



New Tenant Information Packet

(Last Updated: 6/8/2022)

Contact Information

807 Bradford Ave
Nashville, TN 37204

Office Phone: 615-840-2845 (Monday to Thursday, 7:30 a.m. to 7:30 p.m.; Friday, 7:30 a.m. to 4:00 p.m.)

Maintenance Hotline: 615-549-5406 (24/7 for emergency after hour use)

Website: www.PMCNashville.com (Pay rent and enter maintenance requests online)

E-mail: tenants@pmcnashville.com (do not submit maintenance via e-mail)

Deposit to Hold

If you're receiving this document, you've been approved to lease one of our homes. We've also sent you a link to our online portal to make a \$400 payment to hold the unit for seven calendar days. You must sign your lease and pay the remainder of your deposit (if applicable) within seven days. This \$400 will be credited to your security deposit at move-in. Prior to making this payment, please carefully read this document and ask any questions. By making a partial or full payment, you agree that the funds will be used as a "Deposit to Hold" the unit and if you decide to not sign a lease agreement, we will retain the full amount of your payment as liquidated damages for having to lease the property again.

Disclosures

- 1. OWNERSHIP:** The Property Management Connection manages the property on behalf of the property owner. Property Management Connection cannot force the property owner to make repairs or improvements to the property unless required by Tennessee state law.
- 2. SQUARE FOOTAGE:** Square footage provided by Property Management Connection, real estate agents and/or tax records is only an **estimate** with which to make comparisons, but it **is not guaranteed**.
- 3. FLOODING & DRAINAGE:** Property Management Connection does not evaluate properties for potential issues relating to flooding, drainage or similar issues. If you are concerned about these issues, you should investigate any concerns prior to paying your deposit.
- 4. FENCES:** Fences are considered a non-essential part of your property. Therefore, if your property's fence is damaged or destroyed, the property owner may refuse to repair or replace your fence. No rent credits nor adjustments will be made for the fence.

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5. **WINDOWS:** Older homes may have wood windows (or similar old windows). These windows may be energy inefficient and/or difficult to open and close. If you are concerned about the windows, you should investigate any concerns prior to paying your deposit
6. **SCHOOL DISTRICTS:** It is advised that you independently confirm school zoning with the appropriate school authorities, as school districts are subject to change. Other school information (rankings, curriculums, student-teacher ratios, etc.) should be confirmed by appropriate sources in writing.
7. **INFORMATION ABOUT CRIMES:** You should consult with local, state and federal law enforcement agencies for information or statistics regarding criminal activities at or near the Property, the presence of methamphetamine manufacturing, or for the location of sex offenders in a given area.
8. **ENVIRONMENTAL HAZARDS:** Environmental hazards, such as, but not limited to: radon gas, mold, asbestos, lead-based paint, hazardous wastes, landfills, byproducts of methamphetamine production, high-voltage electricity, noise levels, etc., require advance techniques by environmental specialists to evaluate, remediate and/or repair. If you are concerned about these issues, you should investigate any concerns prior to paying your deposit.

Lease

Your lease will be sent to you after you pay your security deposit. You can sign the lease via electronic signature. If you wish to review your lease prior to paying the security deposit, please let the office know and we'll be glad to send you a blank copy. Note: If you do not sign the lease within three days after we send it to you, we reserve the right to refund your security deposit and lease the property to a different tenant.

Tenant Resources

We want to be a transparent property management company. Therefore, we post most of our policies and procedures on our website at <https://www.propertymanagementconnection.com/tenants/>. This page is a great reference for topics including how we respond to maintenance requests for no heat or no air conditioning, how we post late fees, move-in and move-out instructions and rules & fees. We strive to provide excellent homes and we want you to be happy living in our properties. Please ensure that you are comfortable with our policies before paying your deposit and committing to the property.

Fees

Tenants are required to pay \$35.00 per month to Property Management Connection as the Tenant Benefits Package. This further breaks down to:

- \$9.50 per month to provide \$100,000 of "Liability to Landlord" insurance. This provides certain coverage for accidental damage that you may cause to the property (such as starting an accidental fire). This is not renter's insurance and does not cover any of your personal property. We strongly encourage, but do not require, tenants to obtain renter's insurance.
- \$25.50 per month as a Tenant Management Fee. Many property managers require tenants to pay lease preparation fees and other monthly fees. Instead of charging several fees on a monthly and/or annual basis, we have opted to roll these together as the single monthly fee.

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Tenants are required to pay a credit contingency fee and the monthly cost will be based on the tenants FICO credit score. The marked option below will be the category the tenant falls under and the monthly amount the tenant will be paying.

- FICO Score is < 580 or NA – \$50/mo.
- FICO Score is > 580 but < 620 - \$35/mo.
- FICO Score is > 620 but < 699- \$20/mo.
- FICO Score is > 699- \$0/mo.

Visits to the property

We receive frequent requests from tenants to visit a property between when their application was approved and the start of a lease. On units that are currently tenant occupied, we are unable to perform any showings on a property once a deposit has been paid. For vacant units we can coordinate a visit from a member of our staff Monday through Friday between 9 AM and 3 PM for a \$50 charge for up to a 30-minute appointment.

First Month's Rent

We do not prorate charges for the month in which you will move in to a property. One month's rent is required to be paid in full prior to receiving access to keys for the property.

Rent Due

Under Tennessee Law and in accordance with your lease, rent payments are due on the 1st of the month and late if not paid by 11:59 pm on the 5th of the month. If the 5th falls on a Sunday or legal holiday (as defined in T.C.A. § 15-1-101), rent must be received by the close of business (5 PM) on the next business day. Payments made through the online portal are considered made when you submit your payment. It is free to make an eCheck payment through the online portal. We do not accept cash or check payments at our office, but you can make a cash payment at your local CVS for a low fee (currently \$3.99 up to \$1,500 payment) with a payslip provided by our office.

Move-In and Key Turnover

Your lease says your tenancy starts at 11 AM on the first day of your lease. This is the time that we'll have the home ready for you to take possession. Sometimes we can even have the home ready a day or two early.

You must pay your first month's rent prior to us turning over keys to you. Your lease requires you to switch utilities into your name within three business days of the start of your lease.

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If we're able to give you possession prior to the first day of the lease, by accepting the lockbox access, you are agreeing that you will switch utilities into your name within three days of taking possession of the property. You will also be responsible for lawncare (if applicable) at the earlier date of possession or the first day of your lease.

Lockbox

When you arrive at your home, there will be a lockbox on the front door. We have an instructional video on our YouTube channel that shows how to access the lockbox. You can view it at <https://www.youtube.com/watch?v=VaWesdx3ByQ&t=2s>

PMC will send a staff member to remove the lockbox. You will need to call and confirm that you have received your keys, and a staff member will remove the lockbox off of the door.

Move-in walk-through

It is vital for you to document any and all damage to the property at the time of your move-in. If you fail to document damage, it is likely that you'll be charged for the damage at move-out...even if you did not cause it.

PMC has contracted with MyWalkThru to provide a phone App for you to utilize to conduct the move-in walk-through. You'll be provided with download and login instructions at the time of your move-in. The App will enable you to note and photograph damages or other conditions of the Property existing at the time you accept possession. You must utilize the App to complete the walk through within four days after you accept possession. If you fail to timely complete the property review utilizing the App, the Property will be deemed to be free of damages and defects. Completing the property review utilizing the App is not a request for repairs, and all repair requests must be submitted in accordance with this lease.

We try to identify and fix all maintenance issues before you take possession, but sometimes there are issues which are tough to identify until someone is living in the house. We are diligent in repairing maintenance issues. The presence of a maintenance issue at move-in does not relieve you from paying rent from the lease start date.

Cleaning

Your home will be in "Broom Clean" condition at move-in. Broom clean generally means there is no visible dirt. You can expect carpet to be vacuumed and cleaned. Other flooring will be swept and/or mopped. The counters and refrigerator will be wiped down.

Broom clean does not meet most people's standards of cleanliness. Therefore, you will likely want to deep clean your house prior to move-in.

Paint

Property management companies handle painting of homes very differently. Most people wish to decorate their homes and we want you to be able to make your house your home. This means we are reasonable in allowing small nail holes in the walls.

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With this policy we are unable to repaint homes between each tenant. Generally, our homes are fully repainted every 3 to 5 years. If you have concerns about the paint in a house during your initial walk-through, please discuss it with us prior to paying your security deposit.

If you mount a TV on the wall, the holes will be considered excessive wall damage at move-out. If you do mount a TV, you will need to patch the holes and paint the whole wall prior to your lease end in a professional manner. If you only spot paint the wall or leave the mount up, we will come back and repaint the whole wall at your cost.

Maintenance Requests

Please refer to our maintenance information packet for more detailed information. You may call our office at 615-840-2845 to be transferred to the maintenance department or you can call the maintenance hotline 24/7 at **615-549-5406** to place a maintenance request (emergency or non-emergency). You may also make a non-emergency request online through your tenant portal.

We do not advise submitting maintenance requests via e-mail. By e-mailing it, you are taking a risk that the person you e-mailed to may be out of the office or on vacation and your request may be delayed in being processed.

We do not accept maintenance requests made via our regular office line.

Miscellaneous

- The air filters will be changed prior to move-in. You are responsible for changing air filters every 30 days. If they are not changed regularly, HVAC maintenance costs may become your responsibility if a licensed HVAC technician attributes part of any maintenance issues to the filters not being changed. You are responsible for having clean air filters at move-out.
- All light bulbs should be functioning at both your move-in and move-out dates. If a light is burnt out when you move-out, there is a \$25 per bulb fee.
- Shower rods and towel rods are the responsibility of tenants. If there is one in the property when you move-in, it is not warranted.
- PMC does not replace refrigerator water filters (including between tenants). Tenants are welcome to replace the water filters as they desire with a proper filter for their refrigerator.
- You are responsible for changing the battery of any smoke detectors and light bulbs at a height of less than 10 feet. This may require you to invest in a step stool or ladder. If you have a smoke detector that is higher than 10 feet, please enter a maintenance request at least twice a year for us to come change the batteries.
- Satellite dishes may not be placed on the roof. They must go on a pole in the back yard. Note: Certain HOA's prohibit satellites dishes.
- All appliances in the home must be checked by you as the tenant for proper operation within 48 hours of move-in. Appliances you must check should include, but are not limited to, stove/oven, refrigerator, dishwasher, sink disposal, microwaves and washer/dryer. Any electrical wires should be securely inserted into electrical outlets. All hoses from a water source should be secured against leaks. Please make sure that the hose coming from any clothing washer is secure into the outgoing hose hook up. Monitor first time use of any appliance as electrical issues and leaks commonly occur at first use.

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Property Address:

Tenant Acknowledgement

The Property Management Connection LLC has promised to perform the following maintenance, repairs and improvement to the property prior to the first day of your lease:

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By signing below, we acknowledge that Property Management Connection and its agents/employees have not promised nor agreed to perform any maintenance, repairs or improvements to the property other than those listed above.

By signing below, we acknowledge that we have read and agree to all the terms of this New Tenant Information Packet.

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Security Deposit Options

Option 1 – Traditional Security Deposit

Tenant pays a traditional security deposit equal to one month's rent. The security deposit is refundable per the terms of the lease and Tennessee Landlord-Tenant Act.

Option 2 – Alternative Deposit Option

The Alternative Deposit Option provides a mix of a traditional security deposit and non-refundable fees.

Enrollment

- Tenant pays a \$400 traditional security deposit which is refundable per the terms of the lease and the Tennessee Landlord-Tenant Act.
- Tenant pays a \$100 enrollment fee (non-refundable).

Monthly Fee

- Tenant pays a \$35 monthly fee (non-refundable)

Withdraw from program

- At any time, the tenant may withdraw from the program by (a) paying additional security deposit (refundable) to bring the security deposit to be equal to one month's rent, and (b) pay a \$100 withdraw fee (non-refundable). The enrollment fees and monthly payment made prior to withdraw are non-refundable and do not credit towards the additional security deposit.
- After 36 months of tenancy, the tenant may pay a \$100 application fee (non-refundable) to withdraw from the program and discontinue the monthly fee. For the application to be approved, the tenant may not have any late fees in the prior 12 months and PMC will make a special property visit to ensure that the home is in satisfactory condition.

NOTE: Tenants enrolled in the Alternative Deposit Option are fiscally responsible for any damages to the property (including unpaid rent) in excess of the \$400 traditional security deposit. The monthly fees and enrollment fees are program participation fees, and do not credit towards any damages.

I/we wish to select the Traditional Security Deposit Option

I/we wish to enroll in the Alternative Deposit Option

Tenant Initials _____

HEAT PUMP 101

Property: _____

Tenants: _____

As a tenant of the property listed above, I understand the following:

- The vast majority of rental properties in Nashville utilize a heat pump to heat the houses. If your house does not have gas, you have a heat pump. (It is possible to still have a heat pump if your house uses gas).
- Heat pumps are used in homes because they are very efficient systems and overall deliver much lower utility bills.
- When your heat is on in normal conditions, the air coming out of the registers is at about 90 degrees. Because normal human body temperature is about 98 degrees, the air coming out of a register will likely feel cool if you stick your hand near the registers.
- Heat pumps have two heating elements – the regular heat pump system and a backup (sometimes called emergency heat or auxiliary heat) heat. The backup heat is electric coils which essentially operate as a giant space heater. When the backup heat is engaged, the air temperature coming out of the register will feel warm to the touch. Furthermore, if the backup heat runs for long periods of time, you will see a spike in your electric bill.
- The regular portion of the heat pump system is built to warm the air by 30 to 35 degrees. Therefore, the regular portion of the heat pump should warm your house to 70 degrees when it's 40 degrees outside.
- As external temperatures drop, the backup heat will provide about another 15 degrees in heating allowing the total system to heat your home by about 45 degrees. Therefore, when it is 25 degrees outside, your home should heat to about 70 degrees.
- As external temperatures drop below the mid-20's, your system will likely not be able to heat to your desired temperature. Unfortunately, there is nothing that can be done about this. In extremely cold weather, we will not dispatch an HVAC service technician if your internal air temperature is 40 degrees or higher than the external temperature.
- Air conditioners are designed to cool a maximum of 20 degrees from the outside temperature. If you keep your thermostat set to the low 70's, your air conditioning will start struggling to keep up as the external temperature passes 90 degrees and won't be able to keep up at all as the temperature passes 95 degrees. In extreme hot weather, we will not dispatch a HVAC technician if your internal air temperature is 15 or more degrees cooler than the external temperature.

Signed off by: _____

Tenant Initials _____

RULES AND REGULATIONS

Property: _____

Tenants: _____

As a tenant of the property listed above, I agree and understand the following:

- My lease contains Rules and Regulations (Exhibit A) and Schedule of Fees (Exhibit B). The Landlord may update these Exhibits with a 30-day notice to the tenants. The following are a summary of common rules where the tenant may incur charges. Please refer to your Exhibits for full language.
- Pest Control (Rule 2). The Landlord will pay for pest control reported within 7 days of move-in. After this point, the tenant will be responsible for pest treatment
- Keys/Lock (Rule 7): The Landlord does not provide lockout services. If the tenant is locked out, the tenant is responsible for hiring and paying a locksmith to gain entry to the house.
- Plumbing (Rule 11): The Tenant is responsible for the cost of removing stoppages of drains when the stoppage is caused by inappropriate items. Almost all stoppages are the fiscal responsibility of the tenant as they are almost always caused by inappropriate items like food, grease, hair, toilet paper or feminine products.
- Electrical (Rule 14): Most non-working outlets are caused by tripped breakers or "GFI." The tenant is responsible for resetting breakers and GFI. The tenant will be responsible for cost of a service visit to reset a breaker or GFI. On rare occasions a breaker or GFI will need to be replaced and in those cases the Landlord will pay for the repair.
- Garbage Disposal (Rule 15): Garbage disposals will stop working when jammed. The tenant is responsible for the cost of a service call when a garbage disposal is jammed.
- Unwarranted Service Calls (Rule 16): If the tenant places a service call for an issue that is non-existent, the tenant will be responsible for the cost of the service call. If a tenant places a service call and then fix the issue yourself or the issue naturally resolves itself, the tenant is responsible for canceling the service call to avoid being charged for a service call.

Signed off by: _____

Tenant Initials _____

MAINTENANCE REQUESTS

Paragraph 10 of your lease covers Maintenance. This information is to provide more guidance and details.

Emergencies:

In case of emergencies, call the 24/7 Maintenance Hotline at 615-549-5406 OR 615-840-2845 during normal business hours. They can dispatch vendors at any time, day or night. They can also reach the on-call member of our team.

In an emergency, do NOT do the following. If you do any of the following, you may be held financially responsible if the situation becomes worse of your action or inaction.

- Nothing
- Enter an online maintenance request
- Leave a voice mail on our office answering machine
- Send a text message or e-mail

Non-Emergencies:

- Maintenance requests may be entered in the following manner:
 - Tenant online portal at www.PMCNashville.com
 - Calling the maintenance hotline (24/7) at 615-549-5406 or our office at 615-840-2845 to be transferred to our maintenance department
 - Sending request via First Class Postal Mail
- PMC does NOT accept maintenance request via:
 - E-mail
 - Text Message
 - Calling a PMC staff member directly

General Maintenance Notes

- We use independent vendors to respond to some maintenance requests. If you have maintenance issues, you must enter a maintenance request. Do NOT directly contact the vendor who happened to perform your last service.
- The vendor assigned to your request will contact you to schedule an appointment. If you no-show your appointment or cancel at the last minute, the vendor may assess a fee. If so, this fee will be billed to you.
- Please be descriptive with your online maintenance requests. For example, don't write "Water runs at sink." This could be a very minor issue, or a very major issue. Your maintenance request should be "Slow drip on left master bathroom sink even though faucet is closed all the way."
- You MUST change your air filters regularly (preferred monthly). Per your lease, if there is an HVAC problem and the HVAC technician believes it is because you didn't change your air filters, you will be responsible for the cost of repairs.
- Please do not enter a maintenance requests for non-maintenance items. If you have a question about your lease, etc., please call or e-mail the office.

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