OKLAHOMA REDDOOR MANAGEMENT

TENANT HANDBOOK

Welcome to your new home.

7220 S. Western Ave #103, Oklahoma City, OK 73139

(405) 677-9116

www.OKREDDOOR.com

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Welcome to

Oklahoma Red Door Management

(ORDM)

Oklahoma Red Door Management (ORDM) welcomes you as a new resident! To achieve a successful tenant / management relationship, we have prepared this Tenant Handbook to aid you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information on tenant responsibilities and more.

The owner of the property has retained our firm as their property management company and representative to manage your home. Therefore, you need to contact us when you need assistance.

We wish you successful and enjoyable tenancy in your new residence!

STAFF CONTACT INFO

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SW Oklahoma City, Moore & Norman

Pamela Lee, South & Maintenance Supervisor,
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Mariah Davis, Application Director
mjdavis@hoppishomes.com

ORDM Office Information

Opening hours:

Monday – Friday
8:30 am – 5:30pm
Closed for lunch from 12pm – 1pm
Weekends by appointment only

Address:

7220 S. Western Ave
Oklahoma City, OK 73139
Phone: (405) 677-9116

Phone:

(405) 677-9116

Website:

www.okreddoors.com

MOVE OUT CHECKLIST

- ✓ Contact moving company
- ✓ Notify US Post Office (Forwarding address)
- ✓ Notify direct delivery suppliers
- ✓ Send “Just Moved” announcements
- ✓ Notify bank, credit union, savings & loans
- ✓ Notify doctors and dentists
- ✓ Notify former electric, gas, water and garbage companies
- ✓ Schedule professional carpet cleaning
- ✓ Re-register to vote
- ✓ Notify DMV & obtain new license
- ✓ Notify new utility companies immediately to avoid shut off

Tenant Communication

1. **Telephone Calls During Office Hours**
   During office hours, we will make every effort to have your call answered my a member of our staff. If you get our voicemail, this means that we are on another line. You will have an option to leave a voicemail or a text message. We partner with Podium which sends notification to each staff member of your pending questions or needs.

2. **Voicemail**
   If during the day, you reach our auto attendant, please listen carefully to the options and select the extension best suited for your situation. There is not a general voicemail box. Please leave one (1) detailed message only. Multiple calls and messages will only delay someone getting back to you. Our staff is oftentimes on another call helping another Customer or out of the office doing inspections for property owners. Please be patient. Messages are emailed to Manager as well.

3. **Preferred Method of General Communication: EMAIL**
   This method of communication to/from you either via standard email: or ORDM portal generated company email called “conversations” on the tab. If you have an issue and you are unsure what staff member to address, reference the Staff Contact page of this packet

4. **Change in Contact Information**
   Please notify us if you change your phone number or email address

5. **Emergency Calls**
   During usual business hours, immediately state if you have an emergency. If you

reach the voicemail system during or after the hours, reach out to management immediately.

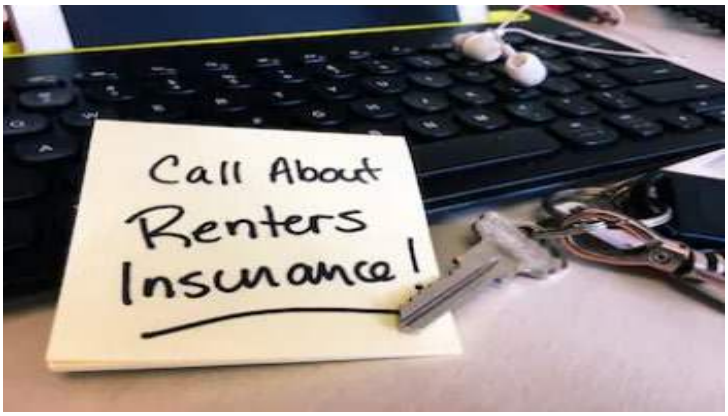
6. **Maintenance Requests**
   If you have a maintenance issue, send a written request by going to your Resident Portal at www.okreddoors.com then entering your username and password. Follow the simple prompts to enter your request. You can also change the status of your existing maintenance requests through this Resident portal.

7. **Emailing or Calling our Maintenance Management**
   Our main phone number is (405) 677-9116 ext. 2. If/When leaving a voicemail or email message, please provide your full name, property address, and a detailed description of the issue.

RENTERS INSURANCE

The property management company or the owner shall not be liable or responsible for the loss or damage to articles or property belonging to the tenant. It is advised that the tenant maintain fire and theft insurance for their personal property.

It is **REQUIRED** that all tenants maintain a minimum of $100,000 Liability Policy during the entirety of the tenancy. Proof of coverage must be provided to the office in the form of a copy of the current insurance policy page either entitled “Letter of Declaration” or “Certificate of Insurance”



Paying Rent

- Rent is due on the 1st of each month. It is considered late when we receive it after **NOON on the 6th** of each month.

- Make checks payable to: Oklahoma Red Door Management (ORDM) unless stated otherwise in your lease.

- 90% of our tenants pay by electronic method through the Resident Portal as it is the most secure and convenient for tenants compared to all other methods. ORDM bank charges a $4.95 fee to pay rent by ACH. Rent may also be paid by personal check, cashier's check, money order, or direct deposit.

- GOT CASH? **Our office does not accept cash.** BUT most place where you buy money orders actual have the machine to make your payment using our 'cash pay'. Ask the manager what you Cash Pay pin is and they will send you a copy

- We have a 24-hour locked box located near the entrance of our building 2ft to the left of the lobby door, labeled Oklahoma Red Door Management (ORDM). Payments dropped after 5:30pm on the 6th or a weekend will still be considered late. Be sure to pay rent before close of business. DO NOT DROP RENT AT REMOTE LOCATIONS!

- If your rent is late and paid after the 6th of the month, we require a cashier's check or money order for your rent payment. You can include your late fee in this check or pay the late fee with a separate personal check.

- If rent is still unpaid by the 2nd week of the month, ORDM will begin the eviction proceedings. Once this has started, rent will not be accepted without all the late fees and administration fees being brought current in certified funds only. No personal checks will be accepted if eviction proceedings have begun.

- Rent is always done on the 1st when the lease is executed. Pro-rated rent may be necessary on the mid-month move in. Keys will not be turned over to a tenant

until the rent has been paid. This payment is also subject to late fees in the same manner as a regular rent payment.

- Rent is required every month, including your last month. You may NOT use the Security Deposit to pay rent at any time.

FEES

We want to review and clarify our fee structure with you. These fee amounts may or may not be written into your lease.

- Returned Check Fee – $45.00 (this is charged for a check returned by your bank for any reason).

- Lease Violation Fee - $30.00-$100.00 (this is charged when 72-hour notice is given or when any other violation of your lease is noted)

- Smoke Detector Tampering Fee - $250.00 (this is charged when upon a routine inspection of the property, it appears the smoke alarm batteries have been removed or the unit has been removed from the ceiling / wall or otherwise tampered with in any way).

- Online convenience fee for paying rent $4.95.

- Resident Benefit Packages are available for $20.00-$30.00/month. This provides for one annual inspection, renters insurance and replacement of furnace filter.

Change in Tenant(s)

Adding a new roommate: Before a new person moves into the property, they are required to complete an online application and pay the $75.00 Application Fee. They must be approved by our office. They will then sign the lease rental agreement or the Additional Tenant Addendum.

Roommate moving out: If you have a roommate wanting to move out, a 30-day notice to vacate form must be submitted to our office. If a lease for a term is still in effect, he/she will be legally responsible until that term expires.

If moving out at end of lease terms: If your desire is not to renew your lease, a 30-day notice to vacate must be submitted.

If you prefer to remain in the residence beyond lease term: Let us know 30-days or more prior and we can discuss lease renewal terms.

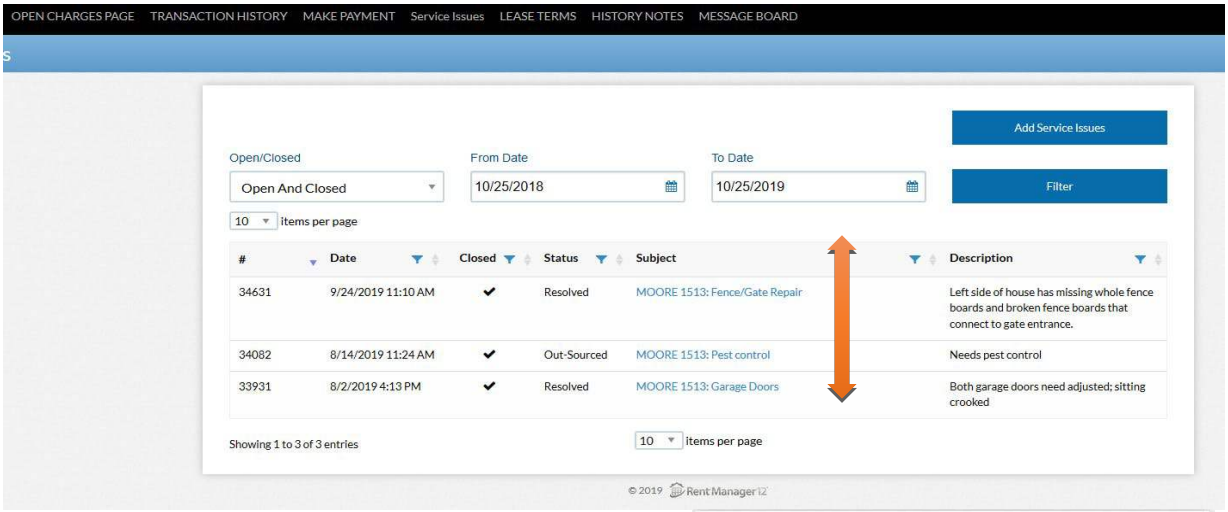
Maintenance Issues

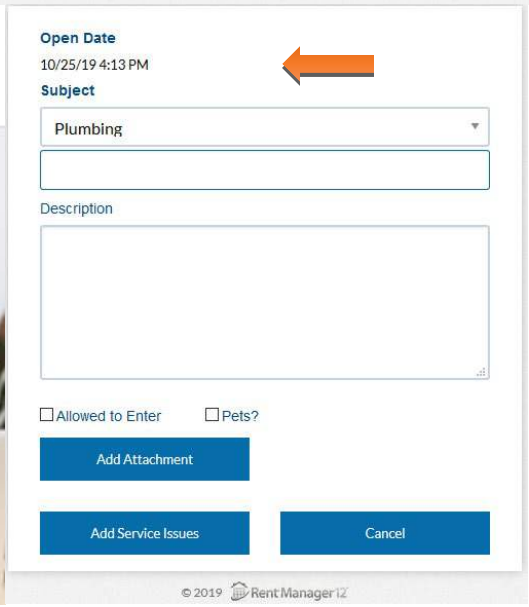
Oklahoma Red Door Management provides multiple ways to report maintenance concerns.

1. **Emergency Defined:** An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.
2. **Examples:** Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees), AIR CONDITIONER our (if temperature outside is above 95 degrees). **If the emergency is life-threatening, CALL 911 IMMEDIATELY!**
3. **The Following are NOT Emergencies:** Refrigerator out, locking yourself out of the house, power or gas off, oven not working, AIR CONDITIONER unit is out, and one is still functioning properly.
4. **Warning:** If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call, in the amount of $100. 00. You will also be charged a $50.00 trip charge if you set up an appointment with any contractor and do not show up for that appointment. **Crying wolf will cost you money.**

For all Non-Emergency Maintenance Requests

The Preferred Method – Create your own work order request online.
Via ORDM website PORTAL and log-in by clicking **"Resident Login"** at www.okreddoor.com. If you haven't already activated your account or forgot your log-on info, call the office at (405) 677-9116 any representative can assist you. Once you set up your login and password, you're IN! Here, you can make payments, read your history notes, view your transaction history, and make a **"Service Issue",** all options located at the top of the screen. On the top right of the screen in a blue box you'll see "Add Service Issues". You even have an option of adding a photo of the issue by clicking "Add Attachment".





Resident's Maintenance Responsibilities

Renting a house is not like renting an apartment. Oklahoma Red Door Management (ORDM) does not have a maintenance handyman living in your neighborhood to run to the property and fix things as soon as we are called. There are some items that you can take care of yourself such as clogged garbage disposal, GFCI switches that need to be reset, and minor items as explained in this document that you were presented thought the lease.

Single-family homes and condos are different than apartments. In an apartment community, there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single-family home or condo. Keep this in mind.:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e., chipped paint, missing screens, doorbells that do not work, etc.).
2. Damages caused by abuse or misused will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
3. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can do to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e., roots in system). Clogged plumbing will be your responsibility.

It is the tenant who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has tried to solve the problem, Oklahoma Red Door Management (ORDM) Maintenance will take on the challenge.

If Oklahoma Red Door Management (ORDM) Maintenance or a plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. The homeowner will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

4. Monitoring of security systems is not handled by Oklahoma Red Door Management (ORDM) or the owner. Tenants will need to make their own arrangements to set up this service at their discretion and at their own expense.
5. We will make every effort to deliver the property to you free of pests. It is the tenant's responsibility to keep it that way. We recommend you use a licensed professional for any periodic pest treatments.
6. Each month you will be charged a $10.00 maintenance fee. This covers the annual inspection of your home to make sure smoke alarms and CO2 detectors are in working order. In addition, the furnace filter will be mailed to your door every 3 months.
7. **Contractors are just like us – they have families.** If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5:30pm, Saturday or Sunday) the tenant will pay their after-hours premium for "non-business hours service." Think of it as a "co-pay" for the convenience of getting non-business hours service. The exception of course is emergencies.

Maintenance Priorities

DISCLOSURE: OKLAHOMA RED DOOR MANAGEMENT HAS NO OWNERSHIP IN THE PROPERTY IN WHICH YOU RESIDE. EACH OWNER HAS THEIR OWN SET OF REQUIREMENTS ON SERVICES ISSUES AND WHAT WE CAN APPROVE BY DEFAULT. WE WORK CLOSELY TO MAKE SURE THE OWNER OF THE HOME OR APARTMENT UNDERSTANDS THE LAWS THAT APPLY TO BEING A LANDLORD BUT ULITIMATELY, IT IS THEIR DECISION. THE BELOW SECTION IS ORDM GENERAL RULE OF THUMB WHEN HANDLING YOUR SERVICE ISSUES.

Everything isn't an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your request will be maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times guideline.

Category 1: Emergency Maintenance

Anything relating to the property under the lease that is threatening to life, health, or property. Fire **(CALL 911),** flood, sewage back-ups, gas odors (call gas company), broken water pipes, tree falling on house. Target: 5 to 8 hours.

Note: During peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload. Refer to the section on Air Conditioners for ways that you may be able to solve the issue without maintenance.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, air conditioner out and the property has two (2) units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. Oklahoma Red Door Management (ORDM) is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks. Make sure you have adequate renter's insurance to cover unforeseen personal losses.

Category 2: Urgent Maintenance

Broken windows, plumbing repairs. (Not clogged toilets or running faucets. See notes below), loose railings, wabbly decks, certain electrical problems. Target: 2-4 business day service.

Note: During peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets, Target 4-14 business day service

Category IV: Non-Essential Maintenance

Fence repair, gutter cleaning. Target: 30 + day service.

Category V: Not Habitability Issue

Screens, broken lattice, power washing, broken window shade, broken tree limb, missing door stopper, missing doorknob, all light bulbs including stove, chandelier, and refrigerator, and fireplace gas keys. Target: Points these items out during next property visit or bring up at lease renew time. These items may not be approved for repair by the owner.

Tenant Damages

Damages caused by abuse or misuse will be charged back to the tenant. We will rely on the servicing contractor to tell us what caused the problem.

If plumbing gets clogged due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber will be tenant responsibility (minimum $150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Buy a plunger. Unless the contractor can prove it was not cased by you (i.e. roots in system, pipe collapsed, septic tank backup,) we assume the problem was caused by people, not by a defect of the property Clogged plumbing is often tenant responsibility but will be reviewed on a case by case basis.

After Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any afterhours premium charges. Our contractors work normal business

hours and are only available after hours for true emergencies (and for additional compensation). They have families just like you and don't want to be working in the evening, weekends and holidays.

Scheduled Maintenance Visits

It is possible that the homeowner has selected from our list of six proactive maintenance procedures that may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite inspections, fall landscaping, etc.

Maintenance Chargebacks

Oklahoma Red Door Management (ORDM) will notify the tenant via email and place the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment or late fees will continue to accumulate.

Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your smoke alarm batteries, lightbulbs, clogged toilets resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

1. **Summer: HVAC (Air Conditioning)**

   If your air conditioner stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the air conditioner. Please check the breaker first. See “Reset Circuit Breakers” below.

   Things to check before you call in an air conditioner request to make sure we have all the information or if it’s a simple item you may have overlooked:

   A) Check your thermostat and make sure it doesn’t need the batteries replaced. Most are AA or AAA, and this would prevent the thermostat from communicating with your air conditioning equipment.
   B) Check your air filter. You must change this no less than every 3 months for the best performance. This is what protects your air equipment. If it’s clogged, it cannot breathe. If it can’t breathe, it cannot blow air.

C) If the unit is blowing but the air is warm, make sure you have the thermostat set on COOL and AUTO not fan. Fan mode will only recirculate the air in the room.
D) If your system has no power or nothing is happening, you may have a tripped breaker. There are often 2 different breakers for your air conditioner. One in your garage or closet and another one outside by your condensing unit under a metal panel. Flip those breakers off and back on.
E) While you're outside looking at your air conditioner, make a mental note on if the unit is running or making noise. Is the fan blade spinning? Is there grass grown around the outside preventing it from taking in air? Have the wires connecting to the home broken? This information will be helpful to the office when scheduling the repair. If possible, take some photos of your unit and email your manager for the best turnaround.

2. **Reset Circuit Breakers**

   If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

   GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short-range of water but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or portable heater. To make the outlet functional again, simply press the button (white or red) that says "Reset". If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom.

3. **Garbage Disposal Reset, Use, and Care**

Reset the garbage disposal

- If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker) lean down and look at the underside of the garbage disposal. Push in that little red button which resets the system. If the disposal was just overworked, or if there was a power surge, this may fix the problem.
- If this does not fix the problem, **do not attempt to fix the garbage disposal yourself since it could be very dangerous.** Please submit an Online Maintenance Request so that we can have one of our contractors fix it for you.

Clogged Drain

The Kitchen

For the kitchen sink with garbage disposals, please refer to **What Goes Down the Disposal** (below). If the services of a professional are required for repair, and it is determined that the problem is tenant caused, you will be charged for the repair.

What Goes down Garbage Disposals?

- Small amount of leftover food from your plate
- Small food bits, or vegetable peelings

What DOESN'T Go Down Garbage Disposals?

- Anything NON-biodegradable (non-food)
- Anything combustible
- Plastic &Metal
- Animal Bones
- Hamburger meat, spaghetti, bacon grease, or other greases/oils
- Egg Shells
- Potato skins or substantial amounts of potatoes

- Corn cob husks, lettuce, asparagus, or other fibrous vegetables
    - Just remember, whatever you wash down the sink must be able to make it through as narrow as a 2-inch diameter of an older pipe to make it to the road!
    - Anytime you run the garbage disposal do so while running cold water. Keep water running for 30 seconds after using.
    - Too much of any matter, even if bio-degradable, is NOT good. Consider running ice cubes through the garbage disposal, as a means of 'cleaning' the unit. Hard ice chips help remove scum layers that built up below the seal and in the grinder wheel.

Always remember: When in doubt, throw it out!

The Bathroom Bath, Shower and Sink

To prevent tub and shower drains from clogging, we suggest using a drain cleaner (such as Liquid Drano) regularly. This will eliminate hair build-up in the drain.

The Toilet

Please DO NOT flush non-organic/non-degradable products down the toilet

- NO baby or adult wipes (even ones labeled disposable)
- NO feminine hygiene products
- NO paper towels, napkins, etc.

Again, if the drain clog is found to be a result of tenant (miss)-usage, **it's repair will be charged to the tenant.**

TO WITHHOLD or NOT TO WITHHOLD…. That is the question..

OKLAHOMA TENANT LANDLORD ACT FYI

Oklahoma Red Door Management and Hoppis Real Estate Services are licensed brokerages in the State of Oklahoma. We are not an entity that can give legal advice in any capacity but we try to give you tools to make educated decisions. Should you have any questions regarding your lease agreement or the Tenant Landlord Act, we recommend you seek the advice of an attorney.

FREE LEGAL INFORMATION

What are Your Rights and Duties as a Tenant?

Rule Number One: Put it in writing!

Rule Number Two: Act in good faith!

As a residential tenant in Oklahoma, you have rights and duties relating to your home or apartment that cannot be bargained away in your lease. The Oklahoma Residential Landlord Tenant Act provides the legal framework for your lease and your relations with your landlord. Here are answers to some questions you may have.

Please note that landlord tenant law is quite complicated. This pamphlet explains some of the basic ideas in simple language, but you should not rely on this information to solve detailed problems. Only a lawyer can give you specific legal advice.

Q: What if my dwelling is not open to me at the beginning of my lease?

A: By giving written notice to your landlord, you may end your lease and have your prepaid rent and deposit returned. Or you may demand the landlord perform the rental agreement and bring an action for possession of the dwelling.

Q: What happens to my security deposit?

A: Your landlord can require a security deposit. It must be kept in a federally insured account in Oklahoma, separate from the landlord's own funds. You, as tenant, must request the return of the money in writing within six months after your lease is ended. Tenant should provide the landlord with a forwarding address or new address where deposit is to be mailed. The landlord must return it with a written explanation of any deduction for damages or rent owing within 45 days after your written request. If you do not request a refund in writing, the landlord may keep your money once the six months are up. If your landlord sells the house or apartment, you must receive:

- A refund of your deposit or
- The name and address of the new owner who will have the same rights and duties as described above. This choice is your landlord's.

Q: What services am I entitled to?

A: Except in the case of a single-family residence, your landlord must keep all common areas used by more than one tenant safe and clean; keep your premises in a safe, livable condition; keep all electrical, plumbing, sanitary, heating, ventilation, air-conditioning and other facilities and appliances supplied by the landlord in good and safe working order; if your dwelling is more than a one or two-family residence, provide trash receptacles and frequent removal, unless this is provided by a government entity; supply running water and reasonable amounts of hot water at all times and reasonable heat, unless you live in a single-family dwelling or have a separate metered utility connection for these services. You and the landlord may reach an agreement that you are to perform specified repairs, maintenance, alterations or remodeling, but it must be by a "conspicuous" writing that is separate from your rental agreement.

Q: What do I do if my landlord does not make necessary repairs or provide necessary services?

A: You must give your landlord written notice of any needed repairs that are necessary to keep your living quarters safe and healthy. It is recommended that you send the dated, written notice in a way that you can prove it was received by your landlord, and keep a copy for your records. One method is to have your landlord sign your copy confirming they have received it. Another is to send by fax and keep the fax confirmation. You can send by certified mail, return receipt requested, but you may want to send another copy by regular mail in the event your landlord will not pick up the certified mail.

Your choices (if the defect affects safety or health):

- You may tell your landlord in the notice that if repairs are not made within 14 days, you will terminate your lease on a date that is not less than 30 days from receipt of the notice, and your lease will be over.
- If the repair costs less than one months rent, you may tell the landlord that you will have the repair made yourself and subtract the actual cost from your rent if the landlord does not make the repair within 14 days.
- If an essential service (such as heat, water, electricity or gas) fails due to the landlord's fault or willful act, you can, at your option, *by giving written notice*:
  - End your lease and move immediately;
  - Move somewhere else temporarily, and you will not owe the landlord rent while you are living in substitute housing;
  - Sue the landlord for damages based on the difference between what the apartment or house is worth without the essential service and what you are required to pay under the lease; or
  - Make your own arrangements for the service and deduct the cost from your rent.
- If the conditions are so bad that there is an imminent threat to health or safety that is not remedied as soon as conditions

require, you may give written notice of the problem and end your lease immediately.

- If a fire or other emergency makes your living place unsafe, you may end your lease by moving out and giving written notice within one week.

None of these options are available if the damage is caused by you, your family or pet or a person or animal on the premises with your consent.

Q: Who is liable for personal property (beds, electronics, furniture and clothing) that is damaged or destroyed by water from a leaky roof or broken pipe?

A: It depends on the facts of the situation, such as whether your landlord failed to make necessary repairs, whether you reported an issue promptly enough, etc. Many rental contracts require that the tenant purchase a renter's insurance policy to cover such damages, and that is the best way to ensure your property is protected.

Q: Am I protected from flood damage?

A: If the landlord knows the premises have been flooded in the last five years, you must be told about the flooding in your lease. You may sue for damages to your property if you are not advised of past flooding.

Q: Can my landlord make rules that are not in my lease? Can they be changed?

A: Your landlord can make rules and regulations as to the use of the premises that apply fairly to all tenants. The purpose of any rule must promote convenience, safety or welfare of tenants, preserve the landlord's property from abuse or make a fair distribution of services and facilities for the tenants. Tenants must have notice of such rules.

If a new rule changes your lease in a material way, you will not be subject to the rule unless you consent to it in writing.

Q: To whom do I give notices?

A: Your landlord must give you information in writing as to the name and address of the owner, manager or another person who is authorized to accept notices from tenants. This must be kept current. If this disclosure is not made, the person who signs your lease, as landlord, has all the duties of a landlord and must accept notices and make repairs.

Q: What if I move out and leave property in my living unit?

A: Your landlord may dispose of worthless property. If, in the landlord's judgment, the property has value, the landlord shall send written notice to you by certified mail at the last known address and state the deadline to remove the property, at which point it will be considered abandoned. Any property left for more than 30 days is automatically deemed abandoned. The landlord can dispose of abandoned property in any manner deemed reasonable and proper. Until then, the landlord is to store the property, and you may be charged the cost of storage, removal and other costs accrued under the rental agreement in order to obtain your property.

Q: What are my responsibilities as tenant?

A: You must keep your premises clean and safe, dispose properly of all trash, keep plumbing fixtures clean, use facilities safely and not deliberately or carelessly damage or destroy anything that belongs to the landlord. You and your guests must comply with your lease and all proper rules and not allow anything to be done that would disturb other tenants. You and your guests must not engage in criminal activity that threatens the health, safety or peaceful enjoyment of other tenants or creates a danger to the premises. You and your guests must not engage in any drug-related criminal activity on or near the premises.

Q: What can the landlord do if I do not meet my responsibilities?

A: If your non-compliance can be remedied by repair, replacement or cleaning and you do not remedy as promptly as conditions require if an emergency, or within 10 days after written notice to you, the landlord may repair and bill you for the cost or value. This will not terminate your lease.

If you fail to comply with your lease or responsibilities in a material or substantial way, your landlord can give you written notice specifying how you have not complied and stating that if you do not remedy the breach in 10 days of the written notice, your lease will terminate on a date that is not less than 15 days after receipt of the notice. If you remedy the non-compliance, the lease will not terminate. However, any subsequent non-compliance can be grounds for immediate termination after written notice.

If you do something that causes or threatens to cause immediate and permanent harm to the premises or a person and you do not remedy the situation as promptly as necessary after you receive notice, the landlord may terminate the rental agreement immediately.

If you or your guests commit any criminal activity that threatens the health, safety or peaceful enjoyment of other tenants or creates a danger to the premises, the landlord may terminate the rental agreement immediately. Likewise, if you or your guest commit any drug-related criminal activity on or near the premises, the landlord may terminate the rental agreement immediately.

If the landlord terminates the lease for failure to comply with your responsibilities and you do not vacate, the landlord must first file a forcible entry and detainer (eviction) action in court before the landlord has the legal right to change the locks and take possession of the unit.

Q: Can the landlord come into my home without permission?

A: The landlord can enter in a reasonable way at reasonable times to inspect, make repairs, supply necessary services, show the build-

ing to purchasers, tenants, workmen, etc. Unless there is an emergency or it is impractical to do so, the landlord must give you at least one day's notice of intent to enter.

Q: Can the landlord end my lease?

A: If you have a lease with a specific expiration date, your landlord cannot evict you before that date unless you fail to pay rent or otherwise fail to fulfill an obligation under your lease or rules, and you fail to cure after receiving proper notice from the landlord.

If you do not pay your rent within five days after written notice of your landlord's written demand for payment, your landlord may terminate your rental agreement.

For a month-to-month lease, the Residential Landlord Tenant Act requires that the landlord or tenant give written notice to the other at least 30 days before the termination is to be effective. Since it is a monthly tenancy, many agree the termination is not effective until the end of a calendar month, assuming rent is paid on the first of the month in the month-to-month tenancy. For example, if a 30-day notice to terminate a month-to-month tenancy was given on March 3, the tenant would have until the last day of April to vacate. Likewise, the tenant must give the same type of notice of their desire to terminate, or otherwise, the landlord may seek rental payment through the end of April. However, not all landlords follow this calendar month policy and may permit or provide mid-month terminations, as long as at least 30 days' notice is provided.

If it is a "tenancy at will," a 30-day notice to either the landlord or tenant to end the lease may be given at any time.

If you have a week-to-week lease, the same rule applies, but you need only give or receive one week's notice.

Q: What if I fail to move when my lease is up?

A: If you do not have consent, your landlord may immediately sue for eviction and damages. The landlord also may collect twice the amount of rent if your holdover is not in good faith. If the landlord consents to your staying, a month-to-month tenancy is automatically created unless the parties reach a different agreement. Many leases contain a provision that at the end of the term, the lease will renew on a month-to-month basis if neither party gives notice of termination.

Q: What if my lease has provisions that are different from the law?

A: The law provides that any lease provision that conflicts with the Landlord Tenant Act is unenforceable.

Q: Can the landlord deny or terminate a tenancy because of a blind person's guide dog?

A: Not unless guide dogs are specifically prohibited in the rental agreement, and such rental agreement was entered into prior to Nov. 1, 1985. In addition, the Fair Housing Act expands this protection to include assistance animals necessary for individuals with disabilities.

Q: What else should I know?

A: If a landlord knows that any part of the dwelling unit was used in the manufacture of methamphetamine, the landlord must disclose this information to a prospective tenant unless the landlord has had the level of contamination checked, and it is within the limits allowed.

A landlord may request that a tenant provide the name, address and telephone number of a person to contact in the event of the tenant's death. The landlord may also ask that a tenant sign a statement that, in the event of the tenant's death, the named person may enter the dwelling unit to remove the tenant's property and receive the security deposit. If the landlord does not request the information, a tenant may provide the information to the landlord.

Landlord tenant law is quite complicated. This pamphlet explains some of the basic ideas in simple language, but you should not rely on this information to solve detailed problems. Only a lawyer can give you specific legal advice.

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Preventative Cleaning Tips

Here are some helpful cleaning tips for you….

- Always put away food and wipe up debris
- If pets permitted, put away or clean to deter ants and regularly pick up
- Do not allow grease to build-up. Use a sponge and soapy water regularly on counters, stoves, and hood filters
- Avoid cooking with very high heat. This adds to grease splatter, build-up, and can cause damage to appliances
- Vacuum all flooring regularly, particularly carpets. This will save in eventual carpet damage costs.
- Use appropriate cleansers specific for surfaces being cleaned. Do not use bleach on granite, etc. Get granite cleaner and stainless cleaner, if needed, specific for the item being cleaned.
- Clean bathroom tile, include grout to avoid build up
- Mop tile, wood, and linoleum to avoid build-up of grime
- Clean toilets regularly including the inner rim
- Remember to clean baseboards, door/window frame ledges, and fan or window shutter slates.

ALWAYS, ALWAYS, ALWAYS…. VENTILATE A STEAMY BATHROOM!!!!!

- Note – bathrooms without a fan are especially prone to fungal growth without proper preventative measures in place.
- If after showering and bathing, or in some instances cooking, where steam is created, windows and doors must be open for a sufficient period to allow the moisture to abate. Humid conditions promote mold and mildew growth!
- Mildew clean-up, in these instances where the tenant's actions are found to have promoted said mold/mildew growth, will be the responsibility of the tenant to either clean-up and/or pay for if professional cleaning is required.

Safety Tips

The safety of you and your family is important to ORDM and many things can affect it. Here are some important tips to follow that will help keep you and yours as safe as possible!

- Window screens are not a safety device. Do not leave children unattended near open windows.
- Unplug all heat producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazard.
- Never leave heating pads or electric blankets on indefinitely. Turn it off when not in use.
- Never leave water running unattended in plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report it **IMMEDIATELY** to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords with too many appliances.
- If you suspect an electrical problem, report it to our office immediately.

- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Replace the outside light bulbs so you can light properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- Report any exposed tree roots to our office.
- If you have a fireplace, be sure to store hot ashes and coal away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build ‘roaring’ fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Pest Control

You are responsible for rodents, roaches, or nuisance ants. We suggest using Orange Guard or any over-the-counter bug spray. Keep all counters and floors free of water and food items. Spray around door openings and any place you see a trial of sugar ants. Also, recommended are ant stakes placed at the exterior of the foundation. Call our office if you see carpenter ants, termites or large rodents.

Critical Issues in the Lease

1. **Right of Access**

   Our policy is always to respect your right of privacy. Under normal circumstances, we require that the tenant be present for all actions inside the home. We will attempt to contact the tenant to schedule an appointment for all actions to include walk through and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us the right to access the home at any time, but we prefer to respect the tenants right to a secure environment and will always attempt to schedule access at least 24 hours in advance. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping unannounced unless water is flowing out of the front door!

2. **Move-In Inspections – Inventory and Condition Form**

   The move-in inspection done by the tenant is designed to document the condition of the property at the time the tenant takes possession, so that you are not held responsible for pre-existing damages. This will be the benchmark

we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, we cannot add it to the list. See your lease for more details.

3. **Lease Renewals (60 days out)**

   Your lease automatically renews on a month-to-month basis at the end of the lease term unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew. We track of all our lease renewals and will begin to contact tenants 30 days from lease expiration to find out your intentions of either renewing the lease or vacating the home. **Notices to Vacate** must be in writing per the lease agreement. Letters and emails to our staff are accepted. You can also notify us of your lease termination via the tenant portal. Be sure you receive a response confirming receipt of your notice.

4. **Rent Increase and Renewal Process**

   The lease term will have a clearly marked end date in paragraph 3 of your lease agreement. According to the lease, Oklahoma Red Door Management (ORDM) can send you notice that the lease rate will change 30 days prior to lease end. If you fail to sign your renewal, you agreement will go on a month-to-month basis with an added monthly fee. In some cases, the Owners will not accept a non-renewal and will give the Resident a notice to vacate. This is a non-negotiable lease change and does not require your signatures to implement. Additionally, in month-to-month lease agreements, the Owner / Landlord can send notice of increase again since you are not locked in to a contract. Weigh the value of each before you make the decision to sign or not sign your lease renewal We strive to maintain good relationships with tenants and conduct business fairly on the lease rate. Tenants also need to understand that the owners home insurance and property taxes and usually items that go up in cost every year.

5. **Subletting**

   Subletting is when you move another person in to share the rent (without adding them to the lease) or move out of the home and let someone else pick

up the rent. There is no subletting allowed without company written approval. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of the current tenants or occupants on the lease needs to move out, coordinate this action with Oklahoma Red Door Management (ORDM). Do NOT sublet to another tenant or occupant without written permission from ORDM. We have a procedure to add a renter to the lease. Contact us first!

6. **Early Termination**

   In your lease, there is a clause that will allow a current tenant wishing to terminate the lease early to take the below steps. Once these steps are completed, and the home is turned over in good condition, the existing leas will be terminated early, and all deposits can be refunded in accordance with the lease agreement.

   a. **Pay the amount listed in lease**. This amount MUST be paid up front to the property manager. This fee will cover the cost of putting the home back on the market and the effort to re-lease the home on behalf of the outgoing tenant requesting to break the lease agreement early. Payment can be made through the tenant portal, mailed in, or dropped off in person. No action will be taken to begin to market the home until this payment is made.
   b. **Offer the property manager a tentative move out date.** Example – the home will be ready to turn over to a new tenant no later than "x" date. This date is very important in our marketing efforts to inform any potential tenants when the home is going to be available. This date can be flexible.
   c. **Assist with all showings.** It is in the outgoing tenant's best interest to assist with all the showing to facilitate attracting the new applicant. Allowing for time to show the home when requested and make the home look as nice as possible will only aid in renting the home quickly.
   d. **New Tenant Applies.** The property manager may be in contact with the outgoing tenant to verify move out dates, or to propose a plan for move out to work with an incoming applicant. Once a new

potential tenant has applied, been accepted, delivered a security deposit, and signed a new lease agreement – the outgoing tenant's lease can be terminated early.

e. **Vacate the home in accordance with the lease.** All the same standards apply in cleanliness and condition as indicated by the signed lease agreement. The deposit refund will be assessed if the home is left dirty or there is any damage to the home.
f. **Provide the property manager with a forwarding address.** This will be used to send a copy of the terminated lease amendment and the balance of all security deposits. With these actions being completed, the current lease will be terminated early, and the outgoing tenant will have fulfilled the lease, and all their responsibilities to that lease in good standing.

IMPORTANT: All rent payments, utilities, and upkeep of the home are the responsibility of the outgoing tenant up to and until the day the lease starts with the approved incoming tenant.

7. **Lawn Care**

In most circumstances, the owner will maintain their own yard. Refer to the lease if the yard is your responsibility. Failing to maintain the yard will create serious problems for the HOA and homeowners. This will generate complaints from the neighbors and if there is an HOA, there could be fines assessed.

Tenants will receive a $50.00 charge for any complaint letters from the local HOA regarding any lawn maintenance issues.

8. **<u>Pest Control</u>**

The tenant is responsible for their own pest control for bugs and mice. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. Tenants can review the

pest control policy in your lease.

9. **Contact with the Owner**

ORDM is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Do not assume they are who they say they are. Protecting yourself at all times from people who claim to have some authority over property. If the owner is planning to do a walk through your home, you will be notified well in advance. If someone shows up to your door claiming to be someone wanting to enter the property without your being notified, do not let them I n and refer them to us for permission.

House Keeping Documents

1. **Pets (Authorized and Unauthorized)**
   Many owners will allow pets, and some will not. You can have pets with written permission and a pet fee. If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there. We assume and had it the day you moved in, and you will pay penalties

2. **Smoke Detectors**
   We will count smoke detectors at your move in to make sure there is one very level of the home and one in every bedroom to comply with the Oklahoma Tenant Landlord Act. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they do not work after attempting to change batteries. There is a $150.00 fine for not maintaining your smoke detector.

3. **Renter's Insurance**
   The home is covered by the homeowner landlord policy, but your personal property lability is not included. We require you to maintain the renter's insurance while you are on the property. Contract your insurance carrier to obtain a policy or ORDM will refer you to a $100,000.00 liability insurance

at approximately $15.00-$30.00 per month.

4. **Property Visits**

   It is the policy of ORDM to do an annual walk thru to assess the home in some cases, an owner may require a bi-annual assessment to be completed. These arrangements will be made with you far in advance with appointments scheduled. This should only take less than 30 minutes. We would request that you be present. We are not there to address housekeeping, but to access property issues and report to the owner regarding any deferred maintenance they need to address. We've done hundreds of these over the years and understand your concern for privacy. This will also be a time to point out any concerns you may have with the home so it can be documented at that time.

Homeowner Association Issues

If a **Homeowners Association** manages the community, you need to get familiar with the basic rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcement of their rules and resisting them will only cause you grief and cost you money. Review the HOA's website to get familiar with the rules in the community.

If an owner is charged any sort of fine and any violation, the tenant will ultimately be charged for that plus an administrative penalty from ORDM. Here are some of the most common issues we deal with on a continual basis:

1. **Yards**

   Hands down, the number one complaint we get from owners is letters from the HOA stating that your yard is too long. In around 50% of our condos and townhouses, the tenant is responsible for the yard maintenance. When they fail at maintaining the yard to the HOA's liking, the owner gets a nasty gram letter. Often, this is the first violation of any kind the owner is receiving about anything from the HOA, and they typically make a very big deal about this assuming the tenant is not maintaining the yard at all.

   If ORDM receives a letter from an owner how has received a letter from their HOA – we will charge the tenant $25 regardless of what the letter is for and even if the tenant has already complied with the request. The reason is, at some point the HOA did not falsely put that letter into the mail for no reason – something had to have triggered this. In addition, ORDM must deal with the

administrative time and cost to put the corrective action in motion to ensure the HOA request is met.

2. **Parking**
   Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines. Make up your own rules, and you'll hear from them.

3. **Access to Amenities**
   Occasionally there are keys, passes, and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. HOAs often try to prevent renters from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things. Be prepared for the HOA to require you to stop by their office with a copy of the lease your identification cards (Driver's License" and sign waivers to use their amenities such as the pool or playgrounds

4. **Mailbox Keys**
   Most of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, the safest and most correct way to obtain a key is to have the local post office make a new key for the box and assign it to you. This way YOU (the tenant) will have the only access to mail in that box.

5. **Parking for Boats, Trailers, and RV's**
   One of the biggest complaints coming out of the HOA is when a tenant parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about a boat, trailer, or RV can be parked at the residence. If a tenant owns a boat, and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend. An example would be the before and after a weekend fishing trip while gear is picked up and dropped off. Any overnight parking if found will result in a letter sent to the owner. The same holds true for trailers, large commercial trucks, or RV's. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence

for more than a few hours. We ask that tenants be aware of these rules. The end state is still the same – if we must deal with an HOA complaint, we will have to fine the tenant $25 per occurrence.

Showing Instructions and Move-out Procedures

Showings

Your lease agreement authorizes Oklahoma Red Door Management (ORDM) to show the propererfor rent the last 30 days of your lease. We will place a sign in the yard and place a key box on the property to begin showing the property to prospective tenants.

YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to the particular key box, with the codes guarded by our staff and our securtity measures. This will allow only licensed Realtors either from Oklahoma Red Door Management (ORDM) or other real estate companies to gain access to the property for a showing.

You may withdraw your authorization to allow a key box on the property by providing written notice to Oklahoma Red Door Mangement (ORDM) and by paying the Landlord a fee of one (1) month's rent as consideration for the withdrawal. Oklaohma Red Door Management (ORDM) will remove the key box after receipt of the notice is received, along with the required fee. Removal of

the key box does not alleviate your obligation to make the property available for showings.

Oklahoma Red Door Management will still show the property at resonable times to prospective tenants (Paragraph 14 – lease agreement)

"Tenant understands that failure to allow for resonable showings as well as not keeping the property "showable", can constitute default of the lease, and the security deposit, in its entirety, may be forfeited for this reason."

- There is a $50 fee for each denied, canceled showing, or if the property is unable to be accessed for showings.
- Do not lock the keyless deadbolt on the front door. If there is a security system, call our office to confirm that we have the correct securtity code.
- The Lease Agreement aslo requires you to secure your pets or remove them from the property if they would interfere or prohibit showings
- **Tenants will be charged trip charges or even lose their deposit if they prevent or prohibit showings.**

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from Oklahoma Red Door Management (ORDM). If they show up unaccompanied by an agent – refer them to our office to make arrangements to see the property. If you have any questions call our office **(405) 677-9116.**

Move-Out

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition, We have evetry intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you to get your security deposit returned without any misunderstandings:

1. Accourding to the terms of your lease, Oklahoma Red Door Management (ORDM) has 45 days to return your seecurity deposit. Security deposits will be mailed to the forwarding address left with the office within 30 days after the move-out inspection.
2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.
3. All carpets must be professionally cleaned and reciept provided to the rental office.
4. Cooperate with showings of the property for sale or rent, keeping the home in presentable condition.

Move Out Checklist

1. You must provider the office a complete forwarding address.

2. All keys, garage door operners and gate remotes, etc., must be turned in by the expiration date of the lease agreement, or pro-rated reent will be charged daily until they are turned in.

3. We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to Oklahoma Red Door Management (ORDM), to document the condition that you leave the property.

- The property manager will compare the move-in pictures along with your move-in checklist and the reports from the maintenance personnell after you move out to determine if there will be are any charges against your security deposit.

- We typically do not move out inspections with tenant's present at the property. The inspector will not be charged againast your security deposit. They are only there to document the condition of property.

4. Utilities must be on during the inspection. If the utilities are not on for the move-out inspection, tenants will be charged a $50 trip charge.Any delays

caused by the utilities not being turned on willdelay the return of your security deposit.

5. Tenants are not permitted back on th eproperty after cacating.
6. Call untility companies andarrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions and helpful reminders are listed to ensure the maximum return of your security deposit. Also, here are some helpful reminders of items that many people ov erlook or forget upon vacating. Please sue this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to the following:

INSIDE:

1. All personal belongings must be removed from the premises.
2. PAINTING: Please remove all nails – DO NOT PATCH. SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint and it doesn't not match or if you do a poor job of filling holes. You will be charged for necessary painting to match the existing paint or to redo spackling. Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.
3. CARPET CLEANING: Tenants are required to have the carpets PROFESSIONALLY CLEANED at the time of move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys. DO NOT rent machines from a store or use home cleaaning machines. Only professional cleaning is acceptable. Be sure to have any spot treatments or pet treatments done as needed. If any odors or pet odors re-surfaces after you have vacated the property, the tenant will be responsible for charges incurred to remove the odor. If the cleaning is not done to our satifaction, tenants will be charged for any additional expense.
4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards
5. Clean or replace air conditioner filters with pleateed filters as you vacate the home.

6. Walls, baseboards and ceiling must be cleaned and free of cobwebss and lint.
7. Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot hot ashes are prperly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out clean window sills, mini-blinds and vertical slats.
10. Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures – Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also, check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and chelving free of dust, spider webs and miscellaneous debris.
14. <u>Kitchen</u>
    a. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans are not acceptable.
    b. Clean oven/raange hood vent including filter.
    c. Wash out refridgerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottem vent.
    d. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for full load. Wipe down the gasket and the door and do the surrounding areas.
    e. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stopers.
    f. Clean all countertops, cabinets, inside and out.
    g. Clean all drawers, inside and out.

h. Clean sinks, faucets and countertops. Return stoppers to sink.

15. BATHROOMS
    a. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scal and rust.
    b. Clean mirrors, light fixtures and medicine cabinets.
    c. Cleean all cabinets and cabinet drawers – inside and out.
    d. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
    e. Mop for vacuum flooring.

Do not use scouring powder to clean acrylic or fiberglas tubs. It will ruin the finish.

OUTSIDE:

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up an disposed of.
3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damage screens and windows.
5. Walkways, driveways, patios, and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair any pet damage and spot treat carpets as needed with pet deodorizer.
7. Clean outdoor light glob(s),replace burned out or missing light bulbs.

In our experence, afteer the work and stress of moving out, tenants may be too tired to clean the house. Typical professional cleaning for a 3-bedroom home rehabs from $300 to $500. If you hire a professional cleaning servivcce you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not be guarantee the home is clean.

Please follow the above instructions carefully. If the house does not meet the prerequistites after the inspection, applicable charges will be made with no exeptions.

Tenants are not permited back on the property after vacating.

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolts!!!

Rental Vericfications:

We often receive requests from mortgage companies andother landlords wanting a rental verification of tenant's rental history. Usually they want this information filled out and returned to them immediately. wWe are happy to comply; however, we require a $20.00 processing fee in order to cover the cost and time associated in performing this service.

POSSIBLE CHARGES TO SECURITY DEPOSIT

We have compiled a list of average charges. Nothing herein shall be construed as a limitation on agents' rights to pursue resident for damages not specifically listed. These are minimum charges and prices may not include trip charges or labor.

GENERAL CLEANING CHARGES:

- Clean Carpet $150+
- Oven or Stove $25+
- Vent Hood $35+
- Replace Range Pans $40+
- Refrigerator $25+
- Freezer $25+
- Counter/Cabinets $5+
- Toilet $30 each+
- Drawers/Sinks $5
- Bathtub $30+
- Dishwasher $10+
- Mirrors $5 each
- Mini-Blinds $20+
- Window each $10
- Vertical Blinds $20+
- Floors $30+
- Ceiling Fans $25+
- Patio $25+
- Sliding Glass Door $25+

- Clean Garage $50+
- Furniture Removal $75+
- Cleaning Walls $35+ per Wall
- Re-keying when no Keys are Returned $50
- Trash Removal from Interior of House $30+
- Trash Removal from Exterior of House $30+
- Cleaning Fireplace $35+ (does not include chimney)

DAMAGE/REPLACEMENT CHARGES:

- Painting: touch up $30.00 square foot
- Full paint: $600.00 per room
- Tub stopper/Drain Covers $15
- Blind Wand $5
- Drip Pans (all 4) $45
- Vertical Slats $15+
- Vertical Blinds $100
- Light Bulbs $5 each
- Light Bulbs $5 each
- Mini-Blinds $40+
- Light Fixutres $100+
- Screens $35+
- Door Replacement $100+
- Window Replacement $200+
- Light Globes $25+
- Oven Rack $30+
- Toilet Seat $40+
- Switch Plates $5 each
- Reinstall Doors on Track $30+
- Battery for Smoke Alarm $10
- Service call / Trip Charge $45+

These minimum charges are subject to change at any time without notice.

COST AND LABOR WILL BE CHARGED FOR:

Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair, Painting, Mowing/Trim Lawn, Trim Shrubs, Trim Trees

All Keys, Garagee Door Remotes, Gate Remotes, Pool Keys, etc. must be turned iinto the offcie at the scheduled time. Be sure to leave keyless deadbolts unlocked.

Frequently Asked Questions

When is my Move-out Inspection?
The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your securtity deposit. This inspection will be done within a few days of you completely vacating the property. WE can't do a complete move out inspection until you hve completely vacated. So don't schedule your inspection until you're sure when you will be totally moved out. If you are not completely out of the home when the inspector arrives, it will cost you money for their return trip.

Why is there a lockbox on my door?
The lease gives us the right to market the property during the last 30 days of your stay. We will install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants. If you resist this and try to prevent showings and calls will always be attempted prior to our showing prospective tenants. If you resis this and try to prevent showings as describerd in the lease, you will forfeit your security deposit so cooperate with us and we'll make the transition smooth.

What happens if I limit showings?
During the final days of your occupancy it is important that you continue to

comply withyour lease agreement, expecially ass it relates to making the property available to be previewed by prospective buyers or tenants

How do I get my security deposit back?
Our greatest desire is to give you all your securtiy deposit back. First, you must provide the rental office with your forwarding address and place the request in writing , along with your carpet shampoo reciept. You can control the amount of your refund by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During thenmove out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in.

How long will it take before I get my security deposit back?
Between 30-45 days us the norm and alloted by the Oklahoma Tenant Landlord Act.

What are maintenance charges to me if all items are not satisfactory at move-out?
We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the origional condition. Save yourself money and return the house to it's origional condidtion when you move out. Don't forget to turn in keys, garage remotes, pool passes, gate passes and mailbox keys.

Once you have determinined the charges for repairs, can I get back in and do it myself?
No. Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

Where will the security deposit check be mailed?
The deposit will be mailed to the addresss that you give us in writing. If no address is given in writing within 3 months of your move out date the security deposit will be foreited per the lease agreement.

What happens if I accidentally take the garage door remotes?
If the remotes are missing at move-out, we will charge you for them. Because

garage door remotes are expensive and some brands are hard to find, we will give you 5 days to return the remotes to our office. If we receive them within 5 days, we willl take the charge off the move-out inspection.

Do I have to be present during the move-out presentation?
No. We understands the difficulties in scheduling time away from your job. Your presence is not required tt the move-out. Move-Out inspections are scheduled Monday trhough Friday between 9 aam and 5 pm, not on holidays or weekends.

What if I do no have the time to do house cleaning, carpet cleaning, flea treatment, landscaping or other repairs?
We have reliable people who can do these things for you. We are happyt to help. However, if you don' thandle his we will deduct the cost of the invoices from your security deposit. Carpet and flea treatment receipts must be provided at time of move out inspection.

How is the security deposit disbursed fi there are roomates?
We will disburse the fundsw according to written instructions signed by all Residents. If all cannot agree, ORDM will disburse one check to all residents on the lease.

What are my responsibilities if I had a pet?
The pet addendum calls for some specific items that you must do at move-out:

1) Have the carpets professionally cleaned and deodorized. Have a receipt ready for ORDM when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2) Remove all eveidence of the pet. What for food dishes, pet hair, leashes, pet waste, holes in the yard and repair any damage caused by the pet. Owners are particularly sensisitive to pet damage, so we will be too
3) Get rid of all pet odors.

How do I handle utilities?
You are responsible for your utilities through the day and the inspection. Contact your utility companies and alert them of your moving date. Notify ORDM in writing concerning your last day of occupancy so we can make arrangements to keep them on.

What happens if my deeposit is insufficient to pay all I owe?
You must make arrangements to settle your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsetttled accoutns will be reported to the Credit Bureau and turned over to collection agencies for processing.

What happens if I'm not out the date I expected to be out?
You are still under the lease and rent is due. Keep utilities on untyil the move-out inspection to keep from paying any fines. If ou do not give us clear instructions (e.g. I am out, you have the property.) we will be slow to inter the property and remove your personal items. If youj do not notify us of your $75.00 trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we do the move-out inspection, so let us know when you are out.

Miscellaneous

Lockouts

We all lock ourselves out of our homes from time to time. Unfortunately, you will need to call a Locksmith to assist you as ORDM does not provide a lock out service due to limited staff and our properties are located over 4 counties. If you change the locks, you must provide notice to ORDM in writing of this and provide us a copy of the keys

Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. As our relationship grows, you'll become accustomed to t the quick, efficient service you receive fromj our contrractors handling your maintenance requests. Please be aware that your expererience with home waranty contraactors may not be the same. You'll be contacted by the home waranty company for covered repairs and will make your own scheduling arrangements directly with them. You may be asked to pay the contractor their service fees at the time of service, which ranges anywhere from $50 to $125 per contractor. You'll then submit your receipt from the home warrenty contractor and be reimbursed by Oklahoma Red Door Management (ORDM) for these fees.

30-Day Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is

necessary. We requeire our tenants to give a 30-day notice prior to moving. We must have it in writing either through email or US Postal Service.

- The 30 -days begin on the day that we receive it in our office
- ******Move out refund information******
- It is the responsibiliity of the tenant to deliver all keys to our office clearly marked with the property address. We have a 24-hour lockbox outside of our building foryour conveience. Please make sure your name and idetify your rental property address.
- Please leave garage door remotes in the kitchen of the home.