



Resident Handbook

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This handbook is *Allred Properties, Inc* way of informing our residents of the vital information needed to enjoy their *Allred Properties, Inc* rental experience. This book will serve as a guide regarding paying rent, handling maintenance, lease renewals, early terminations, Home Owner Association issues, property visits, and a host of other topics. Residents can find just about everything they need in this handbook, if any other questions arise, please contact our office.

General Information

A. Company Information

Allred Properties, Inc is open during normal business hours 9:00 am to 4:30 pm Monday through Friday. We have a drop box available 24/7 for after-hours purposes. Our address and contact information are as follows:

- ❖ **Allred Properties, Inc**
- ❖ **25 E Rock St Fayetteville, AR 72701**
- ❖ **Phone: (479) 521-5700**
- ❖ **Fax: (479) 521-2364**
- ❖ **Website: <http://www.allredproperties.com/>**
- ❖ **Email: admin@allredproperties.com**

B. *Allred Properties, Inc's* Core Values

1. We are committed that our marketing material and the information on our web site will accurately represent who we are, what we've accomplished, and what we do; no exaggerations.
2. We will hire only the best staff, consistently train them and work at moving them to the best possible position of service to *Allred Properties, Inc* and our customers.
3. We will always treat customers, vendors, and each other with courtesy, respect, and professionalism.
4. We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all-important priority of great customer service.
5. We are committed to providing our residents with a clean place to live and put their safety high on our list of priorities.
6. We will not tolerate unethical behavior by our staff, vendors, clients or residents.

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7. We will follow the laws and codes of ethics that regulate our business.
 8. We will believe in our staff and create a safe work environment that fosters respect and opportunity for personal and professional growth.
 9. We will strive to be a leader in the property management industry in NWA and throughout the nation.
 10. We will do what we say we will do, and expect our residents and vendors to do what they say they will do as well.

C. Mission Statement

Providing outstanding Property Management service that exceeds our customers and client's expectations.

Paying Rent

A. Payment Options

- We accept several different payment types (check, money order, cashier's check, or online payments through www.allredproperties.com). There will be a payment processing fee of **\$5.00** per transaction for any payments dropped off at the office. The office only accepts money orders, cashier's checks, or personal checks. Cash is not accepted.
- Credit card payments will only be accepted with online payments. Credit card payments may be subjected to additional fees via a third party vendor.

B. Due Date

Rent is due on the first of the month and is considered late as when stated in the residential lease (generally the 6th).

C. Personal Checks

Personal checks are acceptable; however, *Allred Properties, Inc* reserves the right to refuse a check at any time. Certified funds are required if checks are being returned for non-sufficient funds. *Allred Properties, Inc* will notify the residents in writing if personal checks will no longer be accepted.

D. Late Fees

We encourage residents pay rent by the 1st to avoid paying any late fees. *Allred Properties, Inc* software program will automatically charge a late fee to the account, if rent is not paid by the 5th of the month.

E. NSF Check

NSF fee of \$50 is due regardless of the reason (your bank may reimburse you for this charge if they were at fault.) If this happens, *Allred Properties, Inc* has the right to request certified funds from that day forward. Residents will be given 48 hours to turn in certified funds.

- **If the resident attempts payment with three insufficient checks in any 12-month period, landlord reserves the right to accept payment only in the form of cashier's check or money order; such requirement may remain in place at the landlord's discretion for up to twelve months**

F. 3 Day Eviction Notice

Allred Properties, Inc will begin dispossession proceedings if the rent is still not paid. Once this has started rent will not be accepted without ALL fees listed on 3-day paid in full by money order, or a cashier's check.

G. Credit Cards

Allred Properties, Inc will **ONLY** accept credit cards when paying online. AP uses a 3rd party vendor, and fees may apply.

H. Pro-rated Rent

If the residents owe any pro-rated amount, the amount will be stated in their lease.

I. Last Month

Rent is required every month, including the last month. The security deposit is not used to pay rent.

J. Using the Mail

Allred Properties, Inc will always support the USPS. However, late fees will be applied if rent is not received at our office by the 5th of the month.

K. Bring to the Office

To ensure that payment is received by the 1st of the month, residents may want to bring rent payment to the office when we are closed. We also have a rent drop box in front of the office available for convenience. **DO NOT** put cash into the rent drop box. When dropping off a money order or cashier's check after hours, make sure to sign the check and put your address on the memo line.

L. Paying less than the balance due

Residents will not be able to keep a running balance due with *Allred Properties, Inc*. If there is an outstanding balance due on the residents account, we will notify them in writing twice. After that, we will deduct the back balance from the next month's rent payment and the account will be subject to a late fee. AP can work with current and past residents to set up payment plans.

Maintenance Issues

A. Emergency Maintenance

1. Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

❖ Examples of Emergencies:

Fire, tree branches blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees) a/c out (if temperature outside is above 85 degrees), etc. If the emergency is especially life-threatening call 911 immediately!

❖ Examples of Non-Emergencies:

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out if the temperature outside is below 85 degrees and/or the property has 2 a/c units and one is still functioning properly, water heater out. *Allred Properties, Inc* is not liable for loss caused by appliance break down.

2. Warning

If the resident claims an emergency and one does not truly exist, the residents will be charged a service charge for the contractor/service representative responding to the call.

Residents will also be charged a \$85.00 trip charge if an appointment is set up with any contractor and the resident does not show up for the appointment.

B. How to submit a work order request

Because we put a high priority on keeping our properties in excellent condition for our tenants, we make it easy to request maintenance. Maintenance request can be filled out online in the “Residents Resources” portal on our website.

C. Resident’s Maintenance Responsibilities

There are some items that the residents can take care of themselves, such as clogged garbage disposals, GFI switches that need to be reset, and minor items as explained in the document that was signed at move in. Please keep the following in mind:

- Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed by Allred Properties, Inc (i.e. chipped paint, missing

screens, doorbells that do not work, etc.).

- Damages caused by abuse or misuse will be charged back to the resident. We will rely on the service contractor to tell us if residents caused the problem.
 - If plumbing gets clogged due to items the resident or their guests have dropped in the toilet (male and or female personal hygiene disposables, toys, etc...), the cost of repair will be charged back the resident. This is not considered an equipment failure, and the resident should do everything they can to handle these issues by themselves; unless the contractor states the issue was not caused by residents (i.e. roots in system), clogged plumbing will be resident's responsibility.
 - The resident is responsible for dislodging things that have been flushed down in the toilets or sinks. The resident is responsible for ensuring no item that does not belong in the toilet has been dropped into the toilet. After the resident has proven to make an effort to solve the problem, *Allred Properties, Inc* will take on the challenge and charge the resident.
- Monitoring of security systems is not handled by Allred Properties, Inc, or the owner. The residents will need to make their own arrangements to set up service in their name.
- We will make every effort to deliver the property to residents free of pests. It is the residents' responsibility thereafter to keep it that way. We recommend using a licensed professional.
- Lawn care is the responsibility of the residents. The residents must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance unless otherwise outlined specifically in the residential lease agreement.
- The residents should change HVAC air filters at least monthly. The system will run more efficiently, you will save money, and you will have less dust in the home.
- There will be no rent deduction or reimbursement if something in the residence is damaged. We strongly advise residents to consider getting renter's insurance.

D. Maintenance Tips

Renting a home requires that residents pay attention to some small maintenance issues such as changing the filters, correcting clogged toilets, and resetting the garbage (disposal just to name a few). Taking care of these things can save the resident time and money.

- **Summer: HVAC (Air Conditioning)**

If the A/C stops working, especially after a quick power outage or storm, then the issue could be the breaker switch, not the A/C. **Please check the breaker first.**

- If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The majority of time the coils in the unit have frozen over and the technician will be unable to repair the unit until the coils have thawed. This means 2 trips for the HVAC technician and a longer wait for you.

- **Change Your Furnace Filters**

Please refer to the www.allredproperties.com "DIY Maintenance" tab for a helpful guide on changing a properties furnace filter.

- **Reset Circuit Breakers**

If the resident has been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This can happen when the residents are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

Please refer to the www.allredproperties.com "DIY Maintenance" tab for a helpful guide on resetting circuit breakers.

- **Garbage Disposal Reset, Use, and Care**

- A. **Reset the garbage disposal**

If the garbage disposal is still not working after you have flipped the house breaker, lean down and look at the underside of the garbage disposal. Push in the little red button. This will reset the system. If the disposal was overworked, or if there was a power surge, this will fix the problem. If this does not fix the problem, **do not attempt to fix the garbage disposal yourself since it could be very dangerous.** - please submit an Online Maintenance Request so that we can have one of our contractors fix it for you.

- B. **Garbage Disposal Use and Care**

Please refer to the www.allredproperties.com "DIY Maintenance" tab for more information on resetting the garbage disposal.

- **GFCI outlets**

GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short-range from water but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press the small button (white or red) that says "Reset". If the outlet continues to trip, then you are

most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases, especially in newer homes, a GFCI outlet or reset switch could be located away from the outlet that stops working such as in a nearby closet in a bathroom.

- **Septic Tank Care**

Please refer to the www.allredproperties.com “DIY Maintenance” tab for a helpful guide on septic tank care.

- **Clogged Toilets**

If our plumber determines that a clogged toilet was caused by the resident, then the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the toilet yourself using these simple and helpful hints. Please refer to the www.allredproperties.com “DIY Maintenance” tab for a helpful guide on dealing with clogged toilets.

- **Winter: Preventing Frozen/Burst Pipes, Outside Hydrants, Etc.**

When the temperature drops below freezing, there is a very real possibility of your water pipes freezing in your house, which could cause your pipes to burst and ruin your house with water when they thaw. Please refer to the www.allredproperties.com “DIY Maintenance” tab for a helpful guide on preparing the property for colder months.

E. Maintenance Priorities

Not everything is an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category 1: Emergency Maintenance

Emergency: Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call Black Hills gas company), broken water pipes, tree falling on house.

Note: during peak seasonal months, response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out.

These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. *Allred Properties, Inc* is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Please make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category II: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems.

Note: during peak seasonal months, response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets.

Category IV: Non-Essential Maintenance

Fence repair, gutter cleaning.

Category V: Not a Habitability Issue

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing doorknob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys.

F. After Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any after-hours premium charges. Our contractors work normal business hours and are only available after-hours for true emergencies.

G. Division of Maintenance Responsibilities

Below is a visual of maintenance items to remind you of what things you are responsible for and what *Allred Properties, Inc* is responsible for.



Landlord vs. Resident's Responsibilities

Item	Landlord	Resident
Water systems breakdowns	X	
clogged plumbing in house		X
clogged plumbing between house & street	X	
broken garbage disposals	X	
reset garbage disposal		X
HVAC breakdowns	X	
setting HVAC controls		X
changing furnace filters		X
electrical system failures	X	
resetting GFI switches		X
replace all light bulbs		X
all utilities (unless provided by community)		X
mandatory association dues	X	
termite treatment and rodents	X	
household pest control		X
maintain yard fencing	X	
lawn mowing & trimming		X
shrubbery & pine islands maintenance		X
security system repairs	X	
security system monitoring		X
microwave turntable		X
smoke detector installation	X	
smoke detector batteries		X
exterior drain hose bibs (winterize)		X

H. Furnace Filters

To improve the air quality of the home, reduce allergy problems and save money, please change out the furnace filter at least every month. Failing to do this will likely increase your utility bills.



Critical Issues in the Lease

A. Right of Access

Our policy is to respect your right of privacy at all times and will attempt to contact you prior to visiting the property. However, we must be able to get into the property to do a property inspection/survey visits and address needed repairs. The lease gives us that right between 9:00 a.m. and 4:30 p.m. daily, except in case of emergency. The lease allows *Allred Properties, Inc* staff person (or one of our approved contractors) to enter the property with our key for emergencies and to do maintenance. **We will call in advance unless we are dealing with an emergency.** We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless an emergency has occurred.

B. Move-In Inspections

The move-in checklist is designed to document the condition of the property the day you are taking possession, so that you are not held responsible for pre-existing damage. This will be the benchmark we will use when you vacate the property to establish charges for damage.

C. Lease Renewals (30 days)

Notices to Vacate must be in writing and returned to our office 30 days before your lease expires, therefore, the notice must be turned in on or before the 1st of the month that you are vacating.

F. Subletting

Subletting happens when an existing tenant leases all or part of their home to someone else who is known as a subtenant. **There is no subletting allowed.**

G. Early Termination

If you need to vacate the property before the lease is finished, there is a stipulation in the lease that outlines how that is done and what the costs are. Good communication with your management company is critical if you have to move out early. If you leave without the proper communication, you'll be creating a lot of extra costs for yourself that can be avoided if you do a coordinated early termination. Allred Properties, Inc reports balance due to creditors 10 day after the final move out packet is sent if arrangements to pay have not been made.

Provided resident is not in default hereunder at the time of giving notice, has strictly complied with all of the provisions of this agreement, is current with all fees due Management, and termination is as of the last day of a calendar month, Resident may terminate this Lease before the expiration date by:

1. Giving Management thirty (30) days written notice prior to the 1st of the month
2. Paying all monies due through date of termination
3. Return the Premises in clean and ready to rent condition
4. The foregoing shall not relieve the Resident of his/her responsibilities and obligations regarding any damage to Premises. No proration will be given for percentage of lease term completed by the resident(s).
5. You can NOT use your security deposit to pay for any unpaid rent.

H. Lawn Care

One of the differences you have when renting a house (as compared to a town home or apartment) is that you are responsible for lawn care unless otherwise noted on your lease. Unless there are special arrangements to the contrary, your lease most likely says, "It is Tenant's responsibility to maintain the lawn, pine islands, weeds, trimming, etc." Your failure to do so can result in a letter notifying you are breaking the lease, a \$50.00 fine to Allred Properties, Inc, and possible eviction. Unless your lease states that lawn care is provided, it is your responsibility to keep the lawn in good condition.

I. Termites

Allred Properties, Inc (as the owner's agent) is responsible for managing termites. Since you live in the property, please let us know if you see any termite activity.

J. Pest Control

You are responsible for other pests in the home. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance with connecting with a pest control company, we can refer you to the one we use.

K. Contact with the Owner

Allred Properties, Inc is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Don't assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. The hard and fast rule you should follow is... if anyone contacts you about the property, always refer them to *Allred Properties, Inc*.

Housekeeping Documents

A. Pets (Authorized and Unauthorized)

You can have pets with written permission and a pet fee(s). If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will pay penalties. Review the pet addendum you signed before taking possession of the property for rules.

B. Smoke Detector

We will take an inventory of smoke detectors at your move in to make sure there is one on every level of the home. You are responsible for keeping all smoke detectors functioning by replacing the batteries as needed.

Please refer to the www.allredproperties.com “DIY Maintenance” tab for a helpful guide on smoke detector maintenance.

C. Renter’s Insurance

The home is covered by the homeowner under a landlord policy, but your private property is not included. We strongly encourage you to maintain renter’s insurance while you are on the property. *Allred Properties Inc* offers a Residential Benefit Packet through Second Nature. If the RBP is not included in your lease, please contact the office for further information.

D. Mold / Mildew

Every house has mold, and it has been around since the beginning of time. Most molds cause no health risk. If you keep moisture in the house low, the shower tile clean and the refrigerator wiped down, you will probably never see any.

E. Notice of Joint and Several Liability

Be advised that multiple roommates entering the lease will create “Joint and Several Liability”. This means any roommate can be held responsible for the actions of any or all other roommates. Any or all roommates can be sued for damage done by one roommate. All roommates can be evicted if one roommate fails to pay rent or otherwise violates the lease. Finally, should any roommate “skip out” before the end of the lease period, the remaining roommates shall be responsible for the entire rent amount throughout the remainder of the lease.

F. Property Visits

Property inspection/survey are performed if needed, we will make an appointment to walk through the property. This should only take ten to fifteen minutes. You can be present if you like, or we can use our key. We will access property issues and report to the owner regarding any deferred maintenance they need to address. This will be done by appointment unless you fail to respond to our calls. If you demand they are done after business hours (or on weekends), you will pay the extra charge of **\$100.00**.

G. Lead Paint / Flood Disclosures

State and federal law requires us to provide you disclosures on lead paint and the property's propensity to flood. As far as we know, there is not lead paint in your property.

Utilities

A. Get Utilities Connected Before Move-in

You must make sure the utilities are on before you take possession of the property. If you fail to make the said arrangements, you may be in the property a few days before the utilities are on.

B. Keep Utilities on and Bills Current

Failure to keep utilities on during your stay may result in a default in your lease. Never turn the heat off during your vacations, especially during freezing weather. When utilities are off, there is an increased possibility for burst water pipes. Keep garage doors closed during cold weather, as garages often do not have insulation and pipes freeze easily. You must keep utilities on throughout the duration of your lease agreement.

Homeowner Association Issues

If a Homeowners Association manages the community, you need to get the rules and regulations and follow them to avoid fines and penalties. Some HOA's are extremely aggressive about enforcement of their rules and resisting them will only cause you grief and cost you money. Review the HOA addendum executed at move in to avoid conflicts in your community.

A. Boots on Cars

If the HOA cannot get you to follow the community rules, they may revert to drastic measures to get your attention like putting a boot on the tire of your car to prevent you from driving.

B. Parking

Most communities have rules about where you can and cannot park. Follow the rules and you will avoid violations and fines.

C. Access to Amenities

Occasionally there are keys, passes and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we will help you secure them.

D. Mailbox Keys

Some of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, most properties require you to obtain keys from the post office. Any fees that the post office charges are not reimbursed.

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and a foreclosure would then threaten your rights in the property.

A. What to do if you receive a foreclosure notice

If you receive any notices about a pending foreclosure, forward a copy to our office immediately so we can communicate with the owner. Most foreclosures are called off by the lender in the final days. You may have several options including staying in the property until the end of your lease.

Move-out Process

A. Move-out Inspection

The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection needs to be done within a couple of days of you vacating the property, so communicate with your manager as to when you intend to be out.

B. Why is there a lockbox on my door?

The lease gives us the right to market the property during the last 30 days of your stay. We may install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants.

C. What happens if I limit showings?

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or tenants. If you attempt to limit or restrict access between 9:00 a.m. and 4:30 p.m. for showing, you will be charged an administrative fee.

D. How do I get my security deposit back?

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in. The law allows us (Allred Properties, Inc / the property management company) **60** days to close-out your file and return your security deposit. Please be patient as we have many tenants and many vendors to contact.

E. What are maintenance charges to me if all items are not satisfactory at move-out?

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition.

F. Once you have determined the charges for repairs, can I get back in and do it myself?

No. Paragraph 8(a) says you will “deliver the Premises to Management in good condition upon termination or expiration of this agreement, leaving said Premises in a clean and sanitary condition.” Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

G. Where will the security deposit check be mailed?

The deposit will be mailed to the forwarding address that you give us in writing. **If no address is given in writing, we will mail it to the property and rely on the postal system to forward it to you.** If there are roommates, all names must appear on the check.

H. What happens if I accidentally take the garage door remotes?

If the remotes are missing at move-out, we will charge you for them.

I. How is the security deposit disbursed if there are roommates?

Allred Properties, Inc will disburse one check to all Residents on the lease.

K. What are my responsibilities if I had a pet?

Allred Properties, Inc pet addendum calls for some specific items that you must do at move-out if you had a pet:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for *Allred Properties, Inc* when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Have the carpets professionally treated by a pest control company for flea removal. Even if you believe your pet did not have fleas, this is required as part of your pet addendum. Have the receipt ready for *Allred Properties, Inc* at time of move-out inspection or *Allred Properties, Inc* will charge for this item.
3. Remove all evidence of the pet. Remove pet hair, pet waste, repair holes in the yard, and any damage caused by the pet. Owners are particularly sensitive to pet damage, so we will be too.
4. Get rid of all pet related odors.

L. How do I handle utilities?

You are responsible for your utilities through lease expiration. Contact your utility companies and alert them of your moving date. Notify *Allred Properties, Inc* in writing regarding your last day of occupancy.

M. What happens if my deposit is insufficient to pay all I owe?

You must decide to settle your account within 10 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing and possibly taken to court.

N. What happens if I am not out the date I expected to be out?

You're still under the lease and rent is due. If you do not meet the required move-

out date, *Allred Properties, Inc* will proceed with necessary actions, fees, and reserves the right to lock you out of the property. Be sure to keep us informed and updated so we know when you plan to completely out.

Miscellaneous

A.Lockouts

You can always get a copy of a key during normal business hours for \$25.00, if we have an extra one available. If not, the key will have to be returned to our office on the same day as loaned out or Allred Properties, Inc has the right to change your locks at the resident's expense. If you lock yourself out on the weekend, you can change the locks; however, this action will be at the expense of the resident who will also need to give us a copy of the new key.

B.Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. As our relationship grows, you'll become accustomed to the quick, efficient service you receive from *Allred Properties, Inc* contractors handling your maintenance requests. Please be aware that your experience with home warranty contractors may not be the same. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them.

C.Respectful Behavior

Lessee shall, at all times, behave in a respectful and courteous manner toward Lessor, Lessor's employees and agents, neighbors, maintenance personnel, law enforcement, and other individuals with whom he/she interacts as a result of this Agreement. Lessee shall not harass Lessor. Lessee will not cause domestic disturbances, permit or engage in physical altercations, or otherwise disturb the peace of those living in or near the Leased Premises. If Lessee has excessive police calls or contact with police, causes or permits disturbances, shows disrespect to Lessor (or its employees or agents) or neighbors, harasses Lessor (or its employees or agents), or engages in or permits illegal activity on or about the Leased Premises, Lessor shall be entitled to immediately terminate this Agreement and demand Lessee to return possession of the Leased Premises.

Conclusion

This concludes with the Resident Handbook. We want to thank you for your vote of confidence and for renting from us. ***Allred Properties, Inc*** will do our best to provide outstanding Property Management service that exceeds our customers and clients' expectations.

Please contact our office if any other questions arise and we will be glad to serve you as best we can.

We will work hard during your residency to make it a pleasant one. Your cooperation is always appreciated.

Allred Properties, Inc

