



301 North Garden Ave, Sierra Vista, AZ 85635
Office: 520.458.4388 Fax: 520.459.7603 Toll Free: 800.388.4388

Tenant Information and Instructions

Sierra Vista Realty welcomes you. We hope that you will enjoy your new home. To help you in getting settled, we want to take this opportunity to explain some of our services, policies, procedures, and rules. We can best serve Owner's interests by offering complete, courteous, and prompt service to you, their tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. Please be sure to read and become familiar with your Lease Agreement, Appliance Use and Care and any other addendum's to your Lease Agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

Phone Calls

To contact our office please call 520-458-4388. For emergencies (described below) after hours call 520-227-6694.

Sending Correspondence to Sierra Vista Realty

When sending us correspondence please mail directly to our office at 301 N. Garden Ave., Sierra Vista, AZ 85635. Or you may email me at brad@BradSnyder.com.

Payment of Rent

Payment of Rent must be made to our office on or before your due date as written in your Rental Agreement. Make checks payable to Sierra Vista Realty and please write down the address of your home on the check. We prefer not to accept cash but will accept cashier's checks, money orders and personal checks (providing there have been no "bad checks.") If you have a problem paying your rent on time please call us and discuss the circumstances. Open lines of communication are essential in resolving any differences. Failure to pay the rent or returned checks/insufficient funds will result in additional late and/or legal fees charged to you. If your check is returned by your bank you will be charged \$35 and Sierra Vista Realty will not accept personal checks; you must pay with a money order or cashier's check.

1. Your rent, which is due and payable in advance on the first day of the month becomes delinquent if not received at our office (301 N. garden Ave) on the due date as specified in your lease.
2. Payments not received on time are subject to a late charge as stated in your lease agreement.

3. If your check is returned by the bank for any reason, rent will be considered late, and in addition to the thirty five dollars (\$35.00) dishonored check fee, a late fee as stated in your lease agreement shall be due and payable.
4. All payments will be first credited to any previous rent due or all other charges assessed against you before any credit will apply to the current rent due. Charges include, without limitation, late fees, dishonored check fees and charges for tenant-caused maintenance and damage to the property and any unpaid utility bills.
5. Question: What is worse than a late charge? Answer: A late charge on a late charge. That's right, if you don't pay all the charges on your account with Sierra Vista Realty by the end of the month, you get another late charge at the beginning of the next month. So, don't pay more than you must, make sure that any balance due is paid by the end of the month.
6. If you fail to pay your rent, legal action to evict can be brought against you.

Annual Inspections

It is our policy to inspect your residence at least once a year. We do this so that we are aware of the condition of the property and plan for any deferred maintenance. You are sent a notice with an appointment time. We will do our best to arrive on time. We like you to be present, if possible. We can enter with our key if you are unable to be at home or you may call our office to reschedule.

Access for Inspection and Emergency

We have the right to enter your home with proper notice for a variety of reasons (please refer to your lease agreement). Unless there is an emergency you will receive advance notice when we will enter your home. In order to facilitate Sierra Vista Realty's right of access, you agree not to alter or rekey any locks to the premises. If you need to have your locks rekeyed or wish to install an alarm system, please contact us. If the inspector cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

Maintenance

You are responsible for the routine upkeep of the premises and for maintaining all the equipment and appliances in good working order. The Owner is responsible for maintenance due to normal wear and tear. **To request service for maintenance or repairs, please contact our office during normal business hours.** Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of labor and materials. Damages or plumbing stoppages caused by your negligence or misuse will be paid for by you. Our repairmen are independent contractors and make their own appointments. They will try, as much as possible, to set the appointment at a convenient time for you.

The repairman, generally, do not work in the evening or on the week-end. If you cannot keep the appointment with the repairman, you must let them know immediately. If the repairman arrives and you are not at home they will charge a service call for the appointment you did not keep. This service charge will be passed along to you.

What is an Emergency?

An emergency call for maintenance includes anything that threatens the safety, health or life of the tenant or may cause permanent damage to the property. This includes fire, flood (broken water pipe, etc.) or gas fumes. A nonemergency would include an air conditioner or heater that does not work, sink or bathtub not draining, etc.

Emergencies should be called into the Sierra Vista Realty office immediately. During normal business hours, dial 520-458-4388. After hours call 520-227-6694. When leaving messages please be sure to leave your name, home address, phone number where you can be reached and a detailed description of the problem. Also, please be sure to speak slowly and clearly into the phone.

The following are considered Emergencies and should be reported immediately regardless of day or hour:

- ✓ Sewer and drain back-ups that will overflow.
- ✓ Toilet not working (only if you have one toilet do we consider this an emergency).
- ✓ Pipe burst and there is a flood inside or outside the house.
- ✓ Electrical problems that could cause fire.
- ✓ Fire, call 911 and after everyone is safely out of the building, call Sierra Vista Realty from another phone.
- ✓ Roof leaks- if it is a major leak, move furniture out of way and place something underneath the leak to catch the water, then call Sierra Vista Realty to tarp roof. Roof cannot be fixed while it is raining. If it is a minor leak, place something underneath the leak to catch the water and call Sierra Vista Realty in the morning.
- ✓ Gas smell, call The Gas Company and let them determine if it is an emergency. If it is, they will turn off the gas.

Some urgent situations may or may not be handled on the weekends and evenings. You may contact 520-227-6694 after hours and someone may assist you if they are available. Examples of urgent situations are:

- ✓ Loss of keys. (call locksmith)
- ✓ Heating or air conditioning repairs

- ✓ Neighbor complaints (call police)
- ✓ Appliance repairs to refrigerators, dishwashers, stoves, garbage disposals.
- ✓ Break-ins are a Police matter. If your residence is broken into call the police and get a police report filed. Call Sierra Vista Realty and report any damage done to the residence.

Landscaping

It is your responsibility to make sure that the landscaping is getting enough water. If you neglect to water the landscape areas or fail to report any sprinkler problems to Sierra Vista Realty, you could be responsible for any costs associated with replacing the lawn, shrubs or trees. During the hot summer months if the property has built-in sprinklers, check the sprinkler heads to make sure they are unclogged and working properly. If there is an automatic timer on the sprinklers, make sure it is plugged in and working. Please be aware that weeds are unsightly and a true fire hazard. The City could fine you and you will also be in violation of your lease. Please make sure front and backyards are kept free of weeds—your neighbors will appreciate it and so will Sierra Vista Realty.

Parking

All vehicles must be parked in assigned areas (garages, parking lots, driveways, etc.) or on the public streets where allowed. No parking on the lawns, sidewalks and other areas not designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs e.g. changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. Please discard all oils or fluids properly.

Renters Insurance

Owner's fire and extended coverage insurance policy does not cover any loss to your personal belongings (furnishings, clothing etc.) Sierra Vista Realty suggests you to consider purchasing a standard renter's insurance policy. Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the property becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including the Owner's property. Similarly, if a guest were to have an accident in your home, you could be personally responsible for the guest's injuries. Sierra Vista Realty strongly encourages you to purchase this inexpensive form of protection. Generally the cost of renters insurance is inexpensive; a typical premium is only \$100 to \$250 a year. Consult with an insurance agent to review your personal needs.

Security Deposits

A thirty day written notice is required by your lease if you intend to vacate the property at the end of your lease. Your security deposit will be returned to you provided you

have complied with all provisions of the lease, including length of lease (when does your lease expire) and/or proper notice to vacate (30 days written notice). Your security deposit will be refunded to you within fourteen days of your move-out and return of keys to us, providing there is:

1. No damage other than ordinary wear and tear,
2. Property is left in the same condition as when you moved in (drapes, carpets cleaned, etc.),
3. All rent due and other charges have been paid, and
4. Your security deposit cannot be applied to the last month's rent, please refer to your lease agreement.
5. If any personal property belonging to you is left in the unit or if the keys are not returned, you are deemed in control of the premises and, therefore responsible for rent until the keys are returned and the personal property removed.

Please call Sierra Vista Realty a couple of days before you move-out and make arrangements for us to meet you at the property on the day of move-out to accept the return of your keys and complete the move-out inspection.

Phone Number

All tenants are required to have telephone accessibility and to provide Sierra Vista Realty with their home and work numbers. Please be sure to notify Sierra Vista Realty when you change your work or home telephone number. Even unlisted numbers must be provided to Sierra Vista Realty.

Tenant	Date
---------------	-------------

Tenant	Date
---------------	-------------