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## Tenant Handbook

### 1.1 WHEN IS RENT DUE?

Our most frequently asked question is *“When is rent due?”*

**Rent is ALWAYS DUE ON THE 1st of the Month.** There is a grace period that allows for rents to be marked as timely when postmarked by the 3rd of the month. If the 3rd falls on a holiday, the payment must still be as of the 3rd or earlier in order to avoid later fees.

**You can pay online through Payclix or you Tenant Portal in AppFolio, you can also contact us if you would like to set up an auto-draft from your bank account.**

### 1.2 HOW ARE PAYMENTS APPLIED?

Payments to your account will always be applied to the oldest charges first. If you have a late fee, or a utility charge, lease violation or any other fee, from the previous month. The previous balance plus your rent will be due by the 3rd to avoid late fees. If the full balance is not paid on or before the 3rd then rent will only be partially paid. Partial rent payments will not prevent your account from being delinquent and you will be charged more late fees and fines associated with past due rents. Partial rent payment can be refused by the owner until the full balance is received.

### 1.3 LATE FEE COSTS

Late Fee Costs

A late fee of \$25 is charged for payments received on the 4th. An additional \$10 a day is applied for each day thereafter until payment is received in full. Partial payments will not stop late fees from accruing.

### 1.4 SMOKING GUIDELINES

Smoking Guidelines

For rentals where smoking is allowed: Smoking is permitted outside away from doorways and windows.

**No smoking indoors.**

**No smoking in stairways**

**No smoking in hallways**

**No smoking on balconies**

### 1.5 WATER LEAKS

Turn the water off. The valves are under your sink and below the toilet tank. Call the office and report the leak.

### 1.6 PROTECTING FLOORING

Protecting Vinyl

If you will lubricate the feet of your washer and dryer with liquid soap it will help prevent from tearing the floor when moving in or out.

### 1.7 PETS

All pets must be pre-approved by management before being permitted on the premises or in your home. If you are a pet owner please follow these guidelines as well as those outlined in your Pet Addendum:

- Never leave your pet unattended outside.
- Clean up after your pet
- Respect your neighbors. No excessive barking of dogs.
- Do not swap pets out, each animal must be pre-approved by Landlord, even when a deposit has been paid, and one animal is no longer at the property.

### 1.8 REPAIRS

Report all Safety and Health issues as well as functional repairs to the management immediately. Always get Landlord approval prior to doing repairs yourself.

### 1.9 WATER FILLED FURNITURE

Unless otherwise stated in your lease, all water filled furniture must be approved by PPM Inc. This includes all fish tanks over 20 gallons and water beds.

### 1.10 TRAMPOLINES

Unless otherwise stated in your lease, all trampolines must be approved in writing by PPM Inc.. A copy of tenant's liability insurance covering trampoline and guest or personal damages must be on file with Landlord.

### 1.11 AUTO SPRINKLERS

**Springtime Sprinkler Turn-Ons** You will be notified that our vendor will come and do the initial turn on of your sprinklers. **If after two attempts** to contact you we reserve the right to enter your property without further notice for the purpose of gaining access to the sprinkler timer. If the timer is in the garage then we will need to enter through your home and we will allow our vendor to use the pass key. **PLEASE** respond to the vendors call to set up a convenient time so that the sprinklers can be set for the season.

**Winterization of Sprinklers** The timing of blowing out the sprinklers for winter is very crucial and your cooperation is required. If after two attempts to contact you we reserve the right to enter your property without further notice for the purpose of gaining access to the sprinkler timer. If the timer is in the garage then we will need to enter through your home and we will allow our vendor to use the pass key. **PLEASE** respond to the vendors call

to set up a convenient time so that the sprinklers can be blown out for the season and we can avoid sprinkler lines freezing.

## 1.12 FURNACE FILTERS

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You are required to change your furnace filters regularly (every 1 to 3 mos.). Dirty filters are a big cause of heating problems. If a repair to your furnace is conducted and the cause was due to dirty filters you will be charged for the entire bill, including new filters. The filters received by mail must be installed within two days of receiving filter.

## 1.13 NOISE COMPLAINTS

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### Noise Complaints

Please report excessive loud noise to your local police. **DO NOT** Call the Emergency Line for Noise Complaints.

Do not hesitate to report suspicious behavior in or around the complex or neighborhood. **Dial 911 for all emergencies.** Then call management if it is rental related during business hours.

## 1.14 SMOKE AND CARBON MONOXIDE DETECTORS

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Remember to test the smoke/Carbon Monoxide detectors periodically and keep them in working order and replace batteries when needed. Notify the Landlord immediately should the smoke detectors be defective and fail to work.

## 1.15 EMERGENCY REPAIR ISSUES

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**If you have a life threatening health or safety emergency call 911 immediately.**

### Normal Business Hour Procedure

For all non-life threatening repair emergencies please call our office or report work order online under the tenant tab or our website at [www.paramountpm.com](http://www.paramountpm.com).

### After Hour Procedure

For after hour emergency repair issues please follow these guidelines:

1. Call the main office phone line at 208-333-7767
2. Listen to the message where it will indicate the phone number you are to call for the emergency.
3. Place your emergency call. Leave a detailed message with your:
  - Name
  - Address
  - Phone number
  - Time of call
  - Detailed emergency repair
4. Wait for a return call. If you do not hear from someone try again every 30 minutes.

Non-emergency work orders calls placed on the emergency line will not be called back after hours.

## Tips for Emergency Repair Issues

For these types of repair issues please do the following before calling our office

Water leaking (sinks, toilets, water heaters etc.) - Turn water line off.

Sinks—water line is usually in the cabinet under the sink

Toilets— water line is usually behind toilet

Water Heaters—water line is usually in close proximity of Water Heater

Furnace and/or A/C not working? **(If gas furnace and you smell gas then have everyone in the house leave immediately and call Intermountain Gas at 377-6840.)**

For furnace is thermostat set to “Heat”

For A/C is thermostat set to “Cold”

Check filter to see if it is dirty

For electronic thermostats check to see if they may need a battery

Check breakers

No Electricity

Check Circuit breaker—reset if necessary

Preventing Mold/Mildew

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold or mildew. Residents can help minimize mold growth in their homes by taking the following actions:

1. Ventilation—open window if possible, or run the fan on your homes air-handling unit to help circulate fresh air.
2. During damp rainy weather keep windows and doors closed.
3. Do regular vacuuming and mopping and use environmentally safe household cleaners that help remove dirt and debris that
  - 1. contribute to mold growth.
  - 2. Periodically clean and dry walls and floors around sink, bathtub, shower, toilets, windows and patio doors.
  - 3. If you have a bathroom fan, use it.
  - 4. Use exhaust fans in your kitchen if you have them.
  - 5. Monitor washer and dryer so condensation does not build up in the closet.
  - 6. Thoroughly dry any spills or pet urine immediately off floor/ carpet.
  - 7. Do not overfill storage units...they need ventilation.

Report any evidence of water leak or excessive moisture or mold growth that cannot be removed by common household cleaner.

Also, report any mold that keeps reappearing despite regular cleaning.

## 1.16 HOUSEHOLD HAZARDOUS WASTE

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Ada County's Household Hazardous Material Collection Facility is located at the **Hidden Hollow Landfill**, 10300 Seaman's Gulch Road in Boise. Please call 208-577-4725 for hours of operation or go to:

<http://www.adaweb.net/departments/solidwastemanagement/householdHazMatCollection.asp>

## 1.17 YOUR NEIGHBORHOOD AND THEIR HOME OWNER ASSOCIATIONS

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You are now part of a neighborhood and with that comes the responsibility of keeping your rental home and the property compliant with the Homeowners Association (HOA) rules. You should have been given a copy of the CC&R's for your particular neighborhood which outlines the do's and don'ts of your subdivision. If you have not received this copy please contact our office immediately. Whether you receive the copy or not you are still bound by the rules and regulations outlined in the CC&R's. Continual violations can be a cause to terminate your lease agreement and fines will be charged. Please respect these rules as they are for your benefit as well as your neighbors.

## 1.18 PROPERTY INSPECTIONS

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### OUTSIDE

PPM conducts regular drive-by inspections with photographs of all properties. What do we look for? In the summertime we keep a close eye on the condition of the yard including the lawn. When high temperatures hit the Valley it can cause great stress on the lawns, trees and shrubbery. If not watered regularly they can die quickly. It is your responsibility to maintain your yard and keep it healthy. **This means watering, weeding, applying fertilizer and/or weed killer, and mowing at least once a week during the months beginning with the first day of Spring to the first freeze of the year in fall or winter.** Some yards require special attention should the weeds become a problem. Please call the office if you feel the weeds are getting out of control or you have other issues like broken sprinkler lines, or sprinklers not covering certain areas. If during our drive by inspections we note yard stress we will send a friendly reminder and you will be given a time frame in which to correct the issue before further action is taken.

### INSIDE

Inspections of the inside of your home are conducted regularly, but also may be conducted should we feel it necessary or if the owner requests it. You will be given 24 hour notice (unless an emergency situation warrants us to enter without notice) either by a phone call, letter or a note posted to your door that we will be entering your home and using our pass key. Inspectors will take photos of each room, and these pictures are used to communicate inspection results to owners. They are not used in marketing.

If during our inspections we note Lease Violations we will send you a friendly reminder and you will be given a time frame in which to correct the issue before further action is taken.

Issues that may warrant those "friendly reminders" and/or fines and fees to correct include but are not limited to:

- Poor housekeeping

- Non-approved pets
- Damage to structure
- Winterization Tips

Please read all these tips even though some of them may not apply to you (for instance, if you live in a complex where yard care is provided)

### OUTSIDE

Properties without auto sprinklers please continue to water flowerbeds through the month of November, or until the first snow.

Properties with auto sprinklers please continue to water lawns through the month of November, or until the first snow.

Remove hose after each watering to prevent freeze damage.

Trim bushes and small branches of trees. Report any larger branches that need removal to the Landlord.

Weed flower beds and garden areas

Rake leaves weekly.

Clean gutters out after trees have lost their leaves.

Place plastic over A/C or heat pump outside (a large garbage bag will work with duct tape).

During snow days keep all sidewalks and walkways clear of snow.

### INSIDE

During winter months or when temperatures dip down to freezing (32 degrees F or below) **DO NOT TURN HEAT OFF... keep the thermostat set at 55 degrees or above at all times.**

During winter months or when temperatures dip down to freezing (32 degrees F or below) open cupboard doors under all sinks at night or when you turn your thermostat down.

NEVER use the oven as a source of heat.

Test all smoke detectors and replace batteries where needed. If defective, please contact landlord for a replacement.

If you plan to use the fireplace have it cleaned each winter before you use it.

Close all foundation vents during winter months.

## 1.19 OFFICE TEAM

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### Cassandra Swanson

Director

### Cory Swanson

Technology and Operations

### Karianne Syed

Property Manager

**Mark Nasker**

Leasing Agent, Realtor

**1.20 OFFICE HOURS AND MAILING ADDRESS**

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Office Hours

**Monday—Friday**

9:00 a.m. – 4:30 p.m.

**208-333-7767** Main Office

**208-919-4546** After Hours Emergency Work Orders

*For after hour emergency repairs please call the Main Office line and listen to the message indicating the number for the*

*Or call After Hour Emergency Repair Phone Line at 208-794-9352. You may also text work orders to the emergency work order line any time, but only voicemails left on the emergency line will have an after hours emergency response.*

Mailing address for all payments and legal documents:

3327 N Eagle Road 110-13

Meridian, Idaho 83646

Appointment Only Applications Office

3330 N. Meridian Rd. STE 150

Meridian, ID 83646

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