



TENANT HANDBOOK



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Welcome Letter!

Dear New Tenant(s)!

Nelson Property Management would like to welcome you to your new home! We pride ourselves on providing excellent service & quick response. We look forward to being of great service to you during your tenancy. We have prepared this Tenant Handbook to help guide you & assist you in answering basic questions that may arise.

Our goal is to be readily available to you at all times! Along with exceptional customer service, we also provide you with tools to make your life easier. This includes 24-hour access to our website to process rental payments & submit maintenance requests.

We hope that your living experience with us will be a pleasant, comfortable & a memorable one! Please feel free to contact us with any questions or concerns at ANY time!

Sincerely,

Nelson Property Management

Meet the Team



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Millie

Office Security

Policy Information:

-Important Policies-

- **Rental Agreement:** The duration of your rental agreement is fixed and specified in the document. An early termination or extension must be discussed with the Property Manager.
- **Security Deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent.
- **Keys:** If you lose your keys or lock yourself out of your home during business hours, you may contact the office to receive a copy of your key at no charge. If you call after 5:00pm on the weekdays or any time on the weekends, you will be responsible to pay a minimum of \$75.00 fee.
- **Yard & Grounds Maintenance:** If you occupy a single family home you are responsible for maintaining your yard, upkeep of flower beds and lawn care is expected. Please refer to your rental agreement for more details.
- **Homeowners Association-** If the premises are subject to a Homeowners Association (HOA). Any fines assessed against Landlord/Owner by HOA for rule violations or misconduct by Tenant shall be considered additional rent which the tenant shall pay upon notice of Landlord.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Please refer to your rental agreement for more details.
- **Guests:** A guest(s) staying for more than 14 days will require approval by the management company. No person not listed on the Lease may reside inside the home. Consult your rental agreement for more information.
- **Noise:** You are subject to all laws pertaining to noise and your rental agreement
- **Routine Maintenance:** As you become more settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
 - Replacing light bulbs
 - Cleaning/Replacing of furnace filters
 - Regular yard & lawn maintenance (including snow removal within 24 hours)
 - Replacement of batteries in smoke detectors and carbon monoxide detectors

Submitting Maintenance Requests:

- If a maintenance issue should arise, please complete a service request by submitting it online through “**Property Meld**” this is the portal for all tenants strictly for maintenance issues only. No verbal work requests will be accepted. www.propertymeld.com
- Please submit maintenance requests online so that you can be as specific as possible about the problem. If you are unable to submit the request online, you may call our Maintenance Coordinator, Kourtne Tarquino at 586-294-6800 Ext 4070 and she will submit it for you.
- If a technician is unable to gain access to the property after coordinating a time and date with you, a \$75.00 trip fee will be charged.

Moving Into Your New Rental Home:

Utilities:

Prior to commencement of the lease term, you are required to transfer the utilities to your name for the property AND provide the confirmation numbers for gas/electric at the time of approval. Your leasing agent will submit your contact information to CHS. Our FREE concierge Utility Service, Citizen Home Solutions, will be contacting you by phone to help you setup your utilities. This is a free service to assist you with connecting utilities, cable and internet according to your area. If utilities are not transferred within 3 business days of move-in this will result in a \$50.00 additional rent on the 4th day plus any incurred charges.

Move-In Inspection:

You will have to meet your leasing agent at your new home to conduct a "Move in Inspection". This process normally takes no longer than 1 hour. The Move-In Inspection protects you as a tenant. The purpose of the Move in Inspection is to document the condition of the premises before a new tenant takes possession, not to create a punch list of repairs to be completed. Landlord will not repair any cosmetic or non-functional items such as carpet blemishes, chipped sinks, etc. nor do any interior or exterior painting or any other repairs unless specifically agreed to by the Landlord in writing prior to move in. Tenant may not rely on any verbal statement made by a management representative that such repairs will be made. Tenant taking possession of the premises shall be evidence that the premises is accepted in "AS-IN Condition" by the tenant.

Site Inspection:

Landlord will contact tenant between the 3rd & 4th month of lease agreement to make an appointment to perform a walk-through inspection. Tenant will be given 7 days prior to notice when scheduling an appointment. Landlord does reserve the right to call for an interior inspection of the premises at any time during this lease provided adequate notice is given.

Paying Rent:

When is rent due?

Rent is due on the 1st of each month and considered late on the 5th. If you pay your rent after the 5th @ 12:00 a.m. you will be issued a \$50.00 late fee on the 6th. If rent is not paid in full by the 10th there will be an additional \$50.00 late fee applied on the 11th.

****Subsequently, if the payment does not cover the past due balance and pay the current month's rent in full including late fees, admin fees incurred. Fees will be asses the following month until paid in full****

How to Pay Rent:

Online: Rent can be paid online at www.Nelsonpm.com

Mail: If you do not have access to the internet, you may mail your payment by money order or certified check to:

32631 Utica Rd. Fraser MI 48026

Pay Near Me: Conveniently make payments at your local Kroger, 7 Eleven Stores. Contact our office for more details on how to use this payment method!

Dropbox: We have an after hours drop box located on the back wall next to the entrance ramp of the building.

Important Considerations when paying rent:

Place your name & property address on the certified check or money order to ensure that you are properly credited with rental payment.

Review your certified check or money order to ensure that it has the name of the Payer & Payee.

DO NOT MAIL CASH UNDER ANY CIRCUMSTANCE.

If a rent check is returned for insufficient funds (NSF), all charges include NSF and late fees will be charged directly to you.

Emergency Procedures:

In the case of a medical, fire, or other emergency situation that could involve you or someone surrounding you, please call 911.

Maintenance Emergency Procedures: If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the next morning.

The specific definition of a maintenance emergency is:

- An issue that is dangerous, hazardous or if not addressed immediately could cause damage to the property or your personal well-being (ex. Flooding, no heat in the winter or gas leak).

An emergency is NOT:

- Annoying sounds, appliance malfunction, A/C failure, drain stoppage, etc... While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- Although an A/C issue is not technically defined as an emergency, we do understand how hot summers are here in Michigan and can sometimes be unbearable during the summer.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a formal service request.
- If the situation occurs after business hours, please call our main office line at 586-250-1453. If you reach a recording, leave your name, phone number, address and the type of emergency.

Checklist for Emergency failure (prior to contacting the Property Manager):

For Electric/Gas Heat:

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last 6 months
- Test any other gas appliances to determine if service has been interrupted (if applicable)

For Water Related Issues:

- If water is running onto floors from any appliances, fixture or piper, close the shut-off valve for the appliances/fixture or shut-off the main valve for the property.

Tenant Responsibilities:

The following items are the responsibility of the tenant at their expense while they are living at the property-

- Replacement of light bulbs with the correct wattage
- Replacement of furnace filters every 3 months. In the event of an HVAC malfunction due to clogged filters the tenant will be charged \$50.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at all times.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professionally steam cleaning and spot cleaning carpets while living in your home
- Normal insect control (bees, spiders, sugar or nuisance ants, etc.)
- Normal rodent control, such as mice.
- Keep property clean, inside & out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- SMOKING IS NOT PERMITTED INSIDE THE PREMISES INCLUDING GARAGES. If there are signs of smoking, the tenant will be liable for costs incurred to perform the following services: prime & paint walls, professional clean all floors & in some cases replace carpets.

Moving Out:

Move-Out Notice:

A written move out notice needs to be submitted to Nelson Property Management 30 days prior to vacating the property VIA OUR WEBSITE. There is a link under RESIDENTS that says NOTICE TO VACATE. Tenants, who do not provide sufficient notice to vacate or deliberately break their lease, are responsible for the remaining rental period. Please consult your lease agreement for additional information.

Cleaning up & Clearing out:

We understand that moving can be an incredibly stressful time. However, there are some important items to consider when moving, which if done properly, will save you time & money in the long run. There is a level of cleaning that is required to return the home in the condition you received it.

- a) Leave tile, vinyl and concrete floors swept, mopped & cleaned
- b) Carpets must be professionally cleaned
- c) Leave porches and patios swept & cleaned. All belongings removed.
- d) Close & lock all windows, lock all outside doors and return all keys to management.
- e) Tenant to clean vent hood, top & interior of stove, oven, microwave, dishwasher & refrigerator.
- f) All bathrooms are to be cleaned. Clean out cabinets, scrub toilets, sinks & tubs.
- g) Wash all mirrors with glass cleaner
- h) Wash all windows & window seals
- i) Remove all belongings & trash
- j) Patch and holes made in the walls
- k) Report to management any problems you may have in the unit.

Any required work not completed by the tenant will be completed by Nelson Property Management and deducted from the security deposit. Once you have removed all personal property and have completed the cleaning of the home, please contact us for a final move out inspection. Leave all door keys, storage unit keys or locks, garage door openers, pool keys/cards and mail box keys with Nelson Property Management.

Security Deposit Refund:

Once you have completed moving out, NPM will complete any repairs and cleaning not noted on your initial walk through and refund your remaining security deposit. WE CANNOT REFUND YOUR SECURITY DEPOSIT THE SAME DAY YOU MOVE OUT because we must ensure that all cleaning & repairs have been quoted/completed; utilities have been properly transferred, etc. Please make sure NPM has your forwarding address to send your security deposit refund to you. **(Refunds will not be released without forwarding address)**

This refund will occur within 30 days.

If the property was damaged or past due rent, water is owed in excess of your security deposit, we will contact you for the remaining payment. If you refuse to pay in full, we will take legal action and a judgment will be filed in court for the outstanding amount. Please consult your rental agreement for additional information.

***THANK YOU FOR RENTING A
NELSON PROPERTY MANAGED HOME.***