

MAINTENANCE INSTRUCTIONS ADDENDUM

OFFICE HOURS: Call (214) 948-3192. The office is open from 9:00 a.m. to 6:00 p.m., Monday through Friday, holidays excluded. A company representative will be available to assist you between these hours.

AFTER OFFICE HOURS: FOR EMERGENCIES ONLY, call 24 /7 emergency phone (214) 405-9622. For all non-emergency maintenance requests, our Voice Mailbox at (214) 948-3192 will be available after hours on weekdays, weekends, and holidays.

PROCEDURE FOR CALLING FOR REPAIRS:

1. **BEFORE CALLING,** take a look at our quick tips list on page two and continuing on page three. Under Item 4, we have listed some common complaints along with suggestions to help you trouble shoot and potentially repair the problem with out a service technician coming to your home. Be sure to read these examples carefully.

2. **DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NON-EMERGENCY ITEM.**

EMERGENCIES: (There are few emergencies) Fire, flood, uncontrollable water, backed up sewer, electrical problem which is potentially life threatening, gas leak.

NON-EMERGENCY: Heat & air -We recognize that heating and air conditioning are a priority item and we will convey to our vendors the need to have the problem repaired as soon as possible. Other non-emergency items include sprinklers, dishwashers, disposals, etc...

For emergencies causing immediate danger such as fire, call 911.

For emergencies involving natural gas, call Atmos Energy at **1-800-460-3030**, and if necessary call 911.

For emergencies involving IMMEDIATE electrical danger, call Oncor at **1-888-313-4747**.

For emergencies such as backed up plumbing or flooding, call our office. If no answer, call 214-405-9622, or if necessary, call 311 to request emergency water shut-off.

3. **IF YOUR PROBLEM IS NOT AN EMERGENCY, PLEASE SEE INSTRUCTIONS BELOW.**

A. After hours, call our office number at (214) 948-3192 and be sure to leave a complete message with return telephone numbers. Feel free to follow up during office hours on the following business day to verify receipt of your message.

B. During office hours, call our company and inform our representative of your problem. Note: Any representative can assist you with a repair report. Explain your problem clearly and calmly. Include information such as your name, telephone number and address. Our representative will open a work order for you immediately.

After a vendor has been assigned to the work order, they will attempt to contact you for an appointment. Vendors are given keys to the property if you cannot be contacted and will enter and complete the repair unless you have specifically requested otherwise.

Please keep in mind that a repair technician will not be available immediately for non-emergency work in most cases. Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a charge for the technician's time. We will pass that charge on to you.

If your non-emergency claim has not been addressed within 7-10 days, call us and inform our representative. We will contact the vendor and follow up as to the expected service date. We will contact you with that information.

If a problem continues after a repair has been made, be sure to contact us and inform us of the continuing problem. We define a recent repair as a repair made within the last 30 days. **IF YOU FAIL TO REPORT A CONTINUING PROBLEM AFTER A REPAIR IS MADE, YOU MAY BE RESPONSIBLE FOR THE COST OF DAMAGE.**

4. QUICK TIPS:

- A. The oven does not work. Check the time bake feature on the oven. If the oven is set on time bake it WILL NOT HEAT.
- B. Air Conditioning does not work. Check all circuit breakers. Sometimes during hot weather, or if the circuit overloads, the A/C breaker will trip, causing your unit to be unusable. Change your filter every 2 months and keep the area around any outside unit free from tall grass & debris.
- C. Garbage disposal does not work. Check underneath the disposal unit and press the reset button. If something has lodged inside the unit causing the blades not to turn, try putting a broom handle down the disposal & give it a twist. This might break loose a small object allowing the unit to operate correctly.
- D. Electrical outlets and lights do not work in sections of the home. Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Reset the GFI plug. Usually that will solve your problem. Sometimes there are more than one GFI, so check around the house so that you are aware when an electrical problem occurs. Also check all circuit breakers and reset any that have tripped. To reset a breaker, you must first push it completely to "Off" to clear the trip, then push back to "On".
- E. Circuit breakers keep going off. Check all appliances on the circuit to make sure you haven't overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once.
- F. Smoke alarm does not work. Check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in your smoke alarm. If the alarm does not work after you have replaced the battery, contact us for repair.
- G. Fireplace. Be sure to open vent before starting a fire. If smoke appears, extinguish the fire immediately. Do not use soft woods in fireplaces such as pine, fir & redwood or duraflame logs etc... These types of woods and logs can cause a coating on the flue that can cause fires. Use woods such as oak, almond and walnut. When removing coals from the fireplace, ALWAYS BE SURE THE COALS ARE COLD. NEVER put hot or warm coals in a container such as a garbage can. Store any warm or hot coals away from combustibles and the house for at least two days before disposing of them.
- H. Invasion of ants, spiders, fleas, rodents, etc.: Even though many good products can be purchased at your local home store or supermarket, we only recommend the use of a professional exterminator because of the poisoning danger involved.

5. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:

- A. Replacement of light bulbs.
- B. Replacement of furnace & air-conditioning filters at a minimum of every two months.
- C. Replacement of smoke alarm batteries. Normally the alarm will emit a beeping sound.
- D. Test smoke alarms every thirty days and report to our office if not working. Remember smoke alarms are for you and your loved ones safety.
- E. Keep the dwelling clean, inside and out, free of grease, mold, mildew, cobwebs, etc...
- F. Normal insect and rodent control. Rodent control does not include rats.
- G. Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.
- H. Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water needed.
- I. If there is a pool, it is necessary to maintain the proper water and chemical levels.
- J. Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.
- K. In kitchens, keep all food stored adequately. Do not leave out for extended periods and clean up after yourself. This will keep away ants and other pests.
- L. Clean hood vents in kitchen regularly.

- M. Clean oven regularly.
If the oven is a CONTINUOUS CLEAN oven, DO NOT USE OVEN CLEANER. This will alter the performance of the continuous clean feature. On continuous clean ovens, turn on to 450 degrees and leave on for several hours. High heat helps the cleaning process. Then wipe out. Do not leave oven on and unattended when leaving the house.
On regular ovens use an oven cleaner. On self cleaning ovens, follow instructions for cleaning.
- N. In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex. to remove it. Keep bathrooms properly ventilated to prevent mold and mildew from forming. If there is an exhaust fan, use it while taking showers and for an extended reasonable time afterward. If there is a window, open it.
- O. Holiday Christmas lights and decorations are to be hung properly and carefully checked. They are only to be up during the season. Christmas trees are to be promptly removed.

6. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

- A. If our vendor's technician makes a service call and learns that the breaker was tripped.
- B. When oven is on time bake and is not defective.
- C. When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc...
- D. Failure to report necessary repairs.
- E. Failure to meet a vendor at an assigned appointment.
- F. Any damage caused by tenant or guests.
- G. Damage cause by pets.
- H. Any repair reported which does not require service.
- I. Battery for smoke detector or battery for remote control opener.

7. IT IS THE TENANTS RESPONSIBILITY TO REPORT ALL REPAIRS OR MAINTENANCE PROBLEMS. FAILURE TO DO SO COULD RESULT IN DAMAGES CHARGED TO THE TENANT. PLEASE BE SURE TO REPORT THE FOLLOWING:

- A. All toilet, faucet and plumbing leaks
- B. Plumbing backup
- C. Electrical problems
- D. Inoperative smoke detectors
- E. Roof leaks
- F. Heating and air-conditioning problems
- G. Broken windows, doors and locks
- H. Faulty appliances supplied with property
- I. Mal-functioning sprinklers
- J. Any other necessary repairs or unsafe condition
- K. Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- L. Fence repair

8. TENANTS ARE NOT TO DO THE FOLLOWING:

- A. Do NOT wash draperies. Call our office during regular business hours and ask our representative for instructions regarding such items.
- B. Do NOT perform electrical or natural gas work.
- C. Do NOT perform repairs unless authorized by our office.
- D. Do NOT deduct any unauthorized or pre-authorized maintenance expense from your rent. If our office authorizes you to perform any maintenance; you must submit all receipts for reimbursement.
- E. DO NOT PAINT without prior approval.

WHEN MOVING OUT PLEASE READ THE FOLLOWING REQUIRED PROCEDURES:

1. **CLEANING:** Have the property clean throughout the interior and the exterior. This also includes windows inside 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, vinyl or tile floors, etc... **LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR AND TEAR.**

2. **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.

IF YOU HAVE A PET, you are responsible for professional carpet cleaning after vacating the premises.

UP TO ONE YEAR: Carpet cleaning will be required. A professional carpet cleaning service must be used.

UP TO TWO YEARS: You will be charged for 1/2 of the carpet cleaning and excessive wear and tear.

OVER TWO YEARS: You will not be charged for cleaning of normal soiling and wear and tear.

YOU WILL BE CHARGED IF YOU HAVE PETS AND/OR HAVE SOILED THE CARPETS EXCEEDING NORMAL WEAR AND TEAR.

Only professional steam cleaning is acceptable. If you wish, please call our office for a recommended carpet cleaner. If you hire another carpet cleaner, **BE SURE** the carpet cleaner will guarantee their work to our satisfaction. You must produce a receipt to be at the final walk through inspection.

TENANTS PLEASE NOTE: OUR COMPANY WILL NOT REIMBURSE FOR ANY CARPET CLEANING CONTRACTED FOR BY TENANT.

2. **DRAPERIES: DO NOT WASH DRAPERIES.** Draperies must be dry cleaned. You are not expected to dry clean draperies. If you have not kept the draperies in good condition, you may be charged for cleaning.

3. **LIGHT BULBS, FILTERS, SMOKE DETECTOR BATTERIES, DOOR STOPS:** These items must be in place or working or you will be charged. Be sure to replace any of these missing items.

4. **PEST CONTROL: IF YOU HAVE A PET,** you will be charged for extermination of fleas upon move-out. **IF YOU DO NOT HAVE A PET** and the property is found to have an excess of ants, roaches, spiders, cobwebs, etc, you will be responsible for professional extermination upon move-out.

5. **LANDSCAPE:** Any outside areas which apply in your contract, the outside area is to be neatly mowed, trimmed, pruned and watered, and all trash debris and grease to be removed. Any animal droppings are to be picked up and removed **WHETHER YOU HAVE AN ANIMAL OR NOT.**

6. **TRASH:** If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away. All other trash is to be placed within the trash receptacles for normal trash removal.

7. **PAINTING: WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY, OR TOUCH UP PAINT UNLESS YOU ARE SURE THE PAINT WILL MATCH. IF YOU PAINT AND IT DOES NOT MATCH, YOU WILL BE CHARGED FOR UNNECESSARY PAINTING.** Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.

I (We) the undersigned understand and acknowledge the receipt of the C.W. Sparks Management maintenance instructions and these instructions are made a part of our rental agreement.

Tenant

Date

Tenant

Date

Tenant

Date

Tenant

Date