

Welcome to The Neighborhood

Dear New Tenant,

We are very happy that you have chosen to be a part of the DHS Ventures Community. **At DHS Ventures, we put our heart into your home!** We strive to ensure that your experience exceeds your expectations. It is our mission to provide you a rental home that is comfortable and pleasant. The purpose of our Welcome Packet is to assist you with your move-in process and caring for your home. If your mailing address ever changes, please update that with management. We provide information on the most common questions residents ask.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to contact us at: rentals@dhsventures.com and someone will be happy to assist you.

We look forward to working with you.

Sincerely,

The Management Team

Disclaimer: This paperwork is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.



EMERGENCY PROCEDURES

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.

MAINTENANCE EMERGENCY PROCEDURES

If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak).

An emergency **is not** an annoying sound, air conditioning failure, appliance malfunction, drain stoppage and the like. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.

If the situation is considered a maintenance emergency and occurs normal business hours, please send a request via your tenant portal at www.dhsventures.com.

If the situation occurs after business hours please submit the request via the tenant portal at www.dhsventures.com and follow up with a call our main office line and listen for directions on how to reach our emergency extension. Remember to leave your name, phone number, address, and the type of emergency.

WATER RELATED ISSUES

If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance / fixture or shut-off the main valve for the property. Contact DHS VENTURES office immediately at 888-420-0114, as well as submitting the request via your tenant portal at www.dhsventures.com

MAINTAINING FIXTURES and APPLIANCES

Central Air Conditioning:

Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. It is required that tenants install a clean air filter every month. If AC repairs are needed to be made due to tenant upkeep not being maintained, the repair costs will be the tenant's responsibility and charged to their account.

Power:

If the power goes out in your house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.

If the power is only out in your house, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Drains:

AVOID letting food and hair get down the drains. Clogged drains caused by hair or grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.

An excellent drain cleaning / clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. **We recommend performing this treatment monthly to avoid build-up.**

Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

If a plumber is needed to snake any drains and the clog is not due to environmental issues. The tenant will be responsible for the cost of the service call and will be charged via their online account.

Garbage disposals:

ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.

If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Disposals are not required by law in a rental home and if the disposal becomes inoperable it is the property owner's right to remove it completely without replacement.

Refrigerator coils:

Keep the area behind and underneath the refrigerator reasonably clean. Coils will require cleaning. Please take the time to get acquainted with the appliances in your home.

Refrigerator Items:

Ice makers and water dispensers are considered a luxury item and is not required by law. If these items become damaged and not useable, the owner can request a unit change out that does not have these amenities.

Stove or oven:

Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water to clean, please never use oven cleaners or abrasives as this will ruin the finish.

Plumbing fixtures:

NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.

If brass needs to be polished, use a product specifically designed for brass.

Many homes have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage:

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.

Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.

Please **do not** use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.

In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

House Plants:

Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters:

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic Tile & Tub and Shower Walls:

Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.

NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Mini Blinds:

Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke Detectors:

Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time. Batteries are changed upon move-in.

Wood decks and porches:

Potted plants and flowers add beauty and appeal to a property. Please put "feet" or saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.

Kitchen area floor, we recommend cleaning the floors with a small amount of vinegar in water.

Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and granite:

Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn.

Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

Air Conditioning failure check steps (prior to contacting Property Manager):

Air Conditioning and Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure has been replaced in the last month
- Check the access panel to the blower compartment to ensure the panel is securely closed
- check drain line for any clogs and clean out with 1 cup vinegar and 1 cup hot water



SEASONAL MAINTENANCE

Interior:

Air Conditioning Unit

Clean or replace the air filter regularly. All tenants are responsible for cleaning or replacing the filter every three months. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.

Set the thermostat to an appropriate heat level for winter and cool level for summer. Inspect all supply and return vents for cleanliness and obstructions.

Fireplace (if applicable)

When not using the fireplace, ensure that the damper is in good operating condition and closed. Inspect the flue and chimney and ensure it is unobstructed.

Smoke Detectors

Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.

Exterior:

Lawn and Shrubbery

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

Gutters

- Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation

Christmas lights are not to be added to the property if they involve attaching to the home. No nails or fixtures may be added to the exterior.

VACATING CHECKLIST

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the home in the condition you received it. If you have any questions, please contact DHS VENTURES. You will want to be sure to reference the Move-In Checklist you completed at move-in.

General

Provide a written notice of your intent to vacate a MINIMUM of 60 days prior to the end of your lease agreement.

Complete change of address cards for the Post Office and provide our office with a forwarding address.

Contact all utilities (power, water, cable, phone) to have them shut off on the last day of the lease.

If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees or the

Refrigerator:

- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. **DO NOT TURN OFF!**
- Sweep down cobwebs on walls and ceiling.
- Replace light with an appliance bulb, if necessary.

Stove:

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans.
- Move stove out and clean wall and floor.

Cabinets and Drawers:

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, baskets and counter tops well.
- Make sure garbage disposal is empty and clean.
- Miscellaneous In and Near Kitchen:
- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.

- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds, screens and clean sills and tracks.
- Scrub kitchen floor, including under movable appliances and baseboards.

Living Room:

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Clean out fireplace (s).
- Vacuum carpet and clean baseboards.
- Clean drapes / blinds.
- Clean out fireplace; wash screen and doors.

Bedrooms:

- Sweep down cobs.
- Wash light fixtures and switch plates.
- Wash windows, clean sills and tracks.
- Vacuum carpet / mop tile and clean baseboards.

Bathrooms:

- Clean bathtub, tile around tub, sink, door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Clean mirror.
- Clean windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Clean light and switch plates.

Miscellaneous:

- Replace air conditioning filter.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.
- Replace **ALL** burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Pull out washer/dryer and clean floor.
- Wash **ALL** doors.
- Sweep garage and sweep down cobs.
- Clean windows.
- Mow and weed yard.
- Haul **ALL** trash away.
- Clean out **ALL** vents.

Final:

A DHS Representative can do a final walk through and retrieve keys after you send an email to rentals@dhsventures.com letting us know you have vacating the property. Feel free to take pictures and keep for your records of the property as you left it as we will also be taking pictures during our inspection.

Reminder: Please reference the cleaning checklist provided with your rental agreement. Note that carpets are required to be professionally steamed cleaned and sprayed for pests upon vacating (refer to rental agreement). Where applicable the chimney must be cleaned and inspected as well (refer to rental agreement).

Disclaimer: Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.

