



# Tenant Handbook

10/1/2018

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# Welcome!

## When you first move in

### **Get to Know Your Home**

When you first move in, locate the breaker box and note the location of the GFI breaker plugs in the bathroom(s), kitchen, and garage. Also note the breakers for the stove/oven, furnace, and air conditioner. Also locate your gas shut off valve.

### **Locating the Water Shut-Off for the Home**

There is usually a water shut off valve located in the basement of the home, if it has one, or it may be in a utility room. If you can't find it, there is always a water shut off valve out at the street. Also find the shut off valves for sinks, toilets, and the water heater. Locating these items now may prevent or minimize water damage later.

## General Rules and Regulations

**This Tenant Handbook is part of your lease agreement.**

### **The Home**

You have rented a home, so please care for it as your own. During the term of this rental agreement, you are responsible for the home and yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

### **Rental Payments**

- 1 All rents are due and payable in advance on the first day of the month.** The easiest and most convenient way to pay your rent is online, through our free electronic check pay service. You may also pay via check, cashier's check, or money order made payable to:

Rhino Property Management  
101 E 7200 S STE A  
Midvale, UT 84047

- 2 Cash will not be accepted.** Tenant agrees that it will not make any payments to Rhino Property Management in cash. Any cash payment will not be a valid payment.
- 3 You may also pay in person, Monday thru Thursday, 9:00am to 5:00pm., Friday 9 am – 12 pm, Closed Saturdays and Sundays.**
- 4 All payments received after 5 pm on the 5<sup>th</sup> day of the month, will be subject to \$150 late fee, as well as a \$100 service of notice fee.**
- 5 Any rents paid late must be in certified funds and all applicable late fees must be included with payment. No personal checks will be accepted if payment is late.**

- 6 The amount of any NSF (non-sufficient funds) checks, plus fees must be paid in certified funds. 2 NSF payments will be subject to pay all monies owed in certified funds.

## Contact Phone Numbers and Email Addresses

All tenants are required to have telephone accessibility and to provide Rhino Property Management with cell phone numbers. A contact email address must also be provided for each leaseholder.

### 45 Day Written Notice Of Intent To Vacate

According to the Residential Rental Agreement, tenants must turn in a forty-five day (45) written notice of intent to vacate to Rhino Property Management before leaving the property. The notice must be given as the tenant will be responsible for rent through the end of the month in which the tenant is vacating. The notice must state:

- 1 The date you will turn in the keys to our office
- 2 Your name and current rental address
- 3 Your forwarding address

Any change to your initial written notice (i.e.: change of move out date) needs to be re-submitted in writing to assure we are able to accommodate the change. Tenants are responsible for rent/fees until all keys are turned into the Rhino Property Management office and the premises are completely vacated. The intent to vacate must be given 45-days in advance, even if you are vacating at the end of the lease term or on a month-to-month basis.

## Keys and Locks

Alterations or replacement of locks, installations of bolts, knockers, mirrors or other attachments to the interior or exterior of doors, even if it is wireless or has a code instead of a key, requires written approval of Rhino Property Management. You must also provide us with 2 keys to each lock you are allowed to change. ***Rhino Property Management may access the premises and re-key any time access is denied, and charge the cost to the Tenant.*** If mailbox keys are needed, they may be obtained from the local Post Office. You may need a copy of your lease to provide proof of residence.

## Condominium/Homeowner Associations

Tenant is responsible to obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restriction of the condominium or HOA. Tenant agrees to abide by all applicable rules and regulations. A \$40 processing fee will be assessed for all notices from HOA.

Should Rhino Property Management or the property owner receive notification from the HOA of violation of the rules, regulations, covenants or restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenant's guest or invitees, then the tenant is responsible for the cost of curing the violation including legal and attorney fees, court costs, fees fines, penalties, cleaning, travel, photos, etc.

## Utilities and Services

Resident is responsible for the payment of all utility and service bills, including charges for usage, deposits and any charges, taxes, fees, administrative fees or costs associated with utilities and services and related billing costs or billing, method of billing, metering or otherwise allocating the cost and charges to residents for

utilities and services that may include and are not limited to water service, sewer/storm, trash, gas and electricity.

When billed by Agent or Owner directly, Resident's payment of utility and/or service bills must be received by the date issued on the bill, which will be the 1<sup>st</sup> of each month, or the payment will be late. Resident shall pay a billing fee of \$6.50 per bill, per billing period for the production of any utility or services bill or a set-up charge or initiation fee by Agent or Owner.

## **Disturbances, Noise and Nuisance**

All tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or community. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction.

## **Firearms**

Firearms must be kept secured on the premises.

## **Property care**

You are responsible for maintaining the home and all its systems in good working order. Any tenant neglect will be fixed and charged to the tenant. If any repairs are needed you can call Rhino Property Management. Tenant will be responsible for \$25 fee in addition to hourly rate and parts cost.

## **Periodic Property Inspections**

Rhino Property Management will conduct periodic inspections of the premises to note its condition. Each property will be inspected twice a year. Resident agrees to pay Rhino Property Management \$25 per inspection. You will be notified of deficiencies, if any, that are the tenant responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified is a breach of the Rental Agreement and grounds for eviction.

## **Guests**

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 7 consecutive days or less. Only those persons listed on the rental agreement have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

## **Emergencies**

An emergency exists when danger is present, or property damage has occurred or is about to occur.

To report an emergency, call our office number: 801-810-6612. Use that same number after hours to get the emergency line.

**If your emergency consists of fire, or similar emergency, please notify the property authorities by calling 911 before calling Rhino Property Management.**

If there is a major water leak, immediately turn off the water supply to the premises and contact Rhino Property Management.

If there is a gas leak, immediately turn off the gas supply valve and contact Dominion Energy at: 800-323-5517, then Rhino Property Management.

## **Animals**

No pets, animals, snakes, birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, **unless you have specific written permission from Rhino Property Management**. In the rental agreement (a pet addendum), and tenant has paid the pet fee/deposit.

Should Rhino Property Management find that an animal is being or has been kept on premises without the required permission, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for eviction. No visiting animals without prior written permission.

Tenant will be charged for the repair of all damage caused by any animal. Having an animal is a privilege and permission to have the animal on the premises may be revoked at any time without terminating your lease agreement.

## **Smoke Detectors**

Check to make sure the smoke detectors are operational upon move in. If they are not, notify Rhino Property Management immediately. Please check the battery regularly and replace the battery as soon as you notice it is dead. Disabling a smoke detector is a violation of your lease and the law. ***DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.***

## **Alarm/Satellite**

Please make no additional or auxiliary security/alarm/video/satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Management's approval. The security/alarm code must be provided to Management within 48hrs of the activation of the system.

# In and Around the Home

## **Circuit Breakers**

Circuit breakers move slightly when tripped. It may appear to be ON when it has "tripped". The Ground Fault Interrupter (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs, basements, and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs that are located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them.

## **Pest Control**

Please report a pest problem immediately. If not reported in writing, it is agreed that the premises have no infestation of any kind. Infestation of any kind, less termites, is considered tenant responsibility. Tenant will be charged for any damage caused by uncontrolled pests.

## **Painting, Decorating, etc.**

If you want to change the house décor in any way, please put your proposal in writing and submit it to Management via your tenant portal along with a sample of the paint or drawing of the proposed work. If approved, you will receive written confirmation. All work must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Tenants are not allowed to make alterations such as these on their own. The changes or modifications are the tenant's responsibility. The cost of returning the property to the original condition, if any, is the responsibility of the tenant.

## **Window Coverings**

If window coverings: blinds, curtains, etc.; are provided at move in for your convenience, it is the responsibility of the tenant to maintain them in a clean and undamaged condition and to replace any window coverings at the tenant's expense should damage occur.

# Maintenance, Damage and Repair

## **System Failures**

All systems are in good working order when you rent the home. It is the tenant's responsibility to maintain and repair all systems. All "breakdowns", system failures and structural defects must be reported to Management immediately. If urgent repair is needed (i.e., hot water heater leaking), tenant is responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical or gas, turn off the breaker or gas valve until the repairman arrives.

## **HVAC (Heating, Ventilating, Air Conditioning) Systems**

**All HVAC filters need to be changed quarterly.** Damage to the HVAC unit caused by failure to change the filters will be charged to the tenant. The A/C return vents should be kept clear of obstruction such as furniture and clothing. Keep the condensation drain line clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris, and other obstructions. Tenant will receive, approximately every 90 days, the appropriate air filter (s), for the property leased. It is important that air filters be properly replaced and installed. Tenant, hereby accepts the responsibility, within 3 days of delivery of the filters, of said installation. The air filters will be time stamped and may be examined during the inspection process. If it is found that the air filters have not been installed on a timely basis, the Tenant may be in material breach of the agreement and may be liable for damages to the HVAC system as well as related property damage. If tenant is unable to replace the filters in the time specified, they will notify Rhino Property Management in writing immediately. There will be a \$10 monthly charge to be paid by tenants.

## **Lawns and Grounds**

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition or better as when you took possession of premises. This care includes regularly cutting the grass, watering and fertilizing the lawn, trimming shrubs, edging driveways and sidewalks and curbs, and treating lawns for pests. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds.

## **Plumbing Systems**

Tenant is responsible for keeping all sink, tub/shower, lavatory, and toilet drain lines clear. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it was designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or other sink or drain. Tenant will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

## **Waterbeds**

Tenant is prohibited from using waterbeds at the rental property ever. Don't ask.

## **Washer and Dryer Hookups**

Check all hoses and washers to prevent or correct leaks. Check the walls and floor by the washing machine regularly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other buildup as this can cause a fire. Tenant is responsible for any damage caused by lack of washer and dryer hookups connections.

## **Garbage Disposals**

Garbage disposals should not be used for bones, celery, onion skins, greasy items, or potato skins. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal such as a bottle cap or kitchen utensil. Clear whatever is jamming the blades. IF there is no buzzing or humming by the motor when you flip the switch, there is usually a reset button on the bottom or side of the disposal motor, press it. Almost all disposal issues are from items put into the disposal that shouldn't be. Tenant is responsible for all charges to repair or replace disposal due to misuse or abuse.

# Cleaning and How To's

Rhino Property Management diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up to date; the maintenance department who keeps a record of necessary maintenance; and the tenant who keeps the property clean, performs necessary regular maintenance and promptly reports any structural or mechanical failure to the Management company in a timely manner.

## **Cleaning Standards**

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a quarter, exterior cleaning every six months. Be sure and clean in between windows and screens.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent.
4. Mop vinyl and laminate floors.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceiling and corners of the room.
6. Clean HEAT/AC grate and change filter.
7. Replace burned out light bulbs as needed, clean light fixtures as needed.
8. Blinds should be cleaned semi-annually.
9. Bathrooms should be cleaned regularly. This includes toilet bowls and base, sink, mirror, floor, tub, shower (including walls), as well as medicine cabinets and drawers.



- 10. Caulk tub as necessary
- 11. Sweep out garage as needed.

## Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting, or placing hot times on the counter. All cabinets must be cleaned out and drawer/door fronts cleaned before vacating.

## Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be cleaned like new, or replaced. Please clean the top and under the refrigerator and washer/dryer regularly and stove/oven. Not cleaning all these items regularly can cause excessive wear and tear, for which tenant will be responsible.

# Moving Out

## Written Notice

Before notice to vacate is accepted by Rhino Property Management, it MUST be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 45 days before termination and must end on the last day of the month. You must also include your forwarding address in your written notice to vacate.

## Move Out Procedures

Upon moving out at the end of your lease, it shall be tenant responsibility to:

- 1 Dispose of all garbage and trash.
- 2 Close and lock all windows and doors.
- 3 Cut lawn, weed flower beds, edge and trim shrubs.
- 4 Notify Post Office of forwarding address
- 5 Turn in ALL keys on the move out date. This includes keys for: home, shed, garage, pool, mail, etc.
- 6 Please be considerate when we request a convenient time to show the property to prospective new tenants.
- 7 If the property incurs such costs for damages and/or cleaning charges at move out, the following costs will apply:

### SUMMARY OF DEDUCTIONS (Minimum Charge)

Turnover Cost	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom	5 Bedroom	6 Bedroom
Complete Paint	1200.00	1500.00	2000.00	2500.00	3000.00	3500.00
Partial Paint	500.00	550.00	600.00	650.00	700.00	750.00
Carpet Shampoo	125.00	165.00	200.00	250.00	300.00	350.00
Carpet Stains (per stain)	20.00	20.00	20.00	20.00	20.00	20.00
Carpet Repairs	Cost Plus Labor	Cost Plus Labor	Cost Plus Labor	Cost Plus Labor	Cost Plus Labor	Cost Plus Labor
Carpet Deodorizing	100.00	80.00	80.00	80.00	80.00	80.00
Cleaning Vertical						
Blinds (per window)	20.00	20.00	20.00	20.00	20.00	20.00
Trash Out (per hour)	50.00	50.00	50.00	50.00	50.00	50.00

## REPLACEMENT CHARGES (Minimum Charge)

Item	Cost	Item	Cost
Broiler Pan	20.00	Drip Pans	5.00 each
Oven Racks	21.00	Closet Door (small)	150.00
Crisper Trays	42.00	Closet Door (large)	200.00
Ice Trays	15.00	Dishwasher Rack	150.00
Disposal	cost	Appliances	cost plus labor
Interior Doors	120.00	Entry Door	cost plus labor
Light Globes	23.00	Light Bulbs	3.50
Plate Covers	3.25	Smoke Detector	35.00
Fluorescent Light Bulbs	15.50	Fireplace Screen	130.00
Towel Bar	25.00	TP Roller	8.00
Toilet Seat	25.00	Tub Stopper	15.00
Sink Stopper	10.50	Shower Rod	30.00
Mirrors	cost plus labor	Sink	cost plus labor
Lock Change	120 + 25 per door	Door Stops	4.00
Door Knob	25.00	Horizontal Blinds	85.00
Faux Horizontal Blinds	150.00	Vertical Blinds	120.00
Windows	cost plus labor	Tub Surround	cost plus labor
Carpet	cost plus labor	Light Fixture	40.00
Resurface Counter Tops	cost plus labor	Screens	cost
		Vinyl	cost plus labor

## **Marketing During the Notice Period**

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Rhino Property Management will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified prior to showing via email. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly and need to be shown less. A home that shows well benefits everyone!

## **The Move Out Process**

Once the Tenant has vacated the premises and the keys have been received by Management, we will begin the move-out process to determine and expedite return of the tenant's security deposit. Keys **MUST** be returned to Management and not left at the property. Tenant is fully responsible for rent/fees until the keys have been given to and received by Management.

## **Breaking the Lease**

If you default on your lease, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 45-day written notice. You must pay a fee, equal to 2 months of rent, along with an early termination fee of \$300 when notice is given.

Forfeiture of your security deposit does not excuse you from other obligations of the rental agreement. You must follow all procedures for marketing, cleaning, and move-out. The most common charges for breaking a lease are:

- 1 A re-leasing and/or breaking lease fee.
- 2 2 months of rent before move out is final.
- 3 Lawn maintenance.
- 4 Utilities.
- 5 Cleaning.

## **Return of the Security Deposit**

**THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE.** The security deposit will be refunded within 30 days of your move out and return of keys and garage door openers if applicable. Return of the security deposit is subject to the following provisions:

- 1 Resident has given 45 days written notice prior to vacating. The full term of the agreement has expired and tenant has complied with all other provisions.
- 2 All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenant's obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.
- 3 No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by tenant.
- 4 The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
- 5 All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
- 6 The HVAC system has been left with a clean air filter.
- 7 The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.

# Emergency/Disaster Procedures

## **Make Your Plan Now**

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for.

## **Tenant Responsibility During Emergency**

(i.e kitchen fire, plumbing pipe burst, tree falls thru house)

Upon first occurrence or discovery of problem, secure from further damage immediately. The following is a summary of what to expect.

1. Take steps to prevent additional damage immediately.
2. Turn off the source of water or electricity or gas, as the situation demands.
3. Notify Rhino Property Management, if it is after hours, use emergency line.
4. Make claim on your renter's insurance policy for personal belongings.
5. Provide emergency (police, fire, etc) report to Management company within 5 days of the incident.

6. Provide access for insurance, repair people, inspections, etc; to asses and repair damage.
7. Notify Management of delays or problems with repairs.

**Tenant is responsible for any loss to the owner due to tenant negligence.**

**We are happy to have you as part of the Rhino Property Management family, and hope your rental experience with us will be a long and pleasant one.**

**Sincerely,**

***The Staff and Management of Rhino Property Management***

***101 E 7200 S STE A***

***Midvale, UT 84047***

***801-810-6612***

***info@rhinopropertymanagement.com***