

Tenant Maintenance Responsibilities

To ensure the property stays well maintained we have outlined the procedures that would be your responsibility while a tenant. If you are unable to perform any of the tasks that are listed as tenant responsibility we can provide you with a list of handymen services for hire at your expense.

Should you need maintenance that is determined to be OTOW responsibility, you can submit a maintenance request on our website *Please do not call the Property Manager*

Kitchen Counter Tops & Appliances

➤ Counter Tops

- Granite & Quartz tops require special care. DO NOT USE abrasive cleansers or ammonia based cleaners on these surfaces. Hot water & soap is all that is needed.
- Do not cut directly on these surfaces. Use a cutting board at all times.

➤ Dishwasher

- Report any water coming from under the dishwasher or around the door immediately.
- Please make sure to thoroughly rinse dishes off before putting them into the dishwasher.

➤ Garbage Disposal

- Garbage disposal is to grind and dispose of soft foods only. Do not allow utensils, stringy foods such as celery, hard foods, or non-organic debris to enter the garbage disposal. (No eggshells, coffee grounds or rice should go into the garbage disposal)
- If the disposal makes a humming noise, but does not function, there is debris lodged inside. Turn off electrical breaker, remove debris if possible, turn on breaker and test disposal.
- Report any leaks coming from garbage disposal immediately.

➤ Range & Vent Hood

- Stove Burner drip pans are a tenant responsibility to maintain. The drip pans should be new or in excellent condition at the beginning of your lease and should be in the same condition at the end of the lease.
- Flat surface stoves should be cleaned with only approved cleaning agents. Tenant will be held liable for any damage to the stove surface caused by abrasive cleaners and/or abuse.
- Range should be pulled away from wall and cleaned behind every 6 months. Take this opportunity to clean any food or grease that may have accumulated on the sides of the range, wall and cabinets.
- Oven should be cleaned at minimum every 6 months.
- The Grease Filter, located in the vent hood or built in microwave, if applicable, is a tenant responsibility to maintain. The Grease Filter should be in good clean condition at the beginning of the lease. It can be removed and hand washed in warm soapy water or it can be placed in the dishwasher on a regular basis as needed to maintain it

➤ Refrigerator

- Refrigerator coils are located either behind or under the refrigerator. Tenants should clean behind and under the refrigerator as part of their regular home cleaning schedule. Dirty refrigerator coils will cause your refrigerator to work harder to stay cool and thus increase your electric bill.

Smoke Detectors

- Keep smoke detectors free from any dust or obstructions and change smoke detector batteries every 6 months. We recommend changing batteries when daylight savings time occurs as a good way to remember.
- Do not remove or disconnect smoke detectors.
- Report any non-functioning smoke detectors immediately.

Plumbing

- Clogged plumbing due to day-to-day waste removal is a tenant responsibility unless:
 - It occurs within the first 30 days of the lease and is not a result of the current tenant's use or abuse.
 - It is determined that the clog is due to pre-existing conditions
- Toilet flush handles, flappers, and chains are a tenant maintenance responsibility unless they fail within the first 30 days of the lease.
- Be careful to ensure that hard objects are not flushed in the toilet as they can become lodged inside the toilet. In some cases the toilet may need to be replaced and the resultant cost will be a tenant responsibility.
- Leaky faucets and/or plumbing pipes should be reported immediately. They are considered normal wear and tear and are a landlord responsibility to maintain unless it is observed that they are caused by tenant misuse. In the event that a plumbing leak goes unreported and causes excessive damage to the property, the tenant will be held liable for the additional damage.
- **DO NOT FLUSH BABY WIPES OR ANYTHING THAT IS NOT TOILET PAPER DOWN THE TOILET.**
- Removal of any foreign debris, including amphibians and/or reptiles, is the tenant's responsibility

Heating Ventilation and Air Conditioning

- Living without a correctly functioning heater or air conditioner for more than a few hours can be uncomfortable to say the least. Report all malfunctioning issues immediately.
- It is **imperative** that Air Conditioning filters be changed on a regular basis. We recommend that the filters be **changed monthly**. Tenant will be held liable for any damages that are a result of the air filters not being maintained during the tenancy. Filter(s) may be located inside the Air Handler or inside the return air vent.
- To prevent blockage in the drainage line, pour a cup of white vinegar or bleach down the run-off spout near the air handler once per month. If this effort is not consistently done and a blockage results in water backing up into the home or garage, the tenant may be responsible for professional service to blow out the drainage line, and any resultant damage to the property/
- **Please make sure you are always keeping the air in your home circulating to avoid Humidity and Mold.**

Pest Control

- Pest Control is a Tenant's responsibility unless the need for treatment occurs within the first thirty (30) days of your occupancy.

Lawn and Shrubbery

- In owner maintained areas and for owner-installed landscaping in the maintenance free areas, unless provided for in the lease, lawn and landscaping maintenance is a tenant responsibility. Be sure to follow a regular maintenance schedule. If needed, you can obtain advice from a local lawn and garden center.
- Lawn should be cut and edged on a weekly basis during summer months and as needed during winter months.
- Apply fertilizers and pesticides to grass and flowerbeds as needed. Consult your local lawn and garden center for advice on the correct product to use on your lawn.
- Keep yard and flowerbeds free of weeds by using the correct weed application or by manually pulling weeds as they are noticed.
- Keep hedges and bushes trimmed at least one foot from the roof and all structures.
- Please submit a maintenance request immediately if any tree branches touch or begin to grow in close proximity to the roof.

Carpets

- Normal wear and tear is expected in your property, this includes carpeted areas. **Excessive wear and tear will happen if carpets are not cleaned properly on a regular basis.** One of the ways you can reduce soil build up in carpeting is by avoiding walking on carpet in bare feet, as body oils will be transferred to the carpet, which makes it harder to remove soil by way of vacuuming.
- It is recommended that carpets be professionally cleaned as needed or at least once per year.

Hard Flooring

- All flooring should be cleaned on a regular basis to ensure the property is kept in clean and sanitary condition according to the lease.
- Ceramic and vinyl flooring should be swept and mopped on a weekly basis paying special attention to high traffic areas, edges and corners where a mop doesn't easily clean.
- Wood and laminate flooring should be cleaned on a weekly basis. Do not use excessive water on wood or laminate floors as this can damage the flooring. If mopping, use only a slightly damp mop.
- Clean and dry any spills immediately.

Walls, Doors, Blinds, Lighting & Fixtures

- Keeping blinds dusted and wiping any stains as needed is a tenant responsibility. In areas where grease build up may be a concern (such as kitchen areas) wipe blinds with a suitable cleaner.
- Wipe any handprints or stains on walls, doors and switch plates as needed.
- Dust or vacuum baseboards, door trim, light fixtures and ceiling fan blades as needed.
- Remove light fixture glass covers and wash with warm soapy water or in dishwasher as needed or at minimum once per year.
- Replacing burned out lightbulbs is a tenant responsibility both indoors and outdoors.
- On move-out, all nails and picture hangers must be removed and resultant holes filled
- Emergency maintenance items involving plumbing leaks where moisture is found in carpets walls or under sinks; function of the heating system, and hot water heater should be reported immediately to our office by phone.