



## EXHIBIT \_\_\_: MAINTENANCE EXHIBIT

This Exhibit is part of the Lease for

\_\_\_\_\_ (the Property)

between \_\_\_\_\_ (Tenants),

and [Key Locations Property Management LLC](#) (Landlord),

Dated \_\_\_\_\_.

### 1. TENANT INSTRUCTIONS FOR REQUESTING MAINTENANCE ON THE PROPERTY:

- a) **NON-EMERGENCY MAINTENANCE:** All maintenance requests must be made in writing. The easiest way to submit a maintenance request is via using the on-line Tenant Portal. Alternately, tenants may submit a maintenance request via FAX to (877) 744-6440 or U.S. Postal Mail at 1035 Lake Windward Overlook, Alpharetta, GA 30005. Maintenance request forms may be downloaded from the KLPM website on the Tenants page. The KLPM office will log the maintenance request as a work order, contact you to acknowledge the maintenance request, and assign a vendor to the repair. If you have questions about the status of a maintenance request or have additional information to give us about a maintenance request, send email to [info@keyrentalhomes.com](mailto:info@keyrentalhomes.com) or call KLPM at (770) 722-6922. If you get our voice mail, press 1 and leave a message.
- b) **EMERGENCY MAINTENANCE:** There are FEW emergencies. An emergency is a threat to life or the property such as fire, flood, electrical problem, gas leak, a tree fallen on the property, etc.
- Emergencies involving fire call 911.
  - Emergencies involving gas call the gas company at (770) 907-4231 or (877) 427-5463 and if necessary, 911.
  - Emergencies involving electrical danger, call the utility service at (888) 891-0938 or 911.
  - An emergency is not a furnace malfunction - this is a priority item and KLPM will make it a priority with vendors to have the heat working as soon as is possible.
  - An emergency is not air conditioning, non-working dishwasher, sprinklers, etc.
  - In an emergency, call the KLPM office at (770) 722-6922. If the phone is not answered live leave a message and contact the proper emergency services listed above.
- c) **ACCESS FOR MAINTENANCE.** KLPM may enter the property at any time for emergency maintenance. As a courtesy, KLPM will attempt to give advance notice of emergency maintenance at the property, but advance notice of emergency maintenance is not required. For regular non-emergency maintenance KLPM will send written notice of scheduled maintenance at least 24 hours in advance. Also as a courtesy, KLPM offers the tenant a choice of having the KLPM office give a key to the vendor assigned to the repair or having the vendor meet the tenant at the property by appointment. If an appointment is chosen, the tenant must accommodate the vendor's schedule. If the tenant makes an appointment with a vendor but does not keep the appointment, resulting in a wasted trip for the vendor, the tenant may be charged the vendor's trip fee. In the event of any logistical difficulty in meeting the tenant, or at KLPM's discretion, the vendor will enter with a key from the KLPM office.

### 2. TENANT RESPONSIBILITIES FOR TROUBLESHOOTING PROBLEMS:

- a) **If the air conditioner does not work:** check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not tripped. Therefore, you must turn the breaker all

the way off and then turn the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not reset itself to correct the problem.

- b) If the electricity does not work in part of the house:** Check for Ground Fault Circuit Interrupt (GFCI) outlets, which are usually located in the garage, patio, kitchen, or the bathroom. Reset tripped GFCI outlets by pushing the small button in the middle of the outlet. Check the circuit breakers to see if any have been tripped.
- c) If the circuit breakers continually keep going off:** Check to see if too many appliances running at the same time (irons, microware, toaster, curling iron, computers, printer, blow dryers, etc.) are causing an overload.
- d) If the smoke alarm does not work, check the following:** First, replace the batteries. Tenants are responsible for the replacement of batteries. If a new battery does not work, submit a maintenance request. It is important to replace batteries and NOT disconnect the smoke alarm. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Test your smoke alarms every thirty days. If the smoke alarm is not working after replacing the batteries, submit a maintenance request immediately. Do not disconnect or remove a smoke alarm.

### 3. TENANT RESPONSIBILITIES FOR ROUTINE MAINTENANCE:

- a) Plumbing blockages:** The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs that are caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord.
- b) Garbage disposal:** Tenant will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: bones, banana peels, corn husks, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, artichokes, bottle caps, rubber bands, string, popcorn kernels, glass, utensils, fruit pits, washcloths, or sponges. If you cannot chew it, do not put it in the garbage disposal.
- c) Wood burning fireplace maintenance:**
  - Always be sure to open the damper before starting any fire. If unfamiliar with how to do this, call KLPM for help.
  - If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
  - Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause house fires. Use hardwoods such as oak, almond, walnut, etc.
  - Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire.
  - Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
  - Check to see if fireplace coals are cold before removing from the fireplace.
  - Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
  - Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.
- d) Basic insect control:** Tenants are responsible for basic insect maintenance. If you have insects in the home, you may hire an exterminator or you may choose to purchase pesticides at a hardware store and use them yourself. When storing pesticides, be careful for the safety of children and

animals at all times. Follow the instructions carefully for any product you purchase. If the insect problem persists, or if there is a major insect problem that existed prior to you taking possession, submit a maintenance request.

- e) **Rodent control:** If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores. If you see rats or large rodents, submit a maintenance request.
- f) **Landscape and watering:** Where indicated on your Lease, and in accordance with applicable water use ordinances, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering. If there are sprinklers, monitor the level of water needed and if necessary, contact KLPM for additional help or instruction. If you have sprinklers or an irrigation system that is not working, submit a maintenance request. Keep all landscape watered unless a homeowner's association controls it or watering ordinances prohibit watering.
- g) **Pets:** If you have pets, keep them from causing damage and pick up all pet droppings on the property.
- h) **Light bulbs:** It is the tenant's responsibility to replace light bulbs unless the light bulbs cannot be reached with a small stepladder.
- i) **Water filtration systems:** If the home is furnished with a water filtration system, Tenant is responsible for changing any water filters and for purchasing new filters. If the refrigerator includes a water filtration system, Tenant is responsible for changing water filters and for purchasing new filters.
- j) **Properly dispose of the following:**
  - Toxic waste such as oil, antifreeze, batteries, and solvents.
  - Place garbage in the proper receptacles provided and in accordance with city and/or county rules.
  - Christmas trees.
- k) **Holiday decorations and lights.**
  - Hang lights and decorations properly and carefully.
  - Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
  - Only use lights and decorations during holiday seasons; remove them immediately when the season ends.

#### 4. TENANT RESPONSIBILITIES FOR CLEANING THE PROPERTY:

- a) **Kitchens:**
  - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
  - Do not allow grease build up – this can cause fires.
  - Continuous clean ovens: Clean regularly. If the oven is a continuous clean oven, do not use a commercial oven cleaner. Do not leave oven on and unattended if you leave the house.
  - Regular ovens that are not continuous or self-cleaning: Use a commercial oven cleaner and follow directions on the product. On self-cleaning ovens. Follow the cleaning directions, usually located on the top of the stove/oven.
  - If you do not know the type of oven you have, call KLPM for help.
- b) **Bathrooms:**
  - Prevent mildew and mold from accumulating.
  - If mildew and mold appear, use a household cleaning product to remove immediately
  - Keep bathrooms properly ventilated to prevent mildew and mold from developing. Use an exhaust fan or open a window while taking showers and for an extended reasonable time afterward.

- c) **Carpets and flooring:** Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
- Keep floors vacuumed.
  - Immediately clean up spills to prevent stains and damage.
  - Do not use wax on vinyl or tile.
  - Use only hardwood floor cleaners on hardwood floors.
  - Have carpets professionally cleaned when appropriate; do not use home floor cleaning machines.

d) **Windows and window furnishings:**

- Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
- Check curtains before washing to see if they are washable, if not, dry clean curtains.
- Wipe all blinds with soft dry cloth or with products designed for the blinds.
- Close windows against the elements of weather, when appropriate, to avoid damage to interior
- Close doors and windows when leaving the residence.

**5. TENANT RESPONSIBILITY FOR REPORTING MAINTENANCE PROBLEMS:** It is the responsibility of tenants to report repairs and maintenance problems. Tenants may incur financial damages if they fail to report maintenance problems. Tenants should report the following:

1. Any sign of mold in the property
2. All toilet and faucet leaks and any plumbing backups
3. Electrical problems
4. Heating and air conditioning problems
5. Inoperative smoke detectors
6. Faulty appliances
7. Roof leaks
8. Broken windows and doors
9. Fence repair
10. Malfunctioning sprinklers
11. Any other necessary repairs or unsafe condition
12. Major pest control items such as bees, rats, termites or other major infestations

**6. TENANT RESPONSIBILITIES AT MOVE-OUT:** Please use the following as a guide for cleaning your rental unit when you vacate. At move-out you are not charged for normal wear and tear; however KLPM does not consider dirt in any form within the scope of normal wear and tear.

a) **All Rooms:**

1. Remove from walls any nails, tacks, anchors, and window covering hangers that you installed.
2. Clean baseboards and corners, being careful to remove all dust and cobwebs.
3. Clean floors and vacuum carpet.
4. Wash off shelves in closets and remove all hangers and shelf lining.
5. Clean light fixture coverings, around light switches and door frames.
6. Clean out fireplace (if applicable).

b) **Kitchen:**

1. Clean oven, oven walls and grills, broiler pan, and storage space.
2. Clean vent-a-hood (run through dishwasher if available).
3. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
4. Clean refrigerator including crisper, walls, containers. Defrost freezer, removing all water. Unplug and leave the door open. Clean behind, on top and underneath, where possible.
5. Clean sink and counter top.
6. Clean floor.
7. Clean light fixture coverings.
8. Remove all cleaning solution residue.

