



copper vine

# COPPER VINE

# TENANT HANDBOOK

## TENANT MANUAL

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## ***Copper Vine Property Management Welcomes You!***

As your new property management team, Copper Vine Property Management, would like to welcome you into your new home and thank you for choosing to work with us.

To achieve a successful tenant/management relationship, we have prepared the Copper Vine Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. CVPM wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of your rental property has retained CVPM as their Property Management Company and representative to manage the property. Therefore, you need to contact CVPM when assistance is needed as indicated on pages 5-7.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. We are happy to help!

***We wish you a successful and enjoyable tenancy in your new residence.***

<i>General Office Information</i>	
Address	
Mailing Address	11859 N Pecos St Suite 200
	Westminster, CO 80234
Telephone	
Toll Free #	303-750-7070
Internet	
Email	<a href="mailto:admin@coppervinepm.com">admin@coppervinepm.com</a>
Website	<a href="http://www.coppervinepropertymanagement.com">www.coppervinepropertymanagement.com</a>
Office Hours	
Monday – Friday	9 AM – 5 PM
Saturday	Closed
Sunday	Closed
Holidays	Closed
Emergency Information	
	Call 303-750-7070

We have a staff to assist you! You should have met your Property Manager already, but if you need more information, please contact us.

- **Management Team:** CVPM has assigned a Property Manager to your account. The Property Manager will concentrate on assisting you with all the details of your tenancy. Contact your property manager to answer any of your questions.
- **Sales Team:** CVPM can also assist you with your Real Estate needs, including buying or selling. We are experienced and licensed Real Estate agents in the state of Colorado.

Position	Name	Phone + Ext.	Email
Property Manager/ Realtor	Ryan Baessler	303-558-5188	<a href="mailto:Ryan@coppervinepm.com">Ryan@coppervinepm.com</a>
Property Manager/ Realtor	Brittani Cain	720-885-8727	<a href="mailto:Brittani@coppervinepm.com">Brittani@coppervinepm.com</a>
CEO/Realtor	Desiree Baessler	303-351-2323	<a href="mailto:Desiree@coppervinepm.com">Desiree@coppervinepm.com</a>
Operations/Leasing/Realtor	Carley Tharpe	720-815-6075	<a href="mailto:Carley@coppervinepm.com">Carley@coppervinepm.com</a>

## ***Tenant Communication***

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting us know what you need.

Use the phone, email, our website, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember we are here to help you.

### ***Telephone calls during office hours:***

During office hours, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. If your management team is not available, any of our office team members may be able to help you with your request.

### ***Voicemail:***

If, during the day you reach our voice mail system, or we are not available, leave a message, complete with your name and the telephone numbers where we can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### ***After hour's calls:***

Of course, the voicemail system will take all messages after hours.

### ***Emergency calls:***

During normal office hours, immediately state if you have an emergency. If you reach our voicemail system during office hours or after the office is closed, call **303-750-7070**, immediately choose the emergency option.

### ***Maintenance requests:***

If a maintenance issue should arise, please complete a maintenance request by submitting a work order online through your Tenant Portal. You can access your online portal at [www.coppervinepropertymanagement.com](http://www.coppervinepropertymanagement.com), select the “**CUSTOMER LOGIN**”, and then “**Resident Login**” or <https://coppervinepm.rentvine.com/portals/resident/>

### ***Change of information:***

It is important that you notify us of any changes in telephone numbers or email. These changes can be made by email at [admin@coppervinepm.com](mailto:admin@coppervinepm.com) or on your “**Resident Portal**”.

### ***Email:***

Email is a great way to communicate. We request that you send your emails, directly to your assigned property manager or to our general inbox at [admin@coppervinepm.com](mailto:admin@coppervinepm.com). CVPM will save your email address in our database from your application. This enables your management team to contact you quickly and efficiently when needed and send you important information. In addition, you may receive our company email notifications as important items arise.

Please note that although communication by email is encouraged, we will not accept notices to vacate by email. CVPM requires the Notice to Vacate in writing, instructions can be located at [www.coppervinepm.com](http://www.coppervinepm.com) within your Resident Portal.



**Website:** The CVPM website, [www.coppervinepropertymanagement.com](http://www.coppervinepropertymanagement.com) contains important information for tenants. Visit it regularly to access the Resident Resources. You can also send emails to CVPM directly from the website under the “contact us” page <https://www.coppervinepropertymanagement.com/contact>



## UTILITY SERVICE INFORMATION

### **Utility/Cable Companies:**

To avoid discontinuation of service, it is the tenant's responsibility to contact the utility companies and start service prior to the start of your lease, unless otherwise specified.

#### Telephone:

Comcast/Xfinity	(800)COMCAST	<a href="http://www.comcast.com">www.comcast.com</a>
Century Link/Tel	(877) 744-4416	<a href="http://www.centurylink.com">www.centurylink.com</a>

#### Cable/TV:

Comcast/Xfinity	(800)COMCAST	<a href="http://www.comcast.com">www.comcast.com</a>
DirecTV	(888) 333-9947	<a href="http://www.directv.com">www.directv.com</a>
Dish	(844) 300-7998	<a href="http://www.infinitydish.com">www.infinitydish.com</a>

#### Gas & Electric:

Xcel Energy	(800) 895-4999	<a href="http://www.xcelenergy.com">www.xcelenergy.com</a>
United Power	(303) 659-0551	<a href="http://www.unitedpower.com">www.unitedpower.com</a>
Black Hills Energy	(888) 890-5554	<a href="http://www.blackhillsenergy.com">www.blackhillsenergy.com</a>
CORE Electric	(800) 332-9540	<a href="https://core.coop">https://core.coop</a>
Atmos Gas	(888) 286-6700	<a href="http://www.atmosenergy.com">www.atmosenergy.com</a>
Poudre Valley REA	(800) 432-1012	<a href="https://pvrea.coop">https://pvrea.coop</a>

#### City Utilities:

City of Arvada	(720) 898-7760	<a href="http://www.arvadaco.gov">www.arvadaco.gov</a>
City of Aurora	(303) 739-7370	<a href="http://www.auroragov.org">www.auroragov.org</a>
City of Brighton	(303) 655-2009	<a href="http://www.brightonco.gov">www.brightonco.gov</a>
City of Broomfield	(303) 438-6319	<a href="http://www.broomfield.org">www.broomfield.org</a>
Commerce City	(303) 288-2646	<a href="http://www.southadamswaterco.gov">www.southadamswaterco.gov</a>
City of Erie	(303) 926-2752	<a href="http://www.erieco.gov">www.erieco.gov</a>
Denver-Water	(303) 893-2444	<a href="http://www.denverwater.org">www.denverwater.org</a>
Denver-Trash	(720) 913-1311	<a href="http://www.denvergov.org">www.denvergov.org</a>
City of Edgewater	(720) 763-3005	<a href="http://www.edgewaterco.com">www.edgewaterco.com</a>
Federal Heights	(303) 412-3532	<a href="http://www.fedheights.org">www.fedheights.org</a>
City of Fort Lupton	(303) 857-6694	<a href="http://www.fortluptonco.gov">www.fortluptonco.gov</a>
City of Golden	(303) 384-8026	<a href="http://www.cityofgolden.gov">www.cityofgolden.gov</a>
City of Lafayette	(303) 665-5588	<a href="https://lafayetteco.gov">https://lafayetteco.gov</a>
City of Lakewood	(303) 987-7615	<a href="http://www.lakewood.org">www.lakewood.org</a>
City of Littleton	(303) 893-2444	<a href="http://www.littletonco.gov">www.littletonco.gov</a>
City of Longmont	(303) 651-8664	<a href="https://longmontcolorado.gov">https://longmontcolorado.gov</a>
City of Northglenn	(303) 450-8770	<a href="http://www.northglenn.org">www.northglenn.org</a>
City of Thornton	(303) 538-7370	<a href="http://www.thorntonco.gov">www.thorntonco.gov</a>
City of Westminster	(303) 658-2400	<a href="http://www.westminsterco.gov">www.westminsterco.gov</a>
City of Wheat Ridge	(303) 234-5900	<a href="http://www.ci.wheatridge.co.us">www.ci.wheatridge.co.us</a>

#### Private Trash:

American Disposal	(703) 368-0500	<a href="http://www.americandisposal.com">www.americandisposal.com</a>
Best Cleaner Disposal	(303) 659-3779	<a href="http://bestcleanerdisposal.com">bestcleanerdisposal.com</a>
Crush Disposal	(720) 242-9866	<a href="http://crushdisposal.com">crushdisposal.com</a>
Republic Services	(303) 286-1200	<a href="http://www.republicservices.com">www.republicservices.com</a>
Waste Connections	(303) 288-2100	<a href="http://www.wcdenver.com">www.wcdenver.com</a>
Waste Management	(303) 336-3900	<a href="http://www.wm.com">www.wm.com</a>

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give CVPM the pleasure of being able to provide a good reference for you when you vacate the property.

***Rental/lease agreement:***

You have access to a copy of your lease agreement via the Tenant Portal for questions on your responsibilities. In addition, you can access your Resident Resources from the [www.coppervinepropertymanagement.com](http://www.coppervinepropertymanagement.com). This includes maintenance instructions and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your management team.

***Rental payments:***

Rent is due on the first of each month. Late fees will apply, if not received by the eighth (unless otherwise agreed in your Lease agreement). If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

CVPM receives rental payments by:

- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the CVPM's bank, saving you time. A processing fee will apply.
- Certified funds – Cashier's Check or Money Orders
- Check

CVPM does NOT accept rental payments in:

- Cash
- Rolled coin
- Post-dated checks
- Credit Card or Debit Card

***Fees/charges:***

*If you fail to pay rent on time and in full, you could incur the following charges:*

- **Late Fee:** CVPM's late fee is 5% of monthly rent past due in addition to the monthly rent or \$50, whichever is greater, if rent is not received by the eighth day at 5 PM.
- **NSF Fee:** \$35, a processing charge for any payment returned by the bank, per occurrence. In addition to any fees incurred from a payment processor or bank.
- **10-Day Notice of Demand for Payment of Rent or Compliance** - Delivery and Service, per occurrence - \$50
- **Resident Benefit Package** of \$29.95 for credit reporting, 24-hour maintenance coordination service, online portal access, and HVAC filter delivery (if applicable).

***MISCELLANEOUS FEES, AS APPLICABLE:***

- **SMOKE DETECTOR:** \$250 – to install a smoke detector tampered with or disabled by Tenant, per occurrence
- **CARBON MONOXIDE DETECTOR:** \$250 - to install a carbon monoxide detector tampered with or disabled by Tenant, per occurrence
- **UTILITY FEE:** \$10, a processing charge assessed to those Tenants who have failed to transfer a utility bill into their name or have failed to pay their utilities in a timely manner per occurrence.

- **UTILITY RE-CONNECT:** \$10, a fee charged when the Tenant has the utilities turned off or disconnected, per utility, in addition to any actual charges of the utility company.
- **LATE FEE:** 5% of monthly rent payment due or \$50, whichever is greater, in addition to the monthly rent.
- **NSF FEE:** \$35, a processing charge for any payment returned, per occurrence.
- **HOA VIOLATIONS:** Actual Charge, any charges incurred by the HOA for violations of the HOA CCR's shall be the Tenant's responsibility.
- **MONTH-TO-MONTH:** The fee will be determined by the Landlord. The Fee will be charged with a rent increase deemed appropriate by the current market plus a 10% premium.
- **LEASE RENEWAL/EXTENSION PREPERATION FEE:** \$250, Charged to the Tenant upon completion of any subsequent lease renewal or extension, including approved month to month extensions.
- **HOLDOVER FEE:** Tenant shall pay Landlord rent in the amount of two (2) times the daily rent calculated by using the monthly rent from the preceding month for tenants who fail to vacate a property at the termination of their lease, or the date provided on their Notice to Vacate as their final day of occupancy. This fee will cease upon delivery of the keys to the office of the Manager.
- **MOVE-OUT CONVENIENCE FEE:** \$25 to avoid dropping keys and remotes off at the office.
- **MISSED SCHEDULED APPOINTMENTS:** Actual vendors' charges.
- **AFTER HOURS ASSISTANCE:** Tenant will be charged \$175 an hour for after-hours assistance provided by Landlord or its agents, due to Tenant's acts or omissions. "After-hours" means any time outside of Monday-Friday, 8 am to 5 pm and/or Holidays.
- **LEASE CHANGE FEE:** \$250, a processing charge to remove a tenant, and/or add a new tenant to an existing lease.
- **PET WASTE FEE:** \$75.00, plus actual costs for each incident that the Landlord must clean-up after any pet.
  - **KEYS AND REMOTES:** Fees charged when a Tenant fails to deliver the keys, remotes or openers, upon vacating. The Tenant shall be charged the actual cost of replacement.
  - **MOVE-OUT WORK ORDERS:** should a property require Landlord to take action due to Tenant's request, or Tenant's failure to leave the property in a clean, ready to rent condition – a \$10 administrative charge will be added to each work order.
  - **TRASH/RECYCLE BIN COORDINATION:** \$50 per trip to property, should a property require Landlord to take action due to Tenant's request, or Tenant's failure to leave empty trash/recycle bins upon vacating.
  - **DENY ACCESS/NO SHOWING FEE:** 1x monthly Rent, assessed to those Tenants who have chosen to Deny Access to potential Tenants, during the final 30 days of their Lease.
  - **COLLECTION COSTS:** Tenant agrees that any fees incurred by Landlord to collect any outstanding balance shall.

Please note that the **lease agreement may differ** in certain terms and will **supersede** our general policies and standards where applicable.

#### **Maintenance reimbursement:**

Generally, CVPM assigns a vendor to perform work you request in your residence. However, if you have contacted us and requested to perform a minor maintenance item and CVPM has agreed to reimburse you:

- Pay the bill and send the receipt to CVPM. We will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

#### **Move Out Checklist:**

You will find the Moving Checklist below, as well as on your Resident Portal.

## ***Care of the Property***

### ***Getting to know your residence:***

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out.
- Gas shut off valve – turn off during emergencies/disasters for safety.
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work.
- Electric and/or gas meters to check your utility bills.
- The main water shutoff valve in case of major flooding.
- The main water shutoff valve for the sprinkler system (if equipped).
- Water shutoff valves below the sinks and behind toilets in case of water leaks.
- Fire extinguishers (if equipped).

If you are uncertain about any of the above items, contact your CVPM management team for help.

## ***Maintenance***

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order.

### ***Tenant Renovations/Alterations:***

It is CVPM's policy that tenants do not do major repairs or perform any alterations as agreed to in your lease agreement. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes.
- Do not proceed with any work until you are notified by CVPM.
- We will consult with the owners to see if the request is acceptable to them.
- If approved, tenants must do one of the following prior to vacating the property:
  - Leave the alterations, if this is part of the owner's condition to accept the alteration/repair.
  - Return the property to its original state, if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
  - A written agreement regarding the alteration/repair must be shared and approved by all parties.

### ***Tenant Maintenance responsibilities:***

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, residents have a responsibility to report maintenance items and submit Work Order Requests when there are legitimate repairs in a timely manner. However, there are items that are the tenant's responsibility and we have listed below:

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size and color.
- Replacing furnace filters, if applicable, with the correct size every 3 months or sooner if needed.
- Reporting non-functioning smoke alarms immediately, if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control.

- Normal rodent control, such as mice.
- Landscape maintenance and cleanup, (leaf clean up, weed control, trimming, pruning, mowing) if a service is not provided.
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement.
- Proper Landscape watering unless there is a homeowner's association that provides this.
- Adhere to all the laws and regulations that are part of an HOA, if applicable.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- Disposal of all garbage in the proper receptacles and using the weekly pick-up service.
- Disposal of animal feces on the property even if you do not have a pet.
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

### ***Maintaining Fixtures and Appliances***

#### ***Air Condition/Heaters:***

- All tenants are responsible for cleaning or replacing the furnace filter every 3 months or sooner if needed. Problems caused by failure to clean/replace filters will be the tenant's responsibility.
- Dust will accumulate at furnace vents as well as fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Air Conditioning can only lower the inside temperature 15-20 degrees lower than outside temperature.

#### ***Power:***

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report the outage to Xcel Energy, United Power or your local energy provider.
- It could be your GFI, if the lights are out in the bathroom or kitchen. You will need to reset your GFI to restore power.
- If the power is only out in your house/unit check to see if the circuit breaker panel. One or more circuits may be tripped, and you may see the switches in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this does not solve the problem, report a maintenance repair order request.

#### ***Drains:***

- AVOID letting food and hair get down the drains. Clogged drains caused by hair and grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free from hair.

#### ***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 items only. Exceptions include banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, eggshells, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the reset button first (located on disposal under sink). If that does not work, make sure to remove all debris. Problems caused by users are the tenant's responsibility.

**Plumbing Fixtures:**

- NEVER use abrasive on brass or gold fixtures, and it is best to wipe fixtures after each use.
- Many homes have low flow toilets. Low-flow toilets tend to clog or back up if too much paper is flushed. You may need to continue to hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows. Tenants are responsible for stoppage.
- NEVER flush feminine products or wipes of any type.

**Water Damage:**

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that the shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel, or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move out.

**Sliding Glass Doors, Screen Doors, and shower tracks:**

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move out.

**House Plants:**

- Be sure plant saucers are kept under all potted plants. Water runoff will stain or damage most surfaces.

**Kitchen Counters:**

- To avoid costly damage from nicks and cuts in countertops, please use a cutting board at all times.

**Yard and Ground Maintenance:**

You are responsible for the watering of the yard. If vegetation dies due to lack of water, you will be held responsible for replacing any dead plants/trees or sod. If you are responsible for maintaining your yard, upkeep the flower beds, lawn care and maintain other parts of the yard is expected. Additional care should be taken to keep the ground clean. Please consult your rental agreement for more details. You are responsible for the watering of the yard. If you are renting a home that is part of an HOA, you must adhere to all rules and regulations stated in the community bylaws. You will be responsible for any fees due to violations.

**Pets:**

Animals are only allowed with prior approval of the owner and the management company. Each animal must be screened by selecting the following link; <https://coppervinepm.petscreening.com>. Any unauthorized pets will be subject to penalties.

**Noise:**

You are subject to all laws pertaining to noise and your rental agreement.

**Vehicle Parking:**

Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details.

**Guests:**

A guest(s) staying longer than 14 days will require approval from the management company. Consult your rental agreement for more details.



**Keys:**

If you lose or lock yourself out of your home: we may not always have a key on file or if it is outside of business hours; in either case you will need to go about getting the home rekeyed at your costs with our preferred locksmith.

**Procedures for requesting maintenance:**

Before calling CVPM or completing an online work order:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing unless you have an emergency. Read examples of various problems in your maintenance addendum.

**If there is an emergency:**

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the Copper Vine office and report the problem.
- Emergencies that are during normal business hours such as backed up plumbing, flooding, call your Property manager or our general office number at (303) 750-7070, or for afterhours call **303-750-7070**, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT no heat, but CVPM recognizes this is important and will make it a priority with vendors to have the heat working as soon as possible. An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

**Non-emergencies:**

- Log into your Resident Portal and submit a work order request.
- A CVPM representative will provide some basic troubleshooting and if unresolved will assign a vendor to contact you.
- CVPM does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, if this is a NON-EMERGENCY item and, in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to contact the vendor to reschedule and call our office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, contact the office and inform your management team or a staff person that a vendor has not contacted you.
- A CVPM staff member will contact the vendor to find out the cause of the delay and then inform you when to expect the vendor to call.
- After a repair has taken place, if you are still having trouble, call us and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

**Preventative cleaning tips:**

- Cleaning is easier when you use a “preventative approach.”
- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.

- Avoid cooking with extremely high temperatures. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save on carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

#### ***Additional cleaning tips:***

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products:

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors.
- Drains:
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, followed with 1/2 cup white vinegar -- it will foam. Cover and let sit for 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts of boiling water. Let sit for 30 minutes, and then flush with cool water.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with ½-cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.



- If the stain remains, mix 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

***Energy saving tips:***

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to your Property Manager as soon as possible
  - Report water dripping under sinks.
  - Running toilets are big water wasters.
  - Report malfunctioning sprinklers.
  - Report standing pools of water.
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

***To lower air-conditioning bills:***

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on extremely hot days – it will only take longer and more energy to cool down.

***To lower heating bills:***

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the Copper Vine office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.

- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

### ***Resident Liability Insurance:***

All tenants must provide proof of resident liability insurance. It provides you protection from any disasters caused by the tenant including flood, fire or explosion. You can show proof of insurance from your own provider or our CVPM Resident Liability Insurance umbrella account. There are no application and credit approvals involved. You would pay a monthly fee in addition to your rent for this protection.

### ***Renters Insurance:***

Property owners generally carry a standard fire and liability policy and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renter’s insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. ***To avoid a loss, acquire renters’ insurance now.***

### ***Safety Tips:***

The safety of you and your family is important to CVPM and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and unplug them when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Copper Vine.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Copper Vine immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.

- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended. Clean grill regularly to prevent flare ups and fires.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

#### ***Vacation checklist:***

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify Copper Vine how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

#### ***Holiday tips:***

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.

- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

### ***Drug free housing:***

CVPM has a drug-free policy for tenants, and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify CVPM of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## ***Frequently asked questions***

CVPM has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 2nd of the month?*

- As outlined in this Handbook earlier, the rent is due on the **1st** and is considered late if paid after this date even if late fees are only applied if not received by the **8th** of the month. Once 5:00 PM on the **8th** of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. CVPM serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify CVPM and obtain written permission to install the lines.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish as long as any associated HOA approves. You also must take responsibility for removing the dish and repairing any damage. Call your CVPM management team for details.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your CVPM management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your CVPM management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, you will need to complete a pet screening application and upon approval an increased security deposit will be required, and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. CVPM will need documentation from you to show you can financially support the property by yourself. CVPM will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. A separation of Cotenants Agreement will need to be signed by all parties. Fees will apply to remove a tenant.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and CVPM must approve the person PRIOR to them moving into the property. If CVPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements. Fees will apply to add a new tenant to the lease.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why CVPM contacted you first to set a date and time.

### ***Giving your notice:***

Eventually, you will move, and we want you to be prepared when this is necessary. CVPM tenants are required to give a **30 days'** notice prior to moving with the lease ending at the end of the month. You must give us notice in writing 30 day in advance. Please provide your official notice on your Tenants portal, here are the steps to do so:

Log in to your **Tenants Portal** - go to the **LEASE DETAILS Section** > click on the **MOVE OUT NOTICE** link and provide the required details.

### ***Before giving notice:***

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your CVPM management team to discuss your options.
- CVPM does not accept notices by email because of lack of signature.
- CVPM does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to CVPM to give out rental references.
- The CVPM Notice to Vacate from Tenant contains the authorization for allowing CVPM to give out rental references.

***Preparing for your move out:***

- It is the responsibility of the resident to deliver all keys and openers to our Keller Williams – CVPM’s office Located at 11859 N Pecos St Ste 200 Westminster, CO 80234 Prior to noon (12 PM MST) on the last day of your lease.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

***Preparing the Property***

When you are ready to move, if you have questions on how to prepare your residence, please call your CVPM management team, and discuss your concerns with them. Hiring a professional cleaning company to clean the residence is often the best and easiest way to prepare the property upon moving out (contact our office for recommendations). We want your move to be a pleasant and successful one. The following are the steps to take for your move.

***Cleaning:***

- Have the property clean throughout the interior and the exterior.
- This includes floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

***Carpet Cleaning:***

- Carpet cleaning is required for the property upon move out. Tenant is responsible for carpet cleanings regardless of whether you have pets or not and/or have soiled carpets exceeding normal wear and tear.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call CVPM for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of CVPM, and a receipt is required upon moving out. If no proof of service being completed is provided to us, we may assume their service was not completed as required.
- Tenants, please note, CVPM will not reimburse for any carpet cleaning contracted by tenants.

***Draperies/window coverings/windows:***

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

***Replacements:***

- The following must be in working order to avoid charges when moving out:
  - Burned out and nonmatching light bulbs

- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

***Landscape clean up:***

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, all weeds removed, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

***Trash:***

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- If any trash is left on the property it is your responsibility and you will be charged for the removal.
- Do not overflow trash receptacles.

***Painting:***

- **We request that you do not spackle, putty, or touch up paint unless sure the paint and texture will match and is done so in a professional manner.**
- Charges can occur if unnecessary painting is required due to tenant painting. Or if filling holes is done poorly.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

***Your security deposit refund:***

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. CVPM remits security deposit transmittals within **60 days** in accordance with the state landlord/tenant law. ***Your security deposit cannot be used to pay last month's rent or any other month's rent.*** Remember, CVPM wants your move out to be a pleasant and successful process. The goal is to return the property in the same condition as you received it so we can return 100% of your security deposit back to you at the end of your tenancy.

## ***Conclusion***

We hope that you have found the *Copper Vine PM Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your CVPM management team.

***Have a successful residency!***