



PROPERTY MANAGEMENT

4530 S. Eastern Ave #8
Las Vegas, NV 89119
(725) 251-2710

Office Hours: Mon - Fri 9:00 AM to 5:00

- RESIDENT -
- HANDBOOK -

TABLE OF CONTENTS

Welcome To Your New Home!	2
Move-In Reminders.....	2
Tenant Renovations Alterations.....	2
Repair Requests	2
Maintenance Emergencies.....	3
Emergency Water Flood	3
Emergency Break-In	3
Tenant Responsibilities	4
Landscape Maintenance	4
Garbage Disposal Care	5
Clogged Drains	6
Getting To Know Your Residence.....	6
Water Shut-Off Locations	7
Power Shut-Off & Reset Locations.....	8
Exterior Gas Shut-Off Location.....	9
Garage Door Inoperable	9
Helpful Cleaning Tips	10
HOA General Rules.....	10
Safety Tips	12
Disaster Procedures	13
Move-Out Procedures.....	14
Cleaning Checklist	15
Security Deposit Deductions to Avoid	16
Normal Wear VS Damage	16

WELCOME TO YOUR NEW HOME!

This Tenant Handbook was created to assist you with your tenancy. Please keep it in a convenient location for easy reference. This doesn't replace your lease, so please review your lease from time to time as well. Enjoy your new home!

MOVE-IN REMINDERS

- Within 5 days, Complete your Move In Condition Report. Photos are to be maintained by Tenant.
- When setting up services: No cable cords, phone lines or satellite wiring is to be run through the property without written approval from the Owner.



Mail Keys: If not received, bring your lease and ID to your designated post office: www.usps.com/locator. The Post office will rekey your mailbox within 7-10 business days. They'll provide you with new mail keys.

Garage Remotes: If not received, purchase at home improvement store up to \$35 per remote.

Pool and Gym Keys, Gate Remotes: If not received, purchase & picked up at the HOA office. Email Manager to get the Name/Address/Phone of HOA.

TENANT RENOVATIONS | ALTERATIONS

It is policy that Tenants do not perform repairs or alterations. If you do want to make a special request for renovation or repair to the property:

1. Email your request to your Property Manager.
2. We'll send it to the Owner for approval.
3. Do not proceed with any work until you've received approval from us.

REPAIR REQUESTS

Maintenance requests can be submitted via the tenant portal or email:

TO: (Email of your Property Manager)

SUBJECT: "Maintenance Request – (Your Address)".

BODY:

Repair Request – [Detail out what problem is, be as specific as possible]

Address – [Street, City, State Zip]

Tenant Contact – [Your name & phone for repair contractor to call and schedule]

Gate Code – [if community is gated]

Special Directions – [if it is in a condo give building number, or hard to find area]



As soon as we receive your request, we'll send it to the Owner for approval. Remember, each Owner is in control of approving or declining a repair. The only repairs an Owner can't decline by Law are for habitability (major electrical, major plumbing, heating/cooling, hot water).

Vendors will contact you directly to schedule appointment. If you fail to keep a scheduled appointment with a vendor, you're responsible for the \$75 cost of the service call.

Tips on calls you can avoid:

1. If electricity is not working, first try resetting all of your GFCI outlets, then resetting all the electrical panel breakers
2. If garbage disposal isn't working, reset the breaker on disposal
3. Watch out for children accidentally dropping toys/popsicle sticks, etc into toilets or drains.

MAINTENANCE EMERGENCIES

If the emergency involves a fire, medical or criminal emergency, please notify the proper authorities or call 911 prior to calling us. If you have a maintenance emergency and the office is closed call the main line at (725) 251-2710 or email/text your Property Manager.



- Backed Up Plumbing/Sewage: Stop using and text/call us.
- Fire, Medical, Criminal: Call 911 or the local authorities.
- Smelling Gas: Turn off gas & call Southwest Gas: 877.860.6020 Southern NV (Las Vegas). This is a free service from the Gas Company.
- Flood Leak Inside: Shut the water off using controls in garage or at the street.

EMERGENCY WATER FLOOD

1. Immediately turn off the main water supply (in garage, or at street)
2. Dry up the wet areas.
3. Text, Email or call us.

EMERGENCY BREAK-IN

If there is a break-in, call the police immediately. Within 72 hours of incident, email us the police report & photos of the damage. If no police report is received, Tenant will be responsible for the all damage. Theft or damage to your personal property is covered under your renter's insurance policy. Tenant to review their policy to see coverage details.

TENANT RESPONSIBILITIES

The following items are the responsibility of the Tenant, at their expense, while living at the property:

- Pest control service (bees, spiders, scorpions, mice, ants, etc).
- Deposit funds in your account by the 1st for ACH payment.
- Not allowing anyone to smoke in home or garage.
- Report all necessary repairs.
- Changing the irrigation control battery.
- Replacement of HVAC filters every month.
- Replacement of light bulbs with the correct wattage where a ladder is not needed.
- Replacement of smoke alarm batteries.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must have working smoke alarms at all times.
- If your family situation changes and you'd like to request approval for any pets or occupants, email a request approval in writing first. All approvals must be approved by owner prior.
- Reprogram garage remotes and new entry code for garage keypads.
- Keep property clean, inside and out, free of grease, mildew, cobwebs, etc.
- If you have a pet, all pet feces need to be disposed of regularly.
- Maintaining, trimming, watering, and weeding all landscape.



LANDSCAPE MAINTENANCE

You are responsible for pulling weeds, blowing dry leaves, cutting/maintaining the lawn (unless otherwise noted in your lease) and ensuring all landscaping is receiving adequate water to survive.

You are responsible for setting the irrigation timer in the garage. If you need help setting the irrigation timer, please ask for referrals to landscapers that can assist. You may be held financially liable for replacement of any landscaping that dies due to lack of water.



GARBAGE DISPOSAL CARE

The most important rule of thumb: "When in doubt, throw it out!" Most food should be disposed of in the trash can before running through the garbage disposal. A garbage disposal is best for small amounts of food scraps only.

Tips for Garbage Disposal:

- 1) Run water for 30 seconds after food goes down. Helps items get through the plumbing system out to the road/city pipes.
- 2) Swipe food into trash before washing dishes.
- 3) Occasionally run small ice cubes in your disposal, helps to clean scum layers built up inside.

What Can I Put In the Garbage Disposal?

GOOD

- COLD WATER (NOT HOT)**
Water should be running the whole time the garbage disposal is on. Cold water is best because it solidifies grease and fatty foods. **HOT WATER CAN CAUSE OVERHEATING**
- SMALL BITS OF FOOD**
Small scraps of food left over on your plate after a meal is what a garbage disposal is intended for. Grind Away! **AVOID LARGE AMOUNTS OR BIG CHUNKS**
- BREADS**
Breads break up easily and dissolve quickly in water. Use plenty of water to avoid turning to paste **AVOID USING THE WHOLE LOAF**
- COOKED VEGETABLES AND MEAT**
Most cooked vegetables and meats are soft enough to grind up in the disposal with ease **AVOID BONES AND STRINGY VEGGIES**
- EGG SHELLS**
This is a controversial subject, but they break up easily and are not heavy so they won't sit in your drain and build up. So go for it! **THE CARTON THEY COME IN IS NOT OK**
- ICE CUBES AND/OR ROCK SALT**
Yes, it makes a horrible noise but ice will beat the rock salt around the blades and will help scrape things off and keep things clean. **THIS WILL NOT SHARPEN THE BLADES**

BAD

- BONES, FRUIT PITS, SMALL PEBBLES**
Generally speaking if it is something that you can not chew up yourself then it should probably not go into your garbage disposal **CAUSES: BLADE DAMAGE AND CLOGS**
- GREASE, OIL, GREASY FOODS**
Grease and oil do not mix well with water, just ask your mechanic. It hardens when cooled and is very bad for septic systems **CAUSES: CLOGS AND GUMS UP BLADES**
- PASTA OR RICE**
Large quantities of rice and pasta will soak up the water and expand in your pipes **CAUSES: CLOGS IN THE PIPES**
- STRINGY VEGETABLES**
Things like celery or asparagus can wrap around the blades and stop them from spinning **CAUSES: IMPEDE FUNCTIONALITY**
- VEGETABLE AND FRUIT PEELS**
The exteriors of most fruits and vegetables are harder than you think. A little at a time would be ok but avoid a whole fruit salad **CAUSES: BLADE DAMAGE AND CLOGS**
- OTHER ITEMS TO AVOID**
Stems, Shrimp Shells, Cigarette Butts, Glass, Plastic, Banana Peels, Onion Skins, Nut Shells, Artichokes, Silverware, Rocks, Jewelry, Wood **NEVER PUT YOUR HAND IN THE DISPOSAL**

FOOD WASTE DISPOSER
NOT A TRASH CAN

QUICK FIX TIPS:



1. Check to see if there is something in the drain jamming the disposer.



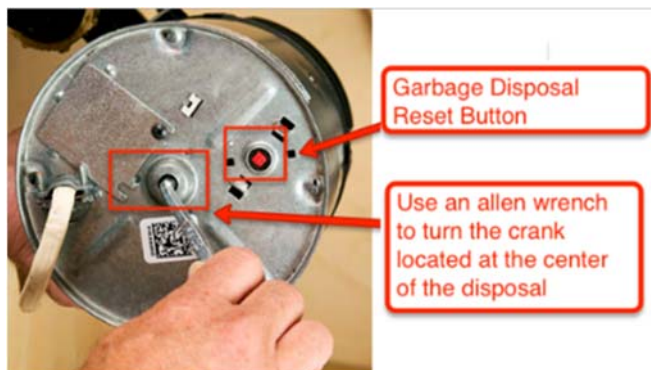
2. Use wrench on bottom of disposer to free up blades.



3. Check that the GFI outlet has not tripped.



4. Press red reset button on bottom of disposer.



CLOGGED DRAINS

If our plumber finds improper items down a drain, Tenant responsible for repair cost.

GETTING TO KNOW YOUR RESIDENCE

When you move into a property it is critical to know where important items are located. When you discover a problem, you'll need to know these functions for your safety and responsibility of securing property.

Take the time to locate the following:

1. Water shut-off locations
2. Main electrical breaker box
3. Gas shut-off location
4. GFCI switches inside

WATER SHUT-OFF LOCATIONS

Shut off valve location to turn off water to:

- A. Toilet – behind the base of toilet
- B. Sink Faucet – underneath sink inside cabinet
- C. Front/Back Yard Landscape – front or side of home on ground
- D. Water Heater – top of water heater
- E. Entire House – in garage, along wall, knee/waist height (newer homes only)
- F. Entire House – on side walk, rectangle lid 8X20", close the two loops (works on all homes)

A



B



C



D



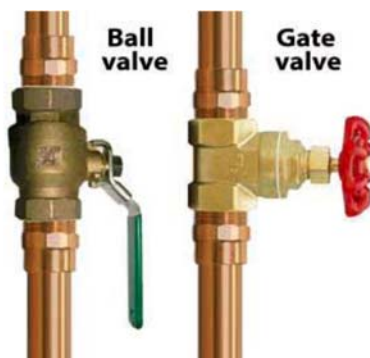
D



D



E



F



***IMPORTANT: Never block access to these locations with personal items.**

POWER SHUT-OFF & RESET LOCATIONS

A circuit breaker is electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when “tripped”. And you won’t have power to that area of the home. To reset, turn the breaker to the OFF position, then back ON again.

ELEC. PANEL



OFF



ON



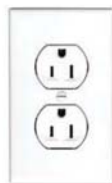
Most homes have the GFCI outlets in kitchens, bathrooms, and garage. When you have loss of power, press the “reset” button located in the middle of the GFCI outlet.



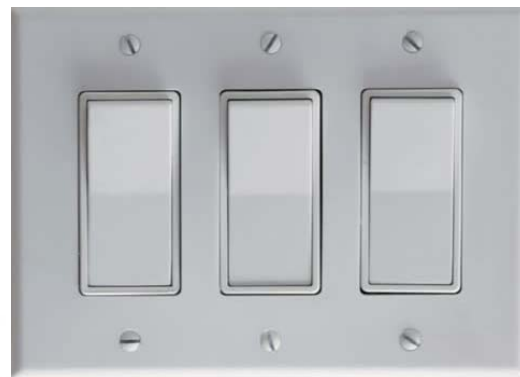
Push this button
to reset your
GFCI outlet.



UPSIDE DOWN SOCKETS



The **upside down socket** in a room typically corresponds to the **switch** on the wall.



EXTERIOR GAS SHUT-OFF LOCATION

To turn off gas, close the two ring loops together:

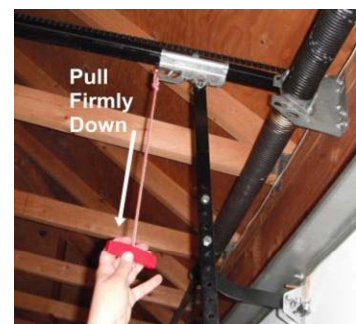


GARAGE DOOR INOPERABLE

If there's no power to the door, first reset the GFCI in the garage. If still not working, email us for a repair request. If you need to manually close your garage door, here are the steps:



- Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
- It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/bend the track!



- Make sure there is nothing obstructing the doors path to the floor.
- Once disengaged, some doors will no longer have any tension and will immediately fall to the ground, it is important to have a second person or a sturdy object securing the door and ensuring it doesn't prematurely fall to the ground without aid.
- After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit!



HELPFUL CLEANING TIPS

An ounce of prevention is worth a pound of cure!

- Kicking off your shoes will mean less time cleaning floors, and less damage to floors.
- For carpet, Experts recommend wearing socks or home slippers instead of bare feet. (Human skin leaves oil residue on carpet every step)
- Avoid grease build up in the kitchen; use a sponge and soapy water for grease.
- To lessen grease splatter, cook on low or medium heat.
- Change air filters more often to lower power bill & less dust.
- Avoid a fire hazard by cleaning your dryer's lint trap each use.
- Vacuum carpets & mop tile, wood, and vinyl regularly.
- Do not use a lot of water when cleaning vinyl flooring.
- Clean toilets & showers regularly to avoid build-up.
- Clean the base of faucet fixtures to avoid calcium build up.
- Avoid mildew by turning on bath vent while showering.
- Always put food away and wipe up food debris to avoid attracting insects or rodents.
- Keep pet food in closed containers to avoid attracting rodents.
- Regularly pick up debris and pet feces in outside areas.
- Unique Accidents? Google is best way to find out ways to remove! (wine, chocolate, butter, mustard, tomato, gum peanut butter, crayons, ink, permanent marker, etc)
- *If you have a rolling office chair on carpet, make sure to have plastic office floor mat to prevent carpet damage



HOA GENERAL RULES

Below is a helpful list of common HOA rules:

You can review your exact community's rules in the CC&Rs:
Section: "Use & Restrictions" or "Rules & Regulations".



19 MOST COMMON HOA RULES FOR HOUSES

1. Street Parking – some associations do not allow street parking
2. Landscaping – to be in good, clean, and attractive order (no weeds, leaves/needles on ground, overgrown shrubs/trees)
3. Trash – all garbage to be kept in lidded trash receptacles, stored concealed from street view, placed out no more than 12 hours before and after pickup
4. Vehicles – must be operable and registered at DMV
5. Vehicles Not Allowed – boat, golf cart, jet ski, motor home, trailer, camper, bus, commercial vehicles (e.g. dump truck, cement mixer truck, fuel truck, delivery truck)
6. Truck Vehicle Allowed – Limit 1 one ton truck when used for everyday-type personal transportation
7. Holiday Decoration – may be installed no more than 30 days prior, must be removed within 14 days following the holiday
8. Antennas & Satellite Dishes Not Allowed – may request install by submitting a design change form to board
9. Street Visible Improvements Alterations Not Allowed – may request install by submitting a design change form to board. Examples: exterior motion lights, security doors, garage doors, screen doors, landscape changes
10. Unsightly Articles Not Allowed – garage door open when not in use, inoperable vehicles, basketball hoops, clotheslines, equipment
11. Nuisance – no unreasonably loud noises (music speakers, whistles, pets, motorcycles), no trash odors to accumulate on the lot, no personal property items stored outside
12. Signs – no signs (exceptions: security sign 1'x1', a single for sale sign 2'x2')
13. Diseases or insects – must upkeep the place to not allow insects/rodents to breed
14. Animal Restrictions – If pet is allowed must be on a leash in outside common areas, clean up excrement (poop), no unreasonable barking or whining
15. Single Family Use Only – no professional trade or commercial use
16. Rentals – no transient or hotel rentals less than 30 days
17. Overhangs – trees, shrubs, or other items may not overhang or encroach onto another lot
18. Garage sales – 2 permitted per year, signs 1 day prior ok
19. Insurance – no hazardous or unsafe activity that would cause community premiums to go up



15 MOST COMMON HOA RULES FOR CONDOS

1. Assigned Covered Parking – ask HOA Manager for space #
2. Animal Restrictions – pets on a leash, clean up poop, no unreasonable barking/whining, excessive barking should be reported to Animal Control
3. Patio – no items kept or stored on patios or balconies, except reasonable quantities (and size) of regular porch furniture and potted plants



4. Holiday Decoration – only to be installed on the inside of windows (apartment)
5. No BBQ grill shall be kept or operated on any patio or balcony, or within 10 feet of building
6. No hard surface flooring permitted on interior of any unit above ground floor, except in kitchens and baths. Some say No owner/resident shall install tile or hard wood flooring in any unit
7. No jetted tub or water bed permitted inside unit
8. Max speed is 10 MPH in the community
9. Pool – max 4 guests per residence, only battery operated music players with headphones allowed, noise prohibited between hours of 10p to 8a, no diving running pushing or other unsafe behavior allowed, no glass bottles, eating smoking or drinking only permitted in lounging areas (not inside pool), no alcoholic beverages, persons under 16 aren't allowed without adult supervision of a parent or guardian, animals not permitted
10. Fitness Facility – max 2 guests per unit, persons under 18 not allowed
11. Individual garage sales not permitted. Community garage sales coordinated through the board
12. Car washing not permitted within the community
13. Not allowed on sidewalks, breezeways, or common area grass: Bicycles, skateboards, roller skates, motorized scooters, or similar vehicles
14. Signs – 1 for rent sign permitted per unit, not to exceed 8x11 inches in window
15. All leases must be submitted to the board of directors



SAFETY TIPS

The following are several tips to ensure the safety of you and your family in your home:

- Unplug all heat-producing small appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave a burning candle unattended.
- Turn heating pads and electric blankets off when you leave the room 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, report the leak immediately to us.
- Do not operate electrical appliances while standing or sitting in water.
- Do not overload extension cords or outlets.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard.
- If you suspect an electrical problem, report it to our office immediately.



- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact us immediately for repair.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in most hardware supply stores.
- If you use a grill or BBQ, use common sense and never leave grills unattended. Do not set grills up against the house. You could start a fire.

CITY-WIDE DISASTER PROCEDURES

(Earthquake, Flood, etc.)

Following is a summary of what to expect. Please post this note in a visible place.

- 1) Be Prepared: Have an emergency preparedness plan, a checklist and a 72-hour emergency kit.
- 2) Secure yourself, your family, your pets, your guests.
- 3) Stay tuned to the local news media and follow all recommended precautions and instructions.
- 4) During the disaster or before leaving your home:
 - a. Turn off main breaker to house.
 - b. Turn off main gas line to house.
 - c. Turn off main water supply to house.



HOME DISASTER PROCEDURES

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Leak, Tree Falls on House)

Upon discovery of the problem, secure from further damage immediately.

You are the guardian of the home, the home is under your watch!

Tenant Responsibility

1. Take steps to prevent additional damage immediately.
2. Turn off the source of water, electricity or gas, as the situation demands.
3. Notify us via text/call/email.
4. Make claim on Tenant's insurance for personal belongings.
5. Provide emergency (police, fire, etc.) report to us within 5 days of incident.
6. Provide access for insurance adjusters, repair people, etc. to assess, quote & repair damage.
7. Notify us of delays or problems with repairs.



MOVE-OUT PROCEDURES

You will also receive Move Out Instructions via email from your Property Manager.

30-Day Notice:

___ Remember to email us at least 30 days before your move out date

Tenant or Landscaper:

___ Lawn freshly mowed/trimmed & edged

___ Watering clock schedules working properly

Tenant or Pool Company:

___ Pool/spa filters cleaned, water balanced, leaf traps emptied

Tenant :

___ All light fixtures have light bulbs, decorative fixtures with matching bulbs

___ New air filters installed at air conditioner/heater

___ Nails/screws removed from walls and properly patched/painted

___ Carport/driveway/garage cleaned & free of all oil stains

___ Properly working door stops

___ All screens on windows undamaged/torn (unless noted on original walk-thru)

___ If the installation of a satellite dish was granted during tenancy, dish removed, holes patched

___ No trash left on the front curb

___ All personal items removed from the property

___ Turn off your ice maker and empty ice bin

___ During the winter months, please leave the heat set at 55 degrees

___ During the summer months, leave the AC set at 85 degrees

___ Home cleaned per Move Out Instructions and Move Out Cleaning Checklist

Professional Carpet/Tile Cleaner:

___ Carpets & Tile (including grout) professionally cleaned, provide us the receipt

Last Steps:

___ On or before your move out date, drop off items at our office:

___ All keys and remotes

___ 1 receipt for professional carpet cleaning

___ Please keep power/water/gas utilities on for 3 business days after move out

Our office will visit to do a move-out evaluation within 3 business days. NV Law requires Owners to send Security Deposit (less deductions, if any) within 30 days of the move-out.

MOVE-OUT CLEANING CHECKLIST

Home Cleaning:

- ☐ Window sills & tracks cleaned
- ☐ All walls & doors clean or washed
- ☐ Sliding door and closet door tracks cleaned
- ☐ Door casings, light switches fingerprints/dirt smudges cleaned
- ☐ All baseboards wiped off & clean
- ☐ All blinds dusted & washed (if applicable)
- ☐ All floors swept and mopped
- ☐ All cabinets & drawers cleaned, wiped out
- ☐ All closet shelving & rods cleaned
- ☐ Removal of dust & cobwebs
- ☐ All pot shelves cleaned
- ☐ All counter tops cleaned
- ☐ All sinks cleaned
- ☐ All cabinets to be cleared and cleaned inside and out
- ☐ All Appliances cleaned – In/Out/Top/Bottom
- ☐ Refrigerator interior and exterior, all compartments, shelves and racks cleaned
- ☐ Stove top burners, under burners (lift top) & drip pan cleaned
- ☐ Range Oven racks and interior cleaned, broiler pan cleaned, wipe exterior
- ☐ Stove exhaust hood & fan filter cleaned and degreased
- ☐ Cabinet & Microwave areas above/around the stove degreased
- ☐ Microwave interior cleaned and exterior wiped
- ☐ Dishwasher cleaned
- ☐ Washer/Dryer cleaned inside & out, lint trap cleaned, behind unit(s) cleaned
- ☐ Bathroom floors cleaned
- ☐ Bathroom toilets cleaned inside & out
- ☐ Stains and soap scum removed from shower/bathtubs
- ☐ Bathroom sinks, mirrors, towel bars, vanities, medicine cabinets cleaned & drawers wiped out
- ☐ Wipe clean all mildew from walls
- ☐ All faucets & plumbing fixtures clean of water spots & mineral build up
- ☐ All lighting fixtures/ceiling fans cleaned, especially the tops of blades, pull chains attached
- ☐ All vents cleaned, especially the air filter main vent
- ☐ Fireplace cleaned out/glass cleaned (if applicable)
- ☐ Front porch, balcony, garage floor swept clean
- ☐ Windows cleaned in/out
- ☐ All storage units/sheds clean
- ☐ Patio hosed and cleaned

SECURITY DEPOSIT DEDUCTIONS TO AVOID

- Missing or burned-out light bulbs
- Dirty Air Filters
- Missing or dead smoke detector batteries (smoke detector chirping)
- Not turning in a receipt for professional carpet cleaner
- Carpet damage due to spills, heavy soiled foot traffic, rough use, etc
- Not cleaning all of the areas of the home in our cleaning checklist
- Extensive wall paint scuffs, marks, chips, and holes
- Holes from flat screen TV wall mounts
- Landscape not trimmed, weeded and cleaned up
- Non-matching door lock keys front/garage/back/security doors
- Missing keys/remotes/cards
- Not emailing 30 day move-out notice
- Trash left out on front curb
- Carport/garage/driveway clean has grease and oil spots
- Missing or damaged window screens (if previously noted as having existed)
- Damage that is not considered Normal Wear & Use (see list below)

NORMAL WEAR vs DAMAGE

Normal Wear & Tear	Actual Damage
<u>CARPET & FLOORING</u>	
Carpeting slightly worn or faded	Torn, stained or burned carpeting, or pet odors
Furniture marks in carpet or matted carpet in high traffic areas	Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.
Minor scuffing on wood floor	Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)
Vinyl flooring worn thin	Tears, holes, or burns in vinyl flooring
Faded tiles, grout lines darkened	Excessive grime so that tiles & grout un-cleanable
Minor darkened baseboards on high traffic areas	Water damage, deep gouges, pet chewing on baseboards, or molding
<u>WALLS & CEILING</u>	
Minor marks or nicks on walls	Excessive nicks and marks on walls
Few nail holes	Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up
Faded, yellowing, or small chips in paint	Crayon marks, writing on walls, unapproved paint color
Drywall cracks from settling	Holes in walls from doorknobs, holes in walls from accidents, moving
Loose wallpaper from seam or age	Ripped, torn or marked up wallpaper, unauthorized wallpaper installed
Stains on ceiling from leaking roof or plumbing	Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.

<u>BLINDS, WINDOWS & DOORS</u>	
Blinds discolored or warped behind a hot window facing the sun	Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords
Sticky windows	Broken window, broken or missing locks, torn or missing screens
Closet door off track	Damaged or missing closet door, or bent tracks, missing closet guides
Loose or worn hinges, door handles, warped doors	Doors with broken glass, holes, or forced entry, broken hinges, including door frames
Hard to turn locks, sticky key hole tumblers	Broken keys in locks, front/side/back door locks not matching same key
<u>PIPES, FIXTURES, AND PLUMBING</u>	
Drain clogs from normal use, lines clogged by tree roots or deterioration	Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushables, diapers, or trash
Worn out motor on garbage disposal	Clogged lines from popsicle sticks, rocks, & foods not fit for disposals (look up online for list)
Loose faucet handle/spout	Active leaking faucet, causing cabinet damage
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains
<u>APPLIANCES, CABINETS, COUNTERTOPS</u>	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns or cuts in countertop
Cabinet doors that will not close fully	Greasy, sticky or broken cabinets and interiors
<u>GARAGE, EXTERIOR, AND LANDSCAPING</u>	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces