



Maintenance Policy Addendum

FOR EMERGENCIES CALL 801-850-5673 EXT 9

The following addendum is made part of the Residential Lease Agreement and is an outline of the expectations and responsibilities of the Resident.

1. Requesting Maintenance and Emergencies: All work orders must be submitted online through the resident web portal unless it is an emergency. Before submitting a work order, Residents should try to determine the cause of the problem. Incline Property Management has provided some troubleshooting tips for common problems on the Tenant Frequently Asked Questions page.

WWW.INCLINEPM.COM/FAQ/TENANTFAQ

Troubleshooting is a requirement of the Resident. Failure to follow through with troubleshooting attempts may result in service call charges.

Determine the priority of the maintenance request. Most requests are not considered an emergency. Use the guide below to determine what category the request may fall into and the estimated response time. Resident requests will be handled in the order it was submitted and subject to vendor availability. NOTE: Response times are based on goals and are not guaranteed.

- **Priority 3: EMERGENCY** situations that are a threat to the safety or health of individuals or may cause major damage to the property. Examples include fire electrical hazards, flooding, or a tree falling on the house.

- TARGET response time: Initiate the repair within 8-24 hours.

- **Priority 2: URGENT** situations that may interrupt the normal enjoyment of the Resident's home or could develop into an emergency if not addressed soon. Some examples include a leaking faucet, slow drains, constantly flushing/running toilets, malfunctioning appliance, loss of hot water, malfunctioning sprinklers, etc.

- TARGET response time: 1- 7 days.

- **Priority 1: ROUTINE** issues that should be done to protect the long-term value of the property or ensure the comfort of the Resident. Examples include broken window screens, repairing fencing, gutter cleaning, driveway or parking lot maintenance, etc.

- TARGET response time: 7-30 days.

PLEASE NOTE: Vendors normally work Monday-Friday, 8:00AM-5:00PM. Owners will pay extra to handle emergency situations after hours or on Incline Property Management weekends/holidays. For URGENT or ROUTINE requests, Resident should expect the work to be done during normal business hours unless Resident is willing to cover the additional cost for expedited service.

Emergencies: Call Incline Property Management at (801) 850-5673 ext 3. If Residents do not receive an immediate answer, please leave a voicemail with important details and someone will call Resident back as soon as possible, typically within 1 hour. **Abuse of calling the emergency line when there is not an emergency is subject to a \$100 fee.**

- There are FEW emergencies. The definition of an emergency - A life threatening situation that presents a danger to people or property.

- Emergencies causing immediate danger such as fire, call 9-1-1
- Emergencies involving gas or propane, call the gas company and, if necessary, 9-1-1.
- Emergencies involving IMMEDIATE electrical danger, call the utility service.
- Emergencies such as backed up plumbing or flooding, call (801) 850-5673.

Loss of A/C, hot water, or a broken appliance is NOT considered an emergency. Loss of heat is not considered an emergency unless the temperature is below freezing.

If it is a non-emergency, please do the following:

- Submit a maintenance request through the tenant portal:
- Go to www.inclinepm.com

Resident Initial's _____

Date _____

- Click on "Tenant Portal" and login. If Resident do not have an account set up, Resident can follow the instructions on the Incline Property Management b page to establish one or contact the office for assistance.

- Once logged in, click on "New Service Request" and fill out the form.

After submission:

- After reviewing Resident's work order, Incline Property Management may call to gather additional information or walk Resident through some troubleshooting steps in an attempt to resolve the issue.
- If troubleshooting is unable to resolve the problem, Incline Property Management will approve the work order as needed and assign a vendor.
- The vendor will contact the Resident to schedule an appointment for repairs. Please remember Incline Property Management has many properties and vendors get very busy. They typically cannot respond immediately unless Resident has an emergency.
- Incline Property Management does not sign out keys to vendors. It is the Resident's responsibility to provide them with access or the office will assign a vendor with a one time access code through the BRIVO system.
- Be sure to coordinate with the vendor or Incline Property Management if Resident's schedule changes.
- If Resident does not hear from the vendor after the work is submitted, report this to the office. Incline Property Management will research the cause of the delay and contact the Resident with an update. It is the Resident's responsibility to make sure that work is performed by the vendor and communicate with the office. Failure to do so may result in fines for damages.
- Animals must be kenneled or controlled by the tenant at all times. Vendors may reserve the right to refuse to enter the property if an animal is not properly contained or controlled. In high priority situations, Incline Property Management may have the animal removed by animal control if necessary. Please refer to the **Animal Addendum**
- If anything changes with the situation, please update the work order in the portal, by email, or by calling the office.
- After repairs are complete, call or email Incline Property Management to tell us if the problem was fixed satisfactorily. If the problem persists or returns and the Resident fails to report it, the Resident may be held liable for any damages caused.

2. Stand-Up Charge: If Resident schedules an appointment with a vendor and fails to show up, cancel within 12 hours or have the home open for them, Resident will pay their trip charge plus \$25.00. Incline Property Management also reserves the right to enter the home without Resident present.

3. Maintenance Charge Backs: Incline Property Management is not responsible for repairing or replacing items broken by normal Incline Property Management ar-and-tear. Some repairs are necessary due to accidents, misuse, or abuse. If the vendor reports to Incline Property Management that the damage was not caused by normal use, Incline Property Management will charge the repair costs to the tenant plus 10%. Failure to pay for maintenance charges could cause a default in the terms of Resident's lease and be grounds for eviction.

4. Scheduled Maintenance: Some homeowner's request certain services be conducted on a regular basis in order to maintain the property. These services may be done with little or no notice to the Resident. For instance, sprinkler setup or winterization, gutter cleaning, HVAC servicing, etc. If these services require vendors to enter the premises, Incline Property Management will coordinate the service with Resident in advance. Homeowner's ARE NOT required to do routine maintenance and routine maintenance does not negate the tenant's responsibilities to maintain the property.

5. Landscaping & Common Area Maintenance: Refer to the **Landscaping and Outdoor Maintenance Addendum**

6. Resident Maintenance Responsibilities: It Is the responsibility of all Residents to report all repairs/maintenance problems. Residents will be responsible for maintenance charges if they fail to report maintenance problems in a timely manner.

Resident's are responsible for basic routine maintenance or "usage" items. Residents may request cosmetic repairs and the Owner may decline cosmetic repairs to be performed or may approve an accommodation for cosmetic repairs at the Resident's expense.

Resident maintenance responsibilities include but are not limited to:

- Changing light bulbs
- Changing smoke detector/CO detector batteries
- Changing HVAC filters
- Changing appliance filters
- Cleaning dryer ducts
- Landscaping as outlined in the **Landscaping and Outdoor Maintenance Addendum**

Resident Initial's _____

Date _____

- Snow removal as outlined in the **Landscaping and Outdoor Maintenance Addendum**
- Changing smart home feature's batteries
- Water softener salt replacement
- Swamp cooler hook up/winterization
- Window unit seasonal removal and installations
- Sprinklers and hose bibs
- Pest control treatments
- Routine care of appliances

Signs of concern that the Resident should report to Incline Property Management include but are not limited to:

- Any sign of mold in the property immediately
- All toilet and faucet leaks and any plumbing backups
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Any other necessary repairs or unsafe conditions

Resident's will be responsible for the following charges:

- Failing to report necessary repairs which lead to larger repair expenses.
- Damages from failure to clean or from improper cleaning methods.
- If there is a service call and it is an operator error or if a tenant refused to troubleshoot
- When residents cause seIncline Property Management r stoppages/blockages.
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge.
- If the tenant or tenant's guests or invitees cause damage to the property.
- If the tenant's pet causes damage to the property.
- If the tenant reports a repair which does not require service.
- If the tenant fails to replace the smoke detector battery or battery for remote door opener and causes a service call for only battery replacement.
- If a tenant fails to replace HVAC filters, light bulbs, batteries, etc., that result in a service call, all charges will be passed on to the tenant.
- For replacing doors, jambs, broken glass and/or windows unless the tenant provides a police report detailing the cause of the problem showing forced entry by others.
- For damage to walls, carpets, floors, etc. because the tenant left the windows or doors open during rain or wind.

Residents are NOT to do the following:

- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT use self cleaning options on ovens or stoves
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior written permission from Incline Property Management.
- Do NOT store items in the utility closets.
- Do NOT perform repairs unless authorized by Incline Property Management or outlined in this guideline.
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent. If Residents are authorized to conduct maintenance for payment, Residents will receive payment like any other vendor. Be sure to retain receipts and turn them in with Residents invoice once the work is complete.

7. Maintenance Policy Changes: In the event that Incline Property Management determines during the term of the lease that there is an appropriate or reasonable need to change any of the terms of the Maintenance Policy, such as contact methods, in house vendors, third party systems, etc; the Resident will be given notice by email.

Resident Initial's _____

Date _____

The undersigned hereby acknowledges and agrees to the terms of this Maintenance Policy Addendum which is part of the Residential Lease Agreement.

Name

Signature Date

Name

Signature Date

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Signature Date

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Signature Date

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Signature Date

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Signature Date

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Resident Initial's _____

Date _____