



TENANT HANDBOOK



CONTACT INFORMATION

Main 208-371-5720

Office 208-297-3010

*Call main line in an emergency
(fire, water, gas, sewer back up, or tenant safety)*

heather@cohesionproperties.com

www.cohesionproperties.com

P.O.Box 44204, Boise, ID 83711

UTILITIES

Idaho Power	208-388-2323
Intermountain Gas	208-377-6840
United Water	208-362-7304
Meridian City Utilities (w/s/t)	208-888-4439
Trash Services	208-345-1265
Boise City Utility Billing (sewer)	208-384-3735

Keep utilities that you have been assigned in your name throughout your entire tenancy. Please refer to your lease for the ones you are responsible for, or check with an agent for clarification if questions arise.

RENT PAYMENTS

WHEN THE RENT IS DUE

Rent is due in the on the **first** day of each month. It is late if not received by midnight on the 5th. Be advised, we do not go by the postdate, but rather the date the rent was received, regardless of Sundays and holidays. A late fee of \$50 is assessed automatically on the 6th.

HOW TO PAY MY RENT

- 1) Pay online at www.cozy.co Please allow a week to set up your cozy.co account initially, as it takes at least 3-5 business days for the banks to talk to each other to verify your private accounting info. It is not shared directly with us- we use a clearing house format to protect your financial security). Cozy also accepts credit and debit card payments, for a nominal convenience fee.
- 2) Mail to: P.O.Box 44204, Boise, ID 83711 You may pay rent by personal check, cashier's check, money order or online. Cash will NOT be accepted. This is for your security as well as ours. Only one personal check will be accepted for rent, not multiple checks from roommates.

HOW PAYMENTS ARE APPLIED

All payments are applied to the oldest outstanding charge on tenant's account. If a tenant has an old late fee or other charge still outstanding on the account, a payment equal to one month's rent will not fully satisfy the rent charge, as part of the payment will first apply toward the old unpaid charge. When rent is not paid in full, tenant is subject to a late penalty.

LATE PAYMENTS

LATE FEE

When rent is not received by midnight of the fifth day of each calendar month, a late fee of \$50 in addition to the rent amount will be assessed.

THREE DAY PAY-OR-QUIT NOTICE

A Three Day Notice to Pay or Quit will be delivered to tenant as early as the sixth of the month, due to non-payment. Failure to pay on the third day WILL result in eviction proceedings being initiated with the court. Your lease holds you responsible for all court costs.

HANDLING OF DELINQUENT PAYMENTS

If you deliver rent after the Three Day Notice, but before eviction has been filed, rent may only be paid in the form of certified funds or money order.

EVICCTIONS

WHEN EVICTION WILL BE FILED

Eviction proceedings will be filed upon expiration of the Three Day Notice. Filing is done at the open of the business day, therefore payments delivered on the day of filing will be too late to abate the eviction proceedings. Cost of filing and any other court or legal costs will be billed to tenant's account, and tenant will be responsible for payment of any and all charges incurred, regardless of whether or not tenant remains in occupancy.

SUBSEQUENT EVICTION FILING

Cohesion Properties LLC reserves the right to refuse to accept payment on a second or subsequent eviction proceeding. Should we elect not to accept payment, eviction proceedings will continue, and tenant will be required to vacate premises as directed by the courts.

RETURNED CHECKS

SERVICE CHARGE

Any check or online payment returned to Cohesion Properties LLC for non-sufficient funds or any other reason will be assessed a service charge equal to \$35.00.

LATE PAYMENT FEE

Any payment returned after the fifth of the month will constitute late payment, and a late fee will be assessed in addition to the returned check service charge.

FUTURE CHECK PAYMENTS

When a check or online payment is returned for non-sufficient funds, no personal checks or online payments will be accepted from tenant for three months. After a second check or online payment is returned, no further personal checks or online payments will be accepted.

SECURITY DEPOSIT

USE OF DEPOSIT

Security deposits may NOT be used for rent or any other charges on tenants account during tenancy. Security deposits are intended to secure tenants faithful performance and execution of Lease. Deposits or portions thereof are not released until the home becomes vacant. For example, a roommate moves out before the end of the lease.

DISPOSITION OF SECURITY DEPOSIT

Upon vacancy and/or termination of lease, security deposit will be applied to any unpaid rent, late fees, NSF check fees, and/or to the costs of cleaning and/or repairing damages to the premises caused by tenant(s) and/or their guests. This may include, but is not limited to, repairing

any damages to the premises not present at tenant's initial possession of property, interior and/or exterior cleaning, carpet cleaning or replacement, painting and/or yard maintenance that is determined to be necessary to return the property to its original condition, normal wear and tear excepted. We will provide you with a detailed move-out checklist to help assist the condition of your home, and what we inspect for upon vacancy.

REFUND OF SECURITY DEPOSIT

The balance of the security deposit remaining after all charges have been recovered will be refunded to tenant within thirty days after possession has been relinquished. Possession is transferred back to Cohesion Properties LLC upon tenants' return of all keys to property. Tenant must have submitted a written 30-day notice to vacate or will be subject to termination fees as spelled out in the Lease.

PETS

PET ACCEPTANCE

ALL pets must be listed on initial rental application so as to be approved prior to applicant taking tenancy, as not all properties managed by Cohesion Properties LLC will allow pets. Once a tenant is in the residence, any plans to obtain a new pet MUST be approved prior to bringing pet onto premises. This also includes offspring of any authorized or unauthorized pet. If, at any time, it is found that there are pets on the property which are not declared on tenant's Lease, tenant is subject to fees, removal of the pet(s) and or eviction.

PET DEPOSIT

Properties where pets are acceptable will require an increase to the fee for consideration of the pet, typically \$100.

PET BEHAVIOR

All tenants keeping pets on the premises must make every reasonable effort to keep their pet from becoming a nuisance to their neighbors. Tenants must also be diligent in not allowing the pets to damage the property by scratching doors and/or walls, chewing baseboards and/or blinds, tearing or clawing carpets, digging holes in yard, etc. Tenants keeping pets that generate more than two complaints in any thirty day period are subject to eviction should the problem not be resolved or the pet removed.

CARE TAKING / WATCHING PETS FOR OTHERS

Any unauthorized animal is considered in **violation** of the Lease and therefore **not allowed** and subject to all penalties spelled out in the Lease. Care taking and or babysitting of animals is prohibited and may be subject to fees and penalties.

REPAIRS AND MAINTENANCE

TENANT REQUIRED MAINTENANCE

Tenant is required to change furnace and/or A/C filters on a monthly basis to prolong equipment life and promote efficient operation. Damage to air conditioners due to dirty filters will be charged to tenant. Tenant is

responsible for changing fuses, flipping breakers, lighting pilot lights, un-jamming garbage disposals, changing light bulbs, lock-outs and other minor maintenance that may arise as a result of tenant's occupancy. Additionally, tenant is responsible for maintaining all lawns, flower beds, driveways, porches, patios, decks, balconies, sidewalks, stairwells, etc, unless otherwise spelled out in the Lease. This will include, but is not limited to, watering, mowing, weeding and raking yard areas; sweeping or hosing down other areas and keeping all areas clear of trash and debris. Tenant is not responsible for keeping roof or gutters clear of leaves, pine straw and other debris. These issues should be reported to maintenance.

WATER LEAKS/DAMAGE/MOLD

You are responsible for reporting water leaks. Failure to do so could leave you liable for the repair. Water does a lot of damage quickly, so please call immediately when you notice any issues. Mold is can be harmful to your health and can cause major, expensive damage to a home. Please run your bathroom fan during and after showers to prevent mold. If you notice mold and are unsuccessful at removing it, please notify Cohesion Properties LLC to help.

MAINTENANCE REQUESTS

We don't usually know that there is a maintenance issue unless you report it. Use our website, www.cohesionproperties.com, or call to report these issues. ALL maintenance requests must include a daytime phone number where you can be reached and a detailed description of the problem, being as specific as possible as to location and severity. Also, be sure to include the property address in the event tenant's name is not readily recognized.

Submission of a maintenance request constitutes tenant's authorization to enter premises to make said repairs, should tenant not be present. Should tenant request maintenance or repair for something that was caused by tenant and/or tenants' guests, or any item determined to be tenant's responsibility, tenant will be charged.

CONTACT INFORMATION

Contact Cohesion Properties LLC by phone at 208-371-5720, or by email at heshelby@hotmail.com. After hours, tenants may call and leave a message, or email the request, however, the request will not be received until the next business day.

EMERGENCY MAINTENANCE

For an immediate response in an emergency, call the emergency maintenance line at 208-514-6026. Leave a message, if necessary. Someone will return the call as soon as possible.

TENANT INITIATED MAINTENANCE

If tenant should call for repairs by directly contacting a vendor, tenant will be responsible for all costs incurred.

RENTERS INSURANCE

The home is insured, but your belongings are not, unless you have Renter's Insurance. For a small amount each month (usually around \$10), you can really protect yourself in case of fire, flood, theft or other property damage.

CONDITION OF PROPERTY

ACCEPTANCE CONDITION

Tenant accepts the property in its present condition and for the use for which the property is intended. Property is assumed to be in good condition, with any exceptions noted on tenant's Move-In Inspection Form.

MAINTAINING PROPERTY

Tenant agrees to maintain the property in good condition and repair, this included cleanliness. Tenant understands that there is to be NO parking on lawn, sidewalks or any other surface that is not specifically designed and designated for parking. Exterior areas of property (stairs, porches, decks, sidewalks, lawns, driveways, etc.) will be kept clear of bicycles, lawn mowers, skateboards, baby strollers, boxes, or any other debris and/or trash. Outdoor trash and recycling cans will be stored either in the garage, behind a fence or on the side of the house, so as not to be visibly detracting when seen from the street. In addition, Tenants are responsible for abiding by all HOA rules, regulations and CC&Rs. Tenant will make no alterations (including painting, wallpapering, rekeying, etc) to the property without the written permission of Cohesion Properties LLC, but when so made, any alterations actually attached to the premises (building or yard) shall become a permanent part of the property.

INSPECTIONS

Inspections will be performed upon tenant taking possession at inception of Lease and again upon vacancy and/or termination of Lease. Additionally, bi-annual inspections may be made to assess condition of property and ascertain that due care and diligence is being practiced by tenant in caring for property. Tenant agrees to allow access for purposes of inspection upon 24 hours written notice to tenant. Tenant is not required to be present for inspections, and if not, written notice provided to tenant stands as Cohesion Properties LLC's intent to enter premises. Should deficiencies be found, tenant will be notified and given a reasonable period of time to correct deficiencies. A follow-up inspection will then be scheduled.

WHAT IS BEING INSPECTED FOR

Cohesion Properties LLC is in the business of managing many properties for multiple owners. Accordingly, it is the responsibility of CP to monitor the condition of said properties to help secure the owners' investments in their properties. As such, during inspections, we will be looking for the following: Preventative maintenance issues, such as working smoke detector batteries, recently changed furnace filters, etc. We will also be inspecting for damages to property, such as holes in walls, stains on carpets, broken windows, etc.; cleanliness of property, such as marks or writing on walls, excessively dirty carpets, trash left standing in house, garage or yard, overgrown lawn or shrubbery, infestation of roaches, ants or fleas, etc.; anything that may result in an expense to the owner upon tenant vacating property.

SMOKING

All properties managed by Cohesion Properties LLC are non-smoking. No smoking of any kind is allowed inside the property. We have a one strike,

you're out rule. Please also make sure cigarette butts find their way to an ashtray.

EXPIRATION OR TERMINATION OF LEASE

EXPIRATION OF LEASE

Should tenant elect not to renew Lease Agreement, tenant is required to provide **written** notice of intent to vacate at least 30 days prior to intended move-out date. The Lease expiration date is NOT automatically assumed to be the end of tenancy, nor is verbal notice. Tenant will continue to be obligated to Lease Agreement until said 30-day notice is tendered and expired. Should tenant elect to remain in tenancy upon expiration of Lease term, tenant should sign and return the renewal that will be mailed approximately 45 days before Lease expiration. Should tenant not receive a Lease renewal, and tenant wishes to renew, tenant should contact Cohesion Properties LLC to obtain a Lease renewal.

BREAKING YOUR LEASE

You are obligated to the Lease Agreement terms until expiration of Lease or until another suitable tenant is found and has signed a Lease for property.

Should you elect to terminate Lease Agreement prior to expiration, you will still be required to remit rent payments each month until such time subsequent tenant takes possession. Also, if Lease is terminated early, you are subject to a fee of 2x the monthly rent, plus \$100, plus rent, utilities, lawn care, etc, until a qualified tenant has taken over or the Lease expiration date, whichever comes first. You can also do your own advertising and if you bring CP a qualified renter who signs a lease, taking over for you, the fee is significantly reduced. Keep in mind you are still the leaseholder until the new party signs.

EXCEPTION: Tenants who provide valid military transfer orders will not remain obligated to the term of the Lease. Military tenants being transferred are still required to provide written notice of intent to vacate at least 30 days prior to vacating.

VACATING PROPERTY

STEPS TO VACATE

- 1) You must deliver (mail, drop off, or email) a **written** notice of intent to vacate at least 30 days prior to intended move-out date, signed by all Leaseholders.
- 2) You will receive a move out cleaning checklist and instructions. Should you like a referral for a cleaning company, repairman or landscaper, please ask.
- 3) You will also receive the amount due for your last month's rent. Rent is still due by the stated due date, regardless of whether it is prorated or not.
- 4) Do not schedule your own carpet cleaning. This will be done out of your deposit.
- 5) Tenant must deliver all keys and garage remotes to property.
- 6) Provide your forwarding address.

MOVE-OUT CHARGES

Tenant will be charged for any cleaning and/or damages. If it is dirty, clean it. If it is damaged or broken, repair or replace it.

Lastly, this is not a substitute for your actual Lease. If you have questions, it is your obligation to ask.