

# TENANT HANDBOOK



1449 NORTH 1400 WEST, A-2  
ST. GEORGE, UT 84770-5237

MEMBER OF:



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***Disclaimer:** This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

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**WELCOME LETTER**

Dear New Tenant,

As your new landlord we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions you will have while working with our property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call one of our offices or come in and someone will be happy to answer any questions you might have and help you in any way we can.

SuperiorPropertyRental.com, LLC is committed to providing friendly and helpful service to all of our owners and tenants. You have the right to a safe and sanitary home, so a member of our team has inspected the unit you are moving into and has ensured it is clean, safe, has been rekeyed, and in move in condition. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to working with you.

Sincerely,

The Management Team

## PAYING RENT

### **When is rent due:**

Rent is due on the 1<sup>st</sup> of each month and is considered late, if not received by office personnel on the 5<sup>th</sup> by 5:00 PM or online through your tenant portal by 10:00 PM on the 5<sup>th</sup>. Please note this timeline includes weekends and holidays. Variations may exist for this policy by location, so please consult your rental agreement terms.

### **How to pay rent:**

- Rent can be paid by check, money order or cashier's check payable to Superior Property Rental, ACH, credit/debit card. Please no cash in excess of \$100.00.
- Rent can be paid by mail, but it must be physically received in the office by FIVE (5:00 PM) on the 5<sup>th</sup>. Please address mail to Superior Property Rental, 1449 North 1400 West, #2, St. George, UT 84770.
- Rent can be paid in person during normal business hours or after hours by placing your rent in the drop box to the left of the front door. Be sure the envelope is properly labeled with your address.
- Rent can be paid by ACH, or credit/debit card either online, by going to [www.superiorpropertyrental.com](http://www.superiorpropertyrental.com) and logging in to your personal account (auto pay can be set up here), or by calling the office or in person during business hours. All ACH payments are charged a \$2.95 processing fee and all credit/debit card payments are charged \$2.95 plus a 3% processing fee. All processing fees are charged directly from the processing company and are non-negotiable. These fees are subject to charge at anytime and without notice, by the processing company.

### **Important notes:**

- Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.
- Review your check or money order and ensure it has the names of payer and payee(s).
- Leaving cash, an incomplete check or money order on the premises is not the management company's responsibility, may not be associated with the correct account, and late fees and/or NSF fees may apply.
- When the office is closed, place your rent in the drop box to the left of the front door and please be sure the envelope is properly labeled with your address.
- Normal operational hours are Monday through Thursday from 8:00 AM to 6:00 PM and Friday from 8:00 AM to 4:00 PM. Except all major holidays.
- If a rent check is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you. If you have an NSF, all future payments, only certified funds (i.e. money order, cashier's check, ACH, credit/debit card) will be accepted.

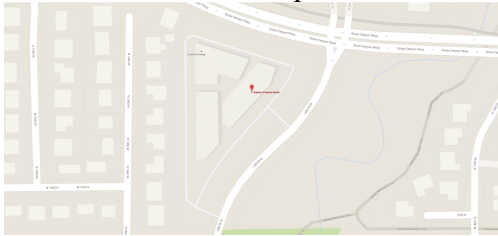
## THE BASICS

### Important policies:

- **Rental agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.
- **Security deposits:** Your security deposit can not be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with an application completed through [www.petscreening.com](http://www.petscreening.com) and prior approval of the owner and the management company. Tenants agree to pay: (1) a non-refundable fee of \$200.00 (2) a refundable \$400.00 deposit for each dog, \$800.00 for each cat. (3) an additional \$60.00 in rent per month, and (4) a maximum of two (2) Animals. Any pet also has a non-refundable \$60 per month additional rent charge. If caged/aquarium Animals are allowed: (1) a non-refundable fee of \$100.00 (2) a refundable \$200.00 deposit for each cage/aquarium. Upon move-out, the property must be professionally treated for odor and pests (i.e. carpet treatment, duct cleaning, and pest control). If you are caught with an unapproved animal, you will be charged a fine of up to \$1,500.00 per animal.
- **Keys:** If you lose or lock yourself out of your home during office hours there is a \$50.00-dollar charge to make a copy of our back-up set of keys. After office hours (later than 5:00 PM, during the weekday or anytime during weekends and/or holidays), there is a minimum \$100.00-dollar fee for an emergency maintenance response.
- **Yard & Grounds Maintenance:** If you are responsible for maintaining your yard, upkeep of flower beds, lawn care and maintain other parts of the yard is expected. Additional care should be taken to keep the grounds clean. If you have pets pay extra attention to damage to the lawn and you could be responsible for damage upon move-out. Please consult the rental agreement for more details.
- **Vehicle Parking:** Only approved, operational, and currently registered vehicles in designated areas are allowed. Please consult the rental agreement for more details. Note that if you or your guest are parked another resident's designated parking space, you could be towed at your own expense without warning. Vehicles should not be leaking fluids on asphalt or concrete, if so, cleanup immediately. If someone is parking in your designated parking, you should call Superior Auto Body.
- **Guests:** A guest(s) staying longer than 14 days will require approval by the management company. Consult your rental agreement for more details.
- **Noise:** You are subject to all laws pertaining to noise. Nuisances and violations will be enforced by the terms of your rental agreement.
- **Renter's Insurance:** All tenants will be automatically signed up for renter's insurance through Renters Legal Liability, LLC (RLL) at a charge of \$17.50 per month. You will have the option to opt-out. The only way to opt-out is to provide proof of identical coverage (HO4 policy) from the tenants' insurance company, within 48 hours of occupancy, naming Superior Property Rental and the owner of the property you are residing in.
- **Correspondence:** All correspondence must be in written/email form. Emailed correspondence must be emailed to [info@sprental.com](mailto:info@sprental.com) and must include name(s), property address, contact phone number, and subject of correspondence.
- **Routine maintenance:** As you become more settled in your new home it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
  - o Replacement of light bulbs
  - o Cleaning or replacement of furnace filters (if applicable)
  - o Regular yard and lawn maintenance (if applicable)
  - o Replacement of batteries in smoke detectors and CO detectors (label with month and year)
  - o Cleaning the filter inside the dishwasher

**Submitting a maintenance request:**

- If a maintenance issue should arise, please complete a maintenance request by submitting a work order online, through your resident portal at [www.superiorpropertyrental.com](http://www.superiorpropertyrental.com).
- We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem. If applicable make sure to note any model and/or serial numbers on the request.
- When preparing your work order please remember to complete the section on how to enter the property. If you need to be present, remember that the maintenance department schedules appointments Monday – Friday, from 9:00 AM – 4:00 PM.
- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

**Superior Property Rental**

Address: 1449 North 1400 West, #2, St. George, UT 84770

Hours: 9:00 am to 5:00 pm Monday through Friday

**Telephone Numbers**

Voice: (435) 673-9865

Alternate: (435) 251-9961

Fax: (435) 251-9962

**Email Addresses**

General Questions:

[Info@sprental.com](mailto:Info@sprental.com)

Available Rentals:

[Info@sprental.com](mailto:Info@sprental.com)

Maintenance Email:

[work\\_orders@sprental.com](mailto:work_orders@sprental.com)

Maintenance Questions \*Please submit a maintenance request on our website:

<http://www.superiorpropertyrental.com>

**Directions:****From Interstate 15:**

- Use the right lane to take exit 8 for St George Blvd toward State Hwy 18/Santa Clara
- Merge onto 100 N/E St George Blvd
- Turn right onto 1000 E
- Turn left onto E Red Hills Pkwy
- Continue onto W Snow Canyon Pkwy
- Turn left onto 1400 W St
- Turn right, go around to building A unit #2

**From Ivins:**

- Take Snow Canyon Pkwy to 1400 W St in St. George
- Turn left onto 1400 W St
- Turn right, go around to building A unit #2

**From Interstate 15:**

- Continue straight to stay on S Dixie Dr
- Turn right onto W Sunset Blvd
- Turn left onto 1400 W St
- Turn left, go around to building A unit #2

**UTILITY SERVICE INFORMATION**

<b>Utility</b>	<b>Company</b>	<b>Phone</b>	<b>Website</b>
Telephone	TDS Telecom	(877) 422-5282	Hellotds.com
	CenturyLink	(855) 585-4230	Centurylink.com
	US Cellular	(877) 905-0130	USCellular.com
Cable/Satellite/Internet	Dish Network	(866) 352-1702	Dish.com
	TDS Telecom	(877) 422-5282	Hellotds.com
	Direct TV	(855) 802-3473	Directv.com
	Vivint Internet	(855) 898-8693	Vivint.com
	AWI Networks	(435) 674-0320	AWInetworks.com
	GO Fiber	(435) 767-9053	GoFiber.tech
Gas & Electric Utilities	City of St. George - Utilities	(435) 627-4700	Sgcity.org
	Washington City	(435) 656-6300	Washingtoncity.org
	Rocky Mountain Power	(888) 221-7070	Rockymountainpower.net
	Questar Gas	(435) 673-7514	Questargas.com
	Hurricane City	(435) 635-2811	Hurricanecity.com
	La Verkin City	(435) 635-2581	Laverkin.org
Police Departments	St. George Police Department	(435) 627-4301	Sgcity.org
	Santa Clara Police Department	(435) 652-1122	Sccity.org
	Washington City Police Department	(435) 986-1515	Washingtoncity.org
	Washington County Sheriff	(435) 656-6500	News.Washeriff.net
Fire Departments	St. George City Fire Department	(435) 627-4150	Sgcity.org
	Ivins City Fire Department	(435) 647-5503	Ivinscity.org
	Washington City Fire Department	(435) 673-4788	Washingtoncity.org
Animal Services	P.A.W.S. Adoption Center	(435) 688-9748	Dixiepaws.org
	St. George City Animal Center	(435) 627-4350	Sgcity.org
	Washington City Animal Center	(435) 673-7194	Washingtoncity.org
	Ivins City Animal Center	(435) 628-1049	Ivinscity.org
Tow Truck Companies	Harrison Towing	(435) 680-2837	Harrizontowingandrepair.com
	Freedom Towing	(435) 680-7111	Freedomtowing.web.com
	Brackens Towing	(435) 673-2911	Brackenautotech.com
	Dixie Auto Body & Towing	(435) 673-3800	Dixieautobody.com
	St. George Towing	(435) 628-1222	
	Superior Auto Body	(435) 673-5701	saintgeorgeautobody.net
Local References	Work Force Services	(435) 674-5627	Jobs.utah.gov
	Dove Center	(435) 680-0458	Dovecenter.org
	Switch Point	(435) 627-4663	Switchpointerc.org
	St. George Housing Authority	(435) 628-3648	Stgeorgehousingauthority.org

## FINES AND FEES

Superior Property Rental has policies, that if caught, could result in fines and possible eviction. These are listed below:

- **Smoking:** If an occupant or its guest(s) are caught to have been smoking inside of a unit, the tenant will be charged a \$1,000 fine plus any cleaning, ozone, duct cleaning, and/or painting charges, at the same rate as the Fee Schedule.
- **Lease Buy-out:** If a tenant would like to be released of their lease agreement, they may opt-out by paying the Lease Buy-out Fee. That amount \$500 plus a predetermined amount listed in your lease and is non-refundable. Tenant(s) would still be liable any charges to have the unit back in rentable condition.
- **Sublease:** If a current tenant is caught subleasing the unit without the landlord's approval they would be assessed a \$3,000 fine plus a \$500 non-refundable fee to process the sublease. If they would like to sublease and submit a written letter, upon acceptance by the landlord, there would be a \$500 non-refundable fee assessed to the account
- **Non-Refundable Move-out Fee:** Upon Move-Out tenant(s) will be assessed a \$300 fee to pay for the move-out inspection, applicable utilities, and rekeying of unit. This fee is non-refundable and not negotiable.
- **Lease Acquisition Fee:** If a current tenant would like to transfer the held security deposit upon acceptance of application(s), into a new tenant(s) name there would be a \$500 non-refundable fee charged to the account.
- **Insurance Claim Processing Fee:** If our office processes an insurance claim, whether it is through a tenant's personal renter's insurance or the RLL insurance policy, you will be assessed a \$150 non-refundable fee.
- **Unauthorized Occupant:** If a current tenant(s) is caught with unauthorized occupant(s) they will be assessed \$1000 fine for each unauthorized occupant, that amount would cover the process the as an additional tenant.
- **Additional Tenant:** To add Additional Tenant(s) you will be assessed a \$499 non-refundable fee charged to the account.
- **Disconnected/Removed Smoke/CO Detector Fine:** During the term(s) of the lease, if during a semi-annual inspection or any random inspection it is found that the Tenant has disconnected or removed the smoke/carbon monoxide detector, they will be assessed a \$1,000 fine plus the fee to have a licensed installation company to reinstall detector plus a 15% administration fee.
- **Pet Fine:** If a tenant is caught with an unapproved pet, they will immediately be assessed a \$1,000 fine and will, either, be subject to eviction or pay the applicable deposit and pay the monthly fee from the original lease execution date or the date the adopted the pet, must show proof of adoption.
- **Non-Sufficient Fund Fee (NSF):** If a payee has a NSF they will be charged \$20.00 for the fee and could be required to begin to make payments with certified funds (i.e. credit/debit cards, money orders, cashier's check) including any processing fees that apply.
- **Bed Bug Fine:** If after a tenant moves out, it is found to have bed bugs, the tenant will be charged a \$1,750 fine and furthermore will be charged for pest control plus a 15% administration fee, any extra cleaning plus a \$100 loss of rent fee that the owner will receive.
- **Cockroach/Pests Fine:** If after a tenant moves out, it is found to have a cockroach infestation, the tenant will be charged a \$500 fine and furthermore will be charged for pest control plus a 15% administration fee, any extra cleaning plus a \$100 loss of rent fee that the owner will receive.
- **Rodent Fine:** If after a tenant moves out, it is found to have a pest or rodent infestation, the tenant will be charged a \$750 fine and furthermore will be charged for pest control and maintenance plus a 15% administration fee, any extra cleaning plus a \$100 loss of rent fee that the owner will receive.
- **HOA Violation Fine:** If owner receives a fine for tenant's violation, landlord will assess an additional \$50.00 fee, or fifteen percent (15%) of the fined amount, whichever is greater.



## EMERGENCY PROCEDURES

**In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.**

**Maintenance emergency procedures:** If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak).
- An emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage and the like, while inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- If the situation is considered a maintenance emergency and occurs normal business hours, please call our office, then follow-up with a work order request.
- If the situation occurs after business hours, please call our main office line and listen for directions on how to reach our emergency extension. Remember to leave your name, phone number, address, and the type of emergency.

### **Emergency failure check steps (prior to contacting Property Manager):**

#### Electric Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure has been replaced in the last six months Gas Heat
- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Test any other gas appliances to determine if service has been interrupted Oil Heat
- Make sure the emergency shut off switch is in the “on” position
- Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation (see above)

In all cases, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

**Water related issues:** If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance / fixture or shut-off the main valve for the property. If you reside in a location that has on-site management, contact them and this office immediately.

**Renter’s Insurance:** If there is damage to your premise, contact your insurance agent to begin a claim. If you would like our office to process any claim you will be assessed a \$150.00 processing fee.

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**MAINTAINING FIXTURES and APPLIANCES****Furnace and wall heaters:**

- All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the "Emergency Heat" setting which activates the resistance heat mechanism.

**Gas wall heaters:**

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists, call the gas company immediately.

**Central air conditioning:**

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum twice a year.

**Power:**

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your house / unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each switch off, then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

**Drains:**

- AVOID letting food and hair get down the drains. Clogged drains caused by hair, grease is the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning / clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

**Dishwasher:**

- Clean or replace filters at a minimum twice a year.

**Garbage disposals:**

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Refrigerator coils and drip pans:

- Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Fireplaces:

- Please burn only hardwoods in the fireplaces and woodstoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

Stove or oven:

- Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water or oven cleaners to clean, please never use abrasives as this will ruin the finish.

Plumbing fixtures:

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- If brass needs to be polished, use a product specifically designed for brass.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors or damage concrete floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

Mold:

- Please refer to Section 13: Mold & Mildew in your Residential Lease & Rental Agreement.

House Plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile – Tub and Shower Walls:

- Dilute 1-part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Mini Blinds:

- Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke and CO Detectors:

- Tenants are responsible for changing batteries in smoke and CO detectors. We recommend changing batteries at the beginning and end of daylight savings time. Label batteries with month and year changed. Batteries are changed upon move-in.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.
- AC/DC powered detectors must remain connected at all times. If there are any devices that are found to not be connected tenant will be assessed a fine (refer to move out fees)

Wood decks and porches:

- Potted plants and flowers add beauty and appeal to a property. Please put “feet” or saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

- For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months, clean floors with a small amount of vinegar in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

## **SEASONAL MAINTENANCE**

### **Interior:**

#### **Furnace:**

- Clean or replace the air filter regularly, recommended monthly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.
- Inspect all supply and return vents for cleanliness and obstructions.
- For radiant heat systems, inspect for leaking valves or radiators.

#### **Fireplace:**

- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended; however, this is typically a tenant expense.

#### **Smoke and CO Detectors:**

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.
- AC/DC powered detectors must remain connected at all times. If there are any devices that are found to not be connected tenant will be assessed a fine (refer to move out fees)

### **Exterior:**

#### **Lawn and Shrubbery:**

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

#### **Gutters:**

- Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation

#### **Winterization: Faucets and Outlets:**

- Wrap all outside facets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

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## VACATING CHECKLIST

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact your property manager and be sure to reference the checklist provided with your rental agreement.

### **Security Deposit:**

In order to prevent any misunderstanding regarding your refund, move out instructions and procedures are enclosed. Security Deposit is only returned to the Primary Contact unless all occupants sign a letter noting the name and address to send the possible refund. You will need to provide us with a forwarding address in writing or by email and our office has 30 days after move-out to process. If you would like to pick up your refund check, during regular business hours, there will be no fee for this. To mail your refund check, you will be charged a \$7.50 fee for processing which will include a Certificate of Mailing from the USPS. If you would like to sign for your refund check, for added security, our office will mail it Certified/Return Receipt and you will be charged a \$15.00 fee for this process. It is your responsibility to inform us of your choice of delivery, otherwise the standard will be processed as a Certificated of Mailing.

### **Keys:**

All keys to the premises need to be returned to us as a condition to vacating the premises. If you don't return the number of keys that was issued, you will be assessed a \$12.50 fee per key not returned. Garage door openers should be left in a kitchen drawer. There is a \$100 fee if garage door openers are not left at the premises. Also, if you have a common area key for a clubhouse or pool there is a \$75-\$200 fee if no keys are returned, unless returned to the association.

### **Utilities:**

Have any/all utilities scheduled to turn off on the last day of your lease agreement. Utilities will roll over into LESSOR/OWNER's name to allow us to complete inspections, repairs and cleaning. This is done to eliminate the possibility of a utility not being left on for inspections, repairs and cleaning.

### **Move Out Inspection:**

Pre-move-out inspections are being performed for your convenience and ours and need to be scheduled with-in one week of your move-out and lasts about 15 minutes. This is to determine the extent of cleaning and repairs needed for returning the unit in move-in condition. If you are attempting to do as much as possible yourself, the inspector will inform you what is needed. It is not necessary for you to be present during your move-out inspection. We do not allow tenants to be present at the final move-out inspection, which could last in excess of 4 hours. The inspection will be performed after you vacate the premises and return the keys to our office. If you insist on being present at the inspection, for the safety of the inspector(s), you will be assessed a \$100 fee to pay for an extra inspector. Completed inspections will be available on your account within 15 days after move-out.

**Deductions:**

All security deposits will be assessed a non-refundable fee of \$300 to pay for a move-out inspection, applicable utilities, and rekeying of unit. These will be made from the security deposit only for just causes. Such charges include, but are not limited to, any replacement of damaged or missing fixtures, appliance parts or other items furnished to tenants. Labor charges include installation, cleaning, patching, sanding, etc., including the cost of cleansers. If you do not clean or repair the damaged or soiled items prior to moving out, charges will be deducted from your security deposit based on the schedule provided. Items not on the list will be charged on a "cost plus labor" basis. We only expect you to return your home in the same condition as when you moved in.

**General:**

- Provide a written notice of your intent to vacate a MINIMUM of thirty days prior to the end of the lease term. This written notice must be RECEIVED in the office and signed by all tenants on the lease within this thirty-day timeframe.
- Complete change of address cards for the Post Office and provide our office with a forwarding address.
- It is your responsibility to cancel any utilities, garbage, cable, phone, etc. services.
- If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.

**Refrigerator:**

- Defrost freezer if needed. DO NOT use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Stainless Steel needs wiped down with stainless steel cleaner.
- Move refrigerator from wall and clean underneath. DO NOT TURN OFF!
- Sweep down cobwebs on walls and ceiling.
- Replace light with an appliance bulb, if necessary.

**Stove:**

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove. Clean Stainless Steel with correct cleaner.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans.
- Move stove out and clean wall and floor.

**Cabinets and Drawers:**

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, baskets and counter tops well.
- Make sure garbage disposal is empty and clean.

**In and Near Kitchen:**

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Wash range hood and clean filter. Change appliance bulb, if necessary. " Wash windows, blinds, screens and clean sills and tracks.
- Scrub kitchen floor, including under movable appliances and baseboards.
- Appliances, kitchen sink and fixtures cleaned inside and out, removing all dirt and grease

- Remove lower drawer on stove and clean underneath if possible
- Clean all cabinets, drawers, countertops, and cupboards - all inside and outside surfaces
- Clean behind and between stove and refrigerator area as well as the back of the fridge
- Wipe down all walls and doors

**Living Room:**

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Clean out fireplace (s).
- Vacuum carpet and clean baseboards.
- Clean drapes / blinds.
- Clean out fireplace; wash screen and doors. (If applicable)
- Wipe down all walls and doors

**Bedrooms:**

- Sweep down cobs.
- Wash light fixtures and switch plates. " Wash windows, clean sills and tracks. " Vacuum carpet and clean baseboards.
- Wipe down all walls and doors

**Bathrooms:**

- Clean bathtub, tile around tub, sink, door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum. " Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Wash mirror.
- Clean windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Wipe down all walls and doors
- Clean light and switch plates.

**Miscellaneous:**

- Replace furnace filter.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.
- Replace ALL burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Pull out washer / dryer and clean floor.
- Wash ALL doors, especially around knobs.
- Sweep garage and sweep down cobs. Clean windows.
- Mow and weed yard.
- Haul ALL trash away.
- Clean out ALL floor vents.
- Clean all doors and knobs inside and out.
- Entry area and patio need to be cleaned and free of debris.
- All walls & ceilings dusted down & all dirt, smudges, and grease washed off
- Wash down all baseboards, handrails, woodwork, blinds and windowsills
- Clean all light fixtures, ceiling fans/ blades, and vent covers
- Clean Washer and Dryer inside and out, check your dryer vent



- Storage areas and garage cleaned and swept out
- Sweep and mop all solid floors
- Vacuum carpets, they will be professionally cleaned after you move out (If you have them professionally cleaned you must provide a receipt from a certified company when you turn in your keys)
- Clean closets and shelves and wipe down rods
- Clean all windows (including sills and tracks), dust blinds, screens and return them to their proper place
- Remove all items from attic, crawlspace, basement, yard, shed, etc.
- Lawn, garage and outbuildings to be free of all trash, rubbish, cigarette butts, and personal property
- Lawn trimmed and cut properly and all leaves removed
- All trash and garbage to be removed from the property prior to your inspection – DO NOT PILE up garbage at the curb
- Do not remove phone jacks, or curtain rods and brackets
- Repair or replace any broken door stops.
- All light fixtures are to have working light bulbs in all bulb sockets with matching bulbs
- Smoke alarm(s) will be in working order with new battery that is dated, with month and year, on the battery. AC/DC detectors must be wired and connected to AC power.
- Patch all holes, nail holes, tack holes, and paint patched work
- For discarding larger items (i.e. mattress, entertainment center, sofa, etc.) contact Republic Services (435-628-2821) for free pick up. If item(s) are place in or near dumpsters you will be charged a trash removal fee (\$200.00 per trip)

Animals:

- Have air ducts (vents and returns) cleaned professionally
- Carpets must have odor treatments by a professional
- Must provide receipt to avoid being charged

**Final:**

- Return all keys, garage door openers and forwarding address to the office when COMPLETELY done and no later than 4:00 PM on the last day of the month.
- Leave HOA binder on the kitchen counter.

**Pre-Inspection:** You are required to schedule, at least 1 week prior to move-out, a brief pre-inspection to determine any major repairs. This inspection is included in the move-out inspection.

**Reminder:** Please reference the cleaning checklist provided with your rental agreement. Note that carpets are required to be professionally steamed cleaned and sprayed for pests upon vacating (refer to rental agreement). Where applicable the chimney must be cleaned and inspected as well (refer to rental agreement).

**Disclaimer:** Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement. Any repainting, repairs, cleaning, trash removal, and any other expenses associated with returning the condition of your home to your move-in condition can be deducted from your security deposit. The balance of your security deposit after applicable deductions will be mailed to you at the forwarding address you have provided to us within 30 days after your move out inspection has been completed. Attached is a list of fees and charges for your information.

**Dispute:** You have the right to dispute items deducted from the security deposit. Any dispute must be in writing/email and must be received by our office within 75 days after move-out and/or before accepting refund payment.

**MOVE OUT FEES**  
If not completed by tenant(s)

“AA” Battery Replacement	4.80 each	GARAGE DOOR OPENER – Remote	\$100.00 each
“AAA” Battery Replacement	3.85 each	GARBAGE DISPOSAL CLEANER	\$9.00 each
9 Volt Battery Replacement	6.00 each	GARBAGE REMOVAL	\$200.00
AIR FILTER- dirty or missing air filter	\$25.00 & up depending on size - each	HOA BINDER – Replacement	\$100.00
CARPET – Repair and/or Replacement	\$40.00 per square yard	INSPECTION FEE – Move Out	\$100.00
CARPET CLEANING - Pet Odor Treatment	\$75.00 each	INTALLATION FEE – Install batteries and light bulbs left by tenant upon move-out	\$30.00 per hour – labor provided in 15 minute increments
CARPET CLEANING - Room	\$40.00 per room	KEYS – Price for unreturned keys	\$12.50 each
CARPET CLEANING – Stains	\$10.00 & up per stain	LAWN SERVICE - Lawn needs cut and trimmed	\$150 & up
CARPET CLEANING – Stairs	\$5.00 per stair	LIGHT BULBS – Candelabra	\$10.00 each
CEILING FAN – Replacement	\$140.00	LIGHT BULBS – Flood	\$20.00 each
CLEANING FEE - if needed before ready to rent to new Tenant	\$35 per hour	LIGHT BULBS – Standard	\$10.00 each
COVER PLATES - electric switch and receptacle cover plates	\$8.00 each	LIGHT BULBS – T8 Fluorescent	\$20.00 each
DOOR - Exterior / Interior	\$150.00 & up	LIGHT FIXTURES	\$30.00 & up
DOOR KNOB – Replacement Interior	\$25.00 each	MINI BLINDS - Damaged or Missing	\$75.00 each
DOOR STOP – Replacement	\$15.00 each	MISCELANEOUS MATERIALS – Items not Listed	As purchased by landlord plus Processing Fee
DUCT CLEANING - Return	\$100.00	NON-REFUNDABLE MOVE-OUT FEE	\$300.00 assessed upon move-out
DUCT CLEANING – Vent	\$50.00 each	OZONE CLEANING	\$200.00 each
DRYER VENT CLEANING	\$30.00 each	PAINT – Repaint Wall(s)	\$250 per room or \$2.00 per living square footage
ELECTRIC OUTLET - Replacement	\$40.00 each	PATCH HOLES – Up to 1”	\$15.00 each
FLOOR TILE – Vinyl	\$2.00 each	PATCH HOLES – Larger than 1”	\$35.00 each
GARAGE DOOR OPENER – Keypad	\$100.00 each	REKEY – Doors and Common Areas	\$50.00

REPAIRS – By Licensed trades (Electricians, Plumbers, Roofers, etc)	As Charged to Landlord plus Processing Fee	THERMOSTAT – Replacement	\$125.00 each
SATELLITE DISHES/ANTENNAS	\$500.00 Removal Fee	TOWEL BARS – Replacement	\$50.00 each
SHOWER HEAD – Replacement	\$35.00 each	VERTICAL BLINDS – Replacement Slats	\$5.00 each
SMOKE DETECTORS – Missing or Disconnected	\$100.00 per device up to 2	WINDOW – Replacement	\$150.00 and up
SMOKE DETECTORS – Missing or Disconnected	\$500.00 for 3 or more devices	WINDOW SCREENS – Repair/Replacement	\$50.00 each

**RECEIPTS:**

If you have any of the items performed to the unit and would like to avoid being charged again, you must provide a copy of any receipts at time of move-out. This is so not only do we not have to have this done but so we can go back on the company providing the service if it was not performed to our standards. If receipts are not turned in at time of move-out and the service is provided by a service company acceptable by our office you will be charged for that service.

**RENEWAL:**

As a tenant you should receive a “Lease Renewal Request Letter” in your email, approximately 45 days prior to your lease expiration. It should include a 2-year lease rental amount, a 1-year lease rental amount, a 6-month lease rental amount, a month-to-month rental amount and an option to move out. You must notify us of your intentions no later than 30 days prior to your expiration date as required by your lease. If you decide to renew your lease agreement after the 30 days, you could be subject to a \$200.00 marketing and advertisement fee.

**EARLY VACATE/LEASE BUY-OUT:**

If you need to terminate your lease prior to the end of the initial term, you may do so by giving 30 days’ prior written notice, paying all rent and other amounts due or which fall due prior to move out, paying the Lease Buy-Out amount set forth in your lease, paying an early termination fee of \$500, and reimbursing us for any costs we incur in repairing and/or cleaning the premises.

**TRANSFER TO DIFFERENT UNIT:**

If at anytime during or at renewal of your lease, you would like to move into another unit managed by SuperiorPropertyRental.com you may request to do so if available. At time of request you will be required to pay \$500.00 to SuperiorPropertyRental.com to process the transfer. This ensures you are serious about the transfer and the unit you are transferring to will be removed from the market. To transfer to a different unit, you may be required to requalify by providing proof of income. All the funds will be placed in escrow and will either be to reimburse your security deposit or will be given as a credit toward the rent. The past unit will be inspected and distributed out of existing security deposit after which will be transferred, if applicable to new unit, if the \$500.00 does not reimburse security deposit up to your new rate, you will be responsible to fund the remaining balance and any payments will go towards reimbursing the security deposit first.