

TENANT HANDBOOK



4822 N Rosepoint Way, Ste A

Boise, ID 83713

Welcome to your new home!



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PARADIGM PROPERTY SOLUTIONS

Welcomes you!

Paradigm welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. You will find maintenance guidelines, rental payment instruction, general information, tenant responsibilities and more. The owner of the property has retained our firm as their property Management Company and representative to manage your home. Therefore, you need to contact us when you need assistance. Our contact information is listed below and on the next page. We wish you a successful and enjoyable tenancy in your new residence.

Management Staff

Office Manager	Chad Clark	chad@goparadigm.com
Maintenance Manager	Lauren Bailey	lauren@goparadigm.com
Leasing Manager	TaraBeth Lombardo	tarabeth@goparadigm.com
Tenant Relations	Tara Hamack	hamack@goparadigm.com
Marketing Manager	Samantha Cano	samantha@goparadigm.com
Lead Accountant	Paula Hull	paula@goparadigm.com
Owner	Ron Jaques	ron@goparadigm.com

Office Information

Mailing address: 4822 N Rosepoint Way, Ste A, Boise Idaho 83713

Phone: 208-515-7500

Fax: 208-694-8000

Website: www.goparadigm.com

Office Hours: Monday—Friday 9 AM to 4 PM

After Hours Emergency Phone:

208-515-7500 press #7

Moving Checklist Suggestions

- Notify new utility companies immediately to avoid shut off of service
- Contact moving company
- Notify US Post Office—Forwarding address
- Notify current & new schools
- Send “just moved” announcements to friends and relatives
- Notify banks, credit union, savings & loans
- Notify doctors, dentists
- Notify current electric company (if applicable)
- Notify current gas company (if applicable)
- Notify current water company (if applicable)
- Notify garbage company (if applicable)
- Re-register to vote
- Notify DMV—Address change



Tenant Communication

Telephone Calls during Office Hours

During office hours, your call will be answered in person. If you get our voicemail, this means that we are on another line or with a customer.

Voicemail

If, during the day you reach our voicemail system, use the extension number for the party you are trying to reach. If you don't know who you need to speak to, leave your message in the general mailbox. Each management staff member checks their voicemail regularly throughout the day.

Maintenance Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the voicemail system during office hours, or after the office is closed, press 2 to reach the emergency Maintenance hotline.

Maintenance Requests

If you have a maintenance issue, send a written request by email to: chad@goparadigm.com. You may also call our office at: 208-515-7500 or submit online. If you are leaving a message on voicemail, please describe the issue in detail. Also leave your property address and contact phone number for a staff member to call you back.

Email

This is the preferred method of communication to/from you. We send out notices, requests and general correspondence using this method of communication. If you do not have email, we will send this information to you in the mail, or leave a voice message.

Change in Contact Information

Please notify our office if you change your phone number or email address.

Renters' Insurance



The property management company or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain fire and theft insurance for their personal property as well as liability insurance coverage. We are happy to refer you to an agent if you need one.

Paying Rent

- Rent is due on the 1st of each month. It is considered late when received after the 5th of each month.
- Make checks payable to: Paradigm Property Solutions
- You can Pay Online. We will send you a tenant portal activation set up a name and password.
- Rent may be paid by personal check, cashier's check or money order, credit/debit cards.
- We have a 24 hour locked box located near the entrance of our building for your convenience. Use of the US mail is at your own risk. You can include your late fee in this payment.



Fees

We want to review and clarify our fee structure with you. These fee amounts are written into your lease.

- Late Fee = \$10 per day after the 5th. All late fee payments are due in the month they are charged.
- Return Check Fee = \$25 (this is charged for a check returned by your bank for any reason, including online payments.)
- Service of Notice fee= \$30 (this is charged when we serve/ send you a lease violation or 3 day pay)

Change in Tenant(s)

Adding a new tenant:

Before a new person moves into the property, they are required to complete an application and pay the \$35 Application fee and be approved by our office. They will then sign the lease rental agreement.

Roommate moving out:

If you have a roommate wanting to move out, a notice to do a Lease Takeover form must be submitted to our office, and they must find someone to take their room.



Tenant Responsibilities

The following items are your responsibility while living at the property:

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every 3 months.
- 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.
- Professional steam cleaning and spot cleaning of 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 and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers.
- If you have a pet, all pet droppings need to be disposed of immediately.



Pets

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets so if you add a pet to your family; contact our office for prior approval. You will be required to fill out the Pet Agreement form on the pet, and if approved, pay an additional refundable security deposit.

Care of Property

Getting To Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to get to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug (s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding (usually in the street.)
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning the oven so you use the right products
- Time bake knobs on the oven— in the event the oven will not work, these may not be set properly.
- **Dishwasher use:** use only recommended and approved dishwasher soap or cleaning liquid. If you don't know, please ask.
- **Dishwasher and Washing Machine:** Do not put any paper, biodegradable substances, light plastic or like products that would disintegrate - into the dishwasher or washing machine. That includes toilet paper, napkins, children's plush toys, synthetic flowers, fabrics or materials with unhemmed edges, etc. Fibers that come off in the machine cycle can get into the internal tubes and cause the machine to be inoperable and unrepairable. If that happens you will responsible for repairs or replacing the machine at your expense. Don't take a risk.
- **Any blinds, doors (including closets) locks or windows** that are in working condition upon move- in, are required to be in the same condition upon move out. If you change the lock while residing at the property, you **MUST** supply Rentmaster with a working copy of key. If any of the above items break while you are living in the property, please contact Rentmaster immediately.



Maintenance

Maintenance Emergencies

If you have a maintenance emergency and our office is closed, call: 208-515-7500 Ext 7

Emergencies include but are not limited to:

Fire— call 911

Flood— shut the water off and call our office

Smelling gas— turn off gas & call your gas company (Intermountain gas- 800-548-3679)

IMMEDIATE electrical danger— shut off main breaker in breaker box and call our office.

Backed up plumbing— stop using and call our office.

Please make sure when calling this hotline, that it is an actual maintenance emergency that absolutely cannot wait until business hours. Tenant will be charged \$45.00/hour for after-hours service calls that are determined not to be emergencies

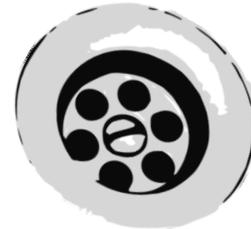
Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make any changes to the home, do not proceed with any work until you receive written authorization to do so

Maintenance Request

- If you have a maintenance issue, submit in writing or email it to: lauren@goparadigm or call our office.
- Our vendors schedule directly with our tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call.

Clogged Drains



Most maintenance calls can be avoided by having the following knowledge. If the services of a professional are required, and he determines that the problem is tenant caused, you will be charged.

Do NOT put **any type of grease** (cooking oil, meat or bacon fat grease, motor oil, cosmetic oils, wax, etc.) down any drain. Put cooled grease in a plastic or other container – into the garbage. Do NOT put **any type of baby wipes**, cleaning wipes or disposable diapers into the toilet – put them in the garbage. Plumbing companies including pipe rooters tell us that even though manufacturer's labels say otherwise – they do plug up drains, and you are responsible if they do.

Do NOT put any type of **feminine products** into the toilet drain – put them in the garbage. These fibrous products are another cause of drain stoppage. Drains are made for natural and biodegradable substances – not artificial substances.

Large amounts of human hair must go into the garbage. If there is hair in the drains, it is a tenant responsibility to clean out.

If you have guests you are responsible for what they do in your unit. If your drain pipes get plugged up due to violations of the above you will be responsible for the cost of repairs or pipe rooster-ing. *Current cost: \$125.00 per drain.*

What Does Not Go Down Garbage Disposals

Anything that is not biodegradable food

Anything combustible

Plastic and metal

Bones from any animal

Hamburger

Spaghetti

Bacon grease or other grease

Egg shells

Potato skins or large amounts of potato

Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables

Pasta and rice



- Just remember, whatever you wash down the sink must make it to the road (city pipes).
- If it is doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.
- Anytime you put anything in your disposal make sure you run water for about 30 seconds.
- Consider running ice cubes in the unit as a means of "cleaning" the unit. The hard ice chips help knock down the scum layers that build up below the seal, and in the grinder wheel.

Preventative Cleaning Tips



Here are some helpful cleaning tips for you...

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in the kitchen; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the build-up of grime.
- Do not use "cleaning products" on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Immediately pick up debris and pet feces in outside areas.



Safety Tips

The safety of you and your family is important to our company, and many things can affect it. Here are some tips to follow:

- Window screens are not a safety device. **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage of bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against the house. You could start a fire.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Pests

You are responsible for sugar or “nuisance” ants. We suggest a product called *Orange Guard*. This product is safe around food, kids and pets. Keep all counters and floors free of water and food items. Spray *Orange Guard* around door openings and any place you see a trail of sugar ants. Also recommended are ant stakes placed at exterior foundation.

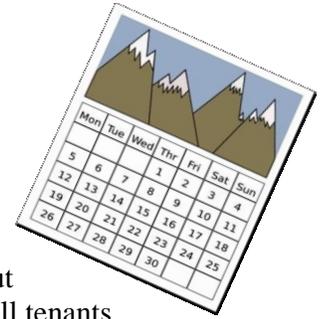


30 Day Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary.

We require our tenants to give a 30 day notice prior to moving.

- You can log onto our website at: www.goparadigm.com and download the *30 day notice to vacate form* along with the *Move out packet*. Fill it out and sign it, then send it back to our office. The notice must be signed by all tenants living at the home. You can mail it to our office or fax it to: **208-694-8000**. *The 30 days begins on the day we receive it in our office.*
- It is the responsibility of the tenant to deliver all keys to our office. We have a 24 hour drop box outside our building for your convenience. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.



Before you vacate the Property

After you have given notice to vacate, please remember to do the following:



- It is the responsibility of the tenant to deliver all keys to our office. We have a 24 hour box outside our building for your convenience. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.
- Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs any additional information from our office.
- Leave the heat set at 55 degrees if you are vacating in the months of October through March.
- Please leave the property "rent ready". The property will be professionally carpet cleaned.
- If you are responsible for yard care, please return the yard to "move-in" condition before you leave.
- Remember to stop your newspaper, TV, internet, etc.
- If you were approved to install a satellite dish during your tenancy, please remove the dish from the property and take it with you.

Your security deposit refund statement will be sent to your new address within 30 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all tenants.

We will be marketing your home to re-rent and will notify you when we have appointments to show it. If you have any questions, please feel free to call.