

Maintenance Guidelines and Policies

Tenants generally are responsible for damages occurring during their occupancy of the house or apartment. Appliances and system failures not caused by tenant neglect, or abuse is the responsibility of the landlord.

While a complete list of responsibilities would be difficult to prepare, the following types of repairs are generally the responsibility of the tenant should they occur after gaining possession of the property.

- a) Broken windows and arcadia doors (regardless of the cause)
- b) Drain blockages not caused by defective plumbing or root growth.
- c) Damage to flooring, walls and ceilings.
- d) Deterioration of lawns plants and trees due to neglect or non-watering.
- e) Damage to appliances caused by neglect or abuse.
- f) Damage to window screens or screen doors.
- g) Deterioration of desert landscaping caused by allowing weeds and grass to mature to the point where underlying plastic is damaged by root growth.
- h) Air conditioning and heating failures caused by neglecting to change filters as required by the lease agreement. We recommend spending the \$1.00 every 30 days to replace it to prevent this and to keep your utility costs minimal.
- i) The cost for any repainting necessary before a 12-month period has expired, shall be deducted from the tenants' security deposit at the time of move out.
- j) Other damages caused by tenant neglect or abuse of the rental property.

Century 21 Northwest or the Owner of the property is responsible for the following:

- a) Repairing or replacing defective appliances air conditioner, evaporative coolers, toilets, faucets, etc.
- b) Caulking and painting as needed because of normal wear.
- c) Repairs needed at time of move in.
- d) Yard work needed at time of move in.
- e) Damages caused by plumbing or electrical problems that are not the responsibility of the tenants.
- f) Damages caused by nature, or the elements that could not have been prevented by the tenant.
- g) Damages caused by vandalism or fire if a proper police or fire report is requested and the following information if forwarded to our offices by telephone or in writing:
 - 1) Police or fire report.
 - 2) Name of investigating officer.
 - 3) Date and approximate time of vandalism or fire.
 - 4) Description of damages.

The following suggestions may seem obvious to most tenants, however, excessive or unnecessary damages have actually occurred due to failure to do some of the following:

Water leaks: If water is flooding into the house from a broken pipe or faucet, turn the water off at the valves provided at the sinks and toilets or at the water turn off in front of the house. This should be done before leaving the house to call or get help.

Window Damage: Gates and doors should be closed and latched when high winds are occurring or have been projected by forecasters (actually, they should be closed and latched whenever not in use.) Door jams and gates have been destroyed by failure to take necessary precautions.

Window Screens: Window screens have often been bent and damaged because tenants have removed them to wash the outside pane. On most houses the window that slides open can easily be removed by opening the window, then lifting the window up until the bottom clears the channel. After washing it can be reinserted by reversing the procedure. Obviously, the permanent half of the window will have no screen on it, so it can be washed from the outside.

Air Conditioning Filters: Dirty air conditioning and heating filters significantly shorten the life of heat pumps and air conditioners. Repairs often run into the \$400-\$600 range when damages occur. Air conditioning and heating filters should be changed at least once per month when in use. Most filters can be purchased for under \$1.00, resultant savings on utility bills can be significant. It makes sense to change the filters regularly.

INSURANCE

The owner of the property carries insurance that covers the building only. Personal belongings of the tenant are not covered. We highly recommend that renters obtain insurance on their personal property through an agent of their choice. Our office can provide you with an agent upon request. RENTERS INSURANCE covers losses against plumbing leaks, roof leaks, vandalism, robberies or theft, elements, etc. The cost of tenant insurance is very inexpensive and should be pursued.