
TENANT HANDBOOK

Our office, located at 204 S. Main St is open Monday-Friday, 9:00 am to 5:30 pm, unless otherwise noted on the office door. **This document is provided for informational purposes only and does not constitute a legal agreement between the parties, nor does it alleviate any responsibility outlined in the lease agreement signed by all parties involved.**

Please send or deliver all payments to: **Team Idaho Property Management**
204 S. Main St
Moscow, ID 83843

When submitting payments, please make sure that your complete address is on your payment.

CASH IS NOT ACCEPTED.

Rent is due by the 1st of each month and considered late after the 5th.

There is a rent drop **box located in the Property Management** office door for after-hour rent payments and messages. Please deliver full rent **for the entire** apartment at one time.

This Tenant Handbook includes the following information for your residence:

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| 1. After-Hours | 22. Parking on Lawns or Sidewalks |
| 2. Carbon-Monoxide | 23. Pay Lease Inc. |
| 3. Candle/Incense Burning/Oil Lamps | 24. Pets |
| 4. Carpets/Carpet Cleaning | 25. Protecting your Family from Lead in Your Home |
| 5. Changes in Tenants/Sublets | 26. Property Condition Reports |
| 6. Circuit Breakers | 27. Repairs |
| 7. Disposal of Misc. Items | 28. Renters' Insurance |
| 8. Duties Upon Occupancy | 29. Renewing Leases |
| 9. Emergencies | 30. Security Deposit Questions |
| 10. Furnaces & Furnace Filters | 31. Smoke Detector Battery Replacement |
| 11. Garbage Disposal Tips | 32. Smoking |
| 12. How to Avoid Clogged Drains | 33. Snow Removal |
| 13. How to Save Money and Frustration | 34. Trouble Shooting Wall Heaters |
| 14. Important Phone Numbers | 35. Unidentified Rent Checks |
| 15. Installing Satellite Dishes | 36. Ventilation |
| 16. Keys Lost / Lock-Outs | 37. Water Leaks |
| 17. Late Notices | 38. Water Shut-Off |
| 18. Litter | 39. Winter Preparation |
| 19. Mold & Mildew Advisory | 40. Yard Maintenance |
| 20. Month-to-Month Leases | 41. Gutters |
| 21. Non-Sufficient Checks (NSF) | 42. GFI Outlets |

This tenant handbook covers frequently asked questions, assists with maintenance requests, advisories, and will emphasize items previously agreed to within your lease. All information pertains to your lease.

1. AFTER-HOURS

The after-hour **EMERGENCY** phone numbers are posted on the office voicemail message system for emergencies **ONLY**. The number to call for all information is **(208) 882-5484**. There is a **fee** for non-emergency related **service** calls.

2. CARBON MONOXIDE

If your unit has natural gas appliances or furnace, it is important that you, as the tenant know the signs of Carbon Monoxide poisoning should it occur. To assist in preventing Carbon Monoxide **poisoning**, it is recommended that you have a Carbon Monoxide detector within your unit following manufacturing guidelines of installation. **The installation of any permanent items must be coordinated through the property management office, and authorization given for installation.**

Signs of Carbon Monoxide poisoning include indications such as flu like symptoms, dizziness, fatigue, nausea, and heart palpitations. **Contact the Moscow Fire Department for more information regarding safeguarding yourself from Carbon Monoxide poisoning.**

If you suspect that you are someone you know is suffering from Carbon Monoxide poisoning:

- Get the person into fresh air
- Open **all** doors and windows **immediately**
- Seek medical attention quickly
- Call your local Powerl Company **AND** Call 9-1-1

3. CANDLE/INCENSE BURNING/OIL LAMPS

Candles **can be** a fire hazard. Protect **all flammable** surfaces from hot wax and *never* leave a candle burning unattended. Smoke from candles, oil lamps, or incense cause discoloration of walls that will result in extra charges for repainting at checkout times.

4. CARPETS/CARPET CLEANING

Per your lease agreement, all carpets are to be cleaned professionally **upon vacating the leased property**. Team Idaho Property Management **can help coordinate, upon written notice of** vacating your unit. Our staff will schedule carpet cleaning after the checkout has taken place **ONLY IF THERE ARE SUFFICIENT FUNDS AVAILABLE TO COVER SUCH**

COST ASSOCIATED WITH THE CLEANING. The cost of the carpet cleaning MAY be DEDUCTED from your security deposit if sufficient funds are available to cover any damage along with the carpet cleaning costs.

5. CHANGES IN TENANTS / SUBLETS

The Tenant shall not allow anyone to share the premises, sublease the leased premises nor assign this Lease or any part thereof, without the prior written consent of the Landlord. Any written consent to any assignment of this Lease or subletting of the premises shall not be considered a waiver by the Landlord of this prohibition against any subsequent assignment or subletting, nor shall any written consent by the Landlord to an assignment or subletting release the Tenant from any liability under this Lease including, but not limited to, the obligation to pay rent for the entire lease term. All new Tenants must be approved by Team Idaho Property Management through the Application **process** with a \$25 fee, prior to any subletting of said premises. **The fee for each addition or subtraction to an existing lease will be \$50, due and payable to Team Idaho Property Management prior the authorization of change.**

Tenants vacating a property will receive their security deposit within 30 days. The new tenants will need to replace the security deposit funds at lease signing.

1. The first scenario is that the new tenant can reimburse the vacating tenants Security Deposit, and the vacating tenant would then need to write an agreement to Team Idaho that the Security Deposit would be transferred over into the new tenant's name.

6. CIRCUIT BREAKERS

Circuit breakers are essential to all households, creating a safety mechanism in homes today. Whenever a household **has too** much current flowing through the wiring, the circuit breaker will trip preventing fires and overloading on **the circuit**. To reset a circuit breaker, please follow the following instructions:

- a. Turn off all light switches, and unplug all appliances from outlets.
- b. Find your circuit breaker box, and open the cover.
- c. Locate the tripped breaker. Each breaker is labeled **according** to the portion of the household they **service** (such as "Bathroom", or "Kitchen"). The tripped breaker will typically be in the "Off" position, or in the middle of "Off" and "On".
- d. To reset the breaker, flip the breaker all the way to the "Off" position, then standing off to one side, flip the breaker back to the "On" position.
- e. Space heaters are often a main cause of tripping breakers. If you are using a space heater, plugging it into a surge protector is a good idea.

If your breaker re-trips again, please look at the current items plugged in. You may have too many items plugged into **one outlet** and will need to reevaluate your **electrical** needs. If after doing all of these steps, and your **lights or appliance** is still not working, please contact Team Idaho Property Management immediately so that we may take **the appropriate actions** immediately.

Fuses:

If your circuit breakers are fitted with BUSS fuses instead of **newer circuit breakers**, please follow the same instructions as listed above to find the tripped breaker. **After turning off the main power to the house** and the breaker has been identified, remove the fuse, replacing the fuse with the **same ampage equivalent as the one removed**. **Do not replace the fuse with a different amp load fuse because this may cause a hazardous condition or start a fire.**

7. DISPOSAL OF MISC. ITEMS

Sanitation companies will not pick up oil, antifreeze, old batteries, or **other hazardous** substances. Diposal of furniture is expensive and **must be taken to the landfill by the tenant**. **Do NOT place these items in or around the garbage containers**. Is it your responsibility to take chemicals to the **appropriate disposal center or recycling center, and furniture and appliances to a second hand store (if in working order) or to the land fill located on highway 8 between Moscow and Troy**. **Please call the Property Management office for directions if needed**. **Salvation Army will do free pick-up of larger items for donation.**

8. DUTIES UPON OCCUPANCY

Upon taking occupancy of your unit, it is your responsibility to make sure that all items located within your unit are in working order, our office has all of your current and up-to-date information, you have received a copy of your lease, and a Property Inspection Report, which needs to be returned to our office within five days completely filled out. **If the Property Inspection Report is NOT returned with in five (5) days, or arraignements have been made for a delay, it will be understood that the tenant agrees that there are NO problems with the unit and the tenant agrees that they WILL be responsible for all damages upon termination of the lease agreement**. Please see "Property Inspection Report" for more information.

9. EMERGENCIES

If you have an emergency call **9-1-1 immediately!**

For all other **non-emergencies**, please call **(208) 882-5484** for instructions on how to make contact with our staff after hours. All calls will be responded to in a timely manner. Please remember, any calls after hours that are not emergencies, will be assesed **a service** fee.

10. FURNACE & FURNACE FILTERS

All furnace filters need to be replaced approxiametly every **30 days**. Please be sure to measure your filter as they come in many different sizes, and pick one up at your local department, or hardware store of equal or greater quality. **A minimum grade filter will provide mimimal protection from dust and dust related problems. However, higher quality filters will save you time and money in the long run, and provide you a much cleaner environment for you and your family.**

For best efficiency of your furnance, set the thermostat at one consistent temperature (67 to 70 degrees). By lowering your furnace temperature by no more than 5 degrees during the night, or when not needed, it will

save you money. By allowing only a small defecy, your furnace remains more efficient and effective in heating your unit at a lower cost for you. Allowing your furnace to drop to 60 degrees at night, then raising to 68 degrees in the day, this will cause ineffeciency and will result in a higher heating bill.

11. GARBAGE DISPOSAL TIPS

For units that come with Garbage Diposals, here are some tips to keep your disposal running smoothly at all times.

- Always run cold water when grinding in order to move the waste all the way through the drain lines, thus avoiding clogged drains. Fats and grease accumalate and will harden in cold water, which will allow them to be flushed through the sytem.
 - Do **NOT** use hot water when grinding because it can dissolve fats and grease, which may accumulate in the drainline, causing clogs at a later date.
- Almost all biodegradable food waste can be fed into disposals. Do **NOT** throw down clam or oyster shells, corn husks, potato peels or other material with high fiber content.
- Under NO circumstances should you put glass, plastic, or metal non-food materials through a disposal. This also includes, but is not limited to bottle caps, tin covers, or aluminum foil or silver ware.

Maintaining a Garbage Disposal is quite easy. Grinding egg shells, and even ice will help clean the disposal by scraping away stubborn deposits. **Citric acid and orange or lemmon peels will** assist with odors.

12. HOW TO AVOID CLOGGED DRAINS

To avoid clogged drains, do not pour grease down the kitchen sinks – it will collect on the side of the pipes and food particles will tend to stick to the grease, clogging the drain. Instead of pouring grease down the sink, pour into an empty can, and dispose into the garbage.

Do not run coffee grounds down the sink.

Run cold water while grinding food in the disposal to flush food particles down the pipe. **Leave the water on for a short period after the disposal is finished to ensure that all food stuffs have passed throught the drains.**

Pour a kettle of boiling water down the drains about once a week to melt any fat or grease accumalated in the drains.

Periodically, pour a half cup of baking soda and a half cup of vinegar down the drain. Cover the drain and let the mixture sit for a few minutes, then flush the drain with a kettle of hot water.

Never pour hot wax or chemicals, such as paint, down the drain.

Never flush heavy paper products, such as paper towels, down the toilet.

Frequently, clean sink strainers in all sinks and showers/bathtubs to keep hair and other drain clogging materials out of the pipes.

13. HOW TO SAVE MONEY AND FRUSTRATION

Here are some tips to save time, money, and frustration:

- a. Pay your rent on time every month with checks, money orders, or PayLease with funds that won't bounce.
- b. Report water leaks or running toilets immediately.
 - i. ***Did you know?*** A leaky faucet that drips one drop per second can cost you an extra \$1 a month? That may not sound like much, but add that up, and that is \$12 a year. Report all leaking faucets to our office to assist in saving you money, and headaches. **Remember if a problem is not reported in a timely manner you may be held responsible for damages that it causes.**
- c. Use care in your treatment of the property. Anticipate damage to carpet, floors, walls, appliances, etc, before it happens.
- d. Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks.
- e. Keep drapes and blinds open during the day, allowing natural daylight to help heat and light your home. **Natural light also kills bacteria and mold spores.**
- f. Close drapes and blinds at night to help keep warm air in and cold air out.
- g. Clean or replace furnace filters on a regular basis.
- h. Use fluorescent light bulbs instead of incandescent light bulbs.

14. IMPORTANT PHONE NUMBERS

η **Avista Utilities**
(Electrical and natural gas)
1-800-227-9187

η **City of Troy**
(208) 835-2741

η **Latah Sanitation**
(208) 882-5724

η **City of Genesee**
(208) 285-1621

η **Clearwater Power**
(Electrical)
1-877-798-5230

η **Time-Warner**
(Cable/Internet/Phone)
1-888-683-1000

η **City of Moscow**
(208) 883-7043

η **Ells Locksmith**
(Lock-Outs)
(208) 882-5506

η **Verizon**
(Phone)
1-800-483-4100

15. INSTALLING SATELLITE DISHES

Several of our units do allow Satellite Dishes to be installed. However, prior to installing Satellite Dishes, **you must** check with Team Idaho to see if Satellite Dishes are permissible on your unit. Once you have received **written** permission that it is acceptable to have a dish installed, you will need to set up your appointment with your desired company. The installers will request permission from our office to install the dish on the rental property. Tenants will need to sign a form stating that they will be responsible for the satellite installation, and will be returning the unit back to the original condition upon moving out.

All Satellite Dishes, when installed will be not be installed on the roof **(through roofing material, fascia)** or the **siding** of the dwelling. Additionally, no wires will be visible from the exterior, **or holes drilled through roofing or siding materials**. If a pole **mount is installed** in the yard, tenants will be responsible in bringing the yard back to its original condition as well.

16. KEYS LOST / LOCK-OUTS

Tenants with lost keys requesting a replacement key will be charged \$5 a key. For all lockouts please contact **Ell's Locksmith at (208) 882-5506**. **If the locks need to be changed, a copy of the key must be provided to Team Idaho immediately**. You may contact our office, which will result in a **\$50** after hour service fee during the hours of Monday through Friday 5:00 pm – 10:00 pm. All hours between 10:00 pm – 8:00 am weekdays, weekends, and holidays will result in a **\$100** service fee.

17. LATE NOTICES

Rent shall be due on the 1st of the month and considered late by close of business on the 5th of the month **(by 5:00 PM)** regardless of weekends, holidays or breaks. If for any reason rents are not paid on or before the first day of the month, a late charge of **\$10.00 per day** will be assessed beginning on the **sixth day** of each month. If a check or money order is returned for any reason from our financial institution, a service charge of \$50.00 will be assessed for each instrument returned to Team Idaho Property Management. All balances and fees assessed will become a part of the rent due each month and will be due and payable monthly on the 1st. Any funds received after normal business hours will be considered received and posted on the next business day. Any late fees associated with the delinquency will also be assessed according to that date.

Late notices/statements begin going out on the 6th of every month. Two statements will be sent out to remind tenants who have not paid rent to remit payments immediately. **If the balance has not been paid after the second notice is posted, ALL tenants will be served eviction notices.**

Please remember that all tenants are jointly and severally liable for any and ALL monies due. **This means if you have a room mate and they have not paid their rent you are just as liable as they are and you will be evicted along with them and you will be named in the collection process.**

18. LITTER

Please do not expect other tenants or people to clean up after you or your guests. **Any litter on your property that is not cleaned up by you may result in additional charges to you.** Do not leave litter, garbage, furniture, boxes, etc, in front of your unit, or other common areas. All garbage must be disposed of in the proper designated place. Refusal to comply with this, may result in fines or eviction.

19. MOLD & MILDEW ADVISORY

Mold and mildew are problems that are especially prevalent in high moisture areas, such as the Pacific Northwest. Mold and mildew spores are present in the environment and cannot be eliminated. Excessive moisture is the leading cause of mold or mildew growth indoors. However, most sources of moisture may be

2011
Team Idaho Property Management Tenant Handbook

controlled by simple procedures under your control. In order to reduce the incidence of mold and mildew, protect your own health and the condition of your unit, Tenant(s) agree to the following:

1. Keeping the humidity below 40%:
 - a. Use bathroom fans during and for 30 minutes after bathing or showering.
If no fan is available, open window slightly for ventilation for the same amount of time.
 - b. Use the fan above the stove whenever cooking, or if no fan is available, open a window for ventilation.
 - c. Use the fan in the laundry area during, and, for 20 minutes after using the washer or dryer, or if no fan is available, open a window for ventilation.
 - d. Cover fish tanks.
 - e. Do not use propane or kerosene space heaters indoors. They pose a danger of fire and carbon monoxide poisoning.
 - f. Use a dehumidifier during humid months.
 - g. Do not keep an excess number of houseplants.
 - h. Open doors and windows in the home periodically to allow for air circulation.**

2. Keep the temperature down and provide adequate ventilation:
 - a. Keep house temperature between 60 and 70 degrees at all times.
 - b. Open multiple windows at least twice a day for 2 or 3 minutes to allow cross ventilation of the dwelling.
 - c. Allow at least 2 inches between furniture and walls to aid ventilation.
 - d. Open closet doors to allow ventilation.

3. Clean regularly and thoroughly:
 - a. Clean bathrooms and kitchens with mold killing products.
 - b. If mold or mildew appears on walls, ceilings, floors, or around tubs or sinks, immediately remove the mold or mildew. Following is the cleaning method recommended by the EPA: Mold growth can be removed with commercial cleaning products or a weak bleach solution (one-cup bleach in one gallon of water). Wear gloves during cleanup and be careful not to spread the mold. Sensitive people who have to clean up mold should wear a tight-fitting facemask.
 - c. Dry any water that spills from showers, sinks, etc.
 - d. Clean up spills on carpets, rugs or floors and thoroughly dry the carpet or rug.
 - e. Regularly check and clean the window tracks and keep free of condensation.

4. Notify management immediately of excess moisture problems:
 - a. Water leakage anywhere to include, leaky plumbing, leaking tubs or showers, or running toilets.
 - b. If you have attempted to clean mold or mildew, and it reappears quickly, or you were not able to remove it, report the mold or mildew to Team Idaho immediately.

Tenant(s) understand and agree that failure to do any of the enumerated actions in this Addendum shall constitute both a material non-compliance with the Lease Agreement affecting health, and a serious violation of the Lease Agreement. Tenant(s) will be financially responsible for all damage resulting from their failure to comply with this Advisory.

20. MONTH-TO-MONTH LEASES

Month-to-month leases allow flexibility, in addition, to vacate from your month-to-month lease, you, as a tenant must **give at least** 30 days written notice from the beginning of the rental period (i.e. the 1st of the month) to Team Idaho Property Management. During your 30-Days, Team Idaho Property Management will begin to advertise your property and will begin to schedule viewings. All viewings will be scheduled in advance, giving you, the tenant 24 hours notice prior to Team Idaho showing your unit. **Shorter notice may be given if Team Idaho has contacted the tenant and they have agreed to the shorter period of time.**

21. NON-SUFFICIENT CHECKS (NSF)

Any checks returned to Team Idaho Property Management for ***any reason*** will be charged a **\$50** fee. Late fees will be charged for NON SUFFICIENT FUND checks until payments have been resubmitted at an accrual of \$10 a day. **After a tenant presents ONE (1) NSF check to Team Idaho for rent payments, a personal check will no longer be accepted from that individual, and money orders from a FDIC insured Bank will be the only method of payment accepted.**

22. PARKING ON LAWNS OR SIDEWALKS

Parking on lawns or sidewalks is not allowed **in any form or amount of time**. Any damages caused by doing so will be charged to the tenants on the lease. Cars will be towed at the vehicle owners' expense. **You are responsible for yourself and your guests at all times.**

23. PAY LEASE, INC.

PAY YOUR RENT ON-LINE NOW!

Team Idaho Property Management has teamed up with PayLease Inc. to streamline our rent collection! You can now eliminate the burden of mailing your rent payment every month! Through PayLease, we will now be able to collect your lease payments via credit cards or a direct debit from your checking account. You may make a one-time payment at www.paylease.com or sign

up to have your payments automatically withdrawn on the same day every month. It is that easy! No more hassle and no more late payments. The fee for using this service is 3% for credit card payments and \$1.60 for direct debits out of your checking account. These fees will be in addition to your current rent payment.

Frequently Asked Questions:

How does PayLease work?

Once you are a member of PayLease, you can go to www.paylease.com and make payments to your property manager with either a credit card or a debit from your checking account. It takes 2-3 business days for a credit card to process payments to Team Idaho. Business days include Monday-Friday excluding weekends and holidays. It is important to remember these processing times when making a payment ON TIME. **If the payment is not posted by the fifth (5th) of the month, a late fee may apply.**

How do I sign up?

In order to sign up, please go to www.paylease.com and click on the Sign Up button on the top of the home page. Select Register Tenant and fill out the necessary information to create a user ID and password. It will also ask you to enter in the address for which you are making payments and then will link you to that property in the system. Once you have logged into the system, select 'Make Payment' to make a payment or "Automatic Payments" to set up an automatic debit each month. That is all there is to it!

Why should I use PayLease?

- Eliminate the cost of postage and handling of lease checks
- Ability to make lease payment with a credit card and earn more rewards including mileage points and cash back incentives
- Ability to pay your lease payment in multiple payments including security deposit, late payments, utilities, etc...
- Flexibility of choosing the day of debit payment allows for better money management
- Automatic e-mail prior to debit day reminds lessee of debit day, amount, info etc...
- No more late payments

Is there a contract or can I cancel at any time?

With PayLease there is no contract. PayLease is an option for you to make your lease payments easier. If you opt to be a member of PayLease and still send in a paper check, you will not incur any monthly fees for not using the service. Fees are incurred only when you process a payment.

Questions? Please contact a PayLease Representative at

(866) PAYLEASE or at support@paylease.com

24. PETS

ABSOLUTELY NO PETS ARE ALLOWED! Pets are not permitted on the premises of your rental unit without **PRIOR** written consent from our office. If you do not have it in writing, you are not allowed to have a pet and will automatically forfeit your security deposit.

For tenants who have written permission for pets, no additional pets other than those authorized in the Pet Agreement are to be kept on the premises.

Pets must be kept inside the rental units at all times, except when on a leash, and accompanied by and under the control of tenants.

If the pet(s) become(s) annoying, bothersome, or in any way a nuisance to other tenants or neighbors, or **damages** the property, the tenant **will be required** to immediately remove the pet(s) from the premises upon notice from the Management. Failure to remove a pet(s) on request can be grounds for eviction.

Approved pets will require an additional **refundable (if no damage is caused by the pet) deposit of \$200 per pet** prior to the pet being moved onto the premises. The pet deposit will be subjected to the same provisions as described in the primary lease agreement under the heading of Security Deposits.

There are limitations to the pets allowed in units with written permission. Please check with the Team Idaho prior to getting a pet to discuss your **pet limitations**.

Tenants with pets will pay for all damages caused by the pet, and/or odors caused from the pet. In addition, tenants will keep surrounding areas, and yard areas picked up and free from pet feces, or other pet related matters, e.g. chewing toys, chewed up items, etc. **Additionally, the tenant will not allow any animal to dig in the yard, or if leashed or chained to an area, to cause damage to the lawn or adjoining fencing or building material.**

Pets require a lot of work, and need a lifetime commitment, think carefully before committing to a pet. **Your pets will be like your children, and will demand your love, time and affection. Additionally they will require medical care from time to time. Please keep these demands on your time and finances in mind when making a choice in a pet.**

25. PROTECTING YOUR FAMILY FROM LEAD IN YOUR HOME

For more information on lead-based paint, you may call the Team Idaho office.

26. PROPERTY CONDITION REPORT

Upon moving in, tenants will receive a Property Condition Report. The purpose of this report is to **record the dwellings condition** upon moving in. Please be extremely detailed when filling out this form, making sure that all appliances have been tested, and documenting any prior damage to the unit. We recommend taking photos or video if you can. **Team Idaho Property Management will take the your Move-In Report, and compare it to the prior Move-Out Inspection sheet to check for variances. Any noted variances between the two sheets will be inspected. If the damage is verified by Team Idaho Property Management, Team Idaho will repair these items and remove them from the move-in check list. Any item not noted on the damage report will be deducted from security deposits held.**

Tenants finding items that need to be fixed during the Property Condition Report need to report these issues when returning the report so that Team Idaho may rectify the issues promptly, allowing tenants to live in a functioning unit.

27. REPAIRS

Team Idaho prides itself in assuring that repairs are made in a timely manner for our tenants. If you find that you are having issues with something within your unit. Please call Team Idaho promptly to report it. Normal wear and tear charges will not be a tenant responsibility, however, tenant inflicted repairs will be charged back to the tenant in a monthly statement.

Please be prepared when calling in a repair with your name, address, phone number, and a description of the problem occurring.

You can either call our office to make a repair request, or you can go to our website. Click on rentals, then maintenance request.

When you make a repair request, please specify whether the repairment need to get ahold of you to gain access to the unit in order to make repairs, or if you give permission so they may come through the Team Idaho office and pick up a key to gain access for the requested repairs. If nothing is specified, vendors will pick up a key and enter into your unit making the repairs requested at a time of their choosing.

28. RENTERS' INSURANCE

It is **highly** recommended that all tenants purchase Renters' Insurance. It is very inexpensive and covers most losses to include damage to the unit. Landlords are not liable for replacing any property belonging to tenants **or their guests**. Leaving windows open or doors unlocked in an unattended apartment will invite theft. Be especially careful with CD's

and laptops, and other valuables. **Please contact your insurance agent to explain coverages and associated costs for a policy.**

29. RENEWING LEASES

Prior to your lease ending, Team Idaho will send out a letter requesting information on whether **or not you will be requesting to extend your lease**, or vacating the premises. **Those tenants choosing to extend their lease will be reevaluated for past performance and if approved given the opportunity to come into the office and extend their lease.** By renewing a lease, no new funds will be required from you, unless your rent is increasing in the new lease **or damages to the unit need to be repaired to the unit that are the tenants fault.** At that time, if your rent has increased, you will be required to pay the difference in the security deposit.

30. SECURITY DEPOSIT QUESTIONS

In the state of Idaho, refunds must be postmarked within **30 days of the last day of the lease agreement, or a detailed explanation given to the tenant for the amount of money withheld from the security deposit.** Team Idaho has a process that we must go through to get your Security Deposit ready for tenants who are departing. **DO NOT EXPECT YOUR SECURITY DEPOSIT TO BE REFUNDED IMMEDIATELY UPON VACATING THE PREMISIS.**

Upon written notice that tenants will be vacating the premises, Team Idaho will schedule a Pre-Inspection move out to go over some of the key points that Team Idaho will be looking for when one of our staff members will do your final inspection. At this time, Team Idaho will give you a Check-Out Cleaning List; outlining items that are requested to be completed in order to be able to maximize the amount of your Security Deposit refunded to you.

After a final inspection takes place, Team Idaho will schedule carpet cleanings for your unit. The cost of the carpet cleaning will be deducted from your Security Deposit with no overhead added onto that fee. If you choose to have the carpets cleaned yourself, it must be from an **established, reputable carpet cleaning company and you must give us a copy of the receipt.** If no receipt is provided, we will have the carpets cleaned at your expense. If repairs need to be made, or additional cleaning, Team Idaho will send Vendors out to the unit to clean or repair what is necessary.

After all bills have been received back into Team Idaho, the appropriate bills will be deducted from the Tenants Security Deposit. At that time, Team Idaho will reimburse the remainder of the Security Deposit. **For units housing multiple tenants, the Security Deposit will automatically be split up according to the amount received by each of the tenants.** Remember, all tenants on a lease are jointly and severally liable. **NO SECURITY DEPOSIT WILL BE USED AS RENTS!**

31. SMOKE DETECTOR BATTERY REPLACEMENT

All units are equipped with smoke detector(s). It is recommended that the batteries in smoke detectors are replaced twice a year. When you switch to, and from, daylight savings time, it is a good time to remember to replace the batteries in the detector. To replace the battery in your smoke detector(s), carefully remove the cover, remove the old 9 Volt battery, replace with a new battery, then re-install the cover. **After the cover is replaced, press and hold the "Test" button until the unit activates in order to assure the unit is in working order.**

32. SMOKING

Team Idaho does not allow smoking in any unit. **Tenants and their guests must smoke at a minimum of 20 feet away from the property. Smoking within the unit WILL be grounds for eviction and loss of all security deposits.**

33. SNOW REMOVAL

Tenants living in single family dwellings will be responsible for their own snow removal. **Tenants in single family dwellings are also responsible for snow removal from awnings, lean-tos and roof tops in heavy snow years. If you are uncomfortable, or unsure of your abilities, or how to do it, contact Team Idaho and we will advise you on on the proper method and your responsibilities.** Per **City Code Sec. 9-3 Owner to Remove**, of Moscow, Idaho, it is stated that:

"It shall be the duty of every owner of any land, building, or lot within the City to remove snow and/or ice from adjacent sidewalks to permit the safe pedestrian passage upon said sidewalks bordering said property and to abate the nuisance set forth in this Chapter. This duty applies to natural snowfall; it does not extend to snow displaced onto sidewalks by City snowplows after an owner has removed natural snowfall." <http://www.moscow.id.us>

If snow is not removed in a timely manner, City ordinance can submit a warning to tenants requesting that snow be removed within 24 hours. If you choose to ignore the notice or refusal to comply with said notice, Team Idaho will have snow removed by the City, and billed to the tenants. For tenants residing in multi-plexes are areas plowed by Vendors, please keep in mind that it still may be desirable to maintain the walking areas and stairs near your unit. Most plowers will maintain the driveways and some of the sidewalks due to the demands of the season.

34. TROUBLE-SHOOTING WALL HEATERS

In order to keep your wall heater running properly at all times, it is recommended to clean the housing unit periodically to remove dust and dirt. By removing particles, this allows heat to escape more freely and heat your unit more effectively. Placing large pieces of furniture in front of the heater will prevent free circulation of the air, and will not allow the heater to operate at its maximum efficiency. Additionally, it will create a fire hazard. Keep all furniture back from heaters.

Some electric wall heaters may have a built in safety device to trip themselves when they get to hot, or items are placed too closely to the heaters, but do not rely on this feature. Prior to calling our office, allow the heater to cool, then remove the front panel to access the reset button. The reset button will be red and marked "Reset", press the button, and replace the front panel. Your heater should be functioning after resetting it. If the heater does not function, check the circuit breaker to make sure that it has not tripped. After doing both of these, and the heater is still not functioning, please call the office so that we can get someone out to your unit promptly. **If the breaker has tripped, please notify Team Idaho so we may have the unit checked for safety and functionality.**

35. UNIDENTIFIED RENT CHECKS

Please make sure that all rent checks have your name and your address printed on the check. If we are unable to read, or determine who the check is for, you may be accruing late fees.

36. VENTILATION

Bath fans should be used with every shower and whole house fans must not be disabled. Proper ventilation is essential for a healthy environment and to prevent mold as previously stated. Follow directions as listed in the mold and mildew section of this handbook to prevent mold and mildew (see addendum to lease agreement) on the walls and ceilings.

37. WATER LEAKS

An occasional ceiling leak may be of result of water leaking out of the tub above your unit because of improper use of a shower curtain. If water is leaking from the ceiling call Team Idaho Property Management IMMEDIATELY. If you live in a single family unit, find the water shutoff and turn off the water immediately! Then call Team Idaho.

Other water leaks may be from the roof, or other issues, please contact our office immediately to report roof issues so that we may remedy the problem promptly.

Water leaking into a toilet, tub, or sink is not a serious problem, but should still be reported as soon as possible. If you do not report them, then you become responsible for damage caused by them as well as charges for excess water usage.

38. WATER SHUT-OFF

For leaking sinks, water can be turned off under the sink.

For a leaking or overflowing toilet, water can be turned off behind the toilet.

A leaking water heater may be shut off above or beside the tank. **If the water is shut off, power to the water heater must also be shut off at the circuit breaker. For gas water heaters, turn off the power but do not turn off the gas to the water heater.**

39. WINTER PREPARATION

- Remember to leave your heat set above 60°, especially if you leave town and during extreme cold weather.
- When you leave town be sure to leave a faucet slightly running to prevent pipes from freezing. Also, remember to open cabinet doors with pipes behind them to allow for warm air circulation.
- Turn off all outside faucets and detach hoses from faucets.
- If your lease specifies that you are responsible for the yard maintenance, make sure that leaves are raked and bagged before the first snow falls.
- Keep all driveways and walkways free of snow (duplexes and houses).
- If you are going to be away from your property for longer than five days, please inform our office.
- During deep freezes of extreme weather, please keep your faucets on a slow drip to prevent freezing, and open cupboard doors to allow heat to get to the pipes.
- Please remember that if a tenant is negligent concerning their heat and the pipes subsequently freeze, they are responsible for all the associated repairs. We ask that you please let us know if you have any heating problems, along with any questions or requests.

40. YARD MAINTENANCE

For leases specified that yard maintenance is required, Team Idaho requests that clutter be picked up from your yard, the yard be mowed at regular intervals, and grass clippings picked up as necessary. It is your responsibility to make sure that the property is kept in a clean and orderly fashion at all times. If at any point in time the yard maintenance is being neglected, Team Idaho will appoint a vendor to maintain your yard, and you will be charged accordingly.

41. GUTTERS

Tenants that reside in single family homes are responsible for cleaning out gutters twice a year (once in the spring and once in the fall). Tenants may choose to do it themselves, or call Team Idaho and we can recommend a contractor that will do it at tenant's expense. Tenants residing in duplexes and multi-family units are exempt from gutter cleaning.

42. GFI Outlets

Ground Fault Interrupters are installed in places like kitchens & bathrooms to help prevent shock from electrical outlets. If an outlet trips in your unit and the items plugged in still do not work, please check your GFI's before calling Team Idaho. Try pressing the reset button on the outlet to return power to the outlet. (See picture below)

**THANK YOU FOR CHOOSING TO RENT WITH
TEAM IDAHO PROPERTY MANAGEMENT!
WE APPRECIATE OUR TENANTS!**