

# HAVEN GROUP

## PROPERTY MANAGEMENT

### LOCKBOX & MAINTENANCE ADDENDUM

Property Address: \_\_\_\_\_

Resident(s): \_\_\_\_\_

I, \_\_\_\_\_,  
acknowledge that any and all service requests and work orders must be submitted in writing via the resident portal.

If a lockbox is left on the rental property and I am provided with the assigned code, the lockbox must remain on-site for the duration of my tenancy. I understand that Haven Group PMD, Northcoast Repair & Maintenance, Northcoast Preservation, and any other assigned or dispatched vendors may use the lockbox when a work order is opened, an inspection is scheduled, or access is otherwise required. I acknowledge that I have the following options for providing access:

1. **Be present myself, or have another adult (18 years or older) present**, to allow access.
2. **Place a copy of my key in the lockbox** assigned to my unit and notify Haven Group PMD that I have done so (if a lockbox is present for my unit).
3. **Leave my door unlocked** and notify Haven Group PMD at least 24 hours prior to the scheduled appointment (during business hours). Maintenance will lock the unit upon departure.
4. **Hide a key on the property** and inform Haven Group PMD of the exact location at least 24 hours prior to the scheduled appointment (during business hours).

If I do not utilize one of the above access options for a scheduled work order, service request, inspection, or mandatory appointment (for which Haven Group PMD will provide at least 24 hours' notice, except in emergency situations in accordance with Ohio Landlord-Tenant Law), I acknowledge and agree that my unit may be rekeyed at my expense to ensure access.

\_\_\_\_\_  
Resident(s) Signature & Date

\_\_\_\_\_  
Resident(s) Signature & Date

\_\_\_\_\_  
Resident(s) Signature & Date

\_\_\_\_\_  
Resident(s) Signature & Date

# HAVEN GROUP

## PROPERTY MANAGEMENT

### RESIDENT WELCOME LETTER

Welcome to your new home!

The following information is to help you with your move into our home. As a resident, you are responsible for having your electric and gas utilities turned on for effective before or same day as key pick up because we do require confirmation **at least 1 business day PRIOR** to your key pick up by 2PM.

#### Gas / Electric Utility Services:

Transfer and provide your new gas/electric utility account numbers to our office

**\*MUST be submitted at least 1 business day (during business hours) - the sooner the better; to give you ample time for us to send you the lease agreement via AppFolio.**

#### Cable/Internet/TV Services:

**\*\*** Tenant may request any service provider that is active in the area, but the resident is responsible for **ALL** installation costs, service costs, and dish/satellite must be removed from property upon move out, also at residents' cost. All dish/DirectTV installers will give you the option of where to install, and our only request is that it is NOT installed on the roof of the property. Any and all damages will be the resident's responsibility. **\*\***

If you have any questions or general inquiries, please email [customerservice@rentcle.com](mailto:customerservice@rentcle.com) or your resident portal on AppFolio.

**Customer Service Hours are: Monday - Friday 9AM to 4PM EST (excluding holidays).**

- For maintenance requests: Use your resident portal

***We strongly encourage our residents to utilize their online resident portal for payments.***

Or Mail/Drop Off rent payments (with \$10 processing fee) to:  
***(Please make all payments out to: Haven Group)***

#### Haven Group Property Mgmt.

5386 Majestic Parkway, Suite 9

Bedford Heights, OH 44146

**Payments accepted:** checking/savings account, money order, check, credit/debit card or RentMoney cash payments for \$4.99 at select locations (RentMoney/PayNearMe options can be found on your resident portal).

## Haven Group Property Management - Move In Information & Some FAQ's

1. **Water/Sewer Billing:** In all of our single family homes, the resident is responsible for all utilities, incl. water/sewer (and in some cities, trash). Beginning 1/2017 - all cities will be on monthly billing cycles. The water/sewer bills remain in the owner's name, we pay them directly, and then bill you accordingly (based on your move in date). **Water and sewer utilities are due *upon receipt / with your next months' rent*. Effective 3/1/2020 only full balance payments will be accepted.**
2. **Rent Due Date/Collection Process:** All rent payments (unless your lease states otherwise) are due on the *1st of the month*. We give a 5 day grace period, and then the rent is considered late. The late fees vary from \$25-\$100 (please check your lease for your late fee amount).
  - a. On the 6th-13th of the month, collection emails OR text messages are sent out for anyone with an unpaid balance (utilities, rents, late fees, etc) - these are auto generated through our system.
  - b. 3 day notices are printed automatically/are system generated and sent out by a field rep (for anyone that owes any portion of rent or has an account balance on their ledger) between the 6th-15th of the month.
  - c. Evictions are filed on the 13th-17th of the month, depending on what day of the month it falls on. Once the eviction is filed, a \$165 court reinstatement fee is assessed/added to your account and you have up to 7 days to pay your full rent balance and filing fee. After the 7th day, it changes to the full court cost recovery fee of \$350. If you're unable to come up with your full balance prior to court/first cause hearing; it is in your best interest to bring as much as you can to court with a plan (dates/amounts) to fulfill your full balance.

**NOTE:** After the 9th of the month, our system does not allow e-payments, effective 6/2016, the system changed and it unfortunately doesn't allow e-payments after the 9th of the month. We apologize for any inconveniences this may cause.

There will be a payment processing fee of **\$10 applied/required** for any money orders, checks, cashiers' check payments. Please login and utilize your resident portal to avoid this fee. **OUR OFFICE WILL NO LONGER ACCEPT PARTIAL RENT PAYMENTS. RENT IS DUE IN FULL OR IT WILL NOT BE ACCEPTED. ALL PAYMENTS MUST BE MADE OUT TO: HAVEN GROUP or HAVEN GROUP PROPERTY MANAGEMENT.**

**EFFECTIVE 3/1/20:** Our system will not accept any payments less than your full account balance (utilities, late fees, maintenance fees, bank/NSF fees, convenience fees, etc.).

**3. End of Lease Term/Lease Termination:** All lease agreements roll automatically into month to month. We make every effort to send out lease renewal packets to the resident's approximately 30-60 days prior to the end of the lease term, but occasionally the system does not generate them. If you're interested in renewing your lease and have not received anything via email (through DocuSign); please use your resident portal for any maintenance requests or email [customerservice@rentcle.com](mailto:customerservice@rentcle.com) for any payment, lease, or other/general inquiries. If you intend to move/give notice; please provide it in **writing** - a full 30 day notice (1st of the month - 1st of the month) to be eligible for deposit refund. We will mail, email or provide move out guidelines once notice is given.

**\*\* Please note that our office does not accept county assistance vouchers or PRC vouchers. \*\***

**OFFICE LOCATION:** 5386 Majestic Pkwy #9, Bedford Hts, OH 44146

**WEBSITE:** [www.rentcle.com](http://www.rentcle.com) / **FAX:** 877-926-2901 / [customerservice@rentcle.com](mailto:customerservice@rentcle.com)

## MOVE-OUT GUIDELINES & CHECKLIST

We work hard to keep our rental properties in good condition and appreciate your help. We also want to return your security deposit to you in full. To do that, we will need your cooperation in completing the following cleaning checklist and following these guidelines. If all items are completed as indicated to our satisfaction, your security deposit will be returned to you within 30 days. If cleaning is not satisfactory, we will need to hire someone to clean and \$35/hour for their services will be deducted from your security deposit.

- Your security deposit does not apply to your last month's rent!
- You are to be moved out of the home by 4 PM on the last day of your lease. Any/all trash, debris, and personal possessions are to be removed from the premises. You will not be permitted to go back on site for trash day. If there is trash on-site when we complete our walk-through, you will be charged for it. Please make arrangements to have bulk pick up & trash thrown away prior to returning your keys to avoid any charges for trash out/removal of debris.
- Leave all nails in the walls. We will not charge you for filling nail holes unless there is an unusual quantity (more than 5 per wall). Screw holes, bracket holes, stickers/decals, tape/glue left in the wall will require patch/paint of \$45/per wall minimum.
- Leave the main unit key/key to get into the property in the lockbox. Put all extra keys (mailbox, garage, basement, spares) and any garage door openers in a labeled envelope on the kitchen counter. After moving out, email customerservice@rentcle.com to confirm you've vacated and provide the lockbox code/location so we can send your return key form. If your property does not have a lockbox, place all keys/openers in a labeled envelope and drop them off at our Bedford Heights office during business hours using the exterior drop box, then email customerservice@rentcle.com to confirm.
- Contact the utility companies (gas/electric) to take final meter readings prior to the end of the lease term unless electricity/gas is included in your rent. Utilities must be kept in your name until the end of the lease. Our office will call to transfer utilities on the same day that we receive your keys in the office. ***If any freeze damage or damages occur due to having services terminated prior to returning your keys, the resident will be charged/held accountable for these damages.***
- Furnish the Post Office with your forwarding address online at [usps.com](https://usps.com). Arrange for your phone service, security system, cable/internet to be disconnected **PRIOR** to moveout.
- All carpets must be professionally cleaned. Cleaning is to be done at your expense. We can arrange this cleaning for you after move out at \$50/an area & up (stains/damages are additional cost). You may arrange for your own professional cleaning, but must provide a bona fide receipt from a licensed & registered company and work must be completed satisfactorily. A charge of at least \$50 per area (hallways, closets, landings & steps are included as well) will apply if you do not supply the receipt prior to or AT key drop off in our office.

If you do not have a lockbox at your property, keys are to be turned in with forwarding address on or before the last day of your lease (or if the last day of your lease is Saturday/Sunday, the 1<sup>st</sup> business day following) by 4PM. Keys will not be accepted outside of office hours. **5386 Majestic Parkway #9, Bedford Hts, OH 44146**

Monday through Friday 9AM to 4PM

Email: [customerservice@rentcle.com](mailto:customerservice@rentcle.com)

## MOVE-OUT CLEANING CHECKLIST

### Entryway

High dust, remove cobwebs  
Clean door, knobs & frame  
Clean light fixture, switch & outlet plates  
Vacuum floor

### Living Room/Dining Room

High dust, remove cobwebs  
Clean in/out of windows, tracks & blinds  
Clean light fixtures, switches & outlet plates  
Wash baseboards  
Vacuum/sweep the floor

### Kitchen

High dust, remove cobwebs  
Clean light fixtures, switches & outlet plates  
Clean in/out windows, tracks & blinds  
Clean range/oven, in and out  
Clean hood vent/filter screen  
Clean refrigerator, in/out/top/behind  
Clean counter tops, sink & faucet  
Clean dishwasher, in and out  
Wipe cabinets, in/out/top  
Sweep & mop floor

### Utility Closet/Storage

High dust, remove cobwebs  
Clean light fixture, switch & outlet plates  
Clean washer & dryer, in/out/top/behind  
Vacuum or mop floor

### Bathroom

High dust, remove cobwebs  
Clean door, knobs & frame  
Clean light fixture, switch & outlet plates  
Clean vanity, mirror & counter tops  
Clean shelves & drawers  
Clean towel rack & toilet paper holder  
Clean & sanitize toilet  
Clean shower/tub & drain  
Clean ceiling fan  
Wash baseboards  
Clean in/out windows, tracks & blinds  
Clean heater vent  
Sweep & mop floor

### Bedrooms

High dust, remove cobwebs  
Clean light fixtures, switches & outlet plates  
Clean in/out windows, tracks & blinds  
Clean doors, knobs & frames  
Wash baseboards  
Clean heater vents  
Vacuum floor

### Balcony/Porch

High dust, remove cobwebs  
Clean light fixture  
Sweep floor

### You are also responsible to do the following:

- Replace burnt light bulbs
- Replace smoke detector battery
- Turn in all keys for the property in your possession including any remotes/openers.

Completing the above list will enable you to receive the maximum amount of your deposit back. Security deposits will be returned within 30 days of move-out date from the management company **IF** we are provided with a forwarding address.

Tenant Initial/Date \_\_\_\_\_

Haven Group PM Initial/Date \_\_\_\_\_

# **HAVEN GROUP**

## **PROPERTY MANAGEMENT**

### **Resident Welcome Manual**

## **Haven Group PMD WELCOMES YOU!**

To achieve a successful resident-management relationship, we have prepared the Haven Group PMD Resident Handbook to answer any questions you might have and ensure that your tenancy is a pleasant one. We recommend that you keep it in a convenient location for later reference. Inside, you will find maintenance guidelines, rental payment instructions, information concerning FAQs and our collections practices, safety tips, emergency instructions, holiday tips, and more!

The owner of your rental property has retained Haven Group PMD as their Property Management Company and representative to manage the property you are renting. Therefore, you must contact Haven Group PMD whenever you need assistance; our contact information can be found in the following pages.

If you have questions or concerns regarding any of the information contained within this handbook, please contact our office at any time — Haven Group PMD is here to help you! We wish you a successful and enjoyable tenancy in your new residence!

## **COMMUNICATION WITH Haven Group PMD**

For your protection and ours, all communication with Haven Group PMD is handled in writing. This helps ensure everything is accurate, documented, and responded to quickly. You can contact us anytime through email ([customerservice@rentcle.com](mailto:customerservice@rentcle.com)), your resident portal ([www.rentcle.com](http://www.rentcle.com)), or postal mail. Please note that we do not have inbound phone services for residents.

## After-Hours or Emergency Calls

Voicemails after hours are for **emergency maintenance only** and will be dispatched out on an emergency basis only and updates will be available on your resident portal. Any non-emergency maintenance voicemails will be deleted. Please utilize your resident portal to open any work order requests, and you can email [customerservice@rentcle.com](mailto:customerservice@rentcle.com) for any non-maintenance related inquiries.

## Maintenance Requests

Please remember that all Work Orders should be submitted on the resident portal. This is in your rental agreement, and it is for your protection. You can access a work order online in your portal ([www.rentcle.com](http://www.rentcle.com)). **All work order submissions must be submitted in writing per Haven Group PMD policy and your lease agreement.** After-hours emergency maintenance calls are handled by a third-party answering service.

## Website/Resident Portal

To access your resident portal, visit the Re/Max Haven Website at [www.rentcle.com](http://www.rentcle.com). From the homepage, click on “Tenant Area” in the menu bar. This will redirect you to the residents’ page, where you will see the gray “Secure Tenant Login” box on the right-hand side (if viewed on a desktop or laptop computer). Enter your email address and the password you created at your move-in to access your account.

## GENERAL OFFICE INFORMATION

### Address Information

Haven Group PMD  
5386 Majestic Parkway, Suite 9  
Bedford Heights, OH 44146

### Contact Information

Fax: (877) 926-2901  
Email: [customerservice@rentcle.com](mailto:customerservice@rentcle.com)  
Website: [www.rentcle.com](http://www.rentcle.com)

### Customer Service (non-maintenance)

**MON-FRI** 9:00 AM – 4:00 PM  
**SAT / SUN / HOLIDAYS** CLOSED/NOT AVAILABLE  
**Email us:** [customerservice@rentcle.com](mailto:customerservice@rentcle.com)  
**Tenant Portal:** Login under “Tenant Area” on [rentcle.com](http://rentcle.com)

## Protect Your Rental and Credit History

Some day, 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 Haven Group PMD the pleasure of being able to provide a good reference for you when you vacate the property.

## Rental/Lease Agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move-in checklist, and any other necessary documentation at your move-in. We recommend that you keep that paperwork with this handbook for easy reference. Remember that a rental/lease agreement is a legally binding agreement; if you have any questions regarding your lease, please contact your Haven Group PMD management team.

## Moving Checklist

Here is a handy checklist for when you are moving:

- ☐ Contact moving company.
- ☐ Notify US Postal Service (USPS) and provide a forwarding address.
- ☐ Notify current schools.
- ☐ Notify magazine and newspaper subscriptions.
- ☐ Send “just moved” announcements to friends and relatives.
- ☐ Notify banks, credit unions, savings and loans.
- ☐ Notify doctors, dentists, and insurance providers.
- ☐ Notify your current electric company to cancel or transfer service.
- ☐ Notify your current gas company to cancel or transfer service.
- ☐ Notify new schools.
- ☐ Notify your new electric company to establish service.
- ☐ Notify your new gas company to establish service.

## Utility Companies

When you rented the property, Haven Group PMD canceled the utility services in the owner's name on the 1st day of your rental agreement (if applicable). Water and sewer accounts cannot be transferred into the resident's name. Our office receives the bills and uploads them to your account (if applicable to your property and lease agreement). They are due upon receipt or with your next rental payment.

## Rental Payments

Rent is due on the **first of every month** and is considered **late if not received by the end of day on the 5th of the month**. We are obligated by the owners for which we work to continue collecting until we have received payment. We will file evictions between the 12th-17th of each month, regardless of why a payment was late. Please have your rent paid on time. **All payments must be made out to: Haven Group OR Haven Group Property Management.**



## Haven Group PMD Receives Rental Payments By:

1. eCheck (ACH) – This automatically debits your rent payment from your bank, saving you time.
2. In-Person/Dropped Off(money order, cashier's check, or personal check) – There is a **\$10.00** processing fee for payments made in-person at our main office / dropped off. ***We can not process an e-check or online payment for you unfortunately. You will need to login to your resident portal to make any payments for your account.***
3. US Mail – There is a **\$10.00** processing fee for mailed payments.
4. RentMoney or PayNearMe – This is available on your resident portal. RentMoney / PayNearMe is a cash system where you can make payments at over 25,000 retail locations. Please visit the portal to see which locations near you accept RentMoney payments. There is a **\$4.99** processing fee associated with this service.

## Haven Group PMD Does NOT Accept Rental Payments In:

1. Cash
2. Rolled coins
3. Post-dated checks

## Fees/Charges

Your account will show various charges other than rent. Below is a list of the most common charges you may see:

- **Late Fee** – If you fail to pay rent on time and in full, you will be responsible for paying a late fee. The Haven Group PMD late fee depends on your lease terms. Please refer to your lease to verify what your late fee amount is.
- **Maintenance Charge** – Haven Group PMD will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If Haven Group PMD receives a service call billing, you are responsible for reimbursement.
- **Maintenance Reimbursement** – Cost of making repairs due to negligence on the part of the resident.
- **Other Reimbursements** – Other damages, such as city-levied citations or fines that are billed to the owner, that, under your lease agreement, the resident is obligated to reimburse.
- **Non-Sufficient Funds/Returned Payment Fee** – If a payment is returned for NSF, bad account, etc., there is a fee charged to the account. All electronic payments will then be disabled for the next three rent cycles. Please refer to your lease to review this charge. ***AFTER 3 BOUNCED PAYMENTS, you will be permanently disabled*** by our system from making e-payments.
- **Court Reinstatement Fee** – If an eviction is filed, there is a court reinstatement fee of **\$165.00** applied to the account; this fee **increases to \$350.00 one business week after the initial court reinstatement fee has been applied.**

## 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 locate:

- Main circuit breaker in the event power goes out.
- Gas shutoff valve — turn off during emergencies/disasters for safety.
- GFI plug(s) — 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 major flooding.
- Water shutoff valves below the sinks and behind toilets in case of a water leak.
- Method of cleaning your oven so you use the right product.
- Time bake knobs on the oven — in the event the oven will not work, these may be on.

If you are uncertain about any of the above items, contact the Haven Group PMD office for help.

## Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order in writing for your property. Haven Group PMD has more tips in this handbook.

## Resident Renovations/Alterations

It is Haven Group PMD's policy that residents do not perform repairs or alterations themselves. You agreed to this in the Haven Group PMD rental agreement/lease. The exception to this would be if you have an option agreement to buy the property along with your lease. If you want to make a special request for renovation or repair to the property:

- Submit your request via email before making any changes.
- Do not proceed with any work until you are notified by Haven Group PMD.
- Haven Group PMD will consult with the owner(s) to see if the request is acceptable to them.
- If the request is acceptable to the owner, residents must 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.

## Resident Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord-resident law unless it has been contractually waived, normally with a lease option agreement (i.e. the resident has taken equitable interest in the property). Therefore, Haven Group PMD has provided you with Work Order Requests when there are legitimate repairs. You must report maintenance items to us in a timely fashion.

However, there are items that are the resident's responsibility, and we have listed some of them here. Please refer to the 5-page maintenance addendum for more details on the list below:

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size/wattage.
- Replacing electrical fuses, if applicable.
- Replacing furnace filters, if applicable, every 90 days (more frequently if you have animals).
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control (e.g. ants, spiders, flies, etc.)
- Normal rodent control, such as mice.
- Landscape cleanup, if no service is provided.
- Reporting lack of landscape cleanup if lawn services are provided in your rental agreement.
- Landscape watering unless there is a homeowner's association (HOA) that waters the lawn.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an HOA.
- Disposal of all garbage in the proper receptacles and using the weekly pick-up service.
- Disposal of animal feces on the property, even if you do not have a pet.
- If the residence has a fireplace, and you have approval in your lease to use it, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals until they have cooled outside for a week.
- Check to see if the damper is open before starting a fire in the fireplace.
- Properly disposing of toxic waste in accordance with state, county and local laws.

## PROCEDURES FOR REQUESTING MAINTENANCE

### Before Contacting Haven Group PMD

- Determine if there is a true emergency or a non-emergency.
- 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 problems in your maintenance addendum

### If There Is An Emergency

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

- Emergencies causing immediate danger such as **fire**, call **9-1-1**.
- Emergencies involving **gas**, call the **gas company** and, if necessary, **9-1-1**.
- Emergencies involving **IMMEDIATE electrical** danger, call the **electrical company** or **9-1-1**.
- After contacting one of the above sources, then call Re/Max PMD's emergency line and report the problem.
- Emergencies such as backed up plumbing or flooding, call Haven Group PMD's office emergency line and, if necessary, call 9-1-1.
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### Non-Emergency Maintenance

Login to your portal at [www.rentcle.com](http://www.rentcle.com) and provide thorough details of your address, name, issue/concern, and best contact information in your email or work order request; then:

1. A Haven Group PMD representative will assign a vendor to you.
2. Depending on the situation, this vendor may enter at the agreed upon time or 24-hour notice time.
3. Remember, this is a NON-EMERGENCY item, and in most cases, the vendor will not be able to make an appointment immediately.
4. Failure to show at an appointment will result in a charge to you if you do not allow access. Therefore, be certain to call Haven Group PMD's office as soon as possible if you are unable to make the appointment. You must provide 24-business hours' notice of any changes to your appointment.
5. If we are using an outside vendor, and you don't hear from them in two business days, please review your resident portal for the vendor information to call them to set up an appointment directly.
6. A Haven Group PMD 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.
7. After a repair has taken place, if you still have trouble, please email the maintenance team, the office, or utilize your resident portal and state you had a recent repair, but the problem has not been resolved or is reoccurring.
8. If you fail to report a recent, unresolved repair, and there is further damage or expense, you may be responsible for the cost of the repairs/damages, per your rental agreement.

## **PREVENTATIVE CLEANING TIPS**

### **Cleaning Is Easier When You Use A “Preventative Approach”**

- Always put away food; clean and/or sweep 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, soapy water and/or a diluted degreasing agent regularly on countertops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will cause more grease buildup, can damage your appliances, and can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after taking 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.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile — this can cause a safety/slipping hazard.
- Do not use “cleaning products” on tile.
- Regularly vacuum all flooring, particularly carpets. This will save you money on carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- Please do not use suction cup anti-slip mats in your bath tubs or sinks. This causes the glaze to come off and clog your drains. We recommend something like [THIS](#).

## 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 certain cleaning products and are better for the environment than commercial products.

### Air Freshener:

- Place a bowl of vinegar in the kitchen or bathroom to help absorb unpleasant odors.

### Drains:

- For a great once-a-month drain cleaner, pour  $\frac{1}{2}$  cup baking soda into the drain, follow with  $\frac{1}{2}$  cup white vinegar — it will foam. Cover and let sit in the pipes for 30 minutes, 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 the mixture sit in the pipes for 30 minutes, then flush with cool water.

### Tile Countertops:

- To clean ceramic tile, where mold and mildew accumulate, use a combination of  $\frac{1}{4}$  cup baking soda,  $\frac{1}{2}$  cup white vinegar, 1 gallon warm water, and 1 cup ammonia.
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with  $\frac{1}{2}$  cup vinegar and 1 quart water.

### Glass Cleaner:

- When glass-cleaning products leave a residue on bathroom mirrors, mix 3 tablespoons of vinegar with 1 quart water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.

### Dishwasher:

- Empty the dishwasher, pour in  $\frac{1}{4}$  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 1 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.

### 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:**

1. Vacuum the carpet if the stain is dry.
2. If the stain is still wet, blot gently to remove excess — blot, do NOT rub.
3. Lightly soak the carpet stain with clean water first to remove the stain — blot, do NOT rub.
4. If the stain remains, mix three tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
5. If this fails, consult a professional carpet cleaner immediately; the longer you wait, the more the stain will set in.

## **Carpet Odor:**

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

## **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 Haven Group PMD as soon as possible.
- Report water dripping under sinks. A slow drip can add hundreds of dollars monthly to your bill.
- Running toilets are big water wasters.
- Report malfunctioning sprinklers.
- Report standing pools of water.
- Report malfunctioning water appliances, such as dishwashers, that come with the property.
- 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.
- Avoid using 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”, as this is a dangerous temperature level that can result in burns.
- Teach your children 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,” particularly when the air-conditioner is running.
- Close window coverings (shades, blinds, curtains, etc.) on the sunny side of the house during different times of the day; this can dramatically lower the ambient temperature.

- Replace the air filter often and with the right sized filter every three months. A clean filter helps the air-conditioner run more efficiently.
- When leaving your residence, turn the air-conditioner 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.
- Report any major drafts to the Haven Group PMD office.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can greatly reduce your 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 energy to heat a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more, often expensive, problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often (minimum of every 3 months). A clean filter helps the furnace run more efficiently.

## RENTER'S INSURANCE

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally do not cover the residents’ contents or possessions. 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 belongings — and **your lease requires it!**

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 quickly the list can add up!

Make sure you send over your insurance declaration page 24 hours (**1 FULL business day**) prior to your lease signing by 1PM EST.

## Safety Tips

The safety of you and your family is important to Haven Group PMD. Here are some tips to follow to ensure your safety:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent electrical shorts/fire hazards.
- Never leave a stove or oven unattended; turn off the stove and any oven appliances whenever you leave the house.

- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a stopped bathtub or when leaving the residence.
- If you have an upstairs bathroom, and you see water in the ceiling below (particularly in a light fixture) report the leak immediately to Haven Group PMD.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, televisions, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child-protecting outlet covers when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage of light bulbs.
- 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 Haven Group PMD immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety, and removing them can endanger all residents and guests. Change the batteries whenever necessary.
- 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 Haven Group PMD office.
- Keep a portable fire extinguisher in the kitchen and garage; they are available in most hardware supply stores.
- If you use a grill or barbeque, use common sense — never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless you are certain that they are cold.
- Do not store firewood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## **Holiday Tips**

Everybody enjoys the holidays throughout the year, 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.
- 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 or staple them to the residence; if outside, only use cords that are approved for outdoor use.
- Never leave holiday lights on when leaving your residence; this creates a potential fire danger.

## **Emergency/Disasters**



Unfortunately, emergencies and disasters happen every day, and the best solution is to be prepared. In the back 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.

## **Area Emergencies or Disasters:**

- Be prepared and use the Haven Group PMD Emergency/Disaster Checklist enclosed with this information.
- When major emergencies or disasters such as a hurricane, tornado, earthquake, 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.
- Haven Group PMD requests that you call emergency services first in a disaster. Then notify Haven Group PMD's office via email or resident portal to advise as to what has happened, as soon as possible.
- Haven Group PMD will assign priorities, and during an area emergency/disaster, will work to assist you as much as possible.
- When contacting the Re/Max PMD office, we ask that you be patient and calmly state what problem(s) you are experiencing. We will handle the problem(s) as quickly as possible.

## **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 the news.
- ☐ Contact Haven Group PMD when practical, but remember that we are not an emergency service. Although Haven Group PMD will do what we can to help, many repairs will have to wait until the emergency/disaster passes.
- ☐ Limit use of telephones during emergencies/disasters to avoid overloading the circuits.
- ☐ Unplug or turn off major lights and appliances such as space heaters, computers, televisions, etc.
- ☐ Several appliances coming back on at the same time may overload circuits, or hot appliances may come on while you are asleep or away, which can create fire hazards.
- ☐ Leave a single light on to alert you that power is restored.
- ☐ If you use candles and matches, do so 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; 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 to use with water.
- ☐ Only open freezers and refrigerators when necessary to avoid losing food as long as you can.
- ☐ Conserve water and food whenever disasters occur.
- ☐ If you are in a car when power lines fall, remain in the car until you can get help, or you are certain that it is safe to do so; then jump clear of the car, being sure not to touch any metal.

## **DRUG/SMOKE FREE HOUSING**

Haven Group PMD has a drug- and smoke-free policy for residents, and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents in the lowest income neighborhoods to the highest. We want you to be aware of the signs of potential drug problems in any neighborhood:

- Do not approach any house or building if you smell a strong chemical odor. Report it to the authorities; drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth-labs” in objects of many shapes and sizes, which are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do NOT attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day — particularly at night time — it could be a drug house. Another telltale sign of drug houses is an unusually high level of security precautions around the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities; we do not get involved in resident to resident disputes or allegations.
- Educate and train children of all ages to recognize the signs of drug activity or a drug house.
- Be aware and be alert: a drug house or drug activity is a danger to everyone. We recommend reporting to the authorities or police as soon as possible.

## FREQUENTLY ASKED QUESTIONS

Haven Group PMD has put together a list of our most frequently asked questions. Before contacting Haven Group PMD’s office, please consult the following list for a faster answer to your question!

### Why did I receive a notice when I paid the rent already?

As mentioned earlier in this handbook, rent is due on the 1st of the month and is considered late if it is not received by the 5th of the month. Once the 5th of the month passes, we begin preparing “Notices to Pay or Quit”. We cannot stop a notice from being posted once it has been sent out; if you receive a notice after paying, the notice was probably sent out before we received your payment. Haven Group PMD serves these notices in accordance with Ohio’s landlord-resident law requirements and our obligations to the property owner.

### Why can I not clean the carpet myself?

We require professional steam carpet cleaning to preserve the life of the carpet. At-home machines do not handle the necessary deep cleaning. ***Your receipt must be submitted prior to or at the time of key return. No exceptions.***

### Can I have a satellite dish?

Yes, you can have a satellite dish; however, the satellite dish is not to be attached or installed to the home in any way (roofing, siding, etc.). The satellite dish can be mounted to a post and staked somewhere in the rear of the property; many cities do not allow satellite dishes to be placed in the front yard. Upon move-out, you must take responsibility for removing the dish and repairing any damage. Call the Haven Group PMD office for details.

## **I did not have a pet when I moved in; can I have a pet now?**

Unfortunately, if you did not fill out a PetScreen or have the pet at the time of your initial lease agreement and pay the required Pet Fee; we can not make changes to your lease agreement and you are not permitted to have a pet. DO NOT move a pet into the property without permission as there are strict penalties for that default of lease.

## **What happens if my pet dies or runs away? Can I have my increased security deposit or pet fee back?**

No. All security deposits remain in effect until all residents vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly. Pet Fees are one-time non-refundable fees, unless your lease or deposit paperwork states otherwise.

## **My roommate wants to move, but I want to stay. What do I do now?**

You need to talk amongst yourselves so that you both can communicate what will be happening. If one of you wants to stay, and one wants to leave, you will have to discuss how you will be handling the security deposit. You will also have to qualify by yourself and prove you have enough income to afford the unit; your monthly gross income must be 3x the rent amount. **No one can be added or removed from a lease during the initial 12 month leasing term.** Any changes must occur in month-to-month status.

## **I want to add a roommate. Now what do I do?**

The prospective roommate will have to submit an application, and Haven Group PMD must approve the person PRIOR to him/her moving into the property. You can fill out the application online and pay the application fee at [www.rentcle.com](http://www.rentcle.com). If Haven Group PMD denies the applicant, they cannot move into the property. If approved, they can not be added to the lease until after the initial term is up, no exceptions.

**Again, no one can be added or removed from a lease during the initial 12 month leasing term. A roommate can be added at the end of the initial 12 month lease before a lease renewal is signed.** Changes must occur in month-to-month status.

## **Why do the owners want to see the property?**

The owners are shoring responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why Haven Group PMD contacted you to arrange a date and time.

## **Giving Your Notice**

Eventually, you will move, and we want you to be prepared when this is necessary. Haven Group PMD residents are required to give a 30-day notice from the 1st to the 1st of the month prior to moving — assuming the lease will expire soon

or there is not an active lease. You can email a clearly written notice to vacate to [customerservice@rentcle.com](mailto:customerservice@rentcle.com) or login and “Give Notice” on your portal at [www.rentcle.com](http://www.rentcle.com).

## Before Giving Notice:

Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be bound to the lease. It is important you give notice before your lease renews automatically.

If you need to move, and you are still committed to a lease period, contact your Haven Group PMD management team to discuss your options. We have an email template and MUTUAL RELEASE option we can send out to you on this for you to review.

**Notices must be in writing.** Haven Group PMD will upload your notice to your file on the day it is received. Please be aware that all notices are served from the 1st to the 1st of the month. For example, if you give notice on January 1st, you are eligible to move out February 1st. However, if you give notice to move out on January 15th, you will not be eligible to move out until March 1st. Haven Group PMD prefers notices via email or the online portal as they are clearly documented to the benefit of all parties.

Haven Group PMD does not provide rental history to other landlords or property management companies unless the resident has submitted an online notice to vacate and has specifically authorized us to release this information.

## Preparing The Property For Move Out

After you submit your notice to vacate, Haven Group PMD will send you an email template. This will instruct you on what to do during the notice period in order to prepare the house for your move-out. We always schedule the move-out inspection after the property has been vacated, and it is not Haven Group PMD’s policy to have resident(s) present for the inspection. If there are items of special note, please send us links to pictures and videos that we can use in addition to our own records in security deposit accounting.

- Failure to deliver keys and openers can incur additional charges, as well as require additional rent be paid.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the Haven Group PMD Moving Checklist so you do not forget any important details!
- ALL keys and openers (if applicable) must be returned during business hours, per the move out guidelines.

## Preparing The Property

If you have questions on how to prepare your residence when you are ready to move, please call your Haven Group PMD management team and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are steps to take in preparation for your move; this checklist or something like it should be included in your move-out confirmation email.

## Cleaning

- Have the interior and exterior of the property thoroughly cleaned.
- This includes vinyl or tiled floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Resident-caused dirt is not considered 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

- Dirty carpet is different from worn carpet. You will be charged for stains left in the carpet, as well as dirt and debris on the carpet.
- When you move out (per most current leases) you need to have your carpet professionally cleaned and submit the receipt prior to or at your key return.

## Draperies/Window Coverings/Windows (If Applicable)

- Do NOT wash draperies & wipe all mini-blinds — do NOT use harsh chemicals on the blinds.
- If window treatments (blinds, curtains, ect.) are broken; you will be expected to repair or replace them or you will be charged per move out guidelines.
- Clean all windows inside and out.

## Below Must Be In Working Order To Avoid Charges Upon Move-Out:

- Burned out light bulbs.
- Dead smoke detector batteries.
- Missing doorstops.
- Furnace filters — change the filter just before you vacate the property, and make sure you use the correct size.

## Pest Control

If a property is found to be infested with ants, spiders, fleas, roaches, bedbugs, etc., you can incur pest control charges.

## 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 by placing it in the proper receptacles and hauled away by local trash services (or remove and haul away yourself, if needed) PRIOR TO returning your keys. Overflowing trash receptacles left on site will incur trash out fee per move out guidelines.
- Remove grease or oil drips; dispose of motor oil, tires, paint and any other “hazardous or toxic waste materials” properly — it does NOT belong in normal garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

## Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense prior to move out.
- All trash must be removed prior to returning your keys.
- Any debris, trash, bulk items, etc. will result in a security deposit deduction or charge.

## Painting

- We request that you do not spackle, putty, or touch up paint unless you are absolutely certain the paint will match.
- Charges can occur if unnecessary painting is required due to the resident painting, holes in walls, etc.
- Oftentimes, people try to touch up nail holes, which results in a big mess. When touching up paint on a filled nail hole, make sure to use an artist's brush and only dab the amount necessary to barely cover the white spot.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. Haven Group PMD remits security deposit transmittals within 30 days in accordance with Ohio Landlord-Tenant Law. Remember, Haven Group PMD wants your move out to be a pleasant and successful process. ***If you have any security deposit deduction disputes; you must review your full move out package that is provided to your forwarding address and send a detailed email to [customerservice@rentcle.com](mailto:customerservice@rentcle.com). You will receive a response from a manager within 3-5 business days.***

## Conclusion

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

## Resident's Initials:

<hr/>	Has received the Lead Based Paint Disclosure & Pamphlet.
<hr/>	Has read through the lease and understands it.
<hr/>	Resident understands resident's personal property is not insured and that the resident is required to purchase insurance of their choosing.
<hr/>	Understands maintenance protocol / scheduling. ALL work order requests must be submitted in writing via my resident portal.
<hr/>	Acknowledges that all communication must be in writing: resident portal, or email. Customer Service Email: <a href="mailto:customerservice@rentcle.com">customerservice@rentcle.com</a>
<hr/>	By the following initials, I understand what is expected of me as the animal/pet owner and agree to the terms and conditions as mentioned in this lease (if no pets, this line is not applicable but residents initial still).
<hr/>	Has received the resident manual along with the lease.

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Resident Signature & Date

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Resident Signature & Date

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Resident Signature & Date

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Resident Signature & Date