

Resident's Handbook

Qwest Property Management

146 Monroe Center NW, Suite 1130

Grand Rapids, MI 49503

Phone: (616) 954-5900

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www.QwestPM.com

Please keep this document in a safe place
for future reference.

Revised 9/4/14

Welcome to Qwest Property Management!

We are pleased to have you as our resident(s) and we would like your experience with Qwest Property Management to be a pleasant one. Along with your Lease Agreement, this Resident's Handbook is a very important reference tool. It contains helpful information that will make your tenancy a satisfying one. The Resident's 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 our resident, understand our policies and processes, we can better serve your needs.

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

Office Hours: Monday - Friday

9:00 AM – 5:00 PM



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WHEN YOU FIRST MOVE-IN

Get To Know Your Property

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

Also locate the water shut off valve for the house. It usually is usually located within a few feet along the water line from the City water meter where the service comes into the house from the street. Generally in the basement along the front yard wall closest to the road. If the home has a well, it will also be located in the basement. However the main water line will come in near the well's bladder tank. The whole house shut off valve will be close. Also locate the water shut off for the hot water heater and under all sinks. Locating these items now may prevent or minimize damage later.

Please remember that you have seven days from the day you take possession of the property to return the move-in checklist form you received from QwestPM. The move-in checklist form is located in your move-in folder you received at the lease closing.

GENERAL RULES AND REGULATIONS

Part of Your Lease

This *Resident Handbook* is part of your lease agreement and is legally binding on both parties.

The Property

You have leased a home . . . think of it as your own. During the term of this lease, you are in possession of the house and yard (if your lease requires). 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. Payments must be received by management (not post dated) on the first in order to avoid additional costs, per your lease. Monthly bills will not be sent to you. Payment should be made in the form of a check or money order made payable to:

Qwest Property Management, LLC
146 Monroe Center NW, Suite 1130
Grand Rapids, MI 49503

Pre-addressed envelopes are provided for your convenience.

WRITE YOUR ADDRESS on your payment to assure proper credit. For roommates (or any resident account), all monthly rent payments should be made with one payment. A \$20.00 processing fee will be assessed to your rental account for each additional payment. 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 mailing time for delivery of the mail, as payment must be received on or before the close of business on the 1st. If the 1st of the month falls on a weekend or (Post Office) holiday, rent is due the following (QwestPM) business day.

You may pay in person, Monday through Friday, 9:00 am to 5:00 pm. We do NOT accept cash payments in our office. Rents remaining unpaid beyond the 1st day of the month are delinquent and are subject to additional fees. **Management reserves the right to require any funds paid late must be in certified funds. No personal checks will be accepted.**

If you pay with a post dated check, please understand that Qwest Property Management WILL NOT hold that check until the date on the check. The check will be deposited as soon as rent payments are processed. Banks will accept post dated checks for deposit and if the check comes back as non-sufficient funds, you will be charged all related fees per your lease that are applicable. Qwest Property Management reserves the right to refuse third party checks.

Returned Checks

The amount of any NSF checks, plus a fee must be paid in either certified funds or a 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 time of notification. If a personal check has been returned for any reason, Qwest Property Management reserves the right to insist that all future payments be made by certified funds.

Communication, Contact Phone Numbers and E-Mail Addresses

We encourage our residents to use email as our preferred method of communication. All residents are required to have telephone accessibility and to provide QwestPM with their home, cell and work phone numbers. Please be sure to notify QwestPM when you change any of your contact numbers. **Even unlisted numbers must be provided.** A contact e-mail address should also be provided. Please include your home and work numbers with your first rental payment after you move in, or you may send it to your property manager via fax or e-mail. Please include your full name and address with the phone numbers so the correct information will be recorded in your file.

Communication with QwestPM is critical. When we contact you for any reason, via any method, we expect that you will respond appropriately. If, after making attempts to contact you and you fail to respond, we will be forced to physically post our communication on your front door. **If your failure to communicate causes us to post anything on your front door, you will immediately be charged with a non-refundable posting fee of \$45.00, per posting.**

If QwestPM has scheduled an appointment with you, either in our office or at the property, and you fail to show up for the appointment, you will be charge a non-refundable \$45.00 missed appointment fee. We respect your time and we need you to respect our time as well.

Qwest Property Management, LLC may, without further notice or warning and in our discretion, monitor or record telephone conversations you or anyone acting on your behalf has with Qwest Property Management, LLC or its agents for quality control and training purposes or for its own protection. Residents acknowledge and understand that, while your communications with Qwest Property Management, LLC may be overheard, monitored, or recorded without further notice or warning, not all telephone lines or calls may be recorded by Qwest Property Management, LLC, and Qwest Property Management, LLC does not guarantee that recordings of any particular telephone calls will be retained or retrievable.

Default of Rental Checks

Currently our rent collection policy is to send a 7-day notice of eviction if rent has not been paid in full by the 7th of each month. If your rental account has any unpaid balance, you will receive this eviction notice. **If we send you an eviction notice, for any reason, a \$20.00 delinquency delivery fee will be assessed to your rental account.**

If the rent is not received by close of business on the 1st day of the month in which it is due, resident will be responsible for all fees, court costs, attorney's fees 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.

Thirty-Day Written Notice

A thirty day (30) written notice (prior to the end of any lease ending date) must be given to QwestPM if you desire NOT 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.

Keys and Locks

All locks will be re-keyed with each new residency. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of QwestPM. QwestPM must have keys to each lock on the house. **DO NOT install locks to interior doors! QwestPM may gain access and re-key if at any time access is denied, and charge the cost to the Tenant.** If you would like your home re-keyed after you move in, contact our office and we will have our locksmith schedule a time and have the locks changed at your expense. All keys are to be returned to QwestPM upon vacating the premises or you will be assessed a \$50.00 fee for not doing so.

If you have lost your key and/or have locked yourself out of the property, you will need to contact our office and come in and check out a key. You have two choices. 1) You can check out a key by paying a \$10.00 key deposit and you must return the key to our office within 48 hours. 2) You can purchase a new key from our office for \$10.00. **Do not call the after hours emergency only phone line if you are locked out of your home. Qwest Property Management does not perform after hour lock outs. You should contact a local locksmith who can assist you, at your own expense. Below are some locksmiths in Kent**

County that you can call for help. PLEASE DO NOT ATTEMPT TO BREAK THE DOOR OR A WINDOW TO GAIN ACCESS. If you do, you will be charged for the related damage and this is viewed as a breach of your lease and we will commence with the eviction process immediately. Have a predetermined plan for this occurrence.

Local Locksmiths:

A-1 Locksmith Service - (616) 633-9114

1935 Willard Ave SE

Grand Rapids, MI 49507

Emergency Lock & Safe - (616) 458-0366

1044 E. Fulton St

Grand Rapids, MI 49503

Boston Square Lock & Key - (616) 243-5731

1625 Kalamazoo Ave SE

Grand Rapids, MI 49507

Hoogerhyde Safe & Lock - (616) 458-6365

1033 Leonard St NW

Grand Rapids, MI 49504

Trash, Garbage and Recycling

All garbage, trash and recyclable materials must be placed in appropriate containers. QwestPM does not provide trash receptacles and/or containers. The Resident is required to make arrangements to have garbage and trash picked up weekly. 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. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at any given time. Residents must comply with all municipal requirements as well, and if a municipal fine is ever assessed, residents will be responsible for the fine plus any administrative fees assessed by QwestPM.

Condominium/Homeowner Associations

Resident is responsible to obtain 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 a condominium or homeowners association. Resident agrees to abide by all applicable rules and regulations.

The lease is subject to the approval of the condo association or homeowners association and Resident agrees to pay any association application fees necessary for such approval (if applicable).

Should QwestPM 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 Residents failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the Residents, the Resident's guest or their invitees, then the Residents are responsible for the cost of curing any violation, legal and attorney fees, court cost, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. and other costs that may be incurred by QwestPM or the property owner.

Disturbances, Noise and Nuisance

All Residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. 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 house drinking alcoholic beverages, etc. If music or other sounds can be heard outside of the walls of your home, it is considered too loud.

Move-In/Move-Out Condition

When you rent a home from Qwest Property Management, we strive to ensure that all items are in good working order. At the lease closing you received a move-in checklist. Please complete and return this checklist within the first 7 days after you receive possession. If no report has been received by management, the property will be assumed to be in acceptable condition. If you have a maintenance request, do not write it on the move-in checklist. Please submit the maintenance request on our website or fill out the maintenance request form and submit it to management.

Periodic Property Reviews

QwestPM will conduct periodic reviews of the premises to note its condition. You can expect that we will conduct a review in the first 60 days of your tenancy. We will also conduct a lease renewal review around 90 days out from your lease expiration. There may also be additional reviews throughout your tenancy. You will be notified of deficiencies, if any, that are a Resident 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 Lease Agreement and grounds for termination.

Parking/Vehicles

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 repairs are allowed at anytime on

the property. 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 the leaks. All local ordinances regarding vehicle storage must be abided by or additional fines or fees could be assessed to your rental account.

Guests

A reasonable number of guests may occupy the premises without prior written consent if their stay is limited to 72 hours. Only those persons listed in the Lease or Rental Agreement have permission to occupy the premises. You are responsible for the behavior of any and all guests. All personal conduct directives included in this agreement also apply to your guests.

Emergency Maintenance and Repairs

An emergency exists when danger is present or property damage has occurred or is about to occur. **Do not abuse the emergency system with other types of calls.** In many cases, what a resident considers an emergency is not truly an emergency. Some examples of an emergency would be a gas leak, fire, or flood.

To report an emergency during business hours, call the office of Qwest Property Management at 616-954-5900 and if we are not available, follow the instructions on the voice mail.

If you have an emergency after hours or on the weekend, please call our after hours emergency only phone line at 616-726-2334.

Be sure to report the specific emergency and include your telephone number along with your property address in your message. The call back will be coming from a "Blocked" telephone number. Resident MUST be able to receive this call. If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling Qwest Property Management!!

If there is a major water leak, immediately turn off the water supply to the premises and contact QwestPM.

If there is a gas (natural, LP, propane, etc.) leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify QwestPM.

See Emergency/Disaster Procedures (page 21) for additional procedures.

Renter's Insurance

Qwest Property Management strongly encourages our residents to obtain a renter's insurance policy. A copy of your declarations page should be given to Qwest Property Management the first month you move in. Please notify your insurance company that Qwest Property Management is the Lessor and must be notified of any change.

Resident understands that the Home Owner's property insurance does not cover Resident's personal property or protect Resident from loss or liability. Resident is

responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect Resident's personal property against loss or damage.

If Resident's refrigerator goes out for any reason whatsoever, QwestPM or Home Owner, is not responsible to replace or reimburse for lost contents. Even if loss is caused by failure of landlords property (i.e. if refrigerator breaks or failed electric system).

Pets

Unauthorized pets are strictly prohibited from being in or on the property.

Per your lease, when management becomes aware that an unauthorized pet is/was on the property (including your guest's pets), you will be charged an immediate owing non-refundable unauthorized pet fee that is equal to ½ of one month's rent. The pet(s) must be removed from the property within 3 days of notice. If the pet is not removed, management will proceed with the eviction process and the aforementioned unauthorized pet fee will still be owed, along with all other charges under your lease agreement.

If you have an authorized pet, per your lease/pet agreement, Management will conduct two pet reviews per lease term. You will be put on notice with the time and date when the review of the property will be conducted and the notice will include instructions noting the entire home must be accessible to be viewed. You should have the pet(s) out of the house or crated at the time of the review.

Having a pet in a rental home is a privilege. When you made application to have the pet(s) you were made aware of the cost of each Pet Review which is a non-refundable \$100.00 fee. Prior to your lease closing, management collected \$200.00 which was allocated to the 2 required pet reviews for the initial lease term. If you are now within or will be going into a renewed lease term, Qwest Property Management will bill you for future pet reviews at the time you are put on notice of the upcoming review. You will not be required to pre-pay the reviews within a renewed lease term. The intent of the reviews is to make sure that the pet(s) are not damaging the property. If an issue is discovered during the review, you will be put on notice with a letter of correction. You will be expected to comply with any requests made by management and failure to do so is considered a breach of your lease and you may lose the privilege of having a pet(s) on the property, or subject to termination. **Again, it is a privilege to have a pet in a rental property. Residents are responsible to clean up pet waste.** Also, if the pet were to cause a portion of the property to be inaccessible during a property review/inspection or if a vendor/contractor was unable to complete a repair due to the pet, the resident will be fined \$45.00 per occurrence.

If you would like to add a pet mid-lease, please contact your property manager and they will explain our policies, procedures and applicable related fees for doing so. **If you bring a pet on or into a property prior to obtaining managements written authorization, including but not limited to executing the pet addendum, pet agreement and paying the applicable fees, you will be subject to the aforementioned unauthorized pet fee that is equal to ½ of one month's rent.** Please review our resident application and disclosure statement for a list of pets that are not allowed on our properties. Also, please

note **birds and fish with tanks larger than 10 gallons are considered a pet and are subject to all applicable fees and pet reviews.**

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Qwest Property Management if you are not able to operate them. Please check their operation regularly. You are REQUIRED to report all non-operable smoke detectors to management immediately. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.** The number and location of the smoke detectors inside the property were documented prior to your move in. If any smoke detectors are damaged or missing after you move out, you will be charged to replace them.

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 signature by the resident with specific location of the installation and name of the service provided. If approved, the security/alarm code is to be provided to Qwest Property Management within 48 hours of the activation of the system. **If an unauthorized satellite dish is found on the property, you will be charged a minimum \$250.00 fee to have the dish removed. If this fee is unpaid at move out, then it will be assessed against your security deposit.**

IN AND AROUND THE HOUSE

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has "popped" or "tripped". The Ground Fault Circuit Interrupt (GFCI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually used in locations 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 GFCI circuit. Most GFCIs located at the breaker box are marked with a red or yellow button. Many houses have the GFCI at the plug outlet. There may be more than one GFCI plug in the house. If these "pop" or "trip", reset them. Refrigerators, freezers and other appliances that require constant power should not be plugged into GFCI outlets.

Many of our service calls for "plugs not working" or "lights won't come on" turn out to be tripped breakers or GFCI outlets. Residents are responsible for checking breakers and GFCI outlets before submitting a repair request. If a service request is made and our contractor finds that the problem was a tripped breaker or GFCI, you will be subject to a charge back for this service call.

Pest Control

Please report any pest problem within your first 7 days of possession, in writing. If not reported in writing, within the first 7 days of possession, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less

termites, is considered a Resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. Qwest Property Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas, bed bugs or other pests. Resident will be charged for any damage caused by uncontrolled pests, including but not limited to the cost of extermination.

Changing Paint or other alterations, Etc.

Resident must obtain prior written consent from Management before painting, installing fixtures, making alterations, additions or improvements and if permission granted, same shall become the LESSORS property and shall remain on the premises at the termination of tenancy.

MAINTENANCE, DAMAGE AND REPAIR

Put Maintenance Requests in Writing (submit online)

Residents have agreed to submit all maintenance/repair requests online at www.QwestPM.com. If you don't have the ability to get online, you were provided Maintenance Request Forms within your *Move-In Package*. Put all routine maintenance/repair requests in writing by filling out the online form or using this form. Be specific about the problem. Write clearly and legibly. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Qwest Property Management so the call can be reassigned. You may fax or e-mail your requests to your property manager.

Scheduling Maintenance

If you have submitted a request in writing for a maintenance and/or repair, **YOU** are responsible for scheduling any necessary service calls with our vendors once the vendor has contacted you. Resident is responsible for granting the vendor access to the premises. Qwest Property Management does not provide keys to vendors. You must have someone at the property that is at least 18 years of age or older to give the vendors access, as they have been instructed not to enter a home if an adult is not present. **If after an appointment is made with the vendor to provide access to the property and you fail to make the scheduled appointment, there is a \$45.00 missed appointment fee that will be added to your rental account, per each missed appointment.** Be polite to the vendors. The vendors are there to solve your maintenance problems. They did not cause the problem and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, even if the repair is not complete. **If resident submits a maintenance request and the manager deems unnecessary or the resident failed to make sufficient efforts to correct the issue prior to the request being made, manager may charge back the cost of the repair to the resident. For example, if the oven isn't working, and our vendor finds that the only problem was a tripped circuit breaker, then the resident will be charged back for the cost of the vendors invoice because the resident is expected to extend a minimal amount of effort to mitigate the cost of potential repairs. Correcting a**

tripped circuit breaker is a reasonable expectation by management for the resident.

Who Does What

All "breakdowns," system failures and structural defects must be reported to Qwest Property Management immediately. If an urgent repair is needed (i.e., hot water heater leaking) **Resident 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. Qwest Property Management will arrange with vendors to make necessary repairs within a reasonable time. Resident will not be reimbursed for any unauthorized repairs made by resident or anyone hired by resident.

Unauthorized Repairs

Qwest Property Management must authorize ALL repairs and/or maintenance that the resident requests. Please do not make any repairs or authorize any maintenance without written permission from Qwest 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

The HVAC return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of debris and other obstructions. Do not allow grass and weeds to grow up around the condenser unit.

NOTE: An Air Conditioning 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.

Lawns and Grounds

Resident is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises (if required per your lease). This care includes regularly cutting the grass; watering; trimming shrubs; edging all driveways, walkways and curbs; cleaning debris, and pine needles and preventing vines from growing onto the house. Leaves must be removed off the grass before snow falls. A spring clean up is required as well. Keep shrub and tree growth away from the roof, eaves, and sides of the house. Resident is required to report any condition which can cause damage, permanent or temporary, to the grounds. All flower/shrub beds must be kept free of weeds, grass, etc. Resident must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Qwest Property Management within 7 days of taking possession of premises (or within 7 days of sprinkler systems seasonal turn on). If no notice is received, Qwest Property Management will assume that the

irrigation/sprinkler system is in good working order and any damage to the lawn and grounds due to failed irrigation systems will become the responsibility of the Resident. It is the responsibility of Resident to comply with water restrictions for your area, if applicable. Qwest Property Management will have underground sprinkler systems winterized in the fall and turned back on in the spring.

Light Bulbs

All burned out light bulbs are to be replaced during the Resident's occupancy (including floodlights). Upon move-out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all bulbs must match. If not, your security deposit will be charged for the cost of paying a contractor to replace missing/burned out/miss matched bulbs. If replacing a light bulb requires the use of a ladder in order to access the light fixture, please do not attempt to change the light bulb yourself. Submit a maintenance request and we will contract to have that done, which will not be charged to you. **Qwest Property Management does NOT encourage our residents to get up on ladder's to effect any aspect of the rental property!**

Plumbing/Septic Systems

Resident is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products/tampons, diapers, diaper wipes, condoms, cotton swabs (Q-tips), coffee grounds, cooking fats or oils are not to be flushed down any toilet/drain or otherwise deposited into the house sewer.

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 resident would be responsible for these costly repairs if deemed to be caused by resident's failure to comply with the above.

Resident will be responsible for the cost to clean out any drain or toilet and any damage or stoppage unless it was caused by mechanical failure of the plumbing system or tree roots.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. Do not paint or wallpaper without prior written approval from Qwest Property Management. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. **No Smoking on the premises!!**

Vinyl/Ceramic Tile Floorings

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply varnish, lacquer or shellac to the

floor. Do not apply any type of wax to ceramic tile floors. Resident will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dust, 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. Resident 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. Resident 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 are professionally cleaned. Per your lease, we will have the carpets professionally cleaned after move-out and the cost will be deducted from the security deposit. Also, if you would like to have your carpets cleaned during your tenancy, you must use a professional carpet cleaner. **DO NOT ATTEMPT TO CLEAN THE CARPETS YOURSELF.**

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves (electric flat top), use only cleaners approved for those surfaces. Resident will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance. Please clean off all spilled or boiled over foods on stove top to prevent it from being baked on.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be 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. Resident must report any discoloring in or around the floor of the dishwasher where water could be leaking. Failure to do so could result in a resident charge back for damages incurred.

Garbage Disposals

Garbage disposals are not for bones, eggshells, greasy items, meat, 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 what is put into the disposal. If resident submits a repair request and the

vendor determines the cause was from the resident use (or misuse), the resident will be charged back for the cost of the repair.

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 first check to see if the reset button or the breaker may have tripped before making a maintenance/repair request.

If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer’s instructions or contact the gas company. If the problem still persists, submit a maintenance/repair request.

CLEANING AND HOW TOS

Qwest Property Management works hard to deliver you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment usable for you. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Qwest Property Management.

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. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
7. Blinds, if provided, should be cleaned or washed semiannually.

8. 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.
9. Caulk tub as necessary.
10. Sweep out garage as needed.
11. If you have pets, residents are responsible to clean inside and outside after the pet, specifically all pet waste outside.

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 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. Particularly, the stove hood, the filter in the stove hood, 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 clean. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which Resident will be responsible.

Fireplaces

If there is a fireplace in your home, we ask that you **DO NOT** have fires inside of the fireplace(s). Use of the fireplace will not be permitted to our residents.

MOVING OUT

Written Notice

Before notice to vacate is accepted by QwestPM, it **MUST** be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 30 days before termination. Once QwestPM receives notice from Resident, Move-Out Procedures will be sent to Resident. Follow the Move-Out Procedures to ensure your best opportunity for full return of Resident's security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be the Resident's responsibility to:

- 1) Clean the interior and exterior of the house including all appliances and floors. This includes all floor coverings.
- 2) Please **DO NOT** fill small holes in your walls with spackle. Just leave them there and we'll handle it. The next residents will often hang pictures in the same place anyway. We have had to completely repaint interior walls that were

otherwise in good shape after tenants created white polka dots throughout the entire house by filling numerous small holes with spackle. If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted, please remember that per your lease agreement, you are not allowed to do any painting in the property. We will handle this and it will be charged to you.

- 3) Dispose of all garbage and trash.
- 4) Close and lock all windows and doors.
- 5) Per your lease agreement, Qwest Property Management will have your carpets professionally cleaned after your move out. The cost of which will be deducted from your security deposit. Qwest Property Management will order the carpet cleaning even if you have had them cleaned prior to returning possession. So, please don't hire a service as you will end up paying twice for a cleaning if you do so.
- 6) Cut the lawn, weed/clean the flower beds, edge, and trim the shrubs. Remove all leaves off the lawn.
- 7) Inform all utility services and Postal Services of the departure date and forwarding address. **Per your lease agreement, all utilities must remain on and in your name through the last day of the lease.** If service is interrupted prior to the last day of the lease. Qwest Property Management will restore service and you will be charged for any usage and an administrative fee to restore utilities.
- 8) **TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.**
- 9) Turn in ALL keys on the expiration date.
- 10) Qwest Property Management will 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

There will be a sign (and possibly a lockbox) placed on your property, as stated in your lease, and we will begin efforts to locate the next resident after we receive your notice to vacate. We will, with advance notice to you each time, be showing your unit to prospective residents. Ideally, a new resident will be found soon and this process will be a short one. Anything you can do to make the property show better will increase the probability that the process will end sooner. **If you have pets, you agreed in your Pet Agreement to remove or kennel them if they interfere in any way with our access to the property. This will be strictly enforced, no exceptions.** If your yard needs attention, please tend to it at once. The "curb appeal" and interior appearance of a property is extremely important to our success in finding a new resident quickly. When we work together, the leasing process usually has a win-win result (read below). When we find someone fast and you endure minor, if any, disturbance.

Move-Out Date vs. Lease End Date

Although your lease most likely ends the last day of your final month, we know that residents often move sooner than the actual last day. In other words, your move-out date may be sooner than your lease ending date. If so, there is a chance for you to receive a partial rebate of your final month's rent. This will happen if we move a new tenant in before the end of the month. If it so happens that you are going to vacate early and would like to have this rebate opportunity, please *let us know in writing of your actual move-out date* so that we may offer a corresponding move-in date to a new prospective resident. Once received, we will require all lease holders to come to our office and sign an addendum to the lease regarding this arrangement. We will hold you to this earlier date so please be certain of your plans. Otherwise, you must be finished, out of the property, and have the keys to our office by no later than 5pm of the last day of your lease. No extra or holdover days will be allowed beyond your move-out date.

The Move-Out Process

Once the Resident has vacated the premises and keys have been received by QwestPM, we will begin the Move-Out process to determine and expedite return of the Resident's security deposit. Keys MUST be returned to Qwest Property Management, please do not leave keys at the premises. There is a \$50.00 fee for not turning in your keys after move out, per your lease agreement. Resident is fully responsible until the keys have been given to and received by Qwest Property Management. All utilities must be left in your name through the last day of your lease. If management finds that any of the utilities have been shut off prior to the last day of the lease, resident will be charged a reconnect coordination fee.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new Resident, as well as any damage to the Lessor, monetary or otherwise, incurred as a result of Resident's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 30-day written notice. You must pay a full months rent for every month until the property is re-leased or your lease obligation ends, whichever comes first.

Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and move-out. The most common charges for breaking a lease are:

- a. A re-leasing and/or breaking lease fee (must be paid prior to management's marketing activities).
- b. Rent until the new lease takes effect.
- c. Lawn maintenance (you need to arrange for that before leaving)
- d. Utilities (keep them on in your name until notified of a new Resident)

Return of the Security Deposit

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

- e. The full term of the Agreement has expired and Resident has complied with all other provisions of the lease.
- f. All charges due including rents, unpaid utilities and damages (whether monetary or otherwise) incurred by Lessor have been paid in full. Any outstanding charges incurred by resident, per the lease agreement are considered additional rent due.
- g. No damage to Premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Resident understands that any expenses incurred by Lessor to return Premises to the same condition as when Resident moved in, allowing for reasonable wear and tear shall be paid by Resident.
- h. 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.
- i. All debris, rubbish, and all personal property has been removed from Premises and disposed of properly.
- j. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from Premises.

EMERGENCY/DISASTER PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.

Two Types of Emergencies

The first type is a Non-Disaster Emergency, one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts).

The second type of emergency is an area wide Disaster (i.e., an earthquake or tornado).

What You Do

Everything an Owner would do to protect the property, the Resident is expected to do. The first priority is making sure that you and your family's safety is secure. Second, stop or mitigate any additional damage to the property within your control. We have many thunder and lightening storms, power outages and high winds. An emergency could happen at any time. Be prepared.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and a storm kit. Stay tune to the local news media and follow all recommended precautions and instructions.

RESIDENT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, RESIDENT IS EXPECTED TO DO.

NON-DISASTER PROCEDURES

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

Upon first occurrence or discovery of problem, secure from further damage immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

Take steps to prevent additional damage immediately.

- Turn off the source of water or electricity or gas, as the situation dictates.

- Notify Qwest Property Management immediately. If it is after hours use emergency line (616) 726-2334.
- Make claim on Resident's renters insurance.
- Notify Qwest Property Management of Resident's insurance coverage.
- Provide emergency (police, fire, etc.) report to Qwest Property Management as soon as a copy of which is available to resident.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify Qwest Property Management of delays, "no show" appointments, problems with repairs, etc.

Resident is responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.

OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home. Welcome to the Greater Grand Rapids area and to your new association with Qwest Property Management. We are pleased to have you as our residents and want to make your new association with Qwest Property Management a pleasant experience.

Our aim, on behalf of the owner of the property, is to give you quality property management service. In return we look forward to you being a responsible resident who pays the rent on time, takes care of the property, and enjoys the home you have rented.

We are located at 146 Monroe Center NW, Suite 1130. Our regular office hours are 9:00am to 5:00pm Monday through Friday. The office phone number is 616-954-5900.

One property manager has been assigned the responsibility of overseeing the property you are renting. A business card has been included in your lease folder for easy reference. You may contact your property manager using their direct contact information; i.e. email address and direct fax and office telephone number. If they are unavailable they will contact you within a reasonable amount of time. If you have an emergency anyone at the office or the emergency line can help you.

We are looking forward to having you as part of the Qwest Property Management resident family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

The Staff and Management of Qwest Property Management, LLC.