

Move-In Procedures – Student Rentals

The following information will assist you as you prepare to move into your student rental for the upcoming term. We look forward to seeing you soon!

Summer Term Key Exchange & Occupancy

- **ALL tenant groups with summer occupancy added to your lease term;** whether you are planning to live in the house during the summer, just store furniture, or just move in later in the summer you must schedule an appointment **for 1 member of your group** during the official Key Exchange Day to pickup your keys and do a brief walkthrough inspection, you are free to move in anytime thereafter.
- **Key Exchange (occupancy start) Date:** As is noted on your Summer Lease Addendum the start date for the Summer term is TBD. Generally we try to make houses available for move in (or storage, etc) and do the Key Exchange and Walk Through Meeting on the **Friday, the week after Miami's graduation weekend in May**. The previous tenants move out the Sunday of graduation weekend, until we start inspections the next day we won't know for sure how much repair work is needed on your property, thus this is why we have to leave the Occupancy date as TBD. 99% of the time repairs are minimal and we can do what needs to be done and have houses ready for the next group by that Friday...but just in case there are major damages, we may have to change this date, so it's important to be flexible and know that we will keep you updated.
 - *As this is a very busy week for us, we will ONLY contact you if there is a problem and we need to reschedule your Key Exchange/move In date. If you do NOT hear from us by Wednesday that week then assume there are no issues and your Key Exchange/Walk Through Appointment time is a go.*
- **Appointments for Key Exchange & Walk Through**
We need each tenant group to schedule a time slot (20MIN) for one member of your group between 8:30am and 1pm on the Friday Key Exchange Date, to do key pickup and a quick walk through of your house. Time slots book up fast so please email us ASAP to select a time (*even if you don't plan to physically move this day you must pickup your keys and have utilities active per the lease agreement as of this date – if absolutely no one can meet in person at the rental on this day we can do the move in packet by FedEx for a fee, but it is not advised as we cannot do the pre move checklist and show you important features of the rental house*)
 - **We will meet at the rental unit and provide you with:**
 - All Keys
 - Move – In packet with information about your house
 - We will show you where and how to operate important features of the house such as water shut off valves, furnace filters, and so on. We will go over a two page Move-in checklist that reminds you about some very important maintenance and rules from the lease, which you will sign at that time.
 - A damage exclusions sheet to make note of specific items you see that are pre-existing damage (ie chip in kitchen tile, tear in carpet etc) You submit this within the first 3 days, we record it to your lease, and then we use it at the move out inspection to make sure you do not get charged for any pre-existing conditions.

Utilities

- At Least 1 month **BEFORE** your occupancy date (receiving of keys) you should contact and setup all utilities for your rental unit.
- **Please view the Oxford Utility Guide page** of our website to get current contact information and guidance on setting up your utility accounts.
- **For Student Rentals All Utilities are the responsibility of the tenants and must be put in their name.**
- **Electric is Required to be active at all times during the lease term** even if you will not be occupying the property right away – this ensures things like sump pumps and other critical structural items are active.
- **Save Money – avoid expensive turn on & pilot lighting fees** - Even if you don't plan to move in for a while you can SAVE money on each utility account by avoiding expensive “turn on and pilot lighting fees” that are charged if utilities get turned off between you and the old tenants.

Visit **brickstreetrentals.com** for more Move-In Tips & Info for During Your Tenancy

Attached we have included the Move-in Reminder Packet we will go over at the Key Exchange.

Rental Home - Move-In Packet

Welcome!

To your new home for the school year. We wish you great success and many joyful memories throughout this year. To assist with your move-in, please find enclosed all door keys and a list of helpful and **important reminders** about your property and lease agreement. Please ensure all housemates read this quick letter and if you did not do a walk through with our agent then **return one copy of this letter** with at least one signature and set of initials next to each section noting it has been reviewed and is understood, along with returning the exclusions sheet within 5 days of move in (both can be emailed (preferred) or postal mailed).

Best Wishes!

Brick Street Properties LLC.

Move In Reminders & Brief Procedures Overview:

**Initial to indicate
Read & Understood**

1. Furnace Care & Minimum Heat Required

- a. **Minimum Heat Must be Maintained at all times during cold months: 60 Degrees Fahrenheit** is the lowest temperature that must be maintained inside your unit. During any month where outside temperatures dip below 50 degrees Fahrenheit (usually October – March) the unit must have active gas & elec. service and the furnace must be set to heat no lower than 58 degrees at ALL times. This prevents pipes from freezing and other cold damage. Any damage to pipes, resulting flood damage, or HVAC, from heat not being properly maintained is the full responsibility of the tenants!
- b. **Filter Changing: It is your responsibility to change the furnace filter EVERY 30 DAYS!** This is necessary every month, year round, as the furnace filter and furnace blower are used with A/C and Heat. It is extra important during the Winter when the heat is in operation. Filter size is marked on the unit near the filter location. Filters can be purchased at any hardware, and most grocery stores; the cheapest filters available are acceptable and actually the most efficient.

Due to the importance of filter changing we may occasionally inspect and mark filter with a check date. Upon later inspection if filter has not been changed within the last 30 days, WE will replace it, and charge a fee of \$50 for having to do so.

2. Cleanliness and Overall Maintenance

- a. **Per your lease you are responsible for keeping your unit CLEAN and well maintained.** At move out you must return your unit in the exact same condition and cleanliness as it is today, please keep it neat and clean up messes as they happen to prevent further damage.
- b. **I acknowledge that I have received and will read the enclosed “Tips to Prevent Mold Growth” & Answers to Common Questions**
- c. **Please see special notes about appliances** if applicable to your unit
- d. **Outside** please keep litter picked up, including cigarette butts (and remember smoking is prohibited within the house, or on/near the porches), and any trash that blows in the yard please pick up as you see it. Litter is regularly fined by the city and is your responsibility regardless of how it got in the yard!
- e. **Hanging Things on Walls** – Remember per the lease never use sticky tack, tape, or any type of adhesive to attach things to walls or doors, including hooks, hangers, deodorizers, etc. Second no holes should be put in the walls larger than a pencil head. If you want to install curtain rods or anything that would create larger holes, anchors, etc. ask landlord before hand to get written permission. Generally the best way to hang posters, pictures etc. on the walls are basic thumb tacks or small picture nails.
- f. **Move in damage exclusions.** Within 5 days of move in please return the attached page to landlord. On it, list in detail any things you find that are damaged, scratched, or otherwise dirty at move in, that way you are not charged for them at move out. Do a thorough walk through of your entire property including the exterior and note any issues you want to point out and exclude.
Please either scan and email or mail along with this Initialed Reminder Checklist.
- g. **Accepted in its present condition** – as a reminder Lease Agreement paragraph 2 states you accept the property in its present condition by taking occupancy today and signing below. No further cleaning, painting, or other “condition” requests can be made of Lessor. Lessor will of course repair items such as mechanicals that from time to time break or may require repair, per the lease.

3. Toilet Clog Caution - NEVER FLUSH feminine hygiene products, Tampons, condoms, paper towels, sanitary wipes or any other obstructing objects down toilets. This can easily cause clogs, any drain clearing/clog removal per the lease is a cost that tenants solely agree to be responsible for the cost to remove, clean and repair any damage. Costs for any toilet, shower or sink draining/clog issue is the responsibility of the tenants (unless plumber finds the cause was due to failure of the fixture or crushed pipe itself which is not related to tenant’s negligence).

4. Visit brickstreetrentals.com/Maintenance&Repairs - Troubleshooting of common household issues, steps to take to prevent clogs and other problems, cleaning tutorials, tenant’s maintenance responsibility list, and instructions on what is or is not a maintenance emergency and how to request regular repairs.

Initial to indicate Read & Understood

5. **No Smoking Inside Dwelling or on Porches & Decks** – Remember that per the lease our properties are smoke free; Tenants and their Guests are prohibited from smoking, both indoors AND on porches or Decks, Smoking should only occur in the yard away from the structure and care should be taken to collect butts, such as a coffee can or pot with sand, to prevent litter and accidental grass fire.
6. **NO PETS OR ANIMALS are allowed in the rental home at any time, for any reason, NO EXCEPTIONS**
This is a requirement of the lease agreement, if any sign or report of an animal is found/received from our inspections, a neighbor, or our local agents who regularly check on the houses, a minimum \$500 fine is assessed, PLUS \$10 per DAY until the animal is fully removed for good, Plus costs of any damages including scratches to flooring from claws, and PLUS the potential for Eviction and legal costs and consequences. Like smoking this is something that can affect the house long term for future renters and cause serious damages, so the owners take it VERY seriously.
7. **No Subletting or Multi Day Guests Allowed (Lease sect 8):**
Please remember that per your lease, you may not 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 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.
8. **Tenant Contact Information Sheet -**
a. If Any information has changed since you previously submitted this form, such as home address, phone numbers, car information, etc. please submit a new form now and note at the top that this is an "UPDATE". Also if any information asked on this form changes throughout your lease term, please notify us by email immediately, it is critical we continually have accurate, up to date, contact information for all tenants.
9. **Service & Maintenance Requests & Non-Emergency Damage Reporting - MUST BE MADE IN WRITING**, by email (preferred) brickstreetproperties@gmail.com, so that we can keep record of requests made and ensure that they have been addressed. Emergency Repairs, by their urgent nature, should be called in as described and defined below.
- Any and all damages, regardless of cause, must be reported to Lessor immediately. Non-Emergency damage should be reported in writing within one business day via email. **Our normal business hours are Monday thru Friday 10am-4pm EST.**
- Repair Scheduling Expectations: Lessor shall reply to requests within one business day, with repairs made as quickly as contractor availability permits. Less urgent repairs such as appliance issues, plumbing, A/C, etc may take longer, up to 2 weeks to get into service contractor schedule, while heating, unsecured windows/exterior doors, etc are a rush priority usually 1-5 days. Repair times will be coordinated with Tenants as someone will need to be home to allow contractor in.
10. **Emergency Repair Calls** – In the event of a **MAINTENANCE EMERGENCY, DEFINED AS**; one in which either Leased Premises or Tenant(s) will suffer further damage or loss if a situation goes uncorrected, please CALL OUR EMERGENCY MAINTENANCE LINE AT 513-620-4514. **Fire, Structural Instability, or anything that is life threatening Call 911 First!** Lessee(s) are responsible for any damage incurred to the Leased Premises including that which is the result of failing to quickly report a serious maintenance issue, such as a water leak, that resulted in more damage than would have occurred if it had been reported and dealt with immediately.
a. Lessee(s) should only call outside of business hours with true MAINTENANCE & DAMAGE EMERGENCYS. Improper calls will result in a \$25 per call fee, immediately billable or deductible from security deposit.
b. Examples that ARE TRUE emergency maintenance 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, or flooding, unsecured exterior doors or broken windows. Heat failure (if outside temps below 50 degrees)
c. Examples that are NOT emergencies: dripping faucet or slowly dripping sink drain (please catch drips with a bucket or shut off water line to sink). Power & other Utility Outages or appliance not working due to lack of gas/electric- call the utility company. Issues with: Interior Doors/handsets, Appliances, Water-heater (unless leaking large amounts of water onto wood/carpet floor), Clogged Drains or Toilets (stop using and call plumber), Lockouts of any cause (call a locksmith), Air Conditioning, Vandalism (call Police and file report, then email to notify Landlord; except where damage results in an emergency defined repair needed such as broken window, etc), Non Emergency Damages (email immediately though), and any billing or general questions.
d. Lockouts/ Door Issues – Use and rough use/abuse is the leading issue with stuck door handles. Tenants are responsible for all lockouts and door handle & lock regular maintenance, if an exterior door is locked with key lost, broken key in lock, handset/lock won't turn, or otherwise door is stuck for any reason CALL A LOCKSMITH to fix and let you in the building, this is NOT an emergency, nor the responsibility of the Lessor or Brick Street and should not be called into our emergency phone line. During business hours we can recommend service providers and you should notify us of having to use a locksmith, if for any reason they need to change the lock to a new key you must ensure a copy is provided to us within 1 business day. If a door is forced or kicked open any damage to the door & surrounding area incurred will be charged to the tenant group with payment for the repair of due immediately.

Signature: _____ **Printed Name:** _____
Property Address: _____

MOLD & MILDEW PREVENTION STARTS WITH YOU!

Mold is found virtually everywhere in our environment; both indoors and outdoors, and in both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. When excess moisture is present inside a home, mold can grow. Not all mold is necessarily bad or causes adverse health effects, however, appropriate precautions need to be taken.

It is the tenant's responsibility to minimize the development of mold and mildew in your residence. You will be responsible for any damage caused by excessive mold or mildew in your residence resulting from your negligence.

In order to prevent the growth of mold or mildew in your home, please follow these guidelines:

Before Showering:

- In addition to your shower curtain, you must also have a water resistant shower liner. A shower curtain alone is not sufficient.
- Your shower liner must be properly placed **behind** your shower curtain.

While Showering:

- Make sure your **SHOWER LINER IS INSIDE THE SHOWER**. This will prevent water from getting on the floor.
- Turn on your bath fan.

After Showering:

- If water gets all over the bathroom floor or walls, please wipe it up.
- Leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated.
- Hang up your wet towels and bath mats so they will completely dry out.



Proper Cleaning:

- Clean your bathrooms weekly with proper bathroom cleaners, daily shower/tub spraying of products like "Tilex Fresh Shower Daily" especially on door tracks, caulk and grout can help make this task easier and prevent mold growth in the first place
- Make sure you pay special attention in thoroughly cleaning the shower and tubs. You will be charged if the caulk around your tub or shower has noticeable mildew growth on it and therefore has to be replaced.
- If you notice mildew growth forming on the ceiling or walls of your bathroom, use a bathroom cleaner or bleach to clean that area immediately. Otherwise, you will be charged for any mildew found on the ceiling or walls of the bathroom.
- Proper cleaning and tidiness throughout the house is key to mold prevention just like it is key to preventing bugs/pests, overall good health, and making regular cleaning and move out much easier by not letting trash or dirty dishes pile up, not letting floors and surfaces from getting built up grease and grime which is harder to clean after the fact than it is just to clean on a more regular basis more often!
- Immediately wipe up all food or drink spills, do not let spills dry on the walls (they will be left sticky and have to be repainted) and do not allow empty cups, beer cans, or food sit around the house. Keep trash in trash cans and remove the trash to the outside can regularly.




Special Care:

- Check faucets, showerheads, and under your bathroom and kitchen sinks regularly for leaks or drips.
- Email us if you notice any water leaks or drips; no matter how big or small.
- Stop toilets from overflowing immediately! Turn off the toilet water valve and have a **PLUNGER** handy.
- If your toilet does overflow, make sure you thoroughly soak up all of the overflow water that fell on the floor. Make sure you dry the floor thoroughly.
- Tenants must notify us if any of the following occur: visible or suspected mold on drywall walls, musty odors, shower/bath/toilet/sink overflows, discoloration/staining of walls, baseboards, doors, window frames or ceiling, Loose or missing grout or caulk around tubs, showers, sinks and faucets, washing machine or dishwasher water leaks, any excess moisture or water leaks.

ANSWERS TO COMMON QUESTIONS Packet

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.