

Hansen Properties, LLC
Rick & Shari Hansen- Property Managers

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Tenant Responsibilities for Maintaining the Home

All tenants are responsible for performing routine tasks which are listed below. This is not an all inclusive list but does include the most common items encountered. **If service/maintenance is needed for the property, the tenant should complete a work order form on the website at www.hansensproperties.com. The work order form will ask you to be specific regarding the repair needed and what phone number you want to be called to coordinate the service/maintenance. For emergencies, i.e., water that cannot be shut off, call the Property Manager at 913-547-1113 or 913-547-1114. If the Property Manager cannot be contacted in an emergency, the Tenant may call a listed service provider directly (see last page).** A work order should not be completed for any repairs resulting from tenant negligence or negligence of a member of his/her family, invitees, or guests. These items, as well as minor repairs (under \$50), shall be repaired promptly by the tenant per the lease agreement.

General Requirements:

- Kansas temperatures fall below freezing so **NEVER** turn the heat off when you are gone on vacation during the winter months (October-April). The lowest setting on the thermostat should not be lower than 60 degrees during the winter months to avoid freezing pipes and extensive damage to the home.
- Turn off all exterior faucets and disconnect the garden hose before the first freeze.
- During cold months, ensure all windows, doors, and garage doors are closed.
- Ensure heat vents are open on lower levels and in the garage to prevent frozen pipes. Closing vents near the thermostat may be required in order to force warm air through vents farthest from the thermostat and to evenly distribute warm air on all levels.
- Replace forced air furnace filters every two months at a minimum. Failure to do so will restrict air flow and can cause the furnace to not hold the desired temperature or completely shut down.
- Install carbon monoxide detectors and maintain their operation.
- Test smoke alarms on a monthly basis and change batteries as needed.
- Ensure no debris or combustible material is stored within three feet of the furnace or hot water heater.
- Familiarize yourself with the location of the shut off valves and main breakers for water, gas, and electricity, in case of emergency.
- Check pilot light on water heater, stoves, and furnaces. If a problem is suspected call Property Manager.
- Report any gas odors immediately by calling 911 from a neighbor's house.

Walls and Ceilings:

- Maximum of 2 small nail holes per wall (for pictures, etc.).
- No mollies or anchors are allowed in the walls. No mounting of TV brackets for flat screen TVs are allowed.
- Protect walls from rubs, hand prints, etc. File a claim with the moving company if they damage the walls. You are responsible.
- Special care should be used when cleaning the walls, so as not to remove the paint.

Windows, Doors, Medicine Cabinets, Wall Cabinets:

- Repair any broken window at the time it occurs.
- Repair damaged medicine cabinet mirrors.
- All storm windows, doors, and screens must be in place.
- Repair or replace any broken sash lifts or latches.
- Storm door will be complete with upper and lower glass, and screens. Damaged glass and screens will be replaced. Damaged patio doors or screens will be repaired or replaced.
- Repair storm door cylinders and chains if damaged.
- Repair or replace closet door guides if damaged.

Carpentry:

- Repair or replace damaged or missing doorstops, doorknobs, and cabinet handles with like hardware.
- Tighten loose kitchen or bathroom hardware (paper cups holders, soap dishes, towel bars).
- Repair or replace loose or missing kitchen cabinet and drawer pulls and closet door knobs.
- Repair damaged hinges or handles.

Floors:

- Hardwood floors require that all furniture directly placed on hardwoods must have protective pads on all contact surfaces with the hardwoods.
- Hardwood floors should be cleaned with mild detergent such as Dawn dishwashing liquid. DO NOT USE Murphy's Oil Soap on hardwood floors as it leaves residue which attracts dirt and dulls the finish on the floors.
- Residents will be charged for stains or damages to floors.

Carpet and Drapes:

- Carpets must be kept clean and should be vacuumed at least once a week (more if pets and children are present).

- Drapes or curtain rods will not be removed or installed without property manager/owner permission.

Plumbing:

- Make sure you know where the main water shut off is located in the event of an emergency and you need to shut the water off.
- Use plunger to unclog toilets. Stoppages are not covered by the owner as these usually result from improper usage by the tenant, i.e., flushing inappropriate materials down the toilet, using too much toilet paper, etc. When a plumber is required to unclog a toilet, tenants are responsible for this expense and can contact the plumber of their choice.
- Use a plunger to unclog sink drains. When plunging the sink side with the garbage disposal, put the stopper in the other side of the sink and then plunge the sink. When a plumber is required to unclog a sink, tenants are responsible for this expense and can contact the plumber of their choice.
- Garbage disposals are “mincers” and do not handle large quantities of food material, i.e., potato peelings. This can also lead to clogged drains and cause the garbage disposal to become inoperable. If the blades become stuck, use the allen wrench to loosen the blades. If necessary, push the reset button to get the garbage disposal going again. Both the opening for the allen wrench and the reset button are on the bottom of the garbage disposal.
- Replace cracked, chipped, stained, and broken toilet seats.
- Repair running toilet or report if unable to repair.
- Report all leaking faucets if unable to repair yourself.
- Replace missing sink strainers.

Appliances:

- Replace refrigerator filter prior to vacating (some models)
- Replace broken or burned out bulbs in range or refrigerator.
- Replace or report damaged drawers or racks.
- Replace range hood filter and range hood light if inoperative.
- Ensure all elbows, pipes, and connections for venting dryers are in place.

Humidifier:

- Humidifiers are controlled by a humidistat, usually located next to the thermostat. The humidifier will only operate when three conditions are met:
 - The main furnace blower is operating
 - The Thermostat is in the heat setting
 - The humidistat is “calling” (when the humidity is lower than the setting).
- Normal settings for the humidistat vary depending on the occupants needs. While 35 is a recommended setting, it may be too high for some homes. If you are seeing a lot of moisture on the windows, you have it set too high and need to turn it down to prevent water damage to windows, walls, etc.

- A fresh water supply line tapped into the domestic cold water lines supplies the humidifier with water. Some models use the air circulating from the main blower to force air across water saturated filter for humidification. Other have their own small blower to force air across a special saturated screen and into ductwork. In both cases, the humidistat opens a solenoid in the water line to allow water to flow across the evaporative medium.
- Copper tubing running from the water line area has a valve that must be turned counter clockwise in order to allow water to flow into the system. This is located above the water heater. Tenant then needs to put their thermostat in the “heat position, fan switch in the “auto” position, humidistat in the desired range, and set their thermostat to the desired position.

Electrical:

- Ensure you know the location of the main electrical panel and GFI outlets in the home and how to check them for tripped circuits.
- Replace broken globes on lights, both interior and exterior.
- Replace damaged switch plates and receptacle plates with like covers.
- Ensure all light bulbs are in working order.

Exterior:

- Remove excessive dirt, mud, chalk, crayon, oil, grease or other substances off siding, sidewalks, patio slabs, and driveways. Exterior walls should be clean.
- Keep outside vents clean.

Grounds:

- Remove all trash and leaves from under porches, decks, window wells, stairs, and screened in porches.
- Shovel snow and ice immediately during the winter off sidewalks, patios, driveways, porches, and sidewalks paralleling the street in front of the house. Renter is responsible for any city issued fines.
- Cut grass and rake leaves during the spring, summer, and fall. Remove leaves and debris from under porches, decks, window wells, and stairs. Grass should be kept 3” to 5”.
- Maintain landscaping beds by keeping them free of weeds and replenishing mulch that deteriorates over time. Weeds are an ongoing problem and something you need to remove from landscaping beds, around foundation, around trees, etc., throughout your tenancy. Do not wait until move out to address weeds.
- Minor pruning of trees, shrubs, and vines should be done.
- Police yard of all trash and debris. Remove all animal waste.
- Keep splash blocks and rain gutter extensions in proper location to prevent water from going into house.
- Driving or parking on any grassy area is not allowed. Any ruts caused by vehicle wheels will be filled immediately.
- Repair yard damage. Grass should be growing in areas destroyed by pets or children.

- No firewood will be stored in or next to house structure. Must be stacked as least 15 feet away from any structure.

Garages:

- Keep area clean and free of trash.
- Remove all vehicle oil spots.
- Do not leave garage doors open for extended periods of time during winter months due to the danger of frozen pipes and ensure that vents remain open.

Porches and Patios:

- Keep all porches, patios, and railings clean.
- Replace all burned out porch lights.
- Clean outside light globes. Replace any broken covers.

RV and Boat Owners:

- Travel trailers, motor coaches, cargo trailers, campers, camper bodies and shells (when not physically mounted on a truck), boats and boat trailers may not be left in front of the home for greater than 24 hours, nor can they be stored on the grass or unauthorized areas. Fort Leavenworth MWR operates a storage facility on post or there are also other local commercial storage options.

Basement and Garage Water Leakage:

- All basement and garages are subject to water leakage and flooding. Occupants are required to take action to preclude damage to stored items, such as placing items off the floor on pallets, and keeping sumps and sump pumps clean and free of debris which might preclude proper functioning. Garages are not water tight, and therefore do not make proper storage areas for valuables.

Pet Control:

- Tenants should ensure their cats and dogs do not become a public nuisance by destruction of property, noise, or attacks on persons or other pets. Free roaming cats are considered a nuisance and are subject to impoundment. Dogs will not be tethered to trees or shrubbery, nor tied to the front of the house. Pet owners are required to clean up animal waste at least weekly from their yard and immediately if in areas outside the owner's yard. Lawn damage caused by pets will be repaired by Tenant.

Pest Control:

- There are bugs and mice in Kansas and you may find these in your rental property on occasion. Tenants should be able to manage seasonal pests and those pests that results from living conditions such as sugar ants or mice. Sugar ants can be controlled with thorough cleaning and homemade bait products such as Borax or ant traps purchased from the store. Mice can be

controlled with simple, inexpensive mouse traps. Due to allergies and chemical sensitivities of tenants and their families, owners do not contract with exterminators for routine spraying that exposes tenants to harmful chemicals. In the event that you discover wood eating ants or suspect termites in the home that can cause damage to the structure of the home, please contact the property manager.

Recycling:

- The Leavenworth Recycling Center is at the City Service Center, located at the intersection of Halderman St and Lawrence Ave. (one block east of 10th St.). Leavenworth. Recyclable materials include: office paper, computer paper, file folders, magazines, phone books, newspaper, slick inserts, brown paper bags, corrugated cardboard, cereal boxes, pizza boxes, cookie and cracker boxes, shoe boxes, tin cans, brown, green, and clear glass, aluminum cans, foil, pie pans, aluminum with plastic coating, plastic milk and soda containers, plastic laundry and bleach containers, plastic bags, and plastic overlays, and any plastic container with the opening smaller than the base. If you have hazardous household waste, contact the city service center.
- Lansing Recycling is picked up through the trash contractor and they will supply you with the recycling container.

Miscellaneous:

- Tenants must obtain written permission prior to altering or adding additional TV cable or phone outlets. Any damage caused by installation is the responsibility of the tenant.
- There will be **NO SMOKING** inside the house for any reason. Damage or smell from smoking will be the responsibility of the tenant.
- Any damage caused by the movers will be the responsibility of the tenant. Damage should be reported immediately to the property manager.

WORK ORDER FORM

For maintenance/service requests, go to www.hansensproperties.com and complete the work order form. This is always a required first step in order to get repairs approved and covered by Hansen Properties.

In the event of an emergency, i.e., water cannot be shut off, AC or furnace is not working in extreme temperatures (extreme temperatures are those higher than 90 degrees or lower than 32 degrees Farenheit), call Rick (913) 547-1113 or Shari (913) 547-1114. If you do not get a response in one hour (after 60 minutes), the following are called:

Plumbing: JF Denney Plumbing @ 913-682-2182

Heating/Air Conditioning: Climate Control Services @ 913-634-5765