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**THE COLORADO SPRINGS GROUP, INC. (CSG)**

## **TENANT HANDBOOK**



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THE COLORADO SPRINGS GROUP, INC.  
TENANT HANDBOOK

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## **CSG WELCOMES YOU**

The Colorado Springs Group, Inc. welcomes you as a new Tenant. CSG is an abbreviation used in lieu of the full company name, The Colorado Springs Group, Inc. and is used throughout this Handbook.

To achieve a successful Tenant/management relationship, we prepared the CSG Tenant Handbook to assist you with your residency. 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, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property has retained The Colorado Springs Group, Inc. (CSG) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact CSG when you need assistance and we have listed how on pages 6 and 7.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. CSG is here to help you.

**We wish you a positive and enjoyable tenancy in your new home!**

## CSG PERSONNEL

We have a complete staff to assist you. CSG has found "Management Teams" effective for assisting Tenants during their residency. You should know your team at this time, but if you need more information, contact us.

- **Management Team:** CSG has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your residency. Contact them to answer your questions.
- **Office Team:** CSG requests that you contact the Management Team regarding questions concerning Tenant issues however, the CSG office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.
- **Sales Team:** CSG also has a sales team that can assist with Real Estate sales, buying or selling. They are experienced and licensed Real Estate agents with experience selling over 800 homes.

## **TENANT COMMUNICATION**

On page 7, we have provided general office information, and we have just covered the CSG teams on the previous page. Communication makes a difference in any area of life, and it can only enhance your residency by letting CSG know what you need. Our preferred method of communication is through your online portal. Communicating through your portal allows many people to see your communication rather than just one person.

### **After hours calls**

Of course, the voice mail system will take all messages after hours (please refer to the hours on page 7).

### **Emergency calls**

If there is a medical emergency or fire, dial 911 immediately. When calling CSG during normal office hours, immediately state if you have an emergency. If you reach the CSG voice mail system during office hours, or after the office is closed, leave a message and then dial the emergency line at 1-719-799-3686 and state the emergency to reach the appropriate person. There is a charge of \$50 if you falsely claim an emergency (for example, calling at 3AM claiming an emergency to get information on your lease renewal). Good examples of emergencies are immediate health/safety issues such as a major water leak that cannot be stopped (water main shutoff is marked with red tape, normally located in basement or mechanical room), fire, furnace goes out when there are freezing temperatures outside. Things like no hot water or an oven not working are not emergencies, but please submit a maintenance request through the portal.

### **Change of information**

It is important that you notify CSG of any changes in telephone, fax, cell numbers, or email. It is also important that we are notified of any change of information for your emergency contacts.

## **GENERAL OFFICE INFORMATION**

### **The Colorado Springs Group, Inc. General Information**

#### **Address Information:**

Mailing Address: 6665 Wild Indigo Drive  
Colorado Springs, CO 80923

Street Address: 6665 Wild Indigo Drive  
Colorado Springs, CO 80923

#### **Communication:**

Business #: 1-719-799-3686  
Email: [info@719pm.com](mailto:info@719pm.com)  
Website: [www.ColoradoSpringsPropertyManagement.com](http://www.ColoradoSpringsPropertyManagement.com)

#### **Office Hours:**

Monday - Friday	<b>8:00 AM - 5:00 PM By Appointment Only if in Person</b>
Saturday	<b>By Appointment Only</b>
Sunday	<b>By Appointment Only</b>
Holidays	<b>Closed</b>

#### **Emergencies: (Fire, Flood, Immediate Health/Safety)**

Main Office Line **1-719-799-3686**

## PROTECT YOUR RENTAL AND CREDIT HISTORY

Someday you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give CSG the pleasure of being able to provide a good reference for you when you vacate the property.

### **Rental / Lease Agreement**

You will receive a copy of your rental/lease agreement in your online portal. This Handbook includes Maintenance Instructions, Blank Condition Report, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your CSG management team.

### **Utility/Cable Companies**

When you rent the property, CSG cancels the utilities in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. Citizen Home Solutions is a utility concierge that will assist in getting utilities into your name. This does not include things such as a tenant having trouble with Wifi. Some utility companies require unique forms and/or CSG involvement (mainly in the Fountain Area). Utility company contact information can be found later in this Handbook. **DO NOT TURN OFF GAS OR ANY UTILITIES!**

### **Rental Payments**

Rent is due on the first of each month and late if not received on the first. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

CSG receives rental payments by:

- ACH Payments - this automatically takes your rental payment directly from your bank and deposits it into the CSG bank, saving you time. No fee to you.

CSG does **NOT** accept rental payments in:

- Cash
- Checks
- Wire Transfers
- Digital Currency (example: Bitcoin)

#### **Fees/Charges (Please Refer to Tenant Fee Schedule)**

1. If you fail to pay rent on time and in full, you will incur the following charges:

- Late fee – Please refer to your lease for the CSG late fee amount if rent is not received timely in accordance with Colorado State laws.

## CARE OF THE PROPERTY

### Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event the power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of leaks and/or flooding
- Water shutoff valves (hot and cold supply lines) below the sinks in case of water leaks. If a supply line is leaking, shut the valve off and contact CSG.
- Water shutoff valves behind/below toilets in case of water leaks. If a supply line is leaking, shut the valve off and contact CSG.



- Method of cleaning the oven so you use the right products
- Method of cleaning the floors so you use the right products
- Familiarize yourself with the Thermostat
- Learn the location, and use of Sprinkler controls
- Learn the location of and how to change Furnace Filters

If you are uncertain about any of the above items, contact your CSG management team for help.

## MAINTENANCE

For any and all service or maintenance requests, the Tenant will be charged \$50 as additional rent for Broker's time required to assess the request, which shall be immediately due and payable by Tenant. Any and all contracted work or repairs done on the Leased Premises must be done through the Broker.

If Tenant is liable (responsible/cause of) for the repair, they will be billed for the repair in addition to the aforementioned \$50.

Your lease, and this handbook address detailed maintenance instructions. Please review them before requesting a work order. CSG has more tips in this Handbook, specifically in the Maintenance Addendum section.

### MAINTENANCE PRIORITIES

We have target completion times for maintenance issues. Every maintenance request will be responded to promptly (this includes being assigned to a vendor in the portal if we do not contact you directly). You can log into your portal and see the progress of your request. Please use the following Priority List as a guideline for the time you may expect issues to be handled (someone arrives at the property). These times can be affected greatly by tenant's schedule and communication.

- **Priority 1: Emergency Maintenance** - For emergency maintenance items vendors will be contacted as soon as possible and told to respond immediately.
- **Priority 2: Urgent Maintenance** - For urgent maintenance issues we target service within 1-4 business days. These items can include: heating and air conditioning, broken windows, plumbing repairs and leaks, electrical issues, roof repairs, etc. **Note:** During peak seasonal months, response times for heat and air conditioning may be subject to delays due to vendor overload.
- **Priority 3: Normal Maintenance** - For normal maintenance issues we target service usually within 4-8 business days. These items can include: appliance

repair, garage door repairs, leaky faucets, etc. **Note:** We will not be liable for loss of food caused by appliance breakdown or damage due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

- **Priority 4: Non-Essential Maintenance** – For non-essential maintenance time to vendor arrival can be 14-30 days. These can include: fence repair, roof replacement, patching a hole in the wall, paint jobs, etc.

If vendor/contractor is sent by CSG for maintenance/repairs, they are there to remedy a specific maintenance item. If the tenant requests them to investigate another issue or to fix another item, tenant will be responsible for that additional cost. This includes time, labor and parts. For example, if someone is sent out to fix a faucet, and the tenant asks the contractor/vendor to look at anything else (ceiling fan, outlet, door knob, railing, etc.) they will be billed for the additional time, parts and labor. You are more than welcome to, and encouraged to, submit multiple items at a time in a maintenance request if there are multiple things wrong. If something additional is requested without owner and/or CSG authorization the resulting bill is the obligation of the tenant.

Maintenance Charge - CSG will bill you **\$100.00** if you have made an appointment with a vendor but failed to meet them at the scheduled time. If CSG receives a service call billing, you are responsible for reimbursement. **UNLOCK EXTERIOR GATES IF VENDOR WILL NEED ACCESS TO THE BACK YARD TO PREVENT A BILL!**

### **Maintenance Reimbursement**

If you have contacted CSG and requested to perform a minor maintenance item and **ONLY IF** CSG has agreed to reimburse you in writing:

- Pay the bill and send the receipt to CSG. CSG will reimburse the amount due to you.
- Do **NOT** deduct the amount from your rent.

## **Tenant Renovations / Alterations**

It is the CSG policy that Tenants do not do repairs or alterations. You agree to this in the CSG rental agreement/lease.

- **DO NOT CHANGE/UNINSTALL THERMOSTATS** – This can cause the furnace to stop working, and tenant will be charged.
- **TENANTS ARE NOT ALLOWED TO TURN OFF GAS OR ANY UTILITIES**
- **TENANTS ARE NOT ALLOWED TO CHANGE SHOWERHEAD WITHOUT APPROVAL** – If an old showerhead quits working we need to understand why. If a tenant throws away/loses an original showerhead without approval they will be billed for the cost and installation of a new one.

If you need to make a special request for renovation or repair to the property:

- Submit your request in writing **BEFORE** making any changes
- Do not proceed with any work until you are notified by CSG of approval in writing
- CSG will consult the owners to see if the request is acceptable to them. If the request is acceptable to the owner, Tenants must sign a CSG agreement regarding the alteration/repair and do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state

## **Tenant Maintenance Responsibilities**

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Remember to submit all requests online through the Tenant portal. We want you to report maintenance items.

However, there are items that are the Tenant's responsibility and we have listed them again (please refer to the maintenance addendum section of this handbook for more details on the list below):

- Replacing smoke & carbon monoxide detector batteries and thermostat batteries
- Replacing light bulbs with the correct size and watt usage
- Replacing furnace filters **EVERY MONTH**
- Keep thermostat set at 65 degrees minimum during any cold weather
- Reporting non-functioning smoke & carbon monoxide detectors/alarms immediately if replacing batteries do not solve the problem
- Replacing all garage remote batteries
- Replacing water filters in refrigerator
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control, including but not limited to wasps, ants, bees, mosquitoes
- Normal rodent control, such as mice and/or squirrels
- Landscape cleanup if service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association responsible (typically only in situations with townhomes or condos).
- Keeping gutters free of leaves and/or debris
- Keeping gutter downspouts down when raining and/or snow melting off roof
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and clean receptacles periodically
- Disposal of animal feces on the property even if you do not have a pet

- If the residence has a wood burning fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals from the fireplace until they have cooled outside for a week
- Check to see if damper is open before starting a fire in a wood burning fireplace
- Use a fireplace screen at all times to prevent damage to surrounding areas and reduce the risk of fire with a wood burning fireplace
- Disposing of toxic waste properly in accordance with local and county laws
- Removal of all ice and snow from driveways, sidewalks, stairs and walkways
- Repair/replace all glass breakage, regardless of cause, and including vandalism. If window is shattered, please contact CSG right away for instructions on how to proceed.
- Chimney cleaning if your lease duration included two or more winter seasons

## **Procedures for Requesting Maintenance**

### **Before contacting CSG**

1. Determine if there is a true emergency or a non-emergency
2. Check to see if you can determine the cause of the problem that you are experiencing; unless you have an emergency. Read examples of various situations in the maintenance addendum section of this book.

### **If there is an Emergency**

There are few emergencies. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, call 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, then contact the CSG office and report the problem

- Emergencies such as backed up plumbing causing flooding, call the CSG main line **719-799-3686 - STATE THE EMERGENCY**. If necessary, call 911.
- An emergency is NOT heat, unless we are experiencing freezing temperatures. However, CSG recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible
- An emergency does not include non-working air-conditioning, dishwasher, sprinklers, non-working garage door/opener, etc.

**IF TENANTS FAIL TO REPORT AN EMERGENCY IN A TIMELY MANNER, TENANT WILL BE HELD RESPONSIBLE**

**Non-Emergencies:**

- Submit a Tenant maintenance request online through the Tenant Portal
- A CSG representative will assign a vendor to contact you
- CSG does not give vendors keys to the residences
- Vendors are required to make appointments with Tenants
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately
- Failure to show at an appointment will result in a **\$100.00** charge to Tenant, the Tenant. Therefore, be certain to contact the CSG office at least 2 hours prior to the appointment if you are unable to make the appointment
- If you do not hear from a vendor or repair person within 1-2 business days, call the CSG office and inform your management team or a staff person that a vendor has not contacted you. A CSG staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call
- After a repair has taken place, if you have trouble, call CSG and state you had a recent repair but there is still a problem
- **Recent Repair** means within the last 60 days and pest control work means **within 30 days**.

- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

## **Preventative Cleaning Tips**

Cleanliness of the property is an expectation. To assist in meeting that expectation we've included cleaning tips to use on a regular basis. There are also items included in the maintenance addendum section of this handbook, and in your rental/lease agreement. Here are more tips:

- Cleaning is easier when you use a "preventative approach."
- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew. DO NOT USE DROP-IN TANK CLEANERS SUCH AS CLOROX TABS, ETC. These cause damage, contribute to leaks. Damage related to use of these is Tenant caused, and will be charged to Tenant
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the buildup of grime.
- If an animal has an accident, address it immediately and use appropriate cleaners for flooring type and pet odors
- Do not use wax on linoleum or tile.
- Only use appropriate cleaning products on tile, grout and wood floors.
- Vacuum all flooring regularly, particularly carpets. This may save on carpet cleaning bills.

- Regularly pick up debris and animal feces in outside areas.
- Rake and dispose of all pine needles and all pine cones.

## **Additional Cleaning Tips**

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can also be better for the environment than commercial products.

- Air freshener
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors.
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile Countertops
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass Cleaner
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3-tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.

- Dishwasher
  - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing Machine
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- Toilets
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet Stains
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess - blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain - blot, do NOT rub
  - If the stain remains, mix 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet Odor

- Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

**Pet odor and pet stains shall never be considered normal wear and tear.**

## **Energy Saving Tips**

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to CSG as soon as possible
  - Report water dripping under sinks
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- **DO NOT** use flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to "hi" or "high", this is a dangerous temperature level.
- Counsel all people residing and visiting on how to prevent wasting water.
- Do not "over water" landscaping; it is not healthy for plants and simply wastes water.

### To Lower Air-Conditioning Bills:

- During warm or hot months, close the windows and doors to your home early in the day to "keep cool air in". **DO NOT OPEN WINDOWS WHEN AIR CONDITIONING IS ON**
- Close window coverings on the sunny side of the house during different times of the day: this can lower the temperature dramatically.
- Replace the air filter every month and with the right size. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the thermostat up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do NOT turn the air off on very hot days - it will only take longer and more energy to cool down.

### To Lower Heating Bills:

- During the cooler months, keep all windows and doors tightly closed. **DO NOT OPEN WINDOWS WHEN FURNACE IS ON**
- Report any major drafts to the CSG office.
- Use a "reasonable" level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do NOT turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more serious problems.
- If there is a wood burning fireplace, close the damper if you are NOT using it, but PLEASE be sure to OPEN the fireplace damper if you do start a fire.

- Replace the furnace filter monthly. A clean filter helps the furnace run more efficiently.
- **DO NOT TURN OFF GAS AT ANY TIME, EVEN DURING SUMMER MONTHS. UNDER NO CIRCUMSTANCES ARE TENANTS ALLOWED TO TURN GAS OFF. GAS OFTEN IS REQUIRED FOR MORE THAN JUST HEAT.**

### **Renters Insurance**

Property owners generally carry a standard fire and liability policy, and have additional coverage with "landlord/rental" insurance, but they normally cannot cover the contents or possessions of the Tenant. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to "replace" them. You will be surprised how the list can really add up. CSG is not responsible for your belongings.

Contact an insurance agent if you do not have renters insurance. You can find them in the phone book, more easily by searching online, or ask a friend. Searching online can also provide both information and comparison-shopping. **TO AVOID A LOSS, AQUIRE RENTERS INSURANCE NOW, YOUR LEASE REQUIRES IT.** Please notify your insurance company that The Colorado Springs Group, Inc. is your landlord and must be notified of any changes and must be listed as additional insured. **PLEASE REFER TO TENANT FEE SCHEDULE FOR COSTS/FEES IF TENANT FAILS TO COMPLY.**

### **Safety Tips**

The safety of you and your family is important to CSG and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.

- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on and make sure they are off when you leave the residence to prevent fire hazards.
- Never leave water running unattended (sink, tub, shower, hoses, etc.) or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, water could be in a light fixture as well, report the leak immediately to CSG. **DO NOT TOUCH THE LIGHT FIXTURE!**
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords, and check to make sure anything you are using with an extension cord states it can be used with an extension cord. Not all extension cords are the same; it's the Tenant's responsibility to know limits/capabilities and indoor/outdoor use of extension cords.
- Place lamps on level surfaces and use the correct bulb wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to CSG immediately.
- Do not remove smoke or carbon monoxide detectors/alarms, particularly if they are beeping. Alarms are for safety and removing them can endanger all Tenants and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the CSG office.
- Keep a portable fire extinguisher in the kitchen and the garage, they are available in hardware supply stores.

- If you use a grill, smoker, or BBQ, use common sense, never leave these things unattended.
- If you have a wood burning fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain the ashes are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in a wood burning fireplace.
- Do not build "roaring" or large fires in the fireplace; build reasonable fires suited to the size of the fireplace.

### **Vacation Checklist**

When going on vacation, here are items to check before leaving:

- If going out of town it is your responsibility to arrange for someone to look after your home. Be sure to give them CSG's contact information so they can contact us should an issue arise.
- Check your rent payment scheduled in the portal to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, and any related service people/companies.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people. Do not provide porch pirates with ample opportunity.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your residence.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your voicemail telling people you are out of town and for how long, and also avoid putting this information on Social Media.
- Set timers on interior lights to deter burglars.

- Be sure to lock all windows and doors (pet doors too) before leaving.
- If you pay for an alarm monitoring service, be sure to set the alarm.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but DO NOT TURN THE WATER HEATER OFF.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

## Holiday Tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- There are professional services available for hire to assist. Please make sure they are licensed and/or insured for what they offer to do.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; NEVER burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.

- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

## **Emergency / Disasters**

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. Near the end of this Handbook, you will find a convenient Emergency / Disaster Checklist that has items to do before and during an emergency / disaster.

There are different emergencies

- Maintenance emergencies:
  - Please follow the maintenance instructions and contact CSG when appropriate.
  - CSG requests that you treat the CSG staff courteously while under stress of the situation - we will do everything we can to help you as soon as possible.
- Area Emergencies or Disasters
  - Be prepared and use the CSG Emergency / Disaster checklist enclosed with this information.
  - When major emergencies or disasters such as a tornado, earthquake, flood or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - CSG requests that you call emergency services first in a disaster.
  - Then notify the CSG office as soon as possible what has happened.

- CSG will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
- When calling the CSG office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

### **Maintenance Vendors / Contractors**

Maintenance vendors and contractors are not employees of CSG, and we do not control their work hours. Please advise us if a vendor does not arrive on time or if the work is not completed in a professional and satisfactory manner. We have high expectations of the vendors and contractors we hire. If they do a great job, please let them and CSG know that as well!

### **Paint & Stain Storage**

Paint and Stain are kept at the properties we manage for easy access when they are needed by CSG and/or Vendors / Contractors. It is essential that these are not moved.

**IF THERE IS PAINT OR STAIN LEFT IN THE BASEMENT, MECHANICAL ROOM, OR AN INDOOR CLOSET... DO NOT MOVE IT TO THE GARAGE, OUTSIDE, OR INTO OUTDOOR STORAGE. EXTREME HEAT AND/OR COLD WILL DAMAGE THE PAINT RENDERING IT UNUSABLE. IF THIS HAPPENS YOU WILL BE BILLED FOR THE COST AND TIME TO REPLACE THE CAN(S) AND/OR PAIL(S) OF PAINT OR STAIN.**

## MAINTENANCE ADDENDUM

The Colorado Springs Group, Inc. maintains high standards with the homes we manage. There are responsibilities that fall both on the property manager and the Tenant, and this addendum is meant to detail some of those responsibilities. We want to be as clear as possible on what you can expect from The Colorado Springs Group, Inc., and what The Colorado Springs Group, Inc. expects from you, the Tenant.

### **Maintenance Requests Are Required To Be In Writing**

The Tenant Portal online is where to submit maintenance requests. This allows us to track, from beginning to end, every step of the repair being done. If you need any help navigating / learning the portal please contact us, we are here to help.

### **Who Does What**

All "breakdown" system failures and structural defects must be reported to management immediately. If an urgent repair is needed (i.e. running water or no heat) YOU are responsible to stop further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker servicing that appliance or area until the repair technician arrives. Management will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make regardless of the reason.

#### **Examples of routine maintenance the Tenant is responsible for and will pay for:**

- Replacing light bulbs (including fluorescent) with the correct size and watt usage
- Replacing torn or damaged screens
- Replacing furnace filters **EVERY MONTH**
- Relighting gas furnaces
- Relighting hot water heaters
- Relighting gas fireplaces – gas fireplaces are a convenience
- Pest / Insect control starting day 3 after taking possession **Tenant acknowledges that CSG does not guarantee or warrant that the premises are or ever will be a "pest free environment".**
- If Tenant allows an infestation to occur due to neglect and/or not reporting, it is Tenant Damage and Tenant will be charged for cleanup and remediation.
- Keeping flower beds weeded, edged, with fresh bedding plants each year
- Maintenance of Ice Makers, Water Dispensers, and Water Filtrations systems in refrigerators, freezers, and refrigerator-freezer combinations
- Replacing batteries in smoke detectors / alarms
- Replacing batteries in carbon monoxide detectors / alarms
- Replacing batteries in garage remotes
- All snow removal on premises to include sidewalks
- Maintain all mulch and rocks

**Examples of maintenance management is responsible for:**

- Repairs to heat systems from normal use
- Repairs to water heaters from normal use
- Repair leaks in roof
- Replace or repair plumbing which fails from normal use (not clogged drains)
- Remove or repair broken electrical components due to normal wear and tear
- Repair/paint rotten wood (please notify management if this occurs)
- Treat for termites if necessary

**Examples of repairs for which Tenant will be held responsible:**

- Electrical problems such as re-setting a GFI or breaker
- Sewer cleanouts except for roots
- Plumbing / sewage backups more than 10 days after possession date
- Garbage disposal clogs - Disposals are designed to grind up organic items only
- HVAC (Furnace or AC) repair due to not changing the filters
- Dishwasher problems caused by too much soap or glass in the motor
- Repairing burst water pipes, and cracked drain pipes, when caused by freezing weather (interior and exterior)
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by animals, children, guests, smoking or unreasonable use.
- Landscaping problems (i.e. mowing, trimming, weeding, water, fertilization, mulch, rocks)
- Broken windows other than breaks caused by structural defects

**GENERAL RULE**

In general terms, if a maintenance or repair item can be repaired without the need for special training, licenses or permits, and by using common hand tools and off the shelf materials, then that problem is to be fixed by the tenant or someone the tenant arranges for at their own convenience and expense. If the maintenance or repair item requires special training, special tools, licenses, permits, or more than \$50 in parts/materials then a work order/repair request should be submitted to CSG.

**Unauthorized Repairs**

Please do not make any repairs or authorize any maintenance without written permission from management. You will not be reimbursed for any repairs that are not approved by The Colorado Springs Group, Inc.

**Lawns and Grounds**

You are responsible for keeping the lawn and xeriscape in good condition. This includes leaves, trash, etc. out of the window wells. It also includes removal of animal feces even if you do not have a pet. Tenants are also responsible for the sprinkler systems. This

includes, but is not limited to, cooperation with activation each spring and winterization each fall by professionals. We still experience warm weather during the fall and winter months and you will need to water the lawn and trees with a hose. **Remember not to leave hoses hooked up to any hose bibs. this will cause freezing in the colder months and you will be responsible for any damage caused. Wrap/cover all outside facets and valves.**

### **Light Bulbs**

It is a Tenant's responsibility to replace burned out bulbs. This includes the fluorescent bulbs that are used in kitchens, garages and some closets.

### **Kitchen Counters**

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times. **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 or Joy if you cannot find a granite cleaner. Marble and Granite are a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble, sometimes granite too. Use hot pads to protect the surface.

### **Walls and Ceilings**

No hooks, keep walls clean and free of fingerprints and fill all holes with appropriate material. Do not touch up paint.

### **Smoke Alarms & Carbon Monoxide Detectors / Alarms**

It is the Tenant's responsibility to replace batteries, and also to report non-functioning smoke & carbon monoxide detectors / alarms to management. If management sends someone out to replace a non-functioning unit and the problem was a dead battery the trip will be billed to the Tenant.

### **Plumbing**

Anytime we have to send out a plumber when the problem is Tenant caused or Tenant neglect, the invoice will be billed back to the Tenant. For example, sewer lines or drains when it is anything other than tree roots, or an underground break, it will be billed back to you. This includes things such as problems due to hair in any drains, items not belonging in toilets, etc. If the plumbers are sent out for a problem with the garbage disposal and it is for anything other than a worn out unit you will be billed for the expense. As another example, if there is something in the garbage disposal that should not be there such as a spoon, or the reset button just needed to be set you will be billed. Garbage Disposal is not to be used for grease, egg shells, watermelon, etc.

### **Water Damage**

Tenants must take care to avoid water damage caused by allowing water to sit on counters, floors, and under sinks. Care must be taken to ensure that shower curtains are inside the tub, and that the 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.

### **Roofs**

If you notice any stains forming on your ceiling or wall area contact CSG. If a large leak occurs causing a bubbling effect in the ceiling material, make a small puncture in the bubble with a knife and place a bucket under the leak and contact our office or emergency phone number immediately. Never hesitate to contact CSG with roof leaks.

### **Waterbeds**

Waterbeds **ARE NOT** allowed.

### **Vinyl Floor Covering / Hardwood Floors**

Never use anything but appropriate cleaners to clean hardwood floors. Contact a flooring store for details on caring for your wood floor. Use throw rugs in front of sink and stove to protect these areas from water and grease. Any damage from use of inappropriate cleaners is considered Tenant Damage.

### **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. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. Use an old toothbrush and do a regular monthly cleaning, it's easier than a big cleaning at the end.

### **Carpet Care**

You should clean your carpets on a regular basis, but do not use grocery store products or equipment. We recommend contacting a carpet cleaning company. You may contact our office for names and phone numbers of great affordable carpet cleaners. Pet odor and pets stains shall never be considered normal wear and tear. Use a dolly for moving appliances and large pieces of furniture. Never drag large items across the floor to prevent rips, tears and other damage.

### **Appliances – Washers and Dryers**

If you have your own washer and dryer unit you must purchase new hoses and a vent hose before connecting them. Old hoses will crack and leak causing possible damage to flooring, drywall, subflooring, and ceilings below. You will be held responsible for any such damage.

### **Hot Tubs**

If your unit has a hot tub, it is there for your use, but it is your responsibility to maintain it. This includes but is not limited to the activation and winterization of the hot tub. Hot tubs are not authorized in/on the property unless they were installed prior to the lease.

### **Ice Makers, Water Dispensers, Water Filters**

Some residences will have refrigerators and/or freezers with ice makers and/or water dispensers. These items are to be maintained by the Tenant. All repairs for ice makers and water dispensers from refrigerators, freezers, and refrigerator freezer combinations will be done at the Tenant's expense. Water filters are also Tenant responsibility.

### **Furnace Filters**

Furnace filters not being changed on a regular basis can result in high-cost furnace repairs. It is the Tenant's responsibility to change filters. If a furnace repair is necessary, and the HVAC repair person attributes the damage to a dirty filter not being changed, the Tenant will share in the payment of the bill. These bills are often higher than \$500.00. Dirty filters also reduce the efficiency of the HVAC system requiring it to work harder and increasing your energy bill. Changing filters saves everyone money.

### **Thermostat Settings**

Tenant is responsible for leaving the heat on and set at a minimum of 65 degrees. If you have a problem with the thermostat, check the batteries. Most thermostats will have batteries. Do not turn the thermostat from cool to heat or from heat to cool. First, switch the thermostat to off and wait until it stops running and then switch it to heat or cool. Failure to follow this precaution may result in permanent damage to the unit.

### **Sprinklers**

Sprinkler systems are to be maintained by the Owner but requires tenant cooperation in scheduling and being present for appointments. This includes winterization and de-winterization of the system by a professional, as well as ensuring proper coverage by the sprinkler system. Broken sprinkler heads and punctured lines are the responsibility of the Tenant.

## **Air Conditioning**

Central air conditioning units should not be turned on during the months of October – May unless the temperature remains above 60 degrees at night. The unit can become severely damaged operating when outside temperatures drop below 60 degrees at night.

Also, Central air conditioning temperatures inside should never be set below 66 degrees. Beyond that the units can start refrigerating and actually freeze up. This can cause an ice build up that looks similar to a snowball on the exterior piping. When this happens the unit has to be turned off to allow time to thaw. Service calls for situations like this are a tenant expense.

2 story and multi level houses will not cool on the upper levels the same as they do on the main floor and/or basement. This is normal, and the situation can only be improved with additional window/portable units. Tenants are required to find/provide their own window/portable units.

## **Winter Landscaping and Watering**

When there is danger of freezing (September-May), hoses should be removed from outside hose connections. This will aide in preventing water leaks and frozen pipes. However, the lawn must be watered once or twice monthly during the dry winter months when daytime temperatures are above 40 degrees. Watering should be done mid-day to allow water to soak in before freezing at night. Any plant or lawn death during the winter will be deemed to be caused by lack of water and the repair costs will be assessed to the Tenants upon billing. Tenant is responsible for disconnecting hoses after watering to prevent from freezing. CSG is not liable for broken pipes due to Tenant's carelessness.

## **Fences**

Fences and gates are to be maintained by Tenants. Should a fence blow over, which does happen in our area, management has an agreement with the owner that they will do what is necessary to determine if they, or neighboring owners, are responsible (own the fence) for the fence. Getting fences repaired can be very complicated due to disputes and proof of ownership. The Colorado Springs Group, Inc. is unable to take part in these situations until ownership is determined and agreed to by property owners. If responsible, the owner of the property will contract for repair.

## **Chimes/Doorbell**

If the doorbell or other chimes are battery operated, you will be responsible for replacement of batteries. Make sure to replace batteries prior to contacting our office for service. If you wish to change the doorbell, get approval from CSG first. Installing a video doorbell may require higher voltage and could blow the doorbell transformer which will be billed to the tenant. Have a professional install high end doorbells (once

CSG approves the change). Do not throw out or lose the original doorbell if changing it is approved by CSG.

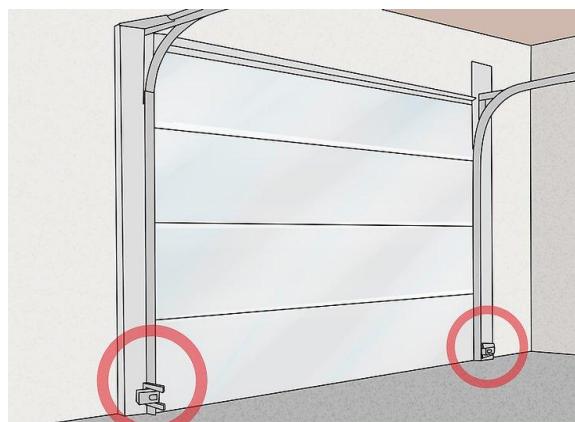
### **Garage Door Openers**

Maintaining garage door openers is the responsibility of the Tenant. Openers can be very temperamental if sensors become dirty, the unit will not work properly. Each opener has 2-4 settings on it for adjusting the closing of the door, these settings can be adjusted to fix an opener not working properly. If the door is left open for long periods of time, dust/dirt can blow into the track and create resistance which will affect the opener working properly. If a unit needs to be replaced, it will be done at no expense to the Tenant. Any company claiming a new unit is required will not be the company used to replace the unit. This ensures the company will make an effort to repair the opener, and ensures a 2nd professional will assess the problem before replacement. Garage door springs and/or cables that break due to age (normal wear & tear) will be replaced at no expense to the Tenant.

### **Garage Door and Remotes**

If you experience a power failure and cannot use the remote or wall switch to open the door, you can use the emergency release.

- The release is located where the door attaches to the opener track. Make sure the door is unlocked and pull the handle to disengage the door from the opener track.
- Make sure the door is already down before pulling the release handle. NEVER pull the release handle if the door is in the up position.
- If the remotes do not work, change the battery.
- If you are having issues with the door not opening and closing properly, make sure the “safety sensors” located at the bottom of each side of the door are properly aligned with one another and that there is nothing blocking them.
- This is a tenant responsibility and tenant will be charged if a vendor is called out to repair this issue



## Light Fixtures

When a light fixture stops working, it is not an emergency. The owner will be contacted to discuss repair and/or replacement options. Outlets are available to plug in lamps and/or fans.

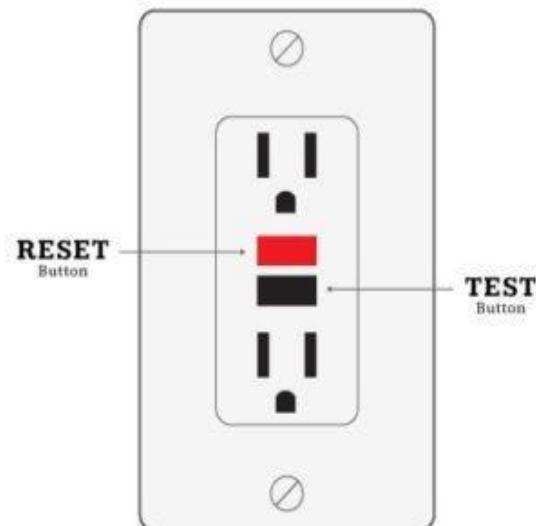
## Circuit Breaker Panel

It is important that you locate the circuit breaker panel box before you actually have a problem and need to reset the breakers. For most single family homes, the box is located on an exterior wall of the property typically near the front of the home. For condominiums, it may be located inside the indicial until. Below is a picture of a common circuit breaker panel. If power to your house goes out, first check the breaker panel for tripped switches and reset them to the on position. Any service call related to a tripped breaker will be tenant responsibility.



## GFCI Outlets (Ground Fault Circuit Interrupter)

GFCI Receptacles were developed to help save people from getting shocked. GFCI outlets are typically found everywhere that a water source is close to an outlet. They can be found in the kitchen, bathrooms, garage, laundry room and patio areas. If GFCI has tripped, it will cause the outlet not to work. This is an easy fix. First, unplug any appliance that is plugged into the outlet and then press the "reset button" on the GFCI. This will reset and fix the issue. Some GFCI outlets are connected to others, fixing one of them will often fix the other outlets that are not working. Any service request due to a GFCI being tripped will be tenant responsibility. Once a month, press the test button, this will trip the circuit. To return service, press the reset button.



## Carbon Monoxide and Smoke Detectors / Alarms

Carbon monoxide and smoke detectors / alarms are for your safety and you are responsible for replacement of batteries and testing each deceive monthly. Normally, detectors / alarms will emit a beeping sound when the batteries are losing their charge. If during an interior inspection we find that the detectors / alarms are missing, damaged or lack batteries, you will be financially responsible for all replacement costs.



## Garbage Disposal

The garbage disposal is a convenient appliance and should work for an extended period of time maintenance free. If you hear the disposal humming but not moving, a foreign object is likely jammed in it.

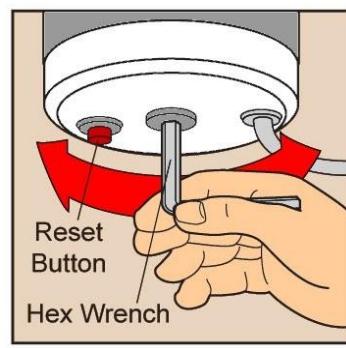
- Do not put the following in the disposal: banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grounds, egg shells, bones or grease/fat, oil, meat, vegetable and citrus peeling, etc..
- **Remember, if you can't chew it, neither can your disposal**
- If the motor whines, turn the switch off and unjam the disposal. An allen wrench may be required and your local hardware store should carry it.
- If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is unplugged before attempting to retrieve it.
- **Never stick your fingers in the disposal when it is running**
- Run your disposal on a regular basis. Lack of use can cause rusting and corrosion
- There is a reset button on the button outside of the disposal. You will be charged for maintenance service if the disposal is only jammed, clogged or the safety has not been reset



## FIX YOUR GARBAGE DISPOSAL



## TOP 4 "NOT WORKING" FIXES



## **Mold**

Molds are simple, microscopic organisms, present virtually everywhere, indoors, and outdoors. Mold requires a food source (such as paper, wood, leaves or dirt), a source of moisture and a suitable temperature to grow. Individuals are exposed to molds on a daily basis, and in most situations, there are no harmful effects.

Sources of indoor moisture that may lead to mold problems include, but are not limited to flooding, leaks, seepage, sprinkler spray hitting a home, overflow from sinks or sewers, damp basement or crawl space, steam from shower or cooking, humidifiers, wet clothes drying indoors, watering house plants, and clothes dryers exhausting indoors.

You must take precautions to prevent the growth of mold in your home from these and other sources. Preventative measures include, but are not limited to the following:

- Regularly clean your home
- Regularly check for accumulated moisture in corners and unventilated areas
- Running fans, dehumidifiers and air conditioners to reduce indoor humidity
- Stopping the source of any leak or flooding
- Removing excess water with mops or a wet vacuum
- Moving wet items to dry, well ventilated area
- Regularly cleaning and disinfecting indoor and outdoor surfaces that may contain mold
- Cleaning the refrigerator, air conditioner and dehumidifier drip pans and filters regularly and ensuring that refrigerator and freezer doors seal properly.
- Avoiding over watering of landscaping

It is your responsibility to monitor your home on a continual basis for excessive moisture, water, and mold accumulation.

## **Painting In Garage, Yard, or on Driveway**

Painting can cause damage, even if it's something small or for hobby purposes. We strongly advise against painting things in the garage or on the driveway due to damage done by overspray and/or spilled paint. If painting in the yard, cover the ground and any nearby fences to prevent accidental damage. Waiting for mother nature to clean paint is not acceptable.

## **Walls**

We suggest you use "3M" picture hanger adhesive strips when hanging pictures. This type of hanger creates no wall damage, but you still must be patient and use care when removing. If you have questions about items that are heavy or difficult to hang, please contact CSG for written approval. **Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted.** Tenants are responsible for removing nails and the cost of repairing any damage to walls and ceilings.

**Bidets**

Bidets **ARE NOT** allowed. They are not a feature, improvement, or necessity.

**Trampolines**

Trampolines **ARE NOT** allowed in/on the property.

**Pools**

Pools **ARE NOT** allowed in/on the property.

**Moths (Specifically Miller Moths)**

We are located in a migration pattern for Miller Moths. Typically we see these moths, to various degrees depending on the year, during the months of April, May and June.

These moths will get inside the property you are renting, and this is to be expected. To minimize the number of moths getting inside, be mindful of keeping windows and doors closed if not using screens.

## CRIME FREE AND DRUG FREE LEASE ADDENDUM

1. Resident, or any other person associated with Resident shall not engage in any Criminal Activity on or about the Premises. Persons associated with Resident include members of Resident's household, guests of Resident, or any other persons on or about the Premises because of or in connection with Resident (collectively "other Persons"). Additionally, Resident shall not engage in any Criminal Activity regardless of where such Criminal Activity occurs. Resident and other Persons shall not permit the Premises to be used for or to facilitate Criminal Activity. Resident has an affirmative duty to abstain from any Criminal Activity and to prevent Criminal Activity by any other Persons. Resident's affirmative duties include, but are not limited to, immediately notifying law enforcement when Resident first learns of any Criminal Activity that constitutes a Substantial Violation agreed to in this Addendum or at law (collectively "Substantial Violation"), and cooperating with law enforcement with respect to any Substantial Violation. For the purpose of this Addendum, Criminal Activity also includes any activity or conduct that a reasonable person would conclude has the potential for escalating into or becoming Criminal Activity. Resident's affirmative duty extends to being responsible for the conduct and actions of other Persons regardless of any culpability or knowledge on Resident's part, and making all other Persons aware of Resident's obligations, agreements, and duties under this Addendum. Resident's affirmative duties regarding other Persons extends to all conduct occurring on the apartment community of which the Premises are located or the real property where the Premises are located. Because of Resident's affirmative duties, Resident agrees not to assert as a defense in any eviction action against Resident based on violation of this Addendum that Resident did not know any other Person was in violation of this Addendum.

2. Criminal Activity means any conduct set forth as criminal in this Addendum and/or the violation of any criminal law and specifically includes, but is not limited to, any sex crime, sexual offender crime, stalking crime, physically harming oneself, crime that has as one of its elements the use, attempted use or threatened use of physical force against the person or property of another, or any discrimination against, intimidation or

harassment of any person. Not limiting the broadest possible meaning as defined in this Addendum or at law, Criminal Activity also means possession of drug paraphernalia, the manufacture, sale, distribution, use or possession of a controlled substance, as defined by Federal law, and also includes the manufacture, cultivation, sale, distribution, use or possession of marijuana, marijuana concentrate, cocaine or any other illegal drug regardless of amount, and regardless of whether or not manufacture, sale, distribution, use, or possession of said drug or possession of drug paraphernalia is a misdemeanor or a felony and regardless of whether Resident is charged or convicted of any activity defined in this Addendum. Resident and Landlord agree that any Criminal Activity as defined in this Addendum or at law is an act that endangers the person and willfully and substantially endangers the property of Landlord, co- residents, and/or other Persons, and that such Criminal Activity constitutes a Substantial Violation under this Addendum and/or at law.

3. Any violation of this Addendum by Resident is a Substantial Violation of the Lease and an incurable material breach of the Lease. Because Resident and Landlord agree that a violation of this Addendum is a Substantial Violation and an incurable breach of the Lease, Resident waives any and all legal rights of any kind to claim or insist that Landlord must first serve Resident with a demand for compliance or possession in order to initiate an eviction action against Resident for recovery of the Premises. Upon any violation of this Addendum by Resident, Landlord may terminate Resident's right to occupancy without terminating the Lease or Resident's obligation to pay rent and damages as set forth in the Lease. Landlord's termination of Resident's right to occupancy shall be effective with right of eviction upon posting a notice to quit. Unless required by law, Landlord shall not be required to serve any other notices upon Resident in order to terminate Resident's right of possession. Proof of violation of this Addendum shall be by a preponderance of the evidence, unless otherwise provided by law. In case of any conflict between the provisions of the Lease and this Lease Addendum, the provisions of this Lease Addendum shall govern. This Lease Addendum is incorporated into the Lease executed or renewed between the Landlord and the Resident.

## PET RULES & REGULATIONS

1. Pets must be licensed and immunized in accordance with applicable regulations.
2. Cat owners must provide a veterinarian letter confirming: neutered or spayed, age, vaccinated against feline leukemia, rabies and distemper.
3. Dog owners must provide a veterinarian letter confirming: neutered or spayed, breed, age, weight, vaccinated against rabies and distemper.
4. The Tenant will not allow the pet(s) to become a nuisance to other Tenants which includes, but is not limited to, biting, excessive barking and whining.
5. All pets must be at least 1 year of age.
6. Cats and dogs must be housebroken, and no pet offspring (breeding) are allowed.
7. The pet shall not be tied to any fixed object (such as a tree, handrail, door, etc.)
8. Tenant will be held responsible for any damage or injury the pet(s) cause(s) to the Home, the Community, or any CSG staff, Tenants, visitors or guests, and shall promptly pay for all costs incurred by CSG or any Tenants as a result of the pet's actions.
9. Homes with pets are subject to periodic inspections. Ample notice will be provided.
10. Tenant is responsible for extermination fees incurred as a result of keeping a pet in the Home.
11. Pets may not cause any unpleasant odors in the Tenant's home or any other building on the premises. Cats must be provided with adequate size litter boxes and litter must be changed regularly and disposed of in a sanitary manner.
12. Pets must not interfere with the job function of any CSG staff member, contractor or vendor at anytime. We inspect homes 1 to 4 times a year, or more.
13. Upon maintenance request, dogs must be restricted to an area not affected by the service request.
14. Pet(s) may not interfere with CSG's ability to show and re-lease the home near your lease expiration. If the pet interferes with CSG's ability to re-lease the home,

the Tenant will be responsible for a maximum of one month's rent after vacating the premises or until the home is rented, whichever comes first.

15. Any visiting guest accompanied with a pet must comply with the terms of this agreement and may not have an extended stay of more than 24 hours without prior CSG approval. A guest's pet is also limited to no more than 24 hours.
16. Pet owners must provide the name, address and telephone number of an emergency contact person whom agrees to assume immediate custody of pet(s) in the case of unavailability, serious illness or death of the pet(s) owner. If contact does not assume immediate custody of pet(s) upon request, CSG will make arrangements to have the pet(s) removed by local animal control personnel. CSG will not be held responsible for any expenses incurred with the removal of the pet(s).
17. Any violation of the pet addendum, lease, and/or these rules may result in the lease being terminated by CSG by posting the appropriate required notice in writing to the Tenant.
18. If a pet shows any aggression (including, but not limited to growling, barking and/or biting) CSG will terminate the lease beginning with posting any appropriate required notice.
19. Permission to keep a pet on the premises may be revoked at any time by CSG Management if Tenant fails to comply with any of these Rules and Regulations.

## ADDITIONAL PROVISIONS

### **HOA (Home Owner's Association) Covenants and/or Bylaws**

Tenants are expected to follow and adhere to any and all covenants and/or bylaws of the HOA for the community. Not all properties will have an HOA. CSG will provide Tenant with any information available to CSG. CSG is not liable and will not be responsible for any expenses incurred by the tenant for not following community rules. For any violations, tenant will be charged an Admin Fee of \$25 in addition to any fine levied by the HOA.

### **Early Termination**

CSG does not allow "lease breaking". However, CSG will consider permitting an early move out under the following conditions: Tenant provides CSG with at least thirty (30) days written notice to vacate. Giving notice in the middle of the month will mean the thirty (30) days start at the beginning of the following month. Tenant will pay a **fee equal to one full month's rent due up front before an early termination is granted** in addition to all rent and utilities due through the end of the 30 days. All utilities will be required to be paid in full. All other move out procedures related to cleaning and move out are still in full effect. Tenant must allow and cooperate with showings to minimize any potential vacancy. Contact CSG with any questions.

### **Jury/Trial Waiver**

When/where allowed by law, Tenant agrees that in any dispute concerning the lease, eviction, monies due, interpretation of a lease, or possession, that neither party shall be entitled to a jury trial and that both parties specifically waive the right to a jury trial.

### **Periodic Inspections**

As part of our agreement with the Owner of the property, CSG will conduct routine inspections of the condition of the property. These inspections are done during regular business hours and by appointment. You will be notified of any problems and given 10 days to remedy them.

### **Keys and Locks, Access Cards & Passes**

If locked out, Tenant's may request management to come to the property Monday through Friday, 9am-5pm for an \$85 charge. Keys will not be loaned to Tenants. If replacement of access cards and/or passes is needed, it is a \$100.00 charge (these things can take longer and are more expensive to obtain). CSG is not guaranteeing that

a key will be available, and tenant may have to call a locksmith at their expense. If rekeying the property is necessary it is a \$200.00 charge (key stolen, as an example).

### **Trash, Garbage and Recycling**

All garbage, trash and recycling materials must be placed in appropriate containers. All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up weekly unless otherwise stated in the lease agreement. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored.

### **Guests**

Any person or persons staying more than five days each month will be considered a Tenant and rent may be increased, unless prior written permission is obtained from management. Only those persons listed on the application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests. You will need to follow all Homeowner's Association rules if applicable. There may be parking restrictions or designated guest parking areas. Please check covenants and/or bylaws to see if this applies to you.

### **Disturbances, Noise and Nuisance - Fees**

All Tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passerby(s). Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises, it is considered too loud. Non-emergency calls and/or texts to CSG after hours and/or on weekends may, at CSG's sole discretion, result in a **\$100.00** charge to the Tenant for the interruption. Any communication directly to the owner of the property, without CSG's written consent will result in a **\$250.00** charge to the Tenant. The Tenant understands and agrees that the owner of the premises has hired CSG to manage all aspects of management of the premises with the intent that the owner will not be involved in management matters. By involving the owner, the Tenant will have wasted the time and resources of both CSG and owner and the charge is considered liquidated damages to compensate CSG and owner for the wasted time and resources.

### **Parking/Vehicles**

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc). Park on the public street where allowed (not all HOAs allow parking on the street. Some HOAs do not allow overnight parking on the street and/or driveway. No

parking on lawns, sidewalks, and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable at all times... even if they are going to be kept in the garage. No vehicle repairs (except minor repairs, for example changing a tire) is allowed. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. No boats or campers may be stored at the property unless otherwise noted in the lease agreement. There may be other parking restrictions. Please check covenants and bylaws to see if this applies to you. Do not park in guest parking areas, those are for guests.

## **Fences**

Fences and gates are to be maintained by Tenants (loose hinges, loose or broken pickets). Should a fence blow over, which does happen in our area, CSG has an agreement with the owner that they will do what is necessary to determine if they, or neighboring owners, are responsible (own the fence) for the fence. Getting fences repaired can be very complicated due to disputes and proof of ownership. CSG is unable to take part in these situations until ownership is determined and agreed to by property owners. If responsible, the owner of the property will contract for repair.

## **Ice Makers, Water Dispensers, Water Filters**

Some residences will have refrigerators and/or freezers with ice makers and/or water dispensers. These items are to be maintained by the Tenant, including Water Filters. Any and all repairs for ice makers and water dispensers from refrigerators, freezers, and refrigerator freezer combinations will be done at the Tenant's expense. **It is common that no repair is possible. Replacements will not be made.**

## **Humidifiers**

Some residences will have humidifiers attached to the furnace. If a humidifier exists, it will be turned off by CSG. Any Tenant wishing to turn on and use the humidifier will be responsible for the maintenance and repair of the humidifier. Humidifiers have filters and need to be adjusted for the Winter/Summer seasons. Failing to do this properly can result in water damage costing thousands of dollars. Again, CSG turns off humidifiers prior to the start of the lease, and Tenants assume all liability turning them on.

## **Furnace Filters**

Furnace filters not being changed on a regular basis can result in high-cost furnace repairs, and higher utility bills. It is the Tenant's responsibility to change filters. If a furnace repair is necessary, and the HVAC repair person attributes the damage to a dirty filter not being changed, the Tenant will share in the payment of the bill. These bills

are often higher than \$500.00. If it is found that Tenant is not replacing furnace filters at the allocated time there will be a \$50.00 fee per occurrence.

## **Air Conditioning**

Air conditioning is an amenity, not a necessity. Owners will pay to repair air conditioning units at their discretion. We cannot force an owner to pay for repair of an air conditioning unit. As a result we want the tenant to be prepared for paying for repairs they want in regards to air conditioning.

## **Ceiling Fans**

Ceiling Fans are an amenity, not a necessity. Owners will pay to repair/replace ceiling fans at their discretion. We cannot force an owner to pay for repair of a ceiling fan. As a result we want the tenant to be prepared for paying for repairs they want in regards to air conditioning. This also includes a fan working, but not necessarily circulating air to your desired level. Many of the homes we manage have vaulted ceilings, and while a fan will circulate air, it is not able to cool the house down. If you need fans to work to your desired specifications you'll need to purchase floor units for yourself.

## **Smoking, Vaping, Marijuana, Pot, Cannabis**

**NO SMOKING!** Smoking, vaporizing or other use of tobacco or marijuana products is prohibited anywhere in the Leased Premises. Tenant shall be responsible for ensuring that family members, guests, invitees and any person on the Leased Premises does not smoke or use tobacco or marijuana products in the Leased Premises. Violation of this clause shall be grounds for immediate lease termination and eviction. The parties acknowledge that smoking, vaporizing, or other use of tobacco or marijuana products in the Leased Premises will cause irreparable damage to the property and extensive cleaning measures will need to be undertaken to remedy or remediate the presence of smoke, vapor or other tobacco or marijuana residue. The parties desire to liquidate damages in the event that Tenant or someone in the Leased Premises by or through Tenant smokes or vaporizes in the Leased Premises. Accordingly, the parties agree that if anyone smokes, vaporizes or otherwise uses tobacco or marijuana in the Leased Premises, Tenant shall be assessed a charge of \$3,000.00. Such amount is liquidated damages, is not a penalty, and represents a reasonable estimate of costs associated

with remediying or remediating the existence of smoke, vapor or other tobacco or marijuana residue in the Leased Premises.

CSG properties **ARE NOT** grow friendly properties. **Without limiting the generality of the foregoing, Tenant specifically acknowledges that the smoking, vaporizing, growing, cultivation, production, storage, distribution or other use of marijuana (including medical marijuana), or the production or extraction of products derived from marijuana (or medical marijuana), in the Leased Premises is strictly prohibited, regardless of whether Tenant is licensed or permitted to do the same under Colorado state law, as such actions are prohibited by Federal law.**

### **Attorney Fees**

In the event that it shall become necessary for CSG to employ an attorney to enforce any of the provisions of a lease, or to enforce the collection of any monies due under the terms of a lease or to defend the claim by Tenant arising from a lease or concerning a Security Deposit, CSG shall be entitled to recover from Tenant all court costs incurred in the maintaining or defending of such action plus CSG's reasonable attorney fees for the same. CSG shall be entitled to recover its reasonable attorney fees whether or not court action is initiated.

### **Death**

For Tenants living alone, in the unfortunate event of a Tenant's death, after the legal authorities have been notified, the Tenant's belongings will be inventoried by CSG and at least one other person. These items will be placed in a storage unit of management's choosing. Cost of storage, damages, plus any fees or back rent due will be paid by Tenant's security deposit, estate/or representative before any belongings are released. Personal property not claimed with costs of storage paid, within 30 days of death, will be considered abandoned and processed.

### **Military Clause – SCRA (Service Members Civil Relief Act)**

Tenant who is or hereafter becomes, a member of the United States Armed Forces on extended active duty and hereafter the Tenant receives permanent change of station (PCS) orders to depart more than 50 miles from the area where the premises are located, the Tenant may terminate this lease upon giving required written notice to CSG. This clause shall not apply to TDY or other temporary military assignment. The Tenant shall also provide to CSG a copy of the official order, reflecting the change

which warrants termination under this clause. This will result in termination of the lease for all parties, and anyone still residing will be required to vacate or reapply and sign a new lease qualifying without the tenant vacating due to PCS.

### **Foreclosure**

The premises may be subject to a mortgage and/or homeowner association assessment payments. CSG does not have control over whether the mortgage or assessment payments are timely made. In the unlikely event that the property should become involved in foreclosure proceedings, Tenant will receive notice that the premises are subject to foreclosure. Tenant understands and affirms that filing of foreclosure against the premises does not automatically terminate the lease. Foreclosure proceedings could take several months. The term of the lease could expire before the end of the process or the owner of the premises could cure any default, stopping the foreclosure process. Tenant understands that the lease will not be terminated by any foreclosure until expiration of all redemption periods in the foreclosure. Until that happens all terms of the lease will remain in effect and enforceable. The lease will terminate if the foreclosure process continues all the way and the property is sold at the Public Trustee's sale. If the Tenants have not vacated the premises by that time, the Tenant will be subject to eviction by the new owners. If this lease is terminated by the foreclosure proceedings, management is not liable to the Tenant for breach of lease and the parties agree that a successful sale at the Public Trustee's auction constitutes an early termination of the lease. In such event, CSG will not pay any costs relating to Tenants having to move and find alternate premises, and has no obligation to do so.

### **Payment During Legal Process**

When CSG is forced to take legal action for payment and/or eviction of a Tenant, any correspondence to CSG and/or agreements with CSG must be in writing. Late fees and any applicable service fees must be included with rent paid in full, partial payments will not be accepted. Checks will not be accepted, only certified funds.

## FREQUENTLY ASKED QUESTIONS

CSG has put together a list of the most frequently asked Tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 2nd of the month?*

- As outlined in this Handbook before, the rent is due on the **1st** and late if not received on the **1st of the month**. Once the 1st day of the month passes without payment, we begin preparing Notices to Pay or Quit (and all applicable notices). We served the notice before we received payment. CSG serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary. Truck mounted cleaning systems clean the carpet better and offer deeper cleaning options after animals.

*Can I install extra telephone lines?*

- You can have telephone lines professionally installed if you pay the expense and disconnect them when you leave. However, you must notify CSG and obtain written permission to install the lines.

*Can I have a satellite dish?*

- In most cases you can have a satellite dish. However, you must submit a request to CSG and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Contact your CSG management team for details. Dish may not be put on the roof or attached to the

house, it must be attached to a post in the yard and removed upon vacating at the end of the lease. We may need HOA approval as well.

*What happens if my pet dies or runs away, can I have the pet fee back?*

- No, pet fees are non-refundable and non-transferrable. Also, the pet monthly pet fee continues as a term of the lease.

*When is rent due?*

- Rent payment is due on the first day of each month.

*How do I make my monthly rent payments?*

- Pay online through your Tenant portal per your lease.

*What if I cannot pay on time?*

- If this scenario happens, please contact CSG before payment is late. We follow all applicable laws, rules, acts and/or orders currently in place.

*What happens if my roommate does not pay their portion of the rent?*

- We do not split rent; each Tenant is equally responsible for the entire rent during their tenancy.

*What happens if a personal check or online ACH payment is returned?*

- We do not accept personal checks. A \$25.00 charge will be assessed to your account if a payment is returned. Replacement funds must be by Certified Funds. Please see the **Tenant Fee Schedule** for the Returned Payment Risk Mitigation Fee policy that takes effect when there is any type of returned payment.

*How do I get a mailbox key?*

- If the mailbox is owned by the property owner, you will be provided a key if it has a lock. If the mailbox is owned by the USPS you will need to take a copy of your lease to the local post office and purchase a key at your expense, for a directory of local Post Office branches you can call (800) 275-8777 or visit USPS.com. If the mailbox is controlled by a local HOA, we will provide you with the HOA contact information... any fees an HOA charges for keys are the responsibility of the Tenant.

*When I moved in I did not have pets, and now I want to get one?*

- Tenant will need to go to coloradospringsgroup.petscreening.com to submit a profile for their animal. Upon approval, they will pay the monthly pet fee going forward. You will also be required to show proof of renter's insurance.

*What happens if I can't take care of my yard?*

- Unless monthly lawn care is provided by the property owner in your lease, you will need to hire a lawn care company to perform this service. Taking care of the yard includes mowing, weeding, fertilizing, etc. If hiring someone, we require the person/company to be licensed and insured for everyone's protection. Make sure they treat their equipment between jobs to prevent the transfer of lawn mites, etc.

*Who is responsible for maintaining the yard?*

- Responsibility of lawn care is the Tenant's. Each property will have its own lease terms. Please contact CSG or refer to your lease if you have questions.

*Who can occupy my property?*

- Only those who are listed on the lease are allowed to occupy the property. It is prohibited to allow anyone else to reside on/in the property. If additional people

are found to be living on/in the property it is grounds for lease termination and immediately handled by our real estate attorneys.

*Who do I contact regarding a maintenance issue?*

- You should submit a maintenance request through your Tenant Portal.

*Can I be charged for a maintenance issue?*

- Yes. There is a \$50.00 fee to Tenants for any and all maintenance requests. This fee will be charged regardless of how the request is made. If the repair is due to the Tenant's damage or neglect, the Tenant will be charged for that as well. You will also be charged \$100.00 if you miss a scheduled maintenance appointment with one of our vendors.
- If vendor/contractor is sent by CSG for maintenance/repairs, they are there to remedy a specific maintenance item. If the tenant requests them to investigate another issue or to fix another item, tenant will be responsible for that additional cost. This includes time, labor and parts. For example, if someone is sent out to fix a faucet, and the tenant asks the contractor/vendor to look at anything else (ceiling fan, outlet, door knob, railing, etc.) they will be billed for the additional time, parts and labor. If something additional is requested without owner and/or CSG authorization the resulting bill is the obligation of the tenant.

*Can I make alterations to the property, such as painting?*

- We do not allow alterations. Per the lease you agreed to rent the property as-is. You should also not be painting anything in the garage or on the driveway... overspray is a real problem resulting in charges to the tenant.

*What is an Emergency?*

- Emergencies are defined as fire, flood, major roof leaks, furnace not working during freezing temperatures, sewer line backup, water line breaks, electrical issues posing fire and/or life risk, and gas leak. If you smell a gas odor,

immediately evacuate the property and contact the utility company or 911. If there is a fire call 911. If your safety is being jeopardized or the home will be damaged further without immediate repair... these are emergencies.

*One of my roommates listed on the lease would like to vacate prior to the term of the lease expiring. What steps are involved in removing them from the lease?*

- If you are currently in a lease no one can be removed until the end of the term. They can choose to vacate but will still be legally responsible until the end of the term.

*What happens to the security deposit if one person moves out?*

- The security deposit is handled between the Tenants. The security deposit remains with the property until the entire property has been vacated, we do not refund portions of a security deposit to individual roommates.

*Can I switch my payment due date?*

- You cannot switch your payment due date. This was mutually agreed to already.

*If I want to renew the lease, what steps need to be taken?*

- A 120-day notice in writing signed by all Tenants listed on the lease is required to begin processing the request for a lease renewal. The 120 Days begins the day CSG physically receives the notice. CSG does not allow month-to-month leasing.

*When does the move out inspection occur, and can I be present?*

- A move-out inspection will be performed after you have vacated the property and left the keys inside or in a lockbox, garage remotes, access cards and parking passes to our office. We do not allow Tenants to be present at the move out inspection. Make sure to keep all utilities on and in your name through the entire final day of your lease to prevent a \$250.00 fine.

*How do I get all of my Security deposit back once I move out?*

- Per our lease if the home is not cleaned, we do not receive all keys, remotes, access cards, rent is not paid, the home is damaged, etc., the deposit will be charged. If there is no deposit you will be billed for these costs. Follow all procedures in the move out checklist. Make sure that any past due balances have been paid, utilities paid as well.

*When do I get my security deposit back?*

- Your security deposit will be returned in full or with a transmittal explaining any deductions or good faith estimate of charges within 60 days of the expiration of the lease in accordance with Colorado State Law. If keys are not turned in locks will be changed at the Tenant's expense, and Tenant will be charged a per day rent until we get the locks changed. This also applies to garage remotes, access cards and parking passes. We do not have possession of the home until we have all keys, remotes and access devices. **PLEASE PROVIDE CSG WITH YOUR FORWARDING ADDRESS**

*What are my responsibilities when I vacate if I opted for the security deposit waiver or paid no deposit?*

- Your responsibilities are exactly the same as they are if you had paid a deposit. If paid, the monthly waiver fee you paid was an administrative fee allowing you to move in without paying a deposit equal to one month's rent. You will be liable and billed for any damages, cleaning costs, unpaid bills, etc.

*Why didn't I get all of my deposit returned?*

- Deductions may be made from your deposit for such things as cleaning the home, professionally cleaning the carpets, lawn care and/or rehab, repairing any damage done excluding normal wear and tear, plumbing clogs, hauling of personal items, trash removal and disposal, missing keys, missing garage remotes, missing parking passes or access cards, unpaid utility bills and Tenant charges owing.

*Do I need to give notice to vacate?*

- Yes, at least 95 days notice and paperwork has to be served to you. As the lease is written, the home will be vacated by 10AM on the final day of the lease unless otherwise required by law.

*Can I extend the lease one or two months?*

- No. Unfortunately new Colorado laws made this very unfavorable for landlords who used to accommodate simple tenant requests.

*Can I cancel, or can CSG refund my rent payment?*

- CSG does not have the ability to cancel payments made. CSG never has any tenant bank account information. Double payments that clear will result in a credit towards next month's rent. **EVERYTHING IS TRACEABLE IN YOUR PORTAL. MAKING A MISTAKE AND THEN BLAMING CSG IS A BREACH OF LEASE. AS AN EXAMPLE, AUTOPAY IS SOMETHING TENANTS ONLY CAN CONTROL. SETTING UP AN AUTO-PAYMENT AND THEN ALSO MAKING A PAYMENT TO CREATE A "BOUNCE SITUATION" IS NOT NEW TO US OR THE COURTS. WHETHER INTENTIONAL OR NOT, THE TENANT IS RESPONSIBLE FOR ANY "BOUNCES" THAT OCCUR.**

## ASKING FOR RENEWAL

Prior to expiration of your lease, you may want to be considered for a renewal. We want you to be prepared when requesting a renewal. CSG Tenants are required to request a renewal 120 days prior to the expiration of their lease to be considered for a renewal.

Before making the renewal request:

- Check your rental agreement / lease to see when the lease expires
- Requests must be in writing. The day CSG receives the request is the date the request process begins. For example, do not fill out a request with the current date and mail it five days later, thinking the date you mailed is the request date.
- CSG does not accept requests by email because of lack of signatures, unless we receive an email from each person named in the lease requesting the renewal.
- Paying on time and maintaining the house helps the renewal process

We will ask all Tenants to verify there has been no change in income and/or employment.

The owner controls the rent amount. Property taxes and insurance go up regularly. Government decisions create additional costs/risks for landlords that in turn cause rent to go up as well. Most owners will not keep a rental property if it is not beneficial for them.

## THE MOVE OUT PROCESS

- Within 30 days of the end of the lease CSG will send you a letter (move out packet). This will instruct you on what to do during the move out period.
- It is the responsibility of the Tenant to leave all keys, garage remotes, parking passes and access cards locked inside on the kitchen counter.
- Failure to provide/leave all keys, remotes, passes and access cards could incur additional charges
- Remember to supply a forwarding address and telephone number for your security deposit refund (if a deposit was paid).
- Use the CSG Moving Checklist so you remember important details.
- Move out inspections are completed without the Tenant's input, and only after all Tenants have moved out.
- Failure to deliver possession by 10:00 AM MST on the final day of the leasing period will result in an additional fee (unless your lease has a different end time)

## PREPARING THE PROPERTY

**\*\*\*If you opted into the Security Deposit Waiver Program, or did not pay a deposit, the following still applies. The waiver does not alleviate your responsibility or reduce your liability to leave the property as it was when you took possession.\*\*\***

When you are ready to move, if you have any questions on how to prepare your residence, please contact your CSG management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

### Cleaning

- Have the property clean throughout the interior and exterior.
- This includes vinyl or tile floors, windows inside and out, windowsills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces & chimneys (professionally done with receipts), removal of cobwebs inside and out, etc.
- Tenant caused dirt and grime is NOT normal "wear and tear".
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

### Carpet Cleaning

- Tenants please note: CSG will not reimburse for any carpet cleaning contracted by Tenants.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or hire chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company approved by CSG is accepted. If Tenant has pets or animals, they must use any pet or animal remedies offered by the cleaning company. Receipt must be provided to CSG.
- Contact CSG for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.

- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of CSG, and a receipt will be required stating this.

### **Draperies / Window Coverings / Windows**

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds - do not use harsh chemicals on the blinds.
- Clean all windows inside and out, the tracks as well.

### **Replacements**

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-Working smoke detector/alarm batteries
- Non-Working carbon monoxide detector/alarm batteries
- Missing and/or damaged doorstops
- Furnace filters - change the filter just before you vacate the property

### **Pest Control**

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and a 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.

- All foggers must be left unopened and given to CSG when returning possession
- CSG will place and discharge them after taking possession of the home.
- If you fail to leave the proper number of foggers, there will be a charge.
- If we find a rodent problem that tenant ignored, tenant will be charged.

### **Landscape Clean Up**

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly - it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.
- Replace or move any rocks that shifted due to dog paths or drainage
- Remove or destroy all weeds

### **Trash**

- All trash must be removed and off of property.
- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense prior to giving possession back to CSG.
- If Trash receptacles are not empty, arrange for them to be emptied prior to vacating the premises. If you arranged for trash service (you hired a company yourself), all trash receptacles are to be removed by the end of the lease. This does not mean contacting CSG to put the receptacles out at a given time after you vacate. Under no circumstances will CSG be responsible for trash left anywhere on the property or in the street. This includes **EVERYTHING** - Chairs, Tables, Televisions, Lawn Furniture, Fire Pits, Propane tanks, shelving, mattresses, etc.
- Do not count on a "Curb Alert" for removal.
- Tenants will be charged for anything left in/on the property that was not there when the tenant took possession. This includes inside, outside, basement, attic, garage, yard, shed, window wells, etc.

## **Painting**

- Charges will occur if CSG painting is required due to Tenant. Unless otherwise stated, home should be in the same condition as when possession was given. Tenants are not allowed to paint.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property. Unauthorized painting is considered damage.
- Charges will occur for paint spots/overspray anywhere in the garage, on the yard, and/or on the driveway.

## **Your Security Deposit Refund**

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. CSG remits security deposit transmittals within 60 days in accordance with state landlord/tenant law. Remember, CSG wants your move out to be a pleasant and successful process.

## CSG MOVE OUT CLEANING CHECKLIST

The home should be as clean as it was when you took possession. This is not subjective; we have hundreds of photos and an average of 20 minutes of video of every property's condition.

This list does not include everything required but is meant to be a helpful assistant. This handbook addresses many things in addition to this list. **WE WILL EMAIL YOU A MOVE OUT PACKET DURING THE FINAL 30 DAYS OF YOUR LEASE.**

- Clean all appliances inside and out
- Clean all countertops
- Clean all cabinets and vanities
- Clean all flooring with appropriate cleaning products
- Carpets are required to be cleaned by a professional carpet cleaner who uses a truck mounted steam clean system. Have pets or animals... use the remedies they offer for pets and animals (urine, odor, stains, hair, etc.)
- Clean all windows and windowsills
- Wipe down all doors
- Wipe down all baseboards
- Wipe down all walls
- Clean all showers and tub surrounds. If they are tile use tile and grout cleaner
- Clean all toilets, thoroughly. This includes where they meet the floor and everything above.
- Mow the lawn
- Remove any and all weeds in lawn and landscaping
- If there are fallen leaves and/or pine needles, rake them up and dispose of them
- Clean out window wells
- Clean out gutters (remove leaves and pine needles)
- Sweep out garage
- Remove any and all trash from the property
- Replace any and all burned out light bulbs
- Replace all dead batteries in smoke detectors / alarms, carbon monoxide detectors / alarms, thermostats, doorbells, chimes, fan remotes, etc.

## CLEANING REQUIREMENTS FOR VACATING TENANTS

Every day, Tenants just like you move out of their rental home without thinking about the potential expenses that could be deducted from their security deposits. No one likes to be unpleasantly surprised at what those expenses add up to when they receive the security deposit settlement statement within 60 days after the end of the lease. No one likes to get an unexpected bill after they vacate because the security deposit didn't cover the expenses.

The Owner of your rental is in business to make a profit (or benefit) by leasing out their real estate. There is no profit (benefit) or reduced profit (benefit) in cleaning and repairing the rental unit after you have finished leasing it. The expectation is to get the property back from the Tenant in the same condition as when they took possession, normal wear and tear excepted. Exceptions for normal wear are considered when settling your account at the end of the lease. Dirt/dirty is not normal wear and tear.

The following cleaning requirements must be accomplished when vacating the property and the property should be left thoroughly cleaned. Please consider using this checklist to ensure that you covered all your responsibilities under the lease. Whether you do the cleaning yourself or hire a professional to do it, each item must be completed upon vacating. Each item on this list will be checked for compliance after you return possession.

You are responsible for cleaning the carpets, carpets must be professionally cleaned upon vacating. If you had pets at the home, the carpets must be treated for pet stains, fleas etc., regardless of how clean you believe your pet is. Pet urine soaks through to the carpet pad and must be treated beyond basic/minimal carpet cleaning.

A copy of the receipt must be turned into The Colorado Springs Group, Inc, that shows the work was done to include any pet treatments recommended. If another company is used and not cleaned to our standards, you risk the chance of having the carpets cleaned and treated at your expense. All keys, gate remotes, garage remotes, mailbox keys, pools keys, access cards, parking passes must be left at the house prior to vacating. Vacate time is 10:00 AM MST on the final day of the leasing period. Make sure utilities are left on for the entire final day of your lease to avoid a \$250.00 fine. Shutting off utilities can result in damage to the house in several ways. We must have a forwarding address, otherwise your deposit will be mailed to your last known address and can take much longer to reach you.

Refunds can take up to 60 days to send. Sooner is possible but depends largely on the amount of work needed when you vacate. The less we have to get done and deduct from the deposit, the faster it can be returned provided all utility bills have been paid. Finally, there may be additional cleaning needs that are specific to your rental home that may not be covered in this checklist, so be as thorough as possible.

### Entire Dwelling:

- Remove all your belongings

- Repair any minor damages you caused. If substantial, hire a professional to fix it.
- Remove all garbage and clean trash receptacles. **All trash must be removed from the premises.**
- Smoke alarms/detectors must be operational; replace all batteries.
- Carbon monoxide alarms/detectors must be operational; replace all batteries.
- Clean wood burning fireplaces & chimneys (professionally done, must provide receipts), hearth, and mantle; remove ashes and debris.
- Clean baseboards
- Repair pet damage and treat for pests.
- All plumbing is to be free from blockages.
- All dead pests must be removed, leave new bug foggers on kitchen counter
- All pet odors must be removed along with all pet droppings.
- All utilities must remain on through the entire last day of the lease to avoid a fine.

## Windows, Glass and Patio Doors:

- Clean all windows and door channels and frames thoroughly. Pay attention to the corners.
- Clean door and window screens and tracks.
- Clean all interior and exterior windowpanes and glass doors and leave free of streaks and dirt.
- Clean all mini and vertical blinds, vane by vane to include windowsills and curtain rods and valances.
- Dry clean drapes if home has draperies installed and:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition.
- Replace all damaged or broken window coverings.

## Floors:

- All vinyl, linoleum, laminates and hardwood floors must be swept completely, cleaned and washed as per manufacturer directions. All non-carpeted floors must be cleaned, mopped and free of dirt and grime.
- **Do not use bleach or ammonia** based cleaners on laminate or hardwood floors as this may cause damage to the floor. Only use a damp mop when mopping these types of floors.
- Vacuum all carpeting thoroughly in preparation for professional carpet cleaning.
- Clean Baseboards
- Use a dolly for moving appliances and large pieces of furniture. Never drag large items across the floor to prevent rips, tears and other damage.

## Doors:

- Clean front door, inside and out.
- Both sides of all doors including closets must be free of any grease, grime, crayons or marker, scuffs and hairspray residue.
- Remove all unauthorized bedroom locking doorknobs installed by Tenant and replace with the correct matching type for the room.

## Light Fixtures / Ceiling or Exhaust Fans

- Remove all globes, fixtures, etc. and clean both sides.
- Ensure that each fixture has the correct type of bulb in it; For example, recessed lighting should have the correct type bulb for recesses lighting and not CFL style bulbs. Bathroom light bars should have all the same type bulbs
- Clean ceiling fan blades (both sides) as well as the motor and mount.
- Clean the bathroom and laundry room exhaust fans.
- Clean any dust that has accumulated around ceiling fans by gently brushing the area with a broom or use a vacuum cleaner.

## Walls / Ceilings

- Wash and spot scrub all walls and ceilings (except popcorn ceilings) to remove grease, food splatter or spillage, mold or grime. All crayon and/or furniture marks must be removed as well.
- Remove all nails, screws, staples, etc. you used to hang pictures
- Any holes larger than a nail hole and any other damage to drywall must be repaired professionally. If you spackle the wall or touchup the paint and it doesn't match, **you will be charged for repainting the affected areas.**
- Vacuum the top of all baseboards.
- Baseboards, door and window moldings should be wiped clean of dust and pet hair.
- Remove any dust from the ceiling and air conditioning vents or air intakes.
- Clean all wall switch plates and outlet covers. Replace any stained, cracked or broken cover plates.
- Check / clean or replace any cracked or missing phone or TV wall plates.
- Clean Baseboards

## HV/AC unit(s) and vents:

- Remove all vents and clean thoroughly.
- Clean floor or ceiling area-surrounding vents.
- Vacuum intake area and wash off any grime on intake vent.

## Furnace / Water Heater:

- Wipe exterior portions of furnace and water heater. **DO NOT DISMANTLE ANY PARTS.**
- If furnace/heater closet is accessible, remove cobwebs from ceiling and walls and vacuum, sweep or mop floor.

## Kitchen:

### **Stove / Range / Range Hood / Bottom of Microwave Hood:**

Range Hood / Bottom and sides of Stove must be cleaned and degreased THOROUGHLY! The entire surface area, including the eyes and underneath the eyes, the vent hood, the oven, broiler and storage area should be clean and free of grease. The drip pans should be replaced if they can't be cleaned. The filter in the vent hood should be removed, washed, dried and put back in place. HINT: Put the filter in the dishwasher and run through a normal cycle.

**SELF-CLEANING OVENS:** - Do not clean oven racks or other range accessories in self-cleaning ovens with oven cleaner or use oven cleaner in self-cleaning ovens as it will damage the interior surface. If you don't know how to clean it, please hire a professional.

- Scrub all rims, ridges and the underside of the hood to remove all grease splatter and grime.
- Clean stove top range hood
- Clean exhaust fan vent filter and light.
- Clean all metal parts of burners, including the prongs of electric cooking elements.
- Clean or replace stove or burner drip pans so they look new.
- Remove lower drawer and clean under the stove.
- Clean both sides and back of stove.
- Clean control knobs, any broken knobs must be replaced.
- Lift the top of stove that surrounds burners and clean this area. There should be no grease when done.
- Wash and dry the outside of stove.
- Clean baseboards
- Glass stovetops: clean with appropriate cleaners remove all burn rings, food, etc.

## Oven:

- Clean inside the oven, oven racks (both sides), broiler pan, drawers. Soak in hot water to clean, dry well.
- Clean top and bottom edges of oven door.
- Remove all oven cleaner residue or self cleaner ash from interior of oven.
- Clean under elements.
- Pull freestanding electric ranges away from the wall to clean the floor, walls and side of the range.

- **Gas ranges have a flex line that connects the stove to the gas, do not disconnect the line.** Use caution when pulling range away from the wall and clean the floor, walls and side of the range.

## Dishwasher:

- Add 1 cup of white vinegar or CLR and run dishwasher through a complete cycle, repeat if needed.
- Clean racks, baskets, rollers, gaskets, door edges and walls so they are free of soap film and food particles
- Clean inside and out of dishwasher. It should be empty, clean and free of mildew. Additionally, the dishwasher door including the rubber insulation strip should be clean and free of mildew.

## Refrigerator:

- Remove all food from refrigerator.
- Unplug refrigerator while cleaning.
- Clean thoroughly inside and out with a disinfectant cleanser or warm water.
- Clean both sides of shelves.
- Clean butter, vegetable, meat and dairy storage compartments. All should be clean and free of mold, mildew, dirt and grime.
- Freezer must be defrosted and cleaned.
- Remove and clean the kick plate and vacuum out the coils.
- Remove, empty and clean drain pan and reinstall.
- Clean folds on and underneath rubber seals on doors.
- Pull refrigerator away from wall and clean exterior portion including top.
- While appliance is pulled away from wall, clean the walls and sides of cabinets and sweep and mop floor under refrigerator.
- Vacuum and wipe power cord and coils on back and /or underside of refrigerator.
- After refrigerator has been thoroughly cleaned and dried, reconnect cord and set control to 3 or 4.
- Replace any burned out bulbs with appropriate appliance bulbs

## Cabinets and Drawers:

- Shelves, drawers, turntables and cutting boards must be completely clean and free of food particles, grease, greasy or sticky substances, dirt, dust and hair.
- Clean both sides of all cabinet doors and drawer faces to remove grease specks, fingerprints, dried - on foods, etc.
- Wash cabinets inside and out with a damp rag.
- Wash out drawers with a damp rag.
- Clean and disinfect all countertops.

## Sink and surrounding areas:

- Garbage disposal, if installed, should be in proper working order and free of garbage. With cold water running into the drain, turn garbage disposal on to flush. Remove any leftover food and other items from disposal. Run baking soda through the disposal. Remove black rubber gasket and clean thoroughly. Clean opening before replacing gasket.
- Clean sink, drain, chrome fixtures and pipes under sink.
- Clean and shine up the sinks, faucets and handles.
- Clean all backsplash areas to remove grease, dried-on food, dust and cobwebs.
- Clean all countertop areas, especially in the corners.
- Clean cabinets fronts
- Clean microwave oven – inside and out.
- Clean any and all other kitchen appliances inside and out

## Bathroom(s):

### Toilets:

- Scrub with disinfectant cleanser.
- Remove all dirt and stains.
- Clean top of toilet tank, toilet lid, seat (both sides), bowl and base completely.
- Scrub toilet and remove all rust, lime and scale inside and out.
- Wash walls on both sides of toilet to remove any urine that has splashed on the walls.
- Clean baseboards

### Sinks and Mirrors:

- Clean sink, drain, chrome fixtures and pipes under sink.
- Clean and shine up the sinks, faucets and handles.
- Clean all mirrors so that they are streak and dirt free.
- Clean all glass to include shower doors and remove any soap residue.

### Floors:

- Sweep, mop or vacuum floor
- Vacuum and/or shampoo any carpeting in bathroom areas
- Clean baseboards

## Vanities and cabinets:

- Remove all items from cabinets and drawers.
- Clean shelves of medicine cabinet on both sides.
- Clean the interior and exterior of the cabinets and drawers with a damp rag.
- Clean out the bathroom vanity and be sure to remove all the dirt, dust, hair, q-tips etc.
- Replace all broken or missing towel racks and toilet paper holders.

## Lights, ceiling and ventilation:

- Clean vent fan cover, normally on the ceiling. Use vacuum hose extension.
- Clean the vent fan cover prior to cleaning surfaces below it, dust can/will fall.
- In bathrooms with exposed bulbs, remove bulbs (when cold), clean and replace bulbs.
- Wash all walls and ceiling to remove mold, grease, proteins, and other particles.
- Clean light fixtures and replace light bulbs.
- Clean window and window screen.

## Bedroom(s)

- Carpeting: Vacuum thoroughly before steam cleaning.
- Clean overhead light fixtures to include washing and replace bulbs when necessary.
- Clean ceiling fan blades (both sides), mount and motor.
- Remove any stickers from ceiling and walls that may have been placed there during your residency.
- Closets need to be washed, inside and out.
- Windows/Blinds need to be washed inside and out or top to bottom and include screens and tracks.
- Vents/Registers need to be dusted and washed.
- Clean baseboards

## Windows and doors:

- Wash all windows inside and out.
- Clean out all window tracks.
- Wash all window sills and screens (damaged screens must be repaired/replaced)
- Windows must be closed and locked.
- Clean all blinds and window coverings.
- Remove all unauthorized bedroom locking doorknobs installed by Tenants and replace with correct type for room. Passage type for closet doors and privacy type for bedrooms and bathrooms.

## Living areas and hallways:

- Carpet should be thoroughly vacuumed prior to steam cleaning.
- Closets should be washed inside and out.
- Vents and registers should be dusted and washed.
- Light fixtures/ceiling fans should be cleaned by washing bulbs and fan blades top to bottom, mount and motor as well.
- Windows / blinds should be washed inside and out to include screen.
- Clean baseboards

## Laundry Area:

- Floor scrubbed and cleaned.
- Walls: Washed down and all dust removed.
- Doors: All surfaces/sides washed/wiped down (interior & exterior)
- Windows / blinds should be washed inside and out to include screen.
- Washing machine – Use 1 cup of white vinegar or CLR and run through a complete cycle to break down detergent residue. Repeat if necessary. Wash down top and both sides of appliance.
- Dryer – Wash down top and both sides of machine and vacuum lint filter and remove all lint
- Dryer vent must be cleaned out (metal or flexible pipe behind dryer that goes into wall). Unclean vents are a fire hazard and there is a charge to clean them.
- Clean baseboards

## Exterior:

- Entire lawn must be neatly mowed and edged if installed.
- Xeriscaping (sometimes referred to as zeroscaping) must free of weeds and plants trimmed.
- Replace or rake mulch if applicable
- Replace or return rocks if they shifted from drainage or a dog path
- Weeds must be removed from flower beds, planter boxes etc.
- Any animal droppings must be removed and properly disposed of, even if you have no pets
- Fill, level and seed (lawn) any holes from pets and repair any other damage caused by pets.
- Trees and shrubs trimmed and pruned.
- All trash, cigarette butts and similar items need to be removed and disposed of.
- Remove all personal items from the yard to include chair tables, political signs.
- Clean all exterior light fixtures and ensure light fixtures have new bulbs.
- Patios, balconies, and storage closets must be swept and free of debris and trash.
- Window wells must be cleaned out of leaves, trash, dead bugs and/or mice

## Garage / Storage / Driveway

- Remove all items from the garage, storage sheds and make sure you check the rafters if accessible.
- Clear out all refuse, boxes and debris.
- Sweep out or vacuum any storage areas and garage.
- Sweep between wall studs if garage interior is not finished and around garage door(s) to remove cobwebs, dust and debris.
- Clean cobwebs from walls and rafters as far as can be reached with a broom.
- Clean ALL closets, storage spaces, shelving, etc. so that no dust or debris remains.
- Ensure that each light fixture has all working bulbs.
- Clean light fixtures, light switches and outlet covers, shelves and both sides of entry/exit doors
- Remove all oil stains from floors and driveway.
- Haul away all garbage prior to returning possession to CSG. **LEAVE NO TRASH or GARBAGE BEHIND. Do not leave trash, garbage or furniture at the curb and expect it to be picked up. "Curb Alerts" will result in deductions from the security deposit.**

## Save everyone a lot of stress:

### Hire a professional cleaning service!

Our many years of experience with Tenant move-out has shown that having to work at your daily job, pack and move your belongings to a new home leaves the Tenant too tired to clean the house properly. When we take possession of the home, any item needing repair or cleaning will be deducted from the security deposit. We recommend you consider hiring a professional cleaning company to help you clean and prepare the home for turnover to us. If you hire a professional cleaning service, you should provide them with this checklist of what we expect and then oversee and inspect their work. You are free to hire whoever you choose to clean the home. Hiring a professional cleaning company to clean the home is cheaper than you think.

All of the aforementioned items included in the checklist need to be done prior to returning possession to CSG. **YOU WANT TO RECEIVE YOUR FULL SECURITY DEPOSIT BACK!** Repairs for items that were not damaged by normal wear such as

repainting, trash removal, cleaning, and any other items needed to restore the home to its condition prior to your residency will be deducted from the Security Deposit including any other unpaid charges such as water bills or trash bills if those were to be paid by you in the lease. Failure to spend the time needed to properly clean the home can cost you hundreds of dollars of charges against your Security Deposit. **Plus**, any additional money needed to cure problems that are not covered by the Security Deposit will be billed and if left unpaid, turned over to collections.

The Security Deposit settlement (disposition) statement and any remaining deposit left will be mailed to you within 60-days of your returning possession to CSG. It will be mailed to the forwarding address you provided. Note: If no new address is given, then the settlement statement will be mailed to you at your current address and the Post Office will be responsible for forwarding and/all mail to your new listed address. You must place a change of address in with the post office, as the keys to the mailbox will be changed once we take possession. CSG will not be responsible for getting you mail and/or packages due to failure to change your address.

Please note that we would rather return the deposit in its entirety but must account for damages and expenses to replace/repair items you leave in disarray. If you deliver your home in the same condition it was in prior to your residency, it will ensure that you receive the most money possible. Please follow these guidelines to maximize the return of your security deposit.

***Remember: All exterior doors must be securely locked, including the garage, and all door keys, garage remotes, access cards and parking passes left inside the property on the kitchen counter. With certain properties, CSG may leave a lockbox on the property for you to leave a key in (for example in the event you can only lock the property by using a deadbolt when leaving).***

***Good luck with your move!***

## **JOINT MOVE-OUT'S & WHY WE DON'T DO THEM**

*Publication provided by The Council of Elite Property Managers*

The Council of Elite Property Managers (CEPM) is a property management industry council, designed to help property managers with education on current or upcoming legislation, market trends, best business practices, and available tools/technology for service and business improvement in the state of Colorado.

This article was written to give a little bit of perspective to tenants, who may be frustrated by this kind of policy, and to enumerate the primary reasons that most professional management companies do not engage in joint move-outs with tenants. PM's (property managers) with any length of experience know that doing joint move-outs is not best practice and can create more problems than they would help for PM's and tenants alike.

1. Tenants want to walk the property together, so that they can get an idea of what would or would not represent a charge against the security deposit.

Unfortunately, when walking the property, there is no way that a property manager can 'guarantee' what will or will not represent a charge against the security deposit. Documentation of the property, pre & post residency must be gathered and reviewed. This process is often a lengthy one. PM's who want to fairly account for the security deposit, spend a good amount of time studying their move-in/moveout report with photos or video, and the tenant's move-in notes/report, it can be quite time consuming. Also, after noting specific damages, if any are present, sometimes we need to discuss how best to handle the situation with our property management team and/or attorneys. Believe it or not, but PM's don't always have every answer immediately on property deposit accounting when trying to split hairs. There are many unique circumstances which may influence proper accounting, all of which are considered upon review.

For PM's who have performed joint move-outs, they would tell you that tenants regularly felt that the PM somehow committed to what they would or would not be charged; this was after disclosing before entering the home that "we cannot tell you what will or will not be held against your deposit." So, what was previously a very positive landlord/tenant relationship, quickly becomes a very contentious battle.

Additionally, to provide some perspective, just about EVERY tenant, good or bad, will say, "that was like that when I moved in," and "the home looks better now than when I got it." Both statements are rarely accurate. Adversely, it is almost unheard of that a tenant would say, "that was me, I caused that damage." Honesty and integrity go a long way with a landlord, but they are unfortunately uncommon.

2. Imagine a joint walk through, and the PM is pointing out issues to the tenant. In this example, let's say the PM noted several screw anchor holes and some problems with how clean the tenant left the unit. Well, now the tenant wants PM to come back another day to give them more time, or to go room-by-room "resolving" items as the PM notes them. This can drastically extend the time that a move-out report takes. Additionally, the tenant may not have an eye for detail on making proper repairs or for cleaning in a way that is to a "professional standard" (the common lease requirement). Now the property manager must tell the tenant to their face that they are not gifted in those areas, and that no amount of repair/cleaning are going to satisfy the issue. For a property manager, doing this without immediately fueling a fight from the tenant, is near impossible. Believe it or not, some people simply cannot see it, they become blind or numb to problematic issues. As the author of this article, I can tell you that one of my best friends is this way. He believes his condo is reasonably well kept, however it is in fact not well kept (you can't always see the floor). He just can't see it, and I'm sure we all know someone like that.
3. There is a very real concern for safety whenever staff members are alone in properties with a potentially irate tenant. We have found that things can get quickly out of hand in these situations. In fact, there have been dozens of cases in our state and nationwide where licensees have been attacked during inspections.

***In short, joint move-outs would be more work to schedule, more time to conduct, would provide little to no value for the tenant as no commitments could be made on-site, would increase the possibility of contention, and would place our staff members in a position of unnecessary risk. They do not represent best practice.***

Imagine being the target of everyone's "affection" daily. As a PM, we are by design, positioned between the homeowner and the tenant. Commonly, the tenant feels that home owner is just trying to rip them off and keep their deposit, and the owner feels like the tenant is responsible for every minuscule blemish. Imagine that your job is to essentially serve as a mediator, who ultimately represents the home owner – but who also has an ethical obligation and commitment to practice fair and honest business. Close your eyes for a moment and imagine the challenge of that. You wouldn't want that job. We must be allowed time to review and reconcile on our own.

Professional property managers work VERY hard to help everyone find success in the leasing processes. Our leases and forms spell out quite clearly how the home is to be left. In truth, we genuinely want to give our tenants back every cent of the security deposit, but we have an obligation to charge should the home not be left in the condition that it should be.

Finally, if you as a tenant ever feel that your PM mischarged, after vacating, you may always contact the management company to determine their deposit reconciliation dispute process. Know that, believe it or not, no management company is perfect. While

we work tirelessly to ensure we serve all clients and customers in way that is error free – we are human. After receipt of a written deposit dispute, we are happy to take a second look at the deposit accounting and invoices to ensure no errors were made in the reconciliation.

We do hope this article helped to give you a better understanding of our security deposit and move-in/move-out philosophy. Thank you!

Any changes/updates in laws and/or the interpretations of laws, etc. will always be taken into consideration and followed. The move out process is evolving in Colorado, and has been for a few years. While these changes may be more/less convenient for the tenant, both the landlord and tenant have to follow them. The government is regulating things like this because it knows what tenants want and what is best for them. These changes were not our idea, please don't be upset with us.

# EMERGENCY PROCEDURES

## **Furnace - No Heat with Freezing Temperatures Outside**

If the furnace is not working the first thing to do is check to make sure the pilot light is lit. If it is then please call 1-719-799-3686 after making sure batteries in the thermostat are not dead. If the pilot light is out, you need to light it. If you do not feel comfortable doing this yourself, you may call Colorado Springs Utilities at 1-719-448-4800. If management sends someone out and all they need to do is light the pilot light or change dead batteries in the thermostat the bill will be charged back to you. Not having air conditioning is **NOT** an emergency.

## **No Water**

First call the utility company named on the water bill you pay, then call The Colorado Springs Group, Inc. Please ensure the water is on at the main inside the house, which has red tape on the handle, or is labeled on the handle. No hot water is **NOT** an emergency, it is an inconvenience and will be handled during normal business hours.

## **Fire**

First get out of the unit then call 911. Remember to notify The Colorado Springs Group, Inc. as soon as safely possible.

## **Gas Smell**

If you smell gas, vacate the unit and then call Utilities at 1-719-448-4800. Remember to notify The Colorado Springs Group, Inc. as soon as safely possible.

You are expected to maintain the home and keep it in as good or better condition as when you took possession. Only repairs required because of normal wear will be repaired by management. You will be charged for repairs caused by misuse or neglect.

**POWER OUTAGE:** If the power goes out in your unit or house, first check the breaker box to see if the main breaker needs to be reset. If the main breaker is fine check to see if the whole area is without power. If it is out in the area, report the outage to the electric company you pay on your utility bill.

It could also be your GFI if the lights are out in the bathroom or kitchen. You will need to reset your GFI by pushing the button on the outlet. If the power is only out in your house/unit, check to see if the circuit breaker panel is the problem. 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.

# CSG Emergency / Disaster Checklist

## Pre- Emergency / Disaster Checklist:

Take the time to review and implement this list - it could be a lifesaver.

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, stereos, cameras, gaming systems, camcorders, sports equipment, jewelry, silver, computers, or anything of value
- Know where the shut off valves are in your residence, review "Getting To Know Your Residence" near the beginning of this Tenant Handbook
- Keep copies of important papers stored in a safety deposit box
- Consider backing up important items to the Cloud
- Make sure your renters insurance is current at all times
- Discuss with your family or other Tenants what emergency procedures you will use and post them in the kitchen, office area... where people can see them
- Plan escape routes in the event of fire and inform every Tenant of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water / drinks and non-perishable foods in your residence, along with a manual can opener.
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries for the right kind of flashlight
- Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cell phone charged, consider keeping an extra power bank

## Use this list when an emergency / disaster occurs:

- If a gas leak is possible during an emergency / disaster, immediately turn off the gas valve
- Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 9-1-1 only to access help and NOT to learn news

- Call CSG when it is practical, but remember the CSG will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency / disaster passes
- Only call people when necessary and have an emergency contact outside your area who can notify other people
- Limit use of the telephones during emergencies / disasters to avoid overloading cell towers and/or satellites
- Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
- Leave a single light on to alert you that power is restored
- If you use candles and matches, do it safely - you do not want to create another problem
- Limit cell phone usage or use your car to charge batteries
- If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can
- Conserve water and food when a disaster occurs

# Tenant Fee Schedule

***These charges have been put in place to offset the cost and time involved needed to address each issue listed below on behalf of the tenant. We disclose these fees before processing applications to be transparent.***

## **Failing to Transfer or Connect Utilities Fee - \$50.00 per utility**

Fee charged when a tenant fails to connect utilities in their name after taking possession of the property. Also, the Tenant will be charged prorated utility charges. If exact proration cannot be determined, The Colorado Springs Group will determine the proration.

## **Certified Letter Fee - \$25.00**

This fee will be levied for any occasion the tenant is sent a certified letter for negative reasons. Examples are a pending eviction, an unauthorized pet, failure to respond to email and telephone correspondence from The Colorado Springs Group; or any other lease violation.

## **NSF or Returned ACH Payment Fee - \$25.00**

This fee will be charged when any check, ACH payment, credit card payment, or payment of any type is returned, not honored, bounced or cancelled.

## **After Hours Maintenance Fee - \$50.00 (in addition to the normal \$50.00 administrative fee stated in the lease)**

This fee is charged to a tenant in the event an after-hours maintenance call is required for a routine service call. We understand that tenants have careers and can only be home at certain times after work or on the weekends the same applies to our staff. It is the policy of The Colorado Springs Group not to perform any work on a property on behalf of the tenant without the tenant being home to allow for access to the home. We feel this will avoid issues of missing items in the home, or any uneasy feelings of key security. This fee will be assessed on a case by case basis and does not apply to emergency calls such as HVAC or water issues due to normal wear and tear.

## **Failure to Show for Appointment or Grant Access to Vendor/Contractor - \$100.00**

Tenant shall be assessed an administrative fee of \$100.00 for failing to be present or failing to grant access for a confirmed scheduled appointment with a contractor/vendor. This includes failing to unlock the gate to the yard should the contractor/vendor need access to the yard. If CSG receives a service call billing, you are responsible for

reimbursement for that bill as well. **UNLOCK EXTERIOR GATES IF VENDOR WILL NEED ACCESS TO THE BACK YARD TO PREVENT A BILL!**

**Failure to make the property accessible for showings for any reason Fee - \$50.00 per occurrence.**

If Landlord or Landlord's agents are denied or are not able to access the property for any reason when there is reasonable notice: Pets, Deadbolt locked, Screen door locked, Security System Armed, Etc.

**HOA & Lease Violation Administration Fee - \$25.00**

This fee will be charged anytime the homeowner or The Colorado Springs Group receives a letter for rule enforcement from the Homeowner's Association (HOA), and/or tenant has violated a condition of the lease agreement. This fee is in addition to any fine charged by the Homeowner's Association.

The most common examples are the lawn needing to be mowed and edged (tenant responsibility), the garbage cans left in sight from the street on non-garbage pickup days, unauthorized boats or trailers parked in the driveway or on the street, unauthorized pet on the property, unauthorized trampolines, etc.

**If The Colorado Springs Group must re-inspect property for a Tenant's lease violation, Tenant will also be charged a \$50.00 inspection fee per occurrence.**

**Lease Renewal Fee - \$250.00**

This fee will be charged when a tenant signs a lease renewal with The Colorado Springs Group. This fee covers the administrative costs of preparing and executing a lease renewal. This process is no longer simple or short.

**Failure to Maintain Utilities - \$250.00**

Tenants vacating the property are required to maintain utilities through the final day of the lease, or day surrendering possession (if later than the final day of the lease) to CSG. Failure to maintain utilities requires the staff to reschedule and dispatch the inspector, schedule utilities to be reconnected, delays any repairs that might be needed, and potentially cost the owner days of rent and property damage.

**Repair Fee Resulting from Tenant Damage - \$50.00 plus 10% of repair cost**

If repairs are required as a result of damage caused by the Tenant – either during or at the end of the lease term – then Tenant shall be charged a total fee of: (i) \$50 as additional rent for CSG's time required to assess the damage, plus (ii) the cost of repairing the damage, plus (iii) an administrative fee of 10% of the total cost of repair for CSG's time in coordinating such repairs.

**Failure to return remotes, access cards, parking passes - \$50.00 per cylinder, remote, card, pass**

Failure to turn in garage remotes, access cards and parking passes means that the tenants have not returned possession of the property back to The Colorado Springs Group, and tenants can be charged additional rent. Failure to do so causes additional staff time locating and coordinating the re-issuance of said devices. The amount charged for lost remotes and pool/gate access devices will be their combined retail value.

**Re-Key Fee or Tenant Lock Out Fee - \$200.00**

This fee will be charged when a Tenant does not return all keys upon moving out of the premises, if a Tenant requests that the property be re-keyed during the lease term, or if Tenant is locked out of the property and access must be provided. This fee shall also apply to mailbox keys.

**Lost Key Fee - \$85.00**

This fee will be charged if a Tenant requires an additional copy of their key during the lease term.

**Failure to Vacate Fee – Two Times Monthly Rent + \$500.00 Administrative Fee**

This fee will be charged if the tenant has remained in the home after the proper notice to vacate was delivered in accordance with the lease agreement. The Colorado Springs Group does not allow month to month leasing, and when you are scheduled to vacate another tenant could be scheduled to move in.

**Stop Payment Fee - \$50.00**

This fee is charged if a tenant does not receive a check from The Colorado Springs Group for any reason that is the fault of the tenant. An example would be if we were provided the wrong forwarding address and our check to you is lost in the mail. This necessitates a stop payment on that check and issuance of another check. We are charged a fee for stop payment by our bank, and that cost would be passed along to the outgoing tenant.

**Re-Issue Check Fee - \$50.00**

This fee is charged to the tenant when through the fault of the tenant a check is lost and The Colorado Springs Group must re-issue a check to them. It usually coincides with the stop payment fee.

**Collection Administration Fee - 10% of the balance owed.**

This fee will be charged to a tenant in the event we have to initiate a collection to recoup any funds owed to The Colorado Springs Group or the property owner. This will include rent, late fees, NSF fees, or any other past due items. This fee does not cover any fee that the Collection company may charge.

**Landlord Verification Fee - \$20.00 per occurrence**

This fee shall be charged to current and past tenants who request that The Colorado Springs Group verify rental history. CSG may decline to respond to any rental verification history requests until such fee is paid.

**HVAC Filter Non-Replacement Fee - \$50.00 per occurrence**

Tenants are required to replace filters in all HVAC units. Failure to do so will result in a \$50 fee per occurrence, plus Tenants shall be liable for any resulting damages.

**Lease Amendment/Modification Request Fee - \$100.00**

Tenant shall be assessed a fee of \$100 for each lease amendment/modification request, which shall be due and payable at the time the request is made. These requests include, for example, short lease extensions and pet additions. Payment of this fee does not guarantee that Tenant's request to amend the lease will be granted.

**Unpermitted Pet or Animal Fee - \$500.00 + additional amounts**

Tenant shall be assessed an administrative fee of \$500 if Tenant is discovered to have an unapproved pet or animal in the premises. Further, Tenant shall be responsible for paying all additional Pet Fees that would have been owed under the lease from the start date of the lease term. Tenant shall be responsible for any damage caused by such unpermitted pet or animal at the time that the pet or animal is discovered. Payment of these fees does not cure the default under the lease of having an unpermitted pet or animal in the premises and CSG may exercise any default remedies permitted under the lease.

**Disturbance, Noise and/or Nuisance Fee - \$100.00**

Tenant shall be assessed an administrative fee of \$100.00 for failing to conduct themselves in a way that would not offend or disturb the neighbors or passerby(s).

**Contacting the Owner of the Property Fee - \$250.00**

Tenant shall be assessed an administrative fee of \$250.00 for contacting the owner in any way. Owner has hired CSG to manage the property to avoid contact with the tenant.

**All charges listed above are assessed on a case by case basis. This list does not encompass all possible charges that can occur in the handling of tenant issues during and after the term of the lease agreement.**

## **MONTHLY**

### **Resident Benefits Package - \$25.00 Monthly**

The Resident Benefits Package is a program we provide for all tenants to assist in making the renting experience as convenient and stress free as possible.

### **Pet Monthly Rent - \$35.00 Monthly**

(Per Pet) Monthly Rent added as additional rent in the lease for each approved pet.

## **EXCEPTIONS**

Exceptions to CSG policies and rules are not made, simply to keep everything fair for everyone. If CSG makes an exception for one Tenant, they must for all Tenants. Not treating all Tenants, and potential Tenants, exactly the same could be interpreted / considered as a violation of laws, ethics, and/or discrimination.

## COMMUNITY INFORMATION

(El Paso County)  
(Area Code 719, must dial 1 first)

### **Crime Prevention**

Colorado Springs Police	444-7000
Gold Hill (West)	385-2117
Sand Creek (SE)	444-7276
Stetson Hills (NE)	444-3168
Fountain Police	382-8555
Security Police	390-5555
Crime Stoppers	634-7867
El Paso County Sheriff	520-7204
Falcon Police	444-7246

### **Health/Hospitals**

Memorial Hospital	475-5000
Memorial Hospital/Briargate	364-2400
El Paso County Health Department	578-3199
Penrose Main & St. Francis	776-5000

### **Fire Departments**

Colorado Springs	385-5950
Falcon	495-4050
Fountain	382-7800
Peyton	749-2255
Security	392-3271

### **School Districts**

District 3 – Widefield	391-3000
District 8 – Fountain	382-1300
District 11 – Colorado Springs	520-2000
District 12 – Cheyenne Mountain	475-6103
District 20 – Air Academy	260-0604
District 23 – Peyton	749-2330
District 49 – Falcon	495-1100

## **RENT AID AGENCIES**

*Below is a list of a few local agencies that may be able to assist you in getting current with your rent:*

Mercy's Gate	(719) 277-7470
Holy Cross Lutheran Church	(719) 596-4386
Ecumenical Social Ministries	(719) 636-1916
Community Action Agency	(719) 358-8396
Westside Cares	(719) 389-0759
Reach Pikes Peak (Eastern COS only)	(719) 347-2976
Colorado Springs Housing and Community Development Division	(719) 632-7349
Tri-Lakes Cares	(719) 481-4864
Walt Fortman Community	(719) 382-8515
Silver Key (for ages 60+)	(719) 884-2300
Home Front Cares (for current/former military)	(719) 434-1501

## **MISCELLANEOUS**

If any provision of this Handbook is declared invalid or unenforceable, the remainder of this Handbook shall continue in full force and effect. CSG has the right to waive any one or more breaches of this Handbook, and any such waiver shall not be considered to be a continuing waiver or a waiver of a subsequent breach of the same or a different provision of this Handbook.

## **CONCLUSION**

We hope that you have found the CSG Tenant Handbook useful and informative. It is our goal to prepare you for a successful residency and a pleasant move out when it occurs. If you have any questions on the enclosed information, please contact your CSG management team.

***Have a successful residency***



**The Colorado Springs Group, Inc.**