

Lakes Property Management LLC

910 Wells Street
Lake Geneva, WI 53147
Tel: (262) 249-1922
Fax: (262) 348-9887
Email: Rentals@lakespropertymgt.com
Web Site: www.LakesPropertyMgt.com

Dear Resident:

Thank you for choosing Lakes Property Management, LLC, to help you in locating a home. We hope that we are able to help you in settling into your new home with as little inconvenience as possible. We understand the problems that can arise in any move, and have tried to anticipate your needs for a smooth transition into your new home. Please read the attached Resident Information Letter, which explains the lease agreement more fully. It will also answer many questions that, from experience, we have found are frequently asked.

If you consider purchasing a home after the expiration the lease term, we can help you buy any new or pre-owned home in Walworth County. Please contact our office and request to speak with Ryan Southwick, WI Real-Estate Broker, on how we can help you further.

Our property management department is closed on weekends and holidays. If you have an **EMERGENCY REPAIRS** (*water leak, no heating or cooling, sewer backup, fire,...*) we have a 24 hours/ 7 days a week service at **800-619-8608**. Please don't expect them to be able to assist you with any other request; they will advise you to contact our in property management office during normal business hours. Your cooperation and understanding is appreciated.

We need and appreciate your business, and our staff will do their utmost to resolve problems to your satisfaction. Our goal is to always provide you with efficient and courteous service. Please feel free to offer suggestions on how we can improve this packet.

We wish you a very pleasant stay and look forward to a mutually satisfying relationship.

Sincerely,

Lakes Property Management, LLC

Office 262-249-1922
Rentals@LakesPropertyMgt.com

RESIDENT INFORMATION LETTER

1. **CHECK-IN PROCEDURES:** At the time you sign your lease, you will be provided a signed copy of the property checklist on your home. You have seven (7) days after occupancy to report, **in writing** on your Seven Day Discrepancy List, any defects not listed on the checklist. This does not mean that all flaws or minor defects will be corrected - only those that we deem required. Please do not telephone this information to us; use your Seven-Day Discrepancy List, retain a copy for your files and mail us the original. When returning your discrepancy list please provide us with your new home phone number and work phone number(s).
2. **UTILITIES:** Unless your lease indicates otherwise, utilities are the responsibility of the resident. Listed below are the telephone numbers to call to have utilities turned on and off. When it is time to switch from cooling to heating, City Service Board will assist you in lighting your furnace for a minimal service fee. The deposits and fees listed below are estimates. Please contact each entity directly for their current rates.

Alliant Energy..... 800-862-6222

WE Energieies..... 800-242-9137

Cable Service Please see attached form

Water Company..... Please see attached form

ALL PHONE NUMBERS LISTED ABOVE ARE SUBJECT TO CHANGE.

3. **LEASE PAYMENTS:** Please refer to your lease, lease addendum for information on lease payments (due dates, amounts and penalties.) The office does have a night drop box located next to the front door to the office. Please note we do NOT accept cash.
4. **LPM OFFICE HOURS:** Monday - Friday 8:00 AM to 5:00 PM (except on holidays)
5. **LPM OFFICE /PHONE NUMBER AND EMAIL ADDRESS:** Rental Specialist (262) 249-1922 (ext #2)
Email address is : Rentals@LakesPropertyMgt.com
6. **NON-SUFFICIENT FUNDS (NSF) CHECKS:** The consequences of a rent check being returned to us for non-sufficient funds (NSF) are costly. After receiving an NSF check, we will no longer accept your personal check for payment of future rents, maintenance charges, etc. When your rent check comes back NSF, it is as if rent has never been paid. At that point, it costs you a NSF check handling charge, **plus** the late charge printed in your lease. These charges accrue in accordance with your lease. Once we have communicated with you and have made notations of your intentions to make your NSF check good with a money order or cashier's check (no personal checks), it is up to you to fulfill this agreement. Failure to do so will leave us no option but to deliver a "Notice To Quit and Vacate".

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in order for us to continue to accept your personal checks. The NSF fee must still be paid. **NSF rent checks will not be re-deposited.**
7. **BILLING FOR LATE CHARGES:** This expense to you is stipulated in your lease agreement/ Non-Standard Provisions. Our policy is to withhold from your next regular monthly rent payment any amount you owe which is over thirty (30) days past due. This will cause you to be delinquent on your rent. If this occurs, we must proceed with our standard collection action by delivering a Notice to Quit, which becomes an additional expense to you. To prevent unnecessary expenses to you, please pay your non-rent charges on a timely basis.
8. **CABLE/ SATELITE TV.** Cable TV and telephone installation and maintenance expenses are the responsibility of the resident. These are considered to be luxury items. The property owner must approve any installation of antennas, drilling through walls or other penetration of the structure. Please use the **enclosed form** to fill out and obtain approval prior to having work scheduled.

9. **MAINTENANCE.** If one of our repairmen report that a problem was due to your negligence, you will be billed the total expense of the repair bill. If **you** call a repairman, we cannot reimburse you for the amount of the bill. NOTE- As a tenant you can not replace items and take off the rent.

10. **EMERGENCY REPAIRS:** See below table for information on EMERGENCY REPAIRS. Please use EMERGENCY PAGING NUMBER 800-619-8608 for these issues ONLY.

Routine maintenance problems which occur after normal working hours, on holidays, or weekends will be deferred until the next business day. Only the following emergency calls will be handled after normal office hours:

Emergency repairs (as defined below) should be reported immediately.

- A. **FREE FLOWING WATER** that cannot be turned off and may result in damage to personal property and the home.
- B. **ELECTRICAL PROBLEMS** that may result in complete loss of power, possible fire and damage to the home and contents.
- C. **BACKING UP OF SEWER LINE** which may create health hazards.
- D. **NO HEAT** during winter months.
- E. **EXTERIOR DOORS LOCKS** not locking which may cause the property to be unsecured.

Maintenance problems in the following categories **ARE NOT CONSIDERED TO BE AN EMERGENCY** and will not be acted on until the next business day, so please do not expect a return to normal service sooner.

- Air conditioning problems
- No hot water
- Broken windows
- Homes with two (2) complete bathrooms-toilet stoppage in one of the bathrooms
- Refrigerator problems

Repairmen are not employees of our company and consequently, we do not control their work hours. Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

Please keep in mind that while your problem may cause you inconvenience or discomfort, it may be something that can wait until the next normal working day. Again, your cooperation in this matter is appreciated.

11. **GARBAGE SERVICE.** Disposal of LARGE personal items (TVS, COMPUTERS, PAINT, TIRES, BATTERIES, REFRIGERATORS, AND FURNITURE) are your responsibility and cost to have removed from the property. Please contact your garbage service for a special pickup and billing to be completed.

12. **RENTERS INSURANCE.** To cover damage to your personal property during a flood, fire, natural accident, theft or other incident, we require all our tenants to have renters insurance. Failure to have the proper insurance and if a failure occurs can cost you dearly.

13. **GAS APPLIANCES: Caution and safety is a must when using gas appliances.** If your home has a gas stove, hot water heater, furnace, or you are using gas space heaters **be extra careful!** If you smell gas in the home, prior to re-lighting the pilot light on your stove or re-lighting other gas appliances, make sure the home is properly ventilated by opening windows and doors. If, after you have properly ventilated your home, you still smell a gas odor, **PLEASE CALL THE GAS COMPANY AT 800-242-9137.** When using gas stoves and gas wall, floor or space heaters be sure to leave a window partially open, especially in sleeping areas.

14. **FILTERS:** Air conditioning and heating filters require cleaning or replacement AT LEAST ONCE EACH MONTH (trouble remembering? --do it when you pay the rent or Electric Bill!). Depending on the conditions, it may be necessary to replace the filter twice a month in order to be fully effective in keeping dirt out of the air conditioning or heating elements. Changing or cleaning these filters is your responsibility. If there is a breakdown of the system caused by dirty filters, you will be charged for the cleaning and necessary repairs. Clean filters also mean lower maintenance and utility bills.
15. **BASKETBALL EQUIPMENT:** Please do not install any type of basketball equipment on the roof or any other portion the house. Installation of this equipment may cause damage to the roof of the home.
16. **PEST CONTROL:** The control of mice, ants, etc., is your responsibility. The property owner does not provide this service, unless noted in writing upon initial check-in and then only a one-time treatment.
17. **PARKING OF VEHICLES:** Please **DO NOT** park or clean vehicles on grass areas around the home. Major vehicle repair is not allowed in the driveway or on the street in front of the home.
18. **SMOKE ALARMS and CARBON MONOXIDE DETECTORS:** All rental property must have a minimum of one smoke alarm and Carbon Monoxide Detector. You should check the alarm periodically to insure it is operating properly. The primary cause of an inoperative unit is "dead" batteries; it is your responsibility to replace them. To determine if the smoke alarm is operative you can hold a candle or a lighter next to it. Some alarms will beep to indicate a weak battery. To check the battery, take a broom handle and push it gently against the center of the detector's cover. If the batteries are okay, the alarm will sound. Notify us immediately if your home does not have a smoke alarm/ Carbon Monoxide Detector or if the one(s) you have are inoperative.

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Rep's Initials _____

Tenant's Initials _____

Date: _____