

# Cleaning & Maintenance Responsibility Policy

Dear Resident,

It is our goal to provide a well maintained property at the beginning of the lease term and to work with you to maintain the property in good condition at all times during the lease. At the time you take possession of the property, it should be in a clean, well-maintained condition with all appliances and mechanical systems functioning correctly. Any pre-existing conditions and/or damages should be noted clearly on your walk through inspection sheet. If any conditions or damages are found that were not readily visible during the initial inspection they should be reported immediately.

The enclosed information outlines Advanced Management Specialists' policy regarding Tenant cleaning & maintenance responsibilities during the lease and, if followed, will help ensure that your security deposit is returned at move out. This guide is intended as an outline of maintenance responsibility only and cannot address every possible cleaning or maintenance issue.

## Smoke Detectors

- Keep smoke detectors free from any dust or obstructions and change smoke detector batteries every 6 months. We recommend changing batteries when daylight savings time occurs.
- Do not remove or disconnect smoke detectors.
- Report any non-functioning smoke detectors immediately.

## Plumbing

- Clogged plumbing due to day-to-day waste removal is a tenant responsibility unless:
  - It occurs within the first 30 days of the lease and is not a result of the current tenant's use or abuse.
  - It is determined that the clog is due to pre-existing conditions
- Toilet flush handles, flappers and chains are a tenant maintenance responsibility unless they fail within the first 30 days of the lease.
- Be careful to ensure that toys or hard objects are not flushed in the toilet as they can become lodged inside the toilet. In some cases the toilet may need to be replaced and the cost to repair or replace the toilet is a tenant responsibility.
- Leaky faucets and/or plumbing pipes should be reported immediately. They are considered normal wear and tear and are a landlord responsibility to maintain unless it is observed that they are caused by tenant misuse. In the event that a plumbing leak goes unreported and causes excessive damage to the property, the tenant will be held liable for the additional damage.

## Appliances

### Range & Vent Hood

- Stove Burner drip pans are a tenant responsibility to maintain. The drip pans should be new or in excellent condition at the beginning of your lease and should be in the same condition at the end of

your lease. If drip pans are in poor condition at move out, the replacement cost will be held from your security deposit.

- Coil stove burners are relatively inexpensive and simple to replace. They eventually fail due to day-to-day use, and similar to light bulbs, are a tenant responsibility to replace unless they fail within the first 30 days of the lease.
- Flat surface stoves should be cleaned with only approved cleaning agents. Tenant will be held liable for any damage to the stove surface caused by abrasive cleaners and/or abuse.
- Range should be pulled away from wall and cleaned behind every 6 months. Take this opportunity to clean any food or grease that may have accumulated on the sides of the range, wall and cabinets.
- Oven should be cleaned at minimum every 6 months.
- The Grease Filter, located in the vent hood or built in microwave, is a tenant responsibility to maintain. The Grease Filter should be in good clean condition at the beginning of the lease. It can be removed and hand washed in warm soapy water or it can be placed in the dishwasher on a regular basis as needed to maintain it. **If you're cooking habits involve excess oil or grease we highly recommend washing the filter on a monthly basis to minimize the possibility of a grease fire.**

#### **Refrigerator**

- Refrigerator coils are located either behind or under the refrigerator. Tenants should clean behind and under the refrigerator as part of their regular home cleaning schedule. Dirty refrigerator coils will cause your refrigerator to work harder to stay cool and thus increase your electric bill.

#### **Dishwasher**

- Report any water coming from under the dishwasher or around the door immediately.
- Whenever you empty the dishwasher, look for paper, glass or debris that may collect at the bottom near the filter. Remove any debris immediately as it can cause damage to the internal components of the pump and drain system.

#### **Garbage Disposal**

- Garbage disposal is to grind and dispose of soft foods only. Do not allow utensils, hard foods or non-organic debris to enter the garbage disposal. (No eggshells, coffee grounds or rice should go into the garbage disposal)
- If the disposal makes a humming noise, but does not function, there is debris lodged inside. Turn off electrical breaker, remove debris if possible, turn on breaker and test disposal.
- If disposal neither functions nor makes a humming noise, check breaker in breaker box and check reset button at bottom of disposal.
- Report any leaks coming from garbage disposal immediately.

### **Heating Ventilation and Air Conditioning**

Living without a correctly functioning heater or air conditioner for more than a few hours can be uncomfortable to say the least. We cannot resolve failing A/C systems unless we know about them.

- Report any unusual noises or smells coming from the air conditioner and any moisture in or around the A/C closet immediately.
- It is imperative that Air Conditioning filters be changed on a regular basis. We recommend that the filter(s) be **changed monthly**. Tenant will be held liable for any damages that are a result of the air filter(s) not being maintained during the tenancy. Filter(s) may be located inside the Air Handler or inside the return air vent. If you are unsure of your Air Conditioning filter's size or location, inquire with your property manager.
- Whenever the lawn is cut, dirt, dust and grass clippings are thrown into the air and can be sucked into the outside air-condensing unit if it is running. This will clog the unit and reduce its efficiency overtime. It is recommended that the air conditioner be off whenever the grass is being cut or trimmed nearby the outside air-condensing unit.
- Beware of wires and pipes behind or around outside air condensing unit. Be careful not to damage the A/C control wires whenever trimming grass nearby the unit and make sure the water condensation pipe stays above the ground level and keep it free of dirt and debris.

### **Lawn and Shrubbery**

Unless provided for in the lease, lawn maintenance is a tenant responsibility. Be sure to follow a regular maintenance schedule. If needed, you can obtain advice from a local lawn and garden center.

- Lawn should be cut and edged on a weekly basis during summer months and as needed during winter months.
- Apply fertilizers and pesticides to grass and flowerbeds as needed. Consult your local lawn and garden center for advice on the correct products to use on your lawn. [www.scotts.com](http://www.scotts.com)
- Keep yard and flowerbeds free of weeds by using the correct weed application or by manually pulling weeds as they are noticed.
- Keep hedges and bushes trimmed at least one foot from the roof and all structures.
- Make sure to inform our office immediately if any tree branches touch or begin to grow in close proximity to the roof.

### **Carpets**

Please remember that normal wear and tear is expected in your property, this includes carpeted areas. **Excessive wear and tear will happen if carpets are not cleaned properly on a regular basis.** We recommend the following as a guide to caring for your carpets.

- You can reduce soil build up in carpeting by:
  - Remove shoes when entering the home.
  - Avoid walking on carpet in bare feet as body oils will be transferred to the carpet, which makes it harder to remove soil by way of vacuuming.
- Vacuum carpets on a weekly basis paying special attention to “high traffic” areas, as ground in sand and dirt will damage carpet fibers.
- We recommend that inexpensive throw rugs be used in “high traffic” areas to reduce excessive damage to carpets.

- Clean up spills as fast as you can. Blot or scrape up as much of the spill as possible, blotting with a clean dry towel from the outside toward the center. If you use a stain remover, test it first on an inconspicuous area of the carpet to make sure it does not damage the carpet.
- There are many tricks to removing set in stains, gum, candle wax etc... If you have any questions consult a professional or contact our office for suggestions.
- It is recommended that carpets be professionally cleaned as needed or at least once per year. If you rent or use your own carpet cleaner, make sure to follow the manufacturer's instructions so that damage to carpets does not occur. Using excess soap or water can damage carpets and the underline padding.

### **Hard Flooring**

All flooring should be cleaned on a regular basis to ensure the property is kept in clean and sanitary condition according to the lease.

- Ceramic and vinyl flooring should be swept and mopped on a weekly basis paying special attention to high traffic areas, edges and corners where a mop doesn't easily clean.
- Wood and laminate flooring should be cleaned on a weekly basis. Do not use excessive water on wood or laminate floors as this can damage the flooring. If mopping, use only a slightly damp mop.
- Clean and dry any spills immediately.

### **Walls, Doors, Blinds & Fixtures**

- Dust blinds no less than once a month, wiping any stains as needed. In areas where grease build up may be a concern (such as kitchen areas) wipe blinds with a suitable cleaner.
- Wipe any handprints or stains on walls, doors and switch plates as needed or at minimum every 3 months.
- Dust or vacuum baseboards, door trim, light fixtures and ceiling fan blades as needed or at minimum every 3 months.
- Remove light fixture glass covers and wash with warm soapy water or in dishwasher as needed or at minimum once per year.

Emergency maintenance items involving plumbing leaks where moisture is found in carpets walls or under sinks; function of the heating system, and hot water heater should be reported immediately to our office by phone.

Non-emergency maintenance items should be reported to our office in writing via email, postal service, or hand carried.

Please help us ensure that the property you reside in stays well maintained for your and the owner's benefit for years to come by following the above procedures.

Best Regards,

Advanced Management Specialists, Inc