



MAKE READY STANDARDS AGREEMENT

Great properties, find great tenants at great (higher) rental rates and maintain their value better over time (which is great). Problem properties find problem tenants. To ensure the best possible outcome and the greatest chance of financial return on investment rental properties must be properly maintained.

Here are our standards in greater detail.

GENERAL

- **Structure/Walls/Ceilings**

- Paint must be clean and free from marks and a neutral, white or an off white color. Holes should be filled in and repaired prior to painting. We use Sherwin Williams paint because they provide a paint match guarantee. Our preferred color is Casa Blanca. Keep in mind that touch up paint on site may be dried or the walls may have faded not permitting touch ups. This is a case by case basis.

- **Doors**

- Doors must be free from holes, scuffs and have clean paint. Exterior doors must meet property code related to locks and viewing devices. Properties must be rekeyed per state law when any tenants change. We also rekey properties for security purposes when receiving a property from another management company. Doors must open and close freely and properly. Weather strips must be in place and in good condition on all doors. Paint on doors should be new or like new and clean from all handprints dirt and debris. This sets the tone for potential tenants. All doors must have stoppers in place to prevent damage to walls from door knobs.

- **Windows**

- Glass must be clean and in tact. Each exterior window must have a screen in place. No holes or tears are permitted. Each exterior window must have a locking device. Thumb locks are acceptable on older homes. Each exterior window must have 1 or 2 inch blinds unless ok'd by property manager. No drapes.

- **Floors**

- Flooring should be clean and stain free. Carpets must be professionally cleaned prior to each new tenant. Enzyme treatment may be required. Carpets may be expected to last about 5 years in a rental property. Carpets should be neutral and contemporary in color.

- **Closets**

- Closets should be free from damage, have no debris. Paint should be clean.

- **Cabinets**

- Cabinets should open and close properly, There should be no rot or separating particle or plywood. Paint or coating should be fresh and clean in appearance.

EXTERIOR

- **Yard**

- The yard should be mowed, edged and the debris blown off the curbs. The greater the number of weeds the greater the challenge with HOA's and future maintenance.

- **Flowerbeds/Shrubs**

- The flower beds must be weed free. Mulch is cheap, holds moisture to protect plants, looks great and is recommended. Plants should be uniform if installed, trimmed and living. Shrubs in front of windows should be trimmed to bottom of most windows for security and overall appearance. If concerned ask your property manager.

- **Trees/Vegetation**

- Trees should have limbs trimmed 6' high for smaller trees and 7' high for larger trees. Vegetation should be trimmed back at least 2" below roof line and away from side of home. Vegetation should be trimmed to resemble a spring cleaning.

- **Siding/Eaves**

- Siding should be clean of dirt and paint fresh. Power washing may be required. Paint protects the home from moisture and rot. No nests of any kind may be present.

- **Gutters/Roof**

- Roof must be clean of debris and tree limbs. Roof may not have any leaks. Chimneys must be free from nests. Dryer vents may need to be cleaned to prevent fire hazards. Gutters must be clean of debris and working properly.

- **Porches**

- Porches should be clear of all personal items and furniture. Power washing may be required. No nests or spider webs may be present. Light fixtures should be clean, in working order and free from bugs and dirt

- **Sprinkler System**

- If present system must be in fully functioning order.
- **Fences**
 - Fences must not have any broken sections or pickets. Gates must operate properly. Any holes under fence must be filled in.

ELECTRICAL

- **Lights/Fans**
 - All lights and fans must function properly. All bulbs must work. Fans that do not rotate freely or wobble must be repaired. We recommend avoiding new fans with remotes as the remotes are difficult to track and repair if lost. Pull chains must have "pulls" attached to end of chains.
- **Outlets/Switches**
 - All switches and outlets must be clean, in working order and free from electrical hazards such as exposed wiring. All open boxes must be covered. GFCI's in wet areas are part of the present building code and highly recommended.
- **Garage Door Openers**
 - Garage door opener must function properly, if present. Safety eyes must be in the appropriate location and fully functional. One remote per parking spot serviced with a garage door must be supplied.

APPLIANCES

- **Hood Vent**
 - Must be clean, grease free and fully functional. Lights must work if installed.
- **Range**
 - Range does not need to be new but baked on grease and food must be cleaned. Doors must open and close properly. Metal pans under burners must fit if installed. All burners, lights, knobs and displays must be in working order. Area behind ovens/ranges should be clean and clear of dust, food or misc. items. Rodents like this area when left dirty.
- **Dishwasher**
 - Must operate properly and be free from rust and/or debris. Must drain properly, open, close and latch properly.
- **Disposal**
 - Must operate properly without any abnormal noise. They're all loud but however they should not have loose parts. Disposals should have rubber catch in place or additional metal screen in place.

- **Water Softener and Propane Tanks**
 - If installed must be in working order or removed. These need to be topped off and filled. This is the only way to monitor usage
- **Exhaust Fans**
 - Exhaust fans must be in working order including lights.
- **Microwave**
 - If installed the unit must operate properly, lights must function.

HVAC

- **A/C Unit**
 - Must be in fully functioning order. The temperature differential must be between 15-20 degrees approx. Filters must be new when delivered to tenant. AC condensation lines must be free from debris and unclogged. Drain pans are recommended.
- **A/C Condenser**
 - This should be free from debris and foliage. Air should be able to easily circulate. This should be 6" min from ground contact.

PLUMBING

- **Water Heater**
 - The water heater must be fully functioning with no leaks. Pans with drains are highly recommended to be installed especially in attic installations. The area may not have debris if the energy source is gas.
- **Sinks**
 - Sinks must be clean, drain freely and operate properly with no leaks. Stoppers must be in place and functioning properly.
- **Tubs/showers**
 - Tubs and showers must be clean, caulked properly with clean caulk. Mildew must not be present. Grout must be in place and not cracked to prevent water intrusion. Showers must not leak and must drain freely.
- **Main Water Shut-off**
 - The main water shutoff is typically located adjacent to the curb in the front yard for single family homes. If you can not find your homeowner shut off we recommend replacement to ensure it is operational.

- **Shut-Off Valves**

- These are typically installed in every area with water. They include sinks, toilets, refrigerator lines, etc. These must be fully operational with no leaks.

CODE RELATED ITEMS

- **Locks**

- State law requires that each exterior door have a locking device and a keyless deadbolt installed. This includes the garage door. We prefer to coordinate this at move in as every time an occupant changes the house must be rekeyed. To ensure the safety and security of the tenants we require that homes received from prior property managers must be rekeyed at the start of our management term if tenants are already in place. The cost of this is approximately \$70 and reduces our shared liability and helps ensure the safety and security of the tenants.

- **Viewing Devices**

- These are required at each exterior door including the garage door. There are height requirements that must be met.

- **Smoke Detectors**

- Smoke detectors must be installed one per any room used as a bedroom, one per corridor in the immediate vicinity of the bedrooms and one on each level if multi level. These must be no closer than 6 inches to a wall and no farther than 12 inches from a ceiling.

LAST MINUTE DETAILS

- **Make Ready Cleaning**

- We require that each home have a professional make ready cleaning performed before the tenants arrive. We require tenants to return the property in the same condition with receipts of service as proof. Delivering a property that you may "feel" has been cleaned leads to bad results. Also we can not require tenants to return the property to us professionally cleaned if we did not deliver it in that manner. Thus putting off the cleaning does not save money it only pushes the expense down the road and angers a tenant on move in day. See the attached move in condition form from a tenant who moved into a home which the owner had cleaned. Due to results like this we require a professional cleaning. We arrange this with no upcharge. Please keep in mind that home which have not been fully cleaned in years will require more work. We must ensure that no bugs or rodents are left on top of kitchen cabinets. No bugs are left in light fixtures, cabinets are free from hair and debris and porches are free from dirt and nests. Depending on vacancy time, weather and traffic, it may be necessary to do a heavy cleaning prior to listing the property then another light cleaning to deliver a quality product to the tenant on move in day.

- **Carpet Cleaning**

- We require that all homes with carpet have a professional carpet cleaning. Tenants are required to return the homes in the same condition and provide a receipt as proof. Some homes will require spot treatment and/or enzyme treatments depending on the condition/history of the carpets.

- **Personal Property**

- All personal property must be removed from the home. Leaving behind a desk that you think the tenants may use only creates a problem when they don't. When leasing a home the new occupants have the right to enjoy the full use of the home. This means you should not store things in the attic or other storage spaces and expect to come back to use them. The new occupants have the right to use those areas. 1836 Property Management does not assume any responsibility for any personal property. Again please remove all personal property, furniture, trash, tools, etc.

We agree to maintain our property to ensure the best comprehensive return on investment.

Owner

Date

Owner

Date