



MAINTENANCE ADDENDUM

The following are maintenance instructions for the Rental Agreement. Tenant agrees to follow the maintenance instructions and understands they prevail unless they receive notification from Landlord and/or Landlord's Agent.

**ALL MAINTENANCE REQUEST MUST BE IN WRITING!
FOR ALL MAINTENANCE REQUESTS, PLEASE LOG INTO TO YOUR PORTAL AT
WWW.LEASEAZ.COM**

Please note that according to ARS 3313-76, once you ask us for a repair, we have the right to enter your premises to perform the reported maintenance anytime during normal business hours.

WHAT CONSTITUTES AN EMERGENCY MAINTENANCE REQUEST?

- There are FEW emergencies.
- Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable situation that poses threat to the property.
 - 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.Listed below is what constitutes an emergency, call the SSR emergency line or office, but if necessary, call 911 first.

Maintenance Emergencies:

- Clogged drains sewer backup, that could flood the premises;
- Major water leak, running water that tenant cannot turn off;
- Gas leaks – CO detectors going off - call 911, SW Gas (602) 271-4277 then SSR.
- Electrical short, sparking;
- Resident is locked out – Tenant expense;
- Broken Garage door, car locked in;
- Broken window or door locks when tenant feels unsafe – Tenant expense;
- Any other condition Tenant finds life threatening or pose threat or harm to the premise.

An emergency is NOT air-conditioning or heat - this is a priority item and SSR will make it a priority with vendors to have the AC and heat working as soon as is possible.

An emergency is NOT non-working dishwasher or fridge, etc.

LANDLORD IS NOT THE INSURER OF THE TENANTS PERSONAL PROPERTY. TENANT IS REQUIRED TO CARRY RENTERS INSURANCE AND MUST PROVIDE THE LANDLORD A COPY WITHIN 10 DAYS OF EXECUTING THE LEASE AGREEMENT.

IF IT IS NOT AN EMERGENCY, PLEASE DO THE FOLLOWING:

- **Access your online portal and fill out a maintenance request online:**
 - Explain your problem clearly while with detail for the maintenance staff. Once submitted, you will receive an email confirmation that your maintenance request has been received in our system.
 - Be sure to check if the portal has your correct information to reach you, phone number and address.
 - **Failure to restrain your pet at the appointment time where our vendor cannot enter or cannot perform the work will also mean a charge to you to pay the vendor's service fee.**
 - Failure to show at a scheduled appointment can mean a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.

- **ALL NON-EMERGENCY MAINTENANCE REQUEST ARE CONDUCTED DURING NORMAL BUSINESS HOURS, 8PM TO 5PM MONDAY.** You may request an after hour or weekend service call for an additional charge.
- If you do not hear from the vendor within 3 days, call them, their contact information is on your work order that was emailed to you. If you make a comment on your portal under the maintenance tab, it also sends an email to our staff members. An SSR staff member can then contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected again.
- After a repair has taken place, you will receive an email that we closed the work order. If you still have problems, contact SSR through your maintenance tab on your portal and state you had a recent repair but there is still a problem. **Recent repair means a repair within the last 60 days.** If you fail to report this and the problem further deteriorates, you may be responsible for the cost of repairing the deferred maintenance issue..
- If the vendor has attempted to contact you and you have not set an appointment with them within a week, we will close the work order. Please be sure to return the vendors phone call to make an appointment promptly.

TROUBLE SHOOTING BEFORE YOU PLACE A SERVICE REQUEST:

Check the following, if appropriate, before placing a maintenance request on your portal:

1. **If the oven does not work**, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT. An oven on time-bake can mean a charge to you.
2. **If the air-conditioner does not work**, check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turned the break all the way on. If you do not turn the circuit breaker all the way off, it does not “reset” itself to correct the problem.
3. **If the garbage disposal does not work**, check underneath on the disposal unit and push the reset button. If something is stuck and the blades do not turn, try putting a broom handle down the disposal and give it a gentle twist, but do not exert extreme force. This can break the disposal loose, and then it will work. **Special note:** check that the garbage disposal is OFF before using these instructions.
4. **If the electrical does not work in part of the house:**
 - Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - Reset the GFI plug and most likely, it will restart the electrical.
 - Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur. There may not be GFI plugs in homes built before 1970.
5. **If the circuit breakers continually keep going off:**
 - Check all appliances to see if too many appliances are running such as irons, microware, toaster, curling iron, computers, printer, blow dryers, and vacuum cleaners are causing an overload.
6. **If the smoke alarm does not work, check the following:**
 - First, check the batteries. If a new battery does not work, submit a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm.
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.

TENANTS ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE:

1. **Wood burning fireplace maintenance**
 - **Always be sure to open the damper before starting any fire.** If unfamiliar with how to do this, call SSR for help. **PLEASE DO NOT RUN A/C SYSTEM WHILE BURING WOOD IN FIREPLACE.**
 - If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
 - Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
 - Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
 - Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
 - Check to see if fireplace coals are cold before removing from the fireplace.

- Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
 - Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.
- 2. Normal insect control**
- Tenants are required to do normal insect maintenance.
 - When storing pesticides, be careful for the safety of people and animals at all times.
 - For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
 - Insect foggers are the most reliable. Purchase them at grocery or garden stores.
 - To use: follow the instructions on the cans.
 - For outdoor Insects, such as ants, fleas, grasshoppers, and more:
 - Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective. Follow the directions on the package.
 - For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - If the insect problem persists, place a service request on your portal.
- 3. For rodent control, observe the following:**
- If you have ordinary mice, you can purchase several common controls t at grocery or garden supply stores.
 - If you see rats or large rodents, contact SSR via the portal.
- 4. Landscape and watering:**
- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
 - If there are sprinklers, monitor the level of water needed.
 - If you have an irrigation system that is not working, contact SSR through the portal.
 - Keep all landscape watered unless a Homeowner's Association controls it.
 - Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
 - If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing.
- 5. Tenant required replacements:**
- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
 - Replace RO filters when needed.
 - Replace fridge filters when needed.
 - Regularly check for water flow and replace sprinkler head in your lawn and drip heads to all bushes and trees as needed.
 - Replacement of furnace and air-conditioning filters is a requirement:
Replace at a MINIMUM every month, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
 - **Replace smoke alarm battery:**
Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you endanger all tenants and guests and you could be liable for damages in the event of a fire.
If the smoke alarm is not working, replace the batteries. If new batteries still do not work, place a work order immediately.
Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.
- 6. Properly dispose the following:**
- Toxic waste such as oil, antifreeze, batteries, and solvents;
 - Place garbage in the proper receptacles provided and in accordance with city and/or county rules;
 - Christmas trees;
 - **Never store the garbage can in the garage or inside any part of the home.**
- 7. Candles**
- When using candles, do not leave candles burning when leaving a room or the residence. Check candles to see if properly extinguished.

8. Holiday decorations and lights

- 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.

9. Cleaning and maintenance of the property

- Kitchens
 - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - Ovens
 - Do not leave oven on and unattended when leaving the house at any time.
 - Continuous clean ovens
 - Do not use a commercial oven cleaner, such as “Easy Off.” This will only ruin a continuous clean oven.
 - Turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.
 - Do not leave oven on high heat for longer than 3 hours.
 - Regular ovens that are not continuous or self-cleaning:
 - Use a commercial oven cleaner, such as “Easy Off” and follow directions on the product.
 - On self-cleaning ovens
 - Follow the cleaning directions, usually located on the top of the stove/oven.
- Bathrooms
 - Prevent mildew and mold from accumulating.
 - If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
 - Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
- Carpets and flooring
 - Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
 - **Do not use home floor cleaning machines, the machine you rent at grocery stores, or chemical cleaning companies.**

DUTY TO REPORT:

It is the responsibility of all tenants to report all repairs/maintenance problems in writing through the portal as soon as they learn about it. Tenants can incur charges if they fail to report maintenance problems.

- Report the following:
 - 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 condition
 - Major pest control items such as bees, rats, termites or other major infestations.

TENANTS ARE NOT TO DO THE FOLLOWING:

- Do NOT wash draperies
- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord’s Agent.

- Do NOT perform repairs unless authorized by SSR or outlined in this guideline
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by SSR. If SSR authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

- If there is a service call and a circuit breaker is tripped, including for AC
- When it is a GFI that was tripped
- When oven is on time bake and is not defective
- When garbage disposer is jammed, clogged or needs resetting
- Broken towel bars, towel rings and toilet paper dispenser.
- When residents cause sewer stoppages/blockages
- If the Tenant or Tenant’s Guests or Invitees cause damage to the property – Third party
- 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 battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
- RO filters, fridge filters
- ANY damage to AC unit due to dirty filter. Please always check with AC repairman as to the condition of filters at time of service.
- For replacing broken doors, jambs, broken glass, and/or windows, busted in garage door.
- For damage to walls, carpets, floors, etc.
- Broken and/or damaged blinds
- Normal insect control
- Replacing sprinkler and drip heads, and dead landscaping due to lack of water
- Damage due to low water level in pool
- Security Alarms

LANDLORD

Sign: _____ Date: _____

TENANT

Sign: _____ Date: _____

TENANT

Sign: _____ Date: _____

TENANT

Sign: _____ Date: _____