



BEGGS

Property Management

TENANT
HANDBOOK

244 W Mill St.
Suite 102
Liberty, MO 64068
(816) 781-5600

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100. GENERAL INFORMATION

100.01 Office Hours, Phone Numbers, and basic company information

Beggs Property Management is open during normal business hours from:

9:00am to 5:00pm, Monday through Friday.

We are located at:

**244 W Mill Street
Suite 102
Liberty, MO 64068
Phone: (816) 781-5600
Fax: (816) 781-8766**

100.02 Paying Rent

(a) Due Date

Rent is due on the first or fifteenth day of the month, with a 5 day grace period.

Rent due on the 1st is considered late if payment is not in our office by close of business on the 6th.
Rent due on the 15th is considered late if payment is not in our office by close of business on the 21st.

We will assess late fees for all rent payments not received by the 6th or 21st. Your account will be considered in arrears and subject to interest charges, and/or collection and legal fees.

(b) Personal Checks

Personal checks are accepted up to the 5th of the month, for rent due on the 1st, or 20th of the month, for rents due on the 15th. After the 5th or 20th, certified funds are required. Certified funds are also required if a check has been returned for insufficient funds.

(c) No Cash

We do not want cash around the office. We have a "NO CASH" policy for everyone. Please use checks, or money orders.

(d) Late Fees

If rent has not been received by the end of the "grace period", payments will not be accepted without the \$15.00 late fee. We encourage you to pay rent by the end of the grace period to avoid paying any late fees.

(e) Late Payment Contact

Beggs Property Management will attempt to contact you via email informing you that rent has not been received. We will also attempt to contact you by telephone and SMS (text) message.

(f) NSF Check

The NSF (non-sufficient funds) fee of \$30.00 is due regardless of reason. (Your bank may reimburse you for this charge if they are at fault.) If this happens, Beggs Property Management has the right to request

certified funds from that day forward. You will be given 48 hours to make the check good prior to further legal actions being pursued.

(g) Rent not received within 7 days of the 1st or 15th

If rent is still unpaid 7 days after the 1st or 15th, Beggs Property Management will begin eviction proceedings. Once this has started, rent will not be accepted without all of the late fees and administration fees being paid with certified funds. No personal checks will be accepted if eviction proceedings have begun.

100.03 Pro-Rated Rent

Unless you move in on the 1st or 15th, your first month's rent will be prorated from your move in date to your first rent due date. We will not turn over keys to the unit until the pro-rated rent has been paid. We will not accept less than 3 weeks pro rated rent for your first month's rent. You should take this in consideration when choosing your move in date or the day of the month you would like to pay your rent. FOR EXAMPLE: if you choose to move in on the 21st, and pick your rent due date of the 1st; the pro-rated rent would only be for 2 weeks. Because we do not accept less than 3 weeks rent before turning over keys, you would be required to pay 2 weeks plus a full month's rent. If instead you choose to move in on the 7th, you would only be required to pay 3 weeks rent.

100.04 Last Month's Rent

Rent is required every month, including your last month. You may NOT use the Security Deposit to pay rent at any time.

100.05 Payment Ledgers

Beggs Property Management keeps close track of all monies due and paid by each resident. We will be happy to provide a copy of this ledger for your personal records. You may request this by email or in writing.

100.06 Payment Delivery

(a) US Postal Service

You may always mail your rent payment to Beggs Property Management. We will accept payments by mail from our residents. We caution you that sending payments via mail incurs risk as you are relying on a government agency to deliver something that could cost you dearly if they make a mistake. If the payment is received after the grace period, the tenant will be responsible for late fees.

(b) Bring to the Office

To assure that payment is received by the 1st or 15th you may bring it to the office. Office hours are 9:00am to 5:00pm, Monday through Friday.

100.07 Paying Less than the Balance Due

If there is an outstanding balance due on your account, we will notify you in writing twice. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by us in writing. You will not be allowed to keep a running balance.

200. MAINTENANCE ISSUES

200.01 Resident's Maintenance Responsibilities

(a) Damages caused by abuse or misuse

Damage caused by abuse or misuse of the property will be charged back to you. We rely on the service technician to tell us if you caused the problem.

(b) Plumbing stoppages

The clearing of plumbing stoppages caused by you, your children, or your guests, will be charged back to you.

For Example: if your child's action figure took an unexpected dive into the toilet and got flushed down-ultimately clogging the toilet. Retrieving and clearing of "Superman" from the plumbing would be your fault and your responsibility. This type of stoppage is not considered equipment failure and will be the resident's responsibility. Unless there is evidence that the stoppage was caused by something beyond your control (i.e. roots in system, broken pipes, etc.), charges for clearing clogged plumbing will be your responsibility.

If our plumbing company reports the problem was caused by the resident, (i.e. brushes, toys, personal property in the system) the expense of the plumber's visit and repair will be incurred by the resident. We will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

(i) Stoppages that you can not clear on your own

It is the tenant's responsibility for dislodging items that have been flushed down the toilets or drains.

After the resident has made every effort to solve the problem, Beggs Property Management will send over our plumber to clear the blockage. We recommend always using a licensed service technician to service the property. Repair of damage caused by using non-licensed, service technicians will be charged back to the resident. Beggs Property Management will invoice the tenant for the service call.

(c) Lawn Maintenance

Lawn maintenance is the responsibility of the resident on single family and duplex properties that are arranged side by side. (as opposed to units that arranged one on top of the other) The resident must perform mowing and trimming of the lawn. Keeping landscape beds free of weeds is also the responsibility of the resident.

(d) HVAC Filters- Change frequently

It is the resident's responsibility to change HVAC equipment air filters monthly. Changing filters will allow the HVAC equipment to operate more efficiently resulting in better cooling and heating at a lower cost to the resident. The cost of the service call, to restart HVAC equipment caused by a dirty HVAC filter, will be charged back to the resident. [How to Change your Home Furnace Filter](#)

(e) Changing light bulbs and smoke detector batteries

It is the resident's responsibility to replace light bulbs as they burn out. It also the responsibility of the resident to change smoke detector batteries and check for proper operation.

(f) Consumables

It is the resident's responsibility to replace any item that is consumed by their use of the residence. (i.e. light bulbs, smoke detector batteries, HVAC filters, etc.)

There are some items that you can take care of yourself such as clogged drains, resetting garbage disposals, GFCI/GFI receptacles and breakers that need to be reset, and other minor items explained in this document. This may save you time and money by not having to pay for, or wait on, a service technicians to respond.

200.02 Maintenance Tips for Residents

It saves you time and money to attend to small maintenance issues. These issues include such things as changing your HVAC filters, clearing a slow draining toilet, changing light bulbs, etc. Following are some maintenance tips to help you solve common problems:

(a) Air conditioner stops working

Make sure the thermostat is set to the "cool" position.

Make sure the batteries are good in the thermostat.

Make sure the room temperature is higher than the setting on the thermostat.

Check the breaker in the circuit panel to make sure it has not tripped. [How to reset a circuit breaker](#)

Make sure the air filter is not extremely dirty and creating restriction to air movement.

If these all check out fine, please submit a maintenance request

(b) Furnace stops working

Make sure the thermostat is set to the "heat" position.

Make sure the batteries are good in the thermostat.

Make sure the room temperature is lower than the setting on the thermostat.

Check the breaker in the circuit panel to make sure it has not tripped. [How to reset a circuit breaker](#)

Make sure the air filter and is not extremely dirty and creating a large restriction to air movement.

If these all check out fine, please submit a maintenance request

(c) Appliance plugged into electrical receptacle stops working

This often happens when the appliance you are using overloads the circuit. The tripping of a circuit breaker is normal and is part of the electrical system's safety mechanism to prevent an electrical fire. Watch this video on [How to reset a circuit breaker](#).

If it is in a bathroom, kitchen, or garage, the tripping of the ground fault circuit interrupter (GFCI) can cause the problem. See this video on [resetting a GFCI receptacle and/or circuit breaker](#).

(d) Garbage disposer won't come on when switch is turned on

Check to make sure the circuit breaker has not tripped

Reset garbage disposer by pushing the little red button found on the bottom of the disposer. See this video on [How to reset your garbage disposer](#)

You may also have a jam in the disposer. The above video also shows how to install the disposal jam tool to un-jam the disposer.

After looking at these items and the disposer is not working, please submit a maintenance request.

(e) Garbage disposer use and care

Contrary to proper belief, not everything can or should be thrown down the garbage disposer. Only organic material, such as fruit and vegetables, should be placed in the disposer. You should never put meat, bones, fruit pits, or other tough and hard items in the disposer. See this video on [Garbage Disposer Best Practices](#)

(f) Clogged toilets

As mentioned earlier, toilets and/or drains that get clogged by something the resident put down the drain is the resident's responsibility to clear. If you think you might have caused a plumbing blockage here are some videos you can watch to help you unclog the toilet or drain:

[How to unclog a toilet- Home Depot](#)

[How to turn off the water to the toilet](#)

If you can not clear the line, please submit a repair request. We will dispatch our service technician and invoice you for the service call if the blockage was caused by something put down the drain by the resident.

200.03 How to report a maintenance issue

(a) Maintenance Portal-

We take pride in keeping our property in good condition for the enjoyment of the tenant. We encourage the reporting of maintenance items. It is difficult to take maintenance requests by phone 24/7, therefore we have setup a maintenance portal for that purpose. Just click on the maintenance button on the home page at www.Beggs-PM.com, login using your username and password and report the issue. We have a few guidelines for reporting maintenance:

- (i) When making a maintenance request, please be specific and descriptive about the problem.
For example: If your unit's air conditioner is not working, the report of "air conditioner isn't working" does not give us much idea of what is wrong. Instead, if you report "My apartment is warm. I can hear the air conditioner running and I can feel air coming out of the vents. My thermostat is set at 72 but the temperature in my apartment is 95." The later description gives us a much better idea of the issue and the type of service technician to dispatch.
- (ii) Repair or damage caused by your negligence, intentional or unintentional misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of the labor and materials. Damages or plumbing stoppages caused by your negligence or misuse will be your responsibility and will be invoiced to your account.
- (iii) Release of Key
Please understand that if you do not authorize a release of a key to a vendor, you will need to be available to give the vendor access to the property.

(b) Maintenance Priorities

Beggs Property Management relies on outside contractors to make repairs on our properties. Although we endeavor to respond to your request as soon as possible, at times we are subject to our outside contractor's schedule. This is particularly true with HVAC service during extremely cold or hot weather.

Everything isn't an emergency. When you log into the maintenance portal and submit a maintenance request, you can specify the immediacy of the repair. We have four different levels of priority; *Emergency, High, Medium, and Low*. Your requests will be handled in order that they are received with the following response times:

- (i) EMERGENCY- Target response time is 30 minutes-5 hours.
If the emergency is life threatening, immediately leave the unit and call 911.

Emergency Defined- An emergency is anything relating to the property that is threatening to life, health, or the property.

Emergencies include- Flood, sewage backup, gas odors (please call gas company), broken water pipes, tree falling on house, etc.

The following are NOT emergencies: refrigerator out, locking yourself out of the house, power or gas off, oven not working, air conditioner not working if the temperatures outside are less than 85 degrees, furnace not working if the outdoor temperatures are above 40 degrees, water heater not working.

These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. Make sure you have adequate renter's insurance to cover unforeseen personal losses. Beggs Property Management is not responsible for food loss due to appliance break down.

- (ii) High Priority- Target Response: same day -2 days
Broken windows, plumbing repairs, loose railings, wobbly decks, electrical problems, stove/oven repair, refrigerator repair, HVAC repair during cooling or heating season when temperatures are not extreme, unit security issues, etc. Please note that plumbing and HVAC contractors get very busy during the very cold and very hot seasons. Response times may get delayed based on contractor's work load.
- (iii) Medium Priority- Target Response: 3-7 days
Other appliance repair, garage repairs, leaky faucets, flooring issues, doors and knob set issues, etc.
- (iv) Low Priority- Target Response: 8-14 days
Screens, broken window shades, broken tree limbs- not laying on house, etc.

200.04 Emergency Maintenance-

If the emergency threatens the health of the occupants or eminent destruction of the property (i.e. fire, gas leaks, etc) immediately get out of the unit and dial 911.

Beggs Property Management encourages the use of our Maintenance Portal to report all maintenance issues. **If you have an emergency, we ask that you use the most expedient method to report the issue.**

(a) Emergency Defined

An emergency is anything relating to the property that is threatening to life, health, or the property.

Examples: Fire, tree blown on roof, sewage backup, gas odors, broken water pipes, furnace out (if the weather is below 40 degrees), air conditioner out (if temperature is above 90 degrees or you have infants or special health issues). **If the emergency is life threatening call 911 immediately.**

(i) The following are NOT emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, air conditioner out if the temperatures outside are less than 90 degrees, furnace out if the outside temperature is above 40 degrees, water heater out. Beggs Property Management is not responsible for food loss due to appliance break down.

(ii) !!WARNING!!

If you report an emergency for a "non-emergency" and service technicians are dispatched to your home because of your report, you will also be responsible for paying a \$100.00 administrative fee in addition to the contractor's service call fee. **Do not call in an emergency repair unless it is truly an emergency.**

(b) Report Methods

(i) Call (816) 781-5600

The office phone is answered 24 hrs a day, seven days a week. If calling about an emergency, please continue to call until you have reached a live person. **YOU MAY LEAVE A MESSAGE BUT CONTINUE TO CALL UNTIL YOU REACH A LIVE PERSON!**

(ii) Maintenance Portal

If you use the Maintenance Portal to report the issue, be sure to mark the "Urgency" field as "Emergency". This will send a special notification, to all parties that an emergency exists. Please follow up with your online report with a phone call to (816) 781-5600

200.05 After Hours Service Calls and Charges- Tenant Convenience

Contractors are just like us- they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repair technician at your property after hours (weekdays after 5pm, Saturday or Sunday) the tenant will pay the service person's "non-business hours service" rate. This only applies to non-emergency repairs that could have been scheduled during normal service hours.

If you schedule with the service technician after normal business hours, you will need to pay any after hours premium charges. Our contractors work normal business hours and are only available after hours for true emergencies (and for additional compensation).

200.06 Tenant Damages

Damages caused by abuse or misuse will be charged back to the resident. We rely on the service technician to determine cause of damage.

If plumbing gets clogged due to items flushed down the toilet, clogged or misused garbage disposal, the cost of the plumber will be resident's responsibility. (minimum of \$150). This is not considered equipment failure and you should do everything to handle these issues on your own. Buy a plunger. Unless the service technician can prove it was caused by natural or failed infrastructure (i.e. roots in line, collapsed line), we assume the problem was caused by the residents or their guests.

200.07 Scheduled Maintenance Visits

It is possible that preventative maintenance will be performed on your unit. We will let you know when service technicians will be coming to the property to perform routine maintenance.

200.08 Maintenance charge-backs

If the contractor we send to the property tells us the maintenance is due to your negligence, such as glass in your garbage disposal, personal property flushed down toilet, GFI/GFCI tripped, circuit breaker tripped, etc. Beggs Property Management will notify the resident via email and place the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment or late fees will accumulate.

200.09 Tenant and Property Manager Maintenance Responsibilities (not an inclusive list)

Item	Landlord	Tenant
Water System Breakdowns	X	
Clogged Plumbing in house		X
Clogged Plumbing between house and street	X	
Broken garbage disposals	X	
Reset garbage disposals		X
HVAC Breakdown	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFI and GFCI circuits		X
Resetting circuit breakers / replacing fuses		X
Replace light bulbs		X
Maintain yard and fencing in single family homes and side by side duplexes		X
Smoke detector installation	X	
Smoke detector testing and battery replacement		X
Exterior hose bibs (disconnect hose before freezing weather)		X

300. CRITICAL ISSUES IN THE LEASE

300.01 Right of Access

Our policy is to respect your right of privacy at all times. Under normal circumstances, we require that the tenant be present for all actions inside the home. We will attempt to contact the tenant to schedule an appointment for all actions to include walk through and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us that right to access the premises with reasonable notice. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping by unannounced unless there is an emergency.

300.02 Move In Inspections- Inventory and Condition Form

The move in inspection done by the tenant is designed to document the condition of the property at the time the tenant takes possession of the property. You will not be held responsible for pre existing damage. This will be the benchmark we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, we cannot add to the list.

300.03 Key Policy

Our goal is to maintain secure residences for our tenants. Control of the residence's key's is critical to maintaining the security of your unit.

Stolen or lost keys will require rekeying of all the entry locks in your residence. The tenant shall be responsible for the cost of rekeying of the unit's locks in cases where the security of the unit has been compromised through no fault of Beggs Property Management. (This includes, but is not limited to, lost or stolen keys) The approximate cost of rekeying a unit and reissuing of keys is ~\$125.00.

The keys issued shall not be duplicated. One key per leasee will be provided at no charge. Additional keys, if needed, are available through our office at a cost of \$10.00/ea. All keys remain the property of Beggs Property Management and must be returned upon termination of the lease. Keys that have been issued, and not returned at the end of the lease, will be treated as lost, or stolen, and will be subject to the rekeying fee listed above

300.04 Lock Out Policy

If residents lose their keys or become locked out of their residence, the following options are available:

During normal business hours (excluding holidays) residents may come to the main office for assistance. There is no fee for this service. We cannot guarantee that the office will always be open during business hours. The resident must provide proof of identity before being allowed entry into the residence. There will be a fee for any replacement key provided. (please see Beggs Property Management's Key Policy for details)

After normal business hours, but prior to 10:00 p.m., residents may contact the office phone number (816) 781-5600. Typically, the office phone is forwarded to service personnel during "non-business" hours. If the service person is available, they will arrange to open the door. The service person must speak to the resident prior to opening the door. There will be a \$50.00 charge for this service. Please understand that this service is provided as a convenience to residents and that a service person may not be available to provide this service after normal business hours.

After 10:00 P.M., no lock out service is provided. Residents have the option of calling a locksmith at resident's own cost and expense. Additionally, any damage to the premises will be at the resident's own cost and expense. No duplication of unit's keys, nor alterations to the unit's locks, are permitted.

In order to maintain the security of your residence, Beggs Property Management's Key Policy applies to all lost keys, replacement keys, and/or rekeying of the unit.

300.05 Lease Renewals

Your lease automatically renews on a month to month basis at the end of the lease term unless one of us notifies the other, in writing, of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew on a month to month basis.

Notices to Vacate must be in writing per the lease agreement. Letters and/or email to our staff are accepted.

300.06 Rent Increase

The lease term will have a clearly marked expiration date on the front page of your lease. According to the lease, Beggs Property Management will send notice that the lease rate will change 30 days prior to the effective date of the rate increase. The notice will include an addendum to the lease documenting the rate change and your agreement to the terms. If you do not agree with the rate increase, you are required to give us 30 days notice that you wish to terminate your tenancy. This rate increase is non-negotiable. We expect a signed addendum to be returned or a notice of tenancy termination. Tenants need to understand that the owner's home insurance and property taxes increase annually. It is common in this market to ask for \$25 to \$75 per month to cover the owner's increased costs.

300.07 Subletting

Subletting is when you move another person in to share rent (without adding them to the lease), or move out of the home and let someone else pick up the rent. **There is no subletting allowed without Beggs Property Management's written approval.** Fines for violation are stiff. We need to approve all adults residents living in the property. If one of the current tenants or occupants on the lease needs to move out, coordinate this action with Beggs Property Management. Do NOT sublet to another tenant or occupant without written permission from Beggs Property Management. We have a procedure to add someone to the lease. Contact us first!

400. HOUSEKEEPING DOCUMENTS

400.05 Pets (Authorized and Unauthorized)

Pets are allowed only in our single family homes and duplexes. Pets are not allowed in the apartment buildings. You can have pets in allowable units with written permission and payment of the non-refundable pet deposit. If you bring an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will pay penalties and monthly rates for pets in the unit.

400.06 Smoke Detector

We will count smoke detectors at your move in to make sure there is one on every level of the home and one in every bedroom to comply with local building codes. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they do not work after attempting to change batteries.

400.07 Renter's Insurance

The home is covered by the homeowner under the landlord policy, but your personal property is not included. We strongly encourage you to maintain renter's insurance while you are in the property. Contact your insurance carrier to obtain a policy. Renter's insurance will cover the contents of your house. Renter's insurance will also cover things like the lost contents of a freezer or refrigerator when the power goes out, or the damage caused by a burst water line. We are not responsible for such things, so you need good insurance coverage for your personal belongings while you're renting.

400.08 Property Visits

Beggs Property Management reserves the right to do an annual walk thru to include a third party assessment of the home. In some cases, an owner may require a bi-annual assessment to be completed. These arrangements will be made with you far in advance with appointments scheduled. This should only take less than 30 minutes. We would request that you be present. We are not there to address housekeeping, but to access property issues and report to the owner regarding any deferred maintenance they need to address. This will also be a time to point out any concerns you may have with the home so it can be documented at that time.

500. UTILITIES

500.01 Get Utilities Connected Before Move-in

You must make sure utilities are on before you take possession of the property. If you fail to make these arrangements, you may be in the property a few days before the utilities are on. We think we can tell you which company to call, but this is sometimes a moving target and we often don't have the right numbers. If you fail to have the utilities on in your name at move in, there will likely be chaos, frustration, arguments, and costs.

500.02 Keep Utilities On and Bills Current

Failure to keep utilities on (and bills paid) during your stay may result in a default in your lease. Never turn the heat or air conditioning off during your vacations, especially during cold weather. When utilities are off, there is an increased possibility for burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often are not heated and pipes freeze easily. Keep utilities on at all times.

500.03 Keep Utilities On Through Move-Out Inspection

You must keep utilities on through the move-out inspection according to your lease agreement. If they are not on for our inspection, you can be charged reconnect fees, service and hard costs.

600. MOVE OUT PROCEDURE

600.01 Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition.

We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your security deposit returned without any misunderstandings:

- (a) Beggs Property Management will normally return your security deposit within 15 days. Security deposits will be mailed to the forwarding address left with the office at the move-out inspection.
- (b) Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.
- (c) Cooperate with showings of the property. Keeping the home in a presentable condition. Your lease agreement authorizes us to place a keybox on the home, containing a key to show the property, during the last 30 days of your lease. You may withdraw the authorization to place a keybox on the property by providing written notice and paying 1 month's rent as consideration for the withdrawal. Landlord will remove the keybox within a reasonable time after receipt of the notice and payment of the required fee.

601. PREPARING FOR MOVE OUT

You must provide the office a complete Forwarding Address.

All keys must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged daily until they are turned in.

We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to Beggs Property Management. To document the condition that you leave the property---**We will send out a photographer to do move-out pictures. He/She will not be able to tell you what charges will or will not be charged against your security deposit.**

The property manager will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance personnel after you move-out to determine if there will be any charges against your security deposit.

We do not do move out inspections with tenants present at the property. Remember the photographer will only take move-out pictures. He/She will not be able to tell you what charges will or will not be charged against you security deposit. They are only there to document the condition of the property.

Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$50 trip charge. Any delays caused by the utilities not being turned on will delay the return of your security deposit.

Tenants are not permitted back on the property after vacating.

Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following guideline is provided to you to assist our tenants in cleaning their leased home prior to vacating and to convey our expectations on how the property should be cleaned. We expect the property to be clean and ready for a new tenant to move in. If you closely follow the guideline below, chances are very good that you will not experience a cleaning deduction from your deposit.

602. CLEANING CHECKLIST AND CLEANING TIPS

602.01 KITCHEN

(a) REFRIGERATOR--- Do not turn off, or unplug

(i) FREEZER COMPARTMENT

- 1) Wash all trays, racks, bins with mild soap & rinse
- 2) Wash all interior surfaces with mild soap & rinse, make sure it is free of hair, crumbs etc.
- 3) Wash the rubber door seal
- 4) For ice makers: Turn off and dump ice
- 5) Do not use sharp objects! (You puncture you purchase)

(ii) REFRIGERATED COMPARTMENT

- 1) Remove & wash vegetable, meat and butter bins with a mild soap & rinse
- 2) Wash all interior surfaces with mild soap & rinse
- 3) Wash rubber door seal
- 4) Remove racks & wash with mild soap & rinse
- 5) Do not use sharp objects

(iii) EXTERIOR SURFACES

- 1) Wash all exterior surfaces including sides and kick plate with a grease cutting soap, rinse and shine with window cleaner
- 2) Pull out & clean under & behind

(b) RANGE

(i) RANGE TOP (flat tops have specific cleaners to use)

- 1) Clean the heating elements with a grease cutting soap, all the way back to where they plug in, rinse and let dry completely before reconnecting (Do NOT Soak)
- 2) Replace the drip pans with a new set (Home Depot/Wal Mart)
- 3) Clean control panel and knobs with a grease cutting soap, rinse & shine with window cleaner for hinged cook-tops, lift and thoroughly clean underneath

(ii) OVEN – SELF CLEAN OR CONTINUOUS CLEAN ONLY

- 1) Racks may be cleaned by removing them from the oven & spraying both sides with an oven cleaner following their direction (Do Not Leave Racks in Oven for Self Cleaning)
- 2) The interior surface should be cleaned by activating the self clean cycle
- 3) Continuous clean ovens do not need to be activated
- 4) After the cycle has run, if there are some areas that did not come clean, use an SOS pad on these areas and rinse thoroughly.
- 5) **DO NOT USE OVEN CLEANER ON THE INTERIOR OF THESE OVENS**

(c) OVEN – CONVENTIONAL

- (i) Spray the entire oven including racks with oven cleaner, following their direction, rinse thoroughly
- (ii) EXTERIOR AND BOTTOM DRAWER
 - 1) Wash all exterior surfaces including the sides with a grease-cutting product, rinse & shine with window cleaner
 - 2) Pull drawer completely out to clean underneath

(d) FREE STANDING RANGES

- (i) Pull from wall and clean sides and back as well as floor underneath
- (ii) VENT/HOOD
 - 1) Run filter through dishwasher
 - 2) Degrease interior and exterior
 - 3) NOTE: DON'T FORGET THE WALL BEHIND THE STOVE AND UNDER THE HOOD – IT'S USUALLY VERY GREASY – USE A DE-GREASER

(e) DISHWASHER

- (i) INTERIOR
 - 1) Clean interior by running wash cycle with ½ cup vinegar
 - 2) Wash rubber door seal with a mild soap & rinse
 - 3) Wash interior door with mild soap & rinse, pay special attention to the inside ledge
- (ii) EXTERIOR
 - 1) Wash exterior with a grease cutting soap, rinse and shine with window cleaner

(f) COUNTER TOPS

- (i) Clean counters with a non-abrasive cleaner to remove stains (don't forget backsplash)

(g) CABINETS AND DRAWERS

- (i) Wash exterior with a grease cutting soap & rinse
- (ii) Thoroughly wipe out all drawers and shelves (no hair and crumbs etc.)
- (iii) Polish exterior with wood polish
- (iv) Remove any child safety door latches

(h) FLOORS

- (i) Wash floor & base boards with grease cutting soap, using a hard bristled brush & rinse. Pay special attention to the edges and corners
- (ii) NOTE: PERGO Type floors; wash with a white vinegar solution (1 gallon water, 2 cup white vinegar, ½ cup isopropyl alcohol). WOOD floors: Wash with Murphy soap solution or white vinegar and water.

(i) SINK & FAUCET

- (i) Scrub sink with Comet/Ajax rinse & shine all parts with window cleaner, use bleach on white porcelain sinks to remove stains
- (ii) Run disposal until it runs clear
- (iii) Replace Hot or Cold markers if they are missing
- (iv) Clean faucet AND behind faucet with a grease cutting soap, you'll need a toothbrush to properly clean around the handles and metal edges. Rinse & shine with window cleaner.

602.02 BATHROOMS**(a) BATHTUBS**

- (i) Special instructions may be applicable if you have a tub that has been re-surfaced

- (ii) Clean with Softscrub for fiberglass tubs, or a scrubbie (3M pad) for porcelain tubs, use bleach to remove stains.
- (iii) Scrub the shower tile enclosure with Comet/Ajax, rinse well. Run your hand over it to make sure there is no remaining scum.
- (iv) Use Bleach or Tilex on the grout and caulking (a toothbrush works well here)
- (v) Clean all sides of the faucet, spout and shower head, rinse well and shine with window cleaner
- (vi) Clean the drain of any debris and pour some bleach down to disinfect

(b) SINKS

- (i) Follow the same instructions as shown above for bathtubs
- (ii) Replace Hot or Cold markers if they are missing

(c) TOILETS

- (i) Clean the exterior with a sanitizing cleaner
- (ii) Clean the interior with a sanitizing cleaner, flush and add ½ cup of bleach in toilet and let stand
- (iii) Thoroughly clean around the toilet lid screws and caps and base of toilet (use toothbrush)

(d) CABINETS

- (i) Wash exterior with a mild soap & rinse
- (ii) Thoroughly wipe out shelves and drawers
- (iii) Polish exterior with a wood polish

(e) MIRRORS

- (i) Clean & shine with window cleaner (no streaks)

(f) FLOORS

- (i) Wash floors and baseboards with a grease cutting soap & rinse. Pay attention to edges & corners

602.03 COMMON AREAS THROUGHOUT THE PROPERTY

(a) LIGHT FIXTURES & RELATED

- (i) Wash all globes/covers with a grease cutting soap, rinse & shine with window cleaner
- (ii) Thoroughly clean all switch plate covers and outlet covers. If cracked, replace them
- (iii) Wipe top and bottom of all blades of ceiling fans

DON'T FORGET THE EXTERIOR LIGHT BY THE FRONT & BACK ENTRY & GARAGE

(b) HEATERS/VENTS & RELATED

- (i) Electric or Hot water heat: wipe down all base boards with soap & water
- (ii) Gas heat – Remove all the vents, soak in warm soapy water, rinse & vacuum the heat duct hole and replace
- (iii) Wipe top of thermostat
- (iv) Clean all cold air returns – usually soap & water and a toothbrush will suffice

(c) FIREPLACES

- (i) Sweep out all ashes, clean fireplace utensils and wipe down the hearth & mantel
- (ii) clean screens & glass door with glass cleaner – if heavily soiled might need steel wool
- (iii) NOTE: remove all firewood from the property

(d) CLOSETS

- (i) Wipe down all shelves and rods – leave no loose debris or dust

(e) WINDOWS

- (i) Thoroughly wash all mini blinds/verticals –. You should be able to run your finger all the way across and get a clean sweep. Be careful to avoid damaging the blinds if removing for cleaning.
- (ii) If your curtains have pet hair or have marks from greasy/dirty hands or excessive traffic (sliding door) it is your responsibility to have them cleaned or replaced with equal quality and color
- (iii) Clean & shine all interior & exterior sides of windows and their tracks
- (iv) Clean interior and exterior of sliding glass doors and tracks and front storm doors
- (v) Wash all window ledges, and polish with wood polish if applicable

DOORS INCLUDING LOUVERED DOORS

- (vi) Wash all doors, both sides including entry doors to house and garage with a mild soap, with special attention to the areas near the door knobs, rinse & shine with a wood polish
- (vii) Clean all thresholds

(f) WOODWORK

- (i) Wash all woodwork, mantel, banisters, railing and baseboards with grease cutting soap, rinse & polish with wood polish if applicable

(g) CHROME

- (i) Shine all chrome: sinks, towel bars, faucets, appliance handles, paper towel and toilet paper holder, etc with window cleaner or special chrome cleaner

(h) LIGHTS

- (i) Replace all burned out bulbs throughout the property, (don't forget exterior) including fluorescent in the kitchen, over and refrigerator bulbs. Be extra careful when removing plastic deflectors or lens cover. ONLY replace burned out bulbs with correct size and wattage

(i) WALLS

- (i) Wipe down all walls using special attention to the kitchen area
- (ii) Remove all cobwebs throughout
- (iii) Do not attempt to fill holes. you may be billed back for improper repairs
- (iv) Re-glue any wallpaper coming up with wallpaper glue only
- (v) Wipe top of doorbell chime

(j) UTILITY ROOM

- (i) Clean interior and exterior of washer and dryer and filters
- (ii) All other cleaning regarding floors, windows, lights apply as above

(k) GARAGE

- (i) Sweep out garage thoroughly. If your car has been dripping excessive fluids in the garage or driveway, wet the area, cover with powdered laundry soap, and let set for 2 hours and try to scrub up with an old broom. We do not expect you to remove all the stains from the concrete, only the residue.

- (ii) Don't forget the windows and cobwebs in here
- (iii) Do not remove items that go with the house; i.e. paint etc.

(l) PATIO/DECK

- (i) Sweep off patio areas and/or deck
- (ii) Remove any grease that might have spilled from grills with de-greaser
- (iii) Remove all outdoor furniture, pots, etc if they belong to you

(m) DOORSTOPS

- (i) Replace all broken/bent/missing doorstops

(n) CARPET

- (i) Thoroughly vacuum throughout including all edges (DO NOT TRY TO REMOVE STAINS YOURSELF OR USE A PRODUCT THAT HAS A BLEACH BASE OR OXYCLEAN BASE) **NOTE: YOU MUST HAVE THE CARPETS PROFESSIONALLY CLEANED AND YOU MUST USE OUR CARPET CLEANING COMPANY. IF YOU WISH, WE CAN SET UP THE APPOINTMENT FOR YOU AND DEDUCT THE COST FROM YOUR SECURITY DEPOSIT**

(o) YARDS

- (i) Day of vacating; the yard must be freshly mowed and raked and free of pet feces. The shrubs must be trimmed neatly. Flowerbed and rocked areas must be weeded and the grounds policed for trash.
- (ii) Window wells free of debris
- (iii) Hoses disconnected from the spigot
- (iv) Any animal droppings are to be picked up and removed

(p) SCREENS

- (i) All screens must be in place and undamaged. This has become a typical charge for security deposits. If they are damaged, it is in your best interest to have them re-screened or re-framed prior to vacating the property

(q) OTHER

- (i) Replace batteries in all smoke and carbon monoxide detectors.
- (ii) Remove all personal items from property i.e. hangers, cleaning supplies etc.
- (iii) Replace furnace filter
- (iv) Turn washing machine connection ALL the way off

602.04 Cleaning Service

In our experience, after the work and stress of moving out, tenant may be too tired to clean the house. We recommend to tenants to allow us to clean the home. See the attached sheet on Beggs Property Management's cleaning service. (This will not cover outside lawn issues.)

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service will **NOT** guarantee the home is clean.

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

602.05 Re Entry into Unit**TENANTS ARE NOT PERMITTED BACK ON THE PROPERTY AFTER VACATING**

Upon leaving, please be sure to fully secure the property by locking all windows and doors.

602.06 POSSIBLE CHARGES TO SECURITY DEPOSIT

We have compiled a list of average charges that could be charged against your security deposit. The list is not meant to be an inclusive list. The list is provided, as a guide to you, of the types of charges that can be made against the security deposit.

These are minimum charges and prices may not include trip charges or installation labor.

GENERAL CLEANING CHARGES:

Clean Carpet \$150 +	Oven or Stove \$75 +
Vent Hood \$35+	Replace Range Pans \$40+
Refrigerator \$50 +	Freezer \$20+
Counters/Cabinets \$5+ each	Toilet \$30+
Drawers/Sinks \$5+ each	Bathtub \$30+
Dishwasher \$20 +	Mirrors \$10 +each
Mini-Blinds \$20+ each	Windows \$10 +each
Vertical Blinds \$35+	Floors \$30 +
Ceiling Fans \$25+	Patio \$25 +
Sliding Glass Door \$25+	Clean Garage \$50 +
Cleaning dirty vent a hood \$35 +	Furniture Removal \$75 +
Cleaning walls (per wall) \$35+	
Re-keying when no keys are returned \$125+	
Trash Removal from interior of house \$65 +	
Trash Removal from exterior of house \$65 +	
Wash windows and tracks \$20+each	
Cleaning Fireplace \$35 +does not include chimney	

DAMAGE/REPLACEMENT CHARGES:

Tub stopper/Drain covers \$15+	Blind Wand \$5+
Drip Pans (all 4) \$45+	Vertical Slats \$15+
Vertical Blinds \$100 +	Light Bulbs \$5+ each
Mini-Blinds \$40 +	Specialty Bulbs \$15 +each
Light Fixtures \$100 +	Screens \$35+
Door Replacement \$100 +	Window \$200+
Light Globes \$25+	Oven Rack \$30+
Toilet Seat \$40+	Switch Plates \$5+ each
Reinstall Doors on Track \$30+	Battery for smoke alarm \$10.00+
Service call / Trip Charge \$45+	
These minimum charges are subject to change at any time without notice.	

COST AND LABOR WILL BE CHARGED FOR:

Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair, Painting, Mow and Trim Lawn, Trim Shrubs, Trim Trees

700. FREQUENTLY ASKED QUESTIONS (FAQ)

700.01 What happens if I lose my key?

Our goal is to maintain secure residences for our tenants. Control of the residence's keys is critical to maintaining the security of your unit.

Stolen or lost keys will require rekeying of all the entry locks in your residence. The tenant shall be responsible for the cost of rekeying of the unit's locks in cases where the security of the unit has been compromised through no fault of Beggs Property Management. (This includes, but is not limited to, lost or stolen keys) The approximate cost of rekeying a unit and reissuing of keys is ~\$125.00.

Keys issued shall not be duplicated. One key per leasee will be provided at no charge. Additional keys, if needed and approved, are available through our office at a cost of \$10.00/ea. All keys remain the property of Beggs Property Management and must be returned upon termination of the lease. Keys that have been issued, and not returned at the end of the lease, will be treated as lost, or stolen, and will be subject to the rekeying fee listed above.

700.02 What happens if I accidentally lock myself out of my unit?

If residents lose their keys or become locked out of their residence, the following options are available:

During normal business hours (excluding holidays) residents may come to the main office for assistance. There is no fee for this service. We cannot guarantee that the office will always be attended during business hours. The resident must provide proof of identity before being allowed entry into the residence. There will be a fee for any replacement key provided. (please see Beggs Property Management's Key Policy for details)

After normal business hours, but prior to 10:00 p.m., residents may contact the office phone number (816) 781-5600. Typically, the office phone is forwarded to service personnel during "non-business" hours. If the service person is available, they will arrange to open the door. The service person must speak to the resident prior to opening the door. There will be a \$50.00 charge for this service. Please understand that this service is provided as a convenience to residents and that a service person may not be available to provide this service after normal business hours.

After 10:00 P.M., no lock out service is provided. Residents have the option of calling a locksmith at resident's own cost and expense. Additionally, any damage to the premises will be at the resident's own cost and expense. No duplication of unit's keys, nor alterations to the unit's locks, are permitted.

700.03 When is my rent due?

Rent is due on the 1st or 15th of the month. The tenant, at the start of their lease, select the day in which rent is due. Rent must be paid within 5 days of the rent due date. Rent payments are due in our office by the end of the day on the 6th, if your rent due date is the 1st, or the 21st, if your rent due date is the 15th. Rent not received by the end of business on the 6th or 21st, will be charged a late fee. Accounts that are past due and not in good standing are subject to interest charges and/or legal and collection costs. Eviction proceedings will start if rents, late fees, and accrued interest are not paid by the 10th, or 25th respectively.

700.04 When I move out, what do I need to do to receive my full security deposit back?

In order to receive your full security deposit back, the unit must be returned free of damage. Damage is NOT normal wear and tear. Damage IS, but is not limited to, holes in doors, holes in carpet, holes in walls, burns in countertops, scratches in counter tops, broken plumbing fixtures, writing on walls, stains on walls, damage that could have been prevented by a prompt request of a minor repair, or any other damage caused by the tenant, or their guests, beyond normal wear.

The unit must also be returned clean to receive all of your security deposit. We have provided an extensive checklist of items to be cleaned and advise on how to clean the items.

700.05 Can you hold a unit for me?

No. Applicant are taken on a first come first serve basis. We encourage you to act promptly if you are interested in a particular unit.

700.06 Do I pay first month's rent and last month's rent with my security deposit?

No. When making application we take a "Unit Reservation Deposit" that is equal to your security deposit. If approved, the Unit Reservation Deposit is converted into the Security Deposit. Upon signing of the lease only your first month's rent will be due.

700.07 How old do you have to be to apply?

18 years old is the minimum age to apply.

700.08 Is the security deposit refundable?

Yes, but only if the unit is returned to us clean, to our standard, and undamaged.

700.09 You have a property I want to rent. How do I apply?

Call our office to schedule a showing of the units that interest you.

View the units and ask any questions regarding the units. At the time of showing, we will provide information regarding the unit and the application process.

If you would like to rent the unit and are willing to sign a 1 year lease, you will need to fill out an application and pay the non-refundable application fee and a unit reservation deposit. (The unit reservation deposit is the same amount as the damage deposit.) Applications are required on everyone living in the unit that is 18 yrs old and older.

700.10 How do I pay rent?

Rent payments are currently accepted between 9:00 and 5:00, Monday thru Friday at our office located at:
244 W Mill St
Suite 102
Liberty, MO 64068
(816) 781-5600

700.11 I want to get a pet. What do I do?

Pets are only allowed in duplexes and single family homes. Pets are NOT allowed in the apartments. If you would like a pet, please call our office for approval. If approved, all leasees will be required to sign a "Pet Addendum" to your lease. Payment of a non-refundable, \$300, pet fee will also be required. There is an additional \$10/month/pet charge for pets staying in the unit.

700.12 I want to move out, but my roommate wants to stay. What do I do?

If you have the income required to qualify on your own, we will release your roommate from the lease. If you can not qualify on your own, you will need to find another roommate that meets our application requirements or move. If your lease has not expired, and you can not qualify on your own nor find another roommate, we will not release your roommate from the lease.

700.13 My lease expiration is coming and I want to move out. What do I do?

We will notify you within 30 days of your lease expiration to inquire whether or not you will be staying. If you are not staying, we ask that you send us written notification. If you are staying beyond your lease period, all lease conditions remain the same with the exception that the lease becomes a month to month lease.

700.14 Added: Can I paint a room or wall in the unit?

No. We want to make sure that all work performed on our properties are done correctly and with quality materials. Allowing tenants to paint could cause a myriad of problems for us after they move out. We have no way to evaluate that the tenant knows how to properly prepare the wall for paint, whether or not the tenant will take precautions to protect the carpet and trim from paint splatter, whether the tenant will use a quality paint that would not cause problems when trying to repaint the unit, whether the color chosen by the tenant will require several coats to cover when we repaint.

We use earth tone interior paint colors that match most anyone's furniture and taste. If you find the paint color bland or unappealing, we suggest using pillows or accessories to pull a particular color into the foreground, add a splash of color or to brighten a room.

700.15 Can I add a fence to the property?

We will allow a tenant to add a fence to single family homes and duplex properties with prior written approval. We will require that you tell us what type of fence you want to install, the configuration of the fence, and the proposed material to be used constructing the fence. When moving out, you can leave the fence with prior written approval. If approval is not given or you decide to take the fence with you, all fencing material will have to be removed from the property and the lawn and landscape repaired to its original state prior to the fence installation.

700.16 Can I install a garage door opener?

We will allow the installation of a garage door opener if you use a qualified installer. The garage door opener is your responsibility to maintain. You may take the garage door opener with you when you move. You will be responsible for repairing any damage left from the installation and/or removal of the garage door opener. No electrical modifications (adding circuits to distribution panel, adding wiring or switches, etc.) are allowed by tenants or their service technicians. Only Beggs Property Management's authorized electricians, and service technicians, can perform service work on the property.

700.17 Can I add a storm door?

Storm doors can be added to the property with prior written approval. Cost sharing of the installation will be decided on a case by case basis.

701. REPAIRS AND MAINTENANCE FAQ:**701.01 What is considered an emergency repair?**

An emergency is anything relating to the property under lease that is threatening to life, health, or the property. Examples: fire, tree blown onto roof, sewage backup, gas odors, broken water pipes, furnace out (if weather is below 45 degrees), air conditioner out (if outside temperature is above 85 degrees). **If the emergency is life threatening call 911 immediately.**

701.02 The following are NOT emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, air conditioner out if the temperature outside is less than 85 degrees, water heater out. Beggs Property Management is not responsible for loss of food caused by appliance break down.

701.03 What routine maintenance is my responsibility?

The replacement of items consumed by the tenant's use is the tenant's responsibility to replace. Such items are light bulbs, smoke detector batteries, replacing dirty air filters on HVAC equipment, clearing of plumbing blockages or stoppages caused by tenant.

701.04 Can I be charged for maintenance items?

Yes. The repair of damage caused by the tenant will be invoiced back to the tenant.

Plumbing stoppages that are caused by the tenant will be billed back to the tenant.

In order to track work done to our property only Beggs Property Management's authorized service technicians are allowed to repair and/or alter our properties. Unauthorized repairs, when discovered, will be removed and invoiced to tenant.

Also, tenants will be invoiced for the service charge if they miss a scheduled service call.