



Maintenance Items that are Tenant Responsibility

- Follow the terms and conditions as stated in your lease agreement.
- Immediately test the smoke alarms when you occupy your home.
- You are required to check and replace smoke detector batteries regularly. At no time should you disconnect or remove them.
- Garage door openers and remote-control batteries are your responsibility.
- Replace all light bulbs with the correct size and wattage for the fixture.
- Replace HVAC filters every month.
- Exterminator and pest control at your home is your responsibility.
- Maintain landscape properly and weed flower beds.
- Properly water grass and all landscaping including trees.
- Report malfunctioning irrigation systems; broken irrigation heads are tenant responsibility. If you don't know how to operate the system, please let us know and we will send you a video.
- The cost to repair jammed garbage disposals is a tenant expense; use them cautiously. Only place a small amount of food down them and always run the water when using it.
- All plumbing clogs are tenant expense. Plunging a drain or toilet before submitting a work order can often save you money by avoiding a plumber.
- The cost of repairing any broken water line(s) caused by freezing weather
- Properly dispose of any animal droppings on the property
- If the property has a fireplace, use caution when operating and disposing of ashes or coals. Do not build roaring fires.

As a reminder, submit all work orders through your tenant portal. After a repair has taken place, if you're still having issues with the repaired item, call our office and let us know. If you fail to report a recent unsolved repair and there is further damage or expense, you may be responsible for the cost, per your rental agreement. **Recent repair means within the last 45 days, and pest control work means within 30 days.**

Maintenance Emergency Definition and Details

We define an emergency as a situation that presents a health and safety danger to people or property and is not a condition that merely causes inconveniences or discomfort.

There are a few real emergencies, but should you have a maintenance emergency, you can call our office 24 hours a day. If you call after hours, leave a message and we will return your call.

1. Fire
2. Uncontrolled water flow or sewage flow
3. Natural gas odor
4. No heat - When outside temperatures is below 40 degrees (as determined by us)
5. No a/c - When outside temperatures are above 95 degrees (as determined by us)

What is **NOT** an emergency?

Remember, an emergency is a situation that presents a health and safety danger to people or property. Some examples of conditions that are not emergencies are:

- Non-working dishwasher, refrigerator, freezer or disposal
- No power (unless there is a medical emergency), make sure to check your local provider before calling us
- No hot water
- Locking yourself out (do not lock keyless deadbolts and go out the garage)
- A broken window

If you use the emergency system after hours and you do not have a valid emergency, your account will be charged an administrative fee of \$75. No exceptions.

Emergency/ Disasters

Emergencies and disasters can happen anywhere at any time. The best solution is to be prepared. There are different emergencies:

- Maintenance emergencies:

- Please follow maintenance instructions outlined above and call our office when appropriate
- We kindly request that you treat our staff courteously while under the stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - When major emergencies or disasters such as tornadoes, floods or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others.
 - Always first call emergency services in a disaster, then notify our office as soon as possible.
 - Landmark Management will assign priorities and will work to assist you as much as possible as quickly as possible.