



## **Maintenance Instructions Addendum B**

### **TO REQUEST MAINTENANCE:**

Before requesting maintenance determine if the if the maintenance issue is a true emergency or a routine request. Also understand possible tenant charges. Please read this Addendum carefully.

### **EMERGENCIES CAUSING IMMEDIATE DANGER: physical, fire or bodily injury CALL 911**

Understand what an Emergency Call is. There are very few emergencies.

Emergencies involving natural gas odor call 800.882.3377 (NW Natural Emergency Line)

Call the Zenith Emergency line 866.226.3808 for the following types of Emergencies:  
Backed up plumbing and flooding.

An Emergency is NOT a heat issue, air conditioning or non-working sprinklers etc. A heat or air conditioning issue will be top priority and assessed with in 24 hours or less.

### **TO REQUEST NON EMERGENCY MAINTENANCE: *(Take time to read the Trouble Shooting Guide provided with this addendum before requesting maintenance)***

The most efficient way to request maintenance is on the ZenithPro.com website. Select "Request Maintenance" then complete all fields as thoroughly as possible. Any clarification necessary for your maintenance request may delay the response time.

All Maintenance Requests need to be in writing. If you are unable to access a website please use the hardcopy provided at Lease signing or come in to the Zenith office to complete a request in person. It is for the tenants benefit to have all requests memorialized in writing. As a last resort call the maintenance phone line 360.816.9749.

Zenith Maintenance will enter the residence to perform the necessary repairs with 7 business days. Maintenance will contact tenant if more time is necessary. Nonemergency items are placed in the queue for scheduling. Every effort to will be made to reply to all requests as quickly as possible. Maintenance prioritizes requests, therefore most requests cannot be responded to immediately. If your request has not been addressed within 5-7 business days please call to inquire about the timeline for your repair issue.

**If you are require a specific appointment for maintenance to be performed we will offer this service for a \$25.00 charge.** Call our Maintenance Coordinator to arrange a maintenance appointment 360.816.9749. Please note: For missed appointments there will be a \$45.00 charge.

Vendors will complete orders after contacting the tenant for scheduling. Vendors will not be issued keys.

A note on recent repairs: Our technicians work to solve complicated maintenance problems daily. On occasion, Zenith or a Vendor may need to return to readdress the original issue. Please let us know if there is still a problem.

**Tenants will be responsible for, but not limited to the following charges:**

- If the tenant fails to report necessary repairs
- Service call for a tripped breaker
- Tenant caused plumbing blockages and sewer issues
- For failing to replace battery for a smoke detector or garage door opener
- If tenant, tenants pet, or guests create damages in the home
- Replacing doors, jams, broken glass or a window without providing a Police Report

- Damage to walls, carpet and floors caused by an open window or door

\*\* If a tenant fails to keep an appointment with Zenith or a Vendor the tenant will automatically be charged a \$45.00 trip fee

**Tenants are Not to do the Following:**

- Do not wash draperies
- Do not perform electrical work (this does not apply to light bulbs and batteries)
- Do not mar, deface walls, woodwork, flooring, ruin or change landscape (without prior written permission from Zenith)
- Do not perform any repairs unless authorized by Zenith or outlined in this addendum
- Do not deduct any unauthorized or pre-authorized maintenance expense from the rent. If Zenith authorizes tenant to perform any maintenance, you must submit All receipts to Zenith for reimbursement.
- Do not change walls without written permission from Zenith

**Tenants are Required to do the Following:**

1. Normal insect control is required by the tenant unless an infestation was Not the cause of tenant. If the infestation was a pre-existing condition please request maintenance. Submit a maintenance request for active hives, wasps, yellow jackets and hornets or any dangerous pest. (Store all insecticides carefully and as instructed on the product label)
2. Rodent control is required by the tenant unless there was a pre-existing condition. To the extent that the problem can be handled with common controls, such as a mousetrap, the tenant will be responsible. Submit a maintenance request for large rodents or a pre-existing condition. See the Trouble Shooting Guide for product recommendations.
3. Replacing light bulbs (use correct wattage), furnace and air conditioning filters, smoke alarms batteries. Please request maintenance if you are unable to successfully change your batteries. NEVER remove a smoke detector. Place an immediate Maintenance Request if a smoke detector is faulty.
4. Hang any Holiday Lights properly and carefully, removing within one week after holiday.
5. Properly dispose of garbage, using the receptacles provided and required by you city/county rules.

6. Properly dispose of toxic waste such as oil, antifreeze, batteries and solvents.
7. Dispose of Christmas Trees with a service or take to a tree recycler. Do not leave in front yard or store in the back yard.
8. Landscape is required for all tenants unless you are notified at move-in on your Lease. Landscape constitutes mowing, watering, trimming weeding, fertilizing, pickup and disposal of leaves or debris. Tenants must pick up pet droppings on the property including droppings not caused by tenants pet. Keep the sprinkler system set for the correct amount of water. Submit a maintenance request if sprinkler system instruction is required.
9. Report all damage and maintenance issues. *\*\*The tenant may be charged if they fail to report damage*
10. Residents are responsible for the cost of clearing pipes due to misuse.
11. Resident shall pay the cost of clearing, cleaning and testing fireplace(s), wood or pellet after the move in and before move-out.
12. Gutters are cleaned before move-in. After move-in it is the resident's responsibility to inform management that the gutters are full , clogged, or damaged. Any property damage due to clogged gutters may be charged to the resident
13. If said premises become wholly un-rentable through damage or destruction not occasioned by the negligence of the tenant/resident, this lease shall become null and void.

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 Zenith Property NW, LLC Maintenance Instructions. The Instructions are Addendum B to the Rental Agreement.

\_\_\_\_\_  
 (Resident Signature) Date

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 (Resident Signature) Date

\_\_\_\_\_  
 (Resident Signature) Date

\_\_\_\_\_  
 (Resident Signature) Date

\_\_\_\_\_  
 (Owner/Agent Signature) Date