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www.teamidahorealestate.com

TENANT HANDBOOK

Welcome to Team Idaho Real Estate & Property Management

We are pleased to have you as our tenant and we would like your experience with Team Idaho Real Estate & Property Management to be a pleasant one.

Along with your rental agreement, this tenant handbook is a very useful reference tool. It contains helpful information that will make your tenancy a satisfying one. The tenant handbook is designed to outline our responsibility to you and your responsibilities to us and the home. It is our sincere belief that when you as a tenant, understand our policies and procedures, we can better serve your needs.

For the most up to date version of this handbook, check our website at www.teamidahorealestate.com

Our normal business hours are Monday – Friday 8 am – 5 pm and Saturday's by appointment only.



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WHEN YOU FIRST MOVE-IN

Get To Know Your Home

When you first move-in, locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breaker and the breakers for the stove/oven, water heater and air conditioner heating system, if applicable.

Locating The Water Shut-Off for a Single Family Home and Duplexes

The water shut-off valve is usually located in the front yard near the sidewalk or road and sometimes in a flowerbed around the perimeter of the home. Also, locate the water shut off for the hot water heater and for under all sinks and behind toilets. Locating these items now may prevent or minimize water damage later.

GENERAL RULES AND REGULATIONS

Part Of Your Rental Agreement

This Tenant Handbook is part of your rental agreement.

The Home

You have rented a home so please care for it as your own. During the term of this rental agreement, you are responsible for the home and yard (refer to your lease to find out if yard care is included or not). Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments

All rents are due and payable, in advance, on the first day of each month. Payment should be made in the form of a check, cashier check or money order made payable to:

Team Idaho Real Estate & Property Management

204 S Main St., Moscow ID 83843

Or online through your tenant portal at www.teamidahorealestate.com

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office. Be sure to allow enough days when mailing your payment to assure delivery is made on time, as payment must be received on or before the 1st of every month regardless of weekends or holidays. You may also make payments on line at our website www.teamidahorealestate.com. You may also pay in person, Monday through Friday, 8:00am to 5:00pm. For your after-hour convenience there is a drop slot located on the front door at our office.

Rent is considered late when not received by 5 pm on the 5th of the month. Late rents are subject to additional late fees of \$50 per day starting on the 6th of the month and tenant will also be responsible for the charges and fees incurred for the delivery of a Three-Day Notice.

Any rents paid late must be in certified funds and all applicable late fees must be included with payment. No personal checks will be accepted. Team Idaho Real Estate and Property Management reserves the right to refuse third party checks.

Returned Checks

The amount of any NSF checks, plus NSF processing fee of \$50 and all associated late fees must be paid in either certified funds or money order within 24 hours of notification, or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at the time of notification. If a personal check has been returned for any reason, all future payments must be made by certified funds.

Contact Phone Numbers And Email Addresses

All tenants are required to have telephone accessibility and to provide Team Idaho Real Estate and Property Management with their home, cell and work phone numbers. Please be sure to notify us when you change any of your contact numbers. A contact email address should also be provided. Please include your new home and work numbers with your first rental payment after you move in, or you may send it to us via fax or email. Please include your full name and address with the phone numbers so the correct information will be placed in your file. Alternatively, you may log in to your tenant portal and update your contact information at any time.

Service of Notices

If we must serve a notice to you for a violation of your lease, including but not limited to late payments, noise complaints, un-authorized pets or guests, the notice will be considered as served when provided to you by USPS, in person, posting in a conspicuous location at the rental property (such as the front door) or by email or text message. Tenants will be charged \$50.00 for any notices or postings that may be required to enforce any terms of this lease agreement.

Joint Liability:

All tenants and co-signors (if required in the terms of your lease) are equally responsible for any and ALL monies due. If you have a roommate who has not paid his/her share of the rent, you are just as liable as he/she is. If you are served an eviction notice and cannot pay, all persons on the lease including co-signers will be named in the eviction process.

Default of Rental Checks

Rent is due on the 1st day of each month and considered late as of 5pm on the 5th. If the rent is not received as per the written lease agreement on when rent is due (regardless of holidays or weekends), tenant will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

Replacements and Subletting

Tenant shall not allow anyone to occupy the Premises, and shall not sublease the Premises, advertise the Premises for lease, nor assign this Lease or any part thereof, without the prior written consent of Team Idaho Real Estate and Property Management, consent is at the sole discretion of the Team Idaho Real Estate and Property Management. If we approve of a new Tenant, sublease, or assignment, approval does not go into effect until a new Tenant executes the Lease. Team Idaho Real Estate and Property Management may require an increase in the total security deposit. Unless the Team Idaho Real Estate and Property Management executes a separate written Release, the original Tenant shall remain liable for all obligations of the Lease during the original Lease term.

If a Tenant requests and Team Idaho Real Estate and Property Management agrees to assist in finding a replacement Tenant, the current Tenant must execute a written request and authorization form, which is available from Team Idaho Real Estate and Property Management. The written request and authorization form must include a nonrefundable fee in the amount of \$300.00 in the form of a cashier's check or money order.

Tenant understands that the search for a replacement Tenant will not start until the fee is paid in full. Tenant also understands that if a replacement Tenant cannot be found the fee is non-refundable. Tenant acknowledges that it is ultimately the Tenant's responsibility to find the replacement Tenant; but if Team Idaho Real Estate and Property Management agrees to assist the Tenant we will use all methods typically used to solicit Tenants. Tenant is responsible for scheduling and showing the Premises to prospective tenants. If a replacement Tenant is found, Tenant agrees to vacate the Premises at least five (5) days prior to the occupancy of the replacement Tenant to assure there is sufficient time to inspect and clean the Premises. No proration of rent will be provided for the five (5) days.

Adding A Roommate

Tenant agrees that if he/she wants to add someone to the current Lease that person must go through the application process and pay a non-refundable \$100.00 documentation fee along with the non-refundable application fee.

90 Day Written Notice

A ninety day (90) written notice (prior to your rental agreement expiration date) must be given to Team Idaho Real Estate and Property Management if you do NOT wish to renew the lease for another 12-month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. The notice should state a definite moving date. Any change to your initial written notice (i.e.: Change of Move date) needs to be re-submitted in writing to assure we can accommodate the change.

Keys and Locks

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the written approval of Team Idaho Real Estate and Property Management and you must provide us keys to each lock on the home. Team Idaho Real Estate and Property Management may access the premises and re-key any time access is denied, and charge the cost to the Tenant. All keys are to be returned Team Idaho Real Estate and Property Management upon vacating the premises. If mailbox keys are needed, they may be obtained from the local Post Office. A copy of your rental agreement may be needed to provide proof of residence.

Trash and Recycling

All trash and recyclable materials must be placed in appropriate containers.

Single Family Homes: Team Idaho Real Estate and Property Management does not provide trash receptacles and/or containers for single family homes. The tenant is required to keep services with the City or with Latah Sanitation depending on the location of your home. If you are unsure, please contact our office.

Multi-Family Homes: Depending on the terms of your lease water/sewer/trash/recycling may or may not be included in your lease. If you are unsure, please contact our office.

All containers are to be stored out of view from the front of the house. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored.

Condominium/Homeowner Associations

Tenant will be provided a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restrictions of the condominium of homeowners' association. Tenant agrees to abide by all applicable rules and regulations. The lease is subject to the approval of the condo association or homeowners association and tenant agrees to pay any association application fees necessary for such approval (if applicable) Should Team Idaho Real Estate and Property management or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the cost of curing any violation, legal and attorney fees, court costs, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. or other costs that may be incurred by Team Idaho Real Estate and Property Management or the property owner.

Resident Safety and Crime Free Requirements

All occupants and their guests must exercise due care for his/her/their own and others' safety and security, especially in the use of smoke detectors, keyed dead bolts, keyless deadbolts and other security of safety devices.

VIOLATION OF ANY THE FOLLOWING PROVISIONS SHALL BE A MATERIAL AND IRREPARABLE VIOLATION OF THE LEASE AND GOOD CAUSE FOR IMMEDIATE TERMINATION OF TENANCY. A single violation of any of the provisions of this addendum shall be deemed a serious, material and irreparable breach of the lease, and cause for immediate termination of the lease. Actual conviction of a crime is not required to prove a violation has occurred; the landlord may rely on police reports and statements from multiple witness.

1. Engaging in any criminal activity, including any drug-related activity.
2. Engaging in any act intended to facilitate criminal activity or permitting the premises to be used for criminal activity.
3. Engaging in any illegal activity, including, but not limited to prostitution, criminal street gang activity, threatening or intimidating, assault, including but not limited to the unlawful discharge of a weapon, on or near the dwelling premises or any breach of the lease that otherwise jeopardizes the health, safety and welfare of the landlord, its agent, or other tenants or the public, or involving imminent or actual serious property damage.

Disturbances, Noise and Nuisance

All tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passerby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-in Condition

When you rent a home from Team Idaho Real Estate and Property Management, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first 7 days of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly.

Tenant will receive a Move-In Condition Report at the time of receipt of the Premises. This report shall be completed by the Tenant and returned to Team Idaho Real Estate and Property Management office within 7 days of commencement of lease term or by the date listed on the Report. Tenant assumes responsibility of Premises in an "as-is" condition. Tenants may document the condition of the Premises by any additional method they would like, such as by photos, or video. However, all other forms of documentation must be provided to Team Idaho Real Estate and Property Management no later than the last date to return the Report. No other forms of documentation will be accepted once the Move-In Condition Report is officially accepted by Team Idaho Real Estate and Property Management unless agreed to in writing. Any item NOT noted on the Report and not normal wear and tear will be deducted from any security deposits held.

Periodic Property Inspections

Team Idaho Real Estate and Property Management will conduct periodic inspections of the premises to note its condition. You will be notified of deficiencies, if any, that are tenant responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Rental Agreement and grounds of termination.

Parking/Vehicles

Tenant, guest(s) or resident park on the premises or in on street parking at his/her own risk. Team Idaho Real Estate and Property Management may regulate the time, manner, and place of parking cars, trucks, motorcycles, bicycles, boats, trailers, and recreational vehicles by anyone. All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair is allowed at any time. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch leaks.

Team Idaho Real Estate and Property Management may have unauthorized or illegally parked vehicles towed under an appropriate statute. Team Idaho Real Estate and Property Management may implement additional rules and regulations regarding parking at any time; provided Team Idaho Real Estate and Property Management shall provide tenant with notice of said rules and regulations prior to enforcement.

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 5 days. Only those persons listed on the rental application have permission to occupy the premises. You are responsible for the behavior of all guests. All portions of this agreement also apply to your guests.

Emergencies

If your emergency consists of fire, gas leak or similar emergency, please notify the proper authorities by calling 911 before calling Team Idaho Real Estate and Property Management.

If there is a major water leak, immediately turn off the water supply to the premises and contact Team Idaho Real Estate and Property Management.

An emergency exists when danger is present or property damage has occurred or is about to occur. In many cases, what a tenant considers an emergency is not truly an emergency. 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.

To report an emergency only, such as a fire to premises, major water intrusion, major electrical issues, please contact us at 208-882-5484, if you are reporting after normal business hours please listen to the announcement for the after-hours on call phone number. If you go to voice mail on the after-hours on call number please leave a detailed message to include your property address, contact number and description of the emergency.

All other non-emergency requests need to be submitted in writing or via the internet at www.teamidahorealestate.com through your tenant portal. Please remember to explain your problem in detail to avoid a delay in your request and always include telephone numbers and an email address when submitting your request.

Please remember that any calls after hours that are not emergencies will be assessed a service fee.

Insurance

It is strongly urged that you obtain a renter's insurance policy. Tenant should understand that the Home Owner's property insurance does not cover tenant's personal property or protect tenant from loss or liability. Tenant is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect tenant's personal property against loss or damage.

Pets

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from Team Idaho Real Estate and Property Management in the rental agreement (a pet addendum), and tenant has paid a refundable pet deposit. Should Team Idaho Real Estate and Property Management find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement. Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your animal at ALL times. Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Team Idaho Real Estate and Property Management if you are not able to operate them. Please check the battery regularly and

replace the battery as soon as it begins to lose charge or at a minimum of every 6 months. Disabling a smoke detector is a violation of your lease. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Management's approval with specific location of the installation and name of the service provider. The security/alarm code is to be provided Notify Team Idaho Real Estate and Property Management within 48 hours of the activation of the system.

IN AND AROUND THE HOME

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has "popped" or "tripped". The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the top plug outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them.

Pest Control

Please report a pest problem within your first 3 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation. Team Idaho Real Estate and Property Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests.

It is the responsibility of the Tenant to keep the premises in clean condition to prevent bed bugs or pests.

1. Tenant shall remove clutter.
2. Tenant shall keep the unit clean, vacuum and dust regularly, particularly in the bedroom, being especially through around and under the bed, drapes and furniture.
3. Tenant should avoid using secondhand or rental furnishings, especially bed and mattresses.
4. Tenant shall check for hitch-hiking bedbugs by inspecting clothing, luggage, shoes and belongings for signs of bed bugs before entering the premises.
5. Tenant shall report any problems immediately, including any signs of bedbugs immediately.
6. Tenant shall cooperate with the pest control efforts.

Tenant understands and agrees to indemnify and hold harmless the landlord from any actions, claims, losses, damages, and expenses, including but not limited to, attorneys' fees that the landlord may sustain or incur as result of the negligence of the Tenant or any guest or other person living in, occupying, or using the premises.

Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Team Idaho Real Estate and Property Management along with a sample of the paint/wallpaper or

drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Tenants are not allowed to make alterations such as these on their own. All work must also be inspected and approved by Team Idaho Real Estate and Property Management after completion. Lastly, these changes or modifications are the tenant's responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

Winter Preparation

Here a few reminders to prevent cold weather damage to your home. We want to ensure that everyone stays warm and safe during the upcoming winter months, so we ask that you follow these guidelines:

- When you will be gone for an extended period of time, leave your faucets dripping slightly to prevent pipes from freezing. Also, remember to open all 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.
- Tenants residing in single family dwellings are responsible for cleaning the gutters.
- Be aware of snow loads on your roof and be observant of potential ice dams building up on your roof.
- If you use a space heater, it must be attended at all times while plugged in. Only use a space heater with an automatic turn off feature if tipped over and the heater must be UL approved.
- Keep all driveways and sidewalks 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.

Please remember that if a tenant or his/her guests are negligent in regards to their heat and the pipes subsequently freeze, they are responsible for all the associated repair costs. We ask that you please let us know if you have any heating problems. Leave your heat set above 65, especially if you leave town during extreme cold weather.

MAINTENANCE, DAMAGE AND REPAIR

Maintenance Requests to be in Writing or submitted via our Website

You must always submit your tenant service requests in writing. Be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Team Idaho Real Estate and Property Management so we can follow up.

Scheduling Maintenance

If you have contacted Team Idaho Real Estate and Property Management for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. Tenant is responsible for granting the vendor access to the premises. Team Idaho Real Estate and Property Management does not provide keys to contractors without written request from the tenant. Be polite to the repair person. The repair person is there to help solve your maintenance problems.

System Failures

All “breakdowns”, system failures and structural defects must be reported to Team Idaho Real Estate and Property Management immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Team Idaho Real Estate and Property Management will arrange with vendors to make necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made.

Water Leaks

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

Water leaking due to a leaky roof, toilet, tub, or sink may not be a serious problem. Tenants should call Team Idaho Real Estate and Property Management IMMEDIATELY, but should still be reported as soon as possible. If you have any doubts, call us. You may be held responsible for any damage caused by a problem that could have been prevented by a phone call and immediate action.

Power

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.

If the power is only out in your house / 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 then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Unauthorized Repairs

Team Idaho Real Estate and Property Management must authorize ALL repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from Team Idaho Real Estate and Property Management. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once a month. The A/C return vents, furnace vents, wall heaters and baseboard heaters should be kept clear of obstruction, such as furniture and clothing. For homes with A/C units it is tenant responsibility to keep the “condensation drain line” clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit.

*Note: An HVAC (AC) system failure does not constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Wall Heaters and Baseboard Heaters

To keep your wall heater running properly at all times, we recommend that you 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 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 have a built-in safety device so it will turn it off when it gets too hot, such as when items are placed too close to it. If your heater stops working, allow it to cool, and then remove the front panel to access the red reset button. If the heater still does not function, check the circuit breaker to make sure that it has not tripped. If it is still is not working, please call our office. If the breaker has tripped, please notify Team Idaho Real Estate and Property Management so that we may have the unit checked for safety and functionality.

Lawns and Grounds

For single family homes and some duplexes, the tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. Refer to your lease or contact our office if you are unsure of your responsibility. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating ant mounds; treating for lawn pests. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. Tenant must maintain mulch cover.

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 Real Estate and Property Management so 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.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Team Idaho Real Estate and Property Management within 7 days of taking possession of premises. If no notice is received, Team Idaho Real Estate and Property Management will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of the tenant to comply with water restrictions for your area.

Snow Removal

Tenants living in single-family homes and duplexes are responsible for their own snow removal.

Per Moscow City Code, you are required to remove snow and/or ice from sidewalks adjacent to your residence to permit safe pedestrian passage. This applies to natural snowfall; it does not extend to snow displaced onto sidewalks by City snowplows after you have removed natural snowfall. If snow is not removed in a timely manner, you may be issued a notice by the City of Moscow. If you refuse to comply

with said notice, Team Idaho Real Estate and Property Management will have the snow removed at the tenant's expense.

For tenants residing in apartment complexes, keep in mind that it still may be desirable to maintain the walking areas and stairs near your unit.

Plumbing/Septic Systems

Tenant is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home septic or sewer drain. If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Tenant must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product. Tenant will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Waterbeds/Flotation Bedding Devices are not allowed without written permission from Team Idaho Real Estate and Property Management. In the event this type of device is approved, tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Tenant will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Do not paint or wallpaper without prior written approval of Team Idaho Real Estate and Property Management. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises.

NO Smoking

No Smoking in your rental home or within 25 feet of doors and windows. Should you choose to violate your lease by smoking in the home, you will be held responsible for any smoke/tar residue, odor and/or damage to the premises that result from smoking.

Ventilation

Use ceiling fans to circulate air in your home, and use a bath fan every time you shower. Proper ventilation is essential for a healthy environment and to prevent mold growth. Read the Mold and Mildew section of this handbook.

Mold & Mildew

Mold and mildew are problems that are especially prevalent in high-moisture areas, such as the Pacific and Inland Northwest. Excessive moisture is the leading cause of mold or mildew growth indoors. However, most sources of moisture may be controlled by simple procedures under your control. To

reduce the incidence of mold and mildew, protect your own health and the condition of your unit by doing the following:

- Keep the humidity below 40%. Use bathroom fans during and for 30 minutes after bathing or showering or open window slightly for ventilation for the same amount of time.
- Use the fan above the stove when cooking or open a window for ventilation.
- Use the fan in the laundry area during and for 20 minutes after using the washer or dryer, or open a window for ventilation.
- Use a dehumidifier during humid months.
- Do not keep an excess number of houseplants.
- Open doors and windows in the home periodically to allow for air circulation.
- Keep the temperature down and provide adequate ventilation.
- Open multiple windows at least twice a day for 2 or 3 minutes to allow cross ventilation of the dwelling.
- Allow at least 2 inches between furniture and walls to aid ventilation.
- Open closet doors to allow ventilation.
- Clean your home regularly and thoroughly. Clean bathrooms and kitchens with mold killing products. If mold or mildew appears on walls, ceilings, floors, or around
- Tubs or sinks, immediately remove the mold or mildew. Mold growth can be removed with standard 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 must clean up mold should wear a tight-fitting facemask.
- Dry any water that spills from showers, sinks, etc.
- Clean up spills on carpets, rugs or floors and thoroughly dry the carpet or rug.
- Regularly check and clean the window tracks and keep free of condensation.
- Notify Team Idaho Real Estate and Property Management immediately of excess moisture problems, such as water leakage from plumbing, tubs, showers, or running toilets.
- 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 Real Estate and Property Management immediately.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Tenant will be responsible for damage to the flooring.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets were professionally cleaned. Tenant agrees that Landlord shall have the carpets professionally cleaned at Tenant's expense, which expense shall be withheld from Tenant's security deposit.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may become damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

Garbage Disposals

Garbage disposals should not be used for bones, celery, shells, nuts, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items that shouldn't be put into the disposal.

Here are some tips to keep it running smoothly:

- Maintaining a garbage disposal is quite easy. Grinding eggshells or ice will help clean the disposal by scraping away stubborn deposits. Citric acid, baking soda and orange or lemon peels will also help eliminate odors.
- Always run cold water when grinding to move the waste all the way through the drain lines. Fats and grease will solidify in cold water, allowing them to be flushed through the system. Do NOT use hot water when grinding food.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use "burst resistant stainless steel braided" washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. If you have a gas water heater, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.

CLEANING AND HOW TO'S

Team Idaho Real Estate and Property Management diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date;

Team Idaho Real Estate and Property Management who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Team Idaho Real Estate and Property Management in a timely manner.

Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. (A good rule is when you pay your light bill, change your filter).
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out garage as needed.

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counters on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which tenant will be responsible.

Fireplaces and Wood Burning Stoves

If there is a fireplace or wood burning stove in your home, and your lease states that it is useable (call our office if you are unsure), do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace or wood burning stove is not a

place to burn cardboard, holiday wrappings, pine needles, etc. When using the fireplace or wood burning stove in your residence:

1. Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
3. Do not put anything, including paper and kindling, closer than three (3) feet to the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old holiday trees into the fireplace.
8. Do not use excessive amounts of paper or wood to create a roaring fire.
9. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
11. As a condition of your use of a fireplace or wood burning stove it is tenant responsibility to have chimney's cleaned at least once a year. You will be responsible for chimney and fireplace or wood burning stove cleaning upon vacating the home at the end of your lease.
10. Notify Team Idaho Real Estate and Property Management of any problems with the fireplace.

MOVING OUT

Written Notice

Before notice to vacate is accepted by Team Idaho Real Estate and Property Management, it MUST be put in writing or will not be accepted. The notice must include the date you plan on vacating the premises. This notice must not be less than 90 days before termination. Once Team Idaho Real Estate and Property Management receives notice from tenant, move-out procedures will be sent to tenant. Follow the move-out procedures to ensure the full return of tenant security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be tenant responsibility to thoroughly clean the home. Please see the move-out check list for complete details and instructions. Here are a few items that are often overlooked:

1. Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning under and behind the appliances.
2. Dispose of all garbage and trash. Completely remove from the premises. Tenant will be charged for any items that need to be hauled away or that overflow the trash bin.
3. Close and lock all windows and doors.

4. Tenant agrees that Landlord shall have the carpets professionally cleaned at Tenant's expense, which expense shall be withheld from Tenant's security deposit.
5. Cut lawn, weed the flower beds, edge, and trim the shrubs.
6. Inform all utility services and postal services of the departure date and forwarding address.
7. TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.
8. DO NOT turn off or unplug the refrigerator and do not block open the door.
9. If your home includes a clothes washer, after cleaning the appliance wipe out any residual water from the interior, door, seals and be sure to leave the door open.
9. Turn in ALL keys and garage door remotes (if applicable) on or before noon on the date the Lease term expires. Charges for rekeying or replacing will be deducted from the security deposit.
10. Provide Team Idaho Real Estate and Property Management with a forwarding address.
11. The electricity and water must be left on. You will transfer the accounts back to Team Idaho Real Estate and Property Management no earlier than the last day of your lease. Failure to comply with this rule will result in a charge against your security deposit for power turn on.
12. Team Idaho Real Estate and Property Management may be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Team Idaho real Estate and Property management will make every effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified 24 hours prior to showing by telephone, text and/or email. Notices will be issued to the designated Tenant on the lease, if there is not a designated tenant, then the first Tenant named in the Lease shall serve as the designated agent for purposes of all notices.

Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out Process

Once the tenant has vacated the premises and the keys have been received by Team Idaho Real Estate and Property Management, we will begin the Move-Out process to determine and expedite return of the tenant's security deposit. Keys MUST be returned to Team Idaho Real Estate and Property Management and not left at the premises, per your lease agreement. Tenant is fully responsible for rents until the keys have been given to and received by Team Idaho Real Estate and Property Management. The electricity and water must be left on. You will transfer the accounts back to Team Idaho Real Estate and Property Management no earlier than the last day of your lease.

Return of the Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE. The security deposit will be refunded within 30 days of your move-out and return of keys and garage door openers (if applicable). Return of the Security Deposit is subject to the following provisions:

1. Resident has given ninety (90) days written notice prior to vacating. The full term of the Agreement has expired and tenant has complied with all other provisions.
2. All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenant's obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.
3. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by tenant.
4. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
5. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
6. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
7. If applicable, the lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.

SAFETY TIPS

The safety of you and your family is important to our company and many things can affect it.

Here are some tips to follow:

- Window screens are not a safety device. **DO NOT LEAVE CHILDEN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.

- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against the house. You could start a fire.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

OUR PERSONAL MESSAGE TO YOU

Congratulations on selecting a home with Team Idaho Real Estate and Property Management. We are looking forward to having you as a tenant and want to make your new association with Team Idaho Real Estate and Property Management a pleasant experience. Our goal, on behalf of the owner of the property, is to provide you with superior Property Management Service. In return we look forward to you being a responsible tenant who pays the rent on time, takes special care of the property and enjoys the home you have rented. We look forward to having you as a part of the Team Idaho Real Estate and Property Management tenant family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

The Staff and Management of Team Idaho Real Estate and Property Management