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Tenant Handbook

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Platinum Peak Property Management Welcomes You!

This Tenant Handbook is incorporated into your lease agreement and is legally binding. The most current version will always be available on our website at: PlatinumPeakPropertyManagement.com/Tenants

You have leased a home; think of it as your own! During the term of this Lease, you are in possession of the dwelling and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premises. There are a few important topics that need to be outlined and reviewed prior to moving into one of our properties. Our goal is to provide clear expectations so that there are no surprises. The terms “residents” and “tenants” will be used interchangeably throughout this handbook and your lease

During Occupancy Of The Home

As manager of the property, the role of Platinum Peak is to ensure that the tenants have an easy way to communicate what is needed to ensure that the property is well maintained. By accurately documenting the condition of the home at move-in, there are no surprise charges to the tenant at move-out. We offer an easy process to initiate work orders and have service standards that our teams are measured by internally.

The “Resident Handbook” is just one communication tool we use to provide our tenants as much information as possible to make working with us easier.

Post Move-In Update and Move-In Reminders

Within the first three (3) days of occupancy, the Resident will walk the home and make a note of any cosmetic and/or mechanical defects found on the property to make sure nothing has been overlooked. This is to be documented on the tenant’s move in inventory report sent to the tenant via email on the day the lease begins.

It is important to note cosmetic defects or minor items not affecting the functionality of the property will not be repaired.

Any damages or major defects found need to be detailed in an email and sent along with supporting photos. We will save the information with the existing Pre Move-In documentation. It is important to be thorough and detail the pre-existing condition of the property accurately to prevent inaccurate

assignment of financial responsibility during move-out. The Resident will be held responsible for any defects found upon move-out not already listed on these forms.

If any of these findings require a service call then the Resident will need to submit a work order through the Resident Portal at this time. Any recommendations for repairs will be made at the discretion of Platinum Peak, especially if they represent a safety risk or a significant impairment to the property.



- Property Condition Report: Due within 3 days of move-in. This was sent via DocuSign the morning of your lease start date.

- Mail Keys & Mailbox Location: Bring your lease and ID to your designated post office and they will be able to assist you with the location of your mailbox, if located in clusters, and acquiring new keys. For locations to go: www.usps.com/locator

- Garage Remotes: Reminder, it's the Tenants responsibility to reprogram all garage remotes and garage keypads. Note, not all homes are equipped with remotes
- Pool and Gym Keys, Gate Remotes: If not received, you may purchase & pick up at the HOA office. Email your Property Manager or put a request online to get the Name/Address/Phone of HOA. It is the tenant's responsibility to purchase any access cards, wristbands or fobs.

Resident Portal and Paying Rent



1. Pay rent online: <https://www.buildium.com/features/resident-center/>
2. Make cashiers checks or money orders payable to: Platinum Peak Property Management.
3. Rent is due, no later than the 3rd day of the month. Example, April's rent will be posted on April 1st and is due by the 3rd. Rent is considered late when received on or after the 4th of each month. There is a min \$50 late fee.

For security reasons, we only accept payments through the "Resident Portal". A \$3.50 convenience fee is added to each portal payment. If rent is paid through any other method (cash, check, certified funds, ACH for example) a \$25 administration fee will apply.

We do provide the ability for our residents to use a credit card when necessary for their convenience. Please note that payments made with a credit card or debit card are subject to a 2.99% fee from the software that processes the payment. This fee is not a fee we charge or can change and this will be added automatically once you submit your payment.

It is important to note that the banking information in our system is supplied by the tenant and is not visible to our staff. This is for security reasons. We do not have the ability to “pull” money out of your account. Any money sent to us for rent is due to either the automatic or manual payment that the resident sets up. Management cannot refund overpayment of rents, this is the responsibility of the tenant. It is the tenant’s responsibility to keep account of their specific bank account to ensure the funds are pulled from the account. This is not automatic and can take up to two business days to be removed from the tenant's bank account. Please keep an eye to ensure sufficient funds remain in the account until they are removed and sent on to Platinum Peak Property Management.

Late Rent Procedures

Rent is due on the first day of each month. Please notify Platinum Peak if you are unable to pay your rent on the first. If rent is not paid by the third day at 11:59pm, a late fee will be placed on the resident ledger on the 4th of the month. If rent is not paid by the sixth day and no arrangements have been made for paying the rent, legal proceedings will begin for eviction and a three-day notice to vacate will be issued. Please make sure to pay late fees, returned check fees, and any other fees when the monthly rent is paid. All funds received will be first applied to the balance on the resident ledger prior to the rent.

Tenant Communication Via Online Tenant Portal + Email

The online Tenant Portal streamlines your communication with us. If you have not received an email with a link to set up your Tenant Portal account, contact us. Otherwise, the setup is easy! Follow the link in the invitation email, set up your own password and your account is activated. This can be accessed 24 hours a day to pay your monthly rent, submit maintenance work orders, check your balances and review or print your lease and other important documents such as an executed copy of your lease. When you submit a message, it shows up as an alert on our systems and sends us an email.



EMAIL is the preferred method of communication. Rent reminders, payment receipts, notices, and general correspondence will utilize this method of communication.

Repair Request



Repair requests should be sent via the online tenant portal under the “maintenance request” tab. You can follow up with a phone call, especially if it is an emergency. All work orders submitted through the portal will automatically alert the company. To increase response time please be sure to include the following:

1. **Repair request:** Detail out what the problem is, be as specific as possible and include a photo and/or video.
2. **Pictures:** Every request for repair must include a picture(s) of the item. If it is for an appliance, please include any serial/model #'s. If this is a non cooling AC issue, please submit a picture of the thermostat set to 73 degrees and also displaying the interior temperature displayed on the thermostat.
3. **Tenant Contact Info:** Your name & phone number for repair contractors to call and schedule
4. **Availability:** Days and time available for service.
5. **Scheduling:** You will be responsible for scheduling with our vendor upon initial contact. It is the tenants responsibility to ensure the tenant is available to meet the scheduled vendor.

Repair Deductible

This fee is applied to every work order submitted to promote household maintenance for minor maintenance issues. This fee is **\$50.00** for all maintenance calls. Renting a home forms a partnership between the owner and resident. This partnership is financial and it also extends to the maintenance of the property. If the damage was caused 100% by the resident, then the entire repair cost will be charged to the resident. The management company reserves the right to make that decision based on evidence from the vendor and the details that the resident provides.

Defining Maintenance Emergencies + Time-Sensitive Repairs

Time Sensitive work orders will be responded to as soon as the request comes in. Some of the time-sensitive repairs are also emergencies. Emergency situations are defined as potentially life or health threatening issues. If the emergency involves a fire, medical, criminal or similar emergency, **notify the proper authorities or call 911** prior to calling us.

If you have a maintenance emergency and the office is closed, **call the property manager twice in a row within 2 minutes, after calling you can also send us a text if afterhours/over the weekend. Follow the prompts on our after hours phone recording and submit a maintenance request online.** Emergencies and Time-Sensitive work orders include, but are not limited to:



●**Security:**

- Actual fire on property (call 911 first)
- Break in/Burglary (call 911 first)
- Broken door/window that cannot be secured and located on first floor
- In-home sprinklers that are running (shut off water main)
- Alarm that does not turn off and continuously sounding (try to unplug first)

Structural:

- Storm damage to roof with potential water penetration

Plumbing:

- No usable bathroom in the property
- Burst water supply lines (shut off water main or call fire department/911 if you cannot locate)
- No water supply
- Sewer backup into home

Electrical:

- High voltage electric hazard (turn off breaker)

Emergency Flood

1. Immediately turn off the water main. (In garage or at the street)
2. Dry up wet areas as soon as possible
3. Text or call property manager

Emergency Break-In

If there is a break-in, call the police immediately. The Owner is responsible for damage repair to doors, casings, handles, or other structures. Tenant is responsible for stolen property and glass damage.

Within 72 hours of the incident, email us the police report & photos of the damage. If no police report is received, the tenant will be responsible for all damages to the property. Theft or damage to personal property is covered under your renters insurance policy. It is the Tenant's to review their policy to see coverage details. Management will file against the tenants renters insurance policy if necessary.



Tenant Responsibilities



The following items are the responsibility of the tenant, at their expense, while living at the property
(Not all-inclusive)

- Replacement of light bulbs with the correct wattage
- Replacement of HVAC filters every month (low to mid-grade recommended)
- Replacement of refrigerator filters and range hood vent filters
- Replacement of smoke alarm batteries, CO2 batteries and thermostat batteries
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must always have working smoke alarms
- Report and schedule all repairs, all maintenance items and all water leaks in a timely manner
- Professional steam cleaning and spot cleaning of carpets, as needed, throughout lease term
- Minor irrigation repairs after the first 90 days of tenancy
- Normal pest control
- Normal rodent control
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you have a pet, all pet waste needs to be disposed of regularly.
- Operation and setting of the landscape irrigation clock based off watering needs

Renters Insurance



Tenants must maintain a fire and theft insurance policy for personal property as well as liability insurance coverage.

Neither the property management company nor the owner shall be liable or responsible for loss of damages to articles of property belonging to the tenant.

Tenants are responsible for damage to the property caused by the tenant(s) and their guests.

Residents will be able to log in to the resident site and purchase a new policy or enter your current policy information from an alternate provider. You can do this by following the below steps:

- Navigate to the left-hand menu, and under 'Resident Services', tap **Renters Insurance** and then click **Purchase policy** (you can also then choose to upload your own policy documents).
- You will be taken to MSI's Renters Insurance purchase page where you can:
 - Pick a policy that fits your needs
 - Customize your policy with a policy start date and details
 - Fill out personal information
 - Provide payment information and complete purchase!

Pest Control

Platinum Peak is committed to providing and maintaining homes without any sort of pest infestation. The resident is responsible for notifying us within three-days of accepting possession of the property if there are any signs of a pest infestation. After this period, the resident shall be responsible for all pest infestation treatments, with the exception of termites. The resident is responsible for charges accrued from pest control and extermination if Platinum Peak confirms the resident introduced the pests. Tenants may also be responsible for payment of lost rent and other expenses related to the cleanup and treatment of the neighboring dwelling/units.

Landscaping Maintenance

Unless otherwise noted in your lease, you are responsible for general landscaping clean-ups, pulling weeds, blowing dry leaves, cutting/ maintaining the lawn, trimming bushes and shrubs, and trimming trees that are up to six feet in height and ensuring all landscaping is receiving adequate water to survive. All tree limbs within 10 feet of the property, power lines or other structures on the property that are higher than 8 feet must be promptly reported as a work order in your portal.



You are responsible for setting the irrigation timer in the garage or mounted externally (if applicable). If you need help setting the irrigation timer, please hire a landscaper or google the brand for an online users manual. You may be held financially liable for replacement of any landscaping that dies due to inadequate water. Tenant is responsible for minor irrigation repairs after the first 90 days of tenancy such as leaking sprinkler/ drip head/ replacement.

If your irrigation system is causing the yard to flood, the exterior irrigation anti-siphon valve will need to be turned off until a landscaper can be dispatched to repair/ replace it.

Care of Property - Getting to Know Your Residence

When you move into a property it is critical to know where important items are located. When you discover a problem, you will need to know these functions for your safety and responsibility of securing the property.

Take time to locate the following:

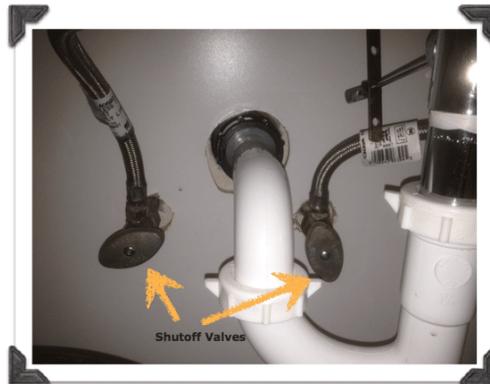
1. Water shut-off locations: toilets, sink, water heater, main shut-off and exterior irrigation
2. Main electrical breaker box
3. GFCI plugs/switches inside home

Water Shut-off Locations

Toilet: Behind base of toilet



Sink Faucet: Underneath sink, inside cabinet



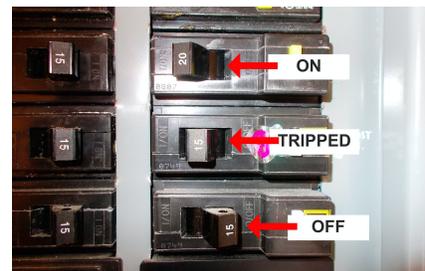
Water Heater: Top of water heater. Gate or ball valve

Entire House Main: At Street: rectangle lid 8"x20", close the two loops. A tool may be required

Electrical Panel (Breaker Box) + Circuit Breakers

The electrical circuit breaker is the main distribution point for electrical circuits in your home. A circuit breaker is an electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when tripped.

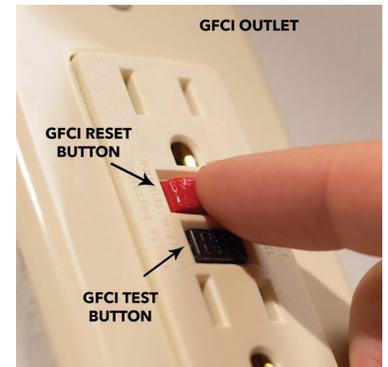
To reset, turn the breaker to the OFF position, then back ON.



GFCI

Most homes have GFCI outlets in the kitchen, the garage and bathrooms. If you lose power in a bathroom check the GFCI in the bathroom and **also** the garage as a signal GFCI can control multiple areas and outlets.

When these trip, simply reset the plug by pressing the “reset” button (sometimes **red**) located in the middle of the outlet.



Exterior Hose Bibs

In the winter season, be sure to take appropriate measures to prevent the pipes from freezing. The resident is responsible for any frozen pipes at the property due to them not taking the appropriate measures to protect the home. If you are going to be out of town and forget to winterize the home, please contact Platinum Peak so that we can take steps to protect the home in your absence. The resident will be charged a service fee for a vendor to winterize the home but the alternative could be excessive damage due to tenant neglect and expense much more.

What Goes Down the Garbage Disposal

The most important rule of thumb: “when in doubt, throw it out!”. A garbage disposal is not a trash can; it is for small amounts of food scraps only. Non-Food items can damage the blades and motor. Please use a sink strainer to catch larger food particles that can be disposed of in the garbage can.

- Run disposal on a regular basis
- Run cold water for 30 seconds after food goes down. This helps items get through the plumbing system out to the road/ city pipes.
- Swipe food into trash before washing dishes
- Occasionally run small ice cubes in the disposal to help clean scum build up inside.

Tips to maintain your disposal

In the event your disposal locks up or starts to make a humming sound it is likely the disposal has locked up due to excessive food or an item that should not be in the disposal has locked the blades. -This is easily fixed by putting an allen wrench in the hole under the disposal. This is located on the bottom in the direct center of the disposal. Turn the wrench back and forth until the wrench spins and you feel the blades moving with the wrench. Then simply try the appliance again.



Your disposal also features an in appliance overload switch. If you find your disposal does not work after freeing the locked blades, push the reset button (usually black or red) also located on the bottom of the disposal. If you have no power to the appliance and it is silent when you try to turn it on, check your main breaker panel for a tripper breaker. If located, reset the breaker and try the appliance again.

Air Filters: Air Conditioner + HVAC

The resident is responsible for the air filter change to ensure the unit operates more efficiently. Failure to change filters will result in a full HVAC servicing that will be billed to the resident at move-out. Residents should pour ¼ cup bleach in the primary condensate pipe every 2 months.

Change air filters every month with low to mid-grade filters. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working. You should change the filter according to the frequency at your own expense. If an inspection is done and a filter is found to be dirty it will be changed on site and charged to your rental account.



How To Change Your Air Filters

If your filter is located in the attic we will send maintenance to install the filter that you provide at no charge for labor.

1. Unlatch the register's cover grille and swing it out of the way or remove it. Remove the old filter and immediately put it in the outdoor trash. Use a damp rag to remove dust from the grille and the surfaces of the register-- both inside and out.
2. Clean dust off the return-air's grille before installing the replacement filter. Be careful: the hinge can easily unlatch on some types.

3. Positioning the new replacement filter in the register with the airflow arrows pointed in toward the ductwork. Replace the grille and latch it. Mark the date on the filter frame so you'll know when it is time to change it. It helps to have the thermostat ON when installing the air filter.



Garage Door Inoperable

If there is no power to the door, first reset the GFCI in the garage. If still not working, email us for a repair request.

If you need to manually close your garage door, here are the steps:

1. Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
2. It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/ bend the track.
3. Make sure there is nothing obstructing the door's path to the floor.
4. Once disengaged, some doors will no longer have any tension and will immediately fall to the ground. It is important to have a second person or a sturdy object securing the door and ensuring it does not prematurely fall to the ground without aid.
5. After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit.



HOA General Rules



If a home is located in a Community Association, Homeowner's Association, or Condo Association, residents will be required to follow all rules and regulations. You can review your exact community's CC&R's/ rules and regulations online. It is the tenants responsibility to read, be aware of, and follow all rules and regulations listed. Any fines or restrictions imposed on the resident as a result of failure to comply with the rules and regulations will be the financial responsibility of the resident. Most fines can be avoided if the resident will comply with any letters of noncompliance that we forward to them.

10 MOST COMMON HOA RULES:

1. Street Parking: some associations do not allow street parking
2. Landscaping: to be in good, clean, and attractive order (no weeds, leaves/ needles on ground, overgrown shrubs/ trees)
3. Trash: all garbage to be kept in lidded trash receptacles, stored concealed from street view, place out no more than 12 hours before and after pickup
4. Vehicles: must be operable and registered at DMV
5. Vehicles Not Allowed: boat, golf cart, jet ski, motor home, trailer, camper, bus commercial vehicles, and trailers.
6. Holiday Decorations: may be installed no more than 30 days prior, must be removed within 14 days following holiday
7. Antennas & Satellite Dishes Not Allowed: may request install by submitting a design change form to board and must be installed on a stand-alone pole, not to be attached to the roof of the home in any circumstance.
8. Street Visible Improvements Alterations Not Allowed: may request install by submitting a design change form to board. Example: Exterior motion lights, security doors, screen doors, landscape changes
9. Unsightly Articles Not Allowed: Garage doors open when not in use, inoperable vehicles, basketball hoops, clotheslines, work equipment.
10. Nuisance: no unreasonably loud noises (Music speakers, whistles, pets), no trash odors to accumulate on the lot, no personal property items stored outside.

Preventative Cleaning Tips

Helpful cleaning tips...

- Clean the inside of your trash can when smelly or sticky
- Always put food away and wipe out food debris
- Clean pet bowls regularly to avoid attracting ants, rodents, and other insects
- Do not allow grease to build up in the kitchen; use a sponge and soapy water regularly on the counter tops, stovetop, and hood filter
- Avoid cooking with very high heat. Very high heat will add to more grease build-up and cause damage to appliances. It can also be dangerous
- Use the dishwasher at least once a week. The appliance seals may dry out and the motor may be damaged by long periods on non-use
- Avoid mildew by venting bathrooms properly, particularly after baths and showers. If your mirror is fogged up after a shower your fan should be on
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime
- Following use of the shower, remove any residual water from the glass enclosure with a squeegee while the area is still wet
- Clean toilets regularly to avoid build-up of grime, rings, and mildew
- Mop tile and linoleum to avoid dust bunnies and the build-up of grime
- Swiffer wet jet or pads when cleaning laminate flooring
- Vacuum all flooring regularly, particularly carpets, this will save in carpet cleaning bills
- Improve efficiency of your HVAC equipment and avoid costly bills by changing your air filters every month.
- Avoid a potential fire hazard by cleaning your dryer's lint trap filter after each use. This also helps extend the life of the dryer
- Regularly pick up debris and pet waste in outside areas
- Unique accidents? Google is best way to find out ways to remove : Wine, chocolate, butter, mustard, tomato, gum, peanut butter, crayons, ink, permanent marker, etc

Lockouts

If the tenant finds themselves locked out of the home, they may be directed to the service team. The tenant will be responsible for all locksmith costs as long as it is not found there is a problem with the lock mechanism. No keys will be provided to the tenant outside of business hours. If keys are provided there will be a \$50 administrative fee charged to the tenant for management's time to provide keys and ensure their return. If keys are not returned within 24 hours there will be a \$125 fee.

Safety Tips

The following are several tips to ensure the safety of you and your family in your home:

- **Do not leave children unattended near open windows.** Window screens are not a safety device
- **If young children are present:** use child protector plugs when you are not using outlets
- **If young children are present:** Keep all window covering cords well out of reach of children and eliminate dangling cords
- **If young children are present:** move all cribs, beds, furniture and toys away from windows and window cords, preferably to another wall
- Keep all objects at least 3 feet away from the water heater. Never store items in a water heater closet
- Unplug all heat-producing small appliances like toasters, irons, coffee makers, hair straighteners and curling irons when not in use to prevent fire hazards
- Never leave a burning candle unattended
- Turn heating pads and electric blankets off when you leave the room to prevent fire hazards
- Never leave water running unattended in a clogged/ stopped bathtub or when leaving the residence
- If you have an upstairs bathroom, and you see water in the ceiling below, report the leak immediately to the property manager
- Do not operate electrical appliances while standing or sitting in water
- Place lamps on level surfaces and use the correct wattage
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard
- Never use multiple extension cords or power strips together. This is a common cause of electrical fires. Do not overload extension cords or outlets
- If you suspect electrical problems, report it to the property manager immediately.
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact the property manager immediately. Smoke alarms are for safety and removing them can endanger all residents and guest
- Do not allow children to leave toys on walkways and sidewalks
- Replace outside light bulbs so you can utilize lights properly when it is dark
- Keep a portable fire extinguisher in the kitchen, garage, and all levels of the house; they are available in most hardware supply stores
- If you use a grill or BBQ, use common sense and never leave grills unattended. Do not set up grills against the house as this is a fire hazard and can also cause smoke stains to siding that will be considered damage and charged to the tenant at move out.

Home Disaster Procedure

It is imperative that upon moving in, you have an emergency plan for any type of disaster including but not limited to fire, flood, water pipe bursting, collapse of a tree, or natural weather disaster. Please familiarize yourself with natural disaster preparations and procedures, including any warning systems and evacuation routes.

Upon discovery of the problem, secure from further damage immediately. The following is a summary of what to expect. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team

Tenant Responsibility:

1. Take steps to prevent additional damage immediately; reference pages 4 + 5 of this tenant handbook
2. Turn off the source of water, electricity or gas, as the situation demands: reference gas pages
3. Notify the property manager. If after hours call the line twice in a row within two minutes and text the office line with details of the emergency situation.
4. Make a claim on tenants insurance for personal belongings
5. Notify Platinum Peak of tenants insurance coverage
6. Provide emergency report to Platinum Peak within 24 hours of incident, this is required
7. Provide access for insurance adjusters, repair vendors, etc. to assess, quote and repair damage
8. Notify us of delays or problems with repairs

City-Wide Disaster Procedures

(Earthquake, Flood, Tornado, etc)

1. Have an emergency preparedness plan, a checklist and an emergency kit. The emergency kit should be able to sustain you for a minimum of 72 hours
2. Stay tuned to local news media and follow all recommended precautions and instructions.

During the disaster or before leaving the residence, please be sure to:

- a. Turn off the main break to the house
- b. Turn off the main gas line to the house
- c. Turn off the main water supply to the house
- d. Take all recommended precautions by the local news media and emergency bulletin publications
- e. Secure your pets

Change Of Household Policy

When the household changes or if there is a roommate situation and one roommate(s) is moving out and the other resident(s) are remaining, the remaining roommate(s) will be completely responsible for the original rent amount and must be able to qualify on their own before the outgoing roommate is removed from the lease. Each resident is jointly and severally liable for all Lease and contract obligations. If you or any guest/occupant violates the Lease contract, all residents are considered to have violated the contract. If there is a dispute regarding amounts owed, it will be resolved among the roommates. Platinum Peak will not get involved. The security Deposit is never disbursed until the property is turned back over to Platinum Peak. Each person that signed the lease is fully responsible for the terms of the lease. This includes any damage done to the home after the departing roommate(s) leave. If the remaining roommate(s) would like to introduce a new roommate to the property, that roommate must be approved and will need to undergo the same application process as the original residents. **There will be a \$150 administration fee for any lease changes in regards to change of household.**

Lease Renewal Procedures

The Lease requires thirty (30) days written notice to vacate. Prior to that deadline, the tenant will receive an email asking them to contact the office with their intentions regarding renewing their lease or vacating the home. If the tenant would like to renew the lease, they would need to contact us as early as possible before the thirty-day window so that we may provide any information regarding any change in lease terms. This will help the tenant make an informed decision before the thirty days notice is due. If the tenant is intending to renew their lease with the terms presented, Platinum Peak will send, through DocuSign, an "Extension of Residential Lease" for the tenant's electronic signature. Once the "Lease Renewal" document is returned, we will execute the Lease Renewal and provide the tenant with a copy. If the tenant has to set up an auto payment to pay their rent, please remember to delete the old auto payment information and create a new one with the new rent amount and lease dates to match the tenant's renewal document.

Early Lease Termination Procedures

Any early terminations will result in a **150% of one month's rent** reletting fee. Tenant agrees to provide a new lease termination date that is no sooner than the last day of the month following the month in which the notice is given. As per your lease, you will be responsible for rent until the property is re-rented or until the end of your lease, whichever comes first. Failure to pay this prior to move-out will expose tenants to additional costs and liability such as collection costs, court costs, and attorney fees.

Move-Out Instructions + Information

Security deposit transmittal + refund check: We are required by law to process the security deposit transmittal within 30 days. You can help speed this process by making sure you have attended to everything on this list. If you leave a damaged and dirty property with trash/ junk and overgrown landscaping, your security transmittal will reflect that.

Move-out date provided: You must be finished, out of the property, and have keys secured in the property's lockbox by no later than 11:59pm of the last day of your lease. No extra or holdover days will be allowed beyond the move-out date.

Trash and personal belongings: You must take all of your trash and personal belongings with you. Trash cans must be empty and clean upon your departure. Do not leave your trash can full in the garage or on the street. Do not leave the inside of your trash can smelly or sticky. Clean it out with soap and water and let it dry. If you do leave anything behind, it will all be deemed trash and we will send a junk removal company. There will be a hauling charge to remove any trash or items that you leave behind.

Landscaping: Upon move-out your landscaping should be free of weeds, dry leaves and any debris. The bushes and trees should be trimmed and the irrigation timer in the garage set to the correct season. If the landscaping is not cleaned, we will hire a landscaper to do this and deduct the cost from your deposit.

Light Bulbs + Ceiling Fans + Air Filters: All light fixtures and ceiling fans should be clean and dust free. All light bulbs must be in working order (replace any burnt out bulbs) and matching as to style and wattage. Upon move-out air filters should be new and dated, return air vent covers should be cleaned and dust free. If not done, we will hire a handyman to do this and deduct the cost from your deposit.

Satellite Dishes: Tenant installed satellite dishes need to be removed from the property. If not done, we will hire a handyman to remove them and deduct the cost from your deposit.

TV's on Walls: If a Tv was hung on the wall, the hardware needs to be removed, holes patches and the entire wall painted to bring it back to the original condition. This is only to be repaired professionally., We will hire our painter to do this and deduct the cost from your deposit.

Carpet: Upon move-out a professional carpet cleaning service is required. We will have this completed and charged to your deposit regardless of any previous cleaning efforts. We do not allow 'Supermarket' cleaners.

Pets: If there is or ever was a pet in your property we will have the property checked for pet damage. The actual cost of damage will be deducted from your deposit. Please pick up all pet droppings from the yard before you leave as this is an expense commonly seen and charged to the security/pet deposit.

Utilities: Pursuant to your lease agreement, leave all utilities on through the end of your lease term, regardless of whether you move out sooner. Most leases end the last day of the month, so schedule your utilities to go off on the first day of the following month. Otherwise, we will have the service reinstated and you will be charged connection fees, deposits, and any other fee incurred. The cost of which will far surpass any savings you may realize by turning utilities off too early.

Cleaning: Moving is a very tiresome event. This has led to Platinum Peak's policy requiring a professional cleaning after move out. Platinum Peak will schedule and coordinate this cleaning after your move out with its own preferred vendors. The cost of this service is dependent on the size and cleanliness of the property upon move out. The cleaner the home is the cheaper the cleaning fee. Please plan accordingly and be aware of this stipulation.

Repairs: Take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run, TV mounted on walls, appliances not working, have you caused any damage to the property that needs repair, painted walls a different color, stained or torn carpet? If you think of anything, please let us know in writing so we can plan accordingly and assist in a smooth make ready process.

Keys and Forwarding Address: All keys and garage remotes must be left at the property with one being inside the lock box prior to move out date. If the keys and remotes are not surrendered, additional charges will be due. We do not perform a final walk through with tenants under any circumstances. A forwarding address is required in writing to send your deposits back to you, so please complete all move out paperwork in a timely manner to avoid delays in deposit refunds.

Marketing process: Our team will place the home on the market 30 days prior to your move out. We have Realtors schedule showings while the home is on the market with notice being given to tenants. This is non-negotiable and the home will be made available for showings without exception or a breach of lease can be written and executed along with a trip charge for every showing made unavailable to our staff or another Broker or licensed Agent.

Charges: The following are the most common charges that are taken from the security deposits of our tenants after they move out.

- Cleaning
- Repairs from tenant damage
- Dirty AC filters
- Trash and junk removal
- Burnt out light bulbs

Security Deposit Deductions To Avoid

- Missing or burned-out light bulbs
- Dirty air filters
- Missing or chirping smoke detectors
- Cleaning
- Carpet cleaning
- Carpet damage due to spills, heavy soiled foot traffic, rough use, pets
- Extensive wall paint scuffs, marks, chips, holes and removal of hardware left in walls
- Landscape not trimmed, weeded and cleaned up
- Trash left out in trash cans
- Damage that is not considered 'normal wear & tear (See list below)

Normal Wear and Tear vs Actual Damage	
CARPET & FLOORING	
Carpeting slightly worn or faded	Torn, stained or burned carpeting, or pet odors
Furniture marks in carpet or matted carpet in high traffic areas	Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.
Minor scuffing on wood floor	Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)

Vinyl flooring worn thin	Tears, holes, or burns in vinyl flooring
Faded tiles, grout lines darkened	Excessive grime so that tiles & grout un-cleanable
Minor darkened baseboards on high traffic areas	Water damage, deep gouges, pet chewing on baseboards, or molding
WALLS & CEILINGS	
Minor marks or nicks on walls	Excessive nicks and marks on walls
Few nail holes	Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up
Faded, yellowing, or small chips in paint	Crayon marks, writing on walls, unapproved paint color
Drywall cracks from settling	Holes in walls from door knobs, holes in walls from accidents, moving
Loose wallpaper from seam or age	Ripped, torn or marked up wallpaper, unauthorized wallpaper installed
Stains on ceiling from leaking roof or plumbing	Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.
BLINDS, WINDOWS & DOORS	
Blinds discolored or warped behind a hot window facing the sun	Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords
Sticky windows	Broken window, broken or missing locks, torn or missing screens
Closet door off track	Damaged or missing closet door, or bent tracks, missing closet guides

Loose or worn hinges, door handles, warped doors	Doors with broken glass, holes, or forced entry, broken hinges, including door frames
Hard to turn locks, sticky key hole tumblers	Broken keys in locks, front/side/back door locks not
PIPES, FIXTURES, AND PLUMBING	
Drain clogs from normal use, lines clogged by tree roots or deterioration	Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushables, baby wipes, or trash
Worn out motor on garbage disposal	Clogged lines from popsicle sticks, bottle caps, rocks, & foods not fit for disposals (look up online for list)
Loose faucet handle/spout	Unreported active leaking faucet, causing cabinet damage

PIPES, FIXTURES, AND PLUMBING cont.	PIPES, FIXTURES, AND PLUMBING cont.
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains, remotes

APPLIANCES, CABINETS, COUNTERTOPS	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken or cracked shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns, cuts or food/cooking oil stains in countertop
GARAGE, EXTERIOR, AND LANDSCAPING	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture, Toys, etc. left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces

Exhibit A: 30 Day Notice to Vacate Form

I hereby give a 30-Day notice of my intent to vacate the below premise.

ENTER MOVE-OUT DATE HERE: _____

Mailbox #: _____

Trash Day: _____

Reason for moving: _____

Mail or email this **SIGNED** notice with the move-out date written above to:
Platinum Peak Property Management **PO BOX 1956 Kyle, TX 78640** or by email at
dylanhelta@gmail.com

Print all Tenant Name(s): _____

Property Address: _____

Contact Name + Phone Number: _____

1. I understand this 30-day vacate notice becomes effective on the date received by Platinum Peak Property Management.
2. I will leave house keys, mailbox keys, garage remotes, and any other keys given to me at move-in at the residence with one key being left in the lockbox.
3. I understand that I am responsible for all outstanding rent or other charges to my account.
4. I understand that the Security Deposit can not be used as last month's rent unless otherwise agreed upon.
5. I understand that the Security Deposit transmittal will be sent to my forwarding address and mailed within 30 days of move-out, as required by law. A security deposit refund check will be made payable to ALL TENANTS on the lease agreement and mailed via USPS Mail. In the event, the tenant loses the check the tenant is responsible for bank fees and broker admin fees associated with the reissue.

The forwarding address is: _____

The Signature of each vacating tenant is required.

Tenant Signature _____ **Date:** _____

Tenant Signature _____ **Date:** _____

Tenant Signature _____ **Date:** _____

Summary Of Fees

- **After Hours Charge** - If a walkthrough must be conducted outside of normal business hours, the tenant may be subject to a \$200 convenience fee
- **Certified Letter** - \$20 if any resident caused a situation that demands a certified letter.
- **Changes in Lease** - There will be a \$150 administrative fee for any modifications to lease requested by the tenant. This can include change in move-in date, move-out date, and changing lease holders.
- **Collection Fee** - \$350 should any resident account be sent to a collection agency.
- **Court Costs** - If any court costs are incurred, residents will be responsible for actual court costs plus a \$150 administrative fee for any filings.
- **Daily Rent** - Residents will be charged accelerated rent (3 times daily rate) for each day they are in possession of the home until all keys are surrendered.
- **Early Disconnect Fee** - If a tenant cancels utility service prior to the lease end date, they will be charged a \$100 administration fee and will be liable for any utility reconnect fees incurred by the management company.
- **Early Termination Fee/Re-let Fee** - Resident agrees to be charged an Early Termination Fee equal to 150% of one month's rent if they terminate the lease prior to the lease end date
- **Failure to Connect Utilities** - \$125 per day utility service fee. Residents will also be responsible for any bill Platinum Peak or the owner receives for the dates of your tenancy. Platinum Peak retains the right to terminate utility services held in Platinum Peak's name at any time.
- **Failure to Show Home** - Failure to cooperate with showings during your tenancy is a breach of lease. Tenant agrees to pay a \$150 fee for each time a home is made unavailable for a scheduled showing. All scheduled showings will provide a 24 hours notice.
- **Failure to Schedule a Work Order** - \$75 will be charged to the resident for failing to schedule a work order within 7 days after submitting it through the portal and receiving vendor contact information.
- **Failure to Schedule a Time-Sensitive Work Order** - \$100 + a \$75/hour fee for our Property Manager to supervise will be charged to the resident for failing to schedule a work order within 24 hours after submitting it through the portal and receiving vendor contact information.
- **HOA Violation Fees** - Residents will be responsible for all HOA violation fees incurred during their residency in addition to a \$10 processing fee.
- **Holdover Fee** - as per lease
- **Late Fees - Late/NSF Fees** - A \$50 late charge will be applied on the fourth (4th) day plus \$25/ day until rent and late charges are paid in full.
- **Lockouts** - Any borrowed keys must be returned within 24 hours. If it is not returned within 24 hours, the resident will incur a \$125 fee. Management does not assist in this outside of normal business hours. If a backup key is provided by management during normal business hours a \$50 administrative fee will be charged to the tenant.
- **Mailbox** - Residents are responsible for getting new copies of keys to their cluster mailbox by going to the post office.

- **Rent Payments** - A \$3.50 convenience fee is added to each portal payment. If rent is paid through any other method (cash, check, certified funds, ACH for example) a \$25 administration fee will apply. Any payments made with a credit card or debit card are subject to a 2.99% fee from the software that processes the payment.
- **Rekeys** - The required and authorized rekeying process is at no charge to you. However, if any unauthorized rekeying is done, such as buying and replacing your own locks, there will be a \$100 fee in addition to the cost of authorized rekeying to be done by a locksmith.
- **Returned Payment/NSF Fee** - A \$100 fee will be applied anytime a check or payment is returned unpaid for any reason by the Tenant's bank.
- **Service/Maintenance Fee** - A \$50 fee is applied to every work order submitted if a vendor is dispatched.
- **Trip Charges** - Unnecessary trips for service and maintenance will be subject to the cost of the service plus a trip charge of \$150. Unnecessary trip items include those that are of the resident's responsibility including but not limited to, changing light bulbs, smoke detector batteries, or HVAC filters. Trip charges also occur if a vendor, member of the management team, or an agent makes an appointment with the resident and cannot access the home or the resident is not prepared for the appointment (i.e. move-in walkthrough, etc.) This fee can be more if the vendor charges management in excess of this amount for their time associated with the missed appointment.
- **Unauthorized Pet Fee** - If there is an unauthorized pet at the property, there is a \$250 initial violation and a \$125 per day violation fee until the pet is removed from the property.
- **Other charges and fees as outlined in the lease.**