



It is a pleasure to welcome you as a resident to one of our properties. We believe that if you are familiar with some of our obligations, responsibilities and policies, most misunderstandings will be avoided and, consequently, a better relationship will be established between us.

We are managers for the owners' of rental properties and are bound by legal contracts with them, as well as, with you, in most actions we take. We feel we can best serve the interests of our owner's by offering complete, courteous and prompt service to you. However, both parties to any lease or rental transaction have certain obligations and responsibilities, these obligations do not lie solely with the owner or his property manager, you are requested to read the lease agreement which you have or will sign with us. It is a legal document and is binding on all parties who sign it.

During the term of your lease, you will be required to take normal care and perform normal maintenance on the property and its equipment.

Repair and maintenance requests are to be submitted in writing to our office. You may email your request to fmworkorder@yahoo.com. This is for your protection and clears any future dispute over what was reported.

When a repair request is received, a repairman will be dispatched. If you cannot be reached or cannot be at home, they will be given a key to enter the property and perform the repair. Repairs that are not an emergency will be called in on the next business day. After calling for a repair, you must leave your keyless deadbolt unlocked. If a repairman is sent and cannot enter you home, you will be charged for the service call. The repairman will then be rescheduled.

The furnace contains an air filter. It is your responsibility to keep the filter clean. It must be removed and cleaned (washed or replaced) at least every month. Neither the owner nor the property manager will clean or replace filters for you. This is your responsibility. Lighting the furnace and water heater is also your responsibility. We suggest you have the gas company light them when they turn on the gas. This is not considered maintenance, and a service call to light will be billed to you if you call our office to have this done.

You will also be required to pay for tenant caused plumbing stoppages that occur during the term of your lease. We cannot control grease, hair, lint, food, etc. That goes down drains. The owner is responsible for stoppages caused only by tree roots or a main sewer line stoppage.

Maintenance calls that come in on weekends or holidays are sometimes very difficult to take care of. We call outside companies to take care of these calls. We certainly understand that some maintenance calls cannot wait until the next business day, but some can and should. Air conditioners that are not cooling are an inconvenience and uncomfortable but can usually be taken care of the next business day. It is sometimes impossible to get a company out after five or on weekends.

