



Important Tenant Information

Thank you for applying to one of our homes, we welcome you as a tenant.

Working together is the best way to maintain a great relationship in the rental of one of our homes. Our goal is to be as clear as possible, making everyone aware of their responsibilities, policies and obligations.

PropM Homes manages homes at the request of the property owner. We have legal contracts which bind our relationship with the owner, as well as you the tenant.

We have built a business model which is designed to benefit all parties we work with, including you the Tenant, the owner, and the vendor who may be scheduled to fix maintenance items. We have a highly advanced system which tracks and monitors phone calls, emails and more. We feel it is best to answer the phone 24/7 to ensure great customer service and the confidence you are talking with someone versus a voicemail.

We all have obligations when renting our a property. The Tenant, Owner and Manager all have specific things they must do to ensure a happy, healthy living situation. Tenants must read the lease which you have signed or will be signing. This is a legal document binding all parties who have signed.

Deposits

All Tenants are required to pay a deposit. The deposit is paid in good faith by the Tenant, to help cover any loss potentially suffered by the owner if you do not fulfill your responsibility and obligations of the lease agreement.

If you do not fulfill and honor your contract, your deposit will be used to reimburse for any loss suffered. If the deposit does not cover the loss, the balance will be owed and due by the tenant.

PropM Homes may use some or all of the Tenants deposit for the following reasons. Damage to the property by misuse or neglect, including furniture, landscaping, fixtures. Failure to submit thirty (30) day notice of intent to vacate, failure to complete the lease terms and obligations, failure to leave premises in the same condition as upon move-in, minus normal wear and tear. (See Normal Wear and Tear)

Late Fees

Late Fees are assessed when the rent is not received on the date agreed upon per the lease or rental agreement. Late Fees are firm will be charged automatically at midnight if the rent has not been paid on time. The amount of the late fee is agreed upon in your lease or rental agreement.

Our office is open 24/7 with a live voice should you need assistance. We offer multiple ways for you to pay rent, from your smart phone or computer to paying with cash at any 7-11 worldwide. Cash will not be accepted at any office location AND no partial payments, multiple checks or two party checks.



Inspections

Our contract with the property owner provides the option of annual or bi-annual property inspections of the home. We offer many great alternatives to take up less of your time and less intrusion. We are one of the most advanced property management companies and continue to offer you many great options such as filming your own residence with your smart phone and uploading it to YouTube. We have found video to be much more than any form filled out.

Locks

Locks are never to be changed by the tenant. If Landlord attempts to enter property with proper notice and locks were changed by tenant, tenant will be responsible for the full cost of the locksmith to rekey the locks

Maintenance

During the term of the lease there are certain items you are responsible for to take normal care and perform certain tasks or maintenance to the property.

Heat System(s)

Consumable items are your responsibility to replace and maintain. Ex. Light Bulbs, Filters, etc.

Forced Air heat systems usually have at least one filter, it not two. It will be your responsibility to replace (or clean if re-usable) the air filters on a monthly basis. The furnace itself and the furnace area in general needs to be kept clean and debris free. If the furnace area is not cleaned and maintained, along with the furnace filters, the furnace will not run efficiently and will cause higher heating bills and potentially unnecessary maintenance repairs.

Baseboard and Wall Heaters should be vacuumed and wiped down monthly in order to assist in there efficiency.

Plumbing

Tenant are responsible for keeping all drains free of debris, grease, hair, lint, wipes, feminine products and so forth. The owner or management company will not pay for clearing debris caused by tenant. Owner responsible drain fixes would be caused by construction, tree roots etc. If you are unable to clear the drain, please call and schedule the drains to be cleared at your expense. If the problem is determined by professional, licensed, bonded and insured plumbing company to be that of roots or other non-tenant related troubles, owner/manager will reimburse you for your expense.

Mold, Moisture and Mildew

If you should notice any mold or mildew, please contact us immediately at www.propMhomes.com or 888.780.2938. 888.780.2938 propMHomes.com

Landscaping

Tenants are responsible for maintaining the grounds in some form, even if you have landscaping service included in your rent. To explain further, if you are accepting and moving into a property with nice lush green landscaping, you will be



responsible to water the yard at your own cost. If for any reason you should decide not to water the yard appropriately, you will be responsible to replace any plants, grass, shrubs, trees etc that may have died from lack of watering. Maintenance may include, watering, weeding, mowing ,edging, raking and more. If watering is neglected it may be expensive to water enough to replenish the plants and regain a health green yard.

Winterizing

Knowing where the shut off valves for your home is very important. This will be helpful in case a pipe breaks. Should you go on vacation for more than a few days, we strongly encourage you to shut off the water to your home where appropriate to ensure no pipes break while you are on vacation. Owner and Management company cannot be responsible for any damage that occurs while you may be on vacation.

Disconnect all hoses, cover faucets and shut off water to outside faucets.

In freezing weather, maintain minimum heat in the house to keep pipes from freezing. Opening cabinets in kitchen, laundry room, bathrooms, etc will help heat get in where the pipes are and help them from freezing. In deep freezes, you should leave the taps dripping to keep water circulating versus freezing up.

Turn any outside water or drainage systems off. Open drains and allow water to run out or through system to help prevent freezing of pipes.

Exposed pipes, not underground or not in a heated basement should be wrapped to help prevent freezing pipes.

If you have frozen pipes or a broken pipe, shut off water valve immediately. The main water valve to the home should be near the street where the water meter is.

If water is gushing out or flooding, call the water company immediately, or police or fire.

Again, if you are away or on vacation, please have someone check your home frequently, or be sure to have the water shut off to prevent any water leaks or broken pipes.

Important, if you have not taken precautions to ensure the property is being protected, and you encounter broken pipes etc., you may be responsible for any damage. Our goal is to only provide top notch homes, however there are older homes which need some tenant effort to ensure things are maintained properly.

PropM, Inc. has been managing properties for many years and have seen numerous issues over the years which is why we provide as much information to you to help prevent any unnecessary problems down the road. Of course, call us if you have any questions at all. We are here to help you 24/7. Thank you.