



A Division of DORMAN Real Estate Services

Residential

Commercial

Management

## MAINTENANCE ADDENDUM

### Policy Disclosure Letter

This is an addendum to the Lease Agreement dated \_\_\_\_\_, by and between \_\_\_\_\_ (“Agent”), and \_\_\_\_\_ (collectively “Tenant”) for the Premises \_\_\_\_\_.

Dear Tenant(s),

Thank you for choosing to take residence in one of our many properties. We must work together as parties to the Lease Agreement in order to maintain the property to the highest possible standard for your safety and comfort and to protect the owner’s investment. Towards that end this disclosure spells out, in the simplest possible terms what each of us is responsible for. You should be able to count on us to do our part as we must be able to count on you to do yours.

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. On the other hand, if the maintenance or repair item requires special training, special tools, licenses, permits, or more than \$50 dollars in parts/materials then a request for service should be made to Agent. Note that maintenance or repair requests must be in writing and can be submitted through our on-line tenant portal, by e-mailing our front desk ([DRE@DormanRealEstate.com](mailto:DRE@DormanRealEstate.com)), or by means of a hand written letter delivered or mailed to our office. Please also take advantage of the HOW TO VIDEO LIBRARY on our company website.

#### SEWER

Maintaining the interior of your property and its mechanicals is extremely important. To start, backups caused by foreign objects and materials being flushed or drained is a common problem. Products that are grease based and could potentially solidify shall never be flushed or drained. You shall not allow any solids down a toilet or drain that could snag in the line and cause a blockage. Common examples of this would be hair, feminine products, disposable cleaning materials and paper products other than toilet paper. If service is requested on a drain line for any reason unless caused solely by root intrusion or a defect in the sewer line it is the tenant’s responsibility to pay the cost of that service. If the

back-up you are experiencing is from a single sink, toilet or tub it's very likely the issue is not with roots in the main line. A "hand-rooter" can be purchased from your local hardware store.

## **PLUMBING**

Plumbing issues for the most part are the Landlord's responsibility, though there are a few exceptions. As written in your lease contract you are responsible for the cost of replacing broken water pipes and additional damages if you failed to take proper precautions to prevent such damage during periods of cold weather, when outside temperatures fall below 32 degrees Fahrenheit. During these periods of cold temperature you are also required to remove all hoses from exterior spigots, and in such an instance if a broken pipe and water damage are the result of a spigot cracking due to freeze damage you will be responsible for the cost of repair and remediation. You must also take necessary precautions during the warm months, as plumbing issues can happen in any season. If you leave town for a few days, turn off the main interior water valve, briefly run a faucet in the lowest level of the house to drain the system, and make sure to have a friend or family member checking on the property daily.

## **MECHANICAL**

We do need your help in order to maintain the property to a high standard. You are responsible for changing or cleaning (if the filter is washable) the furnace filter monthly. If you have further questions about the frequency of changing the filter we recommend you verify the type of filter, and then contact your utility company for further instruction. Also, if you have an issue related to your furnace, you need to check to see if the pilot light is still lit and either attempt to light it yourself or call the utility company to do so for you (in some utility districts the utility provider will light the pilot for you free of charge, such as Colorado Springs Utilities). You'll need to do this before calling in a service request to Agent. At all times make sure you have working smoke detectors on every level of the house and working carbon monoxide detectors within 15 feet of every sleeping area or bedroom. Be sure to test monthly and change out the batteries as needed.

## **ELECTRICAL**

As with all maintenance issues that arise we expect you to follow the necessary steps you would if you were the owner of the property. A common issue would be that of electrical outages. You must check and reset all GFCI outlets (typically located in kitchens, bathrooms and garages) and the circuit breaker(s) before calling us to send an electrician. Note that GFCI outlets are not always near the standard outlets which they are linked to, and could even be located on the outside of the home. If a contractor is sent to your property and they can resolve an electrical outage by switching a GFCI or the circuit breaker for you then you will receive a bill for the service call.

## **DISPOSAL**

Whenever you have issues with your garbage disposal there are steps you must take before contacting us to send a repairman. If you flip the disposal switch and hear nothing please check under your sink to verify the unit is plugged in. You may also need to press the reset button on the bottom or side of the unit. Almost every garbage disposal has a reset button you can press which commonly will resolve this type of issue. If you flip the disposal switch and your unit makes noise but the blade does not turn it's likely that the unit is jammed, you can often resolve this by putting an allen wrench in the bottom of the unit and turning to clear the stoppage. You must unplug the disposal before attempting to remove any obstructions from the drain hole. A "disposal key" or "allen wrench" can be purchased from your local hardware store.

### **PEST CONTROL**

If you experience any issue with small rodents or bugs we need you to follow basic procedures such as placing traps for mice and using the appropriate spray/powder on bugs before requesting for us to send out pest control. We require that you only use sticky traps if the problem is in an area reachable by small children and/or pets. Rodent poison and snapping traps shall only be used in crawlspaces and other inaccessible areas. We need you as the resident to attempt to handle pest control problems using inexpensive and readily available over the counter products before contacting us. Note that the landlord is only responsible for bona fide pest infestations. Should a wild animal of greater size (such as a squirrel, raccoon or skunk) take up residence on the premises or exterior grounds, it is the tenant's responsibility to have the animal removed unless the animal is causing property damage. If there are ever any signs of property-damaging insects or vermin, this should be reported by Tenant immediately. Also, it is the tenant's responsibility to resolve any Cockroach and/or Bed-Bug infestations.

### **GROUNDS**

As for maintenance of the exterior and grounds, you are expected to keep the grass and or weeds in all parts of your yard (front and back) from exceeding 5 inches in height. Keep in mind you will be responsible all the way to the street, even if that is outside of a fence or across a sidewalk and includes sweeping the curb. Also, flower beds, rock beds and mulch beds need to be kept free of weeds at all times. The yard shall be edged along the house, fences, curbs, driveways and sidewalks. Hedges, shrubs, bushes and trees shall be neatly trimmed and shall not be touching the house. Dead branches on trees that are reachable from the ground and are of manageable size shall be removed and discarded along with all other yard trimmings. The lawn, trees, hedges, shrubs, and bushes shall all be watered to the fullest extent allowed by the local authorities.

If you find that on move-in day (or the 1<sup>st</sup> day of your contract term – whichever is earlier) your yard is not cut and trimmed as described above, then let us know and we'll take care of it for you, but just that one time. Thereafter it will be your sole responsibility to maintain it.

**DEBRIS**

Prior to move in you must provide documentation that utilities and trash services for your property have been activated in your name. Trash bags or miscellaneous garbage shall never be piled or strewn on or across the premises. Should we discover a property that is not being maintained according to these standards, we will have the clean-up done and billed to you.

Please sign below to acknowledge that you have read, fully understand and agree to the terms and conditions outlined in this disclosure, which upon mutual signature shall be and become part of your Lease Agreement. Thank you.

X \_\_\_\_\_ Date \_\_/\_\_/\_\_  
Tenant  
X \_\_\_\_\_ Date \_\_/\_\_/\_\_  
Tenant  
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Agent

SAMPLE