



# TENANT MANUAL

## Renters Warehouse Contact Info for:

- Leasing Questions
- Maintenance Requests
- Rent Questions
- Lease Modification
- Any Follow Up
- Move In or Move Out Questions

**1-844-RW-FIXIT (1-844-793-4948)**  
**[clientservices@renterswarehouse.com](mailto:clientservices@renterswarehouse.com)**  
**[www.renterswarehouse.com/tenant-resources](http://www.renterswarehouse.com/tenant-resources)**







**PRINT AND POST ON REFRIGERATOR OR EASY TO REFERENCE LOCATION.**  
**QUICK REFERENCE & HELPFUL TIPS:**

**Contact information and numbers:**

- Access to all tenant resources: <http://renterswarehouse.com/tenant-resources/>
- Email: [clientservices@renterswarehouse.com](mailto:clientservices@renterswarehouse.com)
- Contact number for all communication: **844-RW-FIXIT (844-793-4948)**

**Helpful tips and reminders:**

- Run HVAC and Heating system early in the season to test prior to extreme temperatures.
- Do not put anything in the toilet other than toilet tissue.
- Do not put any cooking grease down any drains.
- Avoid putting anything through the disposal that may jam or clog the disposal, if applicable.
- Replace HVAC filters on a monthly basis.
- Replace batteries (smoke and CO2 alarms and thermostats) annually.
- Know the location of the water shut off in case of emergency.
- Know location to shut off water heater in case of an emergency.
- Know how to reset garbage disposal, if applicable.
- Know location of breaker box and how to reset a breaker, if needed.
- Know how to reset a GFI breaker, if an outlet or area stops working. This is common in kitchens and bathrooms.
- Keep home tidy and store food properly to avoid pests. Treat pests immediately, if needed.

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## WELCOME

Thank you for choosing Renters Warehouse! We know that you have a choice in where you live and you take great pride in having a home to welcome family and friends to enjoy. We are very excited and proud that you have chosen a home that we manage!

We've created this helpful guide, just for you, to explain our key processes and attempt to answer any questions that you may have. We probably haven't captured everything, so please feel free to ask your Rent Estate Advisor any questions we might have missed or call us in Client Services and we'd be happy to help. We are always seeking feedback and appreciate your insights.

Note: This guide will change over time as landlord/tenant/real estate laws change. There may also be changes in how Renters Warehouse handles a specific process as we are always evolving to give you a better experience.









## ABOUT RENTERS WAREHOUSE

Renters Warehouse is one of the fastest growing and highest reviewed residential property management companies in America. Backed by growth equity investor and majority stakeholder Northern Pacific Group, and under the leadership of President and CEO Kevin Ortner, Renters Warehouse now manages more than \$3 billion in residential real estate, servicing over 14,000+ investors across 22,000+ residential homes over 42 markets and 25 states. NPG Managing Partner Scott Honour, who in 1999 was a founder of YapStone, a leading online rental property payment service provider, serves as Chairman.


Renters Warehouse expertly serves everyday single-property homeowners as well as real estate investors. In 2015, the company officially trademarked the term Rent Estate™ to redefine the entire SFR (Single Family Rental) industry as more traditional real estate gives way to this new lucrative asset. In 2017, Renters Warehouse received an “A” rating from the Better Business Bureau (BBB) after meeting the BBB’s eight Standards of Trust and earning BBB Accreditation. In 2016, Morningstar Credit Ratings, LLC, a nationally recognized statistical rating organization (NRSRO) offering a wide array of services including operational risk assessments, assigned its MOR RV2 residential-vendor ranking to Renters Warehouse as a residential property manager, indicating that the company demonstrates proficiency in managing key areas of operational risk.

In May 2017, Renters Warehouse published its first book – Rent Estate™ Revolution. Authored by CEO Kevin Ortner, the book shares the Renters Warehouse philosophy and business expertise around single-family rentals and the power of Rent Estate to drive long-term wealth creation, retirement security and financial freedom for the everyday person.









*"I just visited this amazing home and I really want to rent it! How do I go about the next steps? What do I need to know?"*

## LET'S TALK

### HOW DOES THIS ALL WORK?

#### Process

The process to apply to rent this home is easy! Our Rent Estate Advisors (REAs) are working directly with the owner of the home to make sure that they represent both their needs and your needs. Our REAs will help you through the application and screening process, answer any of your questions and also help you through move-in to the home. Keep reading for details on each step of the process.

#### Overview of services and fees

All fees are based on the property that you rent and are disclosed on the online listing. You can also ask our Rent Estate Advisor about any other questions regarding fees.

- First month rent
- Security deposit
- Processing and reporting fee: \$7 monthly
- Pet fees:
  - Non-refundable deposit for cleaning after move out
  - Monthly rent
- Renewal fee: \$350 (after original lease term ends)
- Lease modification fee: \$350 (only applicable if done after lease signed)

#### What's a reporting and processing fee?

This is the only fee that Renters Warehouse will charge you as a tenant monthly. Renters Warehouse absorbs the cost from our payment processor for you to pay rent via ACH for free. This fee covers those costs and also the cost to report your rental credit history to Experian.



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*Let's do this.*  
*What do I need to provide you to get started?*

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## TENANT DOCUMENTS

It is important that we receive all critical information in order for you to apply for the property.

### Tenant screening

Renters Warehouse requires all applicants to fill out a detailed application that will be submitted for processing and approval.

For each tenant, we examine the following:

- Credit report
- Rental history
- Nationwide criminal background report
- Nationwide report of previous evictions
- Employment
- Income verification
- Rental history
- Government issued photo IDs

All applicants must submit verifiable information on their income to show that they can support the rent payment. Rental history or previous home ownership is carefully checked. The credit report, criminal background report, rental history, and proof of income together provide the criteria to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet. Screening information and a recommendation will then be made by the Rent Estate Advisor to the property owner who will make the final leasing decision.

### Application

Your Rent Estate Advisor will provide you with an online link to our application. This must be fully completed in order to begin the process to qualify for renting a property we manage.

### Lease agreement

Once you and all other tenants pass the screening process and have been approved, the Rent Estate Advisor will draft a lease agreement between you and the property owner. This document is legally binding and will cover items like monthly rent, length of the rental, utility cost, any amenities in the home and responsibility of each party. This agreement is signed between the property owner and you, the tenant, not by Renters Warehouse.

All persons 18 and over, including adult children, are required to read and sign the lease. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.



### Rent, security deposits and other fees

Renters Warehouse requires payment of first month's rent and security deposit to be paid in the form of certified funds prior to taking possession. Certified funds includes a bank certified check or money orders. Tenants must pay a full month's rent, lease administration fee, pet fees and any other fees (if applicable) at the time of lease signing and a security deposit, usually equal to one month's rent at move in, prior to taking possession of the property.

Other fees such as lease admin fee and processing and reporting fee must also be paid at the time of move in via certified funds.

### Keys and remotes

As the new tenant, you will need to have access to the home and all of its amenities. Renters Warehouse requires that one full set of keys, remotes, clickers, and any other devices required to enter the property and related amenities (such as the mailbox, pool, parking garage, exercise facility, etc.) be provided at owner expense for each tenant named on the lease, plus one complete copy for the Renters Warehouse key safe. If, you misplace your key(s), please reach out to Renters Warehouse to obtain a copy.

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*I didn't realize that I'd need to have any insurance  
while renting a home. Why?*

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## RENTERS INSURANCE

### Renters

We recommend that all tenants hold Renters Insurance. Some Property Owners may require tenants to maintain Renters Insurance at all times. Renters Insurance helps to protect your possessions that are in the property throughout your lease. In the event of a major catastrophe (flood, maintenance issues, robbery), this insurance will help you claim damages. Renters Warehouse and the homeowner are not liable for your personal possessions in the property at any time.

It's important to note that your Renters Insurance does NOT protect the property itself and may not be required for you to hold in some cases. When in doubt about insurance requirements, always check with your Rent Estate Advisor.



# PROCESSING TENANT APPLICATIONS

## Co-signers

In some conditions, you may require a cosigner to rent a property. As an example, we have successfully leased homes to students who had well-funded parental cosigners(s). If this is the case, Renters Warehouse will notify the owner, discuss the reasons, obtain owner authorization, and have the co-signer(s) sign a guarantor addendum to the lease holding the co-signer(s) legally responsible for paying the rent as well.

## Pets

We love pets! However, not all homeowners love pets. We've already worked with the homeowner of the property to understand what type of pets, how many pets, and any additional fees for pets in that home. This is typically disclosed in the listing online, but feel free to ask the Rent Estate Advisor.

It's important for you to disclose any pets. If you do not do so up front and we find out later in the application process, it can slow down or even halt your ability to move into the property. If you have a pet after you've moved in and it's not on your lease, you could be subject to violations and even lease termination.

If an owner authorizes a pet, Renters Warehouse will require that you pay a non-refundable pet charge. You could also be charged "pet rent" per month by decision of the homeowner.

## Service animals

Service animals for handicapped persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not. We can (and will) also ask for certification of a service animal from a professional entity.

## Who approves applications: Renters Warehouse or the homeowner?

Renters Warehouse works to make the screening and application process simple for both you and the homeowner. We've built requirements for our tenants that are based on our best experience in the industry. We'll review all applications and present qualified candidates to the homeowner for final approval.

## Who really owns the property?

Renters Warehouse actively manages the property that you are interested in renting. However, we do not own the property. There is a homeowner or investor that owns the property. We work as a third party to help this investor manage their investment and also work on your behalf to advocate for your needs while you are living in the home.

This does mean that, at times, Renters Warehouse can't immediately approve requests or provide an instant answer. We will advise you based on our experience and then we'll work directly with the homeowner to make any decisions. This is especially important when it comes to incurring additional cost. This is the homeowner's money and we can't spend it without approval.

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## *Paperwork. Check. Approved! Check. When can I move in?*

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### **THE TENANT MOVE-IN**

Renters Warehouse wants the move in process to be a great experience and a welcome to your new home. Please prepare and plan for a smooth move, activate utilities (as required), and understand that everyone has a different definition of clean. While we have a recommendation of a clean standard for all the properties we manage, you may need to provide some initial cleaning to meet your personal standard.

#### **Move-in inspection**

A vital part of the rental agreement is a detailed move-in inspection, documenting the condition of the property when you move in. The Renters Warehouse Rent Estate Advisor will complete the move-in inspection before you take possession of the property and will review the results with you.

The move-in inspection documents the condition of the property. The inspection that Renters Warehouse is completing is on behalf of the property owner and for the property owners' and your protection. When you move out of the property, there is a sound basis for the security deposit refund. Renters Warehouse documents the move-in with a significant number of digital photos, a video and a checklist, all accessible upon request.

If during the course of the inspection you notice any maintenance issues, please submit a request on our website. We'll review the request and work with the homeowner to approve or deny the request. Not all requests will be approved - for example, you might request a new appliance, but if the current appliance is in working condition, it will not be replaced. If a different item is not functional, we'll absolutely work with the homeowner to fix the situation.

#### **Utilities**

Depending on the city/county and also on the homeowner preference, you may be responsible for some or all of the home's utilities while you are living in the property. If this is the case, we'll work with you to either charge your account for those bills or you'll work to have them set up in your name and have bills sent directly to you.

All Renters Warehouse leases make it the tenant's responsibility to turn on utilities they will be paying for as of the first day of the lease. We do instruct our homeowners to turn off any utilities that are in their name on the third day after move-in. You can call the utility companies ahead of move-in and set up a transfer on the move-in date. It's always best to plan ahead to ensure that you have everything you need for a successful move-in.

#### **Smoking (non-smoking)**

Almost all of property owners require the property to be a non-smoking property and it will be detailed in the lease. If smoking is prohibited, you cannot smoke at anytime or in any structure that is considered to be part of the property. This will include the garage or covered patio areas. The homeowner can fine and charge you for clean up and odor removal for smoking and it is costly to remedy a smoking complaint.









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*I love my new home!!  
How do I pay rent? What happens  
if there's a maintenance issue?*

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## DAY TO DAY MANAGEMENT

### RENT COLLECTION

#### Collecting rent

Your rent is due on the first day of the month. Most leases will provide you with a grace period before we will consider you “late” and charge a late fee. Check your lease if you are unsure about your grace period. While Renters Warehouse provides multiple ways to pay your rent, the recommended payment method is online utilizing our easy-to-use payment portal. If you use your bank account using a routing and account number it is included in your monthly reporting and processing fee. If you need to use a card, it will be charged as a credit card and there will be a fee assessed for using a credit card. If you prefer to mail your rent to our office, please consider mailing time to ensure it is received on or before the due date. We will process payments during normal business hours. If your rent is received after the due date and grace period (if applicable) a late fee may and likely will be assessed.

#### When rent is not paid

If Renters Warehouse does not receive rent by the due date, we will use a variety of methods to contact you to collect payment. We will text you, send automated voice calls, email and also phone calls. We do not want to take these actions and they can be avoided by making timely payments or communicating with us.

If we continue to not receive your payment or hear from you, based on your state law, we will send a formal Pay & Quit (or Pay & Demand). This formal step is the beginning of the process for evicting you from the property. This step is drastic, but we often find that if you miss a month's payment, it's hard to catch up again.

Also, throughout your lease, we will be reporting your rent payment history to Experian credit bureau. While this does not impact your credit score directly, anyone that reviews your credit report can see positive payment and also can see missed payments.



### **NSF (Non-Sufficient Funds)**

At times, you will make a payment and it might not clear your bank or credit card. Once we receive notification from your bank/credit card company, we will reverse the payment on your account. Your account will be then “late” and we will charge both a late fee and an NSF fee. You will receive notice of this NSF and it is your responsibility to find a new way to pay your balance. Multiple instances of NSF payments will result in your online portal being deactivated. Once this happens, you’ll be required to pay in certified funds only (certified check or money order).

### **Evictions**

Once the Pay & Quit has been issued to you, you will have a certain number of days to make full payment. If that deadline passes with no communication and/or no payment, we will recommend to proceed to eviction to the owner of the property. At that time, you’ll be contacted by our attorneys and will need to appear in court. This process could include you losing your rental property, all security deposit funds, having your personal property removed from the home and a judgment on your record. We may also send your account to collections for payment.

We do NOT want to proceed to eviction with any tenant. The key to avoiding this is communication and timely payments.

### **Notices of violation**

Renters Warehouse serves notices as situations warrant, such as a notice to clean up the landscape, a notice of violation from an HOA/Association, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal notice form. Often, these notices are simply to correct minor problems and are easy for you to remedy. However, if necessary, Renters Warehouse reserves the right to take action on situations to protect the property which might include proactive maintenance, police reports and/or eviction process. Depending on the notice, Renters Warehouse reserves the right to charge you for the notice or subsequent action.

### **Other problems**

Renters Warehouse works to help mitigate any problems for you, the home, the homeowner and neighboring communities. At times, we may be notified of a situation regarding your property from an outside source (neighbor, community, police, etc.). Renters Warehouse treats each problem with a common-sense approach, will follow state landlord/tenant laws and will use the appropriate documentation. If the situation is serious, Renters Warehouse will contact you and the owner to find a solution for the problem.

### **Property condition “as is” and no modifications**

The property condition unless otherwise noted prior to lease signing shall be considered in “as is” condition. The lease restricts tenants from making any alterations to the property without written approval from property owner. This includes mounting a TV to a wall or painting an accent wall. Please have any modifications approved in writing prior to starting the work.

# MAINTENANCE

## Preventive maintenance

The best approach to maintenance is preventive maintenance, and this is the Renters Warehouse policy.

First, Renters Warehouse has already started with educating you through the following means:

- Completing a detailed lease which outlines tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a move-in inspection documenting the condition of the property before you take possession.
- Supplying you with the below instructions, which provides additional instructions on the care of the property and how to request maintenance.

We want you to know from the beginning of your tenancy how Renters Warehouse expects you to care for the property. This approach can prevent costly maintenance.

Next, we use preventive maintenance techniques when work is required and we utilize competent contractors/vendors. Often minor expenditures save the most money such as door stops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive. We take our time to troubleshoot maintenance requests prior to asking a vendor to go to the property. We do not want any unnecessary cost for you or the homeowner.

It is equally important to keep up with maintenance while you are occupying the property. Often people think no news is good news; this can be just the opposite. Instead, delayed news can become very bad news.

- There are some quick and easy ways that you can help maintain the property:
- Install new air filters in the HVAC system monthly.
- Replace batteries in smoke alarms, CO alarms, and HVAC thermostats annually.
- Keep the house clean and trash maintained to reduce pests.
- Run heat and air conditioning in normal parameters.
- Clean the outside AC unit before summer starts and again in fall before winter.
- Lawn care and maintenance is usually a tenant responsibility. Please water and mow the lawn regularly and trim bushes as needed.
- A running toilet will waste a lot of water and run-up the utility bill. Please report problems, should they arise.
- Renters Warehouse (and the Property Owner) can and will maintain a key to the property. If any locks are changed you must immediately report that to Renters Warehouse and provide a key.
- Pest control is the tenant's responsibility unless otherwise documented in the lease. Please take care and treat and pest issue immediately.



## Maintenance requests

You can request maintenance via our online website or by calling our 1-844-793-4948 number. We categorize maintenance into 3 categories: Emergency, Urgent and Normal. Timing is the difference between each of these. Emergencies must be responded to in under 24 hours, Urgent in under 72 and Normal within 7 days. Our process is to:

- Seek homeowner approval for any maintenance request. Remember, this is their property and they may incur the cost.
- After approval, we'll work to dispatch a contracted quality vendor with validated certifications and insurance.
- Our preferred vendor will contact you directly to schedule time to be at the home. You can work directly with the vendor on when and if you want/need to be at the home for the work.
- We'll let you know of any key changes during each request. You should also contact us again if the issue isn't being resolved per the below guidelines, if there are any issues with the vendor and/or the maintenance issue is getting worse.
- The vendor will also help us determine if this is the owner or tenant's responsibility. If determined to be tenant responsibility, we'll notify you and ask how you would like us to proceed with the request. If we have our vendor do the work, we'll bill your account and you can pay for the maintenance request via the online portal where you pay rent.
- Missed Appointments: Our vendors will access a fee for missed appointments or unable to access the property when scheduled. The tenant will be assessed this fee.

## Emergencies

When an emergency occurs, Renters Warehouse has policies in place for the property and tenants. Renters Warehouse will notify the property owner as soon as it's practical to do so. The nature of the emergency determines the action needed by Renters Warehouse. Once we are notified, we will attempt to contact the homeowner for approval to dispatch a vendor. If we do not receive responses within 24 hours, we will determine the best course of action and proceed.

There are times when a property manager must act to prevent a habitable living condition for you or great financial risk to the owner. For example, when a property has flooded, action is necessary, particularly if the property owner is not immediately available. We will do our best to make these decisions immediately and not wait the 24 hours.

## Urgent requests

Other requests may not be an emergency, but considered more "urgent." We follow the same protocol – homeowner approval and dispatch to a vendor. However, for "Urgent" requests, if we do not receive direction from the homeowner within 72 hours, we'll decide what's best for you and the home and proceed.

### Normal requests

These are considered items that are cosmetic or not a “habitable” concern. We’ll follow our normal process as detailed above.

### Selection of vendors

Renters Warehouse has a large network of vendors that we work with on our maintenance requests. All vendors must carry, at a minimum, general liability insurance and any legally required certifications. The vendor must also provide the work on a full-time basis, provide good customer service, be highly responsive, and have positive recommendations.

### Owner vs. Tenant responsibility

We work with our vendors to help determine the responsibility for each maintenance issue. Per your lease with the homeowner, you are provided with a livable, operational home. If an older appliance stops working, we’ll work with the homeowner to fix/replace. However, if we find a child’s toy stuffed down a clogged toilet, we would charge you for that issue.

## LEASE MODIFICATIONS OR LEASE TERMINATION

There might be times that you need to modify your lease. For example, you want to add a tenant, remove a tenant, add a pet or adjust another term. You can go to our website and there will be a form to submit a request. Our team will contact you to discuss any specifics about the request and discuss fees with you.

Not every request may be approved. It’s up to the homeowner to approve any change and Renters Warehouse will facilitate a conversation to represent your interests. If you are asking to add/remove tenants, you may be required to go through additional applications/screening to ensure that everyone qualifies per our standards.

If you are asking to end your lease term early, you will follow the same process. Go to our website and submit a request. Our team will contact you to discuss the situation, advise you on any potential cost/risks and then they’ll work with the homeowner to ask for their point of view. A request does not guarantee approval.

In the end, you are legally bound by the original lease agreements, including any terms of rent owed and dates of the agreement.



# END OF LEASE - RENEWALS OR MOVE OUT

## Communication with Owners and Tenants

Ninety days prior to the termination of a lease, Renters Warehouse will notify the owner in writing that the lease is coming to an end. Renters Warehouse will ask for the owner's instructions: Shall we invite the tenant to renew for another year, or give the tenant notice that the lease will not be renewed?

Once we understand what the owner would like to do, we'll contact you as well. You'll be notified if the owner wants to renew and if you'd like to do so. If the owner chooses not to renew, we'll notify you and begin the process to end the lease.

You also have the right to NOT renew the lease. If you already know that you do not want to renew the lease, you'll follow the "notice to vacate" process below.

## Holdover

In your lease, if you do not renew or submit a proper notice to vacate, you may be subject to a "holdover" rent amount. This means that after your original lease term ends, you may be charged an additional fee monthly above and beyond the normal rent charge. This fee can be anywhere from \$100 extra a month to double the rent charge depending on state law.

## Notice to vacate

A notice to vacate is required at least 60 days in advance of the lease end and requested move-out date. This is required whether you or the owner is asking to have the property vacated.

You can submit notice to vacate via our website at [renterswarehouse.com/tenant-resources](https://renterswarehouse.com/tenant-resources). Once we receive the notice, we'll verify the move-out dates and lease terms with you via email. We'll also provide you with move-out instructions to make sure that the process is as smooth as possible.

## Tenant move-out

At the time of move-out, Renters Warehouse will conduct a walk-through like the one performed when you moved into the property. Renters Warehouse records any maintenance required and discloses a list of damages to the vacating tenant. Some digital photographs, videos and a checklist will be taken when you move-out to document the condition of the property and facilitate any decisions about the security deposit.

You can help ensure that this process goes smoothly and you get a full refund by having your possessions out of the home, repairs made to any damages and you've done a proper cleaning of the home. You should also review your account online to ensure all outstanding bills are paid.

After assessment of the move-out inspection, Renters Warehouse advises owners of any tenant damages or any maintenance required to re-rent the property. The owner then makes a final decision about what to charge for.

### Security deposit refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit disposition is prepared and must be given to the tenant along with the security deposit balance, in accordance with state law.

Renters Warehouse will only recommend charges to withhold from your deposit first starting with any outstanding bills on your account. We will compare the move-in inspection and move-out inspection to determine any damage that is above and beyond “normal wear and tear.” The home owner makes all final decisions on the deductions from the security deposit; this is not a Renters Warehouse decision. You will receive the final decision on the deposit and we will communicate with you via email.

### Collections

If you have an outstanding balance and/or damages that exceed your security deposit, the homeowner may choose to collect monies from you. If collecting damages is required, Renters Warehouse will refer the matter to a qualified consumer collection service. Renters Warehouse will supply consumer collection companies with the necessary documentation needed.

## PROPERTY INSPECTIONS

The homeowner may request property condition inspections through the term of the lease. We also may be requested to facilitate additional inspections related to city/county rental laws or situations like appraisals. This is above and beyond the move-in/move-out inspections. These are a bit shorter and allow us to check in on the property to see current conditions.

You will be given at least 24 hours notice (or based on state law) of the inspection and do NOT need to be present. We will do our best to work within a schedule to accommodate your needs, however, there are times that we may enter the property to conduct the inspection without you.









# COMMUNICATION WITH RENTERS WAREHOUSE

Communication is key to success in any relationship and our relationship is certainly not an exception. We work constantly to improve communication with all our clients and prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyers, sellers, and the public.

## COMPANY COMMUNICATION

Our clients can contact us in a variety of ways. First, you can call **1-844-RW-FIXIT (1-844-793-4948)**. We have a dedicated team of Client Service Advisors who will answer and help with your request. You can also email us directly at [clientservices@renterswarehouse.com](mailto:clientservices@renterswarehouse.com) for any request. Finally, you can visit our website at [www.renterswarehouse.com/tenant-resources](http://www.renterswarehouse.com/tenant-resources) and find a variety of forms to submit.

Our team may contact you by phone, email or text message. If you have a preference, be sure to let us know and we can notate your account.

## GENERAL OFFICE INFORMATION

**Corporate Headquarters**  
**13200 Pioneer Trail, Suite 100**  
**Eden Prairie, MN 55347**

Each local office address can be found on our website.

**CALL 844-793-4948 (MONITORED 24/7/365)**  
**FOR ALL EMERGENCY MAINTENANCE.**



## COMPANY WEBSITE ([www.renterswarehouse.com](http://www.renterswarehouse.com))

Our website provides a variety of access to both our homeowners and tenants. As mentioned above, you can submit a variety of forms such as a maintenance request, a notice to vacate, a customer service question or request a property inspection. It's important to note that you select the correct city on the webform so that we can process your request quicker. You can also log into your tenant portal here to pay your rent.

## TENANT COMMUNICATION

Communication works both ways. It is important that you let us know of any significant change that can affect your account. Renters Warehouse needs to know when you are moving, if you have a problem with your account, or any questions or other important information. To assist in communicating any changes to us, use any of the above methods to notify us.

## EMAIL

Renters Warehouse encourages all tenants to use whatever method they prefer to contact us. However, when using email, we request that you put the property address in the subject line. This helps us identify exactly where we have a need to help you. Send all messages to [clientservices@renterswarehouse.com](mailto:clientservices@renterswarehouse.com). If you already have an open request, please respond directly to that same email string in order to effectively handle your request. Web Forms will work just as fast and often provides the most necessary information for us to process your request quickly.

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*I'm sure that there's some other nitty gritty...  
what am I not asking?*

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## COMPANY POLICIES

It is very important that professional property managers follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers (NARPM), and the National Association of Realtors (NAR), along with several more state level and local level Realtor associations.

## REAL ESTATE LICENSING

Some states require licensing for all principals conducting property management and real estate transactions in the state, while some states do not. All Renters Warehouse employees and contractors are licensed in the state in which they lease or manage properties on behalf of another person based on each state's law.

## DRUG-FREE POLICY

Renters Warehouse has a drug-free policy for all personnel, vendors, and tenants. Renters Warehouse incorporates this policy into Renters Warehouse rental/lease agreements, tenant, personnel, and vendor documentation.

## LEGISLATION

Renters Warehouse adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some examples:

- Fair Housing (HUD) - Renters Warehouse supports and follows Fair Housing laws and guidelines
- Equal Opportunity - Renters Warehouse is an Equal Opportunity employer
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- EPA – Environment Protection Agency

## LEAD-BASED PAINT

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Renters Warehouse follows all mandated federal and state guidelines for lead-based paint. All properties constructed prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and Renters Warehouse provides them with the required EPA Pamphlet, Protect Your Family from Lead in the Home.

On April 22, 2008, EPA issued a rule requiring the use of lead-safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning in April 2010, contractors performing renovation, repair and painting projects that disturb lead-based paint in homes, child care facilities, and schools built before 1978 must be certified and must follow specific work practices to prevent lead contamination.

## MOLD ISSUES

Renters Warehouse regards mold issues as a top priority in property management and we will take quick action once it's reported. Renters Warehouse notifies owners as soon as possible of any mold issues so Renters Warehouse and/or the property owner can take the proper steps. As soon as you notice or suspect a mold issue, we'd ask that you call us immediately. It's often better to be safe in a situation where there could be potential mold. A small issue can quickly grow to a larger issue if not treated. You do risk liability to pay for the issue if there is tenant caused damage that you don't report in a timely manner.



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*Wow, I've learned so much! Let's review responsibilities.  
Who does what in summary?*

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## **TENANT RESPONSIBILITIES**

- Follow all portions of the lease agreement.
- Maintain property in the condition that you received it.
- Pay all bills on time (rent, fees, utility bills where applicable).
- Provide Customer Service with any new, updated contact information (phone or email).
- Notify Renters Warehouse of any issues with the home - maintenance requests or otherwise in a timely manner.
- Work with our vendors to help schedule prompt service to your maintenance request and allow entry to the home.
- Notify Renters Warehouse immediately of any issues with vendors who are working on a maintenance request.
- Work with Renters Warehouse on any needed inspections to the property.
- Follow all rules/regulations of any HOA/Condo Association (if applicable).
- Follow all laws and regulations for your city/community (such as lawn guidelines).
- Communicate! If we don't know of an issue, we can't help you solve it.
- Provide respect to all parties -- owner, vendors, Renters Warehouse employees.

## OWNER RESPONSIBILITIES

- Maintain property in a condition that is marketable and habitable.
- Keep all utilities at the property turned on during any vacancies.
- Notify Customer Service of any ownership change or imminent owner change for the managed property.
- Notify Customer Service if you will be out of town or unreachable for an extended period of time and provide a temporary point of contact.
- Provide Customer Service with any new, updated contact information (phone or email).
- Review statements monthly and notify Customer Service of any discrepancies found as soon as possible.
- If using ACH, review statements monthly for accurate or missing deposits and notify Customer Service if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for the property.
- Review property insurance yearly and update as needed.
- Please notify the Renters Warehouse Leadership if there are problems with personnel so they can be resolved quickly.
- Provide respect to all parties – tenant, vendors, Renters Warehouse employees.

## RENTERS WAREHOUSE RESPONSIBILITIES

- Facilitate the communication and ongoing relationship between the owner and tenant of the property.
- Be open and honest about all transactions and communicate clearly and transparently.
- Follow and handle all legal responsibilities to uphold the lease agreement, the tenant place agreement and the property management agreement.
- Follow all local/federal laws regarding property management, banking/accounting standards and real estate.
- Quickly work to resolve any issues for our clients - whether owner or tenant. Issues could include customer service, leasing, accounting, maintenance, rent collection, inspection, etc.
- Provide respect to all parties – owner, tenant, vendors, internal employees.
- Treat your property as if it's our own.



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