



PURE PROPERTY MANAGEMENT OF COLORADO
1244 SOUTH WADSWORTH BLVD
LAKEWOOD CO 80232
WWW.CO.PUREPM.CO

TENANT MANUAL

**THIS TENANT MANUAL IS INCORPORATED INTO AND PART OF THE
LEASE AGREEMENT. THE TENANT MANUAL IS AN ADDEDUM TO THE
LEASE AGREEMENT.**

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WELCOME YOU TO YOUR NEW RENTAL HOME!

PURE Property Management of Colorado | Denver Office looks forward to working with you. Residents living in the rental homes PURE manages are our customers; our goal is to handle tenant issues promptly and, in a fair, businesslike manner while adhering to the lease agreement. PURE provides tenants with online portal, multiple rent payment options, online rental applications, and online maintenance requests.

We prepared the Tenant Manual to help insure a successful tenant/management relationship. The Tenant Manual is an addendum to the lease agreement so please refer to it often; the most current edition is available on our website www.co.purepm.co. The Tenant Manual contains maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, contact information and more.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. We are here to help you.

To log on or view your online account and other important documents visit the website www.co.purepm.co

We wish you a successful and enjoyable tenancy in your new residence.

MANAGEMENT TEAM MEMBERS

Barbara Clint, Accounts Payable

Direct 720-575-7296

bclint@purepm.co

Rent payments, Utilities, HOA related issues, Tenant Portal, Security Deposit

Christina Sanchez, Property Manager

Direct 720-575-7299

csanchez@purepm.co

Showings, Applications, Tenant relations, maintenance issues/request
Non-Emergency Maintenance please submit a Property Meld via www.co.purepm.co
After Hours Emergency Maintenance - 720-575-7338

Karen Wood Davis, Managing Broker, Operations Manager

Direct 720-575-7298

kwood-davis@purepm.co

New accounts, Owner relations, Lease Agreement, operations

We look forward to working with you!

COMMUNICATION

Email

Email is our preferred method of communication as emails can be sent any time of day or night. Email communication is more accurate than relying on memory.

Telephone calls during office hours

Locate the team member's direct line you are trying to reach on the previous page. During normal business hours, if that team member is available, your call will be answered. After hours or if that team member is not available, please leave a message and your call will be returned no later than the next business day.

Maintenance requests

For non-urgent maintenance concerns, submit a work order by logging in to your Property Meld account. You can also go to our website www.co.purepm.co, click on the "Repair Request" link at the top of the page to be directed to Property Meld. NOTE: To avoid a possible charge to you, be sure to read the troubleshooting tips included in this Tenant Manual before submitting a work order.

Maintenance emergency

During normal office hours, please call 720-575-7299
After hour emergencies, please call 720-575-7338

Change of information

If your phone number(s) or email address(es) have changed since you filled out your rental application, please log in to your Tenant Portal to update your new contact information or email us at denver@purepm.co. It is important that you notify us of any changes in phone numbers or email.

Website

The website contains important information, please visit it regularly to find helpful forms, to update your contact information, to submit a Property Meld maintenance request, to log on to your tenant portal and to make a payment. Emails can be sent directly to us from the Contact Us page.

GENERAL OFFICE INFORMATION

Address information		
Mailing Address	<u>1244 S. Wadsworth Blvd.</u>	
	<u>Lakewood, CO 80232-5437</u>	
Telephone		
Business #	<u>303-985-4670</u>	
Internet		
Email	<u>denver@purepm.co</u>	
Website	<u>http://www.co.purepm.co</u>	
Office hours		
	Monday – Friday	By appointment only
	Sunday, Saturday & Holidays	Office closed
After hours emergency information		
	Call 720-575-7338	

PROTECT YOUR RENTAL AND CREDIT HISTORY

It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. This manual will help you avoid late rent payments, care for the property, and move out properly. Give us the pleasure of being able to provide positive rental payment history and a good reference for you when you vacate the property.

Lease agreement

The fully signed lease agreement has been uploaded to your Tenant Portal including any other necessary documentation. We recommend that you log in to your Tenant Portal to familiarize yourself with the portal. Please always remember a lease agreement is a binding agreement. If you have any questions regarding your lease, please contact us.

Security deposit

PURE holds the security deposit to secure performance of the lease agreement. Occasionally we are asked to refund part of the security deposit; all security deposits remain intact until the rental property is completely vacant. PURE remits security deposit accounting and refund checks within 60 days of receipt of property keys in accordance with the state landlord/tenant law.

Mailbox keys

Please understand that PURE manages the residential property you are renting. We do not own or have access to the United States Post Office mailbox for the property.

When you receive keys to your rental home you will be given the mailbox key we have in our possession (if we have one) and the location of the mailbox. Many times the key will not work as the USPS may change the locks between occupants. We receive information regarding the location of the mailbox from a 3rd party, occasionally this information is incorrect.

Due to security and privacy issues the USPS won't release a new mailbox key, the mailbox location or other information to PURE as we are not occupants of the property. You, as the occupants of the property, will need to contact the USPS to get a new key/lock and, possibly, the mailbox location.

Please follow these steps if your mail box key does not work:

- Go online to www.usps.com to locate the local post office for the rental property.
- You may want to call them before going in to find out the procedure of getting a new mailbox key and mailbox location.
- More than likely they will need you to come in with a copy of your lease agreement and ID.
- They will be able to assist you in getting a key to the box and if needed, the location.
- As we understand, the post office works 1-2 weeks out on work order lock changes/locations, so you'll want to do this as soon as possible. The USPS will notify you when keys are ready to be picked up at the post office. They'll also let you know the cluster & box number for your mailbox. (Please call us with this information so we can update our files).
- If the post office charges a fee, please pay this and email your receipt to our bookkeeper. We will review the receipt for a credit to you.

Utilities, cable, satellite dish, internet, trash

Please review your lease agreement to confirm which utilities you are responsible for paying. To avoid discontinuation of service, contact the utility companies immediately.

Gas and electric service, Xcel Energy/1-800-895-4999: During the lease signing process you were reminded to transfer gas and electric service to your name as of the first day the lease agreement. PURE *may* put Xcel service into your name starting on the first day of the lease agreement. Xcel requires us to provide your name, phone numbers, email address and social security number to them; you will be notified by Xcel if this happens. NOTE: We will make you aware if another energy company provides service to your unit.

Water and sewer service: If you are responsible for paying the water/sewer bill, the charge will be posted to your online portal account before the 22nd of the month and will need to be included with your next rent payment. Never contact the water/sewer company and change the billing address.

Cable, satellite dish and internet: You must receive written permission from us prior to adding any of these services or making changes to your rental home. To receive permission, complete the Cable/Satellite Dish/Internet Request form (available on our website) and return it to our office. It can take up to 30 days to process your request if a Homeowners Association is involved. Remember to remove these items and repair any damage when it is time to move.

Additional telephone lines: You must receive written permission from PURE prior to adding any additional lines at your expense.

Trash pickup: If you are responsible for paying for trash pickup, contact the company of your choice for service. If trash service is included, the owner will be responsible for the basic service. Extra bags or large item pickup will be charged to you by either the trash company or will be included on your online portal account. Overfill dumpster charges will be split between units and will be included on your online portal account.

Online account

Once you have completed the lease signing process we will create your Tenant Portal. An email will be sent to email address(es) you provide with instructions as to how to create your Portal log on. Once you have logged on, click on the Document tab to access your lease agreement and move in condition report. You can access your real time ledger on the My Account tab at any time.

Rent payment options

Rent is due on or before the 1st of each month, even if the 1st falls on a weekend or holiday. We offer no grace period for rent payments. We do not accept cash. Do not postdate checks. All checks received are deposited on the day of receipt. If you know that you will have a delay or problem paying by the 1st of the month, contact our office immediately to understand the process for late payments.

To make Online payments on or before the 1st day of the month via your Tenant Portal through Resident Direct 844-530-5785

Make your rental payment via credit/debit card or an e-check from your savings or checking account. You can make a one-time payment or sign up to have your payments automatically withdrawn each month.

Note: Auto payments are for a set amount, if you are responsible for the water/sewer charges you will need to set up a separate one-time payment for the water/sewer charges. When you are making 2 or more payments you will need to use these work arounds to get the payments set up. (Resident Direct will not allow a second payment from the same account to be generated when the first payment has started to process)

Set up the one-time payment before the auto payment is scheduled to start. In other words, if you have set up the auto pay for the 1st of the month, on or before the last day of the current month set up the onetime payment.

Use a different portal or checking/savings accounts. This will also work for roommate partial payments; each roommate would set up partial payments through their own Tenant Portal.

Note: You can use the same bank account on different portals

Resident Direct charges \$1.00 for an e-check and 2.95% for credit/debit card payment.

To make payment on or before the 1st day of the month via Check, money order, cashier's check or your bank bill pay.

- Mail the rent to PURE, 1244 South Wadsworth Blvd., Lakewood CO 80232, please keep in mind to add mailing days for holidays, weekends and to account for USPS delays. Our office does not receive a Saturday mail delivery.
- Deliver rent in person at the office. We are open by appointment Mon-Fri.
- Place rent in "Rent Box "outside the front door of the office building.

Note: Resident bears the risk of loss or theft of any payments put in the drop box.

- Bank Bill Pay; set up payment so that it is delivered to the office by the 25th of the month. The 25th is to take in account weekends, holidays, or post office delays. Remember rent is due on or before the 1st day of the month.

Fees and charges

Non-Compliance fees -

- **Service call** – for missing or forgetting a scheduled appointment with a service person or repairman. Avoid this charge by contacting the service person or repairman directly if you must reschedule.
- **Smoke & CO test or battery replacement** – avoid this cost by promptly returning the smoke and CO test/battery change form, if applicable. This form is provided to you along with a reminder to change batteries and test smoke and CO detectors.
- **Showing** – If we are unable to access the property for a scheduled showing (you will receive advance notification of any showings during the last month of your Lease Agreement after you have given notice to vacate) we are forced to charge a fee.

Fees and Charges -

- **Key check-out charge** – if you authorize a vendor to check out a key to your rental home there may be a charge to you. Ask vendor when scheduling if there will be a cost to you. In addition, contact PURE to let us know you have given permission to the vendor to pick up a key.
- **Lease admin fee** - \$200 one-time lease coordination and set up fee
- **Move in or move out lockbox convenience fee** – \$100 option to pick up or leave keys at the property.
- **Convenience fee** - \$1.00 per echeck payment, 2.95% per credit/debit card payment
- **Late rent payment** – \$50 or 5% of the monthly rent, whichever is greater.

- **Returned check fee** – \$20 per occurrence OR actual cost. Returned checks are any checks or electronic payments that are not honored or not paid upon presentment to bank a single time for any reason not paid or credited for any reason.
- **Utility coordination** – \$100 to avoid this fee, make sure Xcel Energy goes into and stays in your name throughout the entire time you live in your rental home.
- **Re-inspection fee & Posting fee** – \$100 avoid this fee by complying with all terms of the lease agreement. Pay your rent on time, don't allow damage, unauthorized pets or occupants, business operations; grow facilities or any prohibited activities in your rental home.
- **Re-Letting fee (Lease Break section of your lease)** – 50% of one month's rent
- **Advertising (Lease Break section of your lease)** - \$150 per month while property is being advertised
- **Black light test** - \$150 deducted from your security deposit at move out. This test is completed prior to tenant move in and after tenant move out to check for urine and other contamination.
- **Separation of co-resident** – Beginning at \$200 if one or more residents want to be removed from the lease. Conditions apply.
- **Eviction** – Attorney (\$375-\$475) Sheriff – \$150 minimum
- **Vendor coordination** – \$50 to \$200 is charged if PURE must send vendors to repair damage or clean the rental home after you have moved out. Avoid this fee by carefully following the move out planning checklist available on our website.
- **Month to Month Admin fee** - Tenants who opt to go month-to-month after the initial term of their lease will pay a higher monthly rent plus a \$50 admin fee per month.

The amount of all fees may be increased without notice.

Dishonored checks or payments (NSF)

Dishonored checks are any checks that are not honored or not paid upon presentment to bank a single time for any reason, or any electronic payments not paid or credited for any reason.

You will be required to pay rent in certified funds for the entire time you remain in the rental home if your rental payment is dishonored or returned one time.

Lost keys or locked out of rental home

During normal business hours, you may check out a key to your rental home at no cost. Please keep in mind, if the key is not returned by the next business day, we will need to have the locks re-keyed at your expense. The cost to you for re-keying all of the locks could be \$60 to \$250. After normal business hours you may call (and pay for) a locksmith. We may be available to give access to your rental unit should you need this service however there is a charge of \$100 due in cash at the time of service.

Late rent payment & Demand for Payment of rent

Late fees can be avoided by making sure your rent payment is received on time. **Rent is due on or before the 1st of each month, even if the 1st falls on a weekend or holiday.** PURE will post a demand for payment of rent or possession notice on the 2nd day of the month. PURE serves eviction notices based on state landlord/tenant law requirements and our fiduciary obligation to the owner of the rental property. Online rent payments cannot be accepted after the 1st day of the month.

Eviction attorney

The Demand for Rent notice will be sent to the eviction attorney ten days after the Demand is posted or issued. Once the paperwork goes to the attorney the eviction process cannot stop until the court date. If you can pay the total amount due on the demand notice we will notify the eviction

attorney to have the eviction dismissed on the court date. Unfortunately, this means that even though payment has been made, additional paperwork may be posted on your door and an eviction record will be created. Rent received after the Demand Notice has been sent to the eviction attorney and up to the court date must be paid by money order or certified funds and must be for the full amount due listed on the demand notice and include the attorney fee.

Homeowner Association (HOA)

If your rental home is in a community managed by a homeowner association, you will be given a copy of the rules and regulations at the time of lease signing and a copy will be uploaded to your Tenant Portal. Any violations of the HOA rules or regulations are prohibited, and you will be responsible for paying any resulting fines.

Pet policy & rules

Pet policy and rules are designed to protect pet owners, the rental property, and the rental property owner and to ensure that the pets themselves receive responsible care. This policy applies to all pets kept in any rental property managed by PURE and will be strictly enforced.

Pet owners must receive approval **BEFORE** occupying the rental property or adding a pet to the household. An additional security deposit must be paid, and the Pet Addendum must be signed.

- No visiting pets are allowed at the rental property for any reason.
- No pet under 1 year old.
- No aggressive breeds.
- Pet approval is subject to pet owner's strict adherence to all aspects of this pet policy and rules.
- Only domesticated household animals will be allowed. These include dogs, cats, birds, rabbits, guinea pigs and hamsters. No resident will be allowed to keep animals not specifically listed on the Pet Addendum.
- In deciding on whether to approve a resident's request to keep a dog, management will consider the dog's temperament and the arrangements the resident has made for training and exercising the dog.
- Pets shall not be kept, bred, or used for any commercial purpose. All pets must be spayed or neutered. All pets must receive proper veterinary care, including all appropriate inoculations. All pets must be maintained in accordance with applicable state and local laws.
- Dogs/cats must always wear identification tags. Dogs/cats must be licensed, if required by the city and/or county.
- Pets must be appropriately confined and must not be allowed to roam free or be left unattended.
- Pets should not be left alone in a rental unit longer than nine hours. When management has reasonable cause to believe that a pet has been left alone in a rental property and/or that pet is creating a disturbance, or any other emergency appears to exist with respect to the pet, management will attempt to contact the resident to remedy the situation. If management is unable to contact the resident within a reasonable period, management may enter the rental property and make any necessary arrangements for the pet's care, including removing the pet and placing it in a temporary home, such as a boarding kennel or with animal control. Any costs incurred will be the resident's responsibility.
- Resident agrees to immediately clean up after their pet and to discard securely bagged pet droppings in appropriate trash receptacles. Cat litter must be placed in tied plastic bags and may not be disposed of in toilets.
- Pet owners are responsible for any damage caused by their pets. Any damage caused by cleaning chemicals, or other such material used in an attempt to remedy said damage is also the full responsibility of the pet's owner.

- Food will not be left outside where it may attract other animals. Feeding or caring for stray animals is prohibited. Injured or stray animals should be reported to the local animal control authority for pickup.
- No pet shall be allowed to become a nuisance or create any unreasonable disturbance. Examples of nuisance type behavior for the purposes of this paragraph are:
 - Personal injury or property damage caused by unruly behavior.
 - Pets who make noise continuously and/or incessantly for a period of ten minutes or intermittently for one-half hour or more, disturbing any person at any time of day or night.
 - Pets that are not under the complete control of a responsible human companion either with a short leash or inside a pet carrier.
 - Pets that relieve themselves inside the rental property or in any inappropriate area.
 - Pets that exhibit aggressive or vicious behavior.
 - Pets that are conspicuously unclean or parasite infested.
- Residents are responsible for and must immediately pay for all damages or injuries caused by pets.
- PURE may require the permanent removal of any pet if such pet is determined by PURE to be a nuisance or a danger to the rental property and/or the community.

Renters insurance

Property owners carry a standard fire and liability policy and have additional coverage. Their policy will not cover the tenants' contents or possessions of the rental property resident. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your loss. Contact an insurance agent if you do not have renters' insurance.

Break Lease/Early lease termination

We understand that there are circumstances where you must move before the lease term ends. Unfortunately, no matter the reason, there will be costs to terminate a lease agreement before the expiration date. These costs will include rent and utilities until the end of your lease agreement or until the property re-rents, a re-letting fee equal to 50% of one month rent, advertising, lock rekey, make ready expenses, yard care and other expenses for the full term of the lease. Your obligation stops when a new tenant takes possession of the home or the lease term ends, whichever comes first. Of course, the home must be left clean and undamaged. Plan on paying the advertising fee and the re-letting fee when you deliver your Break Lease termination notice to vacate to the PURE office.

Please understand that a Break Lease decision is yours to make but doing so must not incur the property owner any expense. We understand situations arise that are out of your control, and we will try to work with you throughout the process however the decision to break the lease is yours. It is possible that you may save money in the long run by staying through the length of your lease.

Separation of co- residents

Occasionally it becomes necessary for one resident to move out while another resident wishes to remain in the rental property. No matter the reason, all residents must fill out and sign a Separation of Co-Residents Agreement. PURE will propose these changes to the property owner who may or may not approve the changes. If approved, PURE will not partially refund the security deposit; residents must settle any disagreements regarding funds without PURE involvement. A processing fee must be paid to PURE before the separation process can begin; this fee may increase if the process requires additional paperwork or time OR you have completed Separation of Co-Resident Agreements in the past.

By signing the Separation of Co-Residents Agreement vacating residents agree to be released from the existing lease and agree to give up right, title and interest to the security deposit. Remaining residents agree to be re-qualified and to sign a replacement lease agreement that may include increased rent or increased security deposit. The existing lease remains in full force and effect until a replacement lease agreement has been signed by all parties.

MAINTENANCE AND CARE OF THE PROPERTY

Getting to know your residence

When you move into a rental home, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio, or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Controls on the stove/oven
- Whole house or attic fan (if applicable) should not be used without open windows, see [How to Operate Whole House Fan](#) via www.co.purepm.co Tenant Resources.

The location of these items may be found in the move in condition report. If you are uncertain about any of the above items, contact your management team for help.

Tenant maintenance responsibilities

You are responsible for the maintenance of the rental home in that you must notify management of any damage to the property or of poor performance of any vendor sent to maintain the property. Your responsibilities include but may not be limited to:

- Replacing smoke alarm and carbon monoxide detector batteries
- Reporting non-functioning smoke alarms and carbon monoxide detectors immediately if batteries do not solve the problem
- Replacing light bulbs with the correct size and type. If your light bulbs are burning out too quickly confirm you are using the correct wattage for the fixture. If you are unsure, replace the bulb with a lower wattage bulb. Confirm any replacement lightbulbs will match the aesthetics of the bulb that is being replaced.
- Replacing furnace filters and/or air conditioner filters, if applicable, every 3 months, and every month if there is a pet in the property
- Replacing ice maker filters every 6 months, if applicable.
- Reporting all necessary repairs
- Keeping all sewer and drain lines clear
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control, including but not limited to spiders, flies, ants, and wasps.
- Normal rodent control, including but not limited to mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service is provided in your rental agreement
- Landscape care and watering (see Lawn Care Information section for detailed information).
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association

- **Removing hoses from outside faucets during the winter due to outside temperature falls below freezing. Damaged caused by leaving a hose attached during cold weather will be a charge to the tenant.**
- Allowing interior water faucets to drip *slightly* during extreme cold weather to prevent freezing (See Very Cold Weather and Frozen Pipe Prevention Tips section of this manual for additional cold weather tips)
- Removing snow and ice from sidewalks, driveways, balconies, decks, patios, and other areas where snow and ice is not removed by others.
- Disposal of all garbage in the proper receptacles and using the weekly pick-up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals from the fireplace until they have cooled outside in a metal container for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

If there is an emergency

A maintenance emergency is uncontrolled running water, no heat, sewer line blockage or electrical sparking. The locations of the breaker box, main water shut off and furnace shut off are listed in the move in condition report. We cannot issue a work order after hours or on the weekends for appliance repair or a non-emergency repair.

- 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 or 911.
- After contacting one of the above sources, then call the PURE office and report the problem.
- Emergencies such as backed up plumbing and flooding:
 - During normal office hours, call 720-575-7299
 - After hour emergencies, call 720-575-7338
- An emergency is NOT lack of air conditioning, but management recognizes this is important and will make it a priority with vendors to have the a/c working as soon as possible.
- Non-working water heater, non-working refrigerator, frozen pipes, are examples of items not considered emergencies.

Emergency and disasters

You will find an Emergency Checklist online – www.co.purepm.co under Tenant Resources that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
 - PURE outlined above in Section “If there is an emergency” what to do for emergencies such as fire, gas, electrical, flooding, etc.
 - Please follow the maintenance instructions and call PURE when appropriate.
 - PURE requests that you treat the office staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - When major emergencies or disasters such as a hailstorm, tornado, blizzard, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.

- PURE requests that you call emergency services first in a disaster. Then notify the PURE office as soon as possible what has happened.
- PURE will assign work orders based on priority.
- When calling the PURE office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Before requesting maintenance

Before completing a maintenance request, please read this trouble shooting section. Completing these steps can save you money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

1. **Smoke Detector or Carbon Monoxide Detector won't work when tested:** Test with approved smoke detector smoke spray, replace battery.
2. **No power to plugs or switches:** Check and reset breaker panel. Check and reset all GFI outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch, try using a different outlet. (In addition, review item 17)
3. **Garbage disposal doesn't work:** When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an allen wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat until the object is removed.
4. **No hot water:** Check thermostat on tank for proper temperature setting. Check that thermostat is not set to "vacation". Check and reset breaker in power panel. Check and reset button next to thermostat.
5. **Hot water is too hot:** Check thermostat on tank and turn down.
6. **Plumbing or fixtures leak:** Turn off water fixture, turn off water at supply line and notify PURE immediately
7. **Toilet is plugged:** Plunge and test.
8. **No heat:** Check thermostat and make sure to replace the replace batteries. Check that furnace covers are properly installed. Check and reset the breaker for the furnace. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities or issue an order to disconnect the utility?
9. **Dishwasher won't drain or isn't cleaning well:** clean food out of bottom of dishwasher and/or try selecting hottest water setting, use powdered dishwashing soap, run hot water in the sink so the dishwasher starts with hot water, fill the rinse additive compartment and check to see if the food tray needs to be cleaned or emptied.
10. **Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. Try resetting the floater. The floater is under the bottom rack toward the front, it looks like a tiny upside-down bowl. Try moving the floater up and down.
11. **Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly. Vacuum the back coil/grill.
12. **No Air Conditioning:** Check all circuit breakers. Clean and replace filter and test. Turn off for 24 hours (this helps if temperature was set too low and ice has formed inside the unit). Confirm that weeds, long grass, brush is cleared away from the condenser. Note: Review [Central Air Conditioning Tips and Tricks](http://www.co.purepm.co) via www.co.purepm.co, Tenant Resources.
13. **No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, and check all GFI in bathrooms, kitchens, laundry room, and garage. Call Xcel Energy 1-800-895-4999.
14. **Stove not working:** Check breaker, flip it to the OFF position and then to the ON position. Unplug and plug back in. Burning smell or burners not working after cleaning, use a cotton swap in the burner receptacle to remove any debris or cleaning product that may be there. Oven not working, make sure the timer is not set OR set to cleaning mode.

15. **How to light a gas fireplace:** Review Fireplace Lighting Tips via www.co.purepm.co, Tenant Resources.
16. **Garage door opener not working correctly:** Change the batteries in the remotes. Check the placement and cleanliness of the photo eyes. The photo eyes are generally located on both of the door tracks near the floor and are easy to knock against when entering or exiting. Adjust the eyes until both units have steady lights. Dust and cobwebs can cause the eyes not to send or receive signals.
17. In older homes you may not be able to run multiple appliances on one outlet without tripping a breaker (example: microwave and toaster OR hair dryer and curling iron).

Maintenance request

It is important that maintenance items are reported. It is also important for you to notify PURE if a vendor does a poor job or does not complete a requested repair.

For maintenance issues or repairs, submit a work order by logging in to your Property Meld account. You can also go to our website www.co.purepm.co, click on the "Repair Request" link at the top of the page to be directed to Property Meld. To keep costs down; please wait until you have a list of several non-emergency maintenance requests. Remember if you or your guests have caused the damage, you will be charged for the repair.

If you request maintenance, understand our vendors are required to make appointments with tenants. PURE does not give vendors keys to the rental home EXCEPT if authorized by the tenant at the time of scheduling with the vendor (make sure you understand if vendor charges to pick up a key) OR for some preventative maintenance including but not limited to lawn sprinkler turn on/shut off.

Be certain to call the PURE office and/or notify the vendor as soon as possible if you are unable to make a scheduled appointment. Failure to be at a scheduled appointment may result in a charge to you.

If you are not contacted by a vendor or repairperson within 5 to 7 business days please send an email to csanchez@purepm.co to notify our office that the vendor has not made contact. We will contact the vendor and notify you of the cause of the delay.

If the problem continues after a recent repair has taken place and there continues to be a problem, notify PURE and state there was a recent repair but there is still an issue. **Recent repair** (including drain clean and pest control) means **within 30 days**. Failure to report an unsolved recent repair that results in further damage or expense may result in a tenant charge.

Very cold weather and frozen pipe prevention tips

*Frozen Pipes are not considered an emergency.

One of the hazards of winter that a lot of people have experienced is frozen water pipes. Since water expands as it freezes it creates tremendous pressure on the pipes, which in turn can cause them to break and damage your home. During cold weather, take preventive action:

- **Removing hoses from outside faucets during the winter due to outside temperature falls below freezing. Damaged caused by leaving a hose attached during cold weather will be a charge to the tenant.**
- If the property has a garage, keep the garage doors closed if there are water supply lines in the garage.
- Open the kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.

- When the weather is very cold outside, let the cold water drip from the faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing because the temperature of the water running through it is above freezing.
- Keep the thermostat set to the same temperature both during the day and at night.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.

If you suspect the pipes are frozen, follow the steps below to thaw frozen water pipes safely and effectively. First diagnose where the pipe is frozen. Start by turning on every faucet in the house, including the bathtub faucets. This will help you determine the area of the blockage. If the water in the kitchen sink is frozen but the water in the bathroom sink works, then you are probably dealing with an isolated problem. Once you have figured out which faucet contains the frozen line, turn off all other faucets.

- Step one: Locate the main water shut-off valve, which could be in the basement, the garage, or outside by the foundation (refer to your Move in Condition report) and turn off the water supply to the house. If there is no shut-off valve, you may have to turn the water off at the meter itself. It is important to shut off the water prior to thawing the pipes as a pipe may already have broken under the extreme pressure caused by the frozen line.
- Step two: Now that the water is turned off, there are a few options to thaw the pipe. One is to use towels soaked in hot water. Wrap the frozen pipe with hot, wet towels and pour on additional hot water until the pipe has completely thawed. If the hot towel approach won't work, a hair dryer or heat gun may be the next solution. Turn on the dryer or heat gun and work up and down the length of the frozen line. Once the water starts to thaw and trickle from the faucet, you can turn the main water supply back on. Keep working with the heat source and keep the water faucet turned on until full water pressure is restored.

If every faucet in the house is frozen, you are probably dealing with a frozen main water line that supplies water to the house. Turn on all faucets in the sinks and bathtub and turn off the main water supply. Follow the suggestions in step two (above) but apply the heat directly to the pipe that enters the house.

Never use a heat source with an open flame such as a blowtorch or propane heater to thaw a frozen water line as an open flame in a home can present a serious fire hazard as well as the possibility of exposure to carbon monoxide poisoning. Also, excessive heat from a blowtorch applied to a frozen pipe can cause the water inside the pipe to boil and possibly explode.

Maintenance reimbursement

Generally, management assigns a vendor to perform work requests in your residence. However, if you have contacted management and requested to perform a minor maintenance item and management has agreed to reimbursement:

- Pay the bill and send the receipt to the office. We will review and reimburse/credit the amount due to you.
- Do NOT deduct the amount from the rent.

Maintenance survey

As part of our agreement with the rental property owner PURE may schedule an annual Maintenance Survey. Occasionally more frequent walk-through visits of your rental home may be necessary. You will be notified in advance that we will be conducting a routine interior and exterior survey (which includes taking photos) of the rental property. During the survey we will be checking for plumbing leaks, checking the status of smoke and carbon monoxide detectors, checking for

potential hazards and any necessary maintenance items. Verification of all terms and conditions of the lease will also be noted.

Please understand that this survey is not meant to make you feel uneasy or to invade your privacy. We are checking for any maintenance items that need immediate attention as well as any issues that may need to be addressed at the next turnover (when you move out) to allow the property owner time to plan. This is a service we provide to our owners, but we like to think that it helps the tenants too as there are small repairs that can be caught during the survey, repaired and the tenants don't need to deal with the issue. The photos are taken only to capture the condition of the property for the owners who don't get to see their investment property.

Preventative maintenance vendors

While you are responsible for the maintenance of your rental home, the property owner may have authorized PURE to send a vendor to perform various, seasonal preventative maintenance services in your rental home. Preventative maintenance may be done once or twice each year depending on the property owner's instruction and the nature of the service. Typical preventive maintenance may include but is not limited to heating and cooling systems, yard watering systems, evaporative coolers, drain lines, lawn care and fire extinguishers. Refer to your Move in Condition Report to see if the property you rent is scheduled to receive one or more preventative maintenance services.

Lawn care

Check your Move in Condition report for to determine your specific lawn care responsibilities. Be sure to maintain the landscaping in satisfactory condition or PURE will hire vendor to maintain the landscaping at your expense.

- **Fertilizing**—Fertilization in March through June is highly recommended, with a fertilizer that contains a mixture of quickly and slowly available nitrogen sources. Fertilizer applied before watering is allowed will not cause a problem for lawns because spring precipitation and watering, once it is allowed, will cause nutrients to be released into the turf.
- **Mowing**—Set mower height at 2 1/2 to 3 inches and mow at the same height all growing season. Mow often - avoid removing more than 1/3 of the grass height. Keep your mower blades sharp to avoid damaging the turf.
- **Aeration**—Core holes 2-3 inches deep provide the greatest benefit, but even shallower holes help to enhance water infiltration.
- **Weed control**—pre-emergent herbicides for prevention of crabgrass, foxtail and other weeds recommended.
- **Watering** — Begin as soon as authorities permit in the spring. Watering less often means more efficient water use because of less loss to evaporation. It can also reduce the number of weeds that appear in the lawn. Do not apply all the water in a short period of time to avoid runoff. In most cases it is more effective to apply only a portion of the water and move the sprinkler to another section of the lawn. A sure sign that turf needs water is a wilted appearance; one characteristic is “footprints”; footprints on the lawn that do not disappear within an hour. This characteristic is soon followed by actual wilting, where the turf takes on a grayish or purple-to-blue cast. If only a few such spots regularly appear in the same general location, spot water them to delay watering the entire lawn for another day or so. It is important that the turf not be allowed to become overly drought stressed between watering. This weakens the turf and makes it more susceptible to insect and disease damage and to weed invasion. Water 2.25 inches per week, between 6 p.m. and 10 a.m.
- **Over seeding** – May be done in late fall or early spring with good results

Preventative maintenance

- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
 - DO NOT put diapers or sanitary products in the toilet.
 - DO NOT dispose of grease in the sink or toilet.
 - DO NOT put baby wipes, sanitizing wipes, paper towels, rags or other non-biological items into the toilet or the drain lines.
 - DO NOT flush anything except toilet paper even if the packaging may say a product is flushable.
 - Do a clog preventing flush halfway through use.
 - Add a strainer or screen over the drains

- Garbage disposals
 - Only use the garbage disposal to clear the sink and after using the dishwasher
 - Grinding a small amount of ice will help keep the disposal clean.
 - Baking soda or lemon or lime will help remove smells.
 - Run cold water while the disposal is in use to help keep the motor cool and keep waste floating down the drain. Run water for at least 30 seconds after noise of grinding has stopped.
 - Most disposal problems result from tenant negligence or error such as dropping utensils or coins down into the disposer. If this happens it is a tenant charge.
 - DO NOT put bones, potato skins, popcorn kernels, hard fruit seeds, corn husks, celery or a large amount of any food waste into the disposal.
 - DO NOT put uncooked fat off meat into the garbage disposer. Don't pour liquid fats down garbage disposal or drain line; solidify in empty tin can in refrigerator & dispose of in the trash instead.

Tenant renovations, alterations

Play-sets, swing-sets, trampolines, above ground pools, hot tubs are all prohibited. The lease agreement prohibits tenants from doing any repair, renovation, alteration or introducing any of the items listed above without specific, written permission to do so. If you do want to make a special request:

- Submit the request in writing before installing the item or making any changes
- Do not proceed until you are notified by PURE
- PURE will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the item, alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the item, alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state including returning any grass, lawn or landscaping to the original condition
 - Sign an PURE agreement regarding the item, alteration/repair.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to PURE as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks; use steel braided hoses.
- Adjust the water level to match the load, using less water for small loads.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “high” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you have pets. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.
- Hose down the outside condenser once a month or more to remove dirt and debris from the coil. If there is a cottonwood tree or other floating seed plant nearby, hose it down every few days, until the seeds are no longer flying. Remember if it is early in the season to disconnect the hose in case of a weather change.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace damper if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

Safety tips

The safety of you and your family is important and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to PURE.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to management immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations.

- Hang lights and decorations carefully and noninvasively.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- Fireworks are illegal in most cities and counties in Denver and surrounding areas.

Rental Homes Built Prior To 1978

The following tips were copied from the EPA's website.

- Regularly check your home for chipping, peeling, or deteriorating paint, and address issues promptly without excessive sanding. If you must sand, sand the minimum area needed, wet the area first, and clean up thoroughly.
- Regularly check all painted areas that rub together or get lots of wear, like windows, doors, and stairways, for any signs of deterioration.
- Regularly check for paint chips or dust – if you see some, remove carefully with a damp paper towel and discard in the trash, then wipe the surface clean with a wet paper towel.
- Wipe down flat surfaces, like window sills, at least weekly with a damp paper towel and throw away the paper towel.
- Mop smooth floors (using a damp mop) weekly to control dust.
- Remember to test for the presence of lead and lead hazards by a lead professional – this will tell you where you must be especially careful.
- Here are more tips to help you reduce or prevent your family's exposure to lead dust. It's best to follow these steps weekly.

Drug free housing

PURE has a drug-free policy for tenants, and it is a requirement of your tenancy as outlined in your lease agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place "meth labs" in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify PURE of your suspicions as soon as possible.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

WHEN IT IS TIME TO MOVE

Before giving notice to vacate

- Tenants are required to give 30-day written notice to vacate prior to moving.
- Check the lease agreement to see if you are eligible to give notice. You can give written notice 30 days before the last day of the lease agreement. If you are on month-to-month tenancy you can give notice 30 days before the end of the month you want to move out. A lease is a binding agreement for a set period, and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, please review section 11 or your Lease Agreement regarding the Lease Break clause. Also refer to page 13 of this manual.

Giving your notice to vacate

- The 30-day notice to vacate is due to the office **on or before the 1st day of the month** for a move out by noon on the last day of the month. If your notice to vacate arrives after the 1st you will be responsible until the noon on the last day of the following month. **Example:** If we receive the notice to vacate on June 5th, you are responsible until July 31st.
- PURE accepts notice to vacate via email, via your Tenant Portal, via the link on our website, personal delivery, or mail. To guarantee we receive your notice on time you may wish to personally deliver any notice to vacate to our office.

Once you have given your notice to vacate

After the notice to vacate has been submitted, PURE will send a detailed email or letter which will include specific instructions as to what to expect during the notice period. Please also refer to the Move Out Planning Checklist on our website – www.co.purepm.co, Tenant Resources to help you remember important details and avoid charges to your security deposit. Remember, we want your move out to be a pleasant and successful process.

Rental references

We do not provide rental history to other landlords or property management companies without your written permission. By giving your written notice to vacate you are giving us the authority to give out rental payment history and references. You will receive a detailed record of your tenancy to use as a future rental reference with your security deposit accounting.

Your security deposit accounting

PURE remits security deposit accounting and refund checks within 60 days of receipt of property keys in accordance with the state landlord/tenant law. Colorado law requires the security deposit refund check and accounting be sent via U.S. mail to your last known address. We must mail the check and the accounting to the home you just vacated unless we receive your forwarding address.

Our preference is to return your security deposit, for us to do that you need to leave the property in the same condition as noted on your Move in Condition report. You should find this report in the Documents file of your Tenant Portal. It is a good idea to take a moment and log-on to your account to print out a copy of your move in report and to carefully follow the move out planning checklist found on our website.

Once you receive the security deposit accounting packet, if you have questions, the move out condition report and copies of the invoices are included. Take a moment to read through them as they will answer most of your questions.

All comments, questions, or complaints regarding charges to your security deposit accounting must be in writing and received within 10 days of the day you receive your security deposit accounting package. Any balance due over and above the security deposit must be paid promptly. *If your account is turned over to collections due to non-payment you hereby authorize Agency of Credit Control and its employees, agents, and assignees to contact you via email, text messaging and phone calls to your cellular devices.* **As a reminder this Tenant Manual is incorporated into and a part of the Lease Agreement. The Tenant Manual is an addendum to the Lease Agreement.**

Move out planning (and cleaning) checklist

This helpful checklist is available on our website. Our goal is to make a potentially stressful move easier for you. Please contact us if you have any questions.

Leasing walk through

PURE will put up a lockbox and walk through the rental property (watch for a letter or email with the date). We, or independent leasing agents, will be showing the property to prospective residents. You will be notified in advance of any showings. Unfortunately, we must charge you a tenant fine if you and/or your pet prevent us from accessing the property. Of course, we will notify you in advance as to when we will need to enter your home. If you have a pet, please be sure the pet is contained and does not interfere with any showings or other visits to the rental home.

Property review (Optional)

The Optional Property Review will be scheduled in the latter part of the month during normal business hours. Contact our maintenance coordinator prior to the 15th day of the month if you would like to schedule the review. The purpose of this review is to point out obvious, visible problems that may result in charges to your security deposit and to give you time to correct them. The property review is not the final move out condition report. The property manager will send an email shortly after the review listing items, if any, that require attention prior to your move. It is our preference that you be present for this review.

Move out condition report

The move out condition report will be completed soon after you have vacated the rental home and returned the keys to our office. While filling out the report we will be thoroughly checking the condition of the rental home as well as verifying that all items on the move out planning checklist have been performed. The move out condition report will be compared to the move in condition report (including any notations added by you) to determine charges, if any, for the security deposit accounting.

Keys must be returned

It is important to keep in mind that all keys listed on your move in condition report must be returned to PURE's office no later than NOON on the day of your move out. If your move out day falls on a Saturday/Sunday or Holiday when our office is closed, place your keys in an envelope marked with your name and put them in the after-hours drop box located outside of the front door of our office. Access cards, devices, and/or remotes can be left on the kitchen countertop.

If you are unable to be completely moved out by noon, you enter a wrongful holdover period and will be charged two times the daily rent for that day and every day until keys are returned to our office.

CONCLUSION

We hope that you have found the *Tenant Manual* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when the time comes. If you have any questions, contact your management team. This manual will be updated from time to time, the most recent version can be found on our website.

Have a successful residency!

PURE Property Management of Colorado