



Welcome to your new home!

Congratulations! We hope your move is a safe and pleasant one. We would like to offer our services in any way we can to assist you!

Our Office is located at:

1555 E University Dr. # 1

Mesa, AZ. 85203

Phone: 480-444-2574 Fax: 480-268-9494

Email: Info@az-rm.com

www.azresidentialmgmt.com

Our Office Hours are:

Mon.-Thurs. 9:00AM – 4:00 PM

Friday 9:00 AM – 1:00 PM

We have compiled some valuable information for you in this Tenant Move-In Packet and encourage you to take the time to look over the information. It should answer many of your questions.

Inside this packet you will also find:

Tenant 5 Day Move In Inspection:

This is for you to note any cosmetic defects in the home, so that you have documentation of it being there upon you moving in. AZRM does do a full inspection, but the tenants should always have one for themselves. Please keep in mind rental homes are not brand new, and will have their minor flaws. This form is due to our office within 5 days of your move in date.

Helpful Telephone Numbers:

You are required to have all utilities in the home turned on effective your move in date. This includes power, water, gas (if applicable), and trash (if applicable). If you are unsure of whom the providers are and what services are needed, your Agent can inform you, or you can ask a representative at our office.

Election Not to Renew

This is a template we provide, in the event you'd like to use it when your lease expires, and you decide to move. Should you lose this form, you're more than welcome to send in a 30 day notice in writing, with your signature. Notice is not accepted unless it has signatures of all parties on the lease, and is turned in on or prior to the 1st day of the month you intend to move out. The 30 day notice is required to be certified mailed or hand delivered in order to be accepted.

CC&R's

If applicable to the home you're renting, you will be emailed the user restrictions for the community in which you will be living. You are obligated to educate yourself and abide by these rules. Please ensure you look up any rules applying to parking, satellite dishes, landscaping, signage, flags, or any other item you might be interested in doing to ensure you're in compliance. As per the lease agreement you will be held responsible to abide and for

FAQ:

How do you contact us?

Email is the best way to reach us. You can email manager@az-rm.com, barbara@az-rm.com, maintenance@az-rm.com or info@az-rm.com at any time. We see emails immediately therefore are able to respond quicker. We do require most communications in writing however if you are in need to speak with us you can reach us at 480-444-2574 or our after hour emergency line at 480-438-9356. Please LISTEN to the whole message and follow the instructions. You can leave a voice mail and the respective person will call you back within 24 business hours or sooner if possible. We are on the phones throughout the day and do not know you call unless you leave us a voicemail. Calling several times in a row will not expedite you getting through to us. Again please leave a voicemail or send an email.

When is my rent due?

Rent is due on the 1st of every month before 5:00 PM and considered late after that. To avoid a late fee the rent payment will need to be received no later than 5:00 PM on the 3rd. Post dated envelopes are not taken into account; the payment must actually be received physically in our office to be considered on time. If the 3rd falls on a Saturday, Sunday or National Holiday – we will accept rent until 5:00 PM the next business day.

How can I pay my rent?

Rent is payable to AZ Residential Management. You can mail a check to our office at 1555 E. University Dr. #1, Mesa AZ. 85203, or, you can drop off your check at this location as well. We do have a drop box in the event of an afterhours drop off is needed. You may also pay your rent online, see below.

How do I pay rent online?

Visit our website at www.azresidentialmgmt.com – go to the tenants tab, then tenants pay online. On the bottom of the page you can register yourself. You can email info@az-rm.com, if you have any technical difficulties.

What are the late fees?

There is a \$100.00 plus tax late fee charged on the 3rd after 5pm, plus \$10.00 plus tax per day starting on the 5th of each month. A \$75.00 plus tax notice service fee will be charged on the 4th for service of non-payment of rent.

How do I fill out a maintenance request?

All maintenance requests are to be submitted online, via email, or in writing. You can visit our website at www.azresidentialmgmt.com – click on the tenants tab, and go to maintenance request. Once you submit the form, we will dispatch a vendor to contact you within 24 business hours. If you have not been contacted in 24 hours please notify us.

How do lease renewals work?

We will contact you 8 to 10 weeks prior to your lease expiration date to see what your intentions are. Once we know that you want to renew we run a comparable rental analysis for your neighborhood and reach out to the owner. Before we renew any lease we schedule and conduct a home inspection.

Maintenance in your home:

➤ **What if I have a maintenance emergency?**

- Whenever you encounter a maintenance emergency in the home please text your name, property address and type of emergency to **480-438-9356**, or go online to submit a maintenance request ASAP. Please note that an emergency is a flood, no power, no water, or other dire item that can put the property or yourself in danger. In case of fire or other highly dangerous situations please call 911 immediately, and notify us after. If your matter is not considered an emergency it will be replied to the next business day.

➤ **Air Conditioning:** If your AC is not working, you must first check the breaker. If your AC is not cooling shut the unit off, leave it off for about three hours - then turn it back on to see if it cools. During the summer AC units can overheat causing them to freeze up and sometimes need to be defrosted. Overheating is caused by setting temperatures to low (76 degrees or lower). If neither of the above items fixed the problem **Please be sure and email us immediately to report the issue.**

- **Policies:** If your AC is out and there is only one unit in the home - if the temperature is over 100 degrees you are allotted a \$60 per night credit for a hotel until fixed. Typical AC repairs are made within 24-48 hours. If your AC unit goes down after 6pm and you followed the instructions above you are allowed to get a hotel room for the following night without having to get approval from management. AZRM credits a maximum of \$60.00 for one night for hotel stays so long as you provide us with a hotel receipt. Any stays after the first night must be approved in writing by management.

➤ We recommend that you run your system (heating and cooling) as normal during cooler/warmer months prior to excessive heat or cold weather. This way if there is an issue we can address it before it becomes an emergency.

➤ **AC Filters:** Tenants are to change AC filters every 30 days. You can use any filter you choose unless specified differently in your lease. If AC filters are not changed frequent enough, they can clog the AC and or Heating unit, and cause damage. You as the tenant will be responsible for any repairs if your filters cause the damage. We always recommend a better quality filter to ensure proper AC operation and possibly less electric usage.

- **Any Other Filters:** Tenants are responsible to replace any fridge/reverse osmosis/soft water system, or any other filters required in the house as required. If your equipment does not state how often or what type of filter you need, you can always look online. Water softeners are also required to be maintained with salt.
- **Garbage Disposal:** If your disposal is not working or seems jammed you need to ensure that it is free and clear of all debris, as well as push the small reset button at the bottom of the disposal under the sink. Never put your hand in a disposal that is not unplugged. DO NOT put draino down a disposal, this will ruin it. If we have to send a vendor out and find that it was something tenant caused you will be charged.
- **Garage Door:** If your door stops intermittently going up or down, you need to ensure the eyes (little cameras/sensors at the front bottom of the door) are aligned and both green. If the button on the wall isn't working, check the breaker. If the remotes are not working you will need to change the batteries as well as reprogram the remotes.
- **HOA Violations:** If you receive an emailed or physically mailed HOA Violation you are to adhere to the terms and requirements on the violation within the allotted amount of time. If there are any fines they are due payable to the management company immediately. We do NOT assess HOA fines, if you want to dispute or appeal a fine you will need to contact the HOA on the notice given.
 - Common HOA violations are leaving trash bins out, landscaping not being cleaned up (weeds), cars parked on the street or driveway, overgrown trees, items left outside your door/house that are not allowed, etc.
- **Landscaping:** Landscaping is the responsibility of the tenant. You need to ensure all trees, bushes, and shrubs are trimmed adequately and in a timely manner. All weeds are to be pulled in a timely manner, as well as keeping your yard neat and clean.
 - If your property is on landscaping service per your lease, you are still responsible to report any issues you have to the management company as well as ensure its being maintained properly. The settings for the timers are not to be adjusted or turned off at any time if under service. Landscapers service your property bi-weekly. If your yard is inaccessible at any time for service you will be charged and your yard will not be cleaned until the next scheduled service. Pets are to be contained on service days.

- **Leaks:** If you have a toilet running, leaking, or overflowing shut off the toilet valve immediately to prevent further damage. If you have a leak under the sink be sure to shut off the water to the sink immediately.
 - **If you cannot get the leak to stop from a valve being shut off, or have a flood you need to shut off the main water valve immediately.**
- **Paint & Walls:** You are required to leave the walls in the house in the same condition or better than when you moved in. If you hang any items all holes need patched and repaired (to be put back to move in condition). If you want to paint anything in the house you are required to submit a written request and get written approval prior.
- **Plumbing:** If you have any kind of backup in the house, you will need to try draino and a plunger prior to sending in a maintenance request. Any backups caused by tenants hair, debris, etc. will be a tenant expense.
- **Pool service:** If your property includes pool service the pool person will come weekly. Tenants are not to change or turn off ANY settings for the pool (including the pump). Tenants need to ensure the water level is adequate for the pool at all times and report to the management company if not. Tenants are to ensure pool is being serviced as well as report if there are any issues. If your pool is inaccessible at any time for service you will be charged and your pool will not be serviced until the next scheduled service. Pets are to be contained on service days.
- **Power Issues:** If you have power out to an appliance, Air conditioner, or any other part of the home, you are required to check for a tripped breaker or GFI.
- **Smoke detectors & Light bulbs:** Tenants are responsible to change the smoke detector batteries as needed, as well as replace all bulbs inside when burnt out.

Move Out: We have included a sample move out letter below. After sending your required notice we will forward your move out letter specific to you.

SAMPLE MOVE OUT LETTER:

We are in receipt of your 30-day move out notice for **DATE** for the property at:
PROPERTY ADDRESS

We would like to take this opportunity to review our move-out procedure with you. The following are instructions to help facilitate the move-out:

- 1- Electricity & Water **must be kept on through: DATE**
- 2- Make sure all keys are turned in (include mailbox, garage door openers, and community pool keys if applicable) when you are completely moved out of the property. Arizona law states the tenant is still in possession of the property until all keys are turned into the Landlord/Owner. ***** Please note: You are required to turn in your keys in person on or before the last day of your lease either in our office or in the drop box. Should you choose not to return the keys on that day you will be held responsible for rent for each day up to and including the day you return the keys, for wrongful holdover as per your lease agreement.**
- 3- Your cleaning fee will be used to professionally **clean the property and carpets**, (please keep in mind carpets and cleaning will easily exceed the normal amount paid, so to ensure no extra deposit is used to clean the house, as **you are responsible for leaving the property in its move in condition, please ensure the property is clean upon move out.** Any additional tenant related repairs (**light bulbs, AC Filters, Batteries, Drip Pans, Scuffs on walls, Etc**) or cleaning exceeding this amount will be deducted from your security deposit. Landscaping needs to be cleaned upon move out, or you will be charged for it to be completed. If you have installed anything in the property while living there with/without approval please be sure you take it down if instructed (Ceiling fans, light fixtures, etc). **Satellite dishes are to be removed unless otherwise informed.**
- 4- **No trash is to be left at the property, and trash cans need to be empty or there will be a trash removal fee.**
- 5- Provide us with a forwarding address and contact phone number along with the keys so that we can send you a final accounting statement and any remaining deposits.
- 6- Per your lease agreement we will be listing the property with your contact information so agents can call you to schedule showings.

After we conduct the move-out inspection we will send out your security deposit within the 14 business days as required by Arizona law.

If you want to be present at the time of your move out inspection you need to indicate so in writing at the time you drop off your keys. Please keep in mind you will not be informed of anything at the inspection pertaining to your deposits – all deposits are sent as stated above.

It has been a pleasure working with you and we wish you all the best in the future. Please let us know if you have any questions regarding this matter.

Election Not To Renew

Please be advised that we will be moving out of the property at:

Move out date will be: _____

This date should be at least 30 days from the last rent payment. Example notice from the 15th of the month to the 15th of the next month is not acceptable

Our forwarding address will be

You may reach us by phone at this number: _____

We understand that AZ Residential Management will do a "Move out inspection" after we have vacated the home and returned the keys to AZ Residential Management. Our security deposit will be refunded to us by mail at the above address within 14 business days. We understand that we have the right to be present at the move out inspection.

**Please note that your cleaning fee will be used for general cleaning of the property. This includes carpet cleaning and a detailed cleaning. Any additional cleaning costs exceeding the collected cleaning fee will be deducted from your security deposit. In order to avoid additional costs please make sure the property is left clean and undamaged.

We authorize AZ Residential Management and other Real Estate Agents to show the property to prospective tenants during the following days and times and we will be present to let agents in to the property at the times listed below. (Please list times available under day of the week (i.e.: 9am-5pm, 4pm-7pm)

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|---------|-----------|----------|--------|----------|
|--------|--------|---------|-----------|----------|--------|----------|

We need a _____ hour verbal notice prior to showing (please insert 24, 48 or 72)

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____