

POLICIES AND PROCEDURES LEASE ADDENDUM

The following policies and procedures have been adopted for the protection of the property, Tenant, Owner, and Management Company. As part of your lease agreement, you have agreed to abide by any Policies and Procedures set forth by Owner/Agent. A violation of Policy and Procedures shall be deemed a violation of your lease agreement.

Stay in Contact with us: Please provide us with your new telephone number as soon as you get one so that we may better serve you. It is important that we be able to contact you in the event of an emergency, so please keep us informed of telephone number changes and changes in employment.

How to reach our office: Our office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. For property emergencies after normal business hours please call 303/760.2234. Additional contact information is as follows;

14901 E. Hampden Ave #245

Aurora CO 80014-5055

Phone: 303.996.2010

Fax: 303.996.2142

E-mail:

Jeff@WestmontCompanies.com

UTILITIES: It is your responsibility to have the utilities turned on in your new home or apartment. If by chance the power was already on you must still call and have each utility company put the service under your name. We suggest that you do this before your move. **You will need to provide our office with your new account numbers for Xcel and Water in order to take possession. No keys will be issued without this information.**

Upon vacating, do not call the gas and electric company and ask for these items to be “shut off”. You should ask them to “read the meters” on the last day of your lease, and send the final bill to you at your forwarding address. Your final water bill will be sent to our office and will be deducted from the security deposit. We will call for the final water meter reading. If a “shut off” occurs, we will charge you any reconnection fees that are charged to get the services turned back on.

EMERGENCIES: Our office hours are Monday through Friday 9:00 am to 5:00 pm. If after normal business hours you need to reach us please call our office numbers **if it is indeed an emergency. We return calls up to 8:00 PM. WHAT IS AN EMERGENCY???** An emergency call is **TRULY** deemed an emergency if your call pertains to **water, electrical, heat, fire, flood, or another disaster**, a call will be returned to you as soon as possible. We try to take care of a problem after hours through maintenance/repair persons, but we cannot guarantee their appointment or response due to availability of parts needed, vendor schedule conflicts (they are not our employees, but independent contractors), or extremely busy times that may be beyond their control and ours. If it should be necessary to call **POLICE** or **FIRE**, please call them first and our office second.

KEYS: You will be given one set of keys upon move-in. You will need to make copies for roommates or family members. Extra keys can be made for the main entrances in secure buildings at the time of move-in for a charge of \$5.00 per key cut. If you lose your keys or get locked out, and if we have an extra copy in the office, you may come to the office during business hours and borrow our key and have another made. **The keys must be returned to us the same day.** If it is after business hours, you will need to call a locksmith at your expense.

VEHICLES: Vehicles will not have major repairs or maintenance done to them at the property. Driveways and garage floors are to be kept free of grease and oil.

LAWN CARE: You are responsible for the care and upkeep of your any landscaping attached to your new home. This includes, but is not limited to; mowing, fertilizing, watering, weed pulling, shrub trimming etc. For advice on lawn care I recommend visiting AllAboutLawns.com. If you don't have internet access but need instructions on how to care for your lawn please contact our office.

ELECTRICAL: You should become familiar with the breaker box. If electric does go off, it may be that the breaker needs to be flipped. Please flip the breakers slowly off and on several times to see if they will reset before calling the office. Also, if electric is lost in only certain locations, you should re-set the GFI button before calling. **Don't forget there could be a power outage in your area, so please call the utility company first.**

TRASH: Unless otherwise stated in your lease, you are responsible to hire a weekly trash removal service company during your lease. Trash can not be stored on the property. **You must not keep newspapers, rags, or other items anywhere close to the water heater or furnace, as it is a fire hazard.**

FREEZING WATER PIPES: To prevent freezes in extreme cold weather, you need to leave water dripping out of your faucets especially if the plumbing is located at an outside wall. Leave the cabinet doors open so that heat can circulate around the pipes. You should become familiar with the location of the main water shut off and its operation.

REFRIGERATORS: If it becomes necessary to defrost your refrigerator, use the defrost cycle and let it defrost in its own time. Rushing the process with a knife or an ice pick may result in damage for which you will have to pay. Be sure to clean up the water after defrosting.

DRAIN AND TOILET STOPPAGES: Our responsibility for clearing stoppages extends only to the MAIN sewer line. We will not clear sink and toilet stoppages as they are the tenant's responsibility. You can avoid these by using a little Drano or Liquid Plumber in sinks and tubs occasionally to keep them free of hair.

GARBAGE DISPOSALS: Some food items should not be put in the garbage disposal. They are not designed to grind anything and everything. **If a service call is necessary because the disposal is jammed, due to food, etc., you will be billed for the call.** Before you submit a work order, if your disposal appears to be jammed, make sure the disposal is off, try to free the blades, and then push the reset button, located on the bottom of the disposal. Do not pack your disposal full with standing water in the sink and then try to run it. You will back up you sewer. Drain water first, and then turn on water and disposal. Grind up small amounts at a time.

DISHWASHERS: Racks, utensil holder, center pop-up, and sprayer arms need gentle use and care. Please check these items before pulling racks out of dishwasher. Pop-up should be down when pulling out racks or you will break it off. Utensil items should not have fallen down beyond racks before pulling them out. Sprayer arm should be free of food and garbage before operations of dishwasher, and racks should not be loaded too full. **If a service call is necessary due to misuse, you will be billed.**

SHOWER AND TUB ENCLOSURES: Please avoid letting water accumulate on the bathroom floors. After showering, mop up any excess water standing on the floor. This will help protect both you and the property from hazardous mold. Be observant of the condition of the grout and caulk. If re-caulking or grout appears to be cracking, please notify us. When water gets behind the tile, it can cause extensive damage. You can be held responsible for damage caused by this condition **if you do not report it.** The tile, grout and shower floor must be cleaned on a regular basis or they will deteriorate and become stained to the point that replacement is necessary. **Please keep the shower curtain on inside of tub/ shower. Excessive water on bathroom floors will cause damage and you will be held responsible.**

GARAGE DOOR OPENERS: You are responsible for the replacement of batteries in your garage door openers. Be sure to check the condition of your batteries prior to calling our office for garage door service.

PATIO DOORS/ WINDOWS: Please keep your patio door and window tracks free from dust and debris. Colorado is very dry and rollers and tracks tend to dry out and cause the sliding of these items to become hard to open and close. **Spray a lubricant, such as WD40 or Pam, in tracks or on rollers, or/ in door locks to help with the dryness and ease of operation.** You are responsible for all window screens existing at property and their condition.

HARDWOOD AND CERAMIC TILE FLOORS: Do not use floor waxes on any of these floors, use vinegar and water.

PAINT: With normal wear and tear expected, **it is not normal** to have crayon marks, black marks, scuff marks, gouges, holes, food, etc. on the walls. Do not attempt to patch these areas without the exact same paint, texture sheen, and color. If it is necessary for our painters to remedy said damage, you will be charged for their time and materials.

COINOP WASHER & DRYER: If your building is equipped with coin operated laundry equipment, and this equipment malfunctions, you should call the vendor responsible for the equipment for repairs. Their number is posted on the machines. Do not phone the office for service of these machines.

FURNACE: **The furnace filter should be changed at least every 60 days.** This will help your furnace run more efficiently and help keep the cost of operation down. Never turn your thermostat below 55 degrees and when on vacation or away from property, never turn furnace off. Furnace door needs to be tightly secured to front for proper operation of furnace. **Furnace filters are also changed in the summer months if you have air conditioning.**

SMOKE ALARMS/ LIGHT BULBS: Tenant agrees and understands that they are responsible for: Testing smoke alarms for operation, replace batteries at least every six (6) months, report in writing any non-operation. Replacement of any bulbs is at tenants' expense. All light bulbs must be working upon vacating property.

VENTS: All cold air vent returns, heat vents, dryer vents, bathroom fans, attic fans, kitchen exhaust fans, etc., must be kept clean and free from dust and debris for proper operation.

VACATING INSTRUCTIONS: At the time you give us a 30 day written notice, you will be sent vacating instructions. Upon receiving the notice, we will place a sign at the property and a lock box with a key so that we can gain entry to show the property. The property will be advertised in any way the Owner/Agent deems appropriate. If you have a pet, you must keep them in a kennel or take them with you if you are not going to be home when the property is shown. The Tenant agrees that the property may be shown at reasonable hours during the 30 day notice period, and that the property will be neat and clean. **By failing to allow said showings, or if in the Owner/Agent's opinion, the property is not neat and clean, thus causing a vacancy at the end of said lease, Tenant shall be charged a pro rata share of the rent for each day of vacancy up to a maximum of 30 days.**

NOTICE: You are hereby notified that a negative credit report reflecting on your credit record may be submitted in the future to a credit reporting agency if you fail to fulfill the terms of your rental/credit obligations or if you default in those obligations in any way. This is the only notice that you will receive in this regard.

Westmont Companies reserves the right to change any of the foregoing policies and procedures by amendment and/or to institute notice of other such policies and procedures as deemed necessary to provide and/or protect the value of property, Tenants, Owners, Agent, for the comfort, convenience, safety, maintenance, and cleanliness of the property. Tenant(s) agree to abide by all policies and procedures that are now in effect or may be put into effect in the future.

Tenant

Date

Tenant

Date

Tenant

Date