

Hinez Property Management, LLC.

MAINTENANCE ADDENDUM

This Maintenance Addendum is part of the Rental Lease Agreement dated _____ between
HINEZ PROPERTY MANAGEMENT, LLC. (HPM) , "Landlord/Agent"
and _____ , "TENANT(S)"

Tenant is renting from Landlord/Agent the premises located at:

_____ Unit # (if applicable) _____

This addendum shall be and is incorporated into the Rental Agreement/Lease between Landlord/Agent and Tenant.

The following are maintenance instructions for the Rental Lease Agreement. Tenant(s) agrees to follow the maintenance instructions and understand they prevail unless they receive notification from Landlord and/or Landlord's Agent.

ALL MAINTENANCE REQUEST MUST BE IN WRITING, INCLUDING EMERGENCY REQUESTS*
FOR ALL MAINTENANCE REQUESTS, PLEASE LOG INTO TO YOUR PORTAL AT

WWW.RENTECDIRECT.COM

OR

[RENTEC DIRECT MOBILE APP ON YOUR PHONE](#)

Once you ask us for a repair, we have the right to enter your premises, with a 24 hour notice, to perform the reported maintenance anytime during normal business hours. However, we will contact you to determine a date and time that is suitable for both parties.

***Emergency requests can be reported by phone anytime at 1-800-484-0482. Also, please check the HPM Website Maintenance page for the Emergency Contact Phone Number, if necessary.**

Procedures for requesting maintenance:

- Before submitting a maintenance work order or calling**, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency, such as those listed in **WHAT CONSTITUTES AN EMERGENCY MAINTENANCE REQUEST?** Read examples of various problems on the following page. Read these examples carefully.
- Determine** if it is an emergency or a non-emergency item.
There are two types of service requests: Emergency and Non-Emergency.
 - Emergency: Fire, Flood, Death.**
 - Non-Emergency: toilet not flushing, broken stove, HVAC not working, etc.**

Hinez Property Management, LLC.

WHAT CONSTITUTES AN EMERGENCY MAINTENANCE REQUEST?

- ✓ There are FEW emergencies.
- ✓ Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable situation that poses threat to the property.
 - 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.Listed below is what constitutes an emergency, call the HPM emergency line or office, but if necessary, call 911 first.

Maintenance Emergencies:

- Clogged drains sewer backup, that could flood the premises;
- Major water leak, running water that tenant cannot turn off;
- Gas leaks – CO detectors going off - call 911, NiCor Gas **(888) 642-6748** then HPM.
- Electrical short, sparking;
- Resident is locked out – Tenant expense;
- Broken Garage door, car locked in;
- Broken window or door locks when tenant feels unsafe – Tenant expense;
- No Heat;
- Fire;
- Any other condition Tenant finds life threatening or pose threat or harm to the premise.

An emergency is NOT air-conditioning or heat with temperature below 55 degrees - this is a priority item and HPM will make it a priority with vendors to have the AC and heat working as soon as is possible.

An emergency is NOT non-working dishwasher or refrigerator, stove, etc.

LANDLORD IS NOT THE INSURER OF THE TENANTS PERSONAL PROPERTY. TENANT IS REQUIRED TO CARRY RENTERS INSURANCE AND MUST PROVIDE THE LANDLORD A COPY WITHIN 3 DAYS OF RECEIVING THE KEYS TO THE PREMISES.

IF IT IS NOT AN EMERGENCY, PLEASE DO THE FOLLOWING:

- **Access your online portal and fill out a maintenance request online (aka Work order):**
- Explain your problem clearly while with detail for the maintenance staff. Once submitted, you will receive an email confirmation that your maintenance request has been received in our system.
- Be sure to check if the portal has your correct information to reach you, phone number and address.
- **Failure to restrain your pet at the appointment time where our vendor cannot enter or cannot perform the work will also mean a charge to you to pay the vendor's service fee.**
- Failure to show at a scheduled appointment can mean a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.
- **ALL NON-EMERGENCY MAINTENANCE REQUEST ARE CONDUCTED DURING NORMAL BUSINESS HOURS, 8AM TO 5PM MONDAY - FRIDAY. CHECK OUR WEBSITE FOR CURRENT OPERATING BUSSINESS HOURS AT HINEZPM.COM**
- You may request an after hour or weekend service call for an additional charge.
- If you do not hear from the vendor within 3 days, call them, their contact information is on your work order that was emailed to you. If you make a comment on your portal under the maintenance tab, it also sends an email to our staff members. An HPM staff member can then contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected again.
- After a repair has taken place, you will receive an email that we closed the work order. If you still have problems, contact HPM through your maintenance tab on your portal and state you had a recent repair

Hinez Property Management, LLC.

but there is still a problem. **Recent repair means a repair within the last 60 days and pest control work means within 30 days.**

- If you fail to report this and the problem further deteriorates, you may be responsible for the cost of repairing the deferred maintenance issue.
- If the vendor has attempted to contact you and you have not set an appointment with them within a week, we will close the work order. Please be sure to return the vendors phone call to make an appointment promptly.

TROUBLE SHOOTING BEFORE YOU PLACE A SERVICE REQUEST:

Check the following, if appropriate, before placing a maintenance request on your portal:

- **If the oven does not work**, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT. An oven on time-bake can mean a charge to you.
- **If the air-conditioner does not work**, check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turned the break all the way on. If you do not turn the circuit breaker all the way off, it does not “reset” itself to correct the problem. Clean and replace the a/c filter and test.
- **If the electrical does not work in part of the house:**
 - Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - Reset the GFI plug and most likely, it will restart the electrical.
 - Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur. There may not be GFI plugs in homes built before 1970.
- **If the circuit breakers continually keep going off:**
 - Check all appliances to see if too many appliances are running such as irons, microware, toaster, curling iron, computers, printer, blow dryers, and vacuum cleaners are causing an overload.
- **If the smoke alarm does not work, check the following:**
 - First, check the batteries. If a new battery does not work, submit a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm.
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.
- **Smoke detector won't work when tested:** Test with approved smoke detector spray. Replace battery.
- **Smoke detector beeps on and off:** Replace battery. Check for proper wire termination connection.
- **No power to plugs or switches:** Check breaker panel or fuse box. Check and reset GFI plug & check if plug works off of a wall switch.
- **Garbage disposal won't work:** When on, do you hear a buzz? If you do not hear a buzz, push the reset button on the bottom of the disposal and test. If you do hear a buzz, turn off the disposal and unplug it from the wall. Mounted on the side of the disposal or the side of the cabinet is a wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the

Hinez Property Management, LLC.

object, plug in, turn back on and test. Repeat until the object is removed. **Special note:** check that the garbage disposal is OFF before using these instructions.

- **No hot water:** Check the thermostat on the hot water tank for proper temperature setting (not set on "vacation"). Check breaker panel or fuses. Check and reset the button next to the thermostat on the water heater.
- **Hot water is too hot:** Check thermostat on the tank and turn down.
- **Faucet or toilet leaks:** Turn off the water fixture and notify maintenance.
- **Toilet or sink plugged:** Plunge and test.
- **No heat:** Check thermostat. Check any buttons or pilot lights. Are the furnace covers on correctly? Have you paid or ordered the utilities disconnected?
- **Dishwasher won't drain:** Clean food out. If a new disposal has been installed, punch out the connection hole to the dishwasher.
- **Refrigerator too warm or too cold:** Check the thermostat inside the fridge and set correctly.
- **Water drips from the freezer to the refrigerator compartment:** Remove all food and store in a cooler. Turn off the refrigerator and allow it to defrost. Turn the refrigerator back on and replace food.
- **In the case of freezing water:** Cover outside hose faucets. Disconnect outside hoses. Leave water dripping hot and cold on all faucets inside. Shut off water to outside faucets if possible. Cover foundation vents with approved insulation materials. Leave cupboard and pantry doors open where pipes are and turn up heat.

Tenant's Initials: _____ **Tenant acknowledges** that maintenance repairs are contracted out and not all are employees of Hinez Property Management. Tenant will not hold Hinez Property Management responsible if Tenant has not contacted Hinez Property Management when a contractor fails to call or keep an appointment.

TENANTS ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE:

Wood burning fireplace maintenance

- **Always be sure to open the damper before starting any fire.** If unfamiliar with how to do this, call HPM for help.
 - **PLEASE DO NOT RUN A/C SYSTEM WHILE BURING WOOD IN FIREPLACE.**
- If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
- Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
- Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
- Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
- Check to see if fireplace coals are cold before removing from the fireplace.
- Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
- Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.

Hinez Property Management, LLC.

Normal insect control

- Tenants are required to do normal insect maintenance.
- When storing pesticides, be careful for the safety of people and animals at all times.
- For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
Insect foggers are the most reliable. Purchase them at grocery or garden stores.
To use: follow the instructions on the cans.

For outdoor Insects, such as ants, fleas, grasshoppers, and more:

- Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective. Follow the directions on the package.
- For spiders, use liquid premixed insecticide. Follow the directions on the package.
- Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
- If the insect problem persists, place a service request on your portal.

For rodent control, observe the following:

- If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
- If you see rats or large rodents, contact HPM via the portal.

Landscape, Lawn Service, Gutters, and Watering:

- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
- If there are sprinklers, monitor the level of water needed.
- If you have an irrigation system that is not working, contact HPM through the portal.
- Keep all landscape watered unless a Homeowner's Association controls it.
- Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
- If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing.
- Tenant is required to keep the gutters clean and to keep the drain lines clear. If an issue or maintenance problem results from Tenant's negligence, Tenant will be charged for the expense of the service calls, parts and labor.

Tenant required replacements:

- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
- Replace RO filters when needed.
- Replace fridge filters (i.e. water filters) when needed.
- Regularly check for water flow and replace sprinkler head in your lawn and drip heads to all bushes and trees as needed.
- Replacement of furnace and air-conditioning filters is a requirement:
 - **Replace at a MINIMUM every three months, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.**
 - **Annual furnace cleaning in fall season by a professional HVAC company, HPM will schedule the cleaning and the tenant is responsible for the charges.**
 - Leave new filter in the furnace air return at the end of tenancy.
 - Replace/recharge of air-conditioning Freon or necessary coolant to allow air-conditioning unit to provide cool air.

Hinez Property Management, LLC.

- **Replace smoke alarm battery:**

- Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you endanger all tenants and guests and you could be liable for damages in the event of a fire.
- If the smoke alarm is not working, replace the batteries. If new batteries still do not work, place a work order immediately.
- Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.

Properly dispose the following:

- Toxic waste such as oil, antifreeze, batteries, and solvents;
- Place garbage in the proper receptacles provided and in accordance with city and/or county rules;
- Christmas trees;
- **Never store the garbage can in the garage or inside any part of the home.**
- **Candles:** When using candles, do not leave candles burning when leaving a room or the residence. Check candles to see if properly extinguished.

Holiday decorations and lights

- 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.

Cleaning and maintenance of the property

- Kitchens
 - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - Ovens:
 - Do not leave oven on and unattended when leaving the house at any time.
 - Continuous clean ovens
 - ✓ Do not use a commercial oven cleaner, such as "Easy Off." This will only ruin a continuous clean oven.
 - ✓ Turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.
 - ✓ Do not leave oven on high heat for longer than 3 hours.
- Regular ovens that are not continuous or self-cleaning:
 - ✓ Use a commercial oven cleaner, such as "Easy Off" and follow directions on the product.
- On self-cleaning ovens
 - ✓ Follow the cleaning directions, usually located on the top of the stove/oven.
- Bathrooms
 - Prevent mildew and mold from accumulating.
If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
- Carpets and flooring
 - Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.

Hinez Property Management, LLC.

- Do not use home floor cleaning machines, the machine you rent at grocery stores, or chemical cleaning companies.

DUTY TO REPORT:

It is the responsibility of all tenants to report all repairs/maintenance problems in writing through the portal as soon as they learn about it. Tenants can incur charges if they fail to report maintenance problems.

- Report the following:
 - Any sign of mold in the property immediately
 - All toilet and faucet leaks and any plumbing backups
 - Electrical problems
 - Heating and air-conditioning problems
 - Inoperative smoke detectors
 - Faulty appliances supplied in property
 - Roof leaks
 - Broken windows and doors
 - Fence repair
 - Malfunctioning sprinklers
 - Any other necessary repairs or unsafe condition
 - Major pest control items such as bees, rats, termites or other major infestations.

TENANTS ARE NOT TO DO THE FOLLOWING:

- Do NOT wash draperies
- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do NOT perform repairs unless authorized by HPM or outlined in this guideline
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by HPM. If HPM authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

1. If there is a service call and a circuit breaker is tripped, including for AC
2. When it is a GFI that was tripped
3. When oven is on time bake and is not defective
4. When garbage disposer is jammed, clogged or needs resetting (if installed)
5. Broken towel bars, towel rings and toilet paper dispenser.
6. When residents cause sewer stoppages/blockages
7. If the Tenant or Tenant's Guests or Invitees cause damage to the property – Third party
8. If the Tenant's pet causes damage to the property
9. If the Tenant reports a repair which does not require service
10. If the Tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
11. RO filters, fridge filters

Hinez Property Management, LLC.

12. ANY damage to AC unit due to dirty filter. Please always check with AC repairman as to the condition of filters at time of service.
13. For replacing broken doors, jambs, broken glass, and/or windows, busted in garage door.
14. For damage to walls, carpets, floors, etc.
15. Broken and/or damaged blinds
16. Normal insect control
17. Replacing sprinkler and drip heads, and dead landscaping due to lack of water
18. Damage due to low water level in pool
19. Security Alarms
20. If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge

REPAIRS

- If you do not keep an appointment to be home for maintenance or repair work, the worker's time will be charged to you.
- If you request repairs and the worker is unable to enter due to extra locks or chains on the door not being removed, the worker's time will be charged to you.
- You will be charged for any service call to repair items that you are responsible for maintaining.
- You may not authorize any maintenance or repairs at Landlord's or Agent's expense.
- You will not be reimbursed for any unauthorized repairs that Landlord is responsible for.

When you are ready to move, the following will be required:

Cleaning:

- Have the property clean throughout the interior and the exterior.
- This also includes vinyl or tile floors, windows insides and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Normal wear and tear is not a dirty property.

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 1 year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. UP to 2 YEARS – you will be charged 50% of the cleaning of normal wear and tear.
- OVER 2 YEARS – there is no charge for normal wear and tear
- DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional steam cleaning is accepted.
- Call for a recommendation from us to receive reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Landlord and/or Landlord's Agent, and a receipt is required during the walk through inspection.
- Tenants please note: you will not be reimburses for any carpet cleaning contracted by tenants.

Draperies:

- 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.

Hinez Property Management, LLC.

- You have not been using the draperies provided and/or have not kept them in good condition

Replace:

- Light bulbs, filters, smoke detector batteries, doorstops; these items must be IN PLACE OR WORKING to avoid charges
- Change the filter just before you vacate the property.

Pest Control:

- If you have a pet, leave an adequate supply of insect 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.
- 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.
- All foggers must be left unopened and given to agent during walk through inspection. RES will place and discharge them after the walk-through.

Landscape

- 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, debris, and grease.
- Pick up any animal droppings whether you have an animal or not.
- 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.

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.

ATTORNEY FEES: In any action or proceeding arising out of this agreement, the prevailing party shall be entitled to reasonable attorney(s) fees and costs.

I/We, the Tenant(s), have read and understand the rental lease agreement and the Maintenance Addendum attached. My/Our signature(s) below indicates understanding and acceptance of all information contained in this document.

Landlord/Manager Signature Date
Hinez Property Management, LLC.

Tenant/Lessee Signature Date

Tenant Print Name

Tenant Signature Date

Tenant/Lessee Signature Date

Hinez Property Management, LLC.

Tenant Print Name

Tenant Print Name

Tenant Signature Date

Tenant/Lessee Signature Date

Tenant Print Name

Tenant Print Name

REVIEW COPY