

## Tenant Policies and Procedures

### Atanis Realty Co. Rentals Policies

#### The Lease

Atanis Realty Co. completes all of the necessary leasing requirements between the tenant of the owner's property and Atanis Realty Co.

We begin by having the tenant complete an extensive rental application, which allows us to evaluate prospects based upon their income, debt, employment, credit checks, criminal history, and previous rental & mortgage payment history, when possible.

The lease that is executed on your behalf is the culmination of years of rental experience and is one of the most detailed, legally binding and professional leases available. Our lease is continually updated to reflect changing legal conditions and gives us the ability to maintain control and manage your property for your maximum benefit.

An initial 12-month lease term is generally used, with lease renewal period of equal length. Longer-term leases can be offered based upon the property owner's preference. Our leases require that the tenant pay monthly rent in advance, due on the first day of each month with a late fee of \$50.00 assessed on all rents not paid by the 5th of the month.

Eviction for nonpayment of rent begins on the 6th day of each month. Tenants will pay a \$10 per day late fee starting the 6th day and continuing on until full rent is collected. Eviction proceedings will normally require up to 15 days to complete.

Tenants are required to give written notice of any maintenance problem. Notification can be in the form of **fax, email or mail or by filling out the in-office maintenance request form**. A serviceman is then sent to make the repair and to determine the cause of the problem. Our lease states specifically that **"tenant caused" problems will be charged back to the tenant**.

With a property owner's consent, pets are allowed with the payment of a \$250 additional (non-refundable) pet fee (per pet). The pet fee is automatically transferred to the property owner upon the tenant vacating the property.

Leases on single-family homes and duplexes also require the tenant to maintain the yard and ground. Pest control service is generally the responsibility of the resident of a single family home, whereas the owner of multi-family housing must bear the responsibility for pest control.

In summary, our rental application, lease, and maintenance and cleaning addendum along with a complete property condition and inspection report help insure that both the property owner and tenant are treated fairly and the utmost control is maintained on your property.

**Rental Payments** – All rents are due and payable, in advance, on the first day of each month. Monthly bills will not be sent. For your convenience, we have three ways to pay rent. Click on the **“Make a Payment”** link located on the front page of our website

**[www.AtanisRC.com](http://www.AtanisRC.com)**

1. **Pay Online with Proper Word Documents (ACH debit of checking account) - then Email to [ach@atanisrc.com](mailto:ach@atanisrc.com)**
2. **Pay through Mail: 1015 Grupp Rd., #31574, Des Peres, MO 63131**
3. **Pay with cash, check, cashier’s check, money order.** Note: PayPal or Square One accepted only if 4% fee paid in addition to rent.
4. All full rental payments are to be made on the 1st day, no later than the 5th day of every month.
  - No partial payments are accepted after the due date.
  - All funds received will be applied to account charges in the order that the charges were incurred, (First In-First Out).
  - Pet fees are required to be paid in full, prior to allowing any animal on the property, and only when approved, in writing, with the Landlord or Management Company.
  - All Payments must be made through the ways mentioned above.
  - **Cash, Personal checks, Money Orders and cashiers checks** accepted
  - If we receive an ePayment NSF, for whatever reason, E-Payments will no longer be accepted, and PayLease will be the Tenants' only option for payments.

Rents unpaid beyond the 5th day of the month are delinquent and are subject to late charges as noted on the lease.

**There are no exceptions to this policy.**

Pet Deposits and Pet Policy

- Pets are allowed under certain conditions in some properties. However, when allowed, the following conditions must be followed:
- Only one (1) pet is allowed, unless approved by Landlord;
- The pet cannot exceed 30 lbs in weight, unless approved by landlord;
- The pet must be either spayed or neutered;
- The tenant is responsible for the immediate clean-up of his/her pet feces;
- A Non-refundable pet fee of \$250.00 (Two Hundred and fifty Dollars) per pet, must be paid prior to having a pet (any animal) on the property;
- A pet is hereby defined and agreed to as: Any animal allowed on the property by the lessee, regardless of the animal's origin, ownership or length of stay. (An example; a guest of the lessee, visiting with an animal (pet) will be construed as a pet of the lessee).
- ABSOLUTELY...NO animals that have a history of biting or are deemed to have a propensity to bite (regardless of size), are allowed on our rental properties. The following dog breeds are not allowed: Doberman Pinscher, Bull Mastiff, Pit Bull, Blue Heeler, Red Heeler, Rottweiler, Chow Chow, Caucasian Ovcharka, German Shepherd, Alaskan Malamutes, Huskies, and Wolf Hybrid.

**NO EXCEPTIONS.**

**Parking**

The following guidelines are hereby instituted for benefit of the tenants. We hope that all tenants will abide by the guidelines; However, should a parking complaint be made, then this office will take corrective action against such violators.

- The parking lot or driveway (single-family and multi-family):
  - Is for residents only
  - Do not park your vehicle in the driveway, or in such a manner that your vehicle either takes several spaces or blocks the use or entrance to other spaces.

- Disabled vehicles, trailers, boats, motor homes, travel trailers and other such vehicles are not allowed in the apartment parking lot, and may be towed without notice.
- Parking is normally limited to one vehicle per tenant. Tenants with multiple vehicles should be considerate of not taking numerous spots and leaving none for other tenants.
- No parking on the grass.

### Maintenance of Premises

Lessee/Tenant shall be responsible for repair or maintenance functions to include, but not limited to the following:

- Changing of air conditioner/furnace filters on a **monthly** basis;
- Resetting of circuit breakers or fuses;
- Unstopping plumbing (except that caused by tree roots or faulty pipes);
- Damage resulting from failure to promptly report to the lessor/landlord any malfunctions or abnormal operations of equipment within the rented property;
- Damage resulting from forceful entry or burglary;
- Changing of electric light bulbs;
- Tightening, of screws, nuts and bolts on hardware not requiring specialized training;
- Excessively high water or utility bills resulting from failure to report of obvious leaks;
- All screen repair, or replacement and repair, or replacement of all broken glass;
- Payment of any repair bill due to tenant request where no problem was found or corrected;
- Lighting of any and all pilot lights on gas fixtures; ensuring the proper operation of smoke detector(s) and replacing the battery as needed. Lessee/Tenant may notify lessor/landlord of necessary repair or corrective action/maintenance and request assistance at lessee/tenant expense. Lessee/landlord will not pay for any repairs or billings charged to lessor/landlord by lessee/tenant.
- **Above ground swimming pools and trampolines are strictly prohibited.**

IF YOU HAVE ANY QUESTIONS, CONTACT THE RENTAL DEPARTMENT DURING NORMAL BUSINESS HOURS.

(SUN-THURS 11:00AM–3:00PM AND additional hours SUN by Appointment Only)

## Emergencies

Emergency Repairs are those repairs needed immediately to protect life and property.

### **IMPORTANCE NOTICE.....IMPORTANCE NOTICE**

For "EMERGENCY REPAIRS" and emergency repairs ONLY...

After office hours, please e-mail [info@AtanisRC.com](mailto:info@AtanisRC.com) with "Emergency at (your address)" in the subject line, then please describe your situation AND CALL 636-220-2598 Someone will respond promptly.

If you cannot email, please call 636-220-2598 and leave a detailed message if your call is not answered. THIS NUMBER IS TO BE CALLED FOR EMERGENCY REPAIRS NEEDED AFTER THE RENTAL DEPARTMENT IS CLOSED.

### **EMERGENCY REPAIRS ARE SUCH AS:**

1. GAS LEAKS
2. FLOODING OF PROPERTY
3. LOSS OF HEATING WHEN THE TEMPERATURE FALLS BELOW FREEZING

### **EXAMPLES OF NON-EMERGENCIES**

1. Plumbing stoppages - tenant
2. Locked out - tenant
3. Air Conditioner or appliances not working
4. Noisy neighbors - tenant/Atanis
5. Broken windows, screens - tenant/Atanis

All repairs arranged for by the tenant will be paid for by the tenant.

## Cleaning Requirements

- Ceilings, walls and woodwork: Loose dirt will be removed from walls, and other surfaces. Blinds cleaned.
- Spots, dirt, grease, fingerprints and other marks will be removed from walls, baseboards, window sills, doors and other woodwork. The element of fair wear and tear will be considered, but not abused.

- Nails and screws must be removed and the walls or doors and restored to their original condition. Holes or spots must be professionally restored.
- All decals, wallpaper or contact paper will be removed.
- All drawers, furniture and cabinets will be emptied, wiped out and left open. Closets and shelves will be cleared of hangers or trash. Kitchen cabinets are to be free of food particles, cleaned and left open. Dishwashers are to be cleaned and dry.
- Refrigerators: The refrigerator will be defrosted and thoroughly washed out with a mild detergent and then wiped completely dry. Turn the dial to the “off” position and be sure to leave the door OPEN. Exterior surfaces and the area behind and underneath the refrigerator cleaned, and the refrigerator returned to its normal position.
- Stove: Wire brushes or sandpaper should never be used. Easy off is a good product to use on the interior of the oven. NOTE: do NOT attempt to use a cleaning product on a self-cleaning oven. Oven reflector pans must be replaced if they cannot be cleaned like new.
- Light fixtures must be cleaned and equipped with working bulbs of proper size. Ceiling fans must also be cleaned and lights equipped with proper bulbs.
- All tubs, basins, sinks, toilets and tile must be thoroughly scrubbed, cleaned and dried.
- Air Conditioner and heater units and vents must be cleaned and a new filter installed and the access panel left off for inspection.
- Exhaust fan and vent-a-hood must be cleaned and free of all grease.
- All tile or wood floors must be cleaned and free of all marks, or tears.
- Garages and driveways must be cleaned and all grease and oil marks removed.
- Grounds must be neatly mowed and edged to include under porches, and in flower beds.
- Trash and other debris must be removed from the grounds.
- Windows and mirrors must be cleaned, inside out. Screens must be in good condition or they must be replaced.
- Fireplaces must have all ashes removed and fireplace cleaned.
- Carpets MUST be professionally steam cleaned and shampooed by an approved vendor. The receipt for payment of carpet cleaning MUST be presented to the rental department at time of vacating for verification. Self-carpet cleaning or rental equipment receipts will NOT be acceptable.
- Tenants that had pets on the property MUST have the property professionally exterminated for fleas and ticks, and present the receipt upon vacating.
- These are the conditions in which your apartment or house should be when inspected for vacating. If these requirements are not met, we simply hire someone to clean your property (see Addendum C) at your expense. Cleaning,

repair, replacement charges will be deducted from your Security Deposit before any refunds are made. If you wish to make corrective actions yourself, a \$25.00 fee will be charged for re-inspection. It is your responsibility and to your advantage to leave your premises CLEAN and presentable.

### Drug Free Policy

- A resident, occupant, guest or any person known to the resident shall not engage in criminal activity, including drug-related criminal activity, on or near the premises listed on the lease. "Drug-related criminal activity" is defined as the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute or use a controlled substance (as defined in section 102 of the Controlled Substance Act {21 U.S.C. 802}).
- A resident, occupant, guest or any person known to the resident shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity; will not permit the dwelling unit to be used for or to facilitate criminal activity, including drug-related criminal activity, regardless of whether the individual engaged in such act is a member of the household or a guest.
- A resident, guest or any person known to the resident shall not engage in acts of violence or threats of violence; including, but not limited to, the unlawful display or discharge of firearms on or near property premises.
- **A SINGLE VIOLATION OF THE ABOVE PROVISIONS SHALL BE DEEMED A DIRECT VIOLATION OF THE LEASE, AND CAUSE FOR IMMEDIATE TERMINATION OF THE LEASE TO INCLUDE ANY RIGHT TO OCCUPY THE PROPERTY. PROOF OF VIOLATION IS NOT REQUIRED. TERMINATION SHALL BE BASED ON ANY EVIDENCE OR ARREST.**

### Smoke Detectors

Maintaining the smoke detector is the Tenant's responsibility. However, the following information may be helpful:

- **Testing Smoke Detectors**  
The smoke detector should be tested on a regular basis. It is best to test it at the same time each month or to associate it with another event. For instance, you may test it every Saturday morning, every time you vacuum the carpet, or just before your favorite television show. Regular testing will insure that it will be working when and if it is needed. To test the smoke detector, simply press the button on the cover. It should make an ear piercing sound. If you have trouble reaching the button, you may use a pencil or even a broomstick to press the button. If the smoke detector does not work, replace the battery. If it still does not

work or if your smoke detector operates on 110 volts then submit WRITTEN/EMAILED request for replacement and/or call the office. Smoke detectors and carbon monoxide detectors are not to be removed or disabled.

- Battery Replacement

When a battery gets low it will “chirp” every 30 seconds until the battery is replaced. DO NOT remove the battery until it can be replaced with a new one. Smoke detectors use an ordinary 9 volt battery.

- Steam

Occasionally steam from cooking or the bath will set off the smoke detector. Take the following steps:

- Open windows to allow steam to escape.
- Turn on Air Conditioner thermostat fan switch ON (not automatic). Return the switch to automatic when the detector is no longer sounding.
- Use a newspaper or a bath towel to FAN the smoke detector.

### Problem Prevention

- Winter Time

- When temperatures fall below 20 degrees – particularly when accompanied by strong winter winds – dramatically increase the possibility of frozen water pipes and the resulting damage from bursting and flooding. It’s important that you plan ahead. Inconvenience and financial loss can be reduced if you follow simple guidelines.
- **Take care to warn the premises before a major freeze occurs.** Keep informed of steps that should be taken to prevent or reduce damage.

- Specifically:

- **Keep premises heated to at least 68 degrees F.**
- **Leave outside faucets running slightly (a small, steady stream of water). But don’t allow outside faucets to flow into the street or onto sidewalks and other traffic areas.**
- **Hoses should be disconnected from outside faucets.**
- **At least one inside faucet – preferably more – also should drip lukewarm water so that both hot and cold pipes are involved.**
- **Pipes under the kitchen sink are particularly vulnerable. When extremely cold, sink cabinet doors should be opened to allow heat from the home to enter.**
- **All faucets should be checked before you retire for the evening and again in the morning.**

- If you are going to be away for any length of time, greater than 7 days, a neighbor or management staff should be asked to check pipes.
- Should a faucet freeze, inside faucet can easily be thawed with a good hair dryer. Outside faucets, however, usually require both the hair dryer and plenty of hot water.
- Should a pipe burst, the following steps should be taken immediately:
  1. Water should be shut off at the main valve. If the break is in a hot water pipe, the valve on top of the hot water heater should be closed. It's important that residents know beforehand the location of water valves.
  2. A plumber must be called.
- Finally, a pipe doesn't necessarily burst the first time it freezes. Sometimes it takes several freezes and thaws before damage occurs. Residents should continue to take care.

Thank you for working with us to make the winter months more pleasant and worry-free.

## Mold Prevention

### INFORMATION ABOUT PREVENTION OF MOLD IN RESIDENTIAL HOUSING

- **About mold.**  
 There has been a lot of talk recently in the media about mold. Mold is found virtually everywhere in our environments-both indoors and outdoors and in both new and old structures. Molds are microscopic organisms which reproduce by spores and have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter.  
 Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.
- **Preventing mold begins with you.** In order to minimize the potential for mold growth in your dwelling, you need to do the following:

- Keep your dwelling clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold.
- Remove visible moisture accumulation on floors, windows, walls, ceilings and other surfaces as soon as reasonably possible. Be attentive to leaks in washing machine hoses and discharge lines – especially if the leak was large enough for a lot of water to infiltrate nearby walls. Also, it is recommended that after taking a shower or a bath, you: (1) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up your towels and bath mats so they will completely dry out.
- Promptly notify us in writing about any air conditioning or heating system problems you discover. Follow our rules, if any, regarding replacement of a/c air filters. Also, it is recommended that you periodically open windows and doors on days when the outdoor weather is dry (i.e., humidity is below 50 percent) to help humid areas of your dwelling dry out.
- Promptly notify us in writing about any signs of water leaks or water infiltration. One of our representatives or service personnel will come to your dwelling unit, evaluate the situation and take appropriate action, as necessary.
- In order to avoid mold growth, it is important to prevent excessive moisture buildup in your dwelling. Failure to promptly pay attention to leaks and moisture that might accumulate on dwelling surfaces or that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources, such as:
  - Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level;
  - Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines;
  - Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;
  - Washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open-pot cooking;

- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- If small areas of mold have already occurred on non-porous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant, Tilex Mildew Remover or Clorox Cleanup. (Note: Only a few of the common household cleaners will actually kill mold). Be sure to follow the instructions on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
  - Always clean and apply a biocide to an area 5 or 6 times larger than any visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets – provided the fibers are completely dry. Washing and dry cleaning will remove mold from clothes.
  - Do not clean or apply biocides to:
    1. visible mold on porous surfaces such as sheetrock walls or ceilings, or
    2. large areas of visible mold on non-porous surfaces. Instead, notify us in writing, and we will investigate and take appropriate action.
    3. Complying with the above will help prevent mold growth in your dwelling, and both of you and we will be able to respond correctly if problems develop that could lead to mold growth. If you have questions regarding this information, please contact us at the management office or at the phone number shown on your Lease Contract.

**If you fail to comply with the above, you can be held responsible for property damage to the dwelling and any health problems that may result. We can't fix problems in your dwelling unless we know about them.**

Tenant Signature \_\_\_\_\_

Date \_\_\_\_\_