






ANSWERS TO COMMON QUESTIONS

The answers to these questions are taken directly from your lease. Please see your specific lease agreement for more details and additional requirements and terms, only a brief summary of commonly asked items are listed here.

MOVE-IN QUESTIONS

	<p>1. WHO LIGHTS THE PILOTS FOR OUR WATER HEATER AND FURNACE? If you have your utilities turned on BEFORE the prior tenants service is turned off you avoid having to light pilots and save money by not having to pay utility company imposed “turn on fees”. However if there was an interruption in service or it is shutoff at anytime during your term Please schedule Pilot Lighting with Glenwood Energy. They will do this at the time they turn your service on. Remember to have both pilots (water heater & furnace) lit at the same time so that you will only have to pay one service fee. Due to liability issues, neither our staff nor you can light the pilots. (Note 215 N. College Ave does not use Gas Service)</p>
	<p>2. CAN I INSTALL MY OWN CURTAINS OR BLINDS? Yes. We do not furnish, fix, or clean pre-existing curtains, drapes, blinds or window shades. Any pre-existing window treatments have been left by a prior tenant as a courtesy to you. You can install your choice of window treatments or remove pre-existing ones if you don't like them.</p>
	<p>3. WHAT CAN WE USE TO HANG PICTURES/POSTERS? You may only use small finishing nails, tacks, or picture hangers to hang items on the walls. DO NOT apply plasti-tac, any kind of adhesive tape, or stickers to the walls. DO NOT use large nails, screws, or anchors because they will damage the walls. If you use these prohibited items, you will be charged to repair the walls. For brick/block walls, do not install any type of nails or screws into the brick.</p>
	<p>4. CAN WE PAINT THE INTERIOR OF OUR RESIDENCE? YES WITH APPROVAL! Our properties are painted with a certain brand and color of paint but if you would like to freshen up the walls of your room or add a specific color you may request approval by emailing us your request and specifying the room location and color you wish to paint. If you are doing a neutral (off-white) color this will almost always be approved, but you are responsible for protecting the flooring, windows, and woodwork from spills or drips of paint.</p>
	<p>5. CAN I INSTALL AN ADDITIONAL LOCK ON MY BEDROOM DOOR? NO, Per the Lease the Lessor only must provide key lockable exterior doors, however all of our properties do have key lockable bedroom doors as well. Keys for doors will either be left inserted in the door itself, or in an envelope given to the tenant that completes the move-in key exchange. Do not install locks yourself, certain locks, such as hasp locks (combination locks), are a violation of the City of Oxford's housing codes.</p>



6. CAN WE HAVE ADDITIONAL CABLE/PHONE LINES INSTALLED IN OUR RESIDENCE?

Yes. The cable or direct TV companies require written permission from our office to install additional lines. Call us during our office hours BEFORE your installation appointment if you expect to have additional lines or wall jacks installed. Please note, there are restrictions and guidelines they must follow. Please call us if the technician seems to be taking shortcuts that do not look appropriate, such as running wires across wall or ceiling surfaces.

Satellite Dishes are Prohibited as they require permanent installation onto roof or other exterior alterations which owners will not allow.



7. SHOULD WE GET RENTERS INSURANCE?

YES! We strongly recommend you get renter's insurance. It will cover your personal items if they are damaged by fire, water, storm, falling trees, vandalism, etc. The property owner's (Lessor) insurance only covers damage to the property, not your personal belongings. You may be covered under your parent's home owners insurance or you can inquire about renter's insurance with a local insurance agency: State Farm Insurance (513) 523-7524; Fey Insurance (513) 523-6341; Hatfield Insurance (513) 523-6303; or any other agency you choose.



8. WHAT DO WE DO IF WE GET LOCKED OUT OR EXTERIOR DOOR IS STUCK?

Lockouts & Exterior Door Maintenance – Mis-use, slamming, kicking, and abuse of doors is the leading cause of misaligned locks & doors, handsets breaking, and other issues that can make it hard to open or close doors, therefore tenants agree to maintain doors, mainly by using them gently, and are responsible when repairs or services of a locksmith for gaining access from a lockout or otherwise stuck door is required.

IF YOU ARE LOCKED OUT –

- **DO CALL PROFESSIONAL LOCKSMITH.** Most are 24hr and in the phonebook.
- **DO NOT KICK IN OR FORCE OPEN THE DOOR OR WINDOWS AND DO NOT CALL LESSOR, THIS IS NOT CONSIDERED AN AFTER HOURS EMERGENCY** and we are unable to assist you with this. If a door is stuck or they are locked out the tenant must call a professional locksmith to regain entry and must pay said contractor at time of service. Tenant should then email (to notify only) the Lessor of this occurrence so it can be documented.

- o *Note for Locksmith* - Any repair or replacement of lock or handset must be done to match the original keys so as to not affect continuous entry rights of Lessor.

Tenants should NEVER FORCE open a locked door, doing so will likely cause major damages from broken door frames, to drywall, all of which the cost will be the responsibility of the tenants, PLUS you will have an unsecure house for the night! If a door is forced open we must be informed of the damages right away so our contractor can secure the door the next day and access damages.

- **Bedroom Door Lost key/Lockout** – you must call a locksmith to open the door and/or create you a new key, it must match the original key so that Lessor maintains access rights, OR you can visit our Cincinnati office for a copy of the key at a fee of \$30.

TENANCY QUESTIONS

12. WHAT TYPE OF UPKEEP ARE WE RESPONSIBLE FOR?

Tenants are responsible for all regular maintenance and upkeep of your residence. Please see your lease for more details, Tenant's responsibilities include, but are not limited to:

- **Housekeeping/cleaning** - Houses must be kept sanitary at all times, including free of foul odors & returned at move out just as they were at move in.
- **Changing light bulbs**
- **Replacing smoke detector batteries**; never leave a detector disabled.
- **Replacing Furnace Filters every 30 days** (if your unit has a conventional furnace) Filter size is marked on the door of the unit, (available at Ace or Kroger)
- **Cleaning out Dryer lint traps regularly** – keeps machine working properly and prevents potential for fire.
- **Hanging shower curtains & liners**
- **Removing trash regularly** and to not allow trash to accumulate in the house or exterior, keep trash in proper trashcans outside and ensure the trash collector collects it weekly.
- **Plunging toilet clogs, and the expense of plumbers to clear any drain clog** (toilet, sink, shower/tub)
- **Spraying bug spray, setting mouse traps, etc.** if needed
- **Keeping your porch & yard clean and litter free** (including cigarette butts)
- **Flipping/Resetting Electrical Breakers or GFI switches when they trip**
- **Paying and any install/setup/pilot lighting coordination with supplier for all Utilities, & Keeping Active All Primary Utilities during the entire term** (Electric, Gas, Water, Trash)
- **Lock & Exterior Door Maintenance** – Call and hire a LOCKSMITH when locked out or otherwise unable to open a door.
- **Keeping Heat active, and above 60 Degrees AT ALL TIMES From October - April including while away for extended holiday breaks.**

13. WE HAVE A PEST PROBLEM THAT IS BEYOND GENERAL UPKEEP, WHAT SHOULD WE DO?

If you have a pest problem beyond general upkeep, please contact our office. Please keep in mind that if you leave doors and windows open for extended periods of time this may cause a pest problem. Poor housekeeping can also contribute to a pest problem. FYI – **Food garbage including empty beer bottles & cans are highly attractive to cockroaches.** Per the lease any pest problem that occurs after 10 days of initial key possession is an expense for which the tenants are responsible to correct. Lessor will contract an approved pest control contractor in this situation and the tenants will be billed for the expenses.

14. CAN WE SMOKE IN OUR RESIDENCE?

NO! All of our properties are non-smoking. Smoking in your residence will always be discovered by the property owner during inspections and per the lease will result in FORFEITURE OF 100% OF YOUR SECURITY DEPOSIT, PLUS ANY COSTS OVER AND ABOVE THE DEPOSIT TO REPAIR THE PROPERTY BACK TO ITS ORIGINAL CONDITION. The lease has additional details in regard to this very serious matter.

- • The #1 cause for **CARPET REPLACEMENT at the TENANT'S EXPENSE** is from cigarette burns in the carpet. Just one burn OR smoke odors will be cause for an automatic total carpet replacement at your expense.
- • The #1 cause for **WALL RESTORATION at the TENANT'S EXPENSE** is from smoke damage to the walls. Wall restoration is very costly since it includes SEALING ALL DRYWALL, paint, supplies, and labor.

15. ARE WE ALLOWED TO HAVE PETS?

NO! Pets are **NOT** allowed on or in the property at any time. This includes all pets – cats, dogs, snakes, birds, hamsters, ferrets, goats, etc. Non-filtered fish bowls are acceptable. If you house a pet or even if it's a visiting pet your violation of this provision is **an immediate violation fee of \$500 plus \$10 per day the pet remains on the premises as well as just cause for an immediate eviction and forfeiture of your ENTIRE deposit.** Pets, no matter how well behaved, can cause damage, are allergy triggers for

future tenants, and attract fleas and other pests.

16. CAN WE GET ON THE ROOF?

NO! If you or your guests are observed on the roof or we find evidence that you have been on the roof in a non-emergency situation **you shall pay an immediate \$500 violation fee. Your security deposit will also be forfeited** and you will be charged to repair any damages. It is extremely dangerous for you to be on the roof and roof maintenance is very expensive and cannot withstand the weight and activity of tenants.

17. CAN WE STORE ITEMS IN THE BASEMENT?

NO! DO NOT store items in the basement. There is **NEVER** a guarantee that the basement will be dry. There is always a possibility of water, sewage backup, etc. especially in the older homes with stone basements. If you choose to store items in the basement it is solely at your own risk. Furthermore, all items stored in the basement must be removed upon vacating the property. If items are left behind, you will be charged to remove those items.

18. IF A ROOMMATE DOES NOT PAY RENT, WHO IS RESPONSIBLE TO PAY THE RENT?

Everyone who is currently signed on the lease is responsible for the rent. It is a joint liability lease so every lessee is jointly and severally liable to all terms of the lease. Everyone is also liable for late fees if the rent is not paid on time.

19. MUST WE KEEP OUR HEAT ON DURING WINTER BREAK?

YES! You are required by the lease to maintain heat (and gas and electric) during all cold weather months typically October – April. You should NEVER turn the heat below 65 degrees in the winter months. If you do, you face the possibility of the water pipes freezing and bursting. If this occurs because the heat was turned off or below 65 degrees, you will be responsible for the cost of all the damages that occur to the home which are usually very extensive, in the multi-thousands of dollars!

Other Winter Break Tips – When you leave for a long time away it is a really good idea to do the following: **Open all cabinet doors where there are water pipes** such as the kitchen and bathroom sink cabinets. Leave all bedroom doors open. This allows the warm air to flow better, closed cabinets can get much colder than the rest of the room and can still allow pipes to freeze, especially in older homes! Make sure to check the locks on all windows and leave your porch lights on for extra security while you are away.

20. Is Subletting or Multi Day Guests Allowed?

Please remember that per your lease, you may not on your own sublet occupancy (neither for a fee or free) to anyone that is not one of the original individual Tenants listed on the lease. Also you **may not allow guests** (defined as anyone who is not one of the individual Tenants listed on the lease) **to occupy for more than 5 days within a 30 day period without prior written consent of the Landlord.**

If a tenant needs to move out AND has found a suitable replacement to sublet their spot, we will gladly approve this Sublet situation, but proper paperwork must be completed along with a \$75 processing fee and Lessor's written approval given before the person can move in. If lessor finds such a violation it is a breach of the lease contract and all tenants can be immediately evicted with all paid rents and deposits forfeited as per the lease agreement. The city enforces strict occupancy rules enforceable with large fines.

MAINTENANCE & REPAIR QUESTIONS

The Property owners take great pride in the high quality of their rental homes and expect that tenants will take the same pride and care for the unit, as it is *YOUR HOME* during this time in Oxford. Tenants are responsible for general Maintenance, cleaning and in general taking good care of the unit, while the Lessor is responsible for Repairing things when they wear out, fail or anything structural or mechanical related. Below you will find detailed summaries taken from your lease to help guide you in regard to your maintenance responsibilities, cleaning tips, specific situation tips, and how to submit a Repair request to us. For More please see the Maintenance, Repairs & Tips page of our website and as always the most detailed and specific information is found in your lease agreement.

WHAT DO WE DO IF WE HAVE A MAINTENANCE REQUEST? If you have a regular REPAIR request for which the Lessor is responsible for, or to report non emergency damages to the property, or to report maintenance that you had a contractor complete (such as unclogging a drain, or locksmith work), you **must make your request in writing by email** to brickstreetproperties@gmail.com . Requiring theses in writing allows us to track and properly resolve all requests efficiently and timely.

- **Our office hours are** Mon-Fri; 10am-4pm EST, closed all US banking holidays. All REPAIR requests must go through our office (not a maintenance technician). We will address **emergency repairs (see below for definition of emergency)** requests immediately, even after hours.
- **Please include in your request**, your property's address, your name AND PHONE NUMBER, as much specific information as possible about the issue, and specify the name and location of the room(s) affected (ie. 1st Floor Bath...). If you can, Photos are often also very helpful to show us the issue and can be so easy to take with your phone and email to us.
- **Routine maintenance** requests will be taken care of in the order they are received. Typically we will respond to you about a routine maintenance request within 1-2 business days and while dependent on contractor availability, availability of needed parts, weather and other factors we usually are able to get contractors in and make repairs in just a few days, but at times it can take several days or longer. Generally we will have the contractor contact the main house contact directly to schedule the service at a time that is convenient for you and the contractor.
- **Any and all damages, regardless of cause, must be reported to Lessor immediately.** Non-Emergency damage should be reported by email within one business day, emergency as defined below should be called in due to its urgent nature.
- **WHO MAY CALL IN A MAINTENANCE REQUEST FOR OUR HOUSE/APT?**
A current lessee, that's anyone signed onto the lease, is the only person authorized to request a work order for your residence. **Your parents CANNOT call in a maintenance request.** It is our policy to abide by and follow tenant/landlord privilege and confidentiality.

WHAT CLASSIFIES AS AN AFTER HOURS EMERGENCY?

"An afterhours emergency is a situation in which the property will suffer additional loss if the situation goes uncorrected until the next business day." For example – the heat goes out and temps are below 50, or a water pipe bursts, roof leak, or broken window, or unsecure exterior door.

- **If you have a true after hours emergency, please CALL/TEXT (513) 620-4515.** This will immediately page a staff member 24hrs a day, they will return your call and if necessary, they will dispatch an on-call maintenance technician for your maintenance request. **Call 911 first for Fire or any other life threatening event!**
- As I'm sure you can appreciate that no one wants to get woken up in the middle of the night, or otherwise after work hours, when it isn't necessary...thus we take the after hours emergency service very seriously. Per the Lease, **Improper calls after hours will result in a \$25 per call fee, immediately billable or deductible from security deposit at the discretion of Lessor.**

- Examples that **ARE TRUE emergency** repair events include but are not limited to:
 - **Fire; wind/storm/earthquake damage to roof, windows or other primary structure;**
 - **Water leaks not controllable by bucket, roof leaks, overflowing toilet that overflow cannot be stopped by shutting off water (clogs are NOT emergencies otherwise) or other flooding,**
 - **Unsecured exterior doors or broken windows.**
 - **Total Heat failure (if outside temps below 50 degrees)**
- Examples that are **NOT emergencies** include, but are not limited to:
 - **Dripping faucet or slowly dripping sink water pipe** (please catch drips in cabinet with a bucket and/or shut off water lines to sink).
 - **Power or other Utility Outages** – call the utility company.
 - **Issues with: Appliances, Water-heater** (unless leaking large amounts of water onto wood/carpet floor), **or Air Conditioning failure**
 - **Clogged Drains or Toilets** (stop using and call plumber or wait till next business day and we can assist you with scheduling a plumber, tenants are responsible for expense to clear clogs, per lease)
 - **Lockouts or stuck/unable to open doors** (call a Locksmith, this is tenant responsibility)
 - **Vandalism/Theft** (call Police and file report, then email to notify Landlord; (except where damage results in an emergency defined situation such as broken window)

Toilet, Bath, and Sink Clogged Drains:

How Do We Prevent our Toilets From Clogging or Overflowing?

Clogged and overflowing toilets are a common problem that can easily be prevented.

NEVER FLUSH paper towels, facial tissues, wipes, cotton swabs, condoms, feminine hygiene products, or Band-Aids down the commode. Even “disposable/flushable” marketed wipes often cause clog problems, especially when more than 1 is flushed at a time. Tenants are responsible for the cost to clear ALL clogs so please never flush any of these items!

Please keep a ‘toilet’ plunger (not a sink plunger) on hand to avoid unnecessary service call expenses to plumbers if you can clear the clog yourself.

- **Overflowing Toilet** - If toilet water is overflowing quickly turn OFF the water supply shutoff valve near the floor at the back of the toilet where the water line comes from the wall. This stops the flow of more water. Then get towels to soak up the water to prevent it from getting to other parts of the house, carpets. Etc. Then let water lower and try to plunger, email us for a plumber service call, or call one of your own. If the overflow does **NOT** stop after water is turned off (sewer system backup) or there is flooding damage (ie the overflow was ongoing some time before you found it) then that is an emergency so call our office, or after hours call the emergency repair line.

Prevent Sink Clogs –

Do not allow food waste, cooking grease or hair down the drains these will cause clogs, if not immediately, then certainly over time. Those items should be put in the trash (always cool grease first to prevent fire) Use a sink strainer basket in the drain to prevent food, bones, and other objects from getting in the drain.

Prevent Shower/Tub Clogs –

Never put anything down the drain except water, hair is the number one clog or cause of slow draining tubs, several products sold in stores can help prevent this including “*HairSnare*” or “*DrainWig*” costing \$5-\$12.

If you are unable to clear a clog yourself

You may call any plumber of your choosing (some are 24hr), OR email us and on the next business day we will have one of our preferred plumbing contractors call you to schedule an appointment to snake and clear the drain. Per the lease, all Drain “Clog” issues fall under Tenant maintenance responsibility, and expenses thereof are that of the tenants. When a plumbing issue is Not a clog or tenant caused then of course the Lessor will repair or replace fixtures and pipes at their expense, such as when parts have failed or if a sewer line has collapsed, has tree roots growing through it that are causing drain backups, etc.