



Lease Addendum A

1. **Rent is due on the 1st** day of every month and can be paid the following ways:
 - a. iHeart Office during working hours
 - i. NO Dropbox available after hours
 - b. Mailing to our Office
 - c. Online through your tenant portal.

2. **Requests** for ALL services MUST be submitted online through your tenant portal.
 - a. Examples include Repairs, Pets, Move-out, Modification Permissions, or ADA Accommodations.
 - b. Requests will NOT be accepted verbally, by telephone, text, or direct email.
 - c. After submitting a request, watch for email for confirmation or vendor assignment. Please use this email for any communications relating to the request and status checks. (i.e., do not open new requests when there is already an open request). This will help us to more accurately track the request from beginning to end.

3. **Communication**
 - a. Text messages (617) 674-0985
 - b. Office phone (210) 365-8024
 - c. Employee personal cell phones are not permitted for iHeart PM company use

4. **Office Hours** are Monday-Friday 8:30am-5:30pm.
 - a. **Emergency** after-hours: on-line **portal** messages and text messages are the best and fastest way to reach on-call staff

5. **Resident Benefits** include HVAC filters and seasonal maintenance, tenant portal and payment processing, all-staff texting capabilities, waiver of ONE late fee per rolling 12-month period if charges are paid by the 15th of the month, and enrollment in Tenant Homebuyer Rebate Program with cash back on a home purchase. **Tenant agrees to pay iHeart Property Management a \$39 monthly fee for the tenant benefit package payable without demand with rent on or before the first day of each calendar month. (\$25 for homes without central air conditioning).**

6. **Violation Fees:** Tenant will be charged a \$60 penalty fee for any breaches of the lease or any violation notices.
 - a. Notices may be received from HOA's, condo associations, or City Code Compliance.
 - b. Lease breaches include, but are not limited to, failure to maintain, unauthorized occupants, unreported items in need of repair, unauthorized changes (e.g. locks, paint), and damage.
 - c. Pay or Vacate Notices may be initiated for non-payment as early as on the 4th day of the month. When issued, Tenant will pay a breach fee in addition to the Late Charges stated in the Lease.

Tenant acknowledgment: I have read and understand the Addendum A, will pay rent on time, will use the company resources to communicate requests, and I understand the importance of following the lease requirements.



Lease Addendum B

Moving In

Move-in and Move-out Walkthroughs are conducted between 9:00 am and 5:00 pm on workdays (excluding holidays). Appointments outside of these hours will incur an after-hours charge of \$25.

1. **Move-in** – Resident onboarding includes processes to ease the stress of moving, equip the tenant for and to maximize return of the security deposit at the end of the lease.
Tenant agrees to pay iHeart Property Management \$175 onboarding fee without demand with rent upon lease commencement.
 - a. **Lease Signing** – iHeart PM will meet with you to review lease provisions and address any questions that you have.
 - b. **Move-in Home Orientation** – iHeart PM will meet you at your home when you receive your access devices (keys, garage door openers, etc), give you specific information for your home and ensure your questions are answered. We will also take photos of the property to document condition of the property at move-in.
 - c. **Utility Concierge** – Citizen Home services is available to help with utility transfers if needed, through our association with the MyWalkthru app.
 - d. **Move-in Walkthrough** – iHeart PM will supply credentials to an app that produces a comprehensive report of the pre-existing conditions of the home along with high resolution photos to be used at move-out to protect the security deposit. This must be completed within 3 calendar days and will be used at move-out, along with photos taken by iHeart PM, to determine if new damages have occurred during the tenancy. This report is used to protect the tenant’s deposit; it is NOT used to request repairs.
 - e. **Repair Requests** - should be submitted through your tenant portal for all items needing repair, whether they are present at move-in or develop later.

Tenant acknowledgment: I have read and understand the Addendum B and the Move-in processes. I agree to pay iHeart Property Management \$175 onboarding charge without demand with rent upon lease commencement.



Lease Addendum C

Moving Out

1. **30-day's Notice** is required per your lease. This notice should be submitted through the tenant portal to ensure it is time-stamped and properly received. If you know your new address, please submit it with your notice.
2. During the last 30 days,
 - a. Allow showing of your home to prospective new tenants, as provided in paragraph 14 of your lease. We will work with your preferences on scheduling; not allowing showings at reasonable times as agreed can result in fees as described in paragraph 14. It is recommended that you maintain your home as neat and tidy as possible, to assist in securing a new tenant sooner and ending the need to show your home.
 - b. Arrange for professional repairs and cleaning, to maximize return of your security deposit. If you need help addressing areas needing special attention, feel free to call iHeart PM office to discuss. We are glad to help.
 - c. Catch up on deferred yard work, fertilize, mulch, and extra watering if needed to bring the lawn to its best appearance.
3. **Move-out** – Move-out Walkthroughs are conducted between 9:00 am and 5:00 pm on workdays (excluding holidays). Appointments outside of these hours will incur an after-hours charge of \$25.

iHeart PM will meet you at your home when you surrender the property to ensure you have an opportunity to return all access devices and also to provide information to help us be fair and equitable in our role between you and the landlord in allocating charges that arise in the process of detailed inspections and repairs after your move.

Tenant agrees to pay iHeart Property Management \$75 offboarding fee without demand with rent upon notification that the lease is terminating.

- a. The tenant will have all holes, including from hanging pictures, TVs or shelving **professionally** repaired with matching texture and paint touch-ups so that no marks, repairs, or touch-ups are noticeable from a distance of more than 4 feet. If dirt or grime on a wall is not cleanable, or if touch-up paint does not match, the wall should be painted corner-to-corner with the same color paint.
- b. The tenant will have the entire property **professionally** cleaned by a professional cleaning company, with all areas of the property addressed, including porches, entryways, garages and sheds. There should be no build-up of dirt or grime; it is the tenant's responsibility to review the work of the cleaner to ensure no areas were

missed. The **receipt is required** to be turned in at the move-out walkthrough.

- c. The tenant will have all the carpet in the property **professionally** cleaned by a professional carpet cleaning company & original receipt turned in with keys. If at any time there is an Animal on the property, you must also have an animal treatment done during the professional carpet cleaning.
- d. Ensure that the home is in as good condition as you received it, and that you are not leaving conditions behind that could damage the property. Some common issues are:
 - i. Icemaker connection leaking after refrigerator removed (leave tube in a bucket)
 - ii. Washer connection leaking after washer removed (leave a hose connection both hot and cold together, so it cannot leak)
- e. All items you are aware of needing attention should be reported to the property manager.
- f. If, during the Landlord or Landlord's broker/property manager's inspection of the property following the Tenant's surrender, it is determined that one or more of the conditions or circumstances described in paragraph 10(D)(1) (a), (b), (h), (j), (k), (l), (q), (r), and/or (s) exist, then, in addition to the reasonable costs of remedying such condition or circumstance, Landlord or Landlord's broker/property manager may charge Tenant, and deduct from the Tenant's security deposit, the following:
 - i. A Coordination Fee of 10% of the costs of remedying the condition; and
 - ii. an Inspection Fee in the amount of \$85.00 related to the inspection of the work performed to remedy such condition.
 - iii. If the total amount of deductions, including the foregoing charges, exceed the security deposit, Tenant will pay to Landlord the excess within ten days after Landlord makes written demand.
- g. Leave your utilities on for 3 business days to allow time for change-over to PM company so that we do not lose utilities while full inspection and additional cleaning and repairs, if needed, are in progress. (Remember we did not cut-off utilities while you were moving in; we appreciate the same courtesy). Premature turn-off of utilities will result in \$60 fee.

Tenant acknowledgment: I have read and understand the Move-Out Addendum, and will cooperate with iHeart Property Management to surrender the home in the best condition possible, maximize return of the security deposit and minimize the vacancy period between tenancies. I agree to pay iHeart Property Management \$75 offboarding fee without demand with rent upon notification that the lease is terminating.



Lease Addendum D

HVAC Filter Change and Seasonal Maintenance

This HVAC Filter Change and Seasonal Maintenance addendum is attached to and becomes a part of the Residential Lease Agreement. For the duration of the Lease Agreement and any extension periods, Tenant is required to perform the following recurring maintenance activities to prolong the life and increase the efficiency of the heating and air conditioning equipment:

1. MONTHLY
 - a. FILTERS: Tenant must change A/C filters monthly. HVAC filters will be delivered to the Property under the Resident Benefits Package. 1" filters must be installed monthly, thicker filters every 3 months. Tenant acknowledges that the filters will be dated and subject to inspection by Landlord upon reasonable notice. If at any time tenant is unable to properly or timely install a filter Tenant shall immediately notify Landlord in writing. Tenant's failure to properly and timely replace the filters is a material breach of this agreement and Landlord shall be entitled to exercise all rights and remedies it has against Tenant and **Tenant shall be liable for all damages to the property, A/C or heating system caused by Tenant's neglect or failure to properly replace filters.**
 - b. CONDENSATION DRAIN: Tenant must apply bleach or vinegar (1 cup) to HVAC drain line quarterly to prevent build-up of microbial growth in drain lines. **If condensation drain line becomes clogged on a unit equipped to add an anti-microbial agent, tenant will be responsible for the cost to clear the line and to repair any damages resulting from water back-up and/or overflow.**
2. Spring / Fall (March-April and October-November)
 - a. SEASONAL MAINTENANCE: Tenant agrees to have professional seasonal HVAC maintenance each spring and each fall under the Resident Benefits Package with the vendor directed by iHeart Property Management.

Tenant acknowledgment: I understand I am required to perform this minimum maintenance and I will be held liable for all damages to the property, A/C or heating system caused by neglect or failure to properly replace filters. I also acknowledge that landlord will not be responsible for emergency service costs when seasonal maintenance has not been performed.



Lease Addendum E

Minimum Required Insurance

This Minimum Required Insurance addendum is attached to and becomes a part of the Residential Lease Agreement. For the duration of the Lease Agreement and any extension periods, Tenant is required to maintain the following minimum required insurance coverage:

- \$100,000 Limit of Liability for Tenant's legal liability for damage to the landlord's property for no less than the following causes of loss: fire, smoke, explosion, water damage or backup or overflow of sewer, drain, or sump. ("Minimum Required Insurance")

As an iHeart Property Management resident, you are required to maintain a policy with this liability coverage in effect at all times while occupying the property and to provide proof of insurance to the property manager.

Why is it important?

1. Liability- The renter's insurance liability coverage provides liability protection for you. If you are responsible for damage to the owner's property (e.g., accidentally start a fire on the stove, or let a bathtub overflow) you may be responsible for the landlord's insurance deductible and any non-covered costs. This liability coverage can cover your costs to repair damage.
2. Personal possessions - Benefits include repair and/or replacement of your belongings in case of theft, fire, or other covered losses. Your belongings are not covered by the landlord's insurance; only the landlord's property is covered.
3. Loss of Use- If you are unable to return to your rental home due to a fire or a natural disaster, many renter's insurance plans will pay for you to stay in a hotel or other temporary housing. If you have food losses due to a refrigerator malfunction, many renter's insurance plans will pay to replace your food.

Tenant acknowledgment: I understand I am required, and agree to maintain an active renters insurance policy with liability coverage.

