



NEW TENANT ORIENTATION



Mission Statement

716 Property Management, LLC strives to be the PREMIER PROVIDER of property management services in Western New York.

Purpose

Provide EXCEPTIONAL SERVICE for Tenants and Owners so both parties benefit.

716 Property Management is a professional property management company that takes great pride in offering clean, good functioning, quality rentals at a competitive rate.

At 716 Property Management, we promise to:

- Return all phone calls within 24 business hours
- Complete all maintenance issues and repairs efficiently, quickly, and courteously
- Consistently improve the aesthetic look of any property we manage
- Maintain affordability in rental rates
- Provide exceptional service and support to residents

What is a Lease?

A lease is a legal contract between the landlord and tenant. When you lease a property from us, here is what you can expect from us:

The landlord (We) will provide a home that is clean, sanitary, in good cosmetic shape, and in good working order. The landlord will continue to keep the home in good working order and abide by the terms in the lease throughout the length of your tenancy.

The tenant (You) is responsible for keeping the home in good condition by practicing good housekeeping habits, including to prevent leaks, mold growth, rodents, and pests, treating the property with care to avoid preventable damage or maintenance needs, reporting maintenance issues in a timely manner, paying rent when it is due, and abiding by the terms of the lease throughout the length of your tenancy.

Maintenance

Please call us promptly with any maintenance requests. Your home has been thoroughly cleaned and inspected for any maintenance issues prior to your taking occupancy. However, we do not live in the home and therefore will not be aware when you have a future maintenance concern unless you tell us. **It is 100% your responsibility to report maintenance issues.**

Here is a list of items we want to know about immediately:

1. Drippy faucets, drippy pipes, or “running” toilets
2. Moisture where there should be none (roof, under the sink, etc.)

Your Repair Responsibility

- *Leaks:* You are responsible for leaks caused by misuse or neglect (such as knocking drain lines loose). Report **all** leaks immediately, as they can become a very big problem, very quickly.
- *Faucets/knobs:* Faucets and knobs can break easily if not handled properly.
- *Broken windows, blinds, doors, glass, locks, or any other damage* caused directly/indirectly by you or your guests.
- *Light bulbs:* These are your responsibility to replace.
- *Batteries:* It is your responsibility to keep your smoke detector and carbon monoxide detector in working order by replacing the batteries on a regular schedule.
- *Clogged toilets, bathtubs, sinks, and their drain lines.*

Unreported repair needs that lead to preventable damage, such as:

- *Rot/damage from leaks:* It is your responsibility to report all drippy faucets and pipe leaks within 48 hours. Non-reported leaks lead to damage that could have been prevented, therefore making you potentially liable for the cost to repair the damage.

What is Emergency Maintenance?

An emergency maintenance problem is something that if not taken care of IMMEDIATELY will cause significant damage. Emergencies usually involve water or fire. If it involves fire, call 911 first and then call us.

When is Rent Due?

Rent is always due on the 1st of every month. Rent payments must be paid in full at all times to avoid a late fee.

Paying Rent on Time is a **BIG DEAL**. No excuses.

Rent is due on the 1st of each month, and it is solely your responsibility to be sure your rent gets to us in time. You will need to plan ahead to be sure you pay your rent on time. We understand that sometimes you may need a little more time; therefore, there is a grace period until the 5th of each month to pay your rent for instances when you cannot pay by the 1st.

If you do not pay your rent by the 5th of the month, this is what to expect:

- On the 6th, a late fee of 5% of monthly rent or \$50 (whichever is less) will be added to your total due.
- On the 6th, you will be given statutory notices stating that you have 14 days to pay your rent and late fees in full, or the matter will be referred to our attorney for eviction proceedings, which may lead to increased costs to you.
- By the 20th, if we have still not received your rent payment and late fees, eviction proceedings will begin.

Policies

Your lease and the addendums attached to it outlines our policies in detail, so please be sure to become familiar with them to avoid a phone call or worse, termination of your tenancy. Below are the policies that we would especially like you to remember.

No Smoking

One of the reasons you were chosen as a tenant is because you do not smoke. We do not allow smoking in any rental or within 20 feet of our buildings. Smoke permeates and damages ceilings, carpets, walls, and floor coverings. You will be held liable for any smoke-related damage within the rental.

No Pets

Pets are not allowed without written approval from the landlord and are subject to additional fees. If you intend to hide a pet within your unit, please reconsider to avoid causing your own eviction.

Window Coverings

Bed sheets or other similar objects may not be used as curtains or window coverings. Broken blinds must be replaced immediately. If we notice your blinds are broken, we will hire a contractor to install new ones at your expense.

Decks/Balconies

Decks/balconies must remain clear of debris, garbage, bicycles, toys, furniture, tarps, and other clutter. Do not use your balcony as storage or to dry clothes. Decks/balconies are meant for your enjoyment. A barbecue, lawn furniture, and small plants are the only acceptable items. Failure to abide by this policy will result in termination of your tenancy.

Noise Levels

Out of respect for your neighbors, please keep all noise to a minimum. Your neighbors are entitled to the quiet enjoyment of their home at all times. There should be no loud noise before 7AM and after 9PM Sunday-Thursday and before 7AM and after 11PM Friday-Saturday.

Parties

Loud parties are not allowed.

Occupancy

Occupancy is limited to ONLY the people we listed on the lease agreement. If you decide to get a roommate after you move in or you have a guest staying for more than 14 consecutive days, you must notify us, and they must fill out an application and go through our approval process. All occupants must meet our screening standards.

Notice to Vacate

When you decide to move, remember to first take a look at the terms in your rental agreement or lease for how to proceed. You must give a minimum of 30 days' written notice before the expiration of your lease.

Early Termination of Lease

If you decide to move before the term of your lease is over, there will be a 2 month charge assessed to the tenant to release from the current lease terms. In addition, all normal Move Out procedures will continue to apply.

Proper Use of Drains/Toilets

In order to keep your drains in safe and sanitary order, you must ensure that only the appropriate materials are going down the drains. No Kitchen grease or solid waste should be allowed down the Kitchen drain. Only toilet paper and human waste should be put down the toilet drains – paper towels, any type of wipes, tampons, etc will clog the drain system and the tenant will be responsible for the resulting drain repair.

Trash Pick Up / Bins

It is the responsibility of the tenant to remove trash from their apartment and place it in the appropriate Trash Bin outside. Also, the tenant is responsible to have the Trash Bin put out after 5PM the evening before trash collection day, and have the Trash Bin put back adjacent to the house by 5PM on the day of trash collection. Not putting the bins out will create an unsanitary situation that can become a breeding ground for rodents. In addition, keeping the Trash Bin clean is important to ensure the bin does not become an attraction point for rodents. Trash must be placed in plastic bags before being put in the bin so the bin stays clean. Tenants will be charged an annual Maintenance fee of \$50 if their bin needs to be cleaned. The decision to clean the bin is at the sole discretion of the Landlord.

Storage of Personal Items

Storage of personal items will be limited in the basement and common areas. No personal items can be stored in a manner which blocks any passageway or doorway access. Items will need to be moved by the tenant, or the Landlord will have them moved at the expense of the tenant.

Vehicle Parking

Only registered vehicles can be parked on the property. Any fines/fees charged by the local municipality for unregistered vehicles being parked at the property will be the responsibility of the tenant. Vehicles that are not registered may be removed from the premises by a towing company without notice.

**We hope this document has helped clarify any questions you may have had.
Thank you for your tenancy and congratulations on your new home!**



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