

Tenant Handbook

JHTD PLAZA & GRTD INVESTMENTS

JHTD Plaza and GRTD Investments

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Disclaimer: *This Handbook is provided for informational purposes only and does not constitute a portion of your lease agreement. Please review your lease agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

WELCOME LETTER

Dear New Tenant,

As your property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. After looking through the handbook, if you still have some questions, feel free to call our office and we will be happy to answer any questions you might have and help you in any way possible.

JHTD Plaza is committed to providing friendly and helpful service to all of our tenants. Any time you have a question someone from our team will always be willing to help.

We look forward to working with you.

Sincerely,

JHTD Plaza & GRTD Investments

General Information

JHTD Plaza & GRTD Investments office hours are Monday through Friday from 8:30am - 5:00pm. Our office is located at 3250 Kennedy Circle Suite 7, Dubuque, IA 52002. You can reach us at 563-556-3645 or by email at kelly@theneweaglegroup.com.

Rent

- Rent is due on the day stated on your lease. There is a late fee per day when you are late with your rent.
- Rent and security deposit can be paid by check, cash or money order. Checks are made payable to either JHTD Plaza or GRTD Investments. Be sure to place your name and property address on the check or money order to ensure proper credit with rental payment.
- If rent is returned for insufficient funds, all charges including ISF, late and posting fees will be charged to you. Please refer to your lease agreement.

The Basics

- Rekeying/Lockouts – If you are locked out of your unit or your keys were lost or stolen you need to call the main office at 563-556-3645. We have the discretion to charge a fee of \$100 or the actual locksmith charges (whichever is greater). Please refer to your signed lease agreement.
- Vehicle Parking - Only approved and operational vehicles in designated areas are allowed. Please refer to your signed lease agreement.
- Guests – A guest(s) staying longer than 3 days will require approval by the landlords. Please refer to your signed lease agreement and the Tenant Rules and Regulations.
- Noise – You are subject to all laws pertaining to noise. Please refer to your signed lease agreement and the Tenant Rules and Regulations.

Maintenance

Routine Maintenance – Tenants are responsible for the following routine maintenance items:

- Replacement of light bulbs
- Replacement of batteries in smoke detectors and CO2 detectors.
- Inspect air supply and return vents for cleanliness and obstructions.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damages incurred due to turning off the heat when leaving during the winter months.

Routine Maintenance – Landlord will replace air filters on a regular basis

If emergency or non-emergency maintenance issues should arise, please call the office at 563-556-3645 during the hours of Monday through Friday 8:30-5:00 or Ron at 563-495-7123 after regular office hours.

Emergency Procedures

In case of a medical, fire or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency or 911.

Maintenance Emergency Procedures: If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g. flooding or no heat in the winter).
- An emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage and the like; while inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office at 563-556-3645.

Emergency Failure Check Steps (prior to contacting Landlord):

Electric Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last 6 months

Water Related Issues

If water is running onto the floors from any appliance, fixture or pipe, close the shut off valve for the appliance/fixture or shut off the main valve for the unit. Please call Ron at 563-495-7123 immediately.

Maintaining Fixtures and Appliances

Furnace and Wall Heaters:

- Landlord is responsible for changing the furnace filters.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do unless they are run on the emergency heat setting which activates the resistance heat mechanism.

Central Air Conditioning:

- Air conditioning can only lower the temperature 10 or 15 degrees lower than the outside temperature.

Power:

- If the power goes out in your unit, first check to see if the whole area is without power. If power is out in the area, report an outage to the local power authority.
- If the power is only out in your unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the "off" position. If no

switch is off, turn each switch off and then back on to reset the circuits. If this doesn't solve the problem, please call Ron at 563-495-7123.

Drains:

- AVOID letting food and hair get down the drains. A clogged drain caused by hair, food and grease is the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put into the machine.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-ups.

Garbage Disposal:

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by the user are the tenant's responsibility.

Refrigerator:

- Keep clean behind and underneath the refrigerator.

Stove and Oven:

- Beware of various bake, broil, time bake and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning use soap and water to clean; please never use oven cleaners or abrasives as this will ruin the finish.
- Glass tops can be cleaned with a special cleaner found at any store. Do not use sharp tools or abrasives on the glass top.

Plumbing Fixtures:

- Never use abrasives on fixtures. It's best to wipe fixtures clean after each use.

Water Damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside shower base and that shower doors are closed while in use. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug down on the floor to step on when exiting the shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

House Plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters:

- To avoid costly damages from nicks and cuts in counter tops, please use a cutting board at all time. To avoid burn marks please use hot pads.

Ceramic Tile – Tub and Shower Walls:

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiber glass surrounds.
- Never use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Smoke and CO2 Detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time.

Granite Counter Tops:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid.

Seasonal Maintenance

Furnace:

- Replace air filter regularly (Landlord responsibility)
- Set thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be liable for any damage incurred due to turning off the heat when leaving on vacation during winter.
- Inspect air supply and return vents for cleanliness and obstructions.

Smoke Detectors and CO2 Detectors:

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.

Tenant Rules & Regulations

The following are rules and regulations to be followed by all Tenants. Failure to comply with the following rules and regulations will be grounds for termination of the lease at landlord's discretion. Any charges assessed by the Landlord may be charged directly to the tenant.

Guest(s): If any additional people not named in the lease shall reside in the unit for longer than three (3) consecutive days at any time, Landlord shall increase the rent \$50.00 per person for each and every day of additional occupancy. Guests who wish to stay in unit longer than (3) days are permitted only with written permission of the Landlord. Any additional charges shall be charged to the tenant.

Guest(s) Invited or Uninvited: The Tenant is responsible for guests invited or uninvited. If damages occur to the rental unit, common areas, laundry rooms, grounds, or exterior, the tenant is responsible for all damages incurred and shall pay for all costs incurred to remedy the damages.

Noise/Disturbance: If a tenant or tenant's guests, whether invited or uninvited, disturbs the peaceful quiet and enjoyment of the premises of other tenants, the resident will be assessed with a \$100.00 fine per incident.

Trash/Littering: Any littering including cigarette butts by the tenants or tenant guest whether invited or uninvited the tenant will be assessed a \$100 fine per incident.

Smoking: Smoking is not allowed in the rental units, building, or within 10 feet of entrances unless otherwise specified on lease. Tenants may smoke outside by extinguishing cigarette butts in a proper receptacle. Any prohibited smoking by the tenant, tenant guest whether invited or uninvited will be charged \$150 fine per incident.

Insurance: All tenants must provide the Landlord proof of rental insurance within 10 days of occupancy.

Items outside of the Rental Unit: Tenants shall not leave any personal items in the common areas of the buildings. This includes hallways, laundry areas, and grounds. Any personal item left in the common areas will be disposed or discarded without liability to landlord and landlord's discretion.

Wasteful Use of the Utilities: Tenants agree not to leave windows open during the use of heating or air conditioning, or use utilities in a wasteful manner. Residents will be charged a \$25.00 fine per incident for wasteful use of the utilities.

Rekeying/Lockouts: Tenants shall not rekey their units. Tenants shall not make duplicate copies of the keys, or give any building codes to their guests invited or uninvited. Tenants will be charged \$100 per lock if the tenant changes the lock to restore the lock into the master system. When a tenant has a lock out, the tenant shall notify landlord or landlords designated agent for the entry of the rental unit. Landlord has the discretion to charge a fee of \$100 to the tenant or actual locksmith's charges if one is used.

Appliances: Please use proper guidelines for all appliances. Owner's manuals and/or demonstration of proper use will be available at move in.

Common Areas: Pick up after yourself when using any of the common areas. All trash should be placed in the proper receptacle and lid replaced.

Maintain a Clean and Sanitary Apartment: Please vacuum and mop as needed, wipe down kitchen/bathroom surfaces. Replace light bulbs as needed. Keep all drains clog free. Plumber service calls for clogged drains are the tenant's responsibility. Please make sure that window screens are in place when windows are open.

Report Any Plumbing Leaks Immediately: If there is an emergency, in most unit's water can be shut off using the main shut off valve above the hot water heater. Plumber service call to repair appliance is the landlord's responsibility unless damage is result of tenant neglect or abuse.

Pets: Tenant shall not keep any pets or animals in the premises or the building in which the premises is located or allow any visiting pets or animals in the premises or the building in which the premises is located without the written consent of the Landlord.

Leasing: 12 Month Lease only unless otherwise discussed.

Carpets/Vinyl: Tenants shall keep carpet and vinyl in reasonably good condition, normal wear and tear excepted. Any damage due to tenant's negligence shall be charged to tenant. Carpets must be professionally steamed cleaned and sprayed for pests upon vacating. Tenant must provide receipt of cleaning or the landlord will hire someone and they invoice will be deducted from the security deposit.

Painting: Tenants are allowed four (4) holes per room at no cost to repair upon vacating; these need to be small picture hangers or finishing nails. Absolutely no stickers, adhesives, scratches or holes in the walls, doors or woodwork are allowed. Costs to repair/paint damages may be charged to the tenant and any paint or other costs. No spackling, painting or using primer will be done by the tenants. All costs for painting and repair to bring unit to original state will be billed to the tenant.

Cleaning: The entire unit must be kept clean. Cleaning charges will pertain to the move in move out inspection sheet. If any additional cleaning is needed it will be charged at \$50 per hour.

Maintenance: Any maintenance items at the time of move out will be charged to the tenant \$50 per hour plus materials to repair.

Trash Removal: All or any items left in the rental unit upon move out, will be removed and charged to the vacating tenant at the cost of \$25 per garbage bag and up to \$100 per hour for larger items left behind.

Odor Removal: If tenant creates odors in the unit, tenant needs to use proper ventilation. If the carpet, furniture, furnishings or other items in the unit retain odors due to tenants use, tenant will be responsible for removing unwanted smells and odors. If the unwanted smells cannot be removed, Landlord will replace any carpet, furniture, furnishings or other items. Any and all cost to remove the odors or replace the items will be charged to the tenant.

- Rental agreement: The duration of your rental agreement is fixed and specified in your lease agreement. Any early termination or extension must be discussed with the Landlord.
- Security deposits: Your security deposit cannot be used to pay last month's rent or any other month's rent.
- Pets: Tenant shall not keep any pets or animals in the premises or the building in which the premises is located or allow any visiting pets or animals in the premises or the building in which the premises is located without the written consent of the Landlord. Landlord may in Landlord's sole discretion adopt rules, regulations and pet policies and amendment.

Vacating Checklist

Moving can be stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. Please schedule your move out inspection with Kelly at kelly@theneweaglegroup.com 30 days prior to move out date.

General:

- Provide a written notice of your intent to vacate. A MINIMUM of thirty (30) days prior to the end of your lease. The Notice to Vacate form is online for you to fill out.
- Complete change of address form for the post office and provide our office with a forwarding address.
- If vacating in the winter, set the thermostat no lower than 60 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or below 60 degrees.

Refrigerator:

- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace.
- Clean under lower drawer.
- Wash and dry outside of refrigerator and vacuum back and lower grill.
- Move refrigerator from wall and clean underneath. Do not turn off.
- Replace light with an appliance bulb if necessary.

Stove:

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove and knobs.
- Wash and dry outside of stove.
- Move stove out and clean wall and floor.
- Replace oven light with appliance bulb if one is needed.

Microwave:

- Clean inside and wipe down front.
- Replace microwave light with appliance bulb if needed.

Cabinets and Drawers:

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.

Sinks and Counters:

- Clean sinks and counters well.
- Make sure garbage disposal is empty and clean.

Dishwasher:

- Make sure inside is clean.
- Clean door seal.
- Clean front of dishwasher.

Miscellaneous in and near Kitchen:

- Wash all light fixtures with warm water and soap.
- Clean switch plates.
- Wash windows.
- Scrub kitchen floor including under movable appliances.

Laundry:

- Make sure lint filter is cleaned from the dryer.
- Clean wash machine seal. Leave door open.
- Wipe down tops, sides and front of machines.
- Clean behind.
- Wipe down walls.

Living Room:

- Wash windows.
- Clean ceiling fan and light fixture.
- Wipe down walls.
- Wipe down vents.
- Clean floors.

Bedrooms:

- Clean ceiling fan and light fixture.
- Wipe down walls.
- Wash windows.
- Vacuum carpets and have them steam cleaned. Tenant must provide receipt of cleaning.

Bathroom:

- Clean shower and shower doors.
- Clean inside and outside of toilet.
- Clean inside vanity cabinets and drawers.

- Wipe down outside of vanity.
- Clean sink.
- Wash mirror.
- Clean vent fan.
- Vacuum and wash floor.
- Clean toilet paper holder and towel rods.
- Clean light fixture.

Miscellaneous:

- Wash inside and outside of all doors.
- Replace all burned out bulbs.
- Haul away all trash.
- Clean all vents.

Final:

- Return keys.
- Sign move out inspection sheet.