



Resident Handbook

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Email: hello@myhavengroup.com



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This handbook is meant to inform our residents of the vital information they need in order to enjoy their rental experience. It will serve as your guide regarding paying rent, handling maintenance, lease renewals, early terminations, Homeowner Association issues, property visits, and a host of other topics. You'll find just about everything you need in this handbook.

General Information

A. Office hours, numbers and basic company information

My Haven's normal business hours are from 9am to 5pm Monday thru Friday.

Mailing Address Only: 2590 Welton Street, Suite 200, Denver, CO 80205

Office number: (303) 228-7800

Email: hello@myhavengroup.com

Text: Use the Chat function in the resident portal for the quickest response!

B. My Haven commitment to our Residents

1. We commit that our marketing material, and the information on our web site will accurately represent who we are, what we've accomplished and what we do; no exaggerations.
2. We will hire only the best staff, consistently train them and work at moving them to the best possible position of service to our customers.
3. We will always treat customers, vendors and each other with courtesy, respect, and professionalism.
4. We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all-important priority of great customer service.
5. We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.
6. We will not tolerate unethical behavior by our staff or vendors.
7. We will follow the laws and code of ethics that regulate our business.
8. We will trust our staff and create a safe and healthy work environment that fosters respect and opportunity for personal and professional growth.
9. We will constantly strive to protect our owners from the liabilities of owning rental properties.
10. We will strive to be a leader in the property management industry.

C. My Haven – Mission Statement

At My Haven, we are a people first company that utilizes expertise, innovation, and technology to create value and maximize investment potential for owners while providing residents with a welcoming home. We prioritize transparent partnerships, cultivate team growth and happiness, and corroborate with all stakeholders to maximize the brand's potential.

D. My Haven – Core Values

Our Core Values are statements that we designed to measure ourselves by. We hold out these values to ourselves and to our owners to make sure we measure everything we say and print about ourselves.

1. **People:** We prioritize the needs, safety, and satisfaction of our owners, residents, vendors, and associates, recognizing that people are the heart of our business. We are obsessed with the people we work with.
2. **Excellence:** We are committed to delivering exceptional service. We take ownership of our actions, responsibilities, and commitments, ensuring we deliver on promises.
3. **Communication:** We prioritize open, transparent, and timely communication. We listen to the needs and wants of our owners, residents, and associates, and provide clear and concise answers.
4. **Teamwork:** We maintain a diverse and collaborative work environment which ensures collaboration and cooperation while achieving our goals. We invest in individuals and recognize all team members' contributions toward realizing our vision.
5. **Modernization:** We value continual growth and improvement, regularly evaluating our processes, seeking feedback, and implementing innovative solutions to enhance our services and operations. Change is hard but you never improve by staying the same.
6. **Success:** We work hard, work smart, and work together. From that, we celebrate successes, and the rest will follow. The future is as bright as our vision!
7. **Balance:** We recognize that balance is key and prioritize the health and wellness of our associates both inside and outside of work. Life at home is equally, if not more important, than life at work.
8. **Integrity:** We conduct ourselves with honesty, transparency, and ethical principles, upholding the highest standards of integrity in all our interactions and decision-making processes. We do not seek outside recognition to guide our behavior and are focused on mastering our craft. No job is beneath us.

Paying Rent

A. Payment Options

We offer electronic payment options to ensure prompt and secure rent payments. Once you are registered in the resident portal you can start paying electronically. All ACH payments are free; however, credit card payments carry a 4% processing fee that is charged by RentVine, our payment processing company.

B. Due Date

Rent is due on the **FIRST** of the month and is considered late on the 8th at 11:59 PM.

C. Personal Checks

Personal checks are not accepted by My Haven. However, certified funds are required if checks are being returned for non-sufficient funds. We will notify you if certified funds are required.

D. Automatic Electronic Monthly Payments

My Haven offers you an option with electronic payments that will set up your payment for automatic withdrawal each month. This can be set up in your resident portal for payment and modified by you at any time.

E. No Cash

We have a “NO CASH” policy for everyone. Please pay online through the resident portal.

F. Late Fees

After the due date, rent will not be accepted without the 5% late fee of your monthly rate. We encourage you to pay rent by the 1st to avoid paying any late fees.

G. Late Payment Contact

My Haven will attempt to contact you via email or text message informing you that rent has not been paid successfully.

H. NSF Check or Electronic Payment

The NSF (non-sufficient funds) fee of \$20 is due regardless of the reason. (Your bank may reimburse you for this charge if they were at fault.) If this happens, My Haven has the right to request certified funds from that day forward. You will be given 48 hours to make the check good prior to further additional action. After two rejected NSF payments, resident online portal payments will no longer be an available option and only certified funds will be accepted.

I. After the 8th

If rent is still unpaid by the 9th, My Haven will begin eviction proceedings. A Demand for Rent or Possession will be sent to the leased premises. Once this has started, rent will not be accepted without all of the late fees and administration fees being brought current in certified funds only. After two Rent Demands, resident online portal payments may no longer be an available option.

J. Pro-Rated Rent

Rent is always due on the 1st when the lease is executed. Pro-rated rent may be necessary on a mid-month move in. Keys will not be turned over to a resident until the pro-rated rent and all move-in fees have been paid. This payment is also subject to late fees in the same manner as a regular rent payment.

K. Last Month

Rent is required every month, including your last month. You may not use your Security Deposit to pay rent at any time.

L. Payment Ledgers

My Haven keeps close track of all moneys due and paid by each resident. You are able to view your resident ledger at any time through the online resident portal. Any requests for additional ledger details can be sent through the chat portion of the resident portal or emailed to us.

M. Paying Less Than The Balance Due

If there is an outstanding balance due on your account, we will notify you in writing. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by the property manager, in writing. All payment plans are subject to a \$100 administration fee per occurrence. You will not be able to keep a running balance due.

Maintenance Issues

A. Emergency Maintenance

My Haven provides residents several ways to report maintenance issues. The primary and best way to report an issue is to call into My Haven at (303) 228-7800 to report an emergency maintenance issue. We define an emergency as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer back up, burst water pipes, burst water heater, etc.

For after-hours emergency maintenance items, call: (303) 228-7800

1. Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

2. Examples

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 40 degrees). If the emergency is life-threatening, call 911 immediately!

3. The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, A/C out and temperature outside is below 85 degrees, or the property has 2 A/C units, and one is still functioning properly, water heater out. My Haven is not liable for loss of food caused by appliance breakdown.

4. Warning

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. If you request an emergency work order for a non-emergency and contractors are dispatched to your home because of this call, you will be charged a \$100 fee. Do not call in an emergency unless it is truly an emergency. You will also be charged a \$100 trip charge if you set up an appointment with a contractor and do not show up.

B. How to submit a work order request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the resident, we make it easy to request maintenance. All regular work orders should be submitted online through the resident work order. Please do not text, email, or call the office for regular maintenance requests. Inputting into the resident portal is the best way to track all open

C. Resident's Maintenance Responsibilities

Renting a house is not like renting an apartment. My Haven does not have a maintenance handyman living in your neighborhood to run to the property and fix things as soon as we are called. There are some items that you can take care of

yourself such as clogged garbage disposals, GFCI switches that need to be reset, and minor items as explained in this document that you were presented throughout the lease.

Single-family homes, condos, and boutique apartment buildings are different than large apartment buildings. In an apartment community there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single-family home, condo, or in a boutique building. Keep this in mind:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e., chipped paint, missing screens, doorbells that do not work, etc.).
2. Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem. All repair charges are due upon completion of the work.
3. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e., roots in system). Clogged plumbing will be your responsibility.

It is the resident who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, My Haven will take on the challenge. If our vendors or a plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. The homeowner will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

4. Monitoring of security systems is not handled by My Haven or the owner. Residents will need to make their own arrangements to set up this service at their discretion and their own expense.
5. We will make every effort to deliver the property to you free of pests. It is the resident responsibility to keep it that way. We recommend you use a licensed professional for any periodic pest treatment. If a larger problem arises concerning large animals or rodents, contact My Haven and submit a repair request.

6. Unless otherwise specified, lawn care is a resident responsibility. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance. This also includes winterizing the irrigation system each autumn.
7. Change HVAC air filters at least quarterly. The system will run more efficiently, you will save money, and have less dust in your home. You will receive filters quarterly as part of your Resident Benefit Package to ensure this task can be completed.

Contractors are just like us – they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5pm, Saturday or Sunday) the resident will pay their after-hours premium for “non-business hours service.” Think of it as a “co-pay” for the convenience of getting non-business hours service. The exception of course is emergencies.

D. Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, clogged toilets, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

1. Summer: HVAC (Air Conditioning)

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. **Please check the breaker first.** See "Reset Circuit Breakers" below.

If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of time the coils have frozen up. When the technician gets there, he won't be able to do anything until the coils thaw out. This means 2 trips for the HVAC technician, and a longer wait for you.

2. Change Your Furnace Filters

[How To Change an Air Conditioning Filter - VIDEO](#)

3. Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

[How to Reset a Tripped Breaker - VIDEO](#)

4. Garbage Disposal Reset, Use, and Care

- **Reset the garbage disposal**

If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker), lean down and take a look at the underside of the garbage disposal. Push in that little red button which resets the system. If the disposal was just overworked, or if there was a power surge, this may fix the problem: [How to Reset Garbage Disposal - VIDEO](#)

- If this does not fix the problem, **do not attempt to fix the garbage disposal yourself since it could be very dangerous.** - please submit an Online Maintenance Request so that we can have one of our contractors come out.

5. Garbage Disposal Use and Care: Things to Never Toss Down the Drain [Garbage Disposal Use and Best Practices - VIDEO](#)

6. Resetting GFCI

GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short-range from water but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. To make the outlet functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom. Refer to this video: [GFCI VIDEO](#)

7. Clogged Toilets

If our plumber determines that a clogged toilet was caused by the resident, then very possibly the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the toilet yourself using these simple and helpful hints.

[How to Un-Clog a Toilet – VIDEO – Click Here](#)

[How to Un-Clog a Toilet and Shut Off – VIDEO – Click Here](#)

8. Replacing the Toilet Flapper Valve

This one's really easy and one of the simplest repairs in the house. Also note: the water in the reservoir is filled with clean water, so getting your hands a little wet should not be a concern.

[Fix a Leaking Toilet Flapper Valve for Little or No Cost - VIDEO](#)

9. How to Reset a Garage Door Remote Control

[Reset Garage Door Keypad Code PIN & Remote Control Opener - VIDEO](#)

E. Maintenance Priorities

Since everything isn't an emergency, we have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house.

Target: Up to 24 hours

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, A/C out or the property has two (2) A/C units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. My Haven is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category High: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems. **Target: 2-4 business day service**

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category Medium: Normal Maintenance

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business day service**

Category Low: Non-Essential Maintenance

Fence repair, gutter cleaning. **Target: 15 - 30 day service**

Category Low: Not a Habitability Issue

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing doorknob; cabinetry repairs. **Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.**

Resident Damages

Damages caused by abuse or misuse will be charged back to the resident. We will rely on the servicing contractor to tell us what caused the problem.

If plumbing gets clogged due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber will be resident responsibility (minimum \$150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e., roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by people, not by a defect of the property. Clogged plumbing is often resident responsibility but will be reviewed on a case-by-case basis.

F. After Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any after-hours premium charges. Our contractors work normal business hours and are only available after hours for true emergencies (and for additional compensation) as outlined in *A. Emergency Maintenance, Section 4*. They may or may not be available evenings, weekends, and holidays.

G. Scheduled Maintenance Visits

It is possible that the homeowner has selected from our list of six proactive maintenance procedures that may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite inspections, fall landscaping, etc.

H. Division of Maintenance Responsibilities

Below is a visual of maintenance items to remind you of what things you are responsible for and what My Haven is responsible for.

I. Maintenance Chargebacks

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, toys flushed down a toilet, GFI switch not re-set just to name a few, My Haven will notify the resident via email and place the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment or late fees will continue to accumulate.

Landlord vs. Resident's Responsibilities

Item	Landlord	Resident
Water systems breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	
Reset garbage disposal		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided)		X
Mandatory association dues	X	
Termite treatment and rodents	X	
Household pest control	X	
Maintain yard fencing	X	
Lawn mowing, trimming, and winterization		X
Shrubbery & pine islands maintenance		X
Security system repairs	X	
Security system monitoring		X
Microwave turntable		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

Critical Issues in the Lease

A. Right of Access

Our policy is to respect your right of privacy at all times. Under normal circumstances, we require that the resident be present for all actions inside the home. We will attempt to contact the resident to schedule an appointment for all actions to include walk thrus and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us permission to access the home at any time, but we prefer to respect the residents right to a secure environment and will always attempt to schedule access at least 24-48 hours in advance. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless water is flowing out the front door!

B. Move-In Inspections – zInspector Application

The move-in inspection done by the resident is designed to document the condition of the property at the time the resident takes possession, so that you are not held responsible for pre-existing damages. This will be the benchmark we will use when you vacate the property to establish charges for damages. Residents will receive an email upon move-in from our inspection provider, zInspector, and must complete the inspection no more than 5 days after key retrieval. After this has been completed, additional items cannot be added. Any damages reported on the move-out inspection that are not listed on the zInspector nspection will be your responsibility.

C. Lease Renewals

Your lease automatically renews on a month-to-month basis at the end of the lease term unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically be renewed on a month-to-month basis. There is a \$300 monthly charge for any resident that rolls on to a month-to-month contract. We track all our lease renewals and will begin to contact residents 90+ days from lease expiration to find out your intentions of either renewing the lease or vacating the home.

Notices to Vacate must be in writing per the lease agreement. Letters and emails to our staff are always accepted. Your safest bet is to notify us of your intent to utilize the Notice To Vacate option located in the Resident Portal.

D. Rent Increase and Renewal Process

The lease term will have a clearly marked end date. According to the lease, My Haven can send you notice that the lease rate will change 61 days prior to lease end. This is a non-negotiable lease change and does not require your signatures to implement. We strive to maintain good relationships with residents and conduct business fairly on the

lease rate. Residents also need to understand that the owners home insurance and property taxes are usually items that go up in cost every year. It is commonplace in this market to see annual increases.

E. Subletting

Subletting is when you move another person in to share the rent (without adding them to the lease) or move out of the home and let someone else pick up the rent. There is no subletting allowed without company written approval. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of the current residents or occupants on the lease needs to move out, coordinate this action with My Haven. Do NOT sublet to another resident or occupant without written permission from My Haven. We have a procedure to add a renter to the lease. Contact us first!

F. Early Termination

The My Haven Residential Lease Agreement has a clause that will allow a current resident to terminate the lease early to take the below steps. Once these steps are completed, all break lease fees are paid, and the home is turned over in good condition, the existing lease will be terminated early. Payments can be made through the resident portal. No action will be taken to begin to market the home until this payment is made. Once all appropriate steps are taken, deposits can be refunded in accordance with the lease agreement.

IMPORTANT: All rent payments, utilities, and upkeep of the home are the responsibility of the outgoing resident up to and until the day the lease starts with the incoming resident.

- **Offer My Haven a tentative move out date.** Example – the home will be ready to turn over to a new resident no later than “x” date. This date is very important in our marketing efforts to inform any potential residents when the home is going to be available. This date can be flexible.
- **Assist with all showings.** It is in the outgoing resident’s best interest to assist with all the showings to facilitate attracting a new applicant. Allowing for time to show the home when requested and to make the home look as nice as possible will only aid in renting the home quickly.
- **New Resident Applies.** My Haven may be in contact with the outgoing resident to verify move out dates, or to propose a plan for move out to work with an incoming applicant. Once a new potential resident has applied, been accepted, delivered a security deposit, and signed a new lease agreement – the outgoing residents lease can be terminated early.
- **Vacate the home in accordance with the lease.** All the same standards apply in cleanliness and condition as indicated by the signed lease agreement. The deposit refund will be determined once the outgoing resident vacates, and the home has been inspected. Fees can still be assessed if the home is left dirty, or there is any damage to the home.
- **Provide the property manager a forwarding address.** This will be used to send a copy of the terminated lease amendment and the balance of all security deposits. With these actions being completed, the current lease will be terminated early, and the outgoing resident will have fulfilled the lease, and all of their responsibilities to that lease in good standing.

G. Lawn Care

In most circumstances, the resident will maintain their own yard. One of the differences you have when renting a house (as compared to a town home or apartment) is you are responsible for lawn care unless there is an agreement between the resident and My Haven that the landlord or a third-party vendor will maintain the yard. Refer to the lease as to who has responsibilities for the lawn care.

If the resident would like to request that My Haven maintain the yard, this can be arranged. The cost involved will usually be added into the lease agreement raising the monthly rent depending on the size of yard.

Failing to maintain the yard will create serious problems for the HOA and homeowner. This will generate complaints from the neighbors and if there is an HOA, there could be fines assessed. **Residents will receive a \$100 charge for any complaint letters from the local HOA regarding any lawn maintenance issues.**

H. Pest Control

If bigger issues arise such as large pest issues, bed bugs, or more costly expenses, My Haven will work with the Owner to assist in finding a resolution. Depending on the circumstance will depend on who is responsible for payment.

I. Contact with the Owner

My Haven is your management company and will be your only contact during your residency. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Do not assume they are who they say they are. Always protect yourself from people who claim to have some authority over the property. If the owner is planning on doing a walk thru at your home, you will be notified well in advance. If someone shows up to your door claiming to be someone wanting to enter the property without you being notified, do not let them in and refer them to us for permission.

Housekeeping Documents

A. Pets (Authorized and Unauthorized)

Many owners will allow pets, and some will not. We require ALL residents to have a profile in PetScreening, this includes residents with animals, ESA or Service Animals and residents with no animals. If you bring in an unauthorized pet, no matter circumstance, we assume you had it the day you moved in and you will pay penalties and monthly pet fees outlined on the Pet Addendum of your lease agreement.

B. Smoke Detector/Co2

Detectors will be in good working order prior to moving in. You are responsible for keeping good batteries and replacing batteries as needed in all detectors. Let us know if they do not work after attempting to change batteries.

C. Renter's Insurance

Included with ALL lease agreements under My Haven is the Resident Benefits Package (RBP). Residents will receive the benefits listed below which are automatically included for \$39.95 per month.

- 1) \$100,000 in liability coverage.
- 2) \$10,000 personal belongings coverage.
- 3) No additional charge for ACH rental payments through the portal.
- 4) Credit building to boost score for all timely payments.
- 5) \$1 million in identity protection.
- 6) HVAC filter delivery service (if applicable).
- 7) Resident rewards program including onboarding gift.

If the resident chooses to get their own insurance, the Resident Benefits Package monthly amount will be adjusted accordingly. Visit <http://insurance.residentforms.com/> and follow the instructions listed there to provide evidence of the required insurance coverage to your Landlord. The Resident Benefits Package monthly rate will be adjusted by the premium amount in the policy.

Please be sure that your policy meets the following criteria prior to submitting:

- Policy is purchased from an A-rated carrier.
- Policy meets or exceeds the required \$100k in liability and \$10k in personal belongings.
- My Haven is listed as additional interest.
- My Haven address is listed as: PO Box 660121 Dallas, TX 75266

D. Property Visits

It is the policy of My Haven to do an annual walk thru to include a third-party assessment of the home, whether that is an inspector or through our resident inspection service application, zInspector. In some cases, an owner may require a bi-annual assessment to be completed. These arrangements will be made with you far in advance with appointments scheduled. This should only take less than 30 minutes. We would request that you be present if an inspector is in attendance. We are not there to address housekeeping, but to address property issues and report to the owner regarding any deferred maintenance they need to address. We've done hundreds of these over the years and understand your concern for privacy. This will also be a time to point out any concerns you may have with the home so it can be documented at that time.

Utilities

A. Get Utilities Connected Before Move-in

You must make sure utilities are on before you take possession of the property. If you fail to make these arrangements, you may be in the property a few days before the utilities are on. If you fail to have the utilities on in your name at move in, there will likely be chaos, frustration, arguments, and costs.

To facilitate a smooth utility transition, please follow these steps:

- 1) Access Our Platform: Use the following link to locate and connect with the required utility providers: <https://utility-setup.com/my-haven>.
- 2) Input Confirmation Details: Once you've established your utility services, input the relevant account or confirmation IDs into our platform. This step ensures we're able to track and manage your utility services effectively.
- 3) Should you have any inquiries or require assistance regarding essential utility options, our chat support feature within the provided link is readily available to assist you.

B. Keep Utilities On and Bills Current

Failure to keep utilities on (and bills paid) during your stay may result in a default in your lease. Never turn the heat or air conditioning off during your vacations, especially during cold weather. When utilities are off, there is an increased possibility for burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often do not have the insulation houses do and pipes freeze easily. Always keep utilities on!

C. Keep Utilities on through the Move-out Inspection

You must keep utilities on through the end of your lease. If we need to complete a move-out inspection in person, utilities must be on. The result of any utilities being disconnected early will result in a \$50 fine per your lease agreement.

Homeowner Association Issues

If a Homeowners Association manages the community, you need to get familiar with the basic rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcement of their rules and resisting them will only cause you grief and cost you money. Review the HOA's website to get familiar with the rules in the community.

If an owner is charged any sort of fine for any violation, the resident will ultimately be charged for that plus an administrative penalty from My Haven.

Here are some of the most common issues we deal with on a continual basis:

A. Yards

Hands down, the number one complaint we get from owners is letters from the HOA stating that your yard is too long. In most of our homes, the resident is responsible for the yard maintenance. When they fail at maintaining the yard to the HOA's liking, the owner gets a letter. Often time, this is the first violation of any kind the owner is receiving about anything from the HOA, and they typically make a very big deal about this assuming the resident is not maintaining the yard at all.

If My Haven receives a letter from an owner, who has received a letter from their HOA, the resident must comply within 10 days to avoid further legal action, as outlined in the lease. There also may be administrative charges for My Haven to put corrective action in motion to ensure the HOA request is met.

B. Parking

Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines.

C. Access to Amenities

Occasionally there are keys, passes and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. HOAs often try to prevent renters from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your ID's, and sign waivers to use their amenities such as the pool or playgrounds.

D. Parking for Boats, Trailers, and RV's

One of the biggest complaints coming out of the HOA's is when a resident parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about when a boat, trailer, or RV can be parked at the residence. If a resident owns a boat, and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend. An example

would be the before and after a weekend fishing trip while gear is picked up and dropped off. Any overnight parking if found will result in a letter sent to the owner. The same holds true for trailers, large commercial trucks, or RV's. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence more than a few hours.

E. Trash, Recycling, and Large Item Disposal

It is the responsibility of the resident to follow the guidelines of the HOA with regard to setting out trash and recycling bins for pickup as well as bringing them back in. Additionally, any large item pickups must be coordinated alongside the large pickup item schedule set by the HOA or the trash service company. Large items are not to sit outside for pickup more than the scheduled pickup day.

If My Haven receives a letter from an owner, who has received a letter from their HOA, the resident must comply within 10 days to avoid further legal action, as outlined in the lease. There also may be administrative charges for My Haven to put corrective action in motion to ensure the HOA request is met.

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and a foreclosure would then threaten your rights in the property.

A. What to do if you receive a foreclosure notice

If you receive any notices about a pending foreclosure, forward a copy to us immediately so we can check it out with the owner. Most foreclosures are called off by the lender in the final days, so don't panic. You may have several options including staying in the property until the end of your lease.

B. Renter's Rights in Foreclosure

In May of 2009, congress passed into law the "Renters Rights in Foreclosure Act" guaranteeing renters the right to remain in a foreclosed property until the anniversary date of their lease. If a foreclosure takes place, you'll be paying rent to the lender, but you won't have to move under the new law.

Move Out Procedures

A. Showing Instructions

Your lease agreement authorizes My Haven to show the property for rent the last 30 days of your lease. This may include placing a key box on the property to begin showing the property to prospective residents with 24 hours' notice. We use Rently to schedule showings and to record who is showing the property and the approximate time they are seeing/showing it. **YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!** Please secure your pets or remove them from the property if they interfere or prohibit showings.

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to that particular key box, with the codes guarded by our staff and our security measures. **Do not lock the keyless deadbolt on the front door.** If there is a security system, call our office to confirm that we have the correct security code.

Residents will be charged \$100 per incident if they prohibit showings!

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from My Haven. If they show up unaccompanied by an agent - refer them to our office to make arrangements to see the property. If you have any questions call our office.

B. Preparing For Move Out

1. You must provide the office a complete Forwarding Address.
2. Turn off all automatic payments.
3. All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in to our lockbox by the expiration date of the lease agreement. Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.
4. We will conduct a final move-out inspection after surrender of the home as well ask that you complete the resident move-out inspection through the zInspector app. We will compare the move-in pictures with the move-out pictures along with your inventory and condition form, and the reports from the maintenance personnel after you move-out to determine if there will be any charges against your security deposit. **We do not offer move out inspections with residents present at the property.**
5. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, residents will be charged a \$100 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your security deposit.
6. Residents are not permitted to go back on the property after vacating and surrendering.
7. Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE:

1. All personal belongings must be removed from the premises.
2. PAINTING: Please remove all nails – DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling. Charges for excessive damage to the walls will depend on length of time in the property and whether it exceeds normal wear & tear.
3. CARPET CLEANING: **Carpets must be professionally cleaned.** One of the biggest issues we run across is when a resident turns over a home to us and the carpets were “cleaned” by renting a Rug Doctor from the grocery store. This is not considered acceptable carpet cleaning but used to meet the requirements. A receipt from a professional carpet cleaning company is required as proof of cleaning.
4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Clean or replace Air Conditioner filters with pleated filters as you vacate the home.
6. Walls, baseboards, and ceiling must be cleaned and free of cobwebs and lint.
7. Clean fireplace, hearth, and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean windowsills, mini-blinds and vertical slats.
10. Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
14. Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.

15. KITCHEN: Clean Kitchen appliances inside and out, replace burned-out light bulbs:
- A. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
 - B. Clean oven/range hood vent including filter.
 - C. Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.
 - D. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
 - E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.
 - F. Clean all countertops, cabinets and drawers.
 - G. Clean all cabinets, inside and out.
 - H. Clean all drawers, inside and out.
 - I. Clean sinks, faucets and countertops. Return stoppers to sink.
16. BATHROOMS:
- A. Clean mirrors, light fixtures and medicine cabinets.
 - B. Clean all cabinets and cabinet drawers – inside and out.
 - C. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
 - D. Mop or vacuum flooring.
 - E. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.

OUTSIDE:

- 1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
- 2. Any animal droppings are to be picked up and disposed of.
- 3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
- 4. Replace damaged screens and windows.
- 5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and debris.
- 6. Repair any pet damage to yard, fencing or other outdoor areas.

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not guarantee the home is clean. If we feel the home needs additional cleaning, we will charge for these services.

Follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

C. MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition. We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

1. The following information is provided to help you get your security deposit returned without any misunderstandings:
 - According to the terms of your lease, My Haven has up to 60 days to return your security deposit once you surrender the home and provide a forwarding address. Normally, it shouldn't take more than 30, however, it could take up to 60. Security deposits will be mailed to the forwarding address left with us or sent via ACH.
 - Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the checklist in this handbook for further information.
 - Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition. Your lease agreement authorizes us to place a lockbox on the home, containing a key to show the property, during the last 30 days of your lease or at any time the Landlord lists the property for sale.
2. Residents may surrender the use of their home by leaving all keys and remotes on top of the kitchen counters and by then sending an email to our office indicating they have surrendered the home and vacated. **All Keys, Garage Door Remotes, Gate Remotes, Pool Keys, etc. must be surrendered.** To ensure the home is locked, use one of the door keys to lock the door and put it in the lockbox located at the property OR you can put all the keys in a kitchen drawer and lock yourself out.
3. Please turn in any cleaning services receipts upon move-out for consideration.
4. If agents are denied access or are not able to access the property because of resident's failure to make the property accessible, resident will be charged a trip charge of \$100.00.

Residents are not permitted to go back on the property after vacating.

D. Possible Charges to your Security Deposit

We have compiled a list of average charges. Nothing herein should be construed as a limitation on agents' rights to pursue resident for damages not specifically listed. These are minimum charges and prices may not include trip charges or labor.

GENERAL CLEANING CHARGES:

Clean Carpet - Starts at \$150 + Oven or Stove \$75 + Vent Hood \$35+ Replace Range Pans \$40+ Refrigerator \$50 + Freezer \$20+ Counters/Cabinets \$5+ each Toilet \$30+ Drawers/Sinks \$5+ each Bathtub \$30+ Dishwasher \$20 + Mirrors \$10 +each.
Mini-Blinds \$20+ each Windows \$10 +each Vertical Blinds \$35+ Floors \$30 +
Ceiling Fans \$25+ Patio \$25 +
Sliding Glass Door \$25+ Clean Garage \$50 +
Cleaning dirty vent a hood \$35 + Furniture Removal \$75 + Cleaning walls (per wall) \$35+
Re-keying when no keys are returned \$85+ Trash Removal from interior of house \$65 + Trash Removal from exterior of house \$65 + Wash Windows and tracks \$20+each.
Cleaning Fireplace \$35 +does not include chimney.

DAMAGE/REPLACEMENT CHARGES:

Tub stopper/Drain covers \$15+ Blind Wand \$5+ Drip Pans (all 4) \$45+ Vertical Slats \$15+ Vertical Blinds \$100 + Light Bulbs \$5+ each Mini-Blinds \$40 + Specialty Bulbs \$15 +each Light Fixtures \$100 + Screens \$35+
Door Replacement \$100 + Window \$200+
Light Globes \$25+ Oven Rack \$30+ Toilet Seat \$40+ Switch Plates \$5+ each
Reinstall Doors on Track \$30+ Battery for smoke alarm \$10.00+
Service call / Trip Charge \$80+

These minimum charges are subject to change at any time without notice. COST AND LABOR WILL BE CHARGED FOR:

Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair, Painting, Mow and Trim Lawn, Trim Shrubs, Trim Trees

E. Frequently Asked Questions

1. When is my Move-Out Inspection?

The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection will be done within a few days of you completely vacating the property. We can't do a complete move out inspection until you have completely vacated, so don't schedule your inspection until you're sure when you'll be totally moved out.

2. Why is there a lockbox on my door?

The lease gives us the right to market the property during the last 30 days of your stay. We will install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective residents. If you resist this and try to prevent showings as described in the lease, you will forfeit your security deposit so cooperate with us and we'll make the transition smooth.

3. What happens if I limit showings?

During the final days of your occupancy, it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or residents.

4. How do I get my security deposit back?

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in.

5. What are potential charges to me if all items are not satisfactory at move-out?

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition. Save yourself money and return the house to its original condition when you move out. Don't forget to turn in keys, garage remotes, passes, and mailbox keys!

6. Once you have determined the charges for repairs, can I go back and do it myself?

Unfortunately, not. Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

7. Where will the security deposit check be sent?

The deposit will be mailed to the address that you give us in writing or sent via ACH. If no address is given, we will mail to the last known address. Colorado requires us to return your deposit within 60 days.

8. What happens if I accidentally take the garage door remotes?

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you 5 days to mail the remotes to our office. If they are received within the 5 days window, the charge will be removed from your move out statement.

9. Do I have to be present during the move-out presentation?

No. We understand the difficulties in scheduling time away from your job. Your presence is not required at the move-out. Move-Out Inspections are scheduled Monday through Friday between 9 AM and 4 PM, not on holidays or weekends.

10. What if I do not have the time to do house cleaning, carpet cleaning, pest treatment, landscaping or other repairs?

We have reliable people who can do these things for you. We are happy to help. However, if you don't handle this we will deduct the cost of the invoices from your security deposit. Professional carpet cleaning receipts must be emailed to use prior to move-out OR your inspection.

11. How is the security deposit disbursed if there are roommates?

We will disburse the funds according to written instructions signed by all Residents. If all cannot agree, My Haven will disburse one check to all Residents on the lease.

12. What are my responsibilities if I had a pet?

The pet addendum calls for some specific items that you must do at move-out:

- a) Have the carpets professionally cleaned and deodorized. Have a receipt ready for My Haven when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
- b) Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are usually particularly sensitive to pet damage.
- c) Get rid of all pet related odors.

13. How do I handle utilities?

You are responsible for your utilities through the day of the inspection. Contact your utility companies and alert them of your moving date. Notify My Haven in writing concerning your last day of occupancy so we can plan to keep them on.

Utilities must NOT be turned off prior to the Move-Out Inspection! If utilities are off before the Move-Out Inspection is completed, you will be charged \$50 per provider to get them turned back on. Once a date is set for inspection, do not change it unless you have decided to stay in the property. If you move out a day early or a day late, do not change the utilities over.

14. What happens if my deposit is insufficient to pay all I owe?

You must make arrangements to settle up your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing.

15. What happens if I am not out the date I expected to be out?

You're still under the lease and rent is due. Keep utilities on until the move-out inspection to keep from paying any fines. If you do not give us clear instructions (e.g., I am out, you have the property.) we will be slow to enter the property and remove your personal items. If you do not notify us of your change in move-out date, you will incur a \$100.00 trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we do the move-out inspection, so let us know when you are out.

Miscellaneous

A. Lockouts

We all lock ourselves out of our homes from time to time. Residents are responsible for calling a locksmith as we do not have a lockout service. Since we do not have a locksmith on staff, whether it's at 2pm or 2am, there are plenty of locksmith companies that can meet you in a timely manner. If you need any back-up such as a copy of your lease to prove residency, please login to the resident portal where you will find a copy of your lease saved under the Files section. Note - If you change the locks, you must provide notice to My Haven in writing of this and provide us a copy of the keys.

B. Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. As our relationship grows, you'll become accustomed to the quick, efficient service you receive from our contractors handling your maintenance requests. Please be aware that your experience with home warranty contractors may not be the same. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them. You may be asked to pay the contractor their service fees at the time of service. If so, reimbursement can be arranged with the homeowner by submitting your receipt to My Haven.

C. Buying Your Rental or Another Home

If you are interested in purchasing your rental (if its' being put on the market) or another home and need a broker, we have relationships with some of the top companies and agents in Denver that are willing to walk you through the purchase process. Just let us know when you are ready and we're happy to match you!!

This will conclude the My Haven Resident Handbook. Should you have any questions or concerns outside of this document, feel free to contact us for further information. Thank you for your residency because at My Haven, happiness resides here!