A.R.E.

Property Management

Resident Handbook

Welcome to Aksland Real Estate

Congratulations on the selection of your new home. Welcome to the central valley, and to your new association with Aksland Real Estate.

As property managers, we have obligations to both you, the resident, and to the property owner of the home.

This Resident Handbook outlines our responsibilities to you, as well as your responsibilities and obligations to us and to the hone. Please read each paragraph carefully.

Clear communication is vital to a successful landlord/tenant relationship. We are always ready to answer any questions and to find solutions to any problems.

Sincerely,

Jeff Aksland/And the Property Management Staff

Table of Contents

1. General Rules and Regulations

- 1. Part of Your Lease
- 2. The Property
- 3. Notice by Mail
- 4. Tenant Portal
- 5. Rental Payments
- 6. Phone Numbers
- 7. Non-Sufficient Funds Checks
- 8. Default of Rental Payments
- 9. Keys and Locks
- 10. Trash and Garbage
- 11. Disturbances, Noise, and Nuisance
- 12. CC&Rs
- 13. Move-in/Move-out Checklist
- 14. Periodic Inspections
- 15. Parking and Vehicles
- 16. Guests and Children
- 17. Renters' Insurance
- 18. Pets
- 19. Service Animals

2. Upon Move-In

- 1. Get to know your property
- 3. In and Around the House

- 1. Heat, A/c Units and Smoke Detectors
- 2. Circuit Breakers
- 3. Pest Control

4. Maintenance, Damage, and Repairs

- 1. A Message to You
- 2. Maintenance Requests
- 3. Maintenance Emergency
- 4. Repairs: What You Do
- 5. Repairs: What A.R.E Does
- 6. Home Warranty
- 7. Unauthorized Repairs
- 8. Lawns and Grounds
- 9. Lights Bulbs
- 10. Plumbing
- 11. Waterbeds
- 12. Walls and Ceilings
- 13. Flooring
- 14. Stoves, Ovens, and Broilers
- 15. Dishwasher
- 16. Garbage Disposals

5. Cleaning

- 1. Minimum Cleaning Standards
- 2. Countertops and Cabinets
- 3. Kitchen Appliances

7

4. Fireplaces

6. Move-Out

- 1. Thirty-Day Notice to Vacate
- 2. Marketing During the Notice Period
- 3. Move-Out Inspection
- 4. Return of the Security Deposit
- 5. Breaking the Lease

7. Summary

1. General Rules and Regulations

A. Part of Your Lease

This Resident Handbook is part of your lease and is legally binding on you, the Resident, and Aksland Real Estate.

B. 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 the yard (the 'Property'). Your obligations are similar to those of the owner, and you are expected to care for and maintain the Property.

C. Notice by Mail

Any communication by mail must be sent to Aksland Real Estate Management, 105 E. Yosemite Ave, Manteca CA 95383.

D. Tenant Portal

The Tenant Portal may be accessed through the ARE website: Ask4rentals.com. To Access the Tenant portal, enter your email & password at the Resident Sign-In.

E. Rental Payments

Rent is due on the first day of each month. Monthly statements or bills will not be sent. Payment may be made online through your Tenant Portal, or you may mail or hand-deliver a check, money order or certified funds. No cash or post-date checks will be accepted. Checks, money orders, or certified funds should be made payable to "ARE Inc Trust" and mailed to the address provided in the Notice section. Please write your address on the form of payment to ensure proper credit. All accounting is done with reference to the Property address. To avoid any misunderstandings, please put your address on all correspondence with ARE. For properties with multiple tenants, the tenants must pay by one (1) check only. Multiple checks will not be accepted. You may hand-deliver rent checks during normal business hours, Monday-Friday, 8:30 a.m. to 5:00 p.m. by appointment. Rent unpaid beyond the 3rd day of the month is delinquent and is subject to late charges as noted in the lease. \$10 in office processing fee.

F. Phone Numbers

You should provide your home, cellular and work phone numbers to ARE, even if such numbers are unlisted. Phone numbers provided to ARE are kept confidential. Please notify ARE if any of your phone number change. You may update your contract information in the Tenant Portal.

G. Non-Sufficient Funds Checks

If you tender to ARE a check or EFT for an account with insufficient funds, i.e., a non-sufficient funds (NSF) check, you will owe the amount of the NSF check, plus a \$50.00 returned check/EFT charge, and any late fees pursuant to the lease. The amount owed must be paid with a money order or certified funds with 24 hours of notification or ARE may take legal action. After a check/EFT is returned to ARE for insufficient funds, no further checks/EFT will be accepted. You will be required to make all future payments by certified funds or money order.

H. Default of Rental Payments

If you do not pay the rent by the 3rd day of each month, ARE may begin legal proceedings to terminate your lease. You will be responsible for all legal and collection fees incurred by ARE in its effort to collect the rent due. All chargers (including legal and collection fees) unpaid by the end of the month in which the chargers are accrued will be added as additional rent. If you pay your rent while legal action is in process, ARE's acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached to stop legal action.

I. Keys & Locks

You must obtain approval from ARE prior to any alterations or replacements of the locks, installation of bolts, knockers, mirrors, or other attachments to the interior or the exterior of doors. ARE must have keys to each lock on the property. If at any time access is denied, ARE may gain access and re-key any door. If such action is necessary, you will responsible for any costs incurred for gaining access and rekeying. If you lose your keys or lock yourself out of the property, ARE will dispatch a locksmith and unlock the door for a fee of \$115.00 during normal business hours (Monday-Friday, 8:30 a.m. to 5:00 p.m.) or \$175 on evenings and weekends. You may purchase copies of the keys, for \$25.00 each, during normal business hours.

J. Trash and Garbage

All trash, garbage, and recyclable items must be placed in appropriate containers. ARE may not provide these containers. All containers are to be discretely stored. If containers are not provided, you are required to make arrangements for trash pick-up through your local waste management company.

K. Disturbances, Noise & Nuisance

You and your guests are expected to conduct yourselves in a way that will not offend or disturb you neighbors or other guests. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind, is cause for eviction. This includes loud music, vulgar or profane language, etc. If music or other noise can be heard outside of the perimeter of the property, the sound is considered too loud.

L. CC&Rs

CC&Rs are the rules and regulations set forth by the homeowners' association. You should request a copy of the CC&Rs from the homeowners' association and read through the CC&Rs, as you will be required to obey the CC&Rs. Any fines set forth by the homeowners' association for not obeying the CC&Rs will be assessed to you.

M. Move-In/Move-Out Checklist

The move-in/move-out checklist is included in your move-in package. ARE provides this form for you to note the condition of your property. You must list all defective items before you move any items into the property. Please be as detailed as possible on this list. ARE will use this list as a move-out comparison list in order to determine your security deposit refund. Please sign and date the move-in/move-out checklist and return it to ARE within five calendar days of moving in. The move-in/move-out checklist must be submitted through the Tenant portal or mailed to ARE.

N. Periodic Inspections

ARE reserves the right to conduct periodic inspections of the Property. This inspection may include a videotape taken of the interior and exterior. ARE is looking at the overall condition of the property as well as the condition of all appliances, blinds, and landscaping supplied within the property. You will be notified of any problems and given ten calendar days to remedy such problems.

O. Parking & Vehicles

You and your guests must park all vehicles in assigned areas (garages, parking lots, driveways, etc.) or on the public streets, where allowed. You and your guests may not park on the lawns, sidewalks, or other areas not designated for parking. No vehicle repairs, except minor repairs, e.g., changing a tire, are allowed at any time. No oil or fluid stains are allowed on the driveway, garage floor, or any other area on the Property. Please discard all oils or fluids properly.

P. Guests & Children

All portions of the Resident Handbook also apply to any guest(s). Any guest staying more than two weeks of each quarter will be considered a resident of the property, unless prior written permission is obtained from ARE. If ARE considered the guest a resident of the property and the guest is over the age of 18, a written application with permission to obtain credit and background reports, must be submitted to ARE. Only those persons listed on the application and lease have permission to occupy the property. You will be responsible for the behavior or your guests, their children, and your children.

Q. Pets (Pet Screening must be completed prior to picking up keys)

No pets (including but not limited to: mammals, reptiles, and birds) of any kind are allowed on the property unless you have written permission from ARE through your lease and have paid a pet fee and deposit. If you obtain such permission from ARE, you will be required to pay a pet deposit that will be applied toward any damage the pet may cause to the property. If you pet causes damage to the property and the cost to repair such damage is more than the per deposit, you will be responsible for the repair costs. You will be charged for spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your pet at all times. If you do not obtain permission and a pet is kept on the property, ARE may institute eviction proceedings. (Violation fees)

R. Service Animals

ARE welcomes service animals, as defined by CA and federal law. ARE may ask you what task(s) your service animal performs or request that you provide documentation from a health care provider or case manager. While ARE will not charge a pet deposit for a service animal, you will be responsible for any damage the service animal may cause to the property.

2. Upon Move-In

A. Get to know your Property

When you first move in, locate: (i) the breaker box, (li) the ground fault circuit breaker (some of these are by the sinks in the house, not at the breaker box), (iii) the stove, (iv) the hot water heater, (v) the air conditioner breakers, (vi) the water shut off for the house (usually in the front of the house close to a spigot), (vii) the hot water shut off and (viii) the shut off under all the sinks. Locating these items now may eliminate any damage to the Property later. See section, IN AND AROUND THE HOUSE, for more information on circuit breakers.

A. Put This Handbook Where You Can Find It

Near the phone works for most people. Before calling Aksland Real Estate, see if the answer to your question is in the handbook. ARE loves hearing from its residents but needs to keep its time free for emergencies and urgent matters.

3. In and Around the House

B. Heat, A/C Units, & Smoke Detectors

You must check and change all A/C and/or heat pump filters every 3 months. This is very important for the proper operation of the A/C unit and/or heat pump, as well as the air quality at the Property. You must replace the smoke detector and carbon monoxide detector batteries at least once every year; April 15th is easy to remember. A smoke detector can be the only thing between you and a fire. Many homes have heat pumps for the heating and cooling of the Property. The air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to leave the control alone. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During extreme temperatures, the heat pump may not keep the Property as comfortable as you may desire. To help the unit perform as desired, change the filters regularly, close all the blinds, try not to use any of the hot appliances (oven, etc.), and keep all doors closed.

C. Circuit Breakers

Circuit breakers move only slightly when triggered. It may appear to be ON when it has "popped" off. To reset a breaker, you need to turn it fully to the "off" position and then turn it back "on" again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts off the power during fluctuations. GFI circuit breakers are usually used around sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, the cause is usually the GFI circuit breaker. Most GFI circuit breakers are located at the breaker box and are marked with a red or yellow button. Many homes have the GFI circuit breakers at the plug-in outlet. When these "pop." simply reset the GFI circuit breaker as outlined above or per the instructions on the plug-in outlet cover.

D. Pest Control

If there are any pest control problems upon move-in, you must provide written notice to ARE of the problem within three business days of possession. If you do not provide written notice to ARE within three business days, you and ARE agree that the Property has no infestation of any kind. With the exception of termites, you are responsible for pest control. You must provide written notice of any suspected or known termites within three business days. ARE assumes no responsibility for the control of roaches, mice, ants, bees, or other pests. You will be charged for any damage caused by uncontrolled pests.

4. Maintenance, Damages and Repairs

A. A Message to You

You are expected to maintain the Property and keep it in as good condition as when you took possession. Only repairs required because of normal wear will be repaired by ARE, less any repair deductible listed in your lease. You will be charged for any misuse or neglect.

B. Maintenance Requests

You must submit all repair requests through the Tenant Portal under the Repair tab. Please be very specific about what the problem is (e.g., CORRECT - the right front burner on the stove does not work, INCORRECT - the stove is not working). If a service technician does not contact you within 48 hours (not including weekends or holidays) after reporting a service request, please notify ARE in the Tenant Portal so the work order can be reassigned. You may also call or email ARE during regular business hours.

C. Maintenance Emergency

In the event of a maintenance emergency (e.g., water heater leaking, flooding inside the house, fire or gas leaks), you may use the emergency maintenance system. Issues concerning the air conditioner or heater are not considered an emergency unless the outside temperature exceeds 1080 or there is an infant or seriously ill person present. Please do not misuse this system. Call 911 for any life threating emergencies. The number for AFTER HOURS EMERGENCY MAINTENANCE is 209-823-2080 Please leave your name, Property address, phone number and a brief description of the issue, and a vendor will be dispatched.

D. Repairs: What You Do

Everything an owner would do to protect the Property; you are expected to do. The priority is to prevent any further damage from occurring (i.e., turn off water, shut off breakers etc.), if possible.

E. Repairs: What ARE Does

ARE Will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs that you make.

Examples of Maintenance you are expected to do at your own expense:

- Replace light bulbs and torn/damaged screens.
- Replace or repair cabinet catches, hinges, knobs, or handles.
- Replace heat pump and A/C filters every 3 months

- Re-light gas furnace or hot water heater. (Call PG&E)
- Replace washers in faucets.
- Spray yard for pests and weeds.
- Keep grass and weeds out of flowerbeds and rock areas.
- Replace smoke detector and carbon monoxide detector batteries every year. Notify ARE if the smoke detector or carbon monoxide detector is not working.

Examples of repairs ARE will make at Owner's expense:

- Repairs to A/C or heat systems.*
- Replace the heating element in the hot water tank.*
- Repair roof leaks.*
- Repair or replace any plumbing under sinks or behind walls.*
- Repair or replace any broken electrical components.*
- Repair or paint any rotted wood: please notify ARE.*
- If the repair technician indicates that the damage is tenant-caused, you will be charged.

Examples of repairs for which you will be held responsible:

- Repairs or replacement of heating elements/hot water tank if caused by empty tanks
- Repairs or replacement of A/C unit due to not replacing the filter regularly.
- Repairs of any unusual damage or extraordinary wear on any of the floors, walls, or ceilings.
- Repairs of any damage caused by pets, smoking, children, guests, or any unusual or unreasonable use of the Property.
- Damage to fences, outside walls, shrubbery, trees, or planting.

F. Home Warranty

Your property may have a home warranty on it. You will be responsible for returning vendor calls for service appointments. You must contact ARE before you do any repairs other than those listed as your responsibility. ARE will not reimburse you for any unauthorized work on the Property.

G. Unauthorized Repairs

Except for those repairs listed as your responsibility, please do not make any repairs or authorize any repairs without the prior written consent of ARE. All repairs must be authorized in writing before work can be performed. You may not withhold rent because of needed repairs nor may you deduct the cost of needed repairs from the rent, except as provided by CA LAW. After receiving written authorization from ARE, repairs must be made by approved vendors.

H. Lawns & Grounds

You are required to care for the lawn and grounds as provided in your lease agreement, keeping the grounds in the same condition as when you took possession. This care includes but is not limited to, regularly cutting the grass, fertilizing the lawn, trimming the shrubs, edging all the walkways, curbs, and driveways, keeping the roof and gutters free from debris, keeping weeds from all rock areas, and treating the yard for pests. You must notify ARE within five business days if trees or shrubs require trimming to prevent the trees or shrubs from growing on or near the roof or gutter system. ARE, at the Owner's expense, will trim/remove all trees. You are also required to report, as soon as practicable, any condition that may cause damage, permanent or temporary, to the Property.

I. Light Bulbs

At move-in, all light fixtures will be equipped with the proper bulbs. You must replace all burned-out bulbs during your occupancy, including floodlights. Upon move-out, you must ensure that all light fixtures are equipped with the proper number and type of bulbs. Light bulbs must be 60 watts unless otherwise specified on the fixture.

J. Plumbing

You are responsible for keeping all sinks, lavatories, and commodes free from obstructions. Please do not let anyone throw anything into the plumbing system or use it for any purpose other than what it is designed for. You will be responsible for any damage or stoppage after three (3) calendar days of occupancy unless the damage was caused by mechanical failure of the plumbing system. If your plumbing system becomes clogged, you must submit a claim through the Tenant Portal and ARE will send out a plumber. ARE's plumber knows what is considered a mechanical failure and what is caused by misuse. There will be no reimbursement for charges not preapproved by ARE.

K. Water Beds

Not Allowed

L. Walls & Ceilings

You must keep all walls clean and unmarred. Do not paint or wallpaper the walls without prior written approval of ARE. You may hang pictures on the walls, as long as the walls are clean and unmarred upon vacating. You must clean all walls, baseboards, and trim before vacating (DO NOT TOUCH UP PAINT.) You must clean, dust, and vacuum all ceilings regularly and upon vacating. IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE. The Property is non-smoking. All smoking must be done outside, not inside the home, without prior written approval from ARE.

M. Flooring

Tile and vinyl floors require a solution of soap and water to be applied about once a week. You are responsible for any damage caused by improper cleaning of the flooring, including, but not limited to, broken or loose tiles, stains in the carpet, or any repairs required for the flooring to be returned to undamaged condition. You must have the carpets PROFESSIONALLY CLEANED, with the receipt provided to ARE, upon vacating. A copy of the cleaning company's bill will be required at the move-out inspection. The use of a rented "do-it-yourself cleaning unit will not be considered acceptable. If the cleaning receipt is not provided, the cost of professionally cleaning the carpets will be deducted from your security deposit.

N. Stoves, Ovens, & Broilers

If the oven or broiler will not turn on, please check the timer on the stove. Generally, the knob will pop out if the timer is off. Turn the knob until it pops out. Also, make sure the clock is set. This can stop operation on some units. Instructions on other types of units are on the face of the unit. Be careful when cleaning the oven so that the oven cleaner does not drip on the counter or the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning, or lack of maintenance.

O. Dishwasher

To keep the dishwasher in working condition, you need to use the dishwasher at least once per week. Seals may dry up and the motor may be damaged by long periods of not being run. Clean the door and door edges of items that may have fallen from the counter or run down the sides of the dishwasher.

P. Garbage Disposals

Garbage disposals are not for bones, grease, meat, or any other similar items. A general rule of thumb is: if you can throw it away, then you should. If the garbage disposal motor buzzes, turn off the switch. Always unplug the unit before you try any of these repairs. Then, release the disposal by using an Allen Wrench on the bottom of the disposal unit. Turn the wrench back and forth until the unit turns freely. If this does not work, you can also take a broomstick handle to the top of the disposal and rotate it in a clockwise direction If you are unsuccessful, report the problem to ARE through the Tenant Portal and ARE will have a technician call you back. This is not considered an emergency. You will be charged if a foreign object (i.e., bottle caps or tabs, bones, etc.) is removed from the disposal. If the disposal does not buzz, please remember there is a small reset button on the bottom of the disposal.

5. Cleaning

ARE works hard to deliver you a clean, well-maintained, and comfortable Property with all the mechanical equipment operating properly. Proper cleaning will keep the Property and its parts safe and usable for you and many others after you leave. The key to proper cleaning is to do it regularly. A properly maintained Property requires: 1) the owner to keep structural and mechanical maintenance up-to-date, 2) the property manager to keep records of necessary maintenance and place responsible tenants in the Property, and 3) you, the Resident, to keep the Property clean, perform cosmetic maintenance, and promptly inform ARE of any structural or mechanical failures.

A. Minimum Cleaning Standards

- Keep windows and doors clean, inside and outside. Doors and windows should be cleaned at least once per month on the interior side, and at least every six months from the exterior side. Wash between windows and screens every 3 months.
- Wash interior doors, doorways, and walls in heavily traveled areas every 2-3 months. Clean dust, dirt, and debris from the upper and lower sliding glass door tracks monthly.
- Clean stove, drip pans, under drip pans, oven racks and drawers, broiler pan, hood, filter, and vent twice monthly.
- Mop and wax all vinyl and hardwood floors twice monthly; mop all tile floors twice monthly.
- Dust baseboards, windowsills, ceiling fans, doors, ceilings, and corners of rooms monthly.

- Clean A/C and heat air return and replace A/C and/or heat pump filter monthly.
- Clean and sweep out the fireplace. Clean fireplace grate, screen, and glass, if provided.
- Replace all burned-out light bulbs as needed; clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon move-out.
- Clean curtains or blinds every six months
- Clean bathrooms every week. This includes the toilet base, bowl, seat, shower, tub, medicine
 cabinet, sinks, mirrors, and all cabinets and drawers (including walls).
- Replace caulking in the tub and sinks as needed.
- Sweep out the garage as needed.
- Wash or dust cobwebs from the exterior of the Property every 3 months or as needed.

B. Countertops and Cabinets

Always use cutting boards and hot pads when cutting or placing hot items on the countertops. Do not use abrasive cleaners on the countertops, as they may scratch the countertops. All unpainted cabinets must be cleaned regularly with a wood cleaner (such as Murphy's oil soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and drawer/door fronts cleaned.

C. Kitchen Appliances

Each kitchen appliance must be cleaned regularly, including the stove hood, the filter in the stove hood, the oven, under the burner rings, and drip pans. Please do not put aluminum foil on the drip pans. Upon move-out, all drip pans must be new. Our cost for these is approximately \$15.00 to \$28.00, depending on the stove. Please regularly clean under and around the refrigerator, as well as the washer and dryer. Not cleaning these items regularly can cause excessive wear and tear, for which you will be responsible.

D. Fireplaces

If there is a fireplace at the Property, please do not bum pine or any other "sappy" wood. "Sappy" wood causes a buildup of residue in the chimney and increases the possibility of a fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned at least once every two years.

6. Move-Out

A. Thirty-Day Notice to Vacate

You must provide written notice of your intent to vacate, with a definite move-out date, at least 30 calendar days before moving out. For monthly rentals, you must provide the notice on the 1st of the month, with the move-out date at the end of the month, unless otherwise approved by ARE. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. The notice must include the date you anticipate having the Property ready for a move-out inspection and where you are moving to (even if you do not have a forwarding

address, list the city and state where you are relocating). You may provide notice through the Tenant Portal or send it by certified mail to ARE. You must receive written acknowledgment of receipt of same by ARE.

B. Marketing During the Notice Period

The Property may be listed for sale or rent after ARE receives notice of your intent to vacate. The most probable showing hours are from 9:00 am to 6:30 pm. The Property must be available and in good showing condition during this marketing time. Illness and birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out-of-town guests, and no one home are not acceptable reasons to reschedule, ARE will call you and send a written notification to your email at least 48 hours before a showing. If there is no answer or answering system or you do not respond, ARE will send a certified letter, notifying you of the date and time of the showing. If you permit ARE, ARE will call your work number. Extra effort is expected to keep the Property clean during the marketing period. Minimum showing conditions:

- a. All beds made and rooms neat.
- b. Floors are recently vacuumed and clutter-free, especially with no piles of dirty clothes.
- c. Kitchen and bathrooms are clean; sinks are clean and empty.
- d. Walls are clean and unmarred.
- e. Pets are out of the way; litter boxes are clean and odor-free.
- f. TV is off or on low so as not to be intrusive.
- g. The yard is mowed, trimmed, and in good condition.
- h. Blinds/curtains are open, and the home is well-lit (when possible).

C. Move-Out Inspection

It is your responsibility to schedule your move-out inspection. Please schedule as early as possible. ARE cannot accommodate same-day inspections. If you request to be present during the inspection, please do not follow the ARE manager through the Property, ARE gives you the privilege of completing your initial report without an ARE property manager looking over your shoulder; please give ARE the same consideration. If you are not present, the ARE report is final.

- Inspections are made Monday-Friday 10:00 am 3:00 pm. Please do not plan for the inspection to be made on weekends or holidays. Inspections take up to an hour, depending on the size of the property. An evening or weekend inspection <u>can</u> be scheduled for a \$75.00 fee.
- 2. All utilities are to remain on for 72 hours after the inspection. This enables you to have utilities for any additional work if all is not acceptable the first time through.
- 3. Inspections are made only after you have completely vacated the property, carpets have been professionally cleaned and are dry, the yard is mowed, landscaping is clean and trimmed, all trash is hauled off, and you are ready to turn over keys at the time of the inspection.
- 4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
- 5. A re-inspection fee of \$50.00 will be charged for each return trip that is required after the first appointment. If the ARE property manager arrives for the appointment and the Property is not ready and/or the utilities are not on, the property manager will leave. You will be charged for all subsequent trips.

7. Return of the Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTHS RENT

The security deposit will be refunded in one check, made payable to all residents within 21 business days after ARE obtains possession. Possession occurs when keys are returned to ARE and a key return form is completed. The following are the requirements for a full refund of your security deposit.

- You must give written 30-day notice prior to vacating.
- You must follow all check out procedures in the lease and the Resident Handbook.
- You must have paid all charges and rents due.
- You must provide a forwarding address and telephone number.
- You must have an acceptable move out inspection with your ARE property manager.
- You must ensure that the property is clean and undamaged.
- All walls are clean and unmarred.
- All carpets have been professionally cleaned (receipt required).
- All landscaping has been trimmed, blown out, and raked.
- All debris and rubbish are discarded.

A. Breaking the Lease

If you break your lease, you will be responsible for all costs incurred in securing a new tenant.

- ARE works diligently to reduce your costs should you break your lease. If you find you
 must move before the end of your lease, ARE will market the property promptly once the
 property is vacant and the keys have been turned into ARE. You are responsible for paying
 the rent every month until a new tenant is secured. When the new tenant moves in, your
 obligation may cease depending on their lease.
- 2. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning, and checkout.
- 3. The following is a list of the most common charges for breaking a lease. These are some, but not all, of the possible charges:
 - Rent until the new lease takes effect.
 - · Lawn maintenance (you need to arrange for this before leaving)
 - Utilities (keep the utilities on in your name until you are notified of a new tenant)
 - Advertising (until the property is re-rented)
 - Commissions to re-release the Property.

Summary

Remember all the instructions and requirements of the lease. This Resident Handbook was written to be used as a reference by you. Place it somewhere you can easily find it. Before calling ARE, look to see if the answer you seek is here. If you find something you think would be helpful to others but is not included in the Resident Handbook, please notify your ARE property manager. We are always looking for additional ways to serve you.

Welcome to Aksland Real Estate! We welcome you to our area. Please take advantage of the many opportunities to enjoy the beautiful and friendly Central Valley area. We look forward to a pleasant relationship and a happy renting experience!

Tenant(s)

Date:

Tenant(s)

Property Manager: Date:

AKSLAND REAL ESTATE INC. 105 E YOSEMITE AVE DRE#01760371

209-647-4808