

# Tenant Handbook

Alpha and Omega Real Estate Group welcomes you as a new resident!

In order to achieve a successful tenant/management relationship, the Alpha and Omega Real Estate Group Tenant Handbook is prepared to assist you with your tenancy. It recommends that you keep it in a convenient and safe location, so that you can refer to it easily.

In here, you will find maintenance guidelines, rental payment instructions, collections information, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

Alpha and Omega Real Estate Group was retained by the owner of the property as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact Alpha and Omega Real Estate Group when you need assistance and we have listed how in the following pages.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time Alpha and Omega Real Estate Group is here to help you.

We wish you a successful and delightful tenancy in your new residence.

The Alpha and Omega  
Real Estate Group Team

We have a complete staff to assist and guide you.

**Elisa** - Owner/ Broker

**Jennifer** - Office / Leasing Manager

**Alyssa** - Administrative Assistance

**Cindi** - Maintenance Coordinator

Our Office Hours:

Monday - Friday 9am - 5pm

Saturday, Sunday Closed

Holidays Closed

Office Address:

770 Lexington Ave, Mansfield, Ohio 44907

Phone: 419-589-7368 | Fax: 419-961-4967

Email : [info@alphaomegarealestategroup.com](mailto:info@alphaomegarealestategroup.com)

Website: [www.alphaomegarealestategroup.com](http://www.alphaomegarealestategroup.com)

Communication makes a difference in any area of life, and it can enhance your tenancy by letting A&O know what you need

### **Telephone calls during office hours**

Normally, a live person is there to answer your call during office hours (Monday-Friday 9am-5pm)-, please state the reason for your call, and let us know the address (including apartment number), so that someone can assist you, or direct your call to the right party. The person you desire to talk to might not always be available however usually the person that answers the phone can assist you.

### **Voicemail**

If you reach our voice mail system please leave a message with your complete name and the telephone numbers, your unit number, and a quick summary of your issue. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week. All emergencies will be handled during non-business hours- all other calls will be handled on the next business day.

**After hour/s calls**

Our voicemail system will take all messages after hours.

**Emergency calls**

Immediately state if you have an emergency and provide the details of it so we can handle it appropriately.

**Maintenance requests**

Work orders or Service requests may be requested by various sources: Tenant Portal, phone, and email. Each request is logged via a Work Order in Appfolio and assigned to the appropriate Vendor and Associate.

**Change of information**

It is important that you notify Alpha and Omega Real Estate Group, any changes in phone numbers, or email.

**Email**

Email is a great way to communicate and we request that you send your email address to **info@alphaomegarealestategroup.com**. Alpha and Omega Real Estate Group will put your email address in our database. This enables us to contact you quickly and efficiently, and when needed, send you important

**Protect your rental and credit history**

You will eventually move out of the property and you need to care for your rental history and credit history. You will either rent again or purchase a home. Either way, you will need good rental references and a good credit report. Avoiding late rent payments, caring for the property, and moving out properly. Alpha and Omega Real Estate Group will have 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. This includes maintenance instructions, move in checklist, and any other necessary documentation. It is recommended that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your Alpha and Omega Real Estate Group management team.

## **Moving Checklist**

Here is a great checklist in this package for when you are moving

- Contact moving company
- Notify US Post Office - forwarding address
- Notify the school systems
- Notify magazine companies/ newspapers
- Send “just moved” announcements to friends and relatives
- Notify banks, credit unions, savings & loans
- Notify doctors, dentists
- Notify current electric company
- Notify current gas company
- Notify current water company
- Re-register to vote

## **Utility/Cable Companies**

Once you rent the property, Alpha and Omega Real Estate Group cancels the utilities, in the owner’s name, on the 1st day of your rental agreement. We can assist in utility transitions. There are some water and sewer companies that will not allow tenants to put the account into their name. In this case, we have those bills sent to us and redirect them.

## **Rental payments/Fees**

On the first of each month rent is due and late if not received by the 5<sup>th</sup> of the month. If there is a case that may have a delay or problem paying by the due date, contact our office immediately. We are required by the owners that we work for to continue collecting until we have payments but your communication will help us know how fast to proceed.

We proceed much faster if we haven't heard from you.

## **A&O receives rental payments by**

- US mail - it must be received no later than closing on the 5th of the month.
- In person during business hours
- By using ACH (Automated Clearing House) – This can be done through our Tenant Portal
- By credit card - this is also available via the Tenant Portal. There is a credit card processing fee for rent payments.
- Check
- Money order

- Certified check
- Rent dropped in our night drop must still be received by us no later than closing time on the 5th (or the previous business day if the 5th is a Saturday or Sunday) to avoid late fees.

### **A&O does NOT accept rental payments in**

- Cash
- Rolled coin/s
- Debit cards
- Post-dated checks

### **Fees/charges**

If the tenant/s fail/s to pay rent on time and in full, these may incur the following charges:

- Late fee – the A&O late fee is \$75 if rent is not received by the end of business day on 5<sup>th</sup> of the month, or the previous business day if the 5<sup>th</sup> falls on a Saturday or Sunday OR midnight of the 5<sup>th</sup> through your tenant portal.
- Notice Processing Fee - the A&O service fee is \$25 amount, if a 3-day eviction notice to pay or quit is served because the rent is not received in a timely manner.
- Maintenance charge - A&O will bill the tenant, if s/he has made an appointment with a vendor but failed to meet them at the scheduled time. If A&O receives a service call billing, s/he is responsible for reimbursement.
- Maintenance reimbursement - Cost of making repairs caused by tenant ● Other reimbursements - Other damages to owner billed to tenant

### **Care of the Property**

When tenants move into a property, it is helpful to know where important items are located.

We suggest for you to take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety ● GFI plug(s) - check them if the 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 water leak
- Method of cleaning for the 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 uncertain about any of the above items, you can always contact Alpha and Omega Real Estate Group office for help.

### **Maintenance**

Upon renting the property, the lease contained detailed maintenance instructions. Please review them before requesting a work order/service request. Alpha and Omega Real Estate Group has more tips in this handbook.

### **Tenant Renovations/Alterations**

It is the Alpha and Omega Real Estate Group policy that **tenants do not do repairs or alterations**. The Tenant has agreed to this in the Alpha and Omega Real Estate Group rental agreement/lease. If you do 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 Alpha and Omega Real Estate Group
- Alpha and Omega Real Estate Group will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants 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

### **Tenant Maintenance responsibilities**

The property owner has a duty to maintain the tenant's residence to uniform codes of safety for landlord/tenant law unless it has been contractually waived, normally with a lease option agreement (because tenant has taken equitable interest in property).

Therefore, Alpha and Omega Real Estate Group has provided him/her with Work Order Requests when there are legitimate repairs. We want you to report maintenance items. However, there are items that are the tenant's responsibility and we have listed them again:

- Replacing smoke alarm batteries
- Replacing Light bulbs with the correct size
- Replacing electrical fuses if applicable
- Replacing furnace filters, if applicable every 90 days unless the owner has approved animals or smoking in property (normally not approved) in which case you may need to change your filter more often.
- 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
- Normal rodent control, such as mice Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement Landscape
- 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 lease to use it), use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week. ● Check to see if the damper is open before starting a fire in the fireplace. Disposing of toxic waste properly in accordance with local and county laws

### **Procedures for requesting maintenance**

Before calling Alpha and Omega Real Estate Group

Determine if there is a real emergency or a non-emergency.

Unless you have an emergency, check to see if you can determine the cause of the problem that you are experiencing. Please refer to the examples of various problems in your maintenance addendum.

### **If there is an emergency**

There are few emergencies. An emergency is a life-threatening situation such as a

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, 911 Emergencies involving IMMEDIATE electrical danger, call the utility service or 911, After contacting one of the above sources, then call the Alpha and Omega Real Estate Group office and report the problem.

Emergencies such as backed up plumbing, flooding, call the Alpha and Omega Real Estate Group, even during non business hours please report if there is an issue. An emergency is NOT heat in the Fall, but it is Heat on a zero-degree night on the weekend. Alpha and Omega Real Estate Group recognizes this is important and will make it a priority with vendors to have the heat working as soon as possible. An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

### **Non-emergencies:**

You can submit your request to the Tenant Portal, you may also call us, and send us an email

- Alpha and Omega Real Estate Group maintenance coordinator will assign a vendor to you.
- 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 can mean a charge to you. Therefore, be certain to call the Alpha and Omega Real Estate Group office as soon as possible if you are unable to make the appointment.
- If we are using an outside vendor and you don't hear from them in 2 business days, please call the maintenance coordinator at the office or email [maintenance@alphaomegarealestategroup.com](mailto:maintenance@alphaomegarealestategroup.com).
- Alpha and Omega Real Estate Group maintenance coordinator 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 Alpha and Omega Real Estate Group and state you had a recent repair but there is still a problem.
  - 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**

Cleaning is easier when you use a “preventative approach.”

- Always remove food and wipe up food debris.



- Cleaning 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 on counter tops, stovetops, and hood filters regularly.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances, which is also dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers. Cleaning bathroom tiles or other surfaces regularly in order to prevent the buildup of grime.
- Cleaning toilets regularly to avoid buildup of grime, rings, and mildew. ●
- Mopping tiles, wood, and linoleum to avoid “dust bunnies” and the buildup of grime. Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills. Regularly pick up debris and pet feces in outside areas. ●
- 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 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 cups of 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 ¼ 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 the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

**Energy saving tips**

Saving water is important for the environment and you will have a lower utility bill for your residence as well:

**Reporting water leaks:**

Report water dripping under sinks

Running toilets are big water wasters. If a slow drip can add hundreds of dollars monthly to your bill. Report malfunctioning sprinklers

Report standing pools of water

Report malfunctioning water appliances such as dishwashers and washing machines that come with the property

Run the dishwasher when it is fully loaded.

Replace your old washing machine with an energy efficient one - you could save the cost of the machine in water and energy bills.

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 "high," this is a dangerous temperature level.

Counsel all 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 on the sunny side of the house during different times of the day; this can lower the temperature dramatically.

Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke (and have been authorized in writing to smoke in the house). A clean filter helps the air-conditioner to 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 Alpha and Omega Real Estate Group 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 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, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

### **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 resident. 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 tenants to have adequate insurance coverage for the contents and the lease requires this.

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.

You can add tenant insurance via the link on your portal

[https://alphaandomegarealestate.appfolio.com/connect/users/sign\\_in](https://alphaandomegarealestate.appfolio.com/connect/users/sign_in).

### **Safety Tips**

The safety of you and your family is important to Alpha and Omega Real Estate Group 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 indefinitely and turn them off when you leave the residence to prevent fire hazards.

Never leave water running unattended in a plugged 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 Alpha and Omega Real Estate Group. 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 with too many appliances.

Place lamps on level surfaces and use the correct 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 Alpha and Omega Real Estate Group immediately.

Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.

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 Alpha and Omega Real Estate Group office. Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.

If you use a grill or BBQ, 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 certain they are cold. Do not store fireplace wood against the residence.

Always be certain the damper is open before starting a fire in the fireplace. Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

### **Vacation checklist**

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

If going out of town for an extended period, please notify Alpha and Omega Real Estate Group how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact. Check your rent payment 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, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.

Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.

If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.

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 answering device telling people you are out of town and for how long. Set timers on interior lights, to deter burglars.

Be sure to check all windows, window locks, and doors before leaving. If you have an alarm, be sure to set it.

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.

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 at any unexpected times and places. 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.

We are also providing you with our “Resident Emergency/Disaster Handbook.” In there, you will find a heap of information on how to handle a true emergency or disaster. **Maintenance emergencies:**

Alpha and Omega Real Estate Group outlined in the maintenance section earlier in this manual the ideal responses for different kinds of emergencies. Alpha and Omega Real Estate Group requests that you treat the Alpha and Omega Real Estate Group 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 Alpha and Omega Real Estate Group 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.

Alpha and Omega Real Estate Group requests that you call emergency services first in a disaster. Then notify the A&O office as soon as possible what has happened. A&O will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible

When calling the A&O office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

**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, VCRs, stereos, cameras, camcorders, A&O equipment, jewelry, silver, computers, or anything of value

Know where the shut off valves are in your residence, review page 9 in the A&O Tenant Handbook, "getting to know your residence"

Keep copies of important papers stored in a safety deposit box

Make sure your renters' insurance is current at all times

Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.

Plan escape routes in the event of fire and inform every resident 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 and for the right kind the flashlight

Have large long-burning candles and matches available

Have an adequate first aid kit and replace items when necessary

Have your cellular phone charged

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

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 A&O when it is practical, but remember that A&O will do what they can to help you, but it 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/disaster to avoid overloading the circuits

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 disaster occurs

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, not touching any metal.

**Drug free housing**

Alpha and Omega Real Estate Group has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people



can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a 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. They 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 and particularly at
  - night, it could be a drug house, particularly if you observe high security precautions surrounding the property
  - First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify A&O of your suspicions as soon as possible.
  - Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert - a drug house or drug activities are a danger anywhere and to everyone.

### **Frequently asked questions**

A&O has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

#### **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.

#### **Can I install extra telephone lines?**

You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify A&O and obtain written permission to install the lines.

#### **Can I have a satellite dish?**

Yes, you can have a satellite dish. However, you must submit a request to A&O and sign an agreement prior to installing the dish. You also must take responsibility

for removing the dish and repairing any damage. The dish must not be mounted on the sides of the house or on the roof. Call the office for details.

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

Notify your A&O management team of your request for a pet. Do not move a pet into the property without permission as there are strict penalties for that. It is also depending on what you have, how many you have, and a clear application. Pet fees and monthly pet rent vary by property. Many times, pets are not allowed in apartments/multi-unit buildings.

What happens if my pet dies or runs away, can I have my increased security deposit back?

Not all owners require extra security deposit but assuming this is the case, no, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

### **What happens if I want another pet?**

Notify the Alpha and Omega Real Estate Group team what pet you want. We will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit may be required and an additional monthly fee will be required. My roommate wants to move, but I want to stay. What do I do now? You need to communicate together so that you both know what will be happening. If one of you wants to stay and one wants to leave you have to discuss how you will be handling security deposit. You also will have to be able qualify to stay by yourself and prove you have enough income to afford the unit.

### **I want to add a roommate, now what do I do?**

The prospective roommate will have to apply and Alpha and Omega Real Estate Group must approve the person PRIOR to them moving into the property. You can fill the application online and pay the application fee at <https://alphaomegarealestategroup.com>. If Alpha and Omega Real Estate Group denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

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

The owners are showing 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 Alpha and Omega Real Estate Group contacted you first to set a date and time.

### **Giving your notice:**

Eventually, you will move, and we want you to be prepared when this is necessary. Alpha and Omega Real Estate Group tenants are required to give a 60 days' notice

prior to moving (assuming the lease will soon be expiring or there is no currently active lease). You can email a clearly written notice to vacate to [info@alphaomegarealestategroup.com](mailto:info@alphaomegarealestategroup.com) or better yet fill out our Notice to move form here <https://forms.monday.com/forms/15e3589f999796b982cf4cbe073d382e?r=use1>

### **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 A&O management team to discuss your options. Notices must be in writing. The day A&O receives the notice is the date the notice begins. Alpha and Omega Real Estate Group prefers notices via email or the online portal as they are clearly documented to the benefit of all parties.

A&O does not provide rental history to other landlords/property management companies unless tenants submitted an online notice to vacate and have specifically authorized us to give this information out.

### **Preparing the property for move out inspection**

After you submit your Notice to Vacate, Alpha and Omega Real Estate Group will contact you to schedule a walk through, we always schedule the move out inspection after the property has been vacated. 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.

Please know that failure to deliver keys and openers could 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 Alpha and Omega Real Estate Group Moving Checklist so you remember important details.

### **Preparing the Property**

When ready to move, if you have questions on how to prepare your residence, please call your A&O 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. This checklist or something like it should be included in your move out preparation email.

## **Cleaning**

Have the property clean throughout the interior and the exterior.

This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc. Tenant caused dirt 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**

Dirty carpet is different from worn carpet. You will be charged for stains left to the carpet as well as dirt and debris on carpet.

We recommend getting a professional truck mounted steam-based carpet cleaner. Regardless when you move out you need to have your carpet professionally cleaned and show us the receipt.

Draperies/window coverings/windows (if applicable)

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 following must be in working order to avoid charges when moving out:** Burned out light bulbs

Non-working 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 loaded with ants, spiders, fleas, roaches, bed bugs 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, 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.

### **Trash**

If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.

Place all other trash within the appropriate trash receptacles for normal trash removal. Do not overflow trash receptacles.

### **Painting**

We request that you do not spackle, putty, or touch up paint unless sure the paint will match. Charges can occur if unnecessary painting is required due to tenant painting. Oftentimes people try to touch up nail holes and that makes a big mess. When touching up paint on a filled nail hole make sure to use an artist 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 leave the property in good condition, it simplifies the task of refunding your security deposit. Alpha and Omega Real Estate Group remits security deposit transmittals within 30 days in accordance with Ohio landlord/tenant law. Remember, Alpha and Omega Real Estate Group wants your move out to be a pleasant and successful process.

### **Conclusion**

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

**Have a successful and wonderful residence**