

ORANGE HOUSE PROPERTIES



TENANT HANDBOOK

Welcome to the Orange House Family!

Okay, so we know handbooks are boring, but this is really pertinent info for our new residents so please just take a few minutes and read it.

It is important to us that you have a safe, healthy, and enjoyable experience in your new home.

As always, feel free to call or email us with any questions or concerns.

The Orange House Team

This Tenant Handbook is intended to supplement your Rental Agreement and shall not supersede any provision of that Agreement.

Contact Information:

Management:

Jarrood@orangehouse.com
Orange House Properties
1309 Forest Avenue, #6
Knoxville, TN 37918
(865) 368-8193

Maintenance and Repairs:

Maintenance Requests:

Regular maintenance requests to be submitted via the “Tenants Corner Section” of our site: <http://orangehouse.com/tenants.php>.

Emergency Call (865) 264 0509

*Emergency means any condition that must be addressed *immediately* to prevent further damage to the property or presents a danger to your safety. For instance, a leak in a water supply pipe is an emergency – a sudden loss of hot water (unless due to a broken pipe) is important, but not an “emergency”.

For a life threatening emergency dial 911.

Landlord Routine Maintenance:

1. We will maintain your air filters every month.
2. We maintain the vegetation and parking areas around the building. Depending on the time of year, one of our staff should be at this property every week to 10 days performing yard work.
3. Door locks are the property of Orange House Properties. If, for any reason, the door locks need to be repaired or replaced, you must contact the Manager. Only our personnel are permitted to repair or replace exterior door locks.
4. Notify us immediately of any substantial damages, equipment failures, or plumbing leaks (even minor ones).

IMPORTANT INFORMATION

1. **Change Your Mailing Address**

If you have not done so already, you should contact the post office to have your mail delivered to Your New Address.

If you are responsible for any essential utilities (water, electric and/or gas) they must be transferred to your name as of your move-in date. To determine which, if any, utilities are your responsibility, consult Section 12.1 of your ***Rental Agreement***.

The service provider for all essential utilities to this property is Knoxville Utility Board (KUB). **Their phone number is (865)-524-2911.**

Tip: Make sure that you request each utility individually. For instance: If you are responsible for all three services, do not ask for “all” utilities to be put in your name. Instead ask that the water, electric and gas be transferred. Otherwise, you may end up without one of these services. Check your first bill to determine that all of your required services have been transferred.

Note: Telecommunication, internet and television services are your responsibility. In our continuing efforts to beautify and maintain the exterior of your premises, we do not permit service providers to install new cables, satellite dishes, nor any other such equipment on the building without prior approval of the Landlord. If your provider intends to install any of these items, you should contact the manager at (865) 368 8193.

2. **No Pets Allowed.**

3. **Move-In/Move-Out Procedures**

3a. **Move in:** On move-in day, you will be asked to sign the ***Property Condition Report***. In many cases, the form will already be completed by Orange House staff. The form will reflect the condition of the property at the time that you move in, any pre-existing damages, and items to be repaired or conditions to be remedied by Orange House Properties. You should take time to carefully review the ***Property Condition Report*** and perform your own walk-through to determine that it accurately reflects the conditions present when you move in. Orange House staff will assist you with this process. The purpose of this report is to protect you, the Tenant, from being charged for pre-existing damages during or at the end of your Rental Agreement. You must sign the report for it to be valid.

3b. Move-Out: You are required to vacate your home by 11:59 p.m. on the last day of your Rental Agreement. You are responsible for returning your home in the same as, or better condition, than it was at the beginning of this Rental Agreement, normal wear and tear excepted. You are responsible for leaving your home in a broom-clean condition and removing all of your possessions. Please return all keys to management otherwise a re keying fee will be deducted from your security deposit. On the day following your move out, the manager will conduct an inspection of the premises and fill out the **Property Condition Report** for the purpose of compiling a list of damages and estimated repair costs for same. (You will be reminded of the time and date of the inspection at least 10 days in advance.) You will then have the right to inspect the premises to ascertain the accuracy of the listing. You and the Landlord will sign the listing, and those signatures will be conclusive evidence of its accuracy. If you refuse to sign, then you will need to state specifically in writing the items on the listing that you dispute and then sign a statement of dissent.

4. **Orangehouse.com**

Our website, Orangehouse.com, provides our tenants with many convenient features that make it easy to report a problem, request repairs, and receive notices. You should receive an email with your *private password* to access the **Tenant's Corner** section of our site. If you haven't received your password please email jarrod@orangehouse.com requesting it.

5. **Paying your Rent.**

Per your **Recurring Payment Authorization Form**, rent will be automatically deducted from your checking account or credit card on file within 5 days of the first of the month. A 5% fee is charged for insufficient funds.

6. **Maintaining Your Property.**

You are responsible for keeping the premises clean, safe, and in good condition. We are extremely careful to deliver your home fully cleaned and in working order and ask that you keep it that way. Please note that you will be held responsible for any and all damage to your home that was not indicated in the **Property Condition Report** filled out at move in. If something is broken or damaged during your stay it is your responsibility to contact the Manager immediately (865) 368-8193 to avoid further problems.

7. **Fire Safety:** Do NOT Tamper with, vandalize or misuse fire safety equipment.
8. **General Safety:** Following a few common sense precautions can help keep our community safe:
Lock your doors and vehicles at all times.
Report suspicious persons or activities immediately.
Be alert and take responsibility for your community.
Don't allow strangers into your apartment.
Don't be alone with people you don't know well.
Don't put yourself into compromising situations.
9. **Protection of Possessions:** You are urged to purchase **renter's insurance** for protection against loss or property damage.
Visit <http://www.erenterplan.com/quote/zip/37916.aspx> to sign up or feel free to use a provider of your choice.

To protect your personal possessions, we suggest the following in addition to having insurance:

Always lock your doors and windows; do not leave valuable items in plain site; record serial numbers of your possessions; and take valuable items with you if you're gone for an extended period of time.

General Rules:

Without diminishing any provisions of the Rental Agreement, we want to highlight some important restrictions that will be enforced at all times.

1. **No grills, chimnea, or flame producing appliances** are to be used near the building or on porches / decks. An exception may be made for gas grills provided that a grease collection device is present and maintained to prevent grease from reaching the floor and, the grill is not operated within 5' of any siding material. By local code, no solid fuel devices may be used within 15' of the building.
No open fires.
2. **Only outdoor furniture is permitted on porches and decks.** Placement of sofas, loveseats, recliners, and similar indoor furniture on the porches and decks is a health and safety issue. They are an attractant for mice and rodents to nest in. And equally important, they are flammable. We are aware of

rodent infestations in dwellings directly related to nesting in outdoor furniture and more that one instance of fires being started on sofas on porches either through careless smoking or deliberately.

3. **Please pick up your trash.** Trash, garbage, and debris left on the property by you (or your guests) is your responsibility. If any such debris is left on the property for more than 12 hours, our maintenance staff may collect and remove it and assess the costs for clean-up. The *minimum* assessment for cleaning is \$35.
4. **Please put your garbage in the trash barrels or dumpsters** we have provided at all properties. The barrels are to be left in their corrals. We do not provide trash barrels for indoor or personal use. Remove all trash from the house as needed and place it in the appropriate receptacles.
5. **Roofs are not porches.** They are not an extension of the living area and are unsafe to walk on. Stay off of roofs. Don't allow pets on roofs. Don't place or store anything on the roofs.

I have reviewed and agree to the terms above:

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Landlord / Agent **Date**

