



TENANT MANUAL

[POLICIES AND PROCEDURES]

**XAC PROPERTIES LLP
10/31/2013**

XAC Properties LLP

Welcomes You

XAC Properties LLP welcomes you as a new resident. The abbreviation XAC will be used throughout this Handbook in lieu of the full company name, XAC Properties LLP.

To achieve a successful tenant/management relationship, we prepared the XAC Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that if a problem arises that you can refer to it easily.

You will find in this handbook the following items: maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. XAC wants you to be prepared throughout your stay with us. Therefore, we have provided in this handbook important information as well as, documents that you may need in the future.

The owner/owners of the property have retained XAC Properties LLP (XAC) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact XAC when you need assistance and we have listed below.

We wish you a successful and enjoyable stay in your new residence.

XAC Personnel

Position	Name	Phone	Email
Chief Operating Partner	John Williams	615-925-1300	jwilliams@xacgroup.com
Business Manager	Gail Hunter	615-925-1300	ghunter@xacgroup.com
Customer Service	Carlos Samaniego	615-925-1300	csamaniego@xacgroup.com
Web Master	Roger Simerly	Mexico	rsimerly@rsimerly.com

Tenant Communication

Communication does make a difference in any walk of life, and it can only enhance our relationship by letting XAC know what you need.

Use the telephone, email, the XAC website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember **XAC can not address your issue if you don't let us know about it.**

Telephone calls during office hours

Voicemail

If, during the day you reach our voice mail system, leave a message; complete with your name and the telephone numbers where XAC can reach you, both day and evening. Someone will return your call by close of business the next business day. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the XAC voice mail system during office hours, or after the office is closed, please send an email to ServiceRequest@xacgroup.com with the word **Emergency in the subject line**, state the nature of the emergency and a **contact number**. You will be contacted within the hour. Only true emergencies will be handled after hours.

Service requests

Please remember that **all service requests must be in writing**, unless it is an emergency. This is in your rental agreement. You may access a service request online at www.xacgroup.com/servicerequest, at the XAC office, and in this tenant handbook or email to ServiceRequest@xacgroup.com.

Change of information

It is important that you notify XAC of any changes in your telephone numbers, cell numbers, or email addresses. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and we request that you send your email address to xacproproperties@gmail.com. Email is our preferred method of communication. XAC will put your email address in our database. This enables your XAC Management Team to contact you quickly and efficiently, and as needed send you important information.

Website

The XAC website, www.xacgroup.com also contains important information for tenants. So visit it regularly.

General Office Information

Address information:

Mailing Address: P.O. Box 1425
Madison TN 37116-1425

Street Address: 310 East Old Hickory Blvd
Madison TN 37115

Telephone:

Office # 615-925-1300

Internet:

Email: xacproperties@gmail.com
Website: www.xacgroup.com

Office Hours: By Appointment Only

Emergency information:

Protect Your Rental and Credit History

Eventually you will move out of this property and It is important that during your residency, that you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, be respectful and move out properly. Give XAC the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, a move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call XAC Office.

Moving Checklist

There is a great checklist in this package for when you are moving that details your responsibilities.

Utility/Cable Companies

Any utilities that tenant is responsible for will be cancelled on the 1st day of the rental agreement. To avoid discontinuation of service, contact the utility companies immediately. Should you fail to connect you will be charged \$50 for XAC. Below are some of the common utility company phone numbers.

NES 615-736-6900 Report outage 615-234-0000
Metro Water 615-862-4600

Madison Water Utility Dist. 615-868-3201

Piedmont Gas 800-752-7504

Waste Garbage:

AW Waste 888-413-5105

Dumpster Central 877-573-8233

J E McMurtry Disposal & Recycling 615-227-8881

Waste Management 877-831-4159

Comcast: 615-244-5900 www.comcast.net

ATT 615-851-0303

Rent is due on the 1st of each month and late if not received by the 5th. Refer to your lease for you rental due date. If you know that you will have a delay or problem paying by the due date, contact XAC immediately. Lack of communication can affect your rental reference.

XAC receives rental payments by:

- ✓ By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the XAC bank, saving you time.
- ✓ US Mail (must be received on time)
- ✓ In the XAC office

XAC does NOT accept rental payments in:

- ✓ Cash
- ✓ Rolled coin
- ✓ Post-dated checks
- ✓ Credit/debit Cards (Coming Soon)
- ✓ PayPal

Partial rent payments do not waive a tenant's breach of lease. The landlord may accept partial payments and still proceed with evictions based upon monetary and non-monetary breaches of the lease

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the late fee is \$50.00 if rent is not received by the fifth day after which it is due. If your rent is due on the 1st it is late after midnight on the 5th. Late fees are automatically posted to your account and a letter to that effect is mailed on the 6th day after it is due. This letter doubles as your eviction notice giving you 10 days to pay or we will begin the eviction process
- **Eviction fees** – Court cost start at \$96 per person plus Complaint filing fees, Court appearance fees and Second trial fees range from 5%-12% of the monthly rent.

Maintenance charge –XAC will bill you for the following:

- If you have made an appointment with a vendor but failed to meet them at the scheduled time.
- For items that you are responsible for per your lease.
- For damage done by you or your guests.
- For any fines or and/or violations that are imposed on XAC Properties due to Tenant's negligence.

There will be a 20% administrative fee added to the bill for any expense that is the responsibility of the tenant including move out condition

Maintenance reimbursement

Generally, XAC assigns a vendor to perform work you request in your residence. Tenants are **NOT PERMITTED** to complete repairs nor hire repair work without the express written permission from XAC, with the exception of items that are the tenants' responsibility per the lease agreement detailed on the Maintenance Addendum (Section 12 of your lease agreement) **TENANT WILL NOT BE REIMBURSED FOR UNAUTHORIZED WORK.** However, if you have contacted XAC in advance and XAC has approved you to perform a minor maintenance item and XAC has agreed to reimburse you:

- Pay the bill and send the receipt to XAC. XAC will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

Care of the 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 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
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- In the event your oven will not work check the time bake control before placing a service request.

If you are uncertain about any of the above items, contact your XAC Management for help.

Move In Process

Once you have been approved you have 48 hours to sign your lease and pay the Security Deposit. Typically your lease will be emailed for your review and you will schedule a time to discuss and sign lease you must pay by certified funds.

In any case all move in funds are due prior to move in.

If the property was occupied when you made application you understand that it is being rented cosmetically in "AS-IS" condition. Once the tenant has vacated we will perform a walk through and will ensure the unit is professionally cleaned and that items are performing the function intended. Unless agreed to in writing, we cannot promise cosmetic upgrades. At move in you will complete an Inspection Form to notate cosmetic deficiencies for your protection at move out as well as any items needing repairs that are not performing the function intended. Once turned in, we will submit a service request for necessary repairs.

We perform a standard make ready in between tenants. This means that we ensure the unit is clean and items are performing the function intended. It does not mean that we will paint, replace carpet, etc...

Everyone has different standards of clean. We use a professional cleaning service that cleans to our standards. If something of importance was missed we will send housekeeping back to touch up. Due to when the unit was cleaned a little dust or dirt may have accumulated on the floor– this is not cause to send housekeeping back out.

XAC does it's best to accommodate your desired move in date. If it is a back to back turnover and the vacating tenant leaves the property neat, clean and in good repair it is usually not a problem. However if the unit is not left up to our standards we will need time to make it ready. We apologize for any inconvenience or delays and promise to do everything we can to expedite the process. No amount of pressure applied from your end will make it happen any sooner. You will have 7 days to return the Move In Inspection Report. Please notate any cosmetic deficiencies for your protection at move out as well as any items needing repairs. Once turned in, we will submit a service request for necessary repairs. This is the proper channel for you to submit your request. Unless it is a true emergency **DO NOT** call about repairs until you have submitted your report. We will not address items (**unless an emergency**) until you submit the report.

We recognize that moving is a stressful process. We do our best to make this as smooth a process as possible. Please understand that throughout your tenancy we have policies and procedures to follow and our relationship is best served when all parties recognize this. XAC welcomes a long term win-win relationship with you.

Pets

XAC Properties welcomes well behaved family pets. We require our tenant's to be responsible pet guardians. As a company we promote the welfare of companion animals. Our standard pet deposits are non-refundable. Should your pet become a nuisance you will be given 72 hours to rectify the situation or remove the pet from your home! We **STRONGLY** advise that you have renters insurance which provides you with liability protection should your pet harm anyone or cause damage. If you have a pet you agree:

- a. That the pet will be allowed out of the pet owner's unit or yard only under the complete control of a responsible human companion and on a hand-held leash or in a pet carrier.
- b. That any damage to the exterior or interior of the premises, grounds, flooring, walls, trim, finish, tiles, carpeting, or any stains, etc., caused by the pet will be the full financial responsibility of the resident and that resident agrees to pay all costs involved in the restoration to its original condition. If because of any such stains, etc., said damage is such that it cannot be removed, then resident hereby agrees to pay the full expense of replacement.
- c. That the resident will provide adequate and regular veterinary care including but not limited to all required shots, as well as ample food and water, and will not leave pet unattended for any undue length of time. Resident will diligently maintain cleanliness of litter boxes as well as pet sleeping and feeding areas. Resident will prevent pets from engaging in behaviors or creating excessive noise at a level that disturbs neighbors, including, but not limited to, barking, jumping, and running.
- d. That, if there is reasonable cause to believe an emergency situation exists with respect to the pet, and if efforts to contact the resident and emergency caretaker are unsuccessful, the rental manager may contact the local animal control authority and assist its staff in entering the resident's apartment. Examples of an emergency situation include suspected abuse, abandonment, fire or other disaster, or any prolonged disturbance. If it becomes necessary for the pet to be boarded, any and all costs incurred will be the sole responsibility of the resident.
- g. That the resident agrees to indemnify, hold harmless, and defend rental manager against all liability, judgments, expenses (including attorney's fees), or claims by third parties for any injury to any person or damage to property of any kind whatsoever caused by the resident's pet(s).

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. XAC has more tips in this handbook.

Tenant Renovations/Alterations

It is the XAC policy that tenants do not make repairs or alterations. You agreed to this in the XAC lease agreement. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by XAC
- XAC will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
- Sign an XAC agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the Maintenance Addendum ((Section 12 of your lease agreement)) for more details on the list below):

- Replacing smoke alarm batteries at least semi-annually
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every month. XAC Property will provide filters for your use. You may pick up a three month supply at the office.
- 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 residing in the property and at move out
- Normal insect and pest control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Mowing the grass, trimming trees and cleaning gutters unless lawn care is provided
- Landscape watering
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service where provided. If Metro Government does not provide this service in your area you must either contact a service yourself or deliver your garbage to the convenience center at 939A Anderson Lane, Madison, TN 37115. Hours Tues.-Sat. 8:00am-4:30pm
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.

- Reset tripped circuit breakers, fuses, and oven timers
- Relight oil or gas pilot lights or call Piedmont Gas Company
- Disconnect garden hoses from the outside faucets in the winter
- Unclog drain stoppages
- Disposing of toxic waste properly in accordance with local and county laws
- Windows, doors or other glass breakage
- Removing normal mold and mildew
- Reporting any evidence a of water leak

Procedures for requesting maintenance

Before calling XAC

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

If there is an emergency

There are few true emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving **IMMEDIATE** electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the XAC office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the XAC office at 615-925-1300, and send e-mail to ServiceRequest@xacgroup.com and if necessary, call 911.
- No heat during the winter only
- An emergency is **NOT** lack of heat during spring, summer and fall, but XAC recognizes this is important XAC will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning in winter, non-working dishwasher, sprinklers, etc.

Non-emergencies:

Fill out a Service Request Form. Email, mail, or bring the request to the XAC office.

- Service Request Forms are available in this handbook, on the XAC website, and in the XAC office.
 - XAC will assign a vendor/maintenance person to contact you.
 - XAC will give vendors/maintenance personnel keys to the residence with your permission for faster service.
 - XAC staff will be on site while repairs are made – you don't need to be present.
 - Remember, this is a **NON-EMERGENCY** item and in most cases, the vendor will not be able to make an appointment immediately.
 - If you do not hear from a vendor/maintenance person within 5 – 7 business days, call the XAC office and inform your management team that a vendor has not contacted you.
 - An XAC team member will contact the vendor/maintenance person to find out the cause of the delay, and then inform you when to expect the vendor/maintenance person to call.
 - After a repair has taken place, if you have trouble, call XAC and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning is easier when you use a “preventative approach.”

- 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 kitchens; 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 mold or mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener: Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains: For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
- For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops: To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner: When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.
- Dishwasher: Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
- Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- A cup of dry unused coffee grounds can also absorb odors when placed on a refrigerator shelf.
- Washing machine: A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets: Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains: Vacuum the carpet if the stain is dry.

- If the stain is still wet, blot gently to remove excess – blot, do **NOT** rub.
- Lightly soak the carpet stain with clean water first to remove the stain – blot, do **NOT** rub.
- If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do **NOT** rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor: Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

- Saving water is important for the environment and can mean a lower utility bill for your residence as well:
 - Always report water leaks to XAC as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
 - Run the dishwasher when it is fully loaded.
 - Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
 - Check water hoses on washing machines for leaks; change hoses every three years.
 - Adjust the water level to match the load, using less water for small loads.
 - Avoid using flushing toilets to dispose of ordinary trash.
 - Take shorter showers.
 - Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
 - Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
 - Counsel all children on how to prevent wasting water.
 - Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every month. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.

- In older homes drafts are common. You may use plastic over the windows and draft stoppers by the doors.
- Report any major drafts to the XAC office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace damper if you do start a fire.
- Replace the furnace filter monthly. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, but they do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. The owner nor XAC Properties carry any type of insurance to cover you or your belongings, this is 100% your responsibility.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up. Also included is Loss of Use coverage. If a covered loss requires you to leave the residence the insurance will cover the required increase in living expenses. And perhaps most importantly it offers liability coverage for you.

RENTERS INSURANCE IS VERY AFFORDABLE. XAC PROPERTIES STRONGLY ADVISES YOU TO OBTAIN THIS COVERAGE AND IS NOT RESPONSIBLE IF YOU DON'T.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

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

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- 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 a light fixture, report the leak immediately to XAC
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with 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.

- 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 XAC 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

Keep a portable fire extinguisher in the kitchen and the garage. XAC Properties provides one fire extinguisher per property. Additional fire extinguishers are available in hardware supply stores.

- If you use a grill or BBQ, use common sense, never leave grills unattended.
- Never place a grill or BBQ against a wall or under a deck or patio covering.
- 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.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for two weeks or longer, please notify XAC how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- During the winter set the heat to a minimum of 58 degrees and leave a slight faucet drip to avoid frozen/broken pipes. **FROZEN/BROKEN PIPES ARE A TENANT RESPONSIBILITY AND CAN BE COSTLY TO REPAIR.**

- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
- Metro Nashville Davidson County has an ordinance against the sale or use of fireworks in Davidson County, with the exception of properly permitted public displays.
- Do not use fireworks in or around your residence. Officers will monitor neighborhood complaints. Violations could result in the issuance of misdemeanor citations and the confiscation of fireworks.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies: XAC outlined in the Maintenance Addendum (Section 12 and 13 of your lease agreement) that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc. We have also reviewed them in this handbook.
- Please follow the maintenance instructions and call XAC when appropriate.
- XAC requests that you treat the XAC staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
- Be prepared and use the XAC Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- XAC requests that you call emergency services first in a disaster. Then notify the XAC office as soon as possible what has happened. XAC will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- When calling the XAC office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.
- If you lose power or other utilities you must contact the utility company. XAC will not be able to assist with restoration of utilities. If you are snowed in and out of power most

likely so is everybody else. XAC makes no guarantees that you will be able to access your home or have utilities in inclement weather. Tenants are advised to have an emergency plan.

Drug free housing

XAC has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify ARE of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. XAC tenants are required to give a 60 notice prior to moving during the term of the lease. Month to month leases require a 30 day notice. We have provided in this information a “Notice to Vacate from Tenant Form” to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- **Breaking your lease:** If you need to move and you are still committed to a lease period contact your Rental Manager you will be required to put your notice in writing. You are responsible for payment of your rent until either the end of the lease or until the unit is re-rented. Please be sure to pay your full rent as due. If the unit is rented to another tenant prior to the expiration of your lease you will be entitled to a refund of the rent covered by the new tenant. You are responsible for a \$250 fee for the cost to re-rent. You should begin to market the property immediately. You may pick up a yard sign from our office. We will begin our standard marketing to *assist you* in re-renting the property. Should you locate a prospective tenant refer them to us so they may go through the qualification process and sign a new lease. If you handle your obligations properly you may be entitled to a refund of your security deposit and positive rental reference. If you choose to “break” your lease it will cost you financially, you will receive a negative reference and legal action may be commenced against you.
- Notices must be in writing and must be received by the first day of a new pay cycle. A 60 day notice is considered to be 2 full pay cycles plus any additional days falling in the third pay cycle. If you give short notice you will be charged rent through the end of the appropriate pay cycle. The day XAC receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.

- XAC does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to XAC to give out rental references.
- The XAC Notice to Vacate from Tenant contains the authorization for allowing XAC to give out rental references. This form is included with this information.
- Moving Out: After you submit your Notice to Vacate, XAC will send you a Vacate Receipt letter. This will instruct you on what to do during the notice period, and how to move out and receive a positive reference.
- It is the responsibility of the resident to deliver all keys and openers to the XAC office. This is important as returning the keys signifies that you have vacated and are ready for inspection.
- Failure to deliver keys and openers will incur additional charges as in prorated daily rent until keys are received and locksmith charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the XAC Moving Checklist so you remember important details.
- An accounting of your security deposit disposition will be mailed to you within 30 days of vacating or lease end whichever is appropriate.

Preparing the Property

- We want to refund 100% of your security deposit! When you are ready to move, if you have questions on how to prepare your residence, please call your XAC Rental Manager, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.
- Cleaning: Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.
- Carpet Cleaning
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call XAC for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of XAC and a receipt is required during the walk through inspection.
- Tenants, please note: XAC will not reimburse for any carpet cleaning contracted by tenants.
- Window coverings/windows
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.
- Replacements
- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops

- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

XAC Properties does not provide pest control services. XAC Properties strongly suggest that tenants hire a reputable pest control service.

At move out if you cannot provide proof of continuous pest control service with a treatment within 5 days of move out you will need to followed the following instructions.

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with roaches, ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, use the foggers.
- If you fail to leave the proper number of foggers, there will be a charge.
- If XAC has to perform pest control we will hire a professional pest control company at your expense.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds normal pickup, you are to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures, leave the property in good condition, it simplifies the task of refunding your security deposit. XAC remits security deposit transmittals within 30 days in accordance with the state landlord/tenant law. Do NOT call if it has been less than 30 days since your move out or expiration of lease whichever occurs later. Should we be unable to complete the work necessary within the 30 day timeframe we will send you an interim accounting with the final statement to be mailed to you within 60 days of vacating or expiration of lease whichever occurs later. Should you not receive your statement within the above timeframe please notify XAC. You must provide XAC your forwarding address. Should you fail to provide a forwarding address we will hold your statement in the file. Remember, XAC wants your move out to be a pleasant and successful process.

Rapid security deposit refund

If you follow proper move out procedures and fulfill all your obligations including leaving the property ready for the next tenant minus normal wear and tear we may be able to offer you an expedited refund in 7 days or less for a fee of \$75.

Frequently asked questions

XAC has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a late notice when I paid the rent on the 6th of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 5th of the month. On the 6th, we mail eviction notices. Obviously, we served the notice before we received payment. XAC serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify XAC and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to XAC and sign an agreement prior to installing the dish. Dishes may NOT be placed on the building they must be installed on a pole or tree. You also must take responsibility for removing the dish and repairing any damage. Call your XAC management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your XAC management team of your request for a pet. Do not move a pet into the property without permission. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security or pet deposit back?

- No, Pet deposit is non-refundable

What happens if I want another pet?

- Notify your XAC management team what pet you want.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. XAC will need documentation from you to show you can support the property by yourself. XAC will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the XAC Partial Notice to Vacate included in this handbook.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and XAC must approve the person PRIOR to them moving into the property. You can obtain applications at the XAC office. If XAC denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements. The fee to modify the lease is \$100.00.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why XAC contacted you first to set a date and time.

Conclusion

We hope that you have found the *XAC Tenant Manual* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your XAC management team.

I agree that I have received a copy of this manual. I also understand that it is my responsibility to read and understand manual:

Tenant date Tenant date

Tenant date Tenant date

Have a successful residency