

Tenant Handbook

Last Updated Jun 23, 2025



****Most current handbook versions are always online at asheandziva.com and supersedes what is written here.**

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What am I actually renting?

Type	What you are renting and responsible for	Common area / easements
Single Family 	Exclusive access to the entire home, garage and any structures on the property, its yard, trees, bushes, fences and sidewalks..	N/A, unless stated in lease or HOA rules
Duplex, Triplex, Fourplex and higher 	<p>You have exclusive access to the interior of the unit stated in your lease starting from your front door, interior windows and ending with your back door.</p> <p>You may be responsible for maintaining certain common areas of the property depending on your lease.</p>	Common areas are NOT for your exclusive use and you may be denied access to these areas at any time at the discretion of the landlord and as stated in your lease. A common area is anywhere outside of your unit including but not limited to hallways, stairways, driveways, garage, yards, common porches, basements, laundry rooms, clubhouses, communal pool, etc

PRO TIP

This housing unit is not your personal property. This is a leased home you should treat as you would a car lease or any type of property rental maintaining it and returning it in excellent condition.




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When to contact the landlord

Report maintenance issues immediately through the tenant portal and do not attempt to do them yourself without permission so you can avoid charges and fees for botched maintenance / repair. It is highly advised to hire reputable licensed and insured contractors for exterior maintenance.

Emergencies	Non Emergencies
<p>There are any safety or health issues that make the apartment uninhabitable. There are safety or health issues in a common area. Use the tenant portal to document the need for repairs, report issues and request emergency service.</p>  <ul style="list-style-type: none">FROZEN PIPESSTRUCTURAL DAMAGEHVAC ACTS UPUNSAFE STEPSAPPLIANCES ON THE BLINKWATER LEAKSBREAK INPESTSMOLD	<p>Any issue which does not affect your health, safety or make the apartment uninhabitable. For example:</p> <ul style="list-style-type: none">- You want to paint or make alterations to the apartment- You want to plant things- You want to invite someone over 18 to live with you or stay longer than 30 days- You have a prescription for an emotional support animal <p>Use the tenant portal to send messages about non emergencies.</p>

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Common Areas and Rules

Violating the local ordinances and / or common area rules are also lease violations for which you will be fined and / or evicted depending on the terms of your lease, and the severity of the violation.

1. Keep them clean and safe
 - a. Common areas are to be kept clean and sanitary at all times. If you make a mess, you clean it up immediately. That included dirt, snow etc from your shoes or other personal items in the hallways, stairways etc.
 - b. No pet waste or other noxious waste is allowed to remain anywhere on the property outside of sanitary storage in trash receptacles.
 - c. Tenant is responsible for removing snow and ice from all sidewalks, driveways and walkways within 24 hours of the snowfall event. Failure to timely comply constitutes as a lease violation and may result in the landlord arranging for removal at the tenants expense including fines or fees incurred.
2. Doors and windows
 - a. Doors that open to a common area are to be kept shut at all times, both interior and exterior doors.
 - b. Garage door must be left closed when not in use.
 - c. Do not tamper with, open or shut any of the common area windows or their coverings.
3. Storage
 - a. Personal items may not be stored in the common areas without written permission with the exception of your registered vehicle on the parking spot. That includes bikes, toys, junk, chairs, shoes etc.
 - b. Any item which is left in any common area longer than an hour may be disposed of or destroyed without notice.
4. Community Laundry Room
 - a. Do not use more than one washer / dryer at the same time and remove your items promptly. Items found unattended for more than 1 hour may be discarded or destroyed without notice.
 - b. Do not put anything other than human clothing in the washers.
 - c. Pet clothing or pet items such as blankets, beds, etc are NOT allowed in the washer or dryer.
 - d. Heavily soiled items such as diapers, workman's clothing, any item soiled outdoors, items soiled with grease etc are not allowed in the communal washers.

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- e. Do not sit, stand or climb on the washers or tables in the laundry room.
- f. Do not stand on the chairs.
- g. Do not move or remove any item that does not belong to you.
- 5. Parking, Garage and Driveways
 - a. Park only in your assigned spot with the vehicle which is registered to your account. Any other vehicle will be towed at your expense. Parking of other items such as bikes, toys, etc requires written permission from the landlord. Conversations and text are NOT permission.
 - b. Do not block any other parking spots.
 - c. Be prepared to move your vehicle when asked otherwise it will be towed at your expense.
 - d. Do not store anything other than your car in the garage.
- 6. Lawn care and Landscaping
 - a. Bushes are to be kept trimmed as defined in your inspection photos / lease and in compliance with all local laws, ordinances including keeping grass trimmed below 4 inches.
 - b. Trees
 - i. Limbs should not touch the roof or the ground
 - ii. Limbs should be at least 2 feet off the ground
 - iii. Twigs, foliage and debris must be raked and disposed every week or 2 as needed.
 - c. Yard
 - i. Alterations to the yard are forbidden. Do not plant gardens or remove shrubs, trees, grasses, bushes, or alter the landscaping in any way except as required to maintain it defined in your lease without written permission from the landlord.
 - ii. Grass is to be kept as shown in the inspection report every 1- 2 weeks. Grass clippings and foliage are to be disposed of and not left on the lawn, driveways or sidewalks.
 - iii. Stones, decorative lights, lawn decor etc are not to be tampered with.

If the landlord receives any complaints, citations, or fines from the city, municipality, or other governmental authority relating to the tenant's failure to maintain the lawn or property, such conditions shall constitute a material violation of the lease agreement. Tenant shall be responsible for reimbursing the landlord for all costs and fees incurred due to such violations, including but not limited to:

- City or municipal fines and penalties
- Fees for lawn mowing, weed removal, or other corrective services performed by or on behalf of the landlord
- Reasonable administrative fees related to managing and enforcing compliance
- Any other reasonable costs incurred as a result of the tenant's failure to maintain the property.

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Such charges will be added to the tenant ledger and shall be payable as additional rent under the lease. Failure to reimburse the landlord for these fees shall be considered a further breach of the lease and grounds for lease termination or eviction.

Conduct Rules

Conduct within the common areas and behavior inside your unit which effects on others

1. SAFETY CONCERNS arising from and including but not limited to presence of ANIMALS, FIREARMS, SUBSTANCES, BELLIGERENCE, HARASSMENT is a violation of your lease and we have a zero tolerance policy.
 - a. AGGRESSION and abuse whether it is verbal, physical or emotional towards any tenants including those who live with you, neighbors, staff, workers or anyone in the common areas of the property has a zero tolerance policy. That includes but is not limited to: intimidation, bullying, arguing, shouting, screaming, throwing objects etc. EVERY incident will be documented in the tenants file and police or other animal or human protective agencies will be immediately notified.
 - b. If the above behaviors happen within your unit but can be heard, seen or felt from outside of the unit (for example neighbors and workers hear, gunshots, beating someone, screaming etc or otherwise creates an atmosphere that is not peaceful,, this is a violation of your lease.
2. LAWFULNESS: Breaking of any city ordinances or laws on the property will always and automatically be reported to the police and documented in your tenant account. It is your responsibility to know the laws and follow them.
3. GUESTS: You will be held accountable, fined or receive violations for the behavior of your guests. It is your responsibility to ensure they comply with the rules.
4. NUISANCE
 - a. Noise, music and or loud conversations are not allowed in the common areas between 10PM - 8AM.
 - b. NO SMOKE - Barbequing, fires or anything that creates smoke, fumes etc is not allowed anywhere on the property
 - c. Pools, slip and slides, sprinklers or other water features are expressly forbidden.
 - d. Bouncy houses, trampolines, toys and any large items are not allowed to be placed on any of the lawns without written permission from the landlord.
 - e. Parties and gatherings of more than 3 persons for over an hour in the common area lawns, parking area, garage etc are forbidden without written permission.

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5. USAGE

- a. No person shall occupy or loiter the common area hallways, driveways, garage etc except to pass through to get to or from their unit.
- b. Vandalism or drawing on interior or exterior walls, driveways, sidewalks even with chalk is expressly forbidden.

Tenant's Duty

1. As indicated in your lease, it is your duty to report any potential damage to the landlord throughout the term of your lease using the application provided to you. You are not to repair any part of the unit without prior written permission.
2. The property must be returned in the same condition you received it except for normal wear and tear as indicated on your inspection reports. Normal wear and tear is expected deterioration to the rental unit based upon every day use and clean, sanitary conditions.
3. You are not to add towel bars, shelves on the walls or any modifications without prior written permission.
4. When you leave, if there are marks/holes on the walls or unapproved modifications, they will be professionally restored and/or repaired and you will be billed for it.

What if there is damage to the unit?

1. You must report this to the landlord immediately through the tenant portal.
2. The landlord or its agent will fix it and it will be billed to you in accordance with your lease. If you wish to use your own contractor, you submit an architectural request form for prior approval. No repairs or alterations should be done without prior written consent from the landlord.

What if I want to change the unit or paint it?

1. You submit an architectural request form for prior approval. You may send a request for this form using the tenant app. No changes are allowed without prior written consent from the landlord. You will be billed for making any changes which have no written authorization in your file.
2. You must maintain written certification/proof the approved modification for all approved modifications and be able to provide that proof at any point if requested by a landlord or property manager. Text messages or conversations are NOT authorization and will NOT be honored.

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Wear and Tear Guidelines

Junk, furniture and personal items

Normal	Damage	Minimum Charge
Unit is empty. No personal items are anywhere on the property, in drawers, cabinets, closers etc (if the property was not furnished)	<ul style="list-style-type: none">- Any small personal items left on the property- Any furniture, mattresses or personal appliances left on property without permission	<p>\$50 per item picked up by hand</p> <p>\$300 per large item</p>

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Walls and Ceilings

Normal	Damage	Minimum Charge
PAINT: <ul style="list-style-type: none"> - Minor fading, peeling or cracking paint due to the sun or age if more than 2 years old. - Minor scuff marks in high traffic areas such as near the door knobs 	<ul style="list-style-type: none"> - Tenant painted or drew on walls without permission - Tenant had permission to paint, but did not restore paint to original color if painted. - Peeling or cracking due to water damage in bathroom from not utilizing the window or fan - Peeking or cracking due to heat damage from stove or other heat source - Any stains - Filth and stain build up in any area due to not cleaning regularly 	\$50 per crack \$700 per room if repaint is required
PLASTER and DRYWALL: Minor cracks in plaster less than 5 millimeters wide	<ul style="list-style-type: none"> - Cracks more than 5 millimeters - Any cracks not reported during the move in inspection or throughout the lease - Damaged corners due to moving furniture or appliances 	\$150 per crack
HOLES - No more than 2 small nail holes per wall	<ul style="list-style-type: none"> - More than 2 nail holes per wall - Any holes bigger than a nail hole 	\$75 per hole
ELECTRICAL switches	<ul style="list-style-type: none"> - Missing electrical switches, plates, receptacles - Melted, burned or non functioning electrical switches or plates 	\$250 per item
FIXTURES <ul style="list-style-type: none"> - Some fading due to high traffic / daily use. - Minor dust 	<ul style="list-style-type: none"> - Missing all or part of any fixture. Missing light bulbs - Broken fixture - Missing smoke detectors - Non functioning batteries in smoke detectors - Non functioning smoke detector - Excessive filth or dust due to not regularly cleaning 	\$75 per missing or broken bulb \$300 per fixture

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Doors

Normal	Damage	Minimum Charge
<ul style="list-style-type: none">- Loose knobs- Faded, lightly scratched or lightly scuffed	<ul style="list-style-type: none">- Broken or Missing knobs- Dents, holes or gouges- Any door that must be rehung because it is off track or replaced	\$250

Floors

Normal	Damage	Minimum Charge
Worn or scuffed flooring in areas that receive a lot of traffic	<ul style="list-style-type: none">- Stains, holes,, gouches, burns and water or chemical damage- Extensive series of scratches	\$150 per area smaller than 2 inches \$700 per room
After 3 years linoleum starting to peel near the door	<ul style="list-style-type: none">- Linoleum or similar flooring peeling, cracked, or otherwise within a year	\$150
Loose, chipped, lightly scuffed tile	<ul style="list-style-type: none">- Broken, chipped tiles or scratched tiles due to dropping or dragging heavy items- Any broken missing or damaged tiles not noted during the inspection or not reported during tenancy- Moldy or black grout due to not cleaning and sanitizing regularly	\$200

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Appliances (only applies to appliances indicated on your lease)

Normal	Damage	Minimum Charge
Appliance that are brand new or less than 2 years have been cleaned regularly and may show minor wear such as 1-3 scratches, a dent smaller than a nickel, or slight discoloration	<ul style="list-style-type: none"> - Appliance needs to be repaired or replaced - Appliance is filthy, covered in grease, grime indicating it was not cleaned regularly or grease, grime etc was allowed to build up to the point where it must be professionally deep cleaned - More than 3 minor scratches, any major scratches - Broken or missing parts - More than one dent or dents larger than a nickel 	\$350 - \$1200+
Appliances 2- 5 years has been cleaned regularly	<ul style="list-style-type: none"> - Appliance needs to be replaced due to neglect, abuse or misuse. - Appliance was used for anything which it was not intended - More than 6 minor scratches, any major scratches - Broken or missing parts - More than 1 additional dent larger than a nickel or any additional major scratch 	\$350 - \$1200+
Appliance older than 5 years needs to be replaced	<ul style="list-style-type: none"> - Appliance is less than 5 years and needs to be replaced or repaired - Excessive filth, dust or grease due to tenant not regularly cleaning and maintaining the appliance - Appliance requires repair but tenant did not report 	\$1200+

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Closets, cabinets, drawers, shelves and built ins

Normal	Damage	Minimum Charge
Minor dirt and dust	- Excessive dirt, grease and filth due to not regularly cleaning	\$150
Faded paint or stain, minor chipping or peeling in high traffic areas	- Excessive dirt, stickiness, grease and filth inside cabinets, drawers etc due to not regularly cleaning	\$50 per drawer / cabinet for filth \$300 per missing or broken item
Mildly faded or lightly dusty drawer bottoms	- Missing, broken, stained shelves or shelves with holes - Missing , loose parts	

Windows

Normal	Damage	Minimum Charge
Gently worn, clean may show wear in high touch areas	Missing screens, knobs, curtains blinds or other parts. Stains or filth due to neglect, abuse, holes	\$75 per item

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Bathroom and Kitchen

Normal	Damage	Minimum Charge
- Light scratches, worn or scuffs	- Shower rod bent or missing	\$200
- Dark or aging spots on mirror	- Broken or missing mirror	\$200
	- Damage that clearly results from the use of personal products instead of general aging.	
- Minor scratches or scuff marks due to normal wear and tear on tub, shower, sinks, toilet enamel	- Clogged drains resulting from negligence, not aging pipes	\$300
	- Paint stains, Black marks of any kind, Any cracks	
	- Filth and stain buildup due to improper cleaning or negligence	
	- Visible wear from anything other than cleaning human bodies	

Landscaping, Lawn, Plants

Normal	Damage	Minimum Charge
- Grass is an inch or so overgrown	- Grass more than 2 inches overgrown	\$100
- Trees have minor debris below	- Excessive twigs, leaves, weeds, garbage, fruit etc due to neglect	\$250
- Trees or bushes have minor overgrowth	- Trees have branches interfering with roof, powerlines or otherwise not cut to safe lengths	
- Slightly overgrown flowers	- Bald spots or missing/dead grass, tire marks in grass	
	- Missing or Dead plants, bushes or trees due to negligence or abuse	

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Trash receptacles, exterior and concrete

Normal	Damage	Minimum Charge
Trash receptacles, scratched and worn from normal use	Trash or recycling receptacles are missing, have holes, are cracked, filthy with unbagged or liquid waste.	\$150
Concrete pathways show normal wear from walking, basic driving or paint fading	- Concrete covered in dirt, stained or otherwise damaged from vandalism or non normal wear and tear beyond what was documented in inspection.	\$200
- Fences show wear in high traffic areas - Paint or signage faded	- Fences no longer close - Missing locks, wheels, bent metal, missing wood, missing signage	\$200

Garage, Exterior Doors, Windows, Roof

Normal	Damage	Minimum Charge
- Floor is dusty - Minor stains from vehicles	- Floor is filthy full of unusual amount of dirt due to not cleaning regularly and neglect - Any damage not reported by tenant during tenancy - Garage Door non functioning - Keys non returned - Broken windows - Non functioning windows or window locks	\$250

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Pests

Normal	Damage	Minimum Charge
<ul style="list-style-type: none">- No evidence of pests such as rodents, pets, ants, etc- No mold, mildew or algae or wildlife	<ul style="list-style-type: none">- Droppings, spores, dead animals or insects, nests, eggs etc occurring due to negligence, abuse, or filth- Noxious smells, stains and waste	\$200

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How to care for the unit

Bathroom and Kitchen

- Always ventilate the bathroom when showering or bathing by opening the window or using a fan to let out the steam.
- Toilet interior and exterior and its base should be cleaned at least weekly
- Do not dispose of anything in the toilet aside from human feces, urine and a small amount of toilet paper.
- Clean up spills immediately from counters and floors
- Wipe the counters daily
- Keep the walls, ceilings, floors and appliances free of grease, oil and water.
- Keep the floor swept and mopped at least weekly.

Walls, doors and windows

- Vacuum and wipe out any dust in insects from the window track, sil hardware and handles regularly
- Glass should be cleaned with a mixture of mild dish-soap and water. Do not use abrasive or harsh chemicals. Rinse thoroughly with clean water and dry with a soft, absorbent cloth to avoid spotting.
- Remove the screens and wash them with a very soft brush on a flat surface with mild dish-soap and water.
- Do not tamper with the weather stripping.

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How to care for the unit

Flooring

Hardwoods	Carpet	Tile, vinyl and grout
<ul style="list-style-type: none">• Dust daily. Dry mop weekly. Polish every 4 months.• Water spills must be cleaned up immediately so as not to damage or stain the wood.• Use cleaners which clearly state they are good for hardwood such as Murphy Oil Soap Wood cleaner or Weisman hardwood cleaner.• Do not use all purpose cleaners, bleach, water and vinegar, soap based cleaners or steam cleaners.• Use a natural, rubber rug underlayment with a waffle pattern in entryways or high-traffic areas.• Felt floor protectors for furniture and chair leg floor protectors help cut down on scrapes and scuffs in the wood.• Avoid wearing high heels, which can cause scratches or gouges in hardwood.• Do not drag furniture or wheeled pieces such as bikes, strollers, rolling luggages etc across the floors.	<ul style="list-style-type: none">• Vacuum at least weekly or more often as needed• Clean up spills immediately with the appropriate cleaning agent. Do not use bleach or other harsh chemicals.• Clean carpets professionally at least once per year.• Utilize mats or runners in high traffic areas.• Clip snags. Do not pull.• Avoid wearing shoes on the carpet.	<ul style="list-style-type: none">• Use baking soda and peroxide, vinegar and water or dish soap to clean grout• Do not use abrasive cleaners such as AJAX or COMET which will scratch the tiles.

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