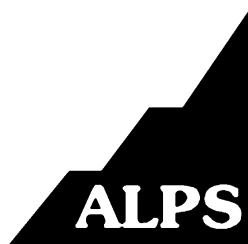


**AUSTIN LANDMARK  
PROPERTY SERVICES, INC.**



**Resident Handbook**

*How to Live In and Care For the Home You Are Leasing*

***We Manage To Put You Number ONE***

## TABLE OF CONTENTS

	Page
Section I Introduction and Office Hours	3
Section II Moving In, Security Deposits, Property Condition Form, Payment of Rent, Agency, Renter's Insurance, Utilities, Phone	4
Section III Subletting, Locks & Keys, Pets, Garage or Parking Space	6
Section IV Pest Control,, Water Leaks	7
Section V Heaters, Air Conditioners, Smoke Alarms	8
Oven & Stove, Dishwashers, Garbage Disposals, Refrigerators	9
Circuit Breakers, Hot Water Heater	10
Section VI Service Requests, Unauthorized Repairs	10
Lawns and Grounds, Light Bulbs, Plumbing, Water Furniture or	
Aquariums, Walls & Ceilings, Vinyl, Tile, or Hardwood Floors	11
Carpeting, Spot Removal Chart	12
Fireplaces, Winter Months, Minimum Cleaning Standards	13
Section VII Resident Service Tips	14
Section VIII Emergency Procedures	15
Urgent Items (non-emergency)	16
Section IX Use or Storage of Outside Cooking Devices	17
Section X Freeze Prevention Instructions	18
Section XI Breaking the Lease	19
Section XII Moving Out, Marketing, Move-Out Survey	20
Section XIII Urgent But Non-Disaster Emergency	21
Section XIV Disaster Plan	22
NOTES	23
ACKNOWLEDGEMENT	24

**Austin Landmark Property Services, Inc. ALPS**  
**11573 Jollyville Rd., Austin TX 78759**  
**PO Box 202344, Austin TX 78720**  
**(512) 794-8171 FAX 794-3997**  
**www.alpsmgmt.com**  
**alpsmgmt@alpsmgmt.com**

## SECTION I

### INTRODUCTION

#### **AUSTIN LANDMARK PROPERTY SERVICES, ALPS**

Welcome to your new home and to Austin Landmark Property Services, ALPS. We hope that your move-in goes smoothly for you.

Our goal as a management company is to be of service to you while you are living in your home. Although the lease agreement is lengthy and the methods of communicating between each other are spelled out in much detail, we assure you that feedback from residents has shown us that the systems we have developed work best for them.

We are open at any time to your suggestions for improving our services to you and we thank you in advance for letting us know when we can fine-tune the way in which we perform service or communicate with you.

The lease packet we have provided you has been developed with the above goal in mind. You should keep the packet in a place where you may readily find it. Any communications or papers regarding your lease may be kept in the packet.

This handbook clarifies your responsibilities as a resident and helps you make the best use of our services.

Residents are expected to keep their homes clean and in good order, pay their rent on time in accordance with lease agreement, and be considerate of their neighbors.

ALPS coordinates with vendors to make prompt repairs. Residents should communicate service requests in writing as early in a day or week as possible to insure the best response from the service provider. If a vendor has not contacted you within a week please notify our office.

While we will normally undertake most repairs due to normal wear and tear, you are responsible for any damage to the property caused by negligence on your part or on the part of any other resident or guest or animal, or because of your unfamiliarity of appliance controls.

#### ***Office Hours***

Our office is usually open between 9:00 a.m. and 5:00 p.m., Monday through Friday. Please feel free to call us during this time for routine matters. A 24 hour emergency service is available for those emergencies listed in your lease. The emergency vendor is instructed not to respond to non-emergency repairs. Those will be handled the next business day through a written service request.

## SECTION II

### **Moving In**

Finding and settling into a new home is an exciting experience; but it also requires attention to a great many details. Get to know the property. Locate the breaker box and any GFI (ground fault circuit breaker—usually by a sink or in the breaker box .) Locate the water shut-off for the home. If it has been covered over, notify our office. Locate the water shut-offs for water heater, sinks and commodes and determine that they are operable. Report any pest infestation within 3 days of move-in. If not reported, extermination will be your responsibility as defined in the lease.

### **Security Deposits**

Security deposits ensure your performance of the lease agreement and cannot be refunded until you vacate your home, return the keys and access devices and give us a forwarding address. You cannot use your security deposit as last month rent. If you have paid the last month rent in advance, that will be used when we have received a written 30 day notice to vacate. Notices must be received in our office by the 1st of the month. Any notices received after that date will be subject to implementation of penalties as defined in your lease. Should there be multiple residents and one moves out, the deposit will still remain with the property and any disposition of funds will be between the residents. You must leave your home in the same degree of cleanliness that it was in at the time of possession. In general, homes are cleaned and carpets cleaned prior to a resident moving in. The carpets will be professionally cleaned by our vendor upon your move out and deducted from your deposit. Defleaing will be performed should you have had any animals. Deductions will be made for any maintenance or repairs beyond normal wear and tear as well as any back rents or charges due. Normal wear and tear is actual wear due to normal usage. It does not include accumulations of dirt, grease, oil or any removable or permanent substance or damage. See Wear & Tear attachment to lease.

You may request in writing a walk through survey upon leaving. You do not have to be present for a walk through survey. The person performing this function merely writes down the condition of the property. No determination of deductions or return of deposit is done at that time. You must schedule any desired walk through by the 20th of the month in which you are moving as the surveyors are very busy and quickly fill time slots for walk-throughs.

Your deposit will be returned to you within 30 days of your moving out and returning keys and/or any other devices to our office provided you have furnished your forwarding address in writing.

If you break your lease and leave before the end of the lease period or fail to give a proper 30 day notice as per your lease agreement you will be charged the **reletting fee which normally is the same as one month rent**. Your obligations can be mitigated should you submit a 30 day notice to vacate, pay the reletting fee in certified funds or money order in advance. At that time we will place the property on the market for lease. Your financial obligations under the lease will end when a new resident has signed a new lease and paid rent. Any rent paid during the same time as a new resident will be prorated back to you when your security deposit disposition is done.

**Rental Unit Condition Form**

Completion and return of the Rental Unit Condition Form is the record of preexisting condition of the home. It must be postmarked or delivered to us within 48 hours of your move in. If this is not done, the property is considered in excellent condition. If there were no agreed upon written instructions with the Application, the property is taken as-is. The owner is not obligated to make any repairs or maintenance except those that effect the health or safety of an ordinary resident. Damages such as permanent stains in the carpet, warped boards or vinyl, cracks in a window, damage to window coverings, nicks, burns, holes are some items that should be included on the form. Make yourself a copy to keep with your lease.

**Payment of Rent**

Your rent must be received in our office on the due date stated in your lease, even if that date falls on the weekend or a holiday. Our office has a mail slot in the front door and our staff checks for delivered rents on weekends and holidays so that you may be credited properly. Late fees will begin to be charged on the day after any grace period date without exception. You may pay your rent with personal in town checks, certified funds or money orders unless specified otherwise in your lease agreement. **We do not accept cash. Rent paid after the late fee grace period must be paid in money order or certified bank check. Multiple residents must pay with one check.**

**It is important to remember that an insufficient funds check incurs an insufficient funds fee plus all late fees from the day after grace period until replaced via money order or certified bank check.**

If we do not receive your rent, we will have to begin eviction proceedings against you which will be initiated with a **Notice to Vacate**. Sending of this notice will incur an additional fee as per your lease to defray the administrative costs of such a notice. Communication with our office is of utmost importance in the case of delay in payment in rent.

**NOTE: You have agreed in the lease agreement that any court costs incurred by either party will be limited to \$600.00.**

**Agency**

For the purposes of the lease as pertaining to notices to or from residents, it is acknowledged that a notice to or from one resident is deemed as notice to or from each resident.

**Renter's Insurance**

We encourage residents to obtain renter's insurance which covers loss due to fire, theft, flood, leaks etc. The owner's insurance will not protect your belongings. Such policies are readily available at fairly reasonable rates. If you have water furniture or any aquarium over 5 gallons, you must have a renter's insurance policy.

**Utilities**

You can find the phone number for your utility service on the Helpful Numbers sheet provided in your packet. If you have never had utility or phone service in the Austin or surrounding metropolitan area, you may be required to show your lease and pay a deposit.

**Phone/E-Mail**

Please call us or e-mail us and tell us your new contact information as soon as you have changes not on your application. You may put the information on your move-in form. If you change your work or home phone numbers, notify us immediately as we may need the number in case of emergency. Unlisted numbers must be given to us. We will never give out your contact information without your permission.

Should you want to install extra phone jacks or cable, you must have permission in writing.

**Attic access**

You may not access the attic space except to service the furnace should it be located there. You may not store anything in the attic space.

## SECTION III

**Subletting**

Subletting is not allowed. See section I for breaking of your lease. Should another resident desire to live in the property, they must complete a rental application, pay an application fee and be approved to live in the property. Allowing someone to live in the property for more than 14 days constitutes a violation of the lease agreement and you will be subject to eviction.

**Locks and Keys**

All locks are re-keyed with each new resident. If the management of your home has changed to ALPS during your lease, you must provide us with a key for emergencies.

Alteration or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires written approval. Should you lock yourself out of your home you may contact our office to see if we have a key. If we do, you may check out a key to copy. If you lock yourself out after our normal business hours, you must call a locksmith to let you in at your expense. A lock out is not an emergency that we will handle.

Your signature on the service request form allows us to provide a vendor with your contact information so they may make contact with you and arrange for access to your home. You can make whatever arrangements you'd like with the vendor.

If you have made arrangements for a vendor or any other owner's or manager's representative to enter your home, please leave keyless deadbolts unthrown so they may enter your home. Failure to do so will result in a trip charge to you.

#### **Pets**

ALPS enforces the pet policies as set forth in the lease agreement. Should an unauthorized pet be found on the property, you will be sent a pet violation notice. The penalty for a non-authorized pet is \$100.00 for the first day and \$10.00 per day until the pet is verified to be removed. You will be responsible for any property damage or personal injury caused by or inflicted by your animal. Defleaing will be charged to you upon your vacating the property. ALPS encourages animal owners to obtain renter's insurance that will cover any animal liability (including birds and reptiles).

#### **Garage or Parking Space**

You are responsible for keeping garages and parking areas clean of oil and grease. As stated in the lease, parking on the lawn areas is prohibited. You may not have any more vehicles than specified on your application and vehicles must have current inspection and license stickers. Any vehicle that in inoperable or lacking proper stickers will be subject to being towed. Should you change vehicles, please let us know in writing the make, model, year, color, license number of the vehicle.

## **SECTION IV**

#### **Pest Control**

Except as noted in your lease agreement, residents are responsible for pest control. The owner will pay for extermination of wood destroying insects. Please let us know if you see what appear to be termites or carpenter ants.

Infestation of large animals such as rats, possum, raccoon or squirrel should be reported in writing via a written service request. These animals require special handling.

Austin has a bat population from late spring until mid-January. Bats have been known to set up residency in some home attic or wall spaces gaining access usually at the eaves. If you see or detect bats, please notify our office via written service request as these mammals require special handling.

### **Water Leaks**

Water leaks can cause severe damage to a property.

You will notify the Landlord if there is a leak or flooding (See Page 21.)

Owners appreciate it when residents let them know as soon as a water leak is detected. Residents are required in the lease to maintain faucets so far as replacement of washers. Check outdoor water bibs as well as inside faucets and commodes. A great deal of water can escape through a toilet leak. After a repair of a leak, we can provide you with a copy of a repair invoice so that you may submit it to the utility company for an adjustment of your bill should you pay for your water.

Failure to report leaks resulting in damage to the home will cause you to be liable for the damage. Please practice water conservation

## **SECTION V**

### **Heaters**

ALPS does not light pilots on gas appliances . If you have a gas heater and cannot light the pilot, you may call your own service provider to do this. Consider placing a quality carbon monoxide detector in your home if you have gas heating.

Your utility bills will be lower if your filters are changed or cleaned once a month. Fiberglass filters should not be used as they are poor filters and cause pressure on the unit Your furnace should burn with a bright blue flame, anything other than that should initiate a service request to have the furnace checked. Please prepare your heaters before really cold weather sets in. Failure to do so may result in a delay in attending to your service request due to weekend, holiday or severe weather.

### **Air Conditioners**

You will change or clean (in the case of a permanent filter) your filter once a month. Damage to the coils or needed cleaning of the coils due to a dirty or absent filter will result in charging you for the repairs or cleaning. The outside condensing units should be kept clear of plants, dirt, or any objects which can interfere with the proper function. Treat any ant mounds around the units with fire ant killer. Residents will be responsible for damage to A/C units due to insects. Water leaks at the inside water pan indicate a clogged drain line. Report this in writing as soon as detected as damage to walls, carpet and/or ceilings can occur. If you have a drain line leak turn off unit until it is cleared.

### **Smoke Alarms**

Replace batteries twice a year or as needed. Test your smoke alarm when you move in by pushing the test button and passing a small amount of smoke in front of it. Report any non-functioning alarm to management in writing immediately. Remove the cover and vacuum the alarm monthly.

**NOTE: Smoking inside the home is prohibited**



**Oven and Stove**

Use your oven and stove only for cooking. Using the oven as a heater ruins the thermostat and results in very high gas or electric bills. The oven is a very inefficient room heater. Some ovens can be self cleaning, others may be continuous cleaning. Do not use oven cleaners on continuous cleaning ovens as it can ruin the finish. You will be charged for damage due to misuse of oven cleaners. Take precautions not to get oven cleaner on cabinets, counter tops or on the floor. It is helpful to keep a sheet of aluminum foil on the bottom of your oven for cooking spills. This will reduce cleaning.

Your stove comes with drip pans. These should be clean or new. When you move out, these will be replaced at your expense if they are dirty. The underneath of the top of the stove should be kept clean. Many stove tops raise completely up to access this area. If the oven or broiler will not turn on, check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. If your oven or stove timing set up is different, check the face of the stove for instructions

**Dishwashers**

If your dishwasher does not turn on, check to see if there is a controlling electrical switch on the wall, just inside the cabinet or even underneath the sink area. If you have a dishwasher, use it at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Damage due to non-use will be charged to you. Clean the door and check the bottom of the dishwasher each use for items that may fall from the racks. Make sure your disposal is clear before running the dishwasher as failure to do so may cause the dishwasher to fail to drain properly. Do not allow anyone to stand or sit on an open dishwasher door as this damages the hinges

**Garbage Disposals**

Garbage disposals are not for bones, greasy items, meat, fat, high fiber raw foods such as potato peelings, limes, lemons, artichokes, etc. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade backwards with a special wrench that can be obtained at a hardware store specifically for that purpose. Reset the disposal by a button on the bottom or side of the disposal. If the unit turns easily by hand but not with power, send in a service request. You will be charged for a trip charge if the disposal is only jammed or clogged.

**Refrigerators**

If your unit comes with a refrigerator, the lease agreement states that it is your responsibility to maintain and repair it. Refrigerators work efficiently if the coils are kept free of dirt. A good practice is to vacuum them at the same time you change or clean your A/C filter, monthly.

### **Circuit Breakers**

Circuit breakers move slightly when triggered. It may appear to be ON when it is actually off or “popped.” 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. When they “pop” simply reset the breaker by pushing in the reset button or following instructions on the outlet cover. Any time you lose power to any plug, socket or system or appliance check the circuit breakers first. The A/C unit may have a separate breaker at the outside condensing unit.

### **Hot Water Heater**

Your hot water heater is either electric or gas. You are responsible for keeping the pilot lit. If it will not light, you may turn in a service request. If you set the hot water heater on “vacation” and report that it is not working, you will be charged a trip charge. Check your water heater at the base for leaking. Report any leak in writing immediately. Damage to the water heater due to allowing it to empty will be your responsibility.

Check breakers for electric water heaters that suddenly seem not to work.

## **SECTION VI**

### **Service Requests**

Service requests must be in writing. The Move-In-Condition Form is not a service request. Any repairs or maintenance needed upon move-in must be noted on a service request provided in your packet and attached to the Move-In form. Turning in a service request does not guarantee that the repair or maintenance will be performed. Owners are only required to repair things that affect the health and safety of an ordinary person.

Should a repair or replacement require approval by the owner, there will be a reasonable delay as we must obtain that permission from the owner. In some cases a vendor must first send us a proposal which then has to go to the owner. Longer delays can take place if the home is covered by a home warranty as we have no control over the service providers. In certain instances, our office or the vendor might call you to clarify a problem or talk you through handling the problem. We will especially do this to save you a trip charge if it is something for which you are responsible. You will be responsible for service calls from misuse, neglect, or being unfamiliar with controls and operations of equipment or for failure to keep a scheduled appointment. Failure to combine requests in a short time frame are subject to an administrative fee.

### **Unauthorized repairs**

All repairs must be authorized by management unless they are your responsibility in the lease. Performing a repair or having a vendor repair without permission will result in your paying for the repair.

If you have received written permission to repair, you will be reimbursed upon receipt of an invoice from a vendor. Deducting any expenses from the rent is prohibited.

**Lawns and Grounds**

Unless otherwise indicated in your lease agreement, you are expected to care for the lawn and grounds including cutting the grass, fertilizing, trimming of shrubs, edging walkways, curbs and driveways; keeping roof and gutters free of debris (note that you are responsible, but you may hire someone to do this for you.). You are responsible for treating fire ant mounds. Keep shrub and tree growth away from the roof, eaves and side of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Attention should be given to soil conditions around the perimeter of property paying particular attention to problems like settling, cracking, pooling of water around the building. HOA's are very strict about lawn up-keep, unauthorized equipment or vehicles and waste containers left out.

**Light Bulbs**

Unless otherwise noted, all light fixtures should be equipped with the proper light bulbs. Residents are responsible for replacement during occupancy. Upon move-out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Use proper wattage as noted on any fixture.

**Plumbing**

You are responsible for keeping all sinks, lavatories and commodes open. If a stoppage occurs, you are responsible to clear it. Should a plumber determine that the stoppage was due to a failure of the system or to tree roots, their invoice may be presented to our office with a statement of system failure or presence of tree roots noted and a reimbursement will be made to you. If this problem could have been corrected during normal business hours, emergency or after hours costs will not be reimbursed. Residents will replace faucet washers and seals. Service calls or damage caused by failure to do so will be charged to you. You will place activating chemicals in any septic system per package directions monthly.

**Water furniture or Aquariums**

You will be responsible for damage caused by any water furniture or aquariums. This includes permanent indentation in carpet by waterbed supports.

**Walls and Ceilings**

Walls and ceilings must be kept clean and unmarred. Painting or wallpapering may not be done without having requested and received written permission. Pictures may be hung with regulation picture hanging hooks. You will be responsible for any damage to paint or walls including smoking or candle smoke residue (note that smoking is not allowed inside the home per your lease agreement.)

**Vinyl, Tile, or Hardwood Floors.**

These surfaces should be cleaned regularly and marks removed with proper cleaning agents. Do not use any kind of solvent or wax products containing solvents such as gasoline, kerosene, benzene, naphtha or turpentine. When waxing, use a water-emulsion, self polishing type such as a vinyl wax or paste wax for hardwood floors. You will be responsible for damage done by using improper cleaning, broken tiles, torn or gouged floor covering.

## Carpeting

Carpets should be vacuumed with a high powered vacuum cleaner once a week and traffic areas more often than that. You should have the carpets cleaned once a year by a professional carpet cleaner. Spills should be immediately cleaned up. The carpets will be professionally cleaned at your expense by our vendor after you move out. You may not choose the vendor.

### Carpet Spot Removal

Key to Cleaning Methods

- 1 Dry Cleaning Fluid-a nonflammable spot removal liquid.
2. Nail Polish Remover- (Do not use if it contains acetone.)
3. Detergent Solution-Mix 2 cups of cold water and 1/8 teaspoon liquid detergent (no lanolin or bleach)
4. Warm Water
5. Vinegar Solution-one part WHITE vinegar to one part water
6. Ammonia Solution-one tablespoon household ammonia to one cup water
7. Spot Removal Kit-available from retail carpet stores or carpet cleaners
8. Call a Professional-for additional suggestions or removing or repairing

Find the spot source and use the first method suggested, then next and so on.

Spot	Method
Acid	6,4,8
Acne Medication	1,3,6,4,8
Alcoholic Beverage	3,6,5,4
Ammonia	5,4
Bleach	3,4,8
Blood	3,6,4,7
Candle Wax	1,6
Cement and Glue	2,1,3,6,5,7
Chalk	3,4
Charcoal	3,4
Chewing Gum	1
Coffee	3,5,4,7,8
Cosmetics	2,1,3,6,5,4,7,8
Crayon	1,3,4
Drain/Toilet Cleaner	4,3,5
Dye	1,3,6,5,7,8
Food	3,6,5,4,7,8
Fungicides/Insecticides/Pesticides	1,3,6,5,4,8
Furniture Polish (water base)	3,6,5,4,7,8
Furniture Polish (solvent base)	2,1,3,6,5,4,7
Furniture Stain	2,1,3,6,5,4,7,8
Graphite	3,4
Grease	1,3,4,7,8
Ink	2,1,3,6,5,4,7,8
Iodine	1,3,5,4,7,8
Lipstick, Medicine	2,1,3,6,5,4,7,8
Nail Polish, paint	2,1,3,7,8
Plant food, soft drinks	3,6,5,4,7,8
Shoe polish	2,1,3,6,4,7,8
Soot	1,3,4,8
Tar	1,7,8
Toothpaste	3
Urine	3,5,7,8
Vomit	3,6,5,4,7,8

**NOTE: Some spills contain chemicals that may discolor or even damage the carpet fibers or dyes. If you have doubts about what caused the spot and how to remove it, contact a professional carpet cleaner. You are responsible for damage.**

### **Fireplaces**

Fireplaces are cosmetic only. Use and maintenance are tenant responsibility. Do not burn anything but wood in the fireplace (no pine). Do not use newspaper to start your fire. Never use it for cooking or burning garbage or cardboard as this can block your chimney and/or cause fires. Use proper screening equipment to protect coals from escaping. Never leave a fire going and unattended. Keep the damper closed when not in use to reduce utility costs. Check the outside chimney chase and report in writing missing screening or tree branches too close to the chimney.

### **Winter Months**

During the months of November, December, January, February, March, and any other month in which freezing weather occurs plan to leave your pipes dripping or plan to turn off the water at the main control and drain the water and drain the appliance/fixtures of water if you will be gone, as a prevention of freezing pipes. You will reimburse manager/owner for repairs as a result of not following these instructions.

### **Minimum Cleaning Standards**

1. Keep windows and storm doors clean, inside and outside. Interior at least once a month, exterior every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways and walls in heavily traveled areas every 1-2 months.
3. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent every two weeks.
5. Clean counter tops and cabinets weekly with the appropriate cleaner. Use cutting boards and protective pads for hot items.
6. Clean under the refrigerator and washer and dryer once a month.
7. Clean and wax(if appropriate) non-carpeted floors every two weeks.
8. Vacuum carpeted areas every week.
9. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room monthly.
10. Clean A/C/Heat air return grate and change filter each month.
11. Clean and sweep out fireplace. Clean fireplace grate, screen and glass (if provided) once a month.
12. Replace burned out light bulbs and clean light fixtures as needed.
13. Clean or wash curtains and blinds twice a year.
14. Weekly bathroom cleaning should include toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls, medicine cabinet, drawers and cabinets).
15. Control mildew with appropriate spray and caulk if caulking breaks down as necessary.

Sweep out garage as needed and lawn care as previously stated.

## SECTION VII

### Resident Service Tips

Often times residents will send in service requests for items that really could be handled by themselves and so could be subject to having to pay for the service call. In the interest of wanting to prevent undue charges to you, we hope you will find these tips helpful. Use them prior to submitting a service request.

#### **Tip 1: Garbage Disposal:**

Before even thinking about sending in a service request, check the breaker and the reset button (on the bottom or side of the disposal). If the disposal still won't work, turn it off. Many times the problem is a jam. First, don't put things down the disposal that will create a problem. Items such as peelings, egg shells, coffee grounds, and artichoke leaves will stop up the disposal or stop up the drain line. If this happens, the objects must be removed. This may result in the line connected to the disposal being unfastened (a small wrench will work fine in most cases) and the line cleared. Believe it or not, seeds from lemons, grapefruit, melons, etc. can jam the disposal. Bones and other foreign objects can likewise cause a jam. If this happens, with the appliance turned off, reach into the disposal and see if you can loosen the object that has stuck between the grinding teeth. If this doesn't work, use the Allen wrench that came with the disposal (or pick one up cheap at the hardware store) to force the disposal free. You do this by inserting the wrench in the bottom of the disposal and turning it hard. You can apply more force with a broom stick handle on the grinding teeth to free the wheel, but you may break the teeth and end up with a problem bigger than the first one. If you use this method, be careful. If this fails, send in a request keeping in mind that if it is a jam, you will have to pay for the service call.

#### **Tip 2: Heater doesn't work:**

Assuming this is a gas heater, check to see if the gas valve to the appliance is turned in line (parallel) with the gas supply line. If so, be sure that the pilot is lit. If the pilot is lit, and the appliance is not coming on, be certain that: (1) the electric switch to the fan motor (usually located in the heater closet) is turned on (2) the front panel to the heater is securely in place since it may be tripping the panel safety switch. If the heater still doesn't come on after these checks, send in a written request

It is always a good idea to look for a blue flame on gas appliances. The presence of large yellow flames is an indication of a malfunction and possibly carbon monoxide—the silent killer

#### **Tip 3: The Fireplace Smokes: *Fireplaces are cosmetic only, but if you use it:***

Be sure to check the damper as it must be open all the time while fireplace is in use. Be sure to check for any obstructions in the chimney. Believe it or not, birds and tree limbs can be lodged in this area. To build a proper fire, (they should all be small), first heat the fireplace by burning small kindling. Remember cold air settles and hot air rises. Use larger wood after the small wood catches. Use a grate. Do not use wood that has a lot of pitch in it as the oil can accumulate in the chimney, build up over time, and eventually may catch on fire.

You should open a door or window opposite the fireplace to provide a draft, especially in newer construction. If you don't have a good air flow, you won't have a good fire and back drafts can occur and the home becomes smoky.

**Tip 4: The Smoke Detector Goes Off And There Is No Fire:**

Smoke detectors should last almost forever if they are maintained. Properly maintaining a smoke detector could save your life and those of others. Once a month remove the cover and gently dust or vacuum the accumulated dust, grease, and bugs that may have become trapped inside. Replace the batteries. Sometimes when batteries are low, the smoke detector will go off. If there is a power surge, a hardwired smoke detector may go off (this usually stops when the power is normal or re-stored.) If the above doesn't correct the problem, send in a written request.

**Tip 5: There is No Hot Water:**

This is very similar to checking a gas furnace. Go through the same steps. Often times, the thermocouple goes out and this should be replaced by a technician.

**Tip 6: The Faucet Won't Work:**

Some parts of the country are worse than others, but all water has minerals and in time they will accumulate on the faucet screen and eventually may block the water flow. If you have recently had major line work by a plumber or city utility department, sediment could have been dislodged and has clogged the screen. If water is flowing in other parts of the home and the water supply line beneath the fixture is turned on, then a blocked screen is the first place to look. With a pair of pliers, place a cloth over the faucet screen assembly to protect the finish from nicks, and then remove the screen. Flush out the mineral deposits and reinstall the screen. If this doesn't work, send in a service request.

## SECTION VIII

### Emergency Procedures

**In the Event of Fire or Smoke:** Call **911** or the fire department, then call the office.

**Uncontrolled Running Water is an Emergency,** drips are not. Before calling us do the following:

**Water Shutoff:** You can shut off the water to an appliance or to sink by turning the knob to the off position. Knobs are located near the appliance or under the sink.

**The Main Water Shutoff Valve** is located near the street. Look for a metal lid about 10' in diameter. Lift the lid and look for the valve (it will look like an outside water faucet valve) and turn it off.

The water utility or fire department can always accommodate you quickly.







*We Manage To*

**Put You**

**Number**

**One**

**Gas odor is an Emergency:** If you suspect a gas leak, call the gas utility and they will turn off the gas to the appliance. Call the office after you have called the utility. You should not stay in a unit suspected to have a gas leak. Tell us how we can contact you after you leave.

To turn off the gas at the source, look for the oblong flange and with a wrench, turn the knob to the off position.

**Electrical Short Circuit:** If you suspect an electrical short circuit, do not use the suspected outlet, switch, or appliance. If possible, go to the breaker box and turn the breaker to the suspected electrical circuit to the off position before calling the office.

#### **URGENT ITEMS:**

**Urgent items are not “Emergency Issues”** and usually cannot be called into the office. They require a service request.

**Carbon Monoxide:** If you have installed a carbon monoxide detector and it goes off, you should immediately leave the home. You may go back in and unplug the detector. Take it outside. If it is still going off, it may have malfunctioned. If it stops, turn your heater off and any other gas appliance. Follow the same instructions as for gas odor. The gas company will check the heater and other appliances and if they are malfunctioning, they will tag them. Send in a service request.

**Roof Leaks or Seepage From Rain:** Do what you can to minimize damage and discomfort until your service can be arranged. Remember that during bad weather, the police usually advise to stay off the roads due to dangerous conditions.

**Plumbing Stoppages:** Remember that unless the blockage is from a faulty system, you are responsible for plumbing stoppages.

**Air Conditioning/ Heating:** Nobody likes to be hot in the summer or cold in the winter. Get us your service request as fast as you can providing us with as much detailed information about your problem. Try not to wait until noon on a Friday or the night before a holiday. Parts are not always available after hours, on weekends, or on holidays. If it is extremely hot or cold outside, the systems may not be able to bring the temperature to the most comfortable temperature. Using the outside elements (sun through a window in the winter, blocking out sun during the summer) can help your system work better.

**Broken Windows or Doors:** Board up the damage and submit your service request. You are responsible for the repair and service costs no matter how it happened (another good reason for renter’s insurance.)

**24 Hour Emergency Line:** 794-8171. Listen to the Full Menu: **Wait for the Pause.**

## **SECTION IX**

### **Use or Storage of Outside Cooking Devices**

In an effort to prevent fires in Apartment Complexes, the Austin City Council has passed a local ordinance which prohibits the USE OR STORAGE of barbecue pits, hibachis, or any other outside cooking appliance on balconies, porches, in storage closets, inside any building, or closer than five feet to any portion of any combustible wall or building. This ordinance includes any cooking appliance which uses charcoal, wood or gas as a fuel (including propane).

While the Austin Fire Department is sympathetic to the inconveniences caused by this local ordinance, it has been introduced in response to fire incident data which have revealed an alarming number of apartment complex fires in Austin. Many of these fires have been started by outdoor cooking appliances. In fact, some of the deadliest and most destructive fires in Austin's history have occurred at apartment complexes.

There are steep fines for violating this city ordinance for non-compliance. The Austin Fire Department will be enforcing this ordinance through on-site inspections.

In light of this ordinance, it is the policy of ALPS to require the same guidelines for ALL of our properties. Although residents living in houses, duplexes, fourplexes are not subject to the fines, failure to comply with these guidelines will result in removal of any equipment from the premises that is found to be in violation.

For your safety and the safety of the property and lives of your neighbors please adhere to these guidelines.

If you have any questions, please call the Austin Fire Department's Fire Prevention Division at 448-8300

## SECTION X

### Freeze Prevention Instructions

Should subfreezing weather be forecast water pipes may freeze and break unless we all act quickly. If any pipes freeze, water may have to be cut off in your home. If there is widespread pipe breakage across the city, it could be days before we can get the pipes fixed and get hot and cold water back on in your home, so please help.

#### IMMEDIATE ACTION

1. Leave the heat on 24 hours a day at a temperature of no less than 65 degrees. Keep all windows closed. Open the cabinet doors under the sinks to allow heat to enter.
2. Drip hot and cold water 24 hours a day at a rate of 1 drop per second. If freeze is extremely severe let water run at a steady pencil lead size stream.
3. If you have a clothes washer, especially one on an outside wall or outside utility room, garage, or storage area follow these steps.
  - Turn both the hot and cold water lines off.
  - Disconnect these water lines from the back of the washing machine.
  - Place both the water lines into the drain pipe behind the washing machine.
  - Turn both water lines back on so that a steady drip or pencil lead size stream (depending on severity of the freeze) is coming out.
  - When you want to wash clothes remember to reconnect the water lines.
4. Leave all drains open, including lavatories, sinks and bathtubs. Bring in potted or hanging plants. Place water in several closeable containers for water supply in case lines freeze despite above precautions being taken.
5. Notify management if you will be gone over a time when freeze is possible.
6. Make arrangements with a neighbor to perform the above functions for you if you will be out of town. In cases of severe freeze, our personnel would not be able to travel to your home to perform those functions for you.
7. Notify management IMMEDIATELY if you see water running from under your walls or from your building, or if you hear flowing or spraying water from inside the walls and turn off water at the main shutoff valve.

#### DAMAGE TO YOUR PERSONAL PROPERTY

If the pipes in your home or any adjoining units freeze or break, there can be substantial damage to your property, adjoining property and owner's property. You will be liable should you fail to take the above precautions. This is especially important to you if you or your adjoining neighbors do not have insurance. The owner's insurance **does not** cover damage to your personal property. You are encouraged to buy renter's insurance to protect your belongings from damage from fire, water and similar hazards. Remember to be careful about ice and snow on steps and sidewalks.

Check your automobile antifreeze.

## **SECTION XI**

### **Breaking The Lease**

Occasionally a resident's circumstances lead them to have to break their lease. Of course the best course of action is to fulfill your contract as this will ensure a good report on your credit record regarding the rental.

If you should break your lease you will be responsible for the reletting fee which is equal to one month's rent in addition to all rents scheduled under your lease until another resident begins paying rent.

The following procedures must be followed should you find it necessary to break the lease.

1. You must deliver a 30 day notice to vacate to our office. Without this notice, we have no authority to begin to procure another resident.
2. You must pay the reletting fee in certified funds or money order in advance. Once we have received these funds, we will place the property on the market for lease.
3. You may place your own ad for a resident. However, any applicant must be referred to our office and go through the normal application procedures.
4. You will be required to pay rent through the end of your lease or until the day on which another resident's lease begins and rent is paid whichever comes first.
5. Should a new resident move in and pay rent during a month for which you have paid, the rent will be prorated back to you when the security deposit disposition is made.
6. The security deposit cannot be used for rent.
7. You must follow all procedures for marketing, cleaning and move-out.

## SECTION XII

### **Moving Out**

**Put It In Writing.** We must **receive** your notice to vacate in writing and by the first of the month. Please review the terms of your lease agreement before giving notice so that you understand what is required. **FAILURE TO GIVE THE PROPER NOTICE WILL RESULT IN YOUR HAVING TO PAY THE RELETTING FEE OF ONE MONTH RENT.**

### **Marketing During the Notice Period**

The property may be listed for sale or lease. The property must be available and in good showing condition during reasonable times. Illness and birthday parties or special occasions are acceptable reasons for rescheduling a showing. Your home will be called before showing. If there is no answer or no answering system, the call is still considered notice. If permission is given, the agent will call your work number. A computerized MLS keysafe may be installed on your home. Licensed agents with special keys are the only persons allowed to use these keysafes. The keysafe keeps a record of who has entered your home.

### **Minimum showing condition.**

1. All beds made and rooms neat
2. Floors recently vacuumed, clutter free
3. Kitchen and baths clean, sinks clean and empty
4. Walls clean and unmarred
5. Animals are out of the way, litter boxes are clean and odor free
6. Lawn is mowed, trimmed and in good condition

## SECTION XIII

### **Urgent But Non-Disaster Emergency**

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

***NOTE: You will provide your own fire extinguisher (unless one is provided in the case of multi-family units of 4 or more) and maintain same; minimum size is Class 2A, 10BC.***

Upon first occurrence or discovery of problem, secure from further damage immediately and follow the instructions below. Everyone is part of the team in seeing that the problem is resolved.

1. Secure property and persons from additional damage immediately.
2. Turn off source of water or electricity or gas as the situation demands.
3. Notify management, if after hours use instructions in voice mail.
4. Make claim on your renter's insurance.
5. Notify management of resident insurance coverage.
6. Provide emergency (police, fire, etc.) report to management within 5 days.
7. Provide access for insurance, repair people, etc. to assess and repair damage.
8. Notify management of delays, "no show" appointments, problem with repairs.

In general you should 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.

Management may request a survey of the work after completion. We will call you to inform you of this survey. Your help is vital to this process.

You are responsible for any loss to the Owner due to Resident or guest of 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. This makes for a good case for renter's insurance.

### **Notification of Leaks and Floods**

You will notify Landlord of all leaks and floods that occur at the premises even if you fix the problem on your own. You understand that after a leak or flood has occurred, moisture may remain that can cause an outbreak of *Stachybotrys*, a dangerous black mold. Because such an outbreak can create a serious health risk, Landlord must be aware of all leaks and floods at the premises in order to take necessary preventive action.

## SECTION XIV

### Disaster Plan

The most likely disasters in the Austin Metropolitan area are severe storms, tornadoes and ice storms. The following may help you prepare for any such occurrence.

1. Have an emergency preparedness plan, a checklist and a disaster kit. The American Red Cross has excellent literature for this.
2. Upon first notification of an impending disaster, complete the Disaster Plan-Resident Form in your packet.
3. Fax or deliver the form to our office 11573 Jollyville Rd., 78759, FAX 794-3997.
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 local news media and follow all recommended precautions and instructions. The Austin area local governments have a thorough Disaster Plan and the news media will keep you informed.
6. During the storm or when leaving the home do the following:
  - a. Turn off the main breaker to the home.
  - b. Turn off main gas line to the home (call power company for instructions.)
  - c. Turn off main water supply to home.
  - d. Take all recommended precautions by local news media and storm bulletins publications.
  - e. Secure any animals. If it is not safe for you outside, it is not safe for them.
  - f. Secure all outside items—anything that could turn into a flying object.
  - g. Secure house against damage as per any instructions by emergency preparedness teams.
  - h. Make sure management has a key for your home.
  - i. 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.**



## **Annual Condition Reports**

Most of our owners require annual condition reports of their properties. The purpose of these reports is to assess the need for maintenance and repair of the structure of the property.

You will receive a written notification from our office informing you of an upcoming condition report. The person performing the condition report will contact you by phone or e-mail. The vendor will make an appointment with you. Your cooperation is required per your lease. The vendor will submit a written report to the property manager who will make recommendations to the owner.

Failure to meet the vendor at the appointed time will result in a trip charge to you. Refusal to cooperate with allowing the vendor access will result in a fine.

Surveys are important because they assure the continuing maintenance of the home in which you live.

We believe that we are fortunate to have so many owners who care about maintaining their homes. We are glad that you will be the main person in facilitating the reality of that vision.

## NOTES



When you leave your home, please allow ALPS to assist you in finding another home or in purchasing a home.

Please see our website resident section for newsletters, monthly tips at [www.alpsmgmt.com](http://www.alpsmgmt.com)

***We Manage To Put You Number One***