

# Land of Enchantment, Inc. Resident Guide

Thank you for choosing Land of Enchantment Inc. as your new property management team. This guide is designed to answer some of the more common questions we receive from our new residents.

## Property Keys

Keys to your property will be issued on the day you take possession of the home you have rented. It is standard that every rental property comes with (2) sets of keys. If applicable a garage door opener, mailbox key, or pool key maybe issued. If your rental property has a cluster mailbox then take a copy of your lease to your local post office and they will issue you a mailbox key and give you your mailbox number.

If you get locked out of your residence you can come down to Land of Enchantment's office during business hours (Mon.-Fri. 9:00 A.M- 5:00 P.M) for a 'loan key' that you can check out for 24 hours. If you need someone from our office to bring a key to you during office hours, there will be a \$40 charge. After hours you will have to call a locksmith.

## Move-In

On the day you take possession of the rental property, you will receive a Property Condition Report with an attached form that you can fill out to report any maintenance or cosmetic issues you find in the home. This form must be returned to our office within 24 hours of obtaining property keys. If you need to drop the form off after hours, we have a rent drop in our door for your convenience. We will utilize these forms when we conduct the move-out inspection when you vacate the property. It is therefore in your best interest to return the form.

## Maintenance Issues

All Non-Emergency issues must be submitted on a 'Maintenance Request' form. This form can be printed off our website at [www.landofenchantmentrentals.com](http://www.landofenchantmentrentals.com) and faxed to our office at (505) 821-3155. Forms are also available at the office. Please note: If you set up an appointment for a vendor to meet you at your home it is critical that you keep that appointment. If you are not there for the appointment, the vendor can charge you for a service call.

Maintenance requests are reviewed by our staff in the order they are received and processed according to the priority of the maintenance issue. Please allow our staff 7 days to address the issue.

If a maintenance issue doesn't fall under the category of FIRE, FLOOD or BLOOD, then it is a non-emergency. If you have an emergency during business hours, please call 821-0807. After hours you can call our emergency pager at 264-2727.

## Specific Maintenance Issues

**Pest Control:** Pest Control is not typically included. If there is a problem with termites, carpenter ants or mice, please let us know and we will approach the owner for authorization. ABC Pest Control will give you a discounted rate for general pest control if you let them know you are renting with us.

**AC/Heating Conversions:** Tenants do receive (2) conversions each year. You will be contacted by a vendor to set up an appointment. If it is that time of the year and you have not received a phone call please call our office at 821-0807. Make sure that we have good phone numbers for you in our system after you have settled into your new home.

If you feel like your AC is not running efficiently try these tips before calling:

#### Swamp Cooler:

- During the summer months, you will find that it is best to run the cooler non-stop.
- Please note: When it is humid outside, swamp coolers are not very efficient.
- To create the necessary air flow you will need to open several windows just a crack.

#### Refrigerated Air:

- Adjust the temperature in very small increments (a few degrees at a time) this will prevent freezing.
- Make sure you change your air filters every month or every other month. Dirty filters will restrict air flow.
- If the AC unit is frozen, please allow the system to thaw completely before you use it again.

**Electrical Issues:** Before calling on any electrical issues we ask that you re-set your breaker and (or) Ground Fault Interrupter (GFI).

**Plumbing Issues:** Please note that damages caused by improper use of facilities will be at the tenant's expense. (i.e.: if a toy is flushed down the toilet and it results in a clog)

## **Up-grade Request / Cable Bill**

If you want to install or upgrade anything in the property we ask that you send in writing a description of the upgrade or installation and cost. Please note that not all submissions will be granted and or reimbursed.

If a cable letter is required to activate Dish or Cable in the home you can request a letter from Land of Enchantment Inc. Unless there is an existing Dish on the home when you move in, installing a dish will have to be placed in the backyard and in an area other than the roof or fence. Note that only a professional installation will be authorized.

## **Rent Payments**

Monthly rent is due and payable by check, money order, or cashiers check on or before the first day of each month. If rent payments are not paid in full on or before the 3<sup>rd</sup> day of the month, Residents shall pay a late charge of 10% of the monthly rent. If we have to post a three day notice, there is an additional \$35 posting fee.

All payments made after the 3<sup>rd</sup> must be made in the form of money order or cashier's check. We may require your rent payment in the form of certified funds if we receive late payments or NSF checks.

Rent can be mailed to Land of Enchantment's office, brought into the office, dropped in the rent drop box or paid online through PayLease.com. If you choose to pay on-line, please note that there will be fees charged by Pay Lease and the payments may take up to 5 days to post to our system.

## **Deposits**

Deposits cover any damage to the property, unpaid rent, unpaid utilities, or in the case you do not pass the move-out inspection it may be used for cleaning. Residents CAN NOT use their deposit to pay for their last months rent or an early term fee. Otherwise, the deposit is fully refundable to the resident. *An additional deposit or fee may be required for pets as well.*

# Maintaining the Property

It is important to remember that you are responsible for maintaining the condition of the property you have rented. Keeping the yards and home maintained will be your responsibility. The owner is responsible for making sure the electrical, plumbing, roofing and structural maintenance is taken care of in the event of failure.

# Notice of Termination

According to the Residential Rental Agreement paragraph 6:

*Residents shall give Owner WRITTEN notice of least thirty (30) days prior to the next date rent is due: (a) If resident decides to vacate on the expiration date of this Agreement, or (b) if Resident terminates this agreement after the expiration date of the initial term of the Agreement. Verbal notice of termination is not sufficient. For example, if written notice is given on or before April 1, the Agreement would terminate April 30, but if such written notice is given on April 2, the Agreement would not terminate until May 31. Notice of termination shall specify the date on which the Agreement will terminate. If Resident does not vacate on the date specified in Resident's written notice, Owner may elect to (a) bring suit for restitution and damages or (b) treat Resident's Notice of Termination as null and void and continues this Agreement until a new notice of termination is received.*

# Utilities

Residents must place utilities in their name effective on their move-in date and within forty eight (48) hours after signing a Rental Agreement. **We will terminate utilities in our name on the date you move into the dwelling.** Tenant will be responsible for any reconnect fees so it is important to take care of this as soon as possible. If we receive notice that your water bill is not being paid and we have to monitor water charges for non-payment at any time, you will be charged a thirty-five (\$35.00) administrative charge and we will terminate water service.

# Neighbors

Land of Enchantment Inc. will not arbitrate or become involved in disputes with neighbors. If it is a serious matter you are advised to inform your local police station.

# Non-Smoking Units

All properties are non-smoking. Residents may not smoke in the dwelling. If the property has to be treated to eradicate smoke smell the expense will be deducted from your deposit.

# HOA

If your property is part of a Home Owners Association please comply with the following: (Any fines will be the responsibility of the tenant.)

- 1) Trash cans may only be put out on the day of trash pick-up. When you get home & trash has been picked up on your street, all containers must be placed either in the garage or in the back yard behind there gate where they cannot be seen from the street.
- 2) All holiday decorations may only be displayed for a maximum period of 30 days.
- 3) All yards must be kept free of weeds and all plants in good health.
- 4) Trailers are not to be stored in front of home. They can only be stored in the garage.
- 5) Cars may only be parked in a garage, in the driveway or directly in front of the home you have rented. Mechanical work done on cars will have to be done in the garage area.

These are some basic guidelines, and not all HOA's are limited to these 5 guidelines.