



parcsproperty
MANAGEMENT, LLC

TENANT HANDBOOK

Disclaimer: *This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

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Parks Property Management

Welcomes You

Parks Property Management welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy from start to finish. We recommend you keep this handbook in a convenient location, so you can refer to it easily.

In the handbook you will find contact information, maintenance guidelines, rental payment instruction, tenant responsibilities and more.

Parks Property Management is proud to serve the owner of the property in all resident interaction. If you have any questions, need to report a maintenance item or have questions about rent, please contact the Parks Property Management office. Our contact information is listed on the next page.

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



Contact Information

Property Manager: Brian Williams
Company Name: Parks Property Management LLC
Mailing Address: 1535 W. Northfield, Suite 7
Murfreesboro, TN 37129

Property Manager: Travis Swanson
Company Name: Parks Property Management LLC
Mailing Address: 8119 Isabella Lane, Suite 105
Brentwood TN 37027

Phone: (615) 225-1200

Email: info@parksrentals.com

Fax: (615) 246-3807

Website www.parksrentals.com

Business Hours Monday—Friday 8:30 AM to 5:00 PM

After Hours Maintenance Emergency Phone: (615) 610-0544

Tenant Communication

Resident Portal - www.parksrentals.com

Pay rent, submit maintenance request, communication with management, and more!

Email

Email is the *preferred method of communication*. We send out notices, requests, and general correspondence using this method of communication. If you do not have email, we will send this information to you in the mail, or leave a voice message. Please send any communications to travis@parksathome.com.

Telephone Calls

We try to answer every call during business hours, but unfortunately we do miss a few. If you are unable to reach us, leave a voicemail, and we will return your call as soon as possible. The office phone number is (615)225-1200.

Update Contact Information

If you change your phone number or email address, please send new information to info@parksrentals.com.

UTILITY/SERVICE INFORMATION

We highly encourage you to complete a list of important contact information.

Possible Information to Include: Name, Address, Account Number & Phone Number

Electric:

Gas/Oil:

Water:

Sewer:

Garbage:

Telephone:

Cable:

Internet:

Police:

Fire:

Poison Control:

Doctor/Hospital:

Vet/Animal Services:

Moving Checklist

- Setup utility at new address to avoid service interruption
- Setup renter's insurance at the new address
- Contact moving company
- Notify US Post Office—Forwarding address
- Notify current & new schools
- Notify magazine & newspaper companies
- Send “just moved” announcements to friends and relatives
- Notify your financial institutions
- Notify doctors, dentists
- Notify current electric company
- Notify current gas company
- Notify current water company
- Notify garbage company
- Re-register to vote
- Notify DMV—Address change

Renters' Insurance

Neither the property management company or the owner shall be liable or responsible for loss or damages to articles or property belonging to the tenant. All tenants must maintain fire and theft insurance for their personal property as well as liability insurance coverage. We are happy to refer you to an agent if you need one.

Paying Rent

When Is Rent Due:

Rent is due on the 1st of each month. A Late fee up to 10% (refer to your lease) will be applied to any rent payments not received by the 5th of the month. Please note this timeline includes weekends and holidays.

Ways to Pay Rent:

- 1) **Preferred Method** – Online Resident Portal - Login at **www.parksrentals.com**
 - a. Rent can be paid online by ACH payment (e-check). There is **NO FEE** for ACH payment.
 - b. Rent can also be paid online by debit or credit card. There is a convenience fee for paying with a card based on the rent amount being paid.
 - c. Setup account and pay rent at **www.parksrentals.com**
- 2) Mail or Drop-off Rent
 - a. Check, money order, or cashier's check are acceptable forms of payment.
 - b. Make checks payable to Parks Property Management LLC.
 - c. **Cash and partial payments will not be accepted.**
 - d. Make sure the rental home's address and the tenant's name(s) are listed on the payment.

Mail or Drop-off Rent Address:

Parks Property Management Attn: Travis Swanson
8119 Isabella Lane, Suite 105
Brentwood TN 37027

Or

Parks Property Management Attn: Brian Williams
1535 W. Northfield, Suite 7
Murfreesboro, TN 37129

**** Payments must be physically received in the office by the 5th of the month to avoid late fees ****

Important information about rent payments:

- Include tenant name(s) and property address on the check or money order to ensure rent is credited to the correct account.
- Review your check or money order to ensure the signature line is signed.
- Parks Property Management is not responsible for any attempts to pay rent with cash, partial payment, or incomplete check/money order.
- No cash, partial payments, or incomplete check/money order will be accepted.
- If a check is returned for insufficient funds (NSF), a **NSF fee** (see your lease for amount) and late fees will be charged.
- Rent not paid by the 5th of the month will be considered late. A **late fee up to 10%** (see your lease for amount) will be applied to all accounts. The late fee must be paid in addition to any rent due for the rent to be considered paid in full.

THE BASICS

Rental agreement: The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.

Security deposits: Your security deposit cannot be used to pay the last month's rent or any other month's rent. Security deposits not forfeited will be mailed to tenant within 30 day after move out. Make sure you provide a forwarding address.

Pets: Animals are only allowed with prior approval of the owner and the management company. Each pet requires a non-refundable fee (usually \$250/pet). Upon move-out, the property must be professionally treated for odor and pests. Tenants are responsible for all damages caused by pets.

Keys: If you lose or lock yourself out of your home there is a minimum \$100 fee for an emergency maintenance response.

Clean Home: Tenant(s) are expected to keep the rental home clean and tidy at all times. Please only use approved cleaning supplies.

Yard & Grounds Maintenance: The tenant(s) are responsible for maintaining the yard, flower beds, and landscaping. Additional care should be taken to keep the grounds clean. Please consult the rental agreement for more details.

Vehicle Parking: Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details.

Guests: A guest (s) staying longer than 14 days will require approval by the management company. Consult your rental agreement for more details.

Noise: You are subject to all state and local laws regarding noise. Any noise violations are considered a violation of the lease terms. Please be a good neighbor.

Maintenance Overview

Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property:

- 1) Submit your request in writing before making any changes
- 2) Do not proceed with any work until you receive written authorization to do so.
- 3) Your property manager will consult the owner to see if the request is acceptable to them.
- 4) We will then notify you in writing of their decision.

Maintenance Request

We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, list the property address, maintenance category, severity of problem, and location of the maintenance issue. If possible include pictures. Please be as specific as possible.

Ways to submit a maintenance request:

- 1) Through the Online Resident Portal at **www.parksrentals.com**
- 2) Call the Maintenance Hotline at (615)610-0544
- 3) Submit email to: info@parksrentals.com

Often times our vendors schedule directly with our tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call. Tenants are responsible for securing any pets that may be encountered on the visit to the property.

Routine Maintenance

As you become more settled in your new home it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:

- Replacement of light bulbs
- Cleaning or replacement of furnace filters (if applicable)
- Regular yard and lawn maintenance (if applicable)
- Replacement of batteries in smoke detectors and CO2 Detectors
- Vacuuming and carpet cleaning
- Pest Control

Emergency Procedures

Have an emergency: CALL 911

Have a maintenance emergency call: (615) 610-0544

What Is a Maintenance Emergency?

An emergency is when property damage or tenant safety is at risk. Call 911 before the emergency maintenance phone number if life safety is at risk.

Emergencies included, but are not limited to:

Fire — call the fire department

Flood — shut the water off at the supply line or the water meter

Smelling gas — turn off gas & call gas company

IMMEDIATE electrical danger — shut off main breaker and call for emergency maintenance

NON-Emergencies: annoying sounds, appliance malfunction, and clogged drains are not emergencies unless damage is being caused to the property. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day. Non-emergencies also included most situations involving air conditioners and furnaces/heaters. If the property is not at risk of being damaged, these will be addressed the next day.

Troubleshooting HVAC (heating/cooling) Systems

(complete these steps before contacting Property Manager):

- Check thermostat to see if the controls are set properly (heat/cool, off/on/auto, temp, replace battery)
- Check the circuit breakers (turn on or reset if necessary)
- Check the access panel to the blower compartment to ensure the panel is closed
- Check the filter to ensure it is not clogged. Replace if needed, and reset the system
- (if gas) Test any other gas appliances to determine if service has been interrupted
- (if heat pump) Turn thermostat setting to emergency heat to increase temp

Freezing Temperatures:

- Keep heat set above 60 degrees at all times (even if leaving on holiday/vacation)
- Slightly open an indoor faucet and allow it to drip to prevent freezing
- Open cabinet doors under sinks (especially if on exterior wall)

MAINTAINING FIXTURES and APPLIANCES

Furnace and wall heaters:

- Tenants are responsible for replacing HVAC filter(s) at least once every three months. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the "Emergency Heat" setting which activates the resistance heat mechanism.

Gas wall heaters:

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists, call the gas company immediately.

Humidifier:

- Ensure that the water supply valve is open and set the control to your comfort level. Set it to the "off" position during the cooling season and shut off the water supply valve.

Central Air Conditioning:

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filter(s) every 3 months.

Window Air Conditioning:

- These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

Power (Electricity)

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your home, check the circuit breaker panel. One or more circuits may be tripped, and you may see if any switches are in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Drains:

- AVOID letting food and hair go down the drains. Clogged drains caused by hair and grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

Garbage disposals:

- What Goes Down Garbage Disposals
 - Small particles of leftover food from your plate
- What Does Not Go Down Garbage Disposals
 - Anything that is not biodegradable food
 - Anything combustible
 - Plastic and metal
 - Bones from any animal
 - Hamburger
 - Spaghetti
 - Bacon grease or other grease
 - Egg shells
 - Potato skins or large amounts of potato
 - Corn cobs, lettuce, asparagus and other fibrous fruits and vegetables
 - Pasta and rice

Anytime you put something in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal. Also, too much of anything is not good. A helpful philosophy for using the garbage disposal is: "When in doubt, throw it out".

If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (located on the disposal), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Refrigerator:

- Keep the interior clean to avoid smells and stains. Coils and drip pans will also require cleaning. Please take the time to get acquainted with the appliances in your unit.

Fireplaces:

- Please burn only hardwoods in the fireplaces and woodstoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

Stove or oven:

- Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions on the appliance. For continuous cleaning ovens use soap and water to clean, please never use abrasive cleaners that will ruin the finish.

Plumbing fixtures:

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- If brass needs to be polished, use a product specifically designed for brass.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mildew in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

Mold/Mildew:

- Mold/mildew is everywhere in our environment. They become a problem when moisture is not managed. It is up to the tenant to manage moisture by using vents, fans, running the HVAC system at appropriate times, and reporting any leaks or water damage as soon as they are discovered.

House Plants:

- Be sure plant saucers are kept under all potted plants. Water runoff will stain/damage most surfaces.

Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile – Tub and Shower Walls/floors:

- Make sure to keep these clean and prevent soap scum buildup. NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Smoke and CO2 Detectors:

- Tenants are responsible for changing batteries in smoke and CO detectors.

Wood decks and porches:

- No open fires are allowed. Please put “feet” or saucers under potted plants to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

- When cleaning, do not use water based products or steam. It is best to sweep and dust regularly. Only apply approved products (such as Bona) to hardwood floors with a soft cloth, and use throw rugs in front of the sink and the stove to protect these areas from water and grease.

BBQ Grills

- Gas and charcoal grills may only be used if at least 10 feet away from the home. Fire code also dictates that they may not be stored or used on balconies or covered patios.

Marble and granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Remove all liquids immediately from marble and granite surfaces to prevent staining.

SEASONAL MAINTENANCE

Interior:

Furnace

- Clean or replace the air filter regularly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note, tenants will be held liable for any damage incurred from not operating the heat during freezing weather.
- Inspect all supply and return vents for cleanliness and obstructions.
- For radiant heat systems, inspect for leaking valves or radiators.

Fireplace

- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended.

Smoke and CO Detectors

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.
- Note that AC/DC powered detectors will usually require 9 Volt batteries and each detector will need to be tested to stop beeping.

Exterior:

Lawn and Shrubbery

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

Gutters

- Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation

Water Sources

- Wrap all outside facets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.

Move-out Information

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving. If done properly, these will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact your property manager and be sure to reference the checklist provided.

Move-out Checklist

- Provide a written notice of your intent to vacate a MINIMUM of 30 days prior to your lease ending. This written notice must be RECEIVED in the office and signed by all tenants on the lease within this 30 day timeframe.
- Provide our office with a forwarding address
- Complete change of address with the Post Office
- All utilities must remain on in the tenant's name until the last day of the lease. It is the tenant's responsibility to cancel utilities and any garbage, cable, phone services, etc.
- Schedule a walk through with Parks Property Management at least 1 week before planning to move out. The walk through should be scheduled for a time after all personal items have been removed and the home has been cleaned. The walk through must be during business hours on or before the final day of the lease.
- Return all keys, remotes, access cards/fobs
- If vacating in the winter, set the thermostat no lower than 60 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 60 degrees.

Cleaning Checklist

This checklist is provided as a guide and is not meant to be an exhaustive list of all cleaning responsibilities. The property should be returned in the same or better condition than it was received in.

Refrigerator:

- Defrost freezer if needed. DO NOT use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. DO NOT TURN OFF!
- Sweep away cobwebs and wipe down exterior of fridge, including the top
- Replace light with an appliance bulb, if necessary.

Stove:

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans (drip pans).
- Move stove out and clean wall and floor.

Cabinets and Drawers:

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, baskets and counter tops well.
- Make sure garbage disposal is empty and clean.

Miscellaneous in and Near Kitchen:

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds, screens and clean sills and tracks.
- Scrub kitchen floor, including under movable appliances and baseboards.

Living Room:

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Clean out fireplace(s).
- Vacuum carpet and clean baseboards.
- Clean drapes / blinds.
- Clean out fireplace; wash screen and doors.

Bedrooms:

- Sweep down cobwebs.
- Clean light fixtures and switch plates.
- Wash windows, clean sills and tracks.
- Vacuum carpet and clean baseboards.

Bathrooms:

- Clean bathtub, tile around tub, sink, door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Wash mirror.
- Clean windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Clean light and switch plates.

Miscellaneous:

- Replace furnace filter.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.
- Replace ALL burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Wash ALL doors, especially around knobs.
- Sweep garage and sweep down cobs. Clean windows.
- Mow and weed yard.
- Haul ALL trash away.

Carpet:

- All carpet areas should be professionally cleaned. Provide receipt as proof of cleaning.

Disclaimer: Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.

Signature of Receipt:

By signing, tenant(s) acknowledges receipt of the Tenant Handbook and agrees to the abide by all policies and restrictions contained within the document.

Tenant 1: _____ Date: _____

Tenant 2: _____ Date: _____

Tenant 3: _____ Date: _____

Tenant 4: _____ Date: _____