

New Tenant Orientation

Mission Statement

Ryan L. Richert is a small town neighborhood landlord and integrated real estate investor who strives to provide, maintain, and improve affordable homes with exceptional service and interpersonal commitment. He takes great pride in offering clean, quality rentals at an affordable rate and is committed to this goal long-term and seeks to provide high quality landlord services. I promise to:

- Return all voice mails and text messages within 24 hours (evenings and weekends are ok)
- Complete all maintenance issues and repairs efficiently, quickly, and courteously
- Consistently improve the aesthetic look of any property I own and manage
- Maintain affordability in rental rates (Your rent will never go up as long as you continue to stay in the home!)
- Provide exceptional service and support to tenants

What Is a Lease?

A lease is a legal contract between the landlord and tenant. At the commencement of your tenancy:

The landlord (I) will provide a home that is clean, sanitary, in good cosmetic shape, and in good working order. The landlord will continue to keep the home in good working order and abide by the terms in the lease throughout the length of your tenancy.

The tenant (You) is responsible for keeping the home in good condition by practicing good housekeeping habits, including to prevent leaks, mold growth, rodents, and pests, treating the property with care to avoid preventable damage or maintenance needs, reporting maintenance issues in a timely manner, paying rent when it is due, and abiding by the terms of the lease throughout the length of your tenancy.

Maintenance

Please text or email me promptly (314-325-9723; ryanrichert@gmail.com) with any maintenance requests. The home has been cleaned and inspected for any maintenance issues prior to your taking occupancy. It is 100% the tenants responsibility to report maintenance issues.

Here is a list of items I want to know about immediately:

1. Mold (within 48 hours)
2. Drippy faucets, drippy pipes, or “running” toilets (within 48 hours)
3. Moisture where there should be none (roof, under the sink, etc.)

Your Repair Responsibility

Mold (from living conditions): Mold will grow if given the opportunity. Keep your home clean and dry, with adequate ventilation and air movement. This means making sure all rooms receive

heat and airflow on a consistent basis. Immediately clean up any sign of mold or mildew growth to prevent damage to the building. This includes behind furniture, in windows, in corners of walls, etc.

(Some) Leaks: You are responsible for leaks caused by misuse or neglect (such as knocking drain lines loose, not for the first time occurrences or special occurrences for which the landlord will develop solutions for). Report **all** leaks immediately, as they can become a very big problem very quickly.

Faucets/knobs: *Faucets and knobs can break easily if not handled properly.*

Broken windows, blinds, doors, glass, locks, or any other damage caused directly/indirectly by you or your guests.

Light bulbs: These are your responsibility to replace.

Batteries: It is your responsibility to keep your smoke detector and carbon monoxide detector in working order by replacing the batteries on a regular schedule.

Clogged toilets, bathtubs, sinks, and other drains.

Unreported repair needs that lead to preventable damage, such as:

- **Mold:** Once again, mold and mildew will grow if given the opportunity. It is your responsibility to prevent mold and mildew and to clean it up at the first sign to avoid costly liability. If you do not kill mold and mildew immediately, it will continue to spread, leading to damage, damage that could have been prevented, therefore making you liable for the repair.
- **Rot/damage from leaks:** It is your responsibility to report all drippy faucets and pipe leaks within 48 hours. Non-reported leaks lead to damage that could have been prevented, therefore making you liable for the cost to repair the damage.

What is Emergency Maintenance?

An emergency maintenance problem is something that if not taken care of IMMEDIATELY will cause significant damage. Emergencies usually involve water or fire. If it involves fire, call 911.

When is Rent Due?

Rent is always due on the due date written in the lease. Rent payments must be paid in full at all times by the due date to avoid the fee for filing the court papers. There are no late fees, eviction posting fees, attorney fees, or interest associated with past due rent.

Paying Rent on Time is Very Important

Rent is due on due date written in the lease, and it is solely your responsibility to be sure your rent gets paid in time. You will need to plan ahead to be sure rent is paid on time. I will accept and provide receipts and balance due notes for any partial payments anytime before the rent due date (some tenants get paid weekly or bi weekly and like to pay a portion of their rent then so that its taken care of). I can also set up email reminders anytime for any amount at any frequency as desired.

If you do not pay your rent by the due date, Papers will be filed within a few days of the due date with the court filing fee of \$53.50. Tenants are welcome to pay the past due rent plus the filing fees (\$53.50) any time before the court date and the court proceedings will be cancelled and I will then email you a letter stating that you do not owe anything and are not in eviction anymore.

The Rent and Possession Petition is filed shortly after the rent due date to ensure that the tenant balance does not get too high or unmanageable and that it is still able to be paid or a payment plan or partial payment can be negotiated. Stuff happens and when rent is unable to be paid by the due date, the court fee functions as the one and only late fee. There are no other late fees or attorney fees or interest beyond the past due rent and court fees.

Policies

The lease outlines the policies in more detail but below are the policies that are most important:

No Smoking

Smoking is not allowed in the home. Smoke permeates and damages ceilings, carpets, walls, and floor coverings. You will be held liable for any smoke-related damage within the rental.

No Pets

Pets that are not service animals are not allowed without written approval from the landlord and are subject to additional fees.

Guests

Please limit your guests to 1-3 per day.

Noise Levels

Out of respect for your neighbors, please keep all noise to a minimum. Your neighbors are entitled to the quiet enjoyment of their home at all times. Loud parties are not allowed.

Occupancy

Occupancy is limited to ONLY the people listed on the lease agreement. If you decide to get a roommate after you move in or you have a guest staying for more than 14 consecutive days, you must notify me, and they must fill out an application and go through the approval process. All occupants must meet the screening standards. Keep in mind there is an occupancy limit for the home you rent.

Notice to Vacate

When you decide to move, remember to first take a look at the terms in your rental agreement or lease for how to proceed. If you are on a month-to-month rental agreement, you must give a minimum of 7 days' written notice before the end of the month. If you have a lease, you must give a minimum of 7 days' written notice before the expiration of your lease.

Thank you for your tenancy and congratulations on your new home!