or breaking lease penalty, minimum \$250.
 - Rent until the new lease takes effect.
 - Lawn/Yard Maintenance and Pool Maintenance (if needed)
 - Utilities (owner will turn on to charge you).
 - Advertising (until the unit is re-rented). E&O insurance, Re-key, etc.
 - Charge for cleaning, carpet cleaning, etc to keep the inside in a rentable condition.

Return of the security deposit – THE SECURITY DEPOSIT MAY **NOT** BE USED AS THE LAST MONTHS'S RENT!!!!!!

1. The security deposit will be refunded or a letter regarding our security deposit will be mailed within 14 business days of your final move-out inspection or when management obtains possession. Possession occurs when keys are returned to the office and/or manager.
2. Following are the requirements for a full refund:
 - Have given a written 30-day notice prior to vacating.
 - Have left the premises clean, undamaged, and followed all check out procedures in the lease.
 - All walls are clean and unmarred. (Home interiors are not always fully painted between residents.)
 - All carpets have been professionally cleaned, stain removed, and pet odor removed (if needed) (receipt required.)
 - All landscaping has been trimmed, blown out and raked. All weeds are removed.
 - Have paid all charges and rents due.
 - Have removed all debris, rubbish, trash bins, and discarded all items from the premises.
 - Have provided a forwarding address and telephone number.
 - Have an acceptable move out walk-through with your property manager/inspector.
 - Do not have any unauthorized pet in the premises.

SUMMARY

- Remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it somewhere 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 is not included, please notify your Property Manager. We are always looking for additional ways to serve you.
- Welcome to Gold Key Real Estate – We welcome you to our area. Please take advantage of the many opportunities to enjoy the beautiful and friendly Phoenix Metro area. Should you decide to make this your permanent home, call the office. We would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

Tenant acknowledges receipt of all seventeen pages of this Resident Handbook. Tenant further acknowledges that there may be other issues of concern not listed in this Handbook. Tenant is responsible for making all necessary inquiries and consulting the Property Manager/Landlord if needed.

Tenant	(sign)	Date
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Tenant	(sign)	Date
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