



**Property  
Management** INC.®

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**CENTRAL IOWA**

**PMI**

**TENANT HANDBOOK**

## TENANT MANUAL

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## **PMI Welcomes You**

Property Management Inc. - Central Iowa welcomes you as a new resident. PMI is an abbreviation used in lieu of the full company name, Property Management Inc. - Central Iowa and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the PMI Tenant Handbook to assist you with your tenancy. We recommend you keep it in a convenient location so you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included access to forms for you to use when necessary. PMI wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Property Management Inc. - Central Iowa, PMI, as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact PMI when you need assistance and we have listed how on pages 5, 6 and 7.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. PMI is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**

## PMI Personnel

We have a complete staff to assist you. PMI has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, contact us for more information.

- **Management Team:** PMI has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- **Office Team:** PMI requests you contact the Management Team regarding questions concerning Tenant issues. However, the PMI office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.

## Tenant Communication

On the next page, we have provided general office information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting PMI know what you need.

Use the telephone, email, the PMI Tenant Portal Conversation tool, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember PMI is here to help you

### Telephone calls during office hours

During office hours, listed on page 7, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

### Voicemail

If, during the day you reach our voicemail system, leave a message, complete with your name and the telephone numbers where PMI can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on page 7).

### **Emergency calls**

During normal office hours, immediately state if you have an emergency. If you reach the PMI voice mail system during office hours, your call will be returned as soon as possible. If after hours, you will have an option to reach on-call personnel for emergencies.

### **Maintenance requests**

Please remember all Work Orders must be documented, unless it is an emergency. This is in your rental agreement. You can access a work order online at the PMI website ([pmicentraliowa.com](http://pmicentraliowa.com)) via the Tenant Portal, or contact our Office Staff at the PMI office to have one submitted on your behalf.

### **Change of information**

It is important that you notify PMI of any changes in telephone, cell numbers, or email. You may update this information on your own through the Online Tenant Portal which you can access through the PMI website.

### **Email**

Email is a great way to communicate and we request you send your email address to [info@pmicentraliowa.com](mailto:info@pmicentraliowa.com). PMI will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, PMI does not accept notices to vacate by email. PMI requires the Notice to Vacate in writing or through the Tenant Portal.

### **Website**

The PMI website, [pmicentraliowa.com](http://pmicentraliowa.com), contains important information for tenants. Visit it regularly to use the Resident Resources. There, you can easily complete an online Work Order request form by logging into the Tenant Portal. You can also send emails to PMI directly from the website under the "Our Office" page.

## General Office Information

<b>Address information</b>		
Mailing Address	2521 Northwest 128th Street	
	Urbandale, IA 50323	
Street Address	2521 Northwest 128th Street	
	Urbandale, IA 50323	
Lower Level of the Deer Creek Suites Building		
Telephone		
Business #	515-978-8066	
Tenant Contact #	515-303-1027	
Internet		
Email	info@pmicentraliowa.com	
Website	pmicentraliowa.com	
Office Hours		
	Monday – Friday	9am - 4pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
<b>Emergency information</b>		
	Call 515-303-1027	

## Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give PMI the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your PMI management team.

## Utility/Cable Companies

When you rented the property, PMI cancels the utilities, in the owner's name, on the 1<sup>st</sup> day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in Utility checklist contains the telephone numbers of the utility services.

## Rental payments

Rent is typically due on the 1st of each month and late if not received by the 3rd; but please check your Rental Agreement to verify your contracted due date and associated Late Charge rules. If you know you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record and incur additional charges if your management team has to serve you notice.

PMI receives rental payments by:

- US mail
- In the PMI office or 24/7 drop box
- By using the ePayment option within your Tenant Portal

PMI Office does NOT accept rental payments in:

- Rolled coin or cash of any kind
  - This is for the safety and security of our staff
- Credit cards
- Debit cards
- Post-dated checks

## Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the PMI late fees are assessed based on Iowa Law; which can change regularly. Please refer to your Rental Agreement to validate how your late fees would be assessed.
- Service fee – the PMI service fee is \$50, if a notice to pay or quit is served because your rent is not received in a timely manner.

Maintenance charge – PMI will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If PMI receives a service call billing, you are responsible for reimbursement.

## Maintenance reimbursement

Generally, PMI assigns a vendor to perform work you request in your residence. However, if you have contacted PMI and requested to perform a minor maintenance item and PMI has agreed to reimburse you:

- Pay the bill and send the receipt to PMI. PMI will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

PLEASE NOTE: You will not be reimbursed unless PMI has agreed in writing to do so **prior** to the service.



## Care of the Property

### Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your PMI management team for help.

## Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. PMI has more tips in this handbook.

### Tenant Renovations/Alterations

It is the PMI policy tenants do not do repairs or alterations. You agreed to this in the PMI rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing, via email, or Tenant Portal before making any changes
- Do not proceed with any work until you are notified by PMI
- PMI will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
  - Sign a PMI agreement regarding the alteration/repair

### Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, PMI has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every month
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

### **Procedures for requesting maintenance**

Before contacting PMI:

- Determine if there is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency.

### **If there is an emergency**

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the PMI office and report the problem.
- Emergencies such as backed up plumbing, flooding, call PMI, 515-303-1027, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT a non-operating furnace, but PMI recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is NOT air-conditioning, non-working dishwasher, sprinklers, etc.

**Non-emergencies:**

- Work Orders are available on the PMI website or call the PMI Office 515-303-1027 to have our office staff open one on your behalf
- A PMI representative or a vendor will contact you for more details or to schedule a date/time to address the Work Order.
- All PMI Vendors are Licensed and Insured professionals.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the PMI office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, contact the PMI office and inform your management team or a staff person that a vendor has not contacted you.
- A PMI staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, contact PMI and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

**Preventative cleaning tips**

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products:

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Garbage Disposal
  - List of "Do's"
    - Do turn on a medium to strong cold water flow before you start using the appliance. Continue running the cold water for 15 seconds after the food grinding stops. This will flush the drain line and the disposal free of food particles.
    - Do occasionally put a small amount of ice into the disposal to help clean the inside of the grinding area. Use caution when doing this! Make sure you have the drain stopper in place to avoid flying particles of ice.
    - Every once in awhile, grind up peels from citrus fruits like lemons or oranges. This helps keep the grinding area smelling fresh and the natural acidity helps suppress the bacterial growth associated with odors.
  - List of "Don't"
    - Don't use hot water while grinding food. It's perfectly acceptable to run hot water down the drain after you've used the disposal. However, it is even more important that only cold water be used during the food grinding process.
    - Don't put grease, fat or items of this type in the disposal. These will cause the drain line to clog. Simply get rid of these items by putting them in the trash.
    - Don't feed the garbage disposal handfuls of vegetable peels all at once. The garbage disposal has a tough time with vegetable and fruit peels. Keep the cuttings in a separate container and feed them slowly into the grinder while running plenty of cold water.
  - These items should never be put down a garbage disposal:
    - Rice or pasta swells in any liquid making them hard to break down into smaller pieces that will only build up over time in the drain eventually clogging it up
    - Banana peels
    - Coffee grounds in quantity
    - Peach and avocado pits



- Any fat pieces cut off of meat
  - Hard bones
  - Grease and oil
  - Corn husk or corn cobs
  - Potato peelings
  - Celery
  - Popcorn kernels
  - Onion skins
  - Artichokes
- Tile countertops:
    - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
    - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
  - Glass cleaner:
    - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
    - Spray glass and wipe with a clean paper towel.
  - Dishwasher:
    - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
    - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
  - Refrigerators
    - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
    - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
  - Washing machine:
    - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
  - Toilets:
    - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
  - Carpet stains:
    - Vacuum the carpet if the stain is dry.
    - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
    - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
    - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.



- o If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - o Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

### Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to PMI as soon as possible
  - o Report water dripping under sinks
  - o Running toilets are big water wasters
  - o Report malfunctioning sprinklers
  - o Report standing pools of water
  - o Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

### To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

### To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the PMI office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

### Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up. Check your lease as well; many of our properties will require you to carry Renters Insurance while you are a resident.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. If you need assistance locating a provider; contact our office for a referral. **To avoid a loss, acquire renters insurance now.**

### Safety Tips

The safety of you and your family is important to PMI and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a bathtub or when leaving the residence.



- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to PMI.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to PMI immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the PMI office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended - and in no case are charcoal grills allowed on wooden decks or in any PMI Managed multi-family residence.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

### **Vacation checklist**

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify PMI how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.





- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

### **Holiday tips**

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where and when you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.
  - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

### **Emergency/disasters**

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

#### **There are different emergencies**

- Maintenance emergencies:
  - We have reviewed what to do for emergencies such as flooding, electrical, gas, etc. on page 10 of this handbook.



- Please follow the maintenance instructions and call PMI when appropriate.
- PMI requests that you treat the PMI staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - When major emergencies or disasters such as a flooding, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - PMI requests you call emergency services first in a disaster.
  - Then notify the PMI office as soon as possible what has happened.
  - PMI will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
  - When calling the PMI office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

### **Drug free housing**

PMI has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify PMI of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.



## Frequently asked questions

PMI has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 10th of the month?*

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 3rd of the month. Once the 3rd of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. PMI serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify PMI and obtain written permission to install the lines.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, you must submit a request to PMI and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your PMI management team for details.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your PMI management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your PMI management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. PMI will need documentation from you to show you can support the property by yourself. PMI will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the PMI Partial Notice to Vacate included in this handbook.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and PMI must approve the person PRIOR to them moving into the property. You can obtain applications at the PMI office. If PMI denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.





*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect it is your residence. It is also nothing to fear. This is why PMI contacted you first to set a date and time.

**Giving your notice**

Eventually, you will move, and we want you to be prepared when this is necessary. PMI tenants are required to give a 30 day notice prior to moving. Tenants must provide this in writing to our office by the Tenant Portal or paper delivered to the office.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your PMI management team to discuss your options.
- Notices must be in writing or submitted through the Tenant Portal. The day PMI receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- PMI does not accept notices by email because of lack of signature
- PMI does not provide rental history to other landlords/property management companies unless tenants submit a Notice to Vacate and the tenant gives the authority to PMI to give out rental references.
- The PMI Notice to Vacate from Tenant is deemed to be authorization for allowing PMI to give out rental references.

**Setting up your move out appointment**

- After you submit your Notice to Vacate, PMI will send you a three-page letter. This will instruct you on what to do during the notice period, and how to setup your move out appointment.
- PMI only performs move out appointments during weekdays, 9 am to 4 pm.
- It is the responsibility of the resident to deliver all keys and openers to PMI, either at the move out appointment or delivery to the PMI office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the PMI Move-out Checklist so you remember important details.



## Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your PMI management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

### Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

### Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Up to one year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. One to two years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- After two years, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call PMI for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of PMI, and a receipt is required during the walk through inspection.
- Tenants, please note: PMI will not reimburse for any carpet cleaning contracted by tenants.

### Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition

- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

### Replacements

- The following must be in working order to avoid charges when moving out:
  - Burned out light bulbs
  - Non-working smoke detector batteries
  - Missing doorstops
  - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

### Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property. Foggers are available at the PMI office for \$5.00 per can.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- PMI will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

### Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces.

### Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

### Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.

- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

### **Your security deposit refund**

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. PMI remits security deposit transmittals within 30 days in accordance with the state landlord/tenant law. Remember, PMI wants your move out to be a pleasant and successful process.

## **PMI Additional Tenant Forms**

If you need more forms, contact the PMI office. You should have received a copy of your rental agreement at lease signing and the Move In Utility Checklist. All important documents are always available to you via your Tenant Portal; including the Move-In Condition Report completed prior to you taking possession.

## **Conclusion**

We hope that you have found the *PMI Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your PMI management team.

***Have a successful residency***