

# TENANT'S HANDBOOK

*How TO LIVE IN AND CARE FOR THE HOME YOU ARE RENTING*



**CASTLE ROCK REALTY,  
LLC.**

**Caring For Your Home Like It's Our Own!**

***PLEASE KEEP IN A SAFE PLACE FOR REFERENCE***

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## OUR PERSONAL MESSAGE~TO YOU

Congratulations on the selection of your new home. Welcome to the area and to your new association with **Castle Rock Realty, LLC**.

We want to make your association with our firm a pleasant experience and hope you will look to us for all your RENTAL and REAL ESTATE needs including Mortgages.

If you have a home in another part of the USA, we may be able to locate a Property Manager for you through our association with the National Association of Residential Property Managers (NARPM). NARPM is a large association of professional residential property managers, who subscribe to a high standard of service. If we can help you locate a property manager for your home, please let us know.

Should you decide to purchase a home, call 603-598-8666 and we will help you with a Realtor who is knowledgeable in the area and price range you desire and may also assist obtaining a mortgage for you. The home you are renting may also be available to purchase. Please contact this office for more information about the home you are renting.

As Professional Property Managers, we have obligations to both you, as the resident tenant, and to the Owner of the home. This Handbook, **which is part of your lease**, outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

The Staff and Management of  
**Castle Rock Realty, LLC.**  
P.O. Box 4066  
Windham, NH 03087  
603-598-8666

I. GENERAL RULES & REGULATIONS

- A. **Part of Your Lease** - *This Tenant Handbook is part of your lease and is legally binding on both parties.*
- 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 yard. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.
- C. **Rental Payments**- *All rents are due and payable, in advance, on the last business day of each month.* Monthly bills **will not** be sent. Payment should be in a check, money order or certified funds and made payable to:

Castle Rock Realty, LLC.  
P.O. Box 4066  
Windham, NH 03087  
603-598-8666

- Please mail or deliver your payment to the above address. **WRITE YOUR ADDRESS** on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office. We do not accept post-dated checks. Rents remaining unpaid beyond the 3rd day of the month are delinquent and eviction proceeding will take place.
- D. **Phone Number**- All residents are required to have telephone accessibility and to provide Castle Rock Realty with their home and work phone numbers. Please be sure to notify Castle Rock Realty when you change home or work numbers. Even unlisted numbers must be provided to Castle Rock Realty. You should include your home, work or cell numbers with your first rental payment after you move in, or you may send it to us via fax @ 603-598-8666.
- E. **Returned Checks**- The amount of any bad checks, plus the returned check charge allowed by law must be paid in either certified funds or a money order within 24 hours of notification. Otherwise legal action will be taken. After a check is returned to us for insufficient funds, you will be required to pay either with a money order or certified funds. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification.
- F. **Default of Rental Payment- If the rent is not paid by the 3rd of the month; this is your notice that your lease and rental agreement may be canceled and a demand for all monies due.** You will be responsible for all attorney fees, court costs, legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are

charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

- G. **Thirty Days Written Notice**- A thirty-day (30) written notice must be given to Castle Rock Realty before vacating the premises. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** The notice should state a definite moving date. The lease stipulates the forfeiture of the entire security deposit if a 30-day notice is not given. (This does not apply to the military clause)
- H. **Breaking Your Lease**- The forfeiture of the deposit as a penalty for premature cancellation of the tenancy does not excuse you from other obligations of your lease. Three months rent, leasing fee and advertising, for example. You must leave the premises clean, undamaged and ready for occupancy. Check-in and checkout inspections are required.
- I. **Keys And Locks**- All locks are re-keyed with each new resident. Keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Castle Rock Realty. Castle Rock Realty must have keys to each lock on the house. Castle Rock Realty may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Castle Rock Realty upon vacating the premises. If you are locked out of your home there will be a service charge of \$35.00 during business hours and \$65.00 for after hours for gaining entry to your home. Extra key costs are \$5.00 per key.
- J. **Trash, Garbage and Recycling**- All garbage, trash and recyclable materials must be placed in appropriate containers, (Castle Rock Realty does not provide these). All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time.
- K. **Disturbances Noise and Nuisance**- All Tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. **If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.**

- L. **Move-In/Move-Out Condition Report**- Included in your move-in Package is, a Property Condition Report. Castle Rock Realty provides this form so that you can note the condition of the premises, listing all defective items. Please sign your name, date it and return it to Castle Rock Realty prior to moving ANY item into the house. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, the property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made.
- M. **Periodic Surveys**- As part of our agreement with the Owner of the property, Castle Rock Realty will conduct routine surveys of the condition of the property. You will be notified of any problems, and given 14 days to remedy them. Any breach not corrected will be addressed as per your agreement.
- N. **Parking/Vehicles**- All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You **are not allowed** to park on **lawns**, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.
- O. **Guests**- Any person or persons staying more than three weeks in a three month period will be considered Tenants, unless prior written permission is obtained from Castle Rock Realty. Only those persons listed on your rental application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.
- P. **Emergency Maintenance/Repairs**- An emergency exists when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency, call the office phone number and follow the instructions on the voicemail. *Be sure to report the specific emergency and include your telephone number in your message.* If you use the after-hours beeper, the call will only be returned for non-blocked phone numbers. ***If your Phone number is blocked, it cannot be returned after-hours.*** See Emergency/Disaster Procedures for more information.

**If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling our voicemail!!**

- Q. **Insurance**- You should have tenants' insurance. Please notify your insurance company that Castle Rock Realty is your landlord and must be notified of any change.
- R. **Pets- No pets, animals, snakes or birds**, etc. of any kind are allowed on the premises unless you have *written permission and have paid a pet fee*. If permission is given, you will be required to pay a pet fee that will not be refunded. This is for the privilege of having a pet, not for damage. You will be charged for spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your animal at ALL times. *Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement*

## II. WHEN YOU FIRST MOVE IN

- A. **Get to Know Your Property**- When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not at the breaker box), where the stove, hot water heater and air conditioner breakers are. Also locate the water shut off for the house. It usually is in the front yard near the house, often close to a front faucet. If the shut off has been covered over, contact Castle Rock Realty so it can be properly marked. Also locate the water shut off for the hot water heater and for under the sinks. Locating these items now may eliminate damage later. See paragraph III. C. for more information about circuit breakers.

- B. **Put this Handbook Where You Can Find it**-Keeping it near the phone book works for most people. Before calling Castle Rock Realty, see if the answer to your question is in this handbook. We love hearing from our Tenants, but need to keep our time free for emergencies and urgent matters.

## III IN AND AROUND THE HOME

- A. **Heat/Ac Units**- All heat/AC filters need to be changed once a month, and batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to change your filter and test your battery each month when you pay your electric bill, and to change the battery in your smoke detector each year when the time changes.
- B. **Breakers**- Circuit breakers move slightly when triggered. It may appear to be a Circuit On when it has tripped. To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI's located at the breaker box are marked with a red or yellow button. Many homes have the GFI at the plug in outlet. When these "trip",

simply reset the breaker as outlined above, or per the instructions on the outlet cover.

- C. **Extermination**- Please report any pest problem within three (3) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, shall be your responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. Castle Rock Realty assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify Castle Rock Realty if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.)
- D. **Changing Paint, Wallpaper, Etc.** - If you want to change the house in any way, please put your proposal in writing and submit it to Castle Rock Realty along with a sample of the paint/wallpaper or drawing (e.g. adding a fence). If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner, and must be inspected and approved by Castle Rock Realty after completion. Any reimbursements agreed to will occur after approval.

#### IV. MAINTENANCE, DAMAGE AND REPAIR

*You are expected to maintain the home and keep it in as good a condition as when you took possession.* Only repairs required because of normal wear will be made by Castle Rock Realty. You will be charged for repairs caused by misuse or neglect.

- A. **Put Maintenance Requests In Writing**- Maintenance Request Forms are in your Rental Package. Put all routine requests in writing, using this form. Be specific about the problem (e.g. RIGHT-the right burner on the stove does not work; WRONG-the stove isn't working). Write clearly and legibly. If you are not contacted by a repairperson within 72 hours (not including weekends or holidays) after reporting a problem, please notify Castle Rock Realty so the call can be reassigned. You may fax your requests to us at 603-598-8666. For further convenience we have an online work order form you may fill out.
- B. **Who Does What**- All "breakdowns," system failures and structural defects must be reported to Castle Rock Realty immediately. If an urgent repair is needed (i.e. hot water heater leaking).
- C. **YOU are responsible for stopping further damage from occurring.** if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Castle Rock Realty will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs

you make. *Some examples of maintenance you are expected to do at your own expense:*

- Replace light bulbs
- Torn or damaged screens
- Replace or repair cabinet catches, knobs or handles
- Replace heat/ac filters EVERY MONTH
- Circuit Breakers or hot water heaters
- Treat for fire ants and other lawn pests
- Keep flower beds weeded and edged and add fresh bedding once a year
- Replace batteries in smoke detectors annually (please notify Castle Rock Realty if smoke detector does not work)

*Examples of repairs management will make:*

- Repairs to heat/AC systems from normal use
- Replace heating units for hot water tanks from normal use
- Repair leaks in roof
- Replace or repair any part of plumbing which fails from normal use
- Remove broken electrical components
- Repair/paint rotted wood (please notify management if noted) Treat for termites

*Examples of repairs for which you will be held responsible:*

- Replace heating elements/hot water tanks if caused by empty tank
- Repairing any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use. Damage to fences, outside walls, shrubbery, trees or plantings.

**D. Unauthorized Repairs- Please do not make any repairs or authorize any maintenance without written permission from Castle Rock Realty. All repairs must be authorized by us.**

**E. Lawns and Grounds –** You are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; fertilizing the lawn; trimming shrubs; edging all walkways; curbs and driveways; treating fire ant beds; cleaning the roof and gutters of leaves, debris, and pine needles and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition that can cause damage, permanent or temporary, to the grounds, and to treat lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by you. Do not leave hoses connected to exterior faucets with the water turned on. Does not include common areas.

F. **Light Bulbs**- At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match.

G. **Plumbing/Septic Svstems** – You are responsible for keeping all sinks, lavatories and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after (five) 5 days of occupancy unless it was caused by mechanical failure of the plumbing system. No female hygiene products shall be flushed down the commode.

H. **Waterbeds** – You will be responsible for ANY damage caused by a waterbed. Waterbeds are not allowed unless written premising is given.

I. **Wall and Ceilings** – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval of Castle Rock Realty. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating.

**IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE.**

**Vinyl Floor Coverings/Hardwood Floors** – With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self-polishing types of wax such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors. Do not use any solvent-based waxes. You will be responsible for damage done by using improper cleaning materials. (You are also responsible for damage to flooring such as broken tiles or torn floor covering or improper cleaning procedures.)

J. **Carpet Care**- Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. You must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A copy of the cleaning company's bill is required at the time of checkout.

- K. **Stoves**- If the oven or broiler will not operate, check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.
- L. **Dishwashers**- Use at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter.
- M. **Garbage Disposals**- Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, turn the switch off. Unjam the disposal by turning the blade backwards with a broom handle or a wrench if one is provided. Reset the circuit breaker on the bottom or the side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call for service. Almost all disposal jams are from what is put into them or misuse.
- N. **Washer/Dryer Hookups**- When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. *Check the wall and floor monthly for evidence of a hidden leak*
- V. **CLEANING AND HOW TO'S**- We work hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. Set up a weekly schedule. Monitor the work and ensure that cleaning is performed as often as needed. A properly maintained home is a team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.
- A. **Minimum Cleaning Standards** Keep windows and doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.  
Clean stove, drip pans, under drip pans, oven racks and drawer,  
broiler pan, hood, filter and vent biweekly.  
Mop and wax vinyl floors biweekly.

Dust baseboards, windows sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly. Clean AC/Heat air return grate and change filter *each month*. (A good rule is when you pay your light bill, change your filter) Curtains and blinds, if provided, should be cleaned or washed semiannually.

Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.

Caulk tub as necessary.

Sweep out garage as needed.

- B. **Counter tops and Cabinets**- Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops, as they will scratch. All unpainted cabinets need to 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 the drawer/door fronts cleaned as above before vacating.
- C. **Kitchen Appliances**- Each kitchen appliance must be cleaned regularly. In particular, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be new. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.
- D. **Fireplaces**- If there is a fireplace in your home; please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, Holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned every two years.

## VI. MOVING OUT

- A. **Put It In Writing**- Before notice to vacate is accepted by Castle Rock Realty, **it MUST be put in writing**. The notice must include the date you anticipate **having the property ready for your move-out survey and where you are moving to (even if you don't have a forwarding address, list the city and state** where you will be relocating) Notice must be received by Castle Rock Realty one *full calendar month (1<sup>st</sup>-5<sup>th</sup>)* of the month for receiving notice) before you move out.
- B. **Marketing During the Notice Period**- After you have given notice that you intend to move, the property may be listed for sale or rent. The most probable showing hours are between 9:00am and 6:00pm. The property must be available and in good

condition during the market time. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, the call is still considered notice. If permission is given, we will call your work number. A call to your place of residence is the usual and customary practice and is considered notice. Extra effort on your part is expected in showing condition:

1. All beds made and rooms neat
2. Floors are recently vacuumed; clutter free, no piles of dirty clothes
3. Kitchen and baths are clean, sinks are clean and empty
4. Walls are clean and unmarred
5. Dogs are out of the way, litter boxes are clean and odor free
6. TV is off or volume turned low so as not to be intrusive
7. Yard is mowed, trimmed and in good condition
8. Blinds/curtains are open and home is well lit (when possible)

**The better a home shows, the more likely it is that it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!**

C. **The Move-Out/Check Out Condition Survey-** *It is your responsibility to schedule the move-out survey.* Please schedule it as early as possible, especially if you are moving during the last week of the month. Asking for a same-day appointment is often disappointing, as the Property Managers already have a full schedule. You are requested to be present, but please DO NOT accompany the inspector through the house. We give you the privilege of completing your initial report without Management looking over your shoulder; please give us the same consideration. If you are not present, Management's report is final.

1. Survey's are made from 9:30am-6:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. The inspection takes from 45 minutes to 1 1/2 hours, depending on the size of the house.
2. All utilities are to be left on for three days after your first scheduled inspection. This enables you to have utilities for additional work if all is not acceptable the first time through.
3. Surveys are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), the yard is mowed and edged, all trash hauled off, shrubs trimmed, flower beds have fresh bedding, and you are ready to turn over the keys.
4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
5. Appendix D provides some of the cleaning guidelines. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the survey on the first appointment.

6. A re-inspection fee (minimum, \$35.00) will be charged for each return trip that is required after the first appointment. We encourage you to have the property in proper condition for the first appointment. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the Inspector will leave. You will be charged for all subsequent trips.

**D. Breaking The Lease**-If you should break your lease, you will be responsible for all costs incurred in securing a new Tenant.

1. We work diligently to reduce your costs should you break your lease. If you find you have to move before the end of your lease, we will market the property promptly. You must pay a full months rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation ceases.
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. Following is a list of the most common charges for breaking a lease.  
These are some, but not all of the possible charges:
  - a. A re-leasing and/or breaking lease fee.
  - b. Rent until the new lease takes effect.
  - c. Lawn maintenance (you need to arrange for that before leaving)
  - d. Utilities (keep them on in your name until notified of a new Tenant)
  - e. Advertising

**E. Return of The Security Deposit**- **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!!**

1. The security deposit will be refunded within 30 days of your final move-out survey.
2. Following are the requirements for a full refund;
  - a. Have given thirty (30) days (1 full calendar month) written notice prior to vacating and lease expiration.
  - b. Have left the premises clean and undamaged and followed the check out procedures.
  - c. Have left all walls clean and unmarred. (Homes are NOT painted between each Tenant)
  - d. Have paid all charges and rents due.
  - e. Have removed all debris, rubbish, and discarded all items from the premises.
  - f. Have provided a forwarding address and a telephone number. No PO Boxes are accepted as a forwarding address.
  - g. Have an acceptable move-out/check-out condition survey report by the property Manager or Inspector.

## VII. EMERGENCY/DISASTER PROCEDURES

- A. **Appendices A, B, and C** - These are the procedures, plans and responsibilities for emergency/disaster related situations. Please read each of them carefully and regularly review them, especially during the Winter months. Since a Nor-Easter is the natural disaster most likely to happen in our area, special emphasis has been placed on snow/ice preparedness. Please be aware, earthquakes are also a possibility.
- B. **Make Your Plan Now**- The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety, which often comes with an emergency. To avoid unnecessary stress, get ready now.
- C. **Two Types of Emergencies**
1. The first type is one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts). Appendix A addresses this **Non-Disaster Emergency**.
  2. The second type of emergency is an area wide disaster (i.e. a nor-easter or tornado) Appendix B addresses this type of emergency procedure. Because we get advance warning for a nor-easter, many people choose to leave town. If you leave, you still must secure the property prior to leaving. Then complete Appendix C, fax or bring it to the office before leaving. If the disaster does occur, please call before coming back to the property.
- D. **What You Do**- Everything an Owner would do to protect the property you are expected to do. The first priority is to stop additional damage. Review Section II. A. regularly. We have many thunder and lightening storms, power outages and high winds. An emergency could happen at any time. Be prepared.

## VIII. SUMMARY

A. **This Handbook Is For You**- In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, 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, please notify your Property Manager. We are always looking for additional ways to serve you.

B. **Welcome to Castle Rock Realty** - Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly North East area. Should you decide to make this your permanent home, call the office. We would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

## THE STAFF AND MANAGEMENT OF **CASTLE ROCK REALTY**

## APPENDIX A

### NON-DISASTER EMERGENCY PROCEDURES

(i.e. Kitchen fire, hot water burst, burst water pipe, tree on house, etc.)

**Upon first occurrence or discovery of problem, secure from further danger immediately.**

The following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

- Take steps to prevent additional damage immediately
- Turn off the source of water or electricity or gas, as the situation demands
- Notify Castle Rock Realty, if it is after hours use the emergency line.
- Make claim on Resident's insurance
- Notify Castle Rock Realty of Resident's insurance coverage
- Provide emergency (police, fire, etc.) report to Castle Rock Realty within 5 days of the incident
- Provide access for insurance, repair people, etc. to assess and repair damage
- Notify management of delays, "no show" appointments, and problems with repairs

Castle Rock Realty Responsibility

- Notifies the Owner, insurance company and repair companies
- Takes pictures of damage for Owner report
- Inspects and takes pictures of finished work
- Handles complaints/conflicts between Resident and repair company

You will be contacted within 48 hours by the insurance company. They will assess the damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with the office manager for key checkouts.

After the repairs are complete, management should call you to set up a time to reinspect. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the inspection. Your help is vital to this process.

***You are responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.***

## APPENDIX B

### DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and a storm kit. Each year the News Press newspaper publishes a pull out section on emergency preparedness.
2. Upon first notification that a disaster emergency may occur, complete the **Disaster Plan-Tenant Form** in the back of this booklet.
3. Fax or deliver the Tenant Form to the office of Castle Rock Realty, (fax 603-598-8666)
4. If you cannot get through, call the office and read the information from the completed form to the voice mail system. Then mail the form immediately.
5. Stay tuned to the local news media and follow all recommended precautions and instructions. The local governments (FEMA) have a thorough Disaster Plan, and the news media will keep us all informed.

#### **During the storm or before leaving, please be sure to:**

- a. Turn faucet on for a very slow drip
- b. Open cabinet doors to expose plumbing (heat failure)
- c. Take all recommended precautions by the local news media and storm bulletins publications
- d. Secure your pets, inside. If it not safe for you outside, it is not safe for your pets either!
- e. Secure all outside items.  
Bring in swings sets, play houses, small planters, anything that could turn into a flying object during high winds
- f. Secure house against damage  
Follow all recommendations by the local news and the emergency preparedness teams for your county
- g. Make sure management has a key for your house (have you changed locks Lately?)
- h. If you are leaving town, call the office before leaving and before returning to verify the Home is safe to return to.

**YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE EXPECTED TO DO.**

**APPENDIX C**

**DISASTER PLAN - TENANT FORM**

**ADDRESS OF**

**PROPERTY** \_\_\_\_\_

**TENANT**

**NAME** \_\_\_\_\_

**HOME PHONE #** \_\_\_\_\_ **WORK PHONE** \_\_\_\_\_ **CELL** \_\_\_\_\_

**ARE YOU LEAVING TOWN? \_\_\_\_\_ IF SO HOW CAN WE REACH YOU?**

\_\_\_\_\_

**WHO IS YOUR INSURANCE**

**CARRIER?** \_\_\_\_\_ **WHO IS YOUR**

**AGENT?** \_\_\_\_\_

**HAVE YOU:**

1. **TURN FAUCET ON FOR A VERY SLOW DRIP**
2. **OPEN CABINET DOORS TO EXPOSE PLUMBING (HEAT FAILURE)**
3. **STOCKED UP WITH EMERGENCY SUPPLIES?**
4. **TAKEN YOUR PETS WITH YOU OR TO A PET SHELTER?**
5. **SECURED ALL OUTSIDE ITEMS?**
6. **NOTIFIED MANAGEMENT YOU ARE LEAVING AND HOW TO CONTACT YOU?**

**For more information on how to prepare for a natural disaster, call your County Emergency Preparedness Division:**

## APENDIX D

### CLEANING GUIDELINES FOR MOVE-OUT CONDITION SURVEY

1. Gently sweep ceilings for cobwebs and dust. Clean all ceiling fans, light fixtures, replace missing or burned out light bulbs. Use 60-watt bulbs unless fixture states otherwise.
2. Clean all interior and exterior doors, walls, trim, baseboards, windowsills and the window grids. Some paint is difficult to wash, but try to get off the smudges, fingerprints and marks. Fill and smooth all nail holes, dents and mars on walls.
3. Clean blinds, windows, window sills/sashes, storm windows, doors and storm doors inside and out. Clean both sides of all doors (interior and exterior). Sliding glass door tracks must be clear of any dust, dirt, or sand and be moving freely. Check for any torn screens or broken windows that need repair. All curtains and drapes must be cleaned, pressed and rehung.
4. Change the heat/AC filter, clean the grate, vacuum all vents and bathroom vent fans. Clean and sweep out the fireplace. Clean fireplace screen and glass.
5. Clean the stove, replace the burner drip pans, clean the oven, racks, oven door, broiler parts, hood, under the hood, filter and vent. Leave the broiler pan in the oven. If there is woodwork under the oven, be careful oven cleaner does not drip on woodwork.
6. Clean all cabinets, drawers and shelves, inside and out. Use a product such as Murphy's Oil Soap, then finish with a product such as Scott's Liquid Gold on all wood cabinets, paneling and unpainted woodwork. Please follow all manufacturer's and label directions.
7. Clean refrigerator, if provided, with a mild soap. Follow with a vinegar solution and leave it turned on. Clean the underneath, behind, grillwork, inside all door gaskets, and the drip pan.
8. Bathrooms should be thoroughly scrubbed to include toilet bowls & base, sink, mirror, vanity, floor, bathtub/showers & walls. Make sure all soap scum is off the tubs, showers & doors. Finish with a mildew resistant cleaner. Wipe out medicine cabinets; remove all soap & detergents (toilet paper may be left). Caulk tub & tile work if necessary.

9. Mop & wax all floors, where appropriate, & clean ceramic tile with a mildew resistant cleaner. All carpets must be professionally steam cleaned after the house is vacant. Contact office for a list of accept-able/unacceptable carpet cleaning companies. Save your receipt & give to management at the final appointment. A dry chemical cleaning is not acceptable. Any stains must be remedied.

10. Sweep out the garage, clear out the attic. Leave any garbage cans inside the garage. Windows in garage must be cleaned.

11. Remove leaves & pine needles from gutters & roof. Mow yard, trim shrubbery, prune small trees, edge & sweep all walkways & driveways. Rake leaves & pick up all trash. Clean out the flowerbeds & replace with fresh bedding. Garbage bags may not be left out more than one day. Please arrange with a friend or neighbor to put garbage out on collection day.

**Listed below are charges associated with the move out.**



## SETTLEMENT CHARGES GUIDE

Below is a list of estimated charges of assorted items or jobs that may sometimes be required after a residence is vacated. All charges are including labor and any parts or materials required. Residents are not responsible for normal wear and tear, although excessive wear and tear and neglect may incur charges.

### CLEANING

Clean refrigerator 50.00  
Clean stovetop 30.00  
Replace stove drip-bowls 28.00  
Clean oven 50.00  
Clean stove hood 30.00  
Clean kitchen cabinets 45.00  
Clean kitchen floor 50.00  
Clean tub/shower and surround 30.00  
Clean toilet and sink (per bath) 20.00  
Clean bathrm.cabinets and floor 25.00  
Clean carpets (per room) 75.00  
Vacuum throughout dwelling 40.00  
Window cleaning (per unit) 11.00  
Clean greasy parking spaces 25.00 (ea.)  
Clean fireplace 35.00

### FLOORING

Remove carpet stains 80.00  
Deodorize carpet 80.00  
Repair carpet 150.00  
Repair hardwood floor 95.00  
Refinish hardwood floor 380.00  
Repair linoleum 85.00  
Replace bathroom linoleum 385.00  
Replace kitchen linoleum 385.00  
Replace floor tile 75.00  
Replace ceramic tile 150.00

### WALLS

Remove mildew and treat surface 25.00  
Cover crayon/marker/pen marks 35.00  
Repair hole in wall 55.00  
Remove wallpaper 145.00  
Repaint (per wall/ceiling) 20.00

### DOORS

Repair hole in hollow core door 55.00  
Repair forced door damage 75.00  
Replace door (inside) 155.00  
Replace door (outside) 285.00  
Replace sliding glass door 475.00  
Replace sliding door screen 55.00

### ELECTRICAL

Replace light bulb 2.50  
Replace light fixture globe 12.00  
Replace light fixture 55.00  
Replace electrical outlet/switch 5.00  
Replace electrical cover plate 1.50

### PLUMBING

Replace kitchen faucet 95.00  
Replace bathroom faucet 85.00  
Replace showerhead 24.00  
Replace toilet tank lid 25.00  
Replace toilet seat 12.00  
Replace toilet 165.00  
Replace garbage disposer 125.00  
Snake Toilet 25.00  
Clear sewer/cesspool line 85.00

### WINDOWS & TREATMENTS

Replace windowpane 75.00  
Replace Venetian blind 75.00  
Replace window shade 15.00  
Replace window screen 20.00

### LOCKS

Replace key 5.00

Replace door lock 37.00  
Replace passage door lock 18.00  
Replace deadbolt lock 18.00

**GENERAL REPAIRS**

Replace refrigerator shelf 25.00  
Replace stove/oven knob 16.00  
Repair ceramic tile 150.00  
Replace countertop 275.00  
Replace cutting board 40.00  
Replace kit/bth cabinet knobs 10.00  
Replace mirror 45.00  
Replace medicine cabinet 85.00  
Replace towel bar 22.00  
Replace tub/shower enclosure 195.00  
RegROUT bath/shower tiles 165.00  
Repair porcelain 135.00  
Replace thermostat 75.00  
Replace fire extinguisher 35.00  
Remove junk and debris 250.00  
Replace doorbell button 5.00  
Replace doorbell unit 50.00  
Replace Garage door (each) 525.00

**GROUNDS / EXTERIOR**

Major yard Cleanup 425.00  
Minor yard Cleanup 225.00  
Mow lawn front and back 50.00  
Clean gutters 185.00  
Trim bushes 20.00

**EXTERMINATING**

Exterminate for cockroaches 450.00  
Exterminate for fleas 275.00

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Resident Signature

Date

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Resident Signature

Date

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Resident Signature

Date