



Company Address 1 , Company City, Company State Company Zip
Phone: (360) 696-3111 or (503) 906-1500 | Fax: (360) 696-3113 or (503) 885-2900
www.ZenithPro.com | Maintenance@ZenithPro.com

Maintenance Instructions Addendum B

The following are maintenance instructions for the Rental Agreement; dated **Lease Start Date** for **Tenant Names (Financially Responsible)** at **Unit Address 1, Property City, Property State Property Zip** . Tenant agrees to follow the maintenance instructions, and understands they prevail unless they receive notification from Landlord and/or Landlord's Agent.

To report/request maintenance go to www.ZenithPro.com then choose Maintenance and click on Request Maintenance or during office hours call (360) 696-3111 ext 3 or (503) 906-1500 ext. 3

- **For Emergencies**, listen to the emergency instructions CAREFULLY, and leave the information needed. It is for after hour emergencies call (866) 226-3808.
- For a non-emergency, leave a message, ZenithPro will return your call the next business day.

Procedures for requesting maintenance:

1. **Before calling**, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency, such as those listed in paragraph 3. Read examples of various problems on the following page. Read these examples carefully.
2. **Determine** if it is an emergency or a non-emergency item.
3. **Emergencies**
 - There are FEW emergencies.
 - Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.
 - 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.
 - Emergencies such as backed up plumbing, flooding, call the ZenithPro (866) 226-3808, and listen for emergency instructions; **if necessary, call 911 first**.
 - An emergency is NOT heat - this is a priority item and ZenithPro will make it a priority with vendors to have the heat working as soon as is possible.
 - An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.
4. **If it is a non-emergency, please do the following:**
 - **After office hours:** call ZenithPro, (866) 226-3808 and pick the maintenance option. Be sure to leave a complete message with RETURN telephone numbers. Be sure to follow up during daytime hours in the event the voice mail system fails, or you fail to record your message.
 - **During office hours:**
 - Call (360) 696-3111 ext 3 or (503) 906-1500 ext 3 and inform the party answering the phone you are requesting maintenance. Do not ask for a specific party - this will slow the process of your request.
 - Explain your problem clearly and calmly, giving your name, telephone numbers and address. A ZenithPro representative will complete a work order. Then ZenithPro will assign a vendor to contact

you. ZenithPro does not give vendors keys to the residences. Vendors are required to make appointments with tenants. ZenithPro will NOT release keys to vendors.

- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the ZenithPro office as soon as possible if you are unable to make the appointment.
- If you do not hear within 5-7 business days, call the ZenithPro office and inform a vendor has not contacted you. A ZenithPro staff member will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
- After a repair has taken place, if you have problems, call ZenithPro and state you had a recent repair but there is still a problem. **Recent repair means within the last 60 days and pest control work means within 30 days.** If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

Check the following, if appropriate, before calling:

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

Tenants are responsible for the following routine maintenance:

1. Wood burning fireplace maintenance
 - **Always be sure to open the damper before starting any fire.** If unfamiliar with how to do this, call ZenithPro for help.
 - If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
 - Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
 - Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
 - Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.

- Check to see if fireplace coals are cold before removing from the fireplace.
- **Never** store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
- **Never** store the garbage can in the garage or against the house.
- Store any warm or hot coals **away** from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.

2. Normal insect control

- Tenants are required to do normal insect maintenance.
- When storing pesticides, be careful for the safety of children and animals at all times.
- For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
 - Insect foggers are the most reliable. Purchase them at grocery or garden stores.
 - To use: follow the instructions on the cans, cover all food and dishes, remove all adults, children and animals from the inside, and leave for approximately for four hours.
- For outdoor Insects, such as ants, fleas, grasshoppers, and more:
 - Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective.
 - Follow the directions on the package, apply around the perimeter of the house, and fence.
 - For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - If the insect problem persists, call ZenithPro.

3. For rodent control, observe the following:

- If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
- If you see rats or large rodents, contact ZenithPro.

4. Landscape and watering:

- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
- If there are sprinklers, monitor the level of water needed and if necessary, contact ZenithPro for additional help or instruction.
- If you have sprinklers or an irrigation system that is not working, call ZenithPro.
- Keep all landscape watered unless a Homeowner's Association controls it.
- Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
- If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing.

5. Tenant required replacements:

- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
- Replacement of furnace and air-conditioning filters is a requirement:
 - Replace monthly if you smoke, or you have allowed someone to smoke in the property.
 - Replace at a **MINIMUM** every three months, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
- Replace smoke alarm battery:
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.
 - If the smoke alarm is not working, replace the batteries. If new batteries still do no work, call ZenithPro and place a work order immediately. Tenants are responsible for the replacement of batteries.
 - Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.
 - Never remove or disconnect a smoke alarm - you can endanger everyone.

6. Properly dispose the following:

- Toxic waste such as oil, antifreeze, batteries, and solvents.
 - Place garbage in the proper receptacles provided and in accordance with city and/or county rules.
 - Christmas trees.
7. Holiday decorations and lights:
- Hang lights and decorations properly and carefully.
 - Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
 - Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
8. Cleaning and maintenance of the property
- Kitchens
 - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - Ovens
 - If you do not know the type of oven you have, call ZenithPro for help.
 - Do not leave oven on and unattended when leaving the house at any time.
 - Do not allow grease build up - this can cause fires.
 - Continuous clean ovens
 - Clean regularly
 - If the oven is a continuous clean oven, do **not** use a commercial oven cleaner, such as "Easy Off" this will only ruin a continuous clean oven.
 - For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.
 - Do not leave oven on high heat for longer than 3 hours.
 - Regular ovens that are not continuous or self-cleaning:
 - Use a commercial oven cleaner, such as "Easy Off" and follow directions on the product.
 - On self-cleaning ovens
 - Follow the cleaning directions, usually located on the top of the stove/oven.
 - Bathrooms
 - Prevent mildew and mold from accumulating.
 - If mildew and mold appear, use a product such as X-14 or Tilex to remove **immediately**.
 - Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
 - Carpets and flooring
 - Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
 - Keep floors vacuumed.
 - Immediately clean up spills to prevent stains and damage.
 - Do not use wax on vinyl or tile.
 - Use only hardwood floor cleaners on hardwood floors.
 - Have carpets steam cleaned when appropriate; do not use home floor cleaning machines.
 - Windows and window furnishings
 - Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
 - Do not wash drapes, **Dry clean drapes only**.
 - Check curtains before washing to see if they are washable, if not, dry clean curtains.
 - Wipe all blinds with soft dry cloth or with products designed for the blinds.
 - Close windows against the elements of weather, when appropriate, to avoid damage to interior.
 - Close doors and windows when leaving the residence.

It is the responsibility of all tenants to report all repairs/maintenance problems

- Tenants can incur financial damages if they fail to report maintenance problems.
- Report the following:

- Any sign of mold in the property immediately
- All toilet and faucet leaks and any plumbing backups
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Any other necessary repairs or unsafe condition
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations

Tenants will be responsible for the following charges:

- If the Tenant fails to report necessary repairs
- If there is a service call and a breaker is tripped
- When oven is on time bake and is not defective
- When residents cause sewer stoppages/blockages
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge
- If the Tenant or Tenant's Guests or Invitees, cause damage to the property
- If the Tenant's pet causes damage to the property
- If the Tenant reports a repair which does not require service
- If the Tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
- For replacing doors, jambs, broken glass and/or windows unless the Tenant provides a Police Report detailing the cause of the problem showing forced entry by others.
- For damage to walls, carpet, floors, etc. because the Tenant left the windows or doors open during rain or wind.

Tenants are NOT to do the following

- Do **NOT** wash draperies
- Do **NOT** perform electrical work (this does not include changing light bulbs or batteries).
- Do **NOT** mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do **NOT** perform repairs unless authorized by ZenithPro or outlined in this guideline
- Do **NOT** deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by ZenithPro. If ZenithPro authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

When you are ready to move, the following will be required:

- Cleaning:
 - Have the property clean throughout the interior and the exterior.
 - This also includes vinyl or tile floors, windows insides and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
 - Normal "wear and tear" is not a dirty property.
- Carpet Cleaning:
 - Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
 - You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.

- Up to 1 year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. UP to 2 YEARS - you will be charged 50% of the cleaning of normal wear and tear.
- OVER 2 YEARS - there is no charge for normal wear and tear.
- DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional steam cleaning is accepted.
- Call for a recommendation from ZenithPro to receive reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Landlord and/or Landlord's Agent, and a receipt is required during the walk through inspection.
- Tenants please note: ZenithPro will not reimburse for any carpet cleaning contracted by tenants.
- Draperies:
 - Do no wash draperies.
 - You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows.
 - You have not been using the draperies provided and/or have not kept them in good condition.
- Replace:
 - Light bulbs, filters, smoke detector batteries, doorstops; these items must be IN PLACE OR WORKING to avoid charges.
 - Change the filter just before you vacate the property.
- Landscape
 - The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease.
 - Pick up any animal droppings whether you have an animal or not.
- Trash
 - If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
 - Place all other trash within the appropriate trash receptacles for normal trash removal.
- Painting
 - We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
 - Charges can occur if unnecessary painting is required due to tenant painting.
 - Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

ATTORNEY FEES: In any action or proceeding arising out of this agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs.

The undersigned tenants understand and acknowledge receipt of the ZenithPro Maintenance Instructions. The instructions are Addendum B to our Rental Agreement.

Unit Full Address

Resident Print Name	Resident Signature	Date	Resident Print Name	Resident Signature	Date
Resident Print Name	Resident Signature	Date	Resident Print Name	Resident Signature	Date
Interpreter Print Name	Interpreter Signature	Date	Zenith Properties NW, LLC		Date