



Lease Checklist

The following items must be completed before handing over keys to the property. Who ever administers lease signing should initial each checklist spot as they verify each item:

1) All signers have watched the leasing video and understand the contract <http://rtsl.us/leasing-video>

2) The following documents must be filled in and initialed in the required spots:

- Consumer guide to agency relationships - Signed and dated by all tenants
- Disclosure of Information on Lead-Based Paint - Signed and dated by all tenants
- Certificate Of Identification - Renter ID must be verified and signed off of by Realty Trust Services (unless e-signing)
- Pro Rated Rent Amount - Initialed
- Rental agreement - Last page signed by ALL signers and co-signers
- Every page initialed by ALL signers and co-signers
- All six spots to initial under the "Tenants Initials" section must be initialed by all tenants
- Protect your family from lead in your home - brochure received

3) The following items must be verified to be in the possession of the Realty Trust Services:

- Certified funds totalling **1067** are in the possession of Realty Trust Services
- New utility account numbers for (write them on the lines below or include Premises hold fee check list)
- Water DLA
- Sewer DLA
- Trash DLA
- Gas DLA
- Electric DLA
- Vet papers for all pets: 1) Verifying breed, 2) Verifying shots
- Verification of income for all signers
- Copy of current State ID
- Proof of tenant insurance covering \$100,000 in property damage and liability with owner named as additionally insured.

General knowledge:

All inquiries should be made to landlord contact information listed on the lease. Any outside real estate agents representing tenants that want to be paid need to fill out commission letter:

<http://propertymanagementoh.com/commission/>



Consumer Guide to Agency Relationships

We are pleased you have selected **Realty Trust Services** to help you with your real estate needs. Whether you are selling, buying or leasing real estate, **Realty Trust Services** can provide you with expertise and assistance. Because this may be the largest financial transaction you will enter into, it is important to understand the role of the agents and brokers with whom you are working. Below is some information that explains the various services that agents can offer and their options for working with you:

Representing the Sellers

Most sellers of real estate choose to list their home for sale with a real estate brokerage. When they do so, they sign a listing agreement that authorizes the brokerage and the listing agent to represent their interests. As the seller's agent, the brokerage and listing agent must: follow the seller's lawful instructions, be loyal to the seller, promote the seller's best interests, disclose material facts to the seller, maintain confidential information, act with reasonable skill and care, and account for any money they handle in the transaction. In rare circumstances, a listing broker may offer "subagency" to other brokerages, which would also represent the seller's interests and owe the seller these same duties.

Representing Buyers

When purchasing real estate, buyers usually choose to work with a real estate agent as well. Often the buyers want to be represented in the transaction. When they do so, they sign an agency agreement that authorizes the brokerage and the buyer's agent to represent their interests. This is referred to as buyer's agency. A brokerage and agent that agree to represent a buyer's interest in a transaction must: follow the buyer's lawful instructions, be loyal to the buyer, promote the buyer's best interests, disclose material facts to the buyer, maintain confidential information, and account for any money they handle in the transaction.

Dual Agency

Occasionally, the same agent and brokerage that represent the seller also represent the buyer. This is referred to as dual agency. When a brokerage and its agents become "dual agents," they must maintain a neutral position between the buyer and the seller. They may not advocate the position of one client over the best interests of the other client, or disclose any personal or confidential information to the other party without written consent.

Representing Both the Buyer & Seller

On occasion, the buyer and seller will each be represented by two different agents from the same brokerage. In this case, the agents may each represent the best interest of their respective clients. Or, depending on company policy, the agents may both act as dual agents and remain neutral in the transaction. When either of the above occurs, the brokerage will be considered a dual agent. As a dual agent, the brokerage and its managers will maintain a neutral position and cannot advocate for the position of one client over another. The brokerage will also protect the confidentiality of all parties.

For more information on agency law in Ohio, contact the Ohio Division of Real Estate & Professional Licensing at (614) 466-4100, or online at www.com.ohio.gov/real.

Tenants and Landlords

When handling the leasing of a property **Realty Trust Services**, will only represent a Landlord or a Tenant. Not both at the same time. Tenants will be unrepresented if **Realty Trust Services** represents the Landlord and there is no other brokerage involved.

Working With Realty Trust Services- Our Policy On Agency

Realty Trust Services does offer representation to both buyers and sellers. Therefore, the potential exists for one agent to represent a buyer who wishes to purchase property listed with another agent in our company. If this occurs, each agent will represent their own client, but **Realty Trust Services** and its managers will act as a dual agent. This means the brokerage and its managers will maintain a neutral position and not take any actions that will favor one side over the other. **Realty Trust Services** will still supervise both agents to assure that their respective clients are being fully represented and will protect the parties' confidential information.

In the event that both the buyer and seller are represented by the same agent, the agent and **Realty Trust Services** will act as a dual agent but only if both parties agree. As a dual agent, they will treat both parties honestly, prepare and present offers at the direction of the parties, and help the parties fulfill the terms of any contract. They will not, however, disclose any confidential information that would place one party at an advantage over the other or advocate or negotiate to the detriment of either party.

If dual agency occurs, you will be asked to consent to that in writing. If you do not agree to your agent acting as a dual agent, you can ask that another agent in our company be assigned to represent you , you can seek representation from another brokerage or you choose to be unrepresented by an agent.

As a buyer, you may also choose to represent yourself on properties **Realty Trust Services** has listed. In that instance, **Realty Trust Services** will represent the seller and you would represent your own best interests. Because the listing agent has a duty of full disclosure to the seller, you should not share any information with the listing agent that you would not want the seller to know.

Working With Other Brokerages

When **Realty Trust Services** lists property for sale, it also cooperates with, and offers compensation to, other brokerages that represent buyers. **Realty Trust Services** does reserve the right, in some instances, to vary the compensation it offers to other brokerages. As a seller, you should understand that just because **Realty Trust Services** shares a fee with a brokerage representing the buyer, it does not mean that you will be represented by that brokerage. Instead, that company will be looking out for the buyer and **Realty Trust Services** will be representing your interests. When acting as a buyer's agent, **Realty Trust Services** also accepts compensation offered by the listing broker. If the property is not listed with any broker, or the listing broker does not offer compensation, we will attempt to negotiate for a seller-paid fee.

Fair Housing Statement

It is illegal, pursuant to the Ohio Fair Housing Law, division (H) of Section 4112.02 of the Revised Code and the Federal Fair Housing Law, 42 U.S.C.A. 3601, to refuse to sell, transfer, assign, rent, lease, sublease or finance housing accommodations, refuse to negotiate for the sale or rental of housing accommodations, or otherwise deny or make unavailable housing accommodations because of race, color, religion, sex, familial status as defined in Section 4112.01 of the Revised Code, ancestry, military status as defined in that section, disability as defined in that section, or national origin or to so discriminate in advertising the sale or rental of housing, in the financing of housing, or in the provision of real estate brokerage services. It is also illegal, for profit, to induce or attempt to induce a person to sell or rent a dwelling by representations regarding the entry into the neighborhood of a person or persons belonging to one of the protected classes. (Effective: 3/25/08)

We hope you find this information to be helpful to you as you begin your real estate transaction. When you are ready to enter into a transaction, you will be given an Agency Disclosure Statement that specifically identifies the role of the agents and brokerages. Please ask questions if there is anything you do not understand. If you want to see the **Realty Trust Services** complete Agency Policy or have further questions feel free to call our broker Andrew W Morris at 440-427-0123.

Because it is important that you have this information, Ohio law requires that we ask you to sign below to acknowledge receipt of this pamphlet. Your signature will not obligate you to work with our company if you do not choose to do so.

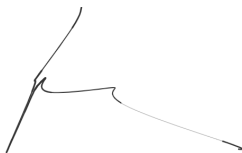
Tenant 1 Donovan Atterberry Atterbd@icloud.com



Tenant 2 Tanesia Dean mstenise@icloud.com

tanesia dean

Landlord 1 Realty Trust Services, LLC as agent for Freedom Rentals LLC



Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

Lead Warning Statement

Every lessee of any interest in residential real property on which a residential dwelling was built prior to 1978 is notified that such property may present exposure to lead from lead-based paint that may place young children at risk of developing lead poisoning. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Lead poisoning also poses a particular risk to pregnant women. The lessor of any interest in residential real property is required to provide the lessee with any information on lead-based paint hazards from risk assessments or inspections in the lessor's possession and notify the lessee of any known lead-based paint hazards. A risk assessment or inspection for possible lead-based paint hazards is recommended prior to lease signing.

Property 14816 Brunswick Maple Heights Ohio 44137

Lessor's Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (check (i) or (ii) below):

(i) Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

(ii) Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the seller (check (i) or (ii) below):

(i) Lessor has provided the purchaser with all available records and reports pertaining to leadbased paint and/or lead-based paint hazards in the housing (list documents below).

(ii) Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint.hazards in the housing.

Lessee's Acknowledgment (initial)

(c) DLA t d Lessee has received copies of all information listed above.

(d) DLA t d Lessee has received the pamphlet Protect Your Family from Lead in Your Home.

(e) DLA t d Lessee has received copies of all information listed above.

Agent's Acknowledgment (initial)

(d) AM Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.



Tenant 1 Donovan Atterberry Atterbd@icloud.com

Tenant 2 Tanesia Dean mstenise@icloud.com

tanesia dean

A handwritten signature in black ink, appearing to be a stylized 'A' or similar character.

Landlord 1 Realty Trust Services, LLC as agent for Freedom Rentals LLC

Agent signature Date

Certificate Of Identification

Realty Trust Services must have in their possession copies of state IDs for all signers before access is granted to property. One of the following is required to verify identity of the signers: **1)** Signing is done in RTS office and signers are verified in person and signed off on by RTS staff below **2)** If all signers have unique and separate email addresses signers may opt to sign lease via e-signature. Signers still must individually provide copies of their drivers license and atleast one of the signers must have met an RTS employee or licensed agent that can verify identity at some point. **3)** Signers may opt to sign the rental agreement in front of a notary and notarize the agreement as a way to verify identity. Signers must all individually provide copies of their IDs to RTS office **4)** If tenant is represented by licensed agent, that agent is under risk of losing license if they fraudulently verify identity of signers. Sign below as well as deliver copies of the listed IDs to RTS.

I hereby certify that I have examined the identifying document captioned below which was presented to me by **Donovan Atterberry** (Applicant). Said document appears to be genuine and the photograph on the document appears to be of the individual named who also has signed the rental agreement in my presence.

Identifying Document: Driver Lic Document Number: SY838483

Date of Issue: 5/29/18 Date of Expiration: 5/16/22

Signature of Certifier Date

I hereby certify that I have examined the identifying document captioned below which was presented to me by **Tanesia Dean** (Applicant). Said document appears to be genuine and the photograph on the document appears to be of the individual named who also has signed the rental agreement in my presence.

Identifying Document: tđ Document Number: tđ

Date of Issue: tđ Date of Expiration: tđ

Signature of Certifier Date

Pro-Rated Rent Amount

****** NO CASH WILL BE ACCEPTED FOR ALL FUNDS REQUIRED FOR
MOVE IN.
WE REQUIRE MONEY ORDER OR BANK CHECK ******

If Tenants are moving in during the middle of the month Tenant still needs to pay the full rent amount. The second month Tenant will receive a prorated amount.

Tenant's total monthly payment is \$ **1067** / **30** days = \$ **35.57** per day X Number of days left in month (**16**) = \$ **569.07** . This is Tenant's prorated amount. The number of days is based off the day Tenants get access to the property. To protect the Landlord, Tenant may not have access to the property based on payment of a prorated monthly payment.

Tenant will always be required to pay the full monthly payment of \$ **1067** at or before move in and on the first of the next month \$ **569.07** will be due.



Real Estate Lease Agreement

This agreement made on the date of the last signature, by and between **Realty Trust Services, LLC as agent for Freedom Rentals LLC**, herein called Landlord, and **Donovan Atterberry, Tanesia Dean**, , herein called Tenant or Resident. Landlord hereby agrees to rent to the tenant the real property located at the following mailing address: **14816 Brunswick Maple Heights Ohio 44137**.

Landlord rents the demised premises to Tenant on the following terms and conditions:

AMOUNT- Tenant agrees to pay the Landlord as a total rent in the sum of \$ **1067** (Base rent of \$ **1067** + Flat rate per person utility administration and recovery charge (Per person flat rate utility cost \$ 0 X Total property occupants 5) of \$ **0** + Pet fees of \$ + Other monthly fees () of \$ **0**) per month due and payable monthly on the first day of the month during the term of this agreement. Total rental deposit to be collected is \$ **1067** (Security deposit of \$ **1067** + Other required deposits for \$ **0**). It is agreed that \$ **0.00** will be paid after occupancy as follows: . All deposits will be held by **Realty Trust Services**. Total one time non refundable fees of \$ **0** include the following: other non refundable fees () of \$ **0** and non refundable pet fees of \$. A premises hold fee of \$ **1067** has been collected which will be applied towards total amount due before move in as long as tenant does move in. Total due before tenant occupancy is \$ **1067** (Total monthly payment + Total deposits - Premises hold fee - Deposits to be paid over time). All money received by Landlord from Tenant will be applied towards non rent expenses first and then to rent due. Rent will be applied to older charges and expenses before new charges and expenses. It is understood that any funds recieved before move in will be allocated as a non refundable fee to hold premises until move in and will not be refunded to tenant if tenant does not move in.

MOVE IN DATE AND PRORATION- Tenant will be given keys and will occupy the property on **09/15/2020**. If the move in date is not the first of the month, tenant will still pay a full month's rent upon move in, however on the upcoming first of the month only the previous month's prorated amount will be due (Actual proration amount = Total monthly payment / Days in month X (Days in month - Day of move in + 1)).

LEASE TERM, / RENEWAL- The original lease term terminates on 11:59PM on **09/25/2021**. **After the original lease term is fulfilled, it will auto renew for a one year term and the monthly rent due will increase by 3.5% to compensate for inflation.** Tenant or Landlord may provide a SIXTY DAY notice, in writing (preferably email), prior to lease renewal if either party does not want this to renew. If Tenant opts for month to month tenancy or additional one lease term expires and this becomes month to month tenancy, rent will increase by 10% at the time of transition however all other conditions of the lease will remain the same. If an additional auto renewal would cause lease to end on a date that is 3 years or more from the beginning of the lease then lease will automatically roll into month to month at the rent increase mentioned previously. If tenancy becomes month to month then 60 days notice is still required before moving. If notice period ends in the middle of the month, full months rent for that partial month is still expected to be paid and occupancy may be maintained for entire month. Landlord at Landlord's option may offer an opportunity to sign a new lease and avoid the rent increase. If damages, unpaid rent, court costs, etc. exceed the security deposit amount the tenant will have thirty days to pay the balance. At which time

if the balance is not paid in full or no payment plan has been established Tenant may be placed for collections. If lease is active or there is a balance owed after termination Landlord may continue to check credit for collections purposes. All parties agree that termination of this contract without prior notice will constitute a breach of tenancy, and all security deposits shall be forfeited in the favor of the owner and additional fees may be applied following termination without notice or termination of the lease within the contractual period. After Landlord or Tenant gives SIXTY DAY notice not to renew lease or to otherwise move out tenant will be given notice of 1 to 2 times per week that property will be shown while occupied in order to re-rent home quickly and minimize vacancy for owner. These showing times will be deemed to meet the requirements of a legal 24 hour notice to enter per the Ohio Revised Code. Tenant will keep property clutter free and presentable for showings. Tenant may choose to be present or not for showings. If house is not kept clean, free of foul odors and orderly for these times, Landlord will send a housekeeper to clean up before showings and bill tenant for cost. Tenant will be liable for Landlord's loss of rent due to Tenant's unwillingness to cooperate on showings either by disallowing showings or diminishing the quality of showings with poor house keeping. It is agreed that for every disallowed or diminished showing time, loss of rent charged to tenant will be prorated for the smaller of the following: 1) time period between disallowed or diminished showing time and last showing time or 2) time period between disallowed or diminished showing time and date rental was listed on market.

PAYMENT METHODS- Monthly rent payments must be made by bank check, money order, personal check or online bank draft. NO CASH. If a personal check or bank draft is returned unpaid, then Landlord will only accept certified bank checks and money orders or payment via one of our cash payment locations (if offered). Any payment (other than at move in) made to our location via mail or drop off will be subject to \$10.00 manual processing fee. To be on time any rent not paid electronically must be received by our office during business hours before date payment is due. Time is of the essence and NO excuses will be accepted. Any rent lost in the mail will be treated as unpaid until received by the Landlord. All payments will be applied to oldest charge first before newer charges. Rent shall be made payable to:

Realty Trust Services

29550 Detroit Road Suite 500G

Westlake, OH 44145

Office phone 440-427-0123 Office fax 866-632-9006 Office email support@OhioRental.info

Tenant portal OhioRental.info/tenants

OBLIGATION TO PAY- Tenant hereby agrees that they have a legal obligation to pay their rent on time each and every month regardless of any back rent owed. Tenant also acknowledges that defaulting on this rental agreement could result in a judgment against Tenant and further action being taken by Landlord. If agreement is defaulted on by Tenant, all payments and obligations remaining in this agreement will become immediately due from Tenant. As long as property is rented out sooner than end of lease, prorated amount will come off balance due to Landlord minus any loss to Landlord resulting from default. If lease is terminated, lease may be reinstated if mutually agreed upon between the parties upon payment of reinstatement fee of \$575 as well as payment still owed from prior terminated lease.

LATE PAYMENTS- Total balance due, for month, must show paid in full on Landlord's electronic system by 11:59pm on the 1st of the month or there will be an automatic charge assessed at 12:00am on the 2nd of the month of \$45.00 to Tenant in order to offset Landlord's cost to collect rent. If the 1st of the month is on a weekend or national holiday, payment should either be delivered to our offices on the business day previous, at the latest, or electronic payment may be made by 11:59pm on the 1st in order to avoid the charge. If Tenant mails rent or sends via automatic check from financial institution it is suggested that this be sent / initiated 10 days before it is due to make sure it is there on time. On the 2nd of the month or later if rent charges for the month are not yet paid by 9am Landlord may at that point or any time later in the month that such charges are still unpaid, deliver a "3 Day Notice To Leave or Be Evicted" (the legal precursor to judicial eviction) and charge an additional fee of \$45.00 for delivery of that document. Tenant further agrees that acceptance and / or refusal

by Landlord of the rent payment after the due date shall in no manner constitute waiver of Landlord's rights in the event of Tenant's failure to make rental payments as herein prescribed and agreed, nor shall it be considered as a change in the date upon which Tenant is to pay said rent. Failure to demand the rent when due shall not constitute a waiver by Landlord.

RETURNED FUNDS- In the event the Tenant's check or electronic payment is dishonored and/or returned unpaid for any reason to the Landlord, Tenant hereby agrees to pay an additional sum of \$37.00, for bank fees charged to the Landlord. If for any reason a check or electronic payment is returned dishonored, all future payments will be made by money order or certified funds only.

APPLIANCES- The unit is rented with the following appliances: **Will make addendum with the list if there are any.** Tenant will be charged for a new appliance if any are missing at the end of the tenancy unless authorized by a written statement from the Landlord. Please note that if appliances are provided, Landlord is NOT responsible for their repair/replacement or their contents. If appliance breaks tenant must either repair appliance or store it and purchase their own. Landlord will not be responsible for damage to personal belongings or lost food items because of malfunctioning appliances or lost power. Tenant will be charged for a new appliance if any are missing at the end of the tenancy unless authorized by a written statement from the Landlord.

CONTACT INFORMATION- The Tenant hereby agrees to provide a working telephone number to the Landlord at all times. Tenant also agrees to provide any changes in phone numbers to the Landlord within 2 business days. A phone number must be provided whether it is at the Tenant's residence or not. Landlord must be able to get in contact with Tenant in case of an emergency. Landlord may call emergency contact or cosigner if Landlord is unable to reach Tenant.

Tenant 1: **Donovan Atterberry** Cell Phone: **(216) 889-3731** Email: **Atterbd@icloud.com**

Tenant 2: **Tanesia Dean** Cell Phone: **(216) 889-3731** Email: **mstenise@icloud.com**

Tenant 3: Cell Phone: Email:

Tenant 4: Cell Phone: Email:

The names of these residents not on the lease are: **Wynter Atterberry, 5Alijah Dean , 11Adoni Atterberry, 3.**

Total property residents all ages: **5**

Cosigner 1: Cell Phone: Email:

Cosigner 2: Cell Phone: Email:

Emergency contact: **Quinton Green** Cell Phone: **216-466-5442** Email:

OCCUPANTS- The tenant hereby agrees to use the premises only as residence for themselves and their child/children or additional minors who are in guardianship of tenant. Tenant agrees to pay \$100.00 each month, for each additional unregistered person who shall occupy the residence in any capacity. If Tenant fails to inform the Landlord of additional people occupying the property, the \$100.00 per person, per month fee will be assessed retroactive to the date commencing this rental agreement.

PETS- There shall be NO pets allowed on the premises except as granted by the Landlord, in writing, in advance. Tenant hereby agrees that if found in violation, there will be a rent increase effective immediately retroactive to the beginning of the lease of \$100 per animal. If the Landlord chooses to allow pets there is a \$ **35** charge per animal per month which is considered to be part of the rent and due with Tenant's rent as well as per situation one time up front fees. Please note the following breeds are not permitted at any time - Pit Bulls (or any combination thereof), Rottweilers, Doberman Pinschers, Akitas, German Shepherds and Chows. If they are found

to be on the premises at anytime Tenant will be asked to remove the dog immediately. If the dog is not removed Landlord will contact the dog warden to have the animal removed from property and may initiate eviction. If veterinarian documentation of both breed and proof of shots is not provided, tenants may not have access to property until it is on file with Landlord. Whether pet is approved or not, Tenant will be responsible for defleaing and/or deodorizing and/or shampooing and/or any other damages occasioned by the pet regardless of if the pet was approved or not by Landlord. Tenant agrees to indemnify Landlord for any cost or liability associated with Tenant's pet. If pet receives complaint for pet noise by other residents in a building or by the neighbors, Landlord may require muzzling or caging of that pet and if issue continues, Landlord may require that pet leave residence. If unauthorized pets are reported, and resulting inspections afterwards are needed in order to insure compliance and \$95 will be charged to Tenant for each inspection.

The following are the pets name, weight and breed: **Pets name weight and breed**

Number of pets counting towards pet fee: **0**

Pet fee total:

UTILITIES- Tenant is responsible for the following utilities: **All utilities including Water, Sewer, Trash, Gas, Electric, Internet, Cable and Phone..** It is the Tenant's sole responsibility to have the utilities turned on in their name prior to gaining possession of the property, unless otherwise agreed to in writing by landlord. **TENANT MUST FURNISH PROOF OF AGREED UTILITIES HAVING BEEN TRANSFERRED TO TENANT'S NAME BEFORE ACCESS TO THE PROPERTY WILL BE GRANTED.** Under NO circumstances will the Landlord pay or be responsible for said utilities. Utilities to be paid by tenant will be considered additional rent. Unpaid utilities may be subject to collection by Landlord and if necessary Landlord may evict for nonpayment of utilities. If Tenant misses the forwarding of a utility bill to Tenant it is still Tenant's responsibility to pay this bill and make necessary inquiry to acquire this bill and pay it. If Landlord ends up accidentally or on purpose paying for Tenant's utility usage directly with the utility company, Tenant will be obligated to reimburse Landlord for this payment. If Tenant causes a utility to be shut off at any time during the period of the lease Landlord may choose to evict Tenant(s). Landlord is authorized to call utility providers directly and put any utilities Tenant has agreed to pay into Tenant's name. Tenant is responsible for any garbage cans assigned by the trash service to the property and are responsible for cost of replacement if lost or damaged during this time. A Tenant not receiving a utility bill, for any reason, is no excuse for Tenant not paying for Tenant's own utility usage. If Tenant has a delinquent utility bill for a utility they are responsible to pay, regardless of if that utility is in Tenants name or Landlords name, Landlord may have utility company shut off service to property and Tenant waives any legal rights to pursue Landlord for any damages caused such action.

ILLEGAL OR DISRUPTIVE ACTIVITY- It is to be clear that NO illegal or disruptive behavior will be tolerated in any capacity. If Landlord receives complaints about Tenant, Tenant's children, Tenant's guests, or any other reason that may arise, Landlord will contact Tenant immediately by phone, if possible. Landlord will also follow up with written correspondence. Landlord will contact Tenant twice about rectifying the situation and if the problem is not corrected to Landlord's satisfaction then after the 3rd attempt at contacting Tenant, still having the issue unresolved, at Landlord's option, Landlord may cancel the lease and give Tenant notice to leave. Tenant will be liable for any bills charged by police department or emergency response teams to Landlord for activity at the unit. For illegal activity there is a zero tolerance policy and Landlord may at Landlord's option evict immediately if Landlord find evidence of illegal activity. Tenant and all persons in Tenant's household, guests and invitees shall conduct themselves in a manner so as to not violate O.R.C. Chapter 2925 regarding drug offenses. In that regard, the Tenant and all persons in Tenant's household, guests and invitees shall not use, abuse, sell, traffic, manufacture or distribute any drugs or controlled substances in violation of O.R.C. 2925.

MOVE OUT- Once one or more of the individuals on the lease have moved out, this property cannot be rented to another party without express written consent from the Landlord. If Tenant refuses or otherwise fails to move

out or return full occupancy of property to Landlord on the agreed move out date, then Tenant will pay landlord rent for the holdover period and indemnify Landlord and prospective Tenants for damages, including but not limited to lost rent from new tenant, lodging expenses, costs of eviction and attorneys' fees. Rent for any holdover period will be three times the monthly rent, calculated on a daily basis, and will be immediately due and payable daily without notice or demand.

SECURITY DEPOSIT RETURN- Also, the security deposit received stays with the unit until all parties have moved out and an inspection has been done. At that time any deposit remaining will be returned to the tenant who last had possession of the unit or if both parties move at the same time a forwarding address is required for both parties. NO EXCEPTIONS!!! Landlord has 30 days to return security deposit. There will a fee of \$125 for a one week turn around. Landlord generally documents the condition of premises after move out by video inspections hosted by and subject to Terms of Service of YouTube.com, and optimized to include the names of Landlord and Tenant. Landlord desires Tenant to fulfill lease terms, maintain the property and return the property to Landlord in the same condition, (normal wear & tear excluded). Should the Tenant(s) breach this lease and/or leave the property in poor condition, then Landlord may be required to expend substantial time in: (1) obtaining restoration bids; (2) coordinating repair and cleaning vendors; (3) obtaining legal advice; (4) and further preparation and delivery of a security deposit claim as required by Ohio Revised Code. In the event that Landlord is required to impose a security deposit claim upon Tenant, involving substantial additional work on the part of the Landlord (as outlined herein)), then Tenant does hereby agree to compensate Landlord by paying a security deposit claim processing fee of \$99.00 and said fee may be deducted from Tenant's security deposit. Landlord will retain interest earned on security deposit funds held in lieu of cost to administer deposit and account for interest.

SUBLEASING AND ASSIGNING- This contract is not assignable by Tenant and there is no subleasing. However if Tenant finds an applicant to take over Tenant's lease, and Landlord approves new applicant, then new applicant may sign a new lease that is at least the length of the current tenants leasing period (1 year minimum) thereby, releasing current tenant from having to continue making their payments as long as new tenant continues to make the payment. Current tenant or new tenant must pay for a \$249 lease signing fee at lease signing, the cost of returning property to market condition for new tenant (if applicable) and any other costs that would be incurred by Landlord because of Tenant's early move out. Short term rentals like airbnb.com and similar situations are not allowed except with a previous agreement and an agreement to share income with landlord. If tenant does generate income by subleasing property as a short term rental then landlord will charge 100% of the income as a short term rental made tenant in addition to the currently agreed monthly rental payment to Tenant.

LANDLORD'S PROPERTY- If anyone removes any property belonging to the Landlord without express written consent of the Landlord, this will constitute abandonment and surrender of the premises by the Tenant and termination by them of this rental agreement.

TENANTS PROPERTY- No rights of storage are given by this agreement. Landlord will not be liable for ANY loss of Tenant's property. Tenant hereby acknowledges this and agrees to make no such claim against the Landlord, his agents, or employees. Landlord will not pay or be liable for damages or loss of Tenant's property for any reason.

TENANT INSURANCE REQUIREMENT- Tenant agrees to purchase renter's insurance from an insurance company of Tenant's choice. One option for tenant insurance is through through LeasingDesk Insurance Services ("eRenterPlan"). If you have questions regarding eRenterPlan please call 1-888- 205-8118 or visit www.eRenterPlan.com or apply for it on the online Tenant portal. Landlord and Landlord's employees are not licensed agents. Note that LeasingDesk Insurance Services, LLC is not owned or operated by Landlord, and

Landlord makes no guarantees, representations, or promises concerning the insurance or services provided via LeasingDesk Insurance Services (eRenterPlan). You are under no obligation to purchase renter's insurance through eRenterPlan. If Tenant elects to purchase the required insurance from another company, Tenant will provide Landlord with written proof of compliance prior to the lease commencement date, and any time requested by Landlord. Your insurance company will be required to provide notice to us within 30 days or any cancellation, non-renewal, or other material change in your insurance policy. You agree to obtain renters insurance with a minimum amount of \$100,000 covering property damage and liability, to notify Landlord within 30 days of cancellation, and to include Landlord in insurance certificate as additionally insured: **Realty Trust Services 29550 Detroit Road Suite 500G Westlake, OH 44145 Office phone 440-427-0123 Office email support@OhioRental.info**

TENANT INSURANCE VIOLATION / FORCE PLACEMENT- If Tenant opts not to get Tenant insurance according to agreed requirements, fails to show proof per this agreement of Tenant insurance meeting the requirements of this agreement or allows Tenant insurance to lapse for any time during the month, Landlord may opt to charge a \$25 fee and enact forced placed insurance which may or may not cover tenant for loss and continue to charge this same fee monthly until the requirements for Tenant insurance are verified to be met by the Tenant.

ABANDONMENT- If the Tenant leaves the premises unoccupied for fifteen days (15) without paying rent in advance for that month, or while owing any back rent from previous months which has remained unpaid, then the Landlord or his representatives have the right to take immediate possession of the property and to bar the Tenant from returning. Landlord will also have the right to remove any property that the Tenant has left behind with no obligation to store Tenants belongings. Once the Landlord and Tenant have agreed to a vacate date, whether by agreement or court order, the Tenant agrees to have removed all of their belongings from the property. Any property that is left in the unit, storage unit, garage, or any other place on the property will be disposed of accordingly, and no action may be taken against the Landlord, his employees or agents.

UNACCEPTABLE INSURANCE RISK- The following are unacceptable insurance risks for many underwriters and must have approval in writing. If Tenant has been found to have violated this provision, without prior agreement in writing, this is an evictable offense and Tenant may be subject for all costs involved in enforcing this provision or the cost for an extra insurance rider: Swimming pools, Home business, Exotic animals, Student Housing, Trampoline, Use of Fireplace or wood burning stove

LOCKS, LOCK CHANGES & LOCK OUTS- If Tenant feels the need to change the locks in order to feel more secure, Tenant must change the locks or pay for them to be changed with an equivalent lock to existing lock or better quality. 3 keys to each new lock must delivered to the office within 2 business days of lock change and a fee of \$25 must be paid by Tenant to compensate for the processing of these keys to put in secured field box as well as file in our in office key file. We do not service lock outs, however if we are able to, we will provide a key copy or provide a code to a key safe which tenant can access for a charge of \$25. If we are unable to provide a key copy you may have to call a locksmith to gain access to your home.

PROPERTY CONDITION- Tenant hereby acknowledges that said property is in good condition with the exception of the following:

Landlord will take care of the following issues by :

The following items will not be repaired or taken care of by the Landlord:

Tenant agrees to report anything about the property to the Landlord within 5 days of taking possession of the property. Tenant is put on notice to look for an email invite to use the Zinspector tenant inspector app to make inspections easy and stress free at no charge. Tenant agrees that failure to file any written notice regarding the defects of the property existing before move in will be legally binding proof that the property is in good condition

at the time of occupancy.

CLEAN AT MOVE OUT- Tenant hereby agrees to accept the property in its current state of cleanliness. Tenant agrees to return the property in the same condition or pay a \$50.00 per hour cleaning fee. Tenant agrees to have property cleaned by a professional carpet cleaner and provide Landlord with receipt to verify. If Tenant does not have carpet professionally cleaned Landlord at move out may hire a professional carpet cleaner and charge to tenant and / or deduct from security deposit.

TENANT RESPONSIBILITY TO MAINTAIN PROPERTY- Good housekeeping is expected of everyone. Tenant agrees to keep the property clean and in a sanitary condition. The Tenants agrees not to permit any deterioration or destruction to occur while they are occupying the property. They agree to maintain the walls, woodwork, floor coverings (i.e. carpeting, hardwoods, vinyl, etc.), fixtures, appliances, windows, screens, doors and the interior/exterior appearance of the property. If pictures/decorations are hung then it will be done using removable non damaging adhesive hook or velcro strip such as Command strips. Tenant agrees to change smoke detectors or their batteries as well as carbon monoxide detectors every 6 months unless detectors are hardwired or are rated to last for 10 years with a non removable battery. If it is found that smoke detectors are removed or tampered with there will be a charge of \$95 per detector. Tenant agrees to change furnace filters every 90 days or more if necessary. It is understood that if it is found that furnace filters have not been changed upon inspection, filter(s) will be purchased by landlord at tenants expense and delivered to property. Tenant agrees to maintain inside temperature of atleast 50 degrees fahrenheit during the winter to keep pipes from freezing. No smoking is allowed in this home. Smoking in this unit will be considered breach of lease and owner may take court measures and / or charge tenant for cost of smoke remediation. Owner may choose in writing to follow an different policy for smoking in the house. Tenant will be responsible for the cost of maintaining and changing light bulbs as well as required fuses. Tenants are responsible for providing and running a dehumidifier if there is any dampness in the basement or if the basement is finished. If your house is already equipped with a dehumidifier, it was installed to reduce any moisture in the basement. It is the Tenant's responsibility to ensure that the Dehumidifier is running at all times. Please remember that most basements in Ohio take some moisture and that storing personal items in the basement will be at your own risk. **Should there be any moisture damage in the home, due to the fact that the dehumidifier has not been running as required, tenant will be held responsible for the costs to repair all such damage.** Any problems with the building should be reported to Landlord immediately via email or tenant portal as damages and costs caused by not reporting may be charged to tenant. If a property is a multi family property with 4 units or less tenants will agree among themselves on cleaning of interior common area.

BACK UP OF TOILET AND DRAIN LINES- Tenant(s) are responsible all plumbing back ups that involve items that clearly should not be flushed down a drain. Charges will be determined and billed to Tenant at time of service. Tenant has 30 days from date of service to pay charges. Non payment of charges will be violation of lease. Tenant agrees to never flush any of the following in the toilet: floss, grease, oil, fat, band aids, wipes, tampons, feminine pads, paper towels, condoms, hair, kitty litter or anything else that does not quickly disintegrate in water.

PESTS- A pest infestation is defined as following: "To inhabit or overrun in numbers or quantities large enough to be harmful or threatening." Landlord encourages Tenants to buy mouse traps, over the counter sprays, bug bombs and other remedies that can be inexpensively purchased at a local store. Professional exterminators can be very expensive and often use toxic chemicals to exterminate. It is better for everyone if this step can be avoided. Also if Landlord's professional clearly determines that the infestation is caused by the Tenant(s), then Tenant(s) will be billed for the extermination. Landlord will NOT exterminate for non infestations.

LANDSCAPING AND EXTERIOR MAINTENANCE- Lawn care shall be maintained in the following manner: In

a single family home the Tenant is responsible for mowing the lawn once per week and Tenant must keep all weeds from planting beds, driveway, sidewalk and gutters. In a duplex or triplex, the first floor Tenant (or the tenant with the lowest unit number/ earliest unit letter if there are multiple first floor units) is responsible for landscaping. For properties with 4 or more units, it is assumed Landlord will be responsible for mowing unless otherwise agreed to in writing. Rent is calculated for each individual unit with this in mind. If the city assesses a fee for violation of lawn maintenance, trash in yard or other similar requirements tenant will be responsible for paying this fee plus \$25 administration fee to the Landlord. If Landlord finds lawn not maintained, Landlord may mow the grass for tenant for \$35 per mow (or more if yard is large) and may do other required yard maintenance which will be charged to Tenant.

SNOW REMOVAL- On single family properties all snow removal is the responsibility of the Tenant. On multifamily properties snow removal will be shared by tenants as mutually can be agreed on by tenants. If Tenants can't agree and / or stick to that agreement then snow removal will be done by any Tenant as they need to enter or exit from the property with their own vehicle. Equipment for snow removal will not be provided by Tenants unless otherwise agreed. In a property with four or more units the Landlord will provide lawn care/snow removal unless otherwise agreed to in writing. If Landlord provides snow removal it is subject to the limits of the Vendor landlord chooses. There may be times when Tenants may still have to provide for their own specific snow removal needs.

MAINTENANCE CALLS- If any repairs need to be made, the Tenant is required to email the Landlord (or submit via online Portal) to have such repairs made. If repair is an emergency then Tenant should call the office. After hours maintenance emergencies are handled by an answering service trained in maintenance emergencies and able to dispatch emergency service. An emergency maintenance issue involves great and immediate harm to property and or person if not immediately dealt with. If Landlord schedules with Tenant or gives legal notice to Tenant for maintenance personnel to enter property and tenant denies access or behaves in such a way to keep it from happening, Landlord may charge \$95 for the cost of the missed service call. If Tenant gives information to office regarding repairs that is inaccurate and it results in a wasted service call then tenant will be billed \$95 for that wasted service call.

TENANT REPAIRS- Tenant shall not undertake any work or repairs unless explicitly authorized by Landlord in writing. Should Tenant undertake work and injury, death or property damage result, Tenant hereby holds Landlord harmless from any and all liabilities, claims, obligations, expenses, costs, causes of action, losses, damages, judgments or other injuries (including but not limited to attorney fees, costs and expenses of litigation and appeals) which Tenant may incur or suffer in connection with the performance or undertaking of any work or repairs at the Property. This indemnification provision shall survive termination of this Agreement."

DAMAGE TO PROPERTY- Tenants agree to be jointly and severally liable for damage caused by each other. Tenants agree to supervise any visitors whether relatives or friends, whether minors or adults and accept full liability for damage caused to property or injuries at the property due to negligence by guests.

SECURITY SYSTEMS, CABLE AND SATELLITE TV DISH- Security systems, cable service and satellite dishes may all be installed at residence but they must not be installed in such a way to damage the property. Dishes must be installed on pole separate from home and may never be attached to a roof of a residence. Any entry for cable must not pierce the siding or other area of the house not easily patched or repaired. Security systems may be installed but must be removed when leaving and any damage to house from the installation be repaired to original condition by Tenant. Landlord recommends easy to install wireless security and monitoring systems such as provided by simplisafe.com.

PARKING- Tenant agrees never to park/store a motor home, camper, trailer or any form of recreational vehicles

on the premises and park only working vehicles in the driveway, street or parking lot. Junk cars, cars on blocks, non-running vehicles, or unlicensed automobiles are strictly prohibited. Removal will be at the Tenants expense. Other parking arrangements: **none**

LEGALITY- Any provisions set forth in this rental agreement, which is contrary to the Ohio Landlord and Tenant Act, and / or any other applicable law, shall be treated by Landlord and Tenant as void and as if it were not set forth herein, but all other provisions of the rental agreement shall remain intact.

NOTICE TO ENTER- The owner reserves the right to enter the residence at a reasonable time to make inspections, make necessary repairs, for the purpose of re renting it, for the purpose of selling it and for the purposes of obtaining a mortgage. A 24 hour notice of the owner's intent to enter shall be given to the Tenant, via service at the house, email and/or text message. Tenant may allow at Tenant's option, less notice. If Tenant schedules with Landlord to open the property up and the tenant is not there at that time, the Landlord may enter the unit. The owner may also display for rent and for sale signs on the building in which the Tenant resides.

LANDLORD RIGHTS- All rights given to the Landlord by this agreement shall be cumulative in addition to any laws, which exist or may come into being. Any exercise of rights by the Landlord or failure to exercise any rights shall not act as a waiver of those or any other rights. No statement or promise by the Landlord, agents or employees, as to repairs, amount of rent to be paid or other terms and conditions shall be binding unless it is put in writing, signed and made a specific part of this agreement.

TENANT RIGHTS- Tenant hereby states that they have the legal right to sign for any and all other residents to commit them to abide by this contract.

EXTREME INFLATION- If the consumer price index increases by more than 5% in a 3 month period while lease is active, Landlord may opt to increase lease price in proportion with the consumer price index, updating lease price every 90 days through to the expiration of the lease.

PRONOUNS- In this agreement the singular number where used include the plural, the masculine gender, the feminine gender, the terms Owner and We will include Landlord/Lessor, and the terms You and Buyer will include Tenant/Lessee.

LEGAL NOTICE- Tenant agrees to accept all legal notices by Landlord via email or other legal means.

REPRESENTATION- The owners may be represented at various times by their employees/agents. Realty Trust Services, LLC is the agent designated by the owner to manage the premises and to receive and receipt for all notices and demands upon the owner of the premises. This lease agreement is made between the Tenant and Owner(s) of the property. The tenant agrees that all claims against the property shall be made in the name of the Owner(s) listed above and hold Realty Trust Services, LLC harmless for any damages or claims that arise in the regular and ordinary involvement of managing the property.

SUBORDINATION OF LEASE- Except as otherwise provided by law, this Lease and Tenant's leasehold interest hereunder are and shall be subject, subordinate, and inferior to any liens or encumbrances now or hereafter placed on the demised premises by Landlord, all advances made under any such liens or encumbrances, the interest payable on any such liens or encumbrances, and any and all renewals or extensions of such liens or encumbrances.

LEGAL AGREEMENT- The Tenant signing this rental agreement contract hereby states that all their questions about this rental agreement have been answered and all the provisions of this agreement and the obligations and

responsibilities of each party, are spelled out herein. Tenant agrees that Tenant has had an opportunity to review this Rental Agreement and accompanying paperwork with legal counsel. They further state that they agree to fulfill their obligations in every respect or suffer the full legal and financial consequences of their actions or lack of action in violation of this agreement. In the event of eviction or other legal dispute, the tenants waive their right to a jury trial. Signature by the Tenant in this rental agreement is acknowledgment that he/she has received a signed copy of the rental agreement. It is agreed that this contract represents the entire agreement between Landlord and Tenant. If there are any additional agreements not already stated in this contract please include them here on this agreement.

ADDITIONAL AGREEMENTS- The following special agreements are made and if they conflict with other provisions will take precedence: **none**

OWNER AGENT- It is understood that the owner **is not** a licensed real estate agent.

TENANT'S INITIALS:

DLA td Have listened through Realty Trust Services Tenant lease signing presentation (video or live) (<http://rtsl.us/leasing-video>).

DLA td Have received the Lead Based Paint Disclosure.

DLA td Have read through lease and understand it.

DLA td Tenant understands tenant's personal property is not insured and that tenant is required to purchase insurance.

DLA td Have received the tenant manual along with this lease.

DLA td By the following initials I understand what is expected of me as the animal's owner and agree to the terms and conditions as mentioned in this lease.

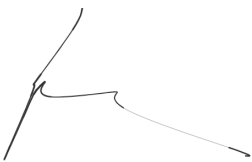
Tenant 1 Donovan Atterberry Atterbd@icloud.com



Tenant 2 Tanesia Dean mstenise@icloud.com

tanesia dean

Landlord 1 Realty Trust Services, LLC as agent for Freedom Rentals LLC



Realty Trust Services, LLC

Tenant Manual



Realty Trust Services
Sales, Leasing & Management



Cutting edge, comprehensive and conscientious real estate solutions™

Tenant Manual

Realty Trust Services Welcomes You

Realty Trust Services welcomes you as a new resident.

To achieve a successful tenant/management relationship, we prepared the Realty Trust Services Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, collections information, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. Realty Trust Services wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Realty Trust Services as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact Realty Trust Services when you need assistance and we have listed how in the following pages.

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

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

The Realty Trust Services Team

We have a complete staff to assist you. Please see the following team members as of the last edit of this manual. The folks referenced here and their duties/ positions may change as our company grows and changes.

Ram Pintas

Collections, Customer service

1st point of contact for issues related to ledger issues, collections notices and evictions

ram@rtserve.com

440-427-0123 ext. 193

Abraham Olague

Renewals, Customer service

1st point of contact for renewing leases as well as for handling concerns regarding pending tenant move out

abraham@rtserve.com

440-427-0123 ext 112

Montse Gardesan

Utilities specialist - process utilities for home

1st point of contact regarding issues paying utilities and reimbursements for utilities or cost of prorated utilities

montse@rtserve.com

440-427-0123 ext. 194

John Neu

Maintenance manager

1st point of contact for any maintenance issues.

johnneu@rtserve.com

440-427-0123

Devin McCue

Maintenance coordinator, maintenance tech

Can help coordinate maintenance issues

devin@rtserve.com

440-427-0123

Joe Sanchez

Leasing coordinator

Responsible

bill@rtserve.com

440-427-0123 ext. 121

Rakesh Baniya

Vacant property inspector, rental showing assistant

rakesh@rtserve.com

440-427-0123

Alex Schram

Field technician

Alex delivers 3 day notices, makes court appearances, does property inspections

alex@rtserve.com

440-427-0123

Linda Floyd

Portfolio manager

Linda handles escalations from tenants and is property owner liaison

linda@rtserve.com

440-427-0123 ext. 118

Communication with Realty Trust Services

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting RTS know what you need.

Use the telephone (440-427-0123) , email (general.support@propertymanagementoh.com) , your tenant portal (<http://rtsl.us/tenant>) or or postal correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember Realty Trust Services is here to help you,

Telephone calls during office hours

During office hours (see below), there is normally a live person to answer your call. Please state the reason for your call, and let us know which building and unit you are living at, so that someone can assist you, or direct your call to the right party. The person you desire to talk to might not allways be available however usually the person that answers the phone can assist you.

Voicemail

If during the day you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers, your unit number and a quick summary of your issue. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week. We will call you back and if you leave a complete voicemail we can research your issue first so we can have more assistive response.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the office hours below).

Emergency calls

During normal office hours, immediately state if you have an emergency and then let us know what it is so we can handle it appropriately.

Maintenance requests

Please remember that all Work Orders should be in writing, unless it is an emergency. This is in your rental agreement and it is for your protection. You can access a work order online in your portal (<http://rtsl.us/tenant>).

Change of information

It is important that you notify Realty Trust Services of any changes in phone numbers, or email.

Email

Email is a great way to communicate and we request that you send your email address to support@PropertyManagementOH.com. Realty Trust Services will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important

information In addition, you will receive our company email newsletter.

Website

The <http://PropertyManagementOH.com> links to your portal which can be found at <http://rtsl.us/tenant>.

General Office Information

Address information

Realty Trust Services
29550 Detroit Road Suite 300
Westlake OH 44145

Telephone

Phone: 440-427-0123
Fax: 866-632-9006
Email: Support@propertymanagementoh.com
Office Email
Website: <http://PropertyManagementOH.com>

Office Hours

Monday Friday 10AM - 5PM
Saturday, Sunday Closed
Holidays Closed

Emergency information

For emergency maintenance you can call 440-427-0123 and dial extension for maintenance and choose the option to talk to our specialized emergency maintenance call center.

Protect your rental and credit history

Some day you will eventually move out of the property. 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. Avoid late rent payments, care for the property, and move out properly. Give Realty Trust Services the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions

regarding your lease, please call your Realty Trust Services management team.

Moving Checklist

Here is a great checklist in this package for when you are moving.

- Contact moving company
- Notify US Post Office - forwarding address
- Notify current schools
- Notify magazine companies
- Notify newspapers
- Send "just moved" announcements to friends and relatives
- Notify banks, credit unions, savings & loans
- Notify doctors, dentists
- Notify current electric company
- Notify current gas company
- Notify current water company
- Notify new schools
- Notify new electric company
- Notify new gas company
- Notify new water company
- Re-register to vote

Utility/Cable Companies

When you rented the property, Realty Trust Services cancels the utilities, in the owner's name, on the 1st day of your rental agreement. We have arranged a company which can assist in utility transitions if you have not already done this. If you visit <http://360homeconnect.com/rts> they will set up your utilities for free. There are some water and sewer companies that will not allow tenants to put the account into their name. If this is the case we have those bills sent to us and redirect them.

Rental payments

Rent is due on the first of each month and late if not received by end of that day. If you know that you will have a delay or problem paying by the due date, contact our office immediately. We are required by the owners we work for to continue collecting until we have payments but your communication will help us know how fast to proceed. We proceed much faster if we haven't heard from you.

RTS receives rental payments by:

1. US mail
2. In person
3. By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the Realty Trust Services bank, saving you time. There is not a cost for this
4. By credit card - this should soon be available in your tenant portal. If it is not we can give you a special link to pay via credit card. There is a credit card processing fee for rent payments.

RTS does NOT accept rental payments in:

1. Cash
2. Rolled coin
3. Debit cards
4. Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- **Late fee** - the RTS late fee is \$35 amount if rent is not received by end of day on the first.
- **Service / courier fee** - the RTS service fee is \$35 amount, if a 3 day eviction notice to pay or quit is served because your rent is not received in a timely manner.
- **Maintenance charge** - RTS will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If RTS receives a service call billing, you are responsible for reimbursement.
- **Maintenance reimbursement** - Cost of making repairs caused by tenant
- **Other reimbursements** - Other damages to owner billed to tenant

Generally, Realty Trust Services assigns a vendor to perform work you request in your residence. However, if you have contacted Realty Trust Services and requested to perform a minor maintenance item and Realty Trust Services has agreed to reimburse you: Pay the bill and send the receipt to RTS. RTS will reimburse the amount due to you. Do NOT deduct the amount from your rent.

Care of the Property

Getting to know your residence

When you move into a property, 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 leak**
- **Method of cleaning for the oven so you use the right product**
- **Time bake knobs on the oven - in the event the oven will not work, these may be on**

If you are uncertain about any of the above items, contact the Realty Trust Services office for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. Realty Trust Services has more tips in this handbook.

Tenant Renovations/Alterations

It is the Realty Trust Services policy that tenants do not do repairs or alterations. You agreed to this in the Realty Trust Services rental agreement/lease. The exception to this would be if you have an option agreement to buy the property along with your lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request via email before making any changes
- Do not proceed with any work until you are notified by Realty Trust Services
- Realty Trust Services 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 alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law unless it has been contractually waived, normally with a lease option agreement (because tenant has taken equitable interest in property). Therefore, Realty Trust Services has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the 5-page maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing electrical fuses if applicable

- Replacing furnace filters, if applicable every 90 days unless owner has approved animals or smoking in property (normally not approved)
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association that waters the lawn
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- 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 (and you have approval in lease to use it), use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside 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

Procedures for requesting maintenance

Before calling Realty Trust Services

- Determine if there is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

If there is an emergency

There are few emergencies. An emergency is 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** or 911,
- After contacting one of the above sources, then call the Realty Trust Services office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the Realty Trust Services, 440-427-0123, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat in the Fall, but it is Heat on a zero degree night on the weekend. Realty Trust Services recognizes this is important and 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.

Non-emergencies:

Email maintenance@propertymanagementoh.com or login to your portal at <http://rtsl.us/tenant> then:

1. A Realty Trust Services representative will assign a vendor to you.

2. Depending on the situation this vendor may enter at the agreed or 24 hour notice time.
3. Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
4. Failure to show at an appointment can mean a charge to you if there is no permission to enter. Therefore, be certain to call the Realty Trust Services office as soon as possible if you are unable to make the appointment.
5. If we are using an outside vendor and you don't hear from them in 2 business days please call the maintenance coordinator at the office or email maintenance@propertymanagementoh.com.
6. A Realty Trust Services staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
7. After a repair has taken place, if you have trouble, call Realty Trust Services and state you had a recent repair but there is still a problem.
8. If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

- It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products
- Air freshener:
- Place a bowl of vinegar in the kitchen or bathroom to absorb odors

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.

Tile countertops:

- To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.

Glass cleaner:

- When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.

Dishwasher:

- Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
- Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
- Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

Washing machine:

A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors

Toilets:

Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.

Carpet stains:

1. Vacuum the carpet if the stain is dry.
2. If the stain is still wet, blot gently to remove excess - blot, do NOT rub.
3. Lightly soak the carpet stain with clean water first to remove the stain - blot, do NOT rub.
4. If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
5. If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

Carpet odor:

Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

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 Realty Trust Services as soon as possible
- Report water dripping under sinks

- Running toilets are big water wasters. If a slow drip can add hundreds of dollars monthly to your bill.
- 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.
- Replace your old washing machine with an energy efficient one - you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- 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 "hi," this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not "over water" landscaping; it is not healthy for plants and simply wastes water.

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 smoke (and have been authorized in writing to smoke in the house). 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.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the Realty Trust Services office.
- Use a "reasonable" level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- 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 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

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the 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 contents and your lease requires this.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Email us at support@propertymanagementoh.com or add tenant insurance via the link on your portal <http://rtsl.us/tenant>. Most recently signed leases have a provision putting in place forced insurance at \$25 per month if you don't have tenant insurance so make sure you send over your insurance dec page showing you have this when you get it.

Safety Tips

The safety of you and your family is important to Realty Trust Services 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 Realty Trust Services.
- 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 Realty Trust Services 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 to the Realty Trust Services office
- 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.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify Realty Trust Services how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- 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.
- 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.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.

- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

We are also providing you with our “Resident Emergency/Disaster Handbook.” There you will find a wealth of information on how to handle a true emergency or disaster.

There are different emergencies

Maintenance emergencies:

Realty Trust Services outlined in the in the maintenance section earlier in this manual ideal responses for different kinds of emergencies. Realty Trust Services requests that you treat the Realty Trust Services 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:

- Be prepared and use the Realty Trust Services Emergency/Disaster checklist enclosed with this information:
- When major emergencies or disasters such as a hurricane, tornado, earthquake, 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.
- Realty Trust Services requests that you call emergency services first in a disaster. Then notify the RTS office as soon as possible what has happened.
- RTS will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- When calling the RTS office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Pre- Emergency/Disaster Checklist:

Take the time to review and implement this list - it could be a lifesaver.

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
- Know where the shut off valves are in your residence, review page 9 in the RTS Tenant Handbook, “getting to know your residence”
- Keep copies of important papers stored in a safety deposit box
- Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a

manual can opener.

- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries and for the right kind the flashlight
- Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged

Use this list when an emergency/disaster occurs:

- In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve
- Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 9-1-1 only to access help and NOT to learn news
- Call RTS when it is practical, but remember that RTS will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes
- Only call people when necessary and have an emergency contact outside your area who can notify other people
- Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
- Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
- Leave a single light on to alert you that power is restored
- If you use candles and matches, do it safely - you do not want to create another problem
- Limit cell phone usage or use your car to charge batteries
- If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can
- Conserve water and food when disaster occurs
- If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.

Drug free housing

Realty Trust Services has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental 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 RTS of your suspicions as soon as possible.

Educate and train children of all ages for the signs of drug activities or a drug house.

Be aware and be alert - a drug house or drug activities are a danger anywhere and to everyone.

Frequently asked questions

RTS has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the date of the month?

As outlined in this Handbook before, the rent is due on the # and late if not received by the # of the month. Once the # of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. RTS serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify RTS and obtain written permission to install the lines.

Can I have a satellite dish?

Yes, you can have a satellite dish. However, you must submit a request to RTS and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. The dish must not be mounted on the sides of the house or on the roof. Call the office for details.

I did not have a pet when I moved in; can I have a pet now?

Notify your RTS management team of your request for a pet. Do not move a pet into the property without permission as there are strict penalties for that. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit may be required and an monthly fee will be required. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

Not all owners require extra security deposit but assuming this is the case, no, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

Notify the Realty Trust Services team what pet you want. We will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit may be required and an additional monthly fee will be required..

My roommate wants to move, but I want to stay. What do I do now?

You need to communicate together so that you both can communicate together what will be happening. If one of you wants to stay and one wants to leave you have to discuss how you will be handling security deposit. You also will have to be able qualify to stay by yourself and prove you have enough income to afford the unit.

I want to add a roommate, now what do I do?

The prospective roommate will have to submit an application and Realty Trust Services must approve the person PRIOR to them moving into the property. You can fill the application online and pay the application fee at <http://OhioRental.info>. If Realty Trust Services denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why Realty Trust Services contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. Realty Trust Services tenants are required to give a 60days' notice prior to moving (assuming the lease will soon be expiring or there is no currently active lease). You can email a clearly written notice to vacate to support@ohiorental.info or better yet login and click the button to give notice in your portal at <http://rtsl.us/tenant>.

Before giving notice:

Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease. It is important you give notice before your lease renews automatically.

If you need to move and you are still committed to a lease period, contact your RTS management team to discuss your options. We have an email template we can send out to you on this.

Notices must be in writing. The day RTS receives the notice is the date the notice begins. Realty Trust Services prefers notices via email or the online portal as they are clearly documented to the benefit of all parties.

RTS does not provide rental history to other landlords/property management companies unless tenants submitted an online notice to vacate and have specifically authorized us to give this information out.

Preparing the property for move out inspection

After you submit your Notice to Vacate, Realty Trust Services will send you an email template. This will instruct you on what to do during the notice period in order to prepare the house for move out. We always schedule the move out inspection after the property has been vacated and it is not Realty Trust Services policy to have tenant present for the inspection. If there are items of special note please send us links to pictures and videos that we can use in addition to our own records in security deposit accounting.

Please know that failure to deliver keys and openers could incur additional charges as well as require additional rent be paid.

Remember to supply a forwarding address and telephone number for your security deposit refund.

Use the Realty Trust Services Moving Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your RTS management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move. This checklist or something like it should be included in your move out preparation email.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal "wear and tear."
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Dirty carpet is different than worn carpet. You will be charged for stains left to the carpet as well as dirt and debris on carpet.
- We recommend getting a professional truck mounted steam based carpet cleaner. Regardless when you move out you (per most current leases) you need to have your carpet professionally cleaned and show us the receipt.

Draperies/window coverings/windows (if applicable)

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds - do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

If a property is found loaded with ants, spiders, fleas, roaches, bedbugs etc., you can incur pest control charges.

Landscape clean up

- 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 and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly - it does not belong in the garbage receptacles.
- Pick up any animal feces 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.
- Do not overflow trash receptacles.

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.
- Often times people try to touch up nail holes and that makes a big mess. When touching up paint on a filled nail hole make sure to use a artist brush and only dab the amount necessary to barely cover the white spot.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. Realty Trust Services remits security deposit transmittals within 30 days in accordance with Ohio landlord/tenant law. Remember, Realty Trust Services wants your move out to be a pleasant and successful process.

Conclusion

We hope that you have found the RTS Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your RTS management team.

Have a successful residency



Protect Your Family From Lead in Your Home



September 2013

Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

Read this entire brochure to learn:

- How lead gets into the body
- About health effects of lead
- What you can do to protect your family
- Where to go for more information

Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



Simple Steps to Protect Your Family from Lead Hazards

If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at [epa.gov/lead](https://www.epa.gov/lead).
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children avoid fatty (or high fat) foods and eat nutritious meals high in iron and calcium.
- Remove shoes or wipe soil off shoes before entering your house.

Lead Gets into the Body in Many Ways

Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



Women of childbearing age should know that lead is dangerous to a developing fetus.

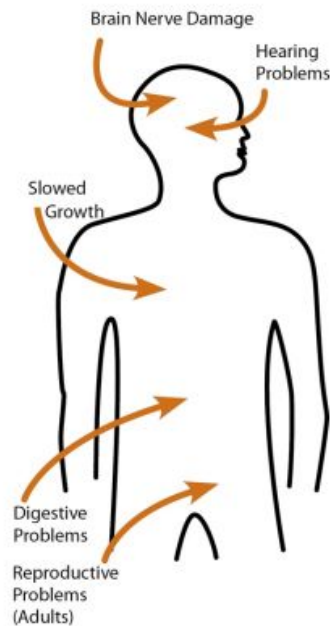
- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

Health Effects of Lead

Lead affects the body in many ways. It is important to know that even exposure to low levels of lead can severely harm children.

In children, exposure to lead can cause:

- Nervous system and kidney damage
- Learning disabilities, attention deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage



While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and, in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

Check Your Family for Lead

Get your children and home tested if you think your home has lead.

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

Your doctor can explain what the test results mean and if more testing will be needed.

Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.¹

Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint.²

Learn how to determine if paint is lead-based paint on page 7.

Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at [epa.gov/lead](https://www.epa.gov/lead).

¹ "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm), or more than 0.5% by weight.

² "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

Identifying Lead-Based Paint and Lead-Based Paint Hazards

Deteriorating lead-based paint (peeling, chipping, chalking, cracking, or damaged paint) is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Lead-based paint is usually not a hazard if it is in good condition and if it is not on an impact or friction surface like a window.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) and higher for floors, including carpeted floors
- 250 $\mu\text{g}/\text{ft}^2$ and higher for interior window sills

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
 - Portable x-ray fluorescence (XRF) machine
 - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
 - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
 - Sample dust near painted surfaces and sample bare soil in the yard
 - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.



Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit [epa.gov/lead](https://www.epa.gov/lead), or call **1-800-424-LEAD (5323)** for a list of contacts in your area.³

³ Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8399.

What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children avoid fatty (or high fat) foods and eat nutritious meals high in iron and calcium. Children with good diets absorb less lead.

Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.



Always use a certified contractor who is trained to address lead hazards safely.

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement professional. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) for floors, including carpeted floors
- 250 $\mu\text{g}/\text{ft}^2$ for interior windows sills
- 400 $\mu\text{g}/\text{ft}^2$ for window troughs

For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 14 and 15), or visit epa.gov/lead, or call 1-800-424-LEAD.

Renovating, Remodeling, or Repairing (RRP) a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
 - Open-flame burning or torching
 - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment and
 - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects visit epa.gov/getleadsafe, or read *The Lead-Safe Certified Guide to Renovate Right*.

Other Sources of Lead

While paint, dust, and soil are the most common sources of lead, other lead sources also exist:

- **Drinking water.** Your home might have plumbing with lead or lead solder. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might contain lead:
 - Use only cold water for drinking and cooking.
 - Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.

Call your local health department or water supplier to find out about testing your water, or visit [epa.gov/lead](https://www.epa.gov/lead) for EPA's lead in drinking water information.

- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.⁴
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

⁴ In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint (16 CFR 1303). In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products (76 FR 44463).

For More Information

The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at epa.gov/lead and hud.gov/lead, or call **1-800-424-LEAD (5323)**.

EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit epa.gov/lead for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at cpsc.gov or saferproducts.gov.

State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at epa.gov/lead, or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact
U.S. EPA Region 1
5 Post Office Square, Suite 100, OES 05-4
Boston, MA 02109-3912
(888) 372-7341

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 321-6671

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103
(215) 814-2088

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact
U.S. EPA Region 4
AFC Tower, 12th Floor, Air, Pesticides & Toxics
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact
U.S. EPA Region 5 (DT-8J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 886-7836

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-2704

Region 7 (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact
U.S. EPA Region 7
11201 Renner Blvd.
WWPD/TOPE
Lenexa, KS 66219
(800) 223-0425

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop St.
Denver, CO 80202
(303) 312-6966

Region 9 (Arizona, California, Hawaii, Nevada)

Regional Lead Contact
U.S. EPA Region 9 (CMD-4-2)
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4280

Region 10 (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact
U.S. EPA Region 10
Solid Waste & Toxics Unit (WCM-128)
1200 Sixth Avenue, Suite 900
Seattle, WA 98101
(206) 553-1200

Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

CPSC

4330 East West Highway
Bethesda, MD 20814-4421
1-800-638-2772
cpsc.gov or saferproducts.gov

U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact HUD's Office of Healthy Homes and Lead Hazard Control for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

HUD

451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
(202) 402-7698
hud.gov/offices/lead/

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U. S. EPA Washington DC 20460
U. S. CPSC Bethesda MD 20814
U. S. HUD Washington DC 20410

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IMPORTANT!

Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

