

Nelson Property Management

34620 Utica Rd Ste 400

Fraser MI 48026

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Web: www.nelsonpropertymanagement.com

TENANT HANDBOOK

This tenant handbook provides important information about your new home and answers frequently asked questions. As you get settled into your new home, please be sure to provide us with **your new phone number** as soon as possible.

Please remember to have all the utilities put in your name (where applicable) effective the first day of your lease. Confirmation numbers will be required before keys are rendered.

IMPORTANT PHONE NUMBERS

YOUR PROPERTY MANAGER IS:

Dan Nelson

Phone: 586-531-4825

Email: dan@nelsonpm.com

IN CASE OF EMERGENCY - Dial 911

Emergency Maintenance

If you have an emergency that cannot wait until the next business day, you can call us at 586-531-4825. An emergency is a fire, flood, or any dangerous or hazardous situation.

Macomb County - New Tenant Information

Police Emergency 911

Macomb County Sheriff 586-469-5151

Emergency/Non-Emergency 586-727-0200

Poison Control Center 313-745-5711/800-222-1222

Mt.Clemens General Hospital 586-493-3000

St. Joseph Mercy 586-466-9300

Detroit Edison 800-477-4747

Consumers Energy 800-477-5050

Semco Gas 800-624-2019

Wow Cable 866-496-9669

Comcast Cable 855-709-1196

AT&T 888-944-0447

Rizzo Garbage 888-US-RIZZO

Waste Management 713-512-6200

TENANT GUIDELINE

PAYING RENT

Rent is due on the 1st of each month, and may be mailed, delivered to our office or paid online. Make checks payable to:

Nelson Property Management

34620 Utica Rd. Suite 400

Fraser MI 48026

Rent may be paid by personal check, money order, cashier's check or online through your tenant portal. **NO CASH PAYMENTS WILL BE ACCEPTED.** We highly suggest using your tenant portal for both rent payments and maintenance requests, this allows for detailed records on your account.

Our late payment charges are as follows: For all rents received after the 1st day of the month a late fee of \$25 will be assessed. For those payments that are received after the 15th of the month, an additional \$25 late fee will be assessed. On the 16th of the month if the rent has not been received a "7-Day Notice to Quit" will be filed with the court without exceptions.

Please put your name and rental address on your check/money order *every time* to ensure that you are properly credited with the payment. Be sure checks/money orders are completed with names of payer & payee.

Nelson Property Management will not be responsible for cash or incomplete *money orders left on the premises.*

Rent delivered to Nelson Property Management should be delivered during office hours Monday-Friday 10-4.

MAINTENANCE

If a maintenance issue should arise, you may complete a maintenance request at nelsonpropertymanagement.net. When filling out the online service request form be sure to provide the following:

- Be specific about the problem and remember to include your name, address and the best number to reach you.
- Permission to enter your home. Please submit a time when you will be available to let a vendor or repair person into the property. If you select the "Anytime" option, the management office can enter your unit in your absence.
- Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

LOCKED YOURSELF OUT?

Nelson Property Management keeps extra keys for each property. During regular business hours, Monday-Friday 9-5, you may come by and borrow a key, which will need to be returned to our office within 48 hrs. After business hours, keys are not available and you will have to call a locksmith. To avoid getting locked out of your unit, consider the following:

- It's a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, the locks should be changed and it will have to be at your cost.
- Be sure to carry all of your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property to make a repair, they are required to secure the premises when they leave. That includes setting the dead bolts or locks whether you set them or not.

CARE & USE INFORMATION

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call Nelson Property Services. Most of our properties have care manuals for appliances, etc., provided by the owners. Please refer to them first whenever there is a problem. Answers are often found in these guides.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY.

FURNACE AND WALL HEATER MAINTENANCE

All tenants are responsible for cleaning or replacing the furnace filter at least once a year, preferably at the beginning of the fall

or winter. Problems caused by failure to clean/replace the filter may be the tenant's responsibility. To care for your furnace and wall heaters please do the following:

- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

GAS WALL HEATERS

If your home has a gas wall heater, it is prudent to turn off the gas at the unit when the heater is not needed. On any gas appliance, new or older, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the utilities company immediately.

POWER, FURNACE & HOT WATER HEATER OUTAGES

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the utilities company already knows about it. You can, however, try calling them to report the problem.

If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call the utilities company.

If either your furnace or water heater is not working, **call the utilities company first** to have them check it out and/or re light the pilot. If there are additional problems, they will inform you as to what needs to be repaired. Call Nelson Property Services with the information they provide you.

DRAINS

Please avoid letting food, hair, and excess soap get down the drains.

Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. An excellent drain cleaning/clearing solution recipe is:

- 1 cup salt
- 1 cup baking soda
- 1 cup vinegar
- Followed by 8 cups boiling water.

We recommend performing this treatment monthly to avoid build-up. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

GARBAGE DISPOSALS

Be sure to always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up **organic items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. **Never put paper, plastic, glass, aluminum foil or grease in the disposal.**

Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance.

REFRIGERATOR COILS / DRIP PANS

Keep coils on refrigerators (especially sub-zeros) free of dust. Coils need free air flowing around them to operate efficiently. **Failure to keep coils clean may cause the appliance motor to burn out.** The replacement of a burned out motor due to dirty coils may be the tenant's responsibility. Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

FIREPLACES

Please burn only hardwoods in the fireplaces and wood stoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard. Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from burning the floor or floor coverings.

OVEN RACKS AND PANS

The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of

ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

PLUMBING FIXTURES

Never use abrasives on brass or gold fixtures. It is best to wipe fixtures clean after each use. If brass needs to be polished, please use a product specifically designed for use on brass. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.**

WATER DAMAGE

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

MOLD

Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

HOUSE PLANTS

Be sure drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

KITCHEN COUNTERS

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times. **Tenants will be responsible for any damages to kitchen counters during move out.**

CERAMIC TILE - MOLDED TUB AND SHOWER WALLS

To clean ceramic tiles and molded fixtures tiles follow these instructions:

- Dilute 1 part white vinegar in 5 parts water
- **Never use scrubbing cleansers like Comet or AJAX on molded fixtures**, as these products will permanently scratch the surfaces
- Use a soft sponge and apply the solution to the molded areas

MINI BLINDS

When cleaning mini blinds, don't soak them - the finish may bubble and peel. Spray them with a mild soap & water solution and wipe them. You can buy a spray cleaner which is inexpensive and easy to use, making cleaning a breeze. Weekly dusting or wiping can save a lot of work later.

SMOKE DETECTORS

Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries twice a year.

WOOD DECKS / PORCHES

If you have planters or pots, please put raised trays under them so that they are off the deck a few inches. This will allow air to flow beneath the pot, and to prevent water run-off from rotting the deck.

HARDWOOD FLOORS

Never use a mop or oil for cleaning hardwood floors. Use a soft cloth to avoid scratching the surface. It is best to sweep

and dust regularly to avoid build up of dirt. We recommend cleaning your hardwood floors in your home with a small amount of vinegar in water. Periodically clean floors with Murphy's oil following the directions on the label. We encourage the use of throw rugs in front of the sink and the stove to protect these areas from water and grease.

MARBLE AND GRANITE

Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface since it will permanently stain the marble.

Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dish washing liquid such as Dawn or Joy.