

TENANT HANDBOOK
for tenants of
FRANCIS JAMESON INVESTMENTS



2018-2019

DISCLAIMER:
THE CONTENTS OF THIS HANDBOOK
ARE GUIDELINES ONLY AND DO NOT
SUPERSEDE YOUR LEASE AGREEMENT.
THESE GUIDELINES MAY BE
CHANGED AT ANY TIME.
YOUR RIGHTS AND OBLIGATIONS
ARE SET FORTH IN YOUR LEASE AGREEMENT.

Receipt acknowledged:

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HOW TO REACH THE LANDLORD

In person or by phone:

Property Contact - Dana Boyes
(484) 639-9096
dana@francisjamesoninvestments.com

Property Owner – Ian Jameson
ian@francisjamesoninvestments.com

Please do not call after 10:00 PM or before 7:00 AM unless there is a dire emergency.

By mail:

c/o Ian Jameson
PO Box 844
West Chester, PA 19380

By email:

dana@francisjamesoninvestments.com

TENANT CONTACT INFORMATION

We collected (or we should have collected) a Rental Application from each tenant. On your Rental Application, you provided a cell phone number and an email address where we can reach you. We need to have contact information on file for each tenant at all times. Therefore, if your email address or cell phone number changes during the term of the Lease, please notify us of the change immediately.

MOVE-IN PROCEDURES

The following amounts must be paid before you move into your apartment:

- Security deposit (one month's rent)
- Rent for _____ (last month's rent)
- Rent for _____ (first month's rent)

IMPORTANT: ALL PAYMENTS MUST BE RECEIVED AT LEAST 24 HOURS BEFORE YOU MOVE INTO YOUR HOUSE. WE WILL NOT ACCEPT ANY PAYMENTS ON THE MOVE-IN DATE. AND WE WILL NOT SCHEDULE A MOVE-IN DATE UNTIL ALL PAYMENTS ARE RECEIVED.

Move-in Date

Your move in date is _____. You may request an earlier move in, provided all your payments are submitted and you understand that workers may be in the rental unit to clean and touch up things from prior rental.

If you wish, you can schedule a later move in date. However, if you elect to move in later, we still ask that you visit the unit and complete the initial inspection checklist (discussed below).

Keys

Keys are distributed by the property manager at a mutually designated time and place. You must make an appointment at least 24 hours in advance.

Numerical Code Locks

Some of our units have numerical code locks installed on them. To operate these locks, you press the top center of the keypad where it says "Schlage" and then enter the code given to you. There are two different models, so you may have to turn the lock or it may unlock automatically.

Electric Service

Pennsylvania permits you to choose your own electric supplier. A complete list can be found at papowerswitch.com.

PECO Energy (electric)

(215) 494-4000

We encourage all full-time students and other tenants with limited income to apply for the "Customer Assistance Program" which entitles you to discounts on your electric bill.

Other Utilities

Here are telephone numbers for other utility services. If you have gas service, we suggest you activate it prior to moving in.

Philadelphia Gas Works (PGW) (gas)

(215) 235-1000

Verizon Communications (cable/phone/internet)

(800) 837-4966

Comcast Cable Co.(cable/internet)

(800) 391-3000

Touch Up and Repairs: The current tenants are not required to vacate your unit until _____. While some tenants move early, most of them stay until the last day of their lease.

Generally, you should expect your unit to be rather messy when you arrive for inspection. There may be furniture and trash left behind by the current tenants; the bathrooms and kitchens may be quite dirty; there may be marks on the wall and stains on the floor.

In accordance with the Lease, our touch up process begins on _____. We will meet with you on _____ and walk through the unit and make a list of items that require cleaning, repair and replacement. This may include missing window screens, missing light switch/electrical outlet covers, missing smoke detectors, doors that don't close properly, broken window blinds, and the like. After you return it, we will go down the list and take care of the issues noted.

Inspection Checklist

After the touch up and initial repairs are complete, you will be asked to fill out an inspection checklist. The purpose of the second checklist is to note any pre-existing defects and damages that you do not want to have charged against your security deposit. This would include stains or marks on the walls or doors and stains or marks in the carpet.

The things you list on this checklist are generally things that don't need to be repaired, but just things you don't want to be held responsible for. This checklist is available on our website under the "Current Tenants" tab.

UTILITIES

Arrangements for utilities vary from property to property.

In some properties, each floor may be separately metered for gas and/or electric. In order to get gas and/or electric service to every floor, it is necessary to have all these meters activated. You will receive a separate bill for each meter. If different tenants are living on different floors, this may make it easier to divide up the utility charges among the tenants.

If you are renting an entire house, you are responsible for electricity service to all areas of the house, including common hallways and the basement. Lighting in common hallways or the basement is sometimes called “public lighting”, but it is not “public” if your group is renting the entire house. We have confirmed that PECO Energy will allow a “public lighting” account to be opened in a tenant’s name, so long as the landlord grants permission in writing.

Depending on which house or apartment you live in, your heat may be gas or electric.

Below is a list of telephone numbers for utility companies:

PECO Energy (electric)	(215) 494-4000
Philadelphia Gas Works (PGW) (gas)	(215) 235-1000
Verizon Communications (cable/phone/internet)	(800) 837-4966
Comcast Cable Co.(cable/internet)	(800) 391-3000
Philadelphia Water Department	(215) 686-6880

CARING FOR YOUR HOME

The care and maintenance of a rented home is a shared responsibility between tenant and landlord.

As tenants, you have the following responsibilities:

1. Extermination of Insects, Pests and Rodents

Under your Lease Agreement and under City Code, it is your responsibility to arrange and pay for extermination of any insects, pests and rodents in your house/apartment. We have used the following extermination services in the past:

Moyer Pest

(215) 896-6009

To prevent infestation, we recommend that you not consume food in any bedrooms, that you not store food on the top of the refrigerator, on countertops or any other open areas, and that you clean up any dropped or spilled food thoroughly.

If the exterminator finds any holes in the walls or floors which could be sources of infiltration, we will patch them at our expense.

If you are not renting an entire house (i.e. you are renting an apartment within a house), we will arrange and pay for any infestation of the common areas of the house.

As a courtesy, if there are signs of infestation when you move in, we will provide one treatment free of charge. To receive this treatment, you must notify us of the infestation prior to September 1st.

2. Bedbugs

Bedbug infestation occurs when infested luggage, clothing, backpacks, or even pets are brought into an apartment. If you discover bedbugs within the first 30 days of your Lease, we will assume (unless there is evidence to the contrary) they were pre-existing and treat them at no charge. After 30 days, if bedbugs appear, it is almost certainly the result of items you or your houseguests brought to the apartment and you will be held responsible for the cost of treatment.

3. Light Bulbs

Under your Lease Agreement, you are responsible for installing and/or replacing any light bulbs throughout your apartment/house, including fluorescent light bulbs. If the socket itself is defective, please notify us and we will repair it at our expense. Of course, if you remove a light cover when replacing a light bulb, it is your responsibility to put the light cover back. If light covers are missing when the lease ends, we may charge it to your security deposit.

4. Batteries for smoke detectors

We have supplied smoke detectors for your apartment/house. It is your responsibility to install batteries in these smoke detectors. At the time you move in, you should verify that all smoke detectors have batteries and are working.

5. Carpets

The biggest source of security deposit deductions, in our experience, is soiled carpets. We strongly advise, for any room that is heavily used or where food and beverages are consumed, that you consider putting some sort of protective layer or additional carpet on top of the existing carpet.

6. Cleaning

We will clean your apartment/house thoroughly either before _____ or shortly thereafter. Once that has been done, it is your responsibility to keep the apartment/house clean.

IMPORTANT: YOU ARE EXPECTED TO CLEAN YOUR HOUSE ON A REGULAR BASIS. ALLOWING TRASH, DIRT, BEER BOTTLES, ETC. TO ACCUMULATE IN THE BACKYARD, THE BASEMENT OR ANYWHERE ELSE IS UNACCEPTABLE. WE DO NOT TOLERATE FILTHY HOUSES.

7. Disposal of Trash

We will remove any trash left by the preceding tenants. Once that is done, it is your responsibility to dispose of any trash you generate and not to allow trash to accumulate either in the apartment/house or the backyard.

8. Toilets

NOTHING IS TO BE FLUSHED DOWN THE TOILET EXCEPT TOILET PAPER AND HUMAN WASTE. Flushing feminine products or any other objects down the toilet can cause the toilet to clog, in which case you, the tenants, will be responsible for the cost of unclogging it.

9. Leaks; Running Toilet

THE LANDLORD MUST BE NOTIFIED IMMEDIATELY IF ANY TOILET IS RUNNING OR IF ANY PIPE IN THE HOUSE/APARTMENT (INCLUDING THE BASEMENT) IS VISIBLY LEAKING. Leaks can increase the monthly water bills. Under most of our Lease Agreements, you, the tenants, are required to pay for monthly water bills to the extent they exceed a certain amount.

10. Roof leaks; water infiltration

Philadelphia has experienced several 6 to 8 inch rainstorms in the last several years. Rain in this volume will often find weak points in a roofs, stucco walls, or window frames. In the event of a severe rainstorm, please keep storm windows closed. If a leak occurs, please do the following: notify the landlord immediately; place a bucket or cooking pot on a suitable spot to catch the leaking water; move any furniture or valuables out of the way of the leaking water. Keep in mind that if any exterior repairs are needed, they cannot be made until weather conditions are dry. Also, the landlord will not be responsible for damage to personal belongings caused by such leaks. Please purchase Renter's Insurance as required by your Lease Agreement.

11. Electrical problems

All our houses are equipped with 200 amps of electrical service. When electrical current exceeds a certain level, your circuit breakers may cut power to part of your house/apartment. Portable electric heaters use a lot of current and are likely to cause your circuits to cut off, especially when used at the same time as other appliances. When this happens, it is necessary to flip a switch on the circuit breaker to restore power. If you are not familiar with circuit breakers, call us and we will put you in touch with our electrician, who can explain how they work.

12. Guests and Parties

Tenants are responsible for any damage committed by their guests. If Tenants choose to host a party at the premises, they are responsible for damage committed by persons attending the party.

13. Lawn and Garden Care

If your house has a cement backyard or a side yard, you are responsible for controlling any weeds that attempt to grow through the bricks or cement.

14. Snow removal

If you are renting an entire house and not just an apartment, you are responsible for shoveling snow from your front step and the sidewalk in front of your house. In accordance with City Code, the sidewalk must be cleared within 12 hours of the end of a snowfall. If you are renting an apartment within a house, the landlord will handle snow removal.

15. City citations

If the City fines the landlord for doing or not doing something that is your responsibility (e.g., failure to shovel sidewalk, failure to dispose of trash properly), you will pay the fine.

In a multi-unit building, each apartment is jointly responsible for making sure trash is disposed of properly. If any fines are issued for improper disposal of trash or recyclables, each apartment will be charged its pro rata share of the fine.

16. Heat problems

You are encouraged to have your heat turned on early in the heating season (e.g., early October). That way, if there are any problems with the operation of your heat, they can be identified before the weather turns too chilly.

17. Basement

Use of an unfinished basement is limited to two purposes: (a) storage of belongings; and (b) washing and drying of clothes. The landlord may store equipment, construction materials and other items in the basement, so long as it does not deprive you of adequate storage space. Tenants are advised to elevate any items they store in the basement. There will be occasions when water enters the basement and we do not want anyone's stuff to be damaged.

18. Refrigerators

Refrigerators can break down. If a refrigerator stops working, move your food to another refrigerator or store it temporarily in a cooler with some ice. We will fix or replace broken refrigerators, but we cannot be responsible for spoiled food.

19. Security System

If your house is equipped with a security alarm system, be aware that, in order for it to function properly, you must have telephone or cable service at the house. The cost of telephone or cable service is your responsibility under the Lease Agreement.

20. Dishwashers

Rinse all food scraps off dishes before loading them into the dishwasher. Food left on dishes will cause the dishwasher drain line to clog.

21. Garbage Disposals

Only place biodegradable food in disposal. Run cold water when you use the disposal to stop build-up of grease and oil.

22. Minimum Heat Level.

Keep all rooms heated to a minimum temperature of 55 degrees during winter, especially during winter break. Shutting off the heat during winter will cause pipes to freeze. Frozen pipes will eventually burst, causing water to flood the house.

23. Forced Air Heating System

If your home is equipped with a forced air heating/cooling system, please understand that we cannot guarantee that the system will be perfectly “balanced”. Some rooms may receive a stronger flow of air than others.

24. Central air conditioning/heat

To prevent damage to the system, the thermostat should not be set below 71 degrees when the air conditioning is on nor above 73 degrees when the heat is on.

MAINTENANCE AND REPAIRS

The landlord will perform any repairs that are required of landlords under city code and any repairs required to keep the home habitable under Pennsylvania law. The landlord may do additional work or repairs as a courtesy. We reserve the right to decline to make any repairs that are purely aesthetic and do not affect your health or safety.

How to make a maintenance or repair request:

- Please direct all maintenance and repair requests to Dana Boyes. Do not contact a contractor directly unless or until Mrs. Boyes authorizes you to do so.
- All maintenance and repair requests must be in writing. The easiest way to submit a maintenance request to go onto the tental portal, log in and submit the request. You may also mail requests to dana@francisjamesoninvestments.com.

The purpose of this requirement is to avoid misunderstandings. We want to avoid situations where someone says, "I told you about that three months ago" and I say, "No, you didn't."

- You are welcome to contact the property manager by telephone to make a request (especially in an emergency), but if you do, you must put the request in writing within 24 hours after the telephone call.
- Contractors generally work from Monday to Friday from about 8:00 am to 4:00 pm. If an issue arises Wednesday or Thursday, please report it by Friday morning at the latest. If you wait until Friday afternoon to report it, we may not be able to deal with it until Monday.

How requests are processed:

- If we agree to your request, we will assign a contractor to do the necessary work.
- Sometimes, we will contact the contractor directly. Sometimes, we will give you the name and the telephone number of the contractor and ask you to call him and schedule the work. It is your responsibility to call the contractor when you are asked you to do so, to describe the problem to the contractor, and to provide access to the premises.

- If there are any problems with the contractor (he doesn't return your call, he misses an appointment, he doesn't complete the work, etc.), please notify us and we will intervene.

- By law, a landlord is allowed a reasonable time to make repairs.

- We may send you an email to confirm that the work was done to your satisfaction. Sometimes a contractor will tell us work has been done when in fact it's half-finished. This is your opportunity to set the record straight.

Utility shut-offs during repairs

On some occasions, it is necessary to shut off utility services to allow repairs to be performed. Water may have to be shut off if a drain line or soil line is being replaced. The electric may have to be shut off if electrical work is being performed. The heat may have to be shut off if the furnace is being replaced. Typically, these shut-offs will last no longer than 6 or 7 hours (usually about 9 am to 3 pm). We will make every effort to give you advance notice when we expect a shut-off. You are not entitled to any "rent credit" for utility shut-offs.

If the electric is shut off in a kitchen, it will affect the operation of the refrigerator. We are not responsible for food which spoils during an electric shut off.

Contractor Clean Up

After a contractor completes a job, please let us know immediately:

- * If he fails to clean up his trash
- * If he tracks any dirt into the house which he fails to clean up
- * If he causes any visible damage to the house while performing the job.

Unless we are notified, at the end of the lease, we will assume the damage was caused by you and the trash is yours.

Renovations

From time to time, we like to make upgrades to our properties. These may include replacing old windows, putting down a new kitchen floor, removing a drop ceiling, retiling bathrooms, etc. Generally, we will schedule these renovations so as to minimize any inconvenience to you. For the most part, renovations will be performed over winter break or during the month of July. We will keep you apprised if any work is planned.

RENT

Rent is due the first day of each month. We impose a late fee of \$50 if the full rent is not received by the fifth of the month and an additional fee of \$5 per day for each day after the 5th that the rent remains unpaid.

Rent may be paid on the tenant portal or by personal check or money order. We accept separate checks from separate roommates, but that does not change the fact that all tenants and their co-signers are "jointly and severally liable" for the full amount of the rent. See discussion under "Roommates."

Rent checks should be made payable to

"Francis Jameson Investments"

There are two ways to pay rent: By online payment or by mail.

- **Online Payment**

We offer an online payment system through your tenant portal, which allows you to pay by electronic funds transfer or credit card. The fees are \$1.00 per electronic transfer and 2.75% charge per credit card payment. You will be given access to the tenant portal prior to moving in.

- **Regular Mail**

You may mail your payment to the following address:

c/o Ian Jameson
PO Box 844
West Chester, PA 19380

Note: Address the letter to "Ian Jameson" or "Francis Jameson Investments." This will increase the chances that the post office delivers it correctly.

The U.S Postal Service does not guarantee delivery of ordinary mail. There have been occasions when rent checks have become lost in the mail. It is your responsibility to see that the rent checks are delivered to us on time. If you are concerned about checks getting lost in the mail, send your check by certified mail or send it early, so that you have time to issue a replacement check if it gets lost.

If you have to stop payment on a lost rent check, you are responsible for the stop payment fee. You may not deduct the fee from your replacement check

Rent and Repair Issues

We will never delay making a repair while waiting for a rent payment. By the same token, you should never delay making a rent payment while waiting for a repair to be made.

Some tenants believe that the law allows them to withhold rent if the landlord is a few days late in making some minor repair. That is not the law in Pennsylvania. The only time the law might excuse you from paying rent is if the house/apartment lacks running water, lacks heat, lacks electricity, is structurally unsound, or suffers from some other extreme defect and the defect is not corrected within a reasonable time. If, in the unlikely event, you believe you are not liable for rent because of some unsafe condition, you should advise the landlord in writing by the 15th day of the month before rent is due.

Eviction

We do not hesitate to begin eviction proceedings if the rent is not paid in full by the 5th of the month. Under your Lease Agreement, you are liable for court costs and attorney's fees incurred to collect the rent.

Utilities and Rent

We are not responsible for any difficulties you may have in establishing service with utility companies, especially Philadelphia Gas Works (PGW). In cases where a prior tenant left the house with a delinquent gas bill, PGW does not make it easy for new tenants to open an account. If this occurs, we will do what we can to help, but ultimately we cannot be responsible for irrational actions of PGW. This is one of the reasons why we take the payment of gas bills very seriously and require proof of payment before your security deposit is returned.

Crime, Illnesses, and Personal Situations

We cannot afford to cancel the rent obligations of tenants who are victimized by crime, whether on or off the premises. We expect that you have given serious thought to where you are living and decided that you are comfortable living in the neighborhood around Temple University, with its mixture of students and low-income residents.

We also cannot cancel your rent obligation in the event that an injury, medical condition or personal problem prevents you from remaining in the unit and/or continuing enrollment at Temple. In those circumstances, you may look for a sub-letter, but if no sub-letter is found, you are expected to continue paying rent.

Security Deposit and Rent

You are not permitted to apply your security deposit in payment of any rent.

TRASH COLLECTION AND RECYCLING

Trash. Trash is collected once a week on:

Temple east of 18th Street: Monday

Temple west of 18th Street: Wednesday

As tenants, you are responsible for disposing of all trash in accordance with Philadelphia Code. Garbage must be placed in leak-proof containers with tight-fitting lids. It is your responsibility to purchase appropriate containers. Trash should not be put outside earlier than 7:00 PM on the evening before the day of collection. The city frequently issues citations for trash being put outside too early. If we receive such a citation, we will forward it to you for payment.

Recycling

The City collects recyclables every week on the same day your trash is collected.

The City collects the following recyclables:

Metal: Tin, aluminum & steel cans, empty aerosol cans, empty paint cans

Glass: Jars and bottles (food and beverage containers)

Mixed Paper: Newspaper, magazines, mail (junk and personal), phone books, food boxes (remove plastic liner), computer paper, flyers, wrapping paper (no foil or plastic wrap), beverage cartons (no food-soiled paper)

Plastic: #1 through #7 plastics. Look for the number on the bottom of the container to see if it's acceptable.

Examples of #1-#7 Plastics:

#1- Soda, water bottles

#2- Milk jugs, detergents, shampoo bottles

#3- Rigid plastic containers and juice bottles

#4- Plastic tubs and lids from butter, margarine, or similar products

#5- Yogurt containers and deli trays

#6- Plastic cups, plates, and clear to-go containers

#7- Many mixed plastic containers and plastic products

Cardboard: Empty and flattened

Recyclables should be left for pick-up in a hard-sided bin. Different types of recyclables may be mingled together. You may pick up a free recycling bin at the City

Drop Off Center, 2601 W. Glenwood Ave. Monday through Saturday from 8:00 am to 6:00 pm. You may also pick up a free bin from a community group at 1301 N. 2nd Street. You must come during business hours and sign out the bin in person.

If you fail to separate your recyclables from your trash, the city may issue a citation. You are responsible for paying any such citations.

In multi-unit buildings, we hold all tenants jointly responsible for proper trash disposal. If there is a citation, it will be divided proportionately among the units.

PET POLICY

As per your Lease Agreement, Pets are prohibited in the dwelling without written consent from the Landlord.

Tenant shall pay additional rent of \$100.00 for each violation of this prohibition.

You may contact the Landlord to request permission to have a pet. Landlord will approve in most cases, with a fee and a signed Pet Addendum.

LAUNDRY FACILITIES

Your house/apartment has either a free washer/dryer or a coin/operated washer/dryer

RENTER'S INSURANCE

Your Lease Agreement requires and we strongly advise you to purchase "Renter's Insurance." This insurance would cover your personal property (i.e. personal computer, IPOD, cellular phone, etc.) in the event of fire or theft.

Josh Hodess is an insurance agent who offers Renter's Insurance:

Josh Hodess (267) 909-8051
Insurance Brokers Inc.

Below is a list of insurance carriers taken from Temple University's Office of University Housing:

State Farm Insurance Co.	(215) 739-0800
Allstate Insurance Co.	(215) 423-0000
Homesite Insurance	(800) HOMESITE
National Student Services	(215) 256-6774
Gannon Insurance Co.	(215) 891-9990

Before contacting one of these carriers, you may wish to check whether your personal property is already covered under your parent/guardian's homeowners' insurance policy.

ROOMMATES

Every person who signed the Lease Agreement is individually responsible for the full amount of the rent. That means every student and every student's parent/guardian co-signer.

Some tenants get the impression that they are only responsible for their "share" of the rent, whatever that is. That is wrong.

If one tenant decides to move out mid-semester and stops contributing to the rent, the landlord can legally sue the remaining tenants or their co-signers to collect the shortfall.

Also, the landlord is collecting one security deposit and that security deposit may be applied to cover damages done by any tenant.

Some tenants believe that if they left their "room" in pristine condition, they are entitled to have their "share" of the security deposit refunded, even though there is a large hole in the living room wall downstairs. That is not true.

It may be to your advantage to draw up an agreement with your roommates specifying who is responsible for what portion of the rent, utility charges, or any damages to the house.

SECURITY

BURGLARIES

The most important observation we have made is that unoccupied houses are extremely vulnerable to burglaries. In the Temple University area, we have further observed that Thanksgiving break and summer vacation are the most popular times to commit burglaries.

In light of these observations, we have established the following policies:

- The Landlord should be notified in advance if the house or apartment is going to be left vacant for more than forty-eight hours (meaning no one will be staying overnight there).
- If the house is going to be vacant for more than forty-eight hours (e.g., Thanksgiving break, Winter break), all items of value which are capable of being removed easily should be removed from the premises. That includes computers, iPods, cell phones, jewelry, cash, video game systems, etc.
- All tenants should purchase renters' insurance as required under the Lease Agreement.
- Tenants are to report any weak or defective locks in windows or doors. Also, before vacating the premises for an extended period, Tenants are to check to confirm that all windows and doors are locked. If a burglar gains access through an unlocked window, we may hold you responsible for any resulting damage to or theft from the property.
- Many houses and apartments are equipped with window bars. Many of these window bars can be unlatched unless they are locked with a padlock. It is the tenants' responsibility to padlock all window bars.
- Before vacating the premises for an extended period, Tenants may consider contacting Temple University Police and asking them to drive by the premises at regular intervals. Tenants may also consider purchasing an automated timer switch for some of their lights to give persons the impression that there is someone at home. Tenants should also consider lowering the blinds on the first floor so that no one can see into the premises.

- We have had instances, during the summer, where one or more of the tenants rented a moving van and moved their belongings out of a house on a given day and the following night there was either a burglary or attempted burglary. We can only deduce that someone observed the moving of belongings and assumed that the house was about to become vacant. The Landlord should be notified in advance if any tenant is moving more than a few suitcases out of the building, so that extra security precautions can be taken.

- All burglaries or other crimes committed on the property should be reported to the Philadelphia Police and/or Temple University Police and to the Landlord. Tenant should obtain a police incident report for the crime.

We do not wish to sound unduly alarmist. We have had very few burglaries and every house which was burglarized has had its security features upgraded.

Security system. If the Tenants are willing to pay the monthly cost of maintaining a security alarm system, Landlord may agree to pay for installation. Please contact the Landlord if you are interested in a security system.

ROBBERIES

Do not answer the front door for unknown persons. There were incidents in the Temple area during the 2008-2009 term in which students in the Temple area were robbed after opening the front door to a stranger. These incidents occurred on weekday mornings, when tenants probably let their guard down. Verify the person's identity before opening the door.

To avoid being a victim of a mugging on the street, pay attention to your surroundings, do not talk on your cell phone while walking (it will distract you), and do not walk while listening to an Ipod (it will also distract you).

THEFTS FROM AUTOMOBILES

Thefts from automobiles are common throughout Philadelphia. There is an elevated risk at the beginning of the school year for cars with out of state plates. These cars are perceived as easy targets.

To avoid being a victim of theft, do not leave anything of value visible inside your car after you park - - no GPS unit, no cell phones, no laptops, no spare change, nothing.

BICYCLES

Do not leave bicycles outside overnight, no matter how strong you think your lock is.

GRAFFITI

If the property is defamed with graffiti, please contact the property manager so that we can get it cleaned promptly.

RENEWAL

Please indicate to the landlord by _____, whether you wish to renew the Lease Agreement for another one-year term. If you elect not to renew, the landlord will begin showing the house/apartment to prospective tenants immediately.

Rents are adjusted annually. The rent for your house or apartment for 2018-2019 may be higher than the current rent.

SHOWINGS TO PROSPECTIVE TENANTS

If you elect not to renew your Lease Agreement, the Landlord will show your house/apartment to prospective tenants generally between January and June. Under the Lease Agreement, the Landlord has the right to show it at reasonable times. Whenever possible, we will try to notify you of showings by email.

Generally, the most common showing times will be late in the day on weekdays.

If you are home during any showings, it is possible that prospective tenants will ask you questions. In answering these questions, do not make remarks that could be considered slanderous or defamatory or that interfere with the landlord's prospective contractual relations with new tenants.

If you are dissatisfied with your living conditions in any way, discuss it with the landlord. Do not keep it to yourself and then decide to express it to prospective tenants.

MOVING OUT PROCEDURES

Your Lease ends and you are required to vacate your house/apartment by _____. Please adhere to the following procedures when moving out:

Keys

All keys which operate any locks to interior or exterior doors, windows or window bars at your house/apartment must be returned to the Landlord. If you are planning to mail your keys, please use certified mail or another kind of mail which guarantees delivery. You will be charged for any keys which are not returned.

Early move-out

You are required to pay rent through July 31, 2018, regardless of whether you are occupying the house/apartment or not. Nevertheless, you are free to vacate the house/apartment before July 31st if you wish.

Utilities

Please remember to have all utility accounts either shut off or transferred out of your name at the time you vacate the house/apartment. If you fail to do so, the utility company will continue to hold you responsible for any charges on the account even after you move.

PGW accounts for gas service

Philadelphia Gas Works (PGW) is a city-owned utility which provides gas service to all households in Philadelphia. In 2004, legislation was enacted which allows PGW to file a lien against a landlord's house for delinquent gas bills incurred by a tenant. Before we will refund your security deposit, you are required to show us proof that (a) all your accounts with PGW have been closed and (b) you have paid the final balances on all accounts in full. We will accept the following as proof: (a) copy of PGW bill marked "Final Bill" or "Final Statement" and (b) copy (front and back) of canceled check for balance listed on Final Bill. We will need this proof for every PGW account at your house. (Houses with more than one gas meter will generally have multiple PGW accounts.)

Trash

All trash and debris inside the house, the basement and in the backyard (if any) should be properly disposed of before you move out. You will be charged for the cost to dispose of any trash you leave on the premises or that you leave on the sidewalk or next to the house.

Furniture, furnishings and belongings

In the past, we have had tenants leave their old sofas, chairs, and other unwanted furniture, furnishings and other belongings at the premises. You will be charged for the cost of disposing of such items.

Landlord's property

There may be one or more refrigerators, cooking stoves, dishwashers, freezers, window air conditioners, fire extinguishers, washers, dryers, and security system components at your house/apartment which are the property of the landlord. When you move out, we expect to find these items and we expect them to be in the same condition as they were at the beginning of the lease term, normal wear and tear accepted.

Cleaning

After you remove your furniture and other personal belongings from the premises and dispose of any trash, you should clean the premises thoroughly (vacuum carpets, mop floors, scrub sinks and bathtub, clean refrigerator, clean stove and oven).

If you vacate or partially vacate the house early, the Lease Agreement permits us to begin the process of painting, cleaning and preparing the house for the next set of tenants. If you intend to return to the house to do your own cleaning, please advise us no later than _____. If we do not hear from you, we will assume that you do not plan to do any cleaning.

Forwarding Addresses

Before moving out, every tenant should provide me with a forwarding address and contact number at which the landlord can reach him or her. If no forwarding address is provided, the landlord may contact the tenant at an address listed on the tenant or the tenant's parent/guardian's rental application.

REFUND OF SECURITY DEPOSIT

Under Pennsylvania law, the landlord has 30 days from the date your lease ends either to refund your security deposit or, if it is not refunded in full, to state in writing any amounts it is deducting from the deposit and the reasons therefor.

Your lease ends on _____. Therefore, by _____, you can expect to receive a refund of your security deposit and/or a statement of any amounts deducted. If we can process your refund sooner, we will do so, but at a minimum it will probably take two weeks.

If you move out before _____ and turn in your keys, we will try to process your refund sooner.

Any amount refunded will be divided equally in separate checks among the Tenants and sent to one designated US mailing address.

Your security deposit is security for any and every obligation you had as tenants under the Lease Agreement. That includes the obligation to pay rent and the obligation to pay for utility services. Below is a list of just some of the possible items we may claim as deductions from your security deposit:

- Unpaid rent
- Unpaid late fees
- Unpaid bounced check fees
- Attorney's fees, court costs and postage if we had to sue you for unpaid rent or send a notice to vacate
- Unpaid or unknown PGW gas charges
- Unpaid citations for improper trash disposal
- Replacement of lost keys
- Soiled carpets
- Cleaning of unit
- Holes in walls
- Handprints, graffiti, bicycle tire marks, or stains on walls
- Beverages spilled on carpets
- Dirty kitchens or bathrooms
- Shattered windows
- Doors torn off hinges or otherwise damaged
- Damaged or missing window blinds
- Disposal of furniture or personal belongings left on premises
- Disposal of trash left on premises

- Toilets clogged by foreign objects
- Thick layer of dirt on bathtub
- Missing light covers, outlet covers, light switch covers, smoke detectors, window screens, etc.
- Missing items of landlord's property (e.g., window air conditioning units).

If you contend that any damage (such as a broken window) was due to vandalism and not your responsibility, then please submit a copy of the Police Incident Report showing that you reported it to the Temple University or City police and also submit a copy of the notice you gave to the landlord in writing at the time of the incident.

If you contend that any damage was committed by a prior group of tenants, please submit a copy of any notice you gave the landlord about this damage at the time you moved in.

If you contend that any damage was caused or any trash or debris was left by a contractor, please submit proof that you notified the landlord at the time the contractor caused the damage/failed to clean up the trash.