



5 Stars Plus Real Estate Services

Tenant Lease Policies & Maintenance Guidelines

Lease Policies:

If you feel you meet the guidelines for qualifying , we encourage you to submit an application. The following guidelines are for general information only.

A number of criteria are used to evaluate an application. We reserve the right to evaluate individual circumstances to make a final decision, subject also to our client's approval. Alternative procedures can be used to approve an application. It should be noted that the owner of the property has the final authority for any decision made. We strictly adhere to Fair Housing Laws and do not discriminate against any class or handicap.

Applicants:

- Each person 18 years of age or older must complete and sign an application and only the applicants may reside in the property applied for.
- Co-signer: must complete and sign application. This is not a standard procedure and to the discretion of the reviewer.
- To be processed there is a NON-refundable application fee
- The application will not be approved with any missing or false information By applying it doesn't guarantee you the property
- No evictions, collection from previous landlord, sexual predators

Application Fee:

- \$50 NON - refundable processing fee per applicant will be collected. It can be cash/money order if not complete online)

Credit Criteria:

- No evictions
- No collections from previous landlord
- No sexual related felonies
- Bankruptcies and/or foreclosures over 3 years are acceptable. A larger security deposit may be required.
- Case by case scenarios will be reviewed, more information might be required and shall be supplied on demand. A larger security deposit may be required if needed for lease approval
- Income level must be at a minimum 50% income to rental payment ratio
- Co signer income level must be at a minimum 40% income to rental payment ratio

Conditions of lease Signing:

- A copy of a valid photo ID must be provided
- All the parties over the age of 18 must be present at signing
- Lease signing is available Monday through Friday during business hours by appointment only
- All utilities, if applicable, must be transferred into resident's name as of the date of the possession
- Minimum of security deposit and first's month rent are to be paid in CERTIFIED funds, signed walk through and fully executed lease before keys are provided
- Applicants understand that any changes or modifications have to be authorized management team by writing only
- Applicants understand that a minimum of property cleaning charge at time of lease expiration

Pets:

It is at the discretion of the landlord to accept or deny pets. If pets are accepted it will be advertised accordingly

Maintenance Request Guidelines:

All maintenance requests need to be submitted through the tenant login portal, faxing to our office or dropping in our drop box. After reviewing our procedures please click below at the bottom of the page to login. If you need assistance with setting up your login and password please contact the office. Only maintenance emergencies will be taken over the phone. After hours use our voice mail system and follow the maintenance emergency prompts. Someone will call you back as soon as possible. If you have not received a call back within 10 minutes please dial again and repeat same procedure to ensure that we received the correct information. Only situations that are of an emergency nature will be responded to. In addition, any non emergency call after hours will be penalized at 50\$ per call. We want to insure that our lines stay open for emergency cases only.

- **Emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the integrity of the property.**
- **Following are some basic guidelines as to what constitutes a maintenance emergency.**
- **Fire: Call the Fire Department immediately.**
- **Broken into your property: Call the Police immediately.**
- **A/C Repair: A/C repair is not considered an emergency, do not call you will not receive a response.**
- **Heater Repair: If outside temperature is falling below 40 degrees Fahrenheit .**
- **Clogged Toilet or Drain: Per your lease, this is your responsibility call a plumber. If it turns out that there are roots in the line or something is physically wrong with the plumbing we will reimburse you.**
- **Pipe Broken: Turn off water valve to pipe or exterior water main until contractor arrives.**
- **Broken Doorknob, Lock or Window: Only if it prevents Resident from properly securing unit. If temporary measures can be taken until business hours, resident should wait until regular business hours before contacting management.**
- **No Hot Water: Only if there is absolutely no hot water and it is between the hours of 9:00am and 5:00pm Monday - Friday. If there is no hot water at any other time use temporary measures.**
- **No Electricity: Only if there is no electricity and 1.) The Resident has called the electric company and found that they were not at fault. 2.) After Resident has**

checked all the breakers by flipping them ALL hard to the OFF position and then back on and reset all GFI circuits in the house.

- Partial outages do not represent an emergency! If a wall switch or outlet begins to smoke or smell remove all plugs and turn off switch if necessary call the fire department.

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office and ask for maintenance. If after hours call the emergency pager.

Non-emergency, routine maintenance

The following are not emergencies: refrigerator out, locking yourself out of the house, oven not working and pest control. We are not responsible for loss of food or for alternative lodging due to appliance failure.

All other routine maintenance request must be put in writing per your lease agreement, please use form below to submit your maintenance request. No routine or non-urgent calls will be accepted at any time by phone!

**PLEASE NOTE ALL THE INFORMATION ABOVE MAY BE SUBJECT TO CHANGE UNLESS PROTECT BY
FEDERAL, STATE, COUNTY OR CITY LAW.**