

# Tenant Welcome Packet

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this document is to assist you with caring for your home and also answer the most common questions you will have while working with a property management company.

## **Paying Rent:**

1. When is rent due: Rent is due on the 1st of each month and is considered late on the 4th. Please note this timeline includes weekends and holidays.
2. How to pay rent: Rent is paid online at [www.cozy.co](http://www.cozy.co) (not .com). We will NOT accept cash. Rent must be paid by the 3rd otherwise it will be considered late.

**Yard and Ground Maintenance:** You are responsible for maintaining your yard, upkeep of the flower beds, removal of leaves and debris as necessary. Additional care should be taken to keep the ground clean. Please consult your rental agreement for more details. You are responsible for the watering of the yard.

**Utilities and Services:** Please contact Colorado Springs Utilities at least 4 days prior to your possession date to have services transferred into your name. Your lease specifies which services are your responsibilities. If you are responsible for trash services, you may use any company you prefer (we do not recommend Springs Waste).

**Routine Maintenance:** As you become more settled in your home it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:

- Replacement of light bulbs
- Cleaning or replacement of furnace filters\*
- Regular yard and lawn maintenance (if applicable)
- Replacement of batteries in smoke detectors and CO2 detectors\*

## **Numbers and Info:**

Colorado Springs Utilities: (719) 448-4800

Bestway Trash Service (719) 633-8709

Cozy.co (not .com) – Online rent payment

## Maintaining Fixtures and Appliances

### Drains:

- AVOID letting food and hair get down the drains. Clogged drains caused by hair and grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. Run the disposal before running your dishwasher. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free from hair.

### Garbage Disposals:

- ALWAYS run COLD water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal.
- Disposals are designed to grind up food items only. NEVER put banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, or any item that is particularly tough down the disposal. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the reset button first (located on disposal under sink). If that does not work make sure to remove all debris. Problems caused by users are the tenant's responsibility.

### Plumbing Fixtures:

- NEVER use abrasive on faucets/fixtures, and it is best to wipe fixtures after each use.
- Many homes have low flow toilets. Low-flow toilets tend to clog or back up if too much paper is flushed. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows. NEVER flush wipes, hygiene products or other material that might catch in or clog sewer lines. Tenants are responsible for stoppage.

### Water Damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that the shower curtains are completely closed when taking a shower. Water on the floor can seep through and cause dry rot on the underlayment and discolor the vinyl. We recommend putting a mat, towel, or rug on the floor to step on when exiting the tub or shower.
- Remember to disconnect hoses in spring and fall when temperatures fall below 40 degrees.

### Sliding Glass Doors, Screen Doors, and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

**House Plants:** Be sure plant saucers are kept under all potted plants. Water runoff will stain or damage most surfaces.

### Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

### Ceramic Tile-Tub and Shower Walls:

- Dilute 1 part vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleaners like Comet or Ajax on fiberglass tub surrounds, as these products will permanently scratch the surface.

### Smoke and CO2 Detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing the batteries at the beginning and end of daylight savings time.

### Floors:

- For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only: Once every three months clean the floors with a small amount of vinegar and water.
- Use throw rugs in front of sink and stove to protect these areas from water and grease.
- Never use any acidic or abrasive cleaning products including vinegar on granite or stone. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as dawn or joy.