



## Tenant Information Letter

It is a pleasure to welcome you as a resident to one of our properties. We believe that if you are familiar with some of our obligations, responsibilities and policies, most misunderstandings will be avoided and, consequently, a better relationship will be established between us.

Both parties to any lease or rental transaction have certain obligations and responsibilities, these obligations do not lie solely with the owner, you are requested to read the lease agreement which you have or will sign with us. It is a legal document and is binding on all parties who sign it.

During the term of your lease, you will be required to take normal care and perform normal maintenance on the property and its equipment.

Repair and maintenance requests are to be submitted in writing to our office. You may email your request to [heath.jackson@jackferg.com](mailto:heath.jackson@jackferg.com). This is for your protection and clears any future dispute over what was reported.

When a repair request is received, a repairman will be dispatched. If you cannot be reached or cannot be at home, they will be given a key to enter the property and perform the repair. Repairs that are not an emergency will be called in on the next business day. After calling for a repair, you must leave your keyless deadbolt unlocked. If a repairman is sent and cannot enter your home, you will be charged for the service call. The repairman will then be rescheduled.

The furnace contains an air filter. It is your responsibility to keep the filter clean. It must be removed and cleaned (washed or replaced) at least every month. Neither the owner nor the property manager will clean or replace filters for you. This is your responsibility and any HVAC issues that are deemed to be caused by dirty air filters will be the tenant's responsibility. Lighting the furnace and water heater is also your responsibility. We suggest you have the gas company light them when they turn on the gas. This is not considered maintenance, and a service call to light will be billed to you if you call our office to have this done.

You will also be required to pay for tenant caused plumbing stoppages that occur during the term of your lease. We cannot control grease, hair, lint, food, etc. That goes down drains. The owner is responsible for stoppages caused only by tree roots or a main sewer line stoppage.

Maintenance calls that come in on weekends or holidays are sometimes very difficult to take care of. We call outside companies to take care of these calls. We certainly understand that some maintenance calls cannot wait until the next business day, but some can and should. Air conditioners that are not cooling are an inconvenience and uncomfortable but can usually be taken care of the next business day. It is sometimes impossible to get a company out after five or on weekends.

Routine Pest control inside and outside of the home is the responsibility of the resident. Should there be a pest issue within the first 2 weeks of move in tenant may notify the office and a pest specialist will be sent out to do an initial spray for the issue. Any issues beyond the 2-week time frame will be the tenant's responsibility. Should there be an issue with wasp, bees, or deadly spiders JackFerg Properties WILL take request to have these

items treated for at the owner's expense. Should there be a defect at the property, such as a hole that pests are getting in, JackFerg Properties WILL repair request to correct these defects.

Notice of city ordinances regarding trash, weeds and rubbish in alley ways, etc. are the responsibility of the tenant. If you do not do this, the city may cite the property sending the owner of the property a 10-day notice to have area cleaned up. It is your responsibility of taking care of the alley without notice from us. If the city does fine the owner you will be responsible for all fees incurred.

If you lose your keys or lock yourself out after office hours you may call a locksmith. If you are locked out during office hours you are welcome to stop by the office with a picture ID and we will give you a new copy of your house key.

**A 60-day written notice is required prior to move out.** You must select a move out date that is the last day of the month. Tenant shall have carpet (if applicable) professionally cleaned on the last day of residency by. Copy of receipt for cleaning must be turned in to JackFerg Properties with keys at move-out. When you submit your notice, you need to ask for the move-out instructions. These instructions should be followed precisely in order to prevent unnecessary cost at move-out.

**At 45 days from lease expiration, if you are not renewing your lease, a Pre-Leasing sign will be placed in the yard to help market for the next tenant.** JackFerg Properties will be diligent in prescreening potential tenants and setting up a window 1 day a week (for 3 hours) at your convenience to show the property. As a thank you for your flexibility and accommodation to help keep the property clean and showing well, JackFerg Properties will refund 25% of your final rent payment back within 30 days of your lease termination if a lease is signed before you move out<sup>1</sup>.

When paying rent, you have two options. Option one is to use your tenant portal online. This will be available to you and any cosigner with a valid email address to view and see your account balance at any time. If you chose to pay with a credit card, you will also incur the credit card transaction charge. Option two allows you to pay your rent by check or money order.

Late charges are posted on the 6<sup>th</sup> of each month. \$25 on the 6th, and \$5 per day are assessed thereafter until rent is paid in full. It is not our responsibility to notify you of later charges due. Late fees cannot be waived.

Eviction notices are sent out on the 16th of each month with 3 days to pay the balance owed. If you pay the balance owed on or before the 3rd day of notice no eviction will be filed. Regardless if you have notified the office or not the eviction notices must be sent out. If rent has not been paid by the 20th of the month we will file the eviction with the County Court House.

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Resident	Date	Resident	Date
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Resident	Date	Resident	Date
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JackFerg Properties	Date
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<sup>1</sup> Lease must be signed before tenant lease expires and 25% off the final rent payment will be provided with deposit refund (if applicable) this is not applicable if a lease is terminated before expiration date.