



MAINTENANCE INSTRUCTIONS ADDENDUM

OFFICE HOURS: Call (931) 572-1580

The office is open from 8:30 a.m. to 5:30 p.m., Monday through Friday, Holidays excluded. A TopFlight representative will be available to assist between these hours.

AFTER OFFICE HOURS: Call 24 /7 Emergency # (931) 572-1580

Our General Mailbox will be available after hours on weekdays, weekends, and holidays for non-emergency maintenance requests.

PROCEDURE FOR CALLING FOR REPAIRS:

1. BEFORE CALLING, look at our quick tips list on page two and continuing on page three. Under Item 4, we have listed some common complaints along with suggestions to help you trouble shoot and potentially repair the problem without a service technician coming to your home. Be sure to read these examples carefully.

2. DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NON-EMERGENCY ITEM.

EMERGENCIES: (There are few emergencies) Fire, flood, uncontrollable water, backed up sewer, electrical problem that is potentially life threatening, gas leak.

NON-EMERGENCY: Heat-TopFlight recognizes that heat is a priority item and we will convey to our vendors the need to have the problem repaired as soon as possible. Other non-emergency items include Air conditioning, sprinklers, dishwashers, etc... Emergencies causing immediate danger such as fire call 911 Emergencies involving gas call city of Clarksville Gas & Water at 931-645-7400 and if necessary call 911 Emergencies involving IMMEDIATE electrical danger, call Clarksville Department of Electricity at 931-648-8151 Emergencies such as backed up plumbing or flooding, call TopFlight Property Management and press 4 if after hours. If necessary call 911.

3. IF YOUR PROBLEM IS NOT AN EMERGENCY, PLEASE SEE INSTRUCTIONS BELOW.

A. After hours, call TopFlight Property Management at (931) 572-1580 and press 2 or hold for the general mailbox. Be sure to leave a complete message with return telephone numbers. Be sure to follow up during the office hours on the following business day to verify receipt of your message.

B. During office hours, you can email, fax or drop off your maintenance request form to TopFlight Property Management. Note: All maintenance requests must be submitted in writing. Requests will not be taken over the phone.

TopFlight Property Management representative will process your repair claim. Explain your problem clearly and legible. Include information such as your name, telephone number and address. Our representative will open a claim for you immediately.

- After a vendor has been assigned to the claim, they will contact you. Vendors are not given keys to the property and are required to make appointments with tenants.
- Please keep in mind that a repair technician will not be available immediately for non-emergency claims in most cases.
- Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a charge for the technician's time. We will pass that charge on to you.
- If your non-emergency claim has not been addressed within 7-10 days, call us and inform our representative. We will contact the vendor and follow up as to the expected service date. We will contact you with that information.
- If a problem continues after a repair has been made, be sure to contact us and inform us of the continuing problem. We define a recent repair as a repair made within the last 60 days. **IF YOU FAIL TO REPORT A CONTINUING PROBLEM AFTER A REPAIR IS MADE, YOU MAY BE RESPONSIBLE FOR THE COST OF DAMAGE.**

4. QUICK TIPS:

A. The oven does not work. Check the time bake feature on the oven. If the oven is set on time, bake it **WILL NOT HEAT**.

B. Air Conditioning does not work. Check all circuit breakers. Often during hot weather, or if the circuit breaker overloads, the A/C breaker will flip causing your unit to be unusable.

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This Office is Independently Owned and Operated

C. Garbage disposal does not work. Check underneath the disposal unit and press the reset button. If something has lodged inside the unit causing the blades not to turn, try putting a broom handle down the disposal & give it a twist. This might break loose a small object allowing the unit to operate correctly.

D. Electrical outlets and lights do not work in sections of the home. Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Reset the GFI plug. Usually that will solve your problem. Sometimes there are more than one GFI, so check around the house so that you are aware when an electrical problem occurs.

E. Circuit breakers keep going off. Check all appliances to see if the circuits to make sure you have not overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once.

F. Smoke alarm does not work. Check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in your smoke alarm. If the alarm does not work after you have replaced the battery, contact us for repair.

G. Fireplace Be sure to open vent before starting a fire. If smoke appears, extinguish the fire immediately. Do not use soft woods in fireplaces such as pine, fir & redwood or duraflame logs etc... These types of woods and logs can cause a coating on the flue that can cause fires. Use woods such as oak, almond and walnut. When removing coals from the fireplace, ALWAYS BE SURE THE COALS ARE COLD. NEVER put hot or warm coals in the container such as a garbage can. Store any warm or hot coals away from combustibles and the house for at least two days before disposing of them.

H. Invasion of ants, spiders, fleas, etc...

Indoors – (Fleas, ants, spiders, silverfish, etc.) Insect foggers are the most reliable. Foggers can be purchased at a grocery store or the local garden center. To use: follow the instructions on the can, cover all food and dishes. Remove all adults, children and animals from the inside. Most foggers require a 4 hour time period before it is safe to return.

Outdoors- (Ants, fleas, grasshoppers, etc.) Diaz anon granules can be purchased at any garden supply store. Follow the instructions on the package, sprinkle around the perimeter of the house and fence. Diazonon comes in small shaker cans or in ten-pound bags. They are inexpensive and very effective. *Outdoors*- (spiders) Use liquid Diaz anon or a premixed insecticide. Follow the instructions on the package. *Outdoors* (Snails, sow bugs, slugs, etc.) Bait may be purchased at any garden supply store. Follow the instructions on the package. **AT ALL TIMES, WHEN STORING PESTICIDES, KEEP OUT OF REACH OF SMALL CHILDREN AND ANIMALS. BE SURE TO TRY THESE PEST CONTROL METHODS.** If problems persist, contact TopFlight Property Management. *Rodent Control:* For ordinary mice, there are several common controls, which can be purchased at a grocery store or a garden supply store such as Decon. If the problem persists, contact TopFlight Property Management.

5. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:

A. Replacement of light bulbs.

B. Replacement of furnace & air-conditioning filters at a minimum of every month.

C. Replacement of smoke alarm batteries. Normally the alarm will emit a beeping sound.

D. Test smoke alarms every thirty days and report to TopFlight Property Management if not working. Remember smoke alarms are for you and your loved ones safety.

E. Keep the dwelling clean, inside and out, free of grease, mold, mildew, cobwebs, etc...

F. Normal insect and rodent control. Rodent control does not include rats.

G. Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.

H. Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water needed.

I. If there is a pool, it is necessary to maintain the water level.

J. Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.

K. In kitchens, keep all food stored adequately. Do not leave out for extended periods and clean up after yourself. This will keep away ants and other pests.

L. Clean hood vents in kitchen regularly.

M. Clean oven regularly.

- If the oven is a **CONTINUOUS CLEAN** oven, **DO NOT USE OVEN CLEANER**. This will alter the performance of the continuous clean feature.
- On continuous clean ovens turn on to 450 degrees and leave on for several hours. High heat helps the cleaning process.
- Then wipe out.
- Do not leave oven on and unattended when leaving the house.
- On regular ovens use an oven cleaner.
- On self-cleaning ovens follow instructions for cleaning.

N. In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove. Remove immediately. Keep bathrooms properly ventilated to prevent mold and mildew from forming. If there is an exhaust fan, USE IT, while taking showers and for an extended reasonable time afterward. If there is a window, open it.



O. Proper placement and removal of holiday, Christmas lights is as follows. Lights are to be hung properly and carefully checked. They are only to be up during the season. Christmas trees are to be properly removed.

6. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

- A. If our vendor's technician makes a service call and learns that the breaker was tripped.
- B. When oven is on time bake and is not defective.
- C. When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc...
- D. Failure to report necessary repairs.
- E. Failure to meet a vendor at an assigned appointment.
- F. Any damage caused by tenant(s)
- G. Damage caused by tenant(s) pet(s)
- H. Repair reported which does not require service.
- I. Battery for smoke detector or battery for remote control opener.

7. IT IS THE TENANTS RESPONSIBILITY TO REPORT ALL REPAIRS OR MAINTENANCE PROBLEMS. FAILURE TO DO SO COULD RESULT IN DAMAGES CHARGED TO THE TENANT. PLEASE BE SURE TO REPORT THE FOLLOWING:

- A. All toilet and faucet leaks
- B. Plumbing backup
- C. Electrical problems
- D. Inoperative smoke detectors
- E. Roof leaks
- F. Heating and air-conditioning problems
- G. Broken windows and doors
- H. Faulty appliances supplied in property
- I. Mal-functioning sprinklers
- J. Any other necessary repairs or unsafe condition
- K. Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- L. Fence repair

8. TENANTS ARE NOT TO DO THE FOLLOWING:

- A. Do NOT wash draperies. Call TopFlight Property Management during regular business hours and ask our representative for instructions regarding such items.
- B. Do NOT perform electrical work.
- C. Do NOT perform repairs unless authorized by TopFlight Property Management
- D. Do NOT deduct any unauthorized or pre-authorized maintenance expense from your rent.
If TopFlight Property Management authorizes you to perform any maintenance, you must submit all receipts for reimbursement.
- E. DO NOT PAINT without prior approval.

WHEN MOVING OUT PLEASE READ THE FOLLOWING REQUIRED PROCEDURES:

1. **CLEANING:** Have the property clean throughout the interior and the exterior. This also includes windows inside and out, windowsills and door casings, mini-blinds, wiping out drawers and shelves appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, vinyl or tile floors, etc... **LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR AND TEAR.**
2. **CARPET CLEANING:** Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, also if the carpet cleaning exceeds normal wear, and tear.
 - **IF YOU HAVE A PET,** you are responsible for professional carpet cleaning after vacating the premises.
 - **UP TO ONE YEAR:** Carpet cleaning will be required. You must use a professional carpet cleaning service.
 - **UP TO TWO YEARS:** You will be charged for ½ of the carpet cleaning or normal wear and tear.
 - **OVER TWO YEARS:** You will not be charged for normal wear and tear.
 - **YOU WILL BE CHARGED IF YOU HAVE PETS AND/OR HAVE SOILED THE CARPETS EXCEEDING NORMAL WEAR AND TEAR.**
 - **DO NOT** rent machines from a store, use home cleaning machines, or employ chemical cleaning. Only professional steam cleaning is acceptable. If you wish, please call for Cal West's carpet cleaner. If you hire another carpet cleaner, **BE SURE** the



carpet cleaner will guarantee their work to TopFlight Property Management satisfaction. You must produce a receipt at the through inspection.

➤ TENANTS PLEASE NOTE: TOPFLIGHT PROPERTY MANAGEMENT WILL NOT REIMBURSE FOR ANY CARPET CLEANING CONTRACTED BY TENANT.

3. DRAPERIES: DO NOT WASH DRAPERIES. Draperies must be dry cleaned. You are not expected to dry clean draperies. If you have not kept the draperies in good condition, you may be charged for cleaning.

4. LIGHT BULBS, FILTERS, SMOKE DETECTOR BATTERIES, and DOORSTOPS: These items must be in place or working or you will be charged. Be sure to replace any of these missing items.

5. PEST CONTROL: If you have a pet, you must supply ADEQUATE INSECT FOGGERS. The minimum required is four (4) foggers. If you have a 3 bedroom, 2 bath, 2 car garage home or larger, you must supply a minimum of six (6) foggers.

6. IF YOU DO NOT HAVE A PET, you do not need to supply foggers UNLESS YOU HAVE BEEN EXERCISING MINIMUM INSECT CONTROL. If a property is found to have an excess of ants, spiders, cobwebs, etc... you will be responsible for insect control.

7. ALL FOGGERS MUST BE LEFT UNOPENED AND GIVEN TO AGENT DURING WALK THROUGH INSPECTION.

8. LANDSCAPE: Any outside areas which apply in your contract, the outside area is to be neatly mowed, trimmed, pruned and watered, and all trash debris and grease to be removed. Any animal droppings are to be picked up and removed WHETHER YOU HAVE AN ANIMAL OR NOT.

9. TRASH: If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away. All other trash is to be placed within the trash receptacles for normal trash removal.

10. PAINTING: WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY, OR TOUCH UP PAINT UNLESS YOU ARE SURE THE PAINT WILL MATCH. IF YOU PAINT AND IT DOES NOT MATCH, YOU WILL BE CHARGED FOR UNNECESSARY PAINTING. Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.

I (We) the undersigned understand and acknowledge the receipt of the TopFlight Property Management maintenance instructions and these instructions are attachment A to our rental agreement.

Tenant Name _____ Date ___ / ___ / ___

Tenant Name _____ Date ___ / ___ / ___

Tenant Name _____ Date ___ / ___ / ___

Tenant Name _____ Date ___ / ___ / ___

TopFlight Property Management _____ Agent

