



THRIVE

REALTY



Congratulations on the selection of your new home. Welcome to the Phoenix area, and to your new association with Thrive Realty & Property Management.

As property managers we have obligations to both you the Tenant, and to the Owner of the home. This Handbook, **which is a part of the lease**, outlines our responsibilities to you as well as your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer any questions or to find solutions to any problems as well as to make your home as comfortable as possible. We are Committed To Excellence and will strive to give you a **Top Notch** Experience while renting from us.

Remember, we are a full-service real estate company making a difference in today's real estate industry. When you are ready to purchase a home or have any real estate needs, please let us know.

Sincerely,



Broker / Owner

Thrive Realty & Property Management

5350 W Bell Rd Ste 122 #241 Glendale AZ 85308
623-253-3300

office@thriverealty.com
www.thriverealtyaz.com

Emergencies: Your safety is first, then protect the property. Call 911 BEFORE us if their assistance is needed. Call the emergency line at 623.253.3300.

Lock-out: You will need to contact a locksmith. We use Phoenix EZ-Keys for our locksmith needs, they can be reached at 480-433-7738.

PAYING RENT:

Rent is due on the 1st of each month by 5:00 pm.

- Your rent must be received in full by the 1st of the month at 11:59 pm. Our preferred form of payment is online through your tenant portal. We do not accept cash as a form of payment.
- Acceptance of rental payments from any non-tenant does not create a tenancy and the Landlord reserves the right to reject funds from a non-Tenant. Processing fees may be charged by the payment processing companies. Thrive Realty LLC does not set what these charges are, nor do we receive any portion of said charge.
- A late charge of \$10.00 per day will be assessed on the 2nd if rent is not paid in full. If your rent is late, you will receive a 5-Day Demand.
- A Breach Notice Fee of \$100.00 will be assessed once the 5-Day Demand is produced. You will be given the opportunity to electronically acknowledge the 5-Day Demand for a fee of \$25.00. Should you not acknowledge the notice by 9:00 am the following day additional notification steps will be taken which may include sending the notice to a process server to be served and a fee of \$75.00 will then be applied to your account.
- No partial payments will be accepted. Payment in full is required to cure the 5-Day Demand. Failure to cure the 5-Day Demand, eviction proceedings may begin, and you will be subject to additional legal fees.

RETURNED PAYMENTS

If your payment is returned for any reason, you will be assessed a \$35.00 dishonored payment fee. This also makes your rent late and you will be assessed late charges and Breach Notice Fees as necessary. Returned payments must be satisfied within 24 hours of notification or legal action may be taken. You will need to make this payment with certified funds. Any returned payments made online will also receive a \$30.00 returned payment processing fee. We reserve the right to require all future payments be made with certified funds.

MAINTENANCE

- All maintenance requests *must* be submitted in writing through your tenant portal or via email.
- When making a request, be specific about the problem and where it is located.
- Your request for repairs in writing constitutes permission to enter and waives any need for access notice pursuant to ARS 33-1343.
- Unauthorized repairs will not be handled if prior management approval has not been received. Tenants may not approve work. Any work approved by Tenant will be billed back to the Tenant.
- Thrive Realty LLC or a private vendor will be communicating with you. Please be sure that your contact information is up to date. Sometimes the vendor's call from a private number, please make sure your phone accepts private calls.
- Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property.
- Tenants are responsible for ensuring that repairs can be properly addressed by preparing the area involved which includes securing all animals and supervising occupants and guests.
- Tenant agrees to report all issues that may negatively affect the property (water leaks, roof issues, potential mold, or other health and safety issues.) If it is found that Tenant has not reported such issues an eviction may be started, and Tenant waives any other claims for damage to their possessions, health, or safety.

You will be responsible to pay a service charge if you schedule an appointment and are not present when the vendor arrives or do not allow the vendor access.

Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs, torn or damaged screens.
- Replace or repair cabinet catches, hinges, knobs, or handles.
- Re-light gas furnace or hot water heater.
- Replace flappers and other minor parts in toilets.
- Replace washers in faucets.
- Spray yard for bugs and weeds.

- Keep grass and weeds out of flowerbeds and rock areas.
- Replace smoke/carbon monoxide detector(s) batteries every year. (Notify manager if smoke/carbon monoxide detector(s) is not working.)

Examples of repairs management will make at Owner's expense.

- Repairs to A/C-heat systems. *
 - Replace heating element in hot water tank. *
 - Repair roof leaks. *
 - Repair or replace any part of plumbing under sinks or behind walls.*
 - Repair or replace any broken electrical components. *
 - Repair/paint any rotted wood (please notify management.)
- * If repair technician notes tenant-caused, you will be charged.

Examples of repairs for which you will be held responsible:

- Repair or replacement of A/C unit due to not replacing the filter on a regular basis.
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, smoking, children, guests or any unusual or unreasonable use.
- Windows/Glass breakage.
- Damage to fences, outside walls, shrubbery, trees or planting.

MINIMUM CLEANING STANDARDS

1. Keep windows and doors clean, inside and outside. Interior cleaning at least once per month, exterior cleaning every six months. Wash between windows and screens every 3 months.
2. Wash interior doors, doorways, and walls in heavily traveled areas every 2-3 months.
3. Clean dust, dirt, and debris from the upper and lower sliding glass door tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks & drawers, broiler pan, hood, filter and vent twice monthly.
5. Mop all vinyl and hardwood floors twice monthly, mop all tile floors twice monthly.
6. Dust baseboards, windowsills, ceiling fans, doors, ceilings, and corners of rooms monthly.
7. Clean and sweep out fireplace. Clean fireplace grate, screen, and glass, if provided.
8. Replace all burned out light bulbs as needed; clean lighting fixtures as needed. You will be charged for all bulbs that have to be replaced upon, move out.
9. Curtains or blinds should be cleaned every six months.
10. Bathrooms should be cleaned every week. This includes the toilet base, bowl, seat, shower, tub, medicine cabinet, sinks, mirrors and all cabinets and drawers (including walls).
11. Replace caulking in tub and sinks as needed.
12. Sweep out the garage as needed.
13. Wash or dust cobwebs from exterior of property every 3 months or as needed.

These are just suggestions and ideas on how to maintain the property. If you do the regular cleaning, you will find it much easier to get it cleaned up and ready for your move-out inspection.

EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day, and it is before or after regular business hours please call our emergency line at **623.253.3300**
- **An emergency is considered fire, flood, or blood.**
- Tenants are responsible for stopping further damage in any maintenance issue. You are required to contain and clean up water leaking and by shutting off the water to the leak and drying out (fans, mops, towels) area that was wet. If electrical, turn off the power to that area. Failure to take action to prevent damage is a violation of your lease.

LOCKED YOURSELF OUT? Please contact a locksmith. We use Phoenix EZ-Keys for our locksmith needs, they can be reached at 480-433-7738.

AIR CONDITIONING AND HEATING UNITS

- You will be enrolled in our air filter maintenance program. In this program a representative from Air Filters 2 You will be contacting you and scheduling a time to come change the air filters in your home every other month. The cost of this program is included in the Tenant Benefit Package. ***Problems caused from the failure to clean/replace the filter may be your financial responsibility.*** This program saves up to 15% on your utility bill, helps prevent costly HVAC repairs, and ensures a healthy home environment.
- Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away and dust and help the unit work more efficiently.
- Smoke detectors, batteries, light bulbs, remote controls, and filters are the Tenant's responsibility.
- Do not place furnishings or anything against the return vent that will block airflow, or you may be liable for repair costs. Make sure outside unit is clear and unobstructed. Placing objects upon or against unit will cause it to burn up the motor and you may be liable for repair costs.
- In the event air conditioning is not functioning, make sure the circuit breaker is not tripped, the filter is clean, and the thermostat has working batteries.

CARPET/VINYL/TILE FLOORING CARE

Tile and vinyl require a solution of soap and water to be applied about once a week. This will keep any dirt or debris from building up on the floor. You are responsible for any damage caused by improper cleaning, broken or loose tiles, and stains in the carpet or any repairs required for the flooring to be returned to useable or undamaged condition. Carpets must be **PROFESSIONALLY CLEANED** upon vacating. A copy of the cleaning company's bill will be required at move-out. Please check with management for a list of acceptable carpet cleaning companies. The use of a rented "do-it-yourself" cleaning unit will not be considered acceptable. A professional carpet cleaning company that uses a truck mounted system is required. (Chem-dry, Sears, Stanley Steamer and the like are never acceptable.) If paid invoice is not provided at the time, you turn over possession, we will have the carpets professionally cleaned at your expense.

WATER HEATERS

If you have no hot water, check the breaker. If the tank is leaking, turn off the circuit breaker and shut the water valve off and contain the water as best as possible. Put in a maintenance request and/or call the emergency line.

SMOKE ALARMS

All smoke alarms must always be functional! Test the alarm monthly and keep extra batteries. Familiarize yourself with the smoke alarms in your home and make sure they are in good working order. We recommend keeping fire extinguishers around the home and have an evacuation plan in case of fire.

CIRCUIT BREAKERS/FUSES

- If something electrical is not working, check the circuit breakers, sometimes they can be tripped and still in the on position. Then contact the power company so they can check the power source.
- Sometimes the GFI is tripped. You can reset the GFI by pushing in the red or yellow button.
- ***You will be charged for the service call if it turns out to be a tripped breaker, tripped GFI.***

DRAINS AND TOILETS

- Avoid letting food, hair, grease go down the drain.
- ***Clogged drains caused by food, hair, grease, debris, and excessive paper are the Tenant's financial responsibility.***
- Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading the dishwasher.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, children's toys, diaper or handy wipes, napkins or paper towels down the toilet or you will be responsible for the repair charge.

GARBAGE DISPOSALS

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then, let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up **organic materials only**. Exceptions (things NOT to put in the disposal) include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.

- If the unit is not operating check the reset button.
- **Problems caused by misuse or jamming it could be the Tenant's responsibility.**

WASHER/DRYER

- Washer connections should be checked periodically for leaks. Lint filters should be cleaned after every use. The vent hose should be free of kinks and lint build up should be cleaned out periodically.
- If you are going on vacation or will be gone for an extended period of time, we recommend turning the water off to the home. If the supply lines or a hose ruptures, it will cause extensive damage to the home and your personal belongings. If your home has a pool, DO NOT turn off water or power as the pool pumps must be able to operate.

EXTERIOR AND YARD

- The yard, front and back should be kept neatly cut, edged and clean. Flower beds must be kept mulched/rocked and free of weeds. Holes should be filled, and grass reseeded as needed. Please do not plant trees or bushes without written approval from the Property manager.
- The exterior should be kept clean and free of debris. Gutter must be kept clean.
- No items, (excess furniture, interior furniture, toys, etc) should be stored outside.
- Violations from city or county officials must be reported and taken care of immediately!
- No grills are allowed in multifamily buildings
- No removable pools, trampolines, or play sets are allowed on the property.
- Tenants are responsible for the maintenance of the sprinkler or drip system. If the system is not operational, does not cover entire yard, or Tenant chooses not to use the system the Tenant is responsible for watering the yard by hand.

PARKING AND VEHICLES

All vehicles must be parked in assigned areas (garages, parking lots, driveways etc.) or on the public streets where allowed. No parking on the lawns, sidewalks and other areas not designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs e.g. changing a tire) are allowed at any time. No oil/fluid stains are allowed on the driveway, garage floor or any other area on the premises. Please discard all oils or fluids properly.

CRIME FREE LEASE

The Landlord hereby informs the Tenant that this property participates in the crime-free rental program. Any person arrested and convicted of a felony in the past five years or released from any prison or jail in the past five years is prohibited from living on or visiting the rental property. In the event that you or your guests are involved in a crime in or around the rental property, you will be immediately evicted for that action. The Tenant agrees to abide by all city and state laws and codes. **THE USE OF MARIJUANA IS STRICTLY PROHIBITED BECAUSE MARIJUANA IS A BANNED SUBSTANCE UNDER FEDERAL LAW.** Failure to comply with this paragraph may result in an immediate eviction. Tenant further agrees to report any actions by others that violate federal, state or city laws. Tenant agrees that any police report made that involves the tenant, their guest or the rental property may be admitted as evidence and hereby waives any hearsay objections.

CC & R'S

These are the rules and regulations set forth by the homeowner's association. Please read through them (you may request copies from the homeowner's association,) as you will be required to obey all rules and regulations. Any fines set forth by the homeowner's association for not obeying these regulations will be assessed to you.

RENTER'S INSURANCE

Tenant hereby acknowledges that the Landlord is not the insurer of the tenant's personal property. Tenant is required to carry renter's insurance and must provide the landlord a copy within ten days of executing the lease agreement.

JURY TRIAL/CLASS ACTION WAIVER AND ATTORNEY FEES

The Landlord and the Tenant hereby waive their right to a jury trial and to participate in a class action against the other party. The prevailing party to any lawsuit or other legal action is entitled to attorney fees and costs.

COLLECTION COSTS

In the event that either party breaches the rental agreement, the prevailing party is entitled to recover as additional damages, all costs to collect the monies owed; including any money the party pays a collection company or lawyer to collect those funds which may be up to 50% of the debt owed.

UTILITY RESPONSIBILITY

The Tenant acknowledges that they are responsible for all utilities. In the event the Tenant fails to transfer the utilities into their name upon execution of this lease, if the utilities are not paid for by the tenant, if the utilities are shut off during the tenancy, or if the utilities are transferred back into the Landlord's name by the utility company due to non-payment by the Tenant, the Tenant agrees that the Landlord may immediately file for an eviction following a five (5) day notice of that breach to the Tenant.

PEST CONTROL RESPONSIBILITY

The Tenant acknowledges that they are responsible for all pest control. The Landlord suggests that the Tenant maintain a monthly service contract with a pest control company. Tenant acknowledges that they live in the desert and that pest such as ants, roaches, and scorpions are part of desert living, especially during foul weather. Monthly or weekly pest service should eliminate the problem, but the condition of the rented premises also affects the presence of pests.

DUTY TO REPORT

The Tenant agrees to report all issues that may negatively affect the rented premises (ie: water leaks, roofing problems, existence of mold, or other health or safety issues). In the event the Tenant fails to report any problem that they know of or should have discovered, the Tenant may be evicted and waives any other claims for damages to their personal possessions, their health or safety.

ANIMAL RESTRICTIONS

The Tenant agrees to specifically identify in writing the sex and breed and age of every animal living on the premises. The Tenant agrees to provide proof of licensing and up-to-date shot records for each of these animals. The Tenant agrees to comply with all community/city/state rules and regulations regarding pets. The Tenant agrees to maintain an insurance policy that covers the pet(s) listed in the Animal Addendum and agrees to name the Landlord as an additional insured on that policy (assistive animals are exempted from this insurance requirement). Tenant agrees to not permit any other animals to visit or live in the rental premises (assistive animals are exempted from this requirement but must be fully disclosed and approved by landlord). Written permission by the Landlord and a pet deposit is required for each animal brought onto the premises (assistive animals are exempted from paying a pet deposit). No animal may be brought onto the premises that has previously acted in an aggressive manner toward any human (including the owner of the animal) or animal or damaged any property in any manner.

SUPPORT OR SERVICE ANIMAL OR OTHER FAIR HOUSING ISSUES

Landlord recognizes that a Tenant or their guest may need a service animal or support/assistive animal. Tenant agrees that no such animal may be allowed on the premises without written notification to and written consent by the Landlord. Landlord has available form to Request For An Accommodation and a Verification of Disability By Medical Provider. Tenant understands it is illegal in Arizona for a person to falsely claim that an animal is a service animal. The Landlord rents to all residents who otherwise qualify and applies all rules and regulations equally, regardless of race, religion, disability, ethnicity, religion, sexual preference, familial status or any other protected issue. Resident agrees to immediately notify the Landlord, or their statutory agent, in writing of any issues that may relate to a fair housing issue.

IN THE EVENT OF DEATH, INCARCERATION, OR INCAPACITATION FORM

All Tenants must fill out the Permission for Access following Death, Incapacitation, or Incarceration form.

SMOKING RULE

Tenant agrees that there shall be no smoking of anything inside or outside the rented premises at any time. Tenant agrees to pay a fine of \$1,000.00 for violation of this provision and further understands that this is a noncompliance of the lease terms. Tenant remains responsible for the removal of any smoke smell in the home.

SATELLITE DISHES

Tenant agrees that if the Tenant elects to install a satellite dish, they shall comply with all FCC regulations and any other restrictions that restrict the placement of the dish (state, HOA, etc.). The Landlord will not unreasonably prohibit the placement of said satellite dish but will prohibit the Tenant from attaching the dish directly to the Landlord's property in any manner (ie: nails or screws) unless the Landlord gives written consent for the permanent placement of the dish. Tenant must obtain insurance to cover the installation of the dish, naming the Landlord as an additional insured.

LOST MONEY ORDERS

Tenant agrees that it is their responsibility to deliver rent to the Landlord via Property Manager. The Tenant agrees that in the event a money order (or certified funds) is lost or misplaced, it is the Tenant's responsibility to trace that money order. Tenant must replace

that lost or misplaced money order immediately and provide the Landlord and Property Manager with proof that they are tracing said money order in a timely manner. Landlord agrees to give the Tenant credit toward the rent only upon proof presented by the Tenant that the Landlord, or their agent, actually received and cashed the lost or misplaced money order or certified funds.

ABANDONED PROPERTY

In the event that the Tenant abandons any personal property in or around the dwelling unit after they vacate the home, the landlord may destroy or otherwise dispose of some or all of the property if the landlord reasonably determines that the value of the property is so low that the cost of moving, storage and conducting a sale exceeds the amount that would be realized from the sale. Any property left behind after returning keys will not be stored and may be immediately disposed of. All other property will be held for 14 days pursuant to statute.

WEAPONS

Weapons (including guns) are prohibited in any common area. All guns must be holstered and stored in a safe manner at all times and stored separately from the ammunition.

GUEST POLICY AND OCCUPANCY CHANGES

- Visiting guests, individually and cumulatively, may not stay more than seven days in a row, not more than a total of 30 days per twelve-month period, and not more than two persons per visit. Guests using recreational facilities must be limited to two guests per apartment and must be registered with the Manager. You must accompany your guests while using the recreational facilities. The Manager may request that one or all guests leave the Premises immediately. The safety of your guests is your responsibility. Management is not liable for injury to guests or damage to their property while visiting, subject to Arizona law. You are prohibited from using any part of the property for large gatherings (more than 25 people) and from renting/subletting/assigning or otherwise allowing any part to be used for any purposes.
- All potential occupants of the home must submit an application and pay the application fee to Thrive Realty LLC and approved before occupying the home. Addition of Tenants after the move-in will be at the discretion of the Landlord.
- Unauthorized occupants are a violation of the lease and cause for eviction. To adjust the occupants of the home a lease modification fee of \$150.00 will be due for the changes to be made. A visitor is defined as an individual residing in the home for less than 7 consecutive calendar days and not more than 30 days per twelve-month period. Pets must be approved by the Landlord prior to them being present in the unit. Visiting pets are not allowed and are a violation to the lease. Any unauthorized pet observed on the premises will result in a \$300.00 per month fine going back to the start of the lease agreement and a Breach of Lease.
- All Tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers-by. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind, is cause for eviction. This includes loud music, vulgar or profane language, etc. If music or other sounds can be heard outside the perimeter of the leased premises, it is considered too loud.

ELECTRONIC COMMUNICATION

The parties hereby agree that any communication may be sent via email or fax or any other electronic means of communication and that it is deemed received only when the other party acknowledges in writing actually receiving this notice or communication. The parties further agree that money owed to either party may be paid via electronic methods pursuant and subject to any written specific directions between the parties.

APPLICABLE LAW

This Lease is entered into in the State of Arizona, and the rights and obligations of Landlord and Tenant hereunder are subject to all applicable local, state and Federal laws, statutes, regulations and ordinances, as amended and in effect from time to time ("Applicable Law"). All provisions are intended to be compliant with current state law. If any provision of this Lease is held to be invalid or unenforceable under Applicable Law, then such provision shall be deemed to be amended so as to be in conformity with Applicable Law, and the validity and enforceability of the remaining provisions of this Lease shall not be affected thereby. In the event that subsequent to the execution of this Lease any state statute regulating or affecting any duty or obligation imposed upon Landlord is enacted, amended, or repealed, Landlord and Tenant elect to perform in accordance with such statute, amendment, or act of repeal in lieu of complying with the analogous provision of this Lease or of the statutes in effect when this Lease was executed. No reference to any liability of either party is intended to modify, eliminate or reduce any liability of the other party that is created by any statute, ordinance or law.

ADDITIONAL SOURCES OF INCOME AND PARTNERSHIPS

The BROKER reserves the right receive incentives, reimbursements, referral fees, or cash payments from business associates including credit screening, cable companies, internet service providers, contractors, and vendors to refer or participate in joint business arrangements relating to repairs, inspections, photography, improvements, maintenance, referrals, or group marketing efforts.

MISCELLANEOUS CHARGES

Our goal is to keep fees to a minimum. So please read the following information below, so your account is not assessed and additional fees.

<u>Application Fee (per adult):</u>	Paid to 3 rd Party
<u>New Lease Administration Fee:</u>	\$100
<u>Pet Administration Fee (per pet):</u>	\$150
<u>Lease Modification Fee:</u> (Adding or removal of tenant)	\$150
<u>Lease Renewal Fee:</u>	\$50
<u>Verification of Residency Fee:</u> (For providing a residency verification to 3 rd party with written consent from tenant)	\$25
<u>Misuse of Emergency Line (calling more than once):</u>	\$25
<u>Calling the Emergency Line for Non-Emergencies:</u> (Please reference the maintenance handout for what is considered an emergency.)	\$25
<u>Failure to Turn in Move In Condition Report:</u> (Returning the move in condition report is a term of the lease agreement and must be completed/returned in time allotted.)	\$25
<u>Failing to Transfer "ALL" Utilities Within 72 Hours: (per utility)</u>	\$25
<u>Dishonored Payment Fee:</u>	\$35
<u>Late Rental Payment Fee on the 2nd:</u>	\$20
<u>Breach Notice Fee:</u>	\$100
<u>Electronic Acknowledgement of Breach of Lease Notice:</u>	\$25
<u>Certified Mail Processing Fee:</u>	\$35
<u>Failure to Make Property Accessible:</u>	\$100
<u>Process Server:</u>	\$75
<u>Failure to Maintain Utilities:</u>	\$150
<u>Make Ready Coordination Fee:</u>	\$100
<u>Failure to Return Keys:</u>	\$75
<u>Inspection Fee:</u>	\$95
<u>Monthly Tenant Benefit Package:</u>	Ranges

<u>Unauthorized Pet Fee:</u> (Back dated to the start of the lease agreement.)	\$100 per month
<u>Smoking in Unit Fee:</u> (Damages caused by smoking will be billed separately.)	\$1,000
<u>Early Lease Termination Administrative Fee:</u>	Equal to One Month's Rent

All Fees are Subject to Change.

MOVING OUT

Return of the security deposit – THE SECURITY DEPOSIT MAY **NOT** BE USED AS THE LAST MONTHS'S RENT!!!!!!!

- SECURITY DEPOSIT: will be refunded in **one check made payable to all tenants within 14 business days** of your final move-out inspection or when management obtains possession. Possession occurs when keys are returned to the office and/or manager.
- RENT: Tenant must deliver a signed vacate notice at least thirty (30) days prior to move-out and fulfill the agreed upon terms of the Rental Agreement. Month-to-Month Rental Agreements. Tenant agrees to pay rent for thirty (30) days from the next periodic rental due date from the date Tenant delivers his notice. Rental Agreements with more than thirty (30) days remaining. Tenant agrees to pay rent until the apartment is reoccupied or until the expiration of the rental agreement, whichever comes first.
- INADEQUATE CLEANING: If Tenant does not complete the cleaning requirements listed, as determined by Management, normal wear and tear excepted, Tenant will be charged.
- ADMINISTRATIVE CHARGES: I agree to pay one month's rent to defray Management's administrative and marketing costs if Tenant does either of the following:
 - Fails to fulfill the agreed upon term of the Apartment Rental Agreement, or
 - Fails to deliver and fulfill a written "VACATE NOTICE" to Management at least thirty (30) days prior to move-out.
- PROPERTY DAMAGE: Tenant agrees that if property is not returned in the same condition as Tenant received it, less normal wear and tear as determined by Management, Tenant will be charged Management's cost to repair.
- OTHER: Tenant agrees to pay any unpaid preparation fee, pet sanitizing fees, late charges, lost key charges or other unpaid charges at time of move-out. Failure to vacate on move-out date will cost the Tenant that month's rent plus two months' rent as holdover damages or twice the Management's damages, whichever is greater, as provided by law.

IMPORTANT: Management will first apply refundable security and pet deposits to satisfy the charges listed above. HOWEVER, IF THESE REFUNDABLE DEPOSITS ARE INSUFFICIENT TO SATISFY THE TOTAL CHARGES, MANAGEMENT WILL SEND TENANT, AT THE MOST CURRENT ADDRESS TENANT GIVES MANAGEMENT, AN ITEMIZED BILL WHICH TENANT AGREES TO PAY PROMPTLY. MANAGEMENT AGREES TO RETURN ALL REFUNDABLE DEPOSITS IN ACCORDANCE WITH A.R.S. § 33-1321. Tenant may request notification of the move out inspection date and time and may be present. Request must be made in writing.



MOVE OUT CHECKLIST

Dear Valued Resident,

To make your departure a smooth transition, Thrive Realty has provided you with these move-out, cleaning and maintenance instructions.

SCHEDULING: Please contact our office 1 week prior to your departure notifying us of your check out date, our email is office@thriverealtyaz.com

PLEASE BE AWARE OF THE FOLLOWING:

- YOUR SECURITY DEPOSIT CANNOT BE USED TOWARD LAST MONTH'S RENT. PLEASE BE SURE TO PAY YOUR LAST MONTHS RENT IN ORDER TO AVOID EXTRA CHARGES.
- ANY AUTOMATIC PAYMENTS THAT HAVE BEEN SCHEDULED WILL NEED TO BE CANCELED ON THE PAYLEASE PORTAL
- PLEASE UPDATE YOUR PORTAL WITH YOUR NEW ADDRESS FOR COMMUNICATIONS REGARDING YOUR REFUNDABLE SECURITY DEPOSIT.

1. Thrive Realty will videotape the condition of your property after you turn in your keys. You have the right to view this Video and discuss with us the findings of the Video as we use it to document the condition of the property today as it compares to when you moved in. Thrive Realty will need the keys to the property returned prior to the Video Inspection. 2. ALL KEYS PROVIDED (house key, community, pool key, garage door openers, fobs, etc.) MUST be returned left at the property with one main door key left inside the lockbox.

- There is an \$85.00 admin fee if keys are not returned. Please note that Arizona Revised Statutes allows the property owner to charge an additional month of rent if the keys are not received promptly at the end of your lease term.

2. Leave the utilities (electricity & water services) on for until the last day of your lease.

- If you vacate the property prior to the end of your lease, you need to leave the utilities on until the last day of your lease or until the property has been re-rented.
- If the utilities (electricity, water, gas) are turned off prematurely, the charge to re-establish service plus \$75 will be charged.

Move Out Check List

Dear Resident:

We hope you have enjoyed living in your current residence. Moving is not an easy task and we want to assist in making your move as easy and stress free as possible. In order that we may mutually end our relationship on a positive note, you assumed occupancy and found your property clean and ready to occupy unless otherwise stated in your move-in inspection report. Except for normal wear and tear, you are required to leave it in the same condition as it was when you moved in. The following is a checklist to help you ensure a smooth transition out of the property and prompt refund of your security deposit when you vacate the property. Please contact us early for any assistance and keep us informed of your move out plans.

OUTSIDE

- _____ Yard mowed, and all weeds removed.
- _____ Lawn watered and green, if yard was neglected contact the office and professional lawn care provider for an estimate.
- _____ All Animal droppings have been removed.
- _____ Trash and debris removed from premises.
- _____ Clean up any oil spots left on the driveway if applicable.

INSIDE

- _____ Carpet professionally cleaned, and receipt provided. Carpets must be cleaned with a truck mounted steam cleaner. For Carpet Cleaning, feel free to reach out to our preferred carpet cleaning company:
- _____ Clean the refrigerator, which includes defrosting, washing completely inside and out as well as behind and under the refrigerator.
- _____ Clean outside door of dishwasher and inside if needed.
- _____ Clean entire range and vent hood: including oven, stovetop, under burners and rings, drip pans, bottom drawer and washing outside as well as behind the stove.
- _____ Clean inside of windows, sills, glass, and dust blinds.
- _____ Wipe down all doors inside and out.
- _____ Clean out fireplace and any area surrounding the fireplace.
- _____ Wash down walls in kitchen and bathrooms as well as any marks in any other room
- _____ Vacuum, sweep and mop the vinyl, wood floors or tiles.
- _____ Sweep out storage areas, garages, porches, and balcony.
- _____ Dust ceiling and corners for cobwebs. Dust; wipe down baseboards, heaters, ducts, light fixtures, fans, and vents.
- _____ Dispose of trash. **DO NOT LEAVE ANYTHING BEHIND TO BE PICKED UP, DISPOSED OF OR HAULED AWAY, you will be charged for removal of anything left.**
- _____ Wipe down washer and dryer. Clean lint trap to clothes dryer as well as behind the washer and dryer.
- _____ Smoke Detector and any CO detectors and Fire Extinguisher current and present. Batteries have been changed in smoke/CO detectors.
- _____ Repair/Replace all torn or missing window and door screens.
- _____ Change AC and furnace filters.
- _____ Replace all burned out bulbs in fixtures.
- _____ All keys and/or garage door remotes returned to Thrive Realty. Rent continues until they are returned.

SERVICES

- _____ Request a "final meter reading" for utility services. *** DO NOT TURN OFF THE UTILITIES, they must remain on for a minimum of 2 business days after lease end for a proper move out inspection to be completed.** * You will be charged any connect fees.
- _____ Disconnect phone and cable, cancel all newspapers subscription, and send the post office a change of address form.
- _____ Once you have cleaned your residence and removed all your belongings, please drop off all keys and remotes to the office. Any other

documents/receipts should be emailed to office@thriverealtyaz.com with your property address in the subject line.

We will provide this checklist to you again upon receiving your 30-day notice to terminate the lease.



By Arizona law, Thrive Realty has 14 business days to close and account for the refundable security deposit once the lease has been satisfied and possession of the home has been returned to Thrive Realty.

Please provide Thrive Realty with your forwarding address in writing via email or online portal. If we do not receive any forwarding information, we will mail via certified mail any correspondence to the address of the property you are vacating.

Do not leave behind nor abandon personal property in the dwelling or on the premises. Allow yourself or a cleaning company enough time to thoroughly clean the interior and exterior. If you have the home professionally cleaned, please provide Thrive Realty with a copy of the invoice.

Thrive Realty requires the carpet to be clean.

Prior to scheduling your professional carpet cleaner, please remove all personal items/furniture from the carpeted areas and vacuum & edge the carpet for each room. Vacuum all debris (misc debris, pet & animal hair from carpet fibers. The carpets must be **PROFESSIONALLY CLEANED** by a professional company and you must supply Thrive Realty with a copy of the Carpet Cleaning Invoice.

If you choose not to professionally clean the carpets, Thrive Realty will schedule the cleaning for you and charge your account.

Owner desires the Resident to fulfill the complete lease terms, maintain the property and return the property to Management in the same condition, normal wear and tear excluded. Should the Resident leave the property with ANY work needing to be done on it, then Thrive Realty may be required to expend time and effort in obtaining bids, coordinating repair and cleaning vendors. Resident will pay a \$40 fee to compensate Thrive Realty for such work.

Thank you so much for your cooperation. If you have any questions or concerns, please feel free to contact your Property Manager. We wish you a smooth and safe transition in your new home.