



RESIDENTIAL TENANT HANDBOOK

Thank you for choosing to rent from Meeks Rentals and Leasing LLC ("Meeks"). The below policies were developed in conjunction with the Residential Lease Agreement and are designed to promote your enjoyment of the rental property. As a tenant of Meeks Rentals and Leasing LLC, you are required to abide by the provisions of this Residential Tenant Handbook and your Residential Lease Agreement in its entirety. This Residential Tenant Handbook may be amended from time to time, with or without notice to the tenants. Meeks Rentals and Leasing LLC complies with all applicable Federal and State Fair Housing Laws.

PO Box 1046
Hurricane, West Virginia 25526
Office: 304.313.6900
info@meeksrentals.com

A. RENT

1. For your convenience, we have several ways for you to pay your rent and/or other charges:
 - a. Meeks Tenant(s) Web Access Account (login information @ www.meeksrentals.com);
 - b. Meeks Rental App (search for "Meeks TWA" in your app store);
 - c. Cash Pay – Pay at most shopping centers (to activate, please email your request to info@meeksrentals.com); or
 - d. Pay by Phone (304.313.6900)
2. Rent is due on the first day of every month. Rent is deemed to be paid when **received** through one of the approved methods of payment listed above, regardless of the date it was sent. Please allow extra time when mailing rental payments.
3. We provide all tenants with a grace period for the payment of rent until 4:00 p.m. on the fifth day of each month. If the full amount of rent is not received by 4:00 p.m. on the 5th day of the month, tenants will incur a late fee. Late fees are calculated as 10% of the tenant's monthly rent. Late fees will be posted on the 6th day of each month.
4. Checks that are returned by the bank for non-payment will not be re-deposited. Returned checks will result in the addition of a \$35.00 insufficient funds (NSF) fee to your account, as well as late fees as outlined by your lease agreement on any unpaid balances. Your account will be considered delinquent until all rent and fees have been collected.



B. MAINTENANCE & SERVICE REQUESTS

1. Maintenance and service requests may be submitted 24/7 by logging into the Resident Portal. When you submit your request, it goes directly to our main office, where our team will promptly process and address your maintenance concern.

If unable to log into the Resident Portal, you may submit your request by calling 304.313.6900. However, please note that any calls received outside our regular office hours may be subject to delayed response times.

2. Emergency maintenance requests will be given priority over non-emergency requests. If you experience any of the following maintenance emergencies, please notify us immediately:

- Loss of heat (outside temperature is below 50 degrees)
- Loss of air conditioning (outside temperature must exceed 80 degrees)
- Total Loss of Electrical Power
- Loss of Hot Water
- Inoperable Refrigerator
- Total Loss of Range Use
- Sewer back-up
- Stopped up Sink, Commode, or Tub (if you only have one)*
- Burst Plumbing, Flowing Water (not faucet drips)
- Heavy Leaks from Outside Weather Conditions
- Broken Lock, Door, or Glass
- Lockouts

3. Emergency conditions which require the fire department or the police department should be reported to the appropriate authorities first. If your request is an emergency, or you are concerned for your safety, call 911 immediately.

Police: 911

Fire & Emergency Ambulance: 911

4. All non-emergency maintenance issues will be addressed during regular business hours. Non-emergencies include, but are not limited to the following:

- Inoperable dishwasher
- Inoperable garbage disposal*

**Tenants will be charged for parts and labor for all plumbing issues caused from misuse resulting in clogs, blockages, or damage.*



5. All maintenance and service issues must be reported in a timely manner to prevent a more serious problem. Any damages arising from your failure to timely report a maintenance or service issue will be your responsibility.

6. BEFORE YOU SUBMIT A MAINTENANCE REQUEST, please be aware that the following items are your responsibility:

- To change air filters, smoke detector batteries and light bulbs, including those located in appliances.
- To keep all bathroom and sink drains clear of clogs. This includes the garbage disposal. Visit www.MeeksRentals.com/maintenance-request for instructions on how to reset and clear your garbage disposal.
- To provide pest control to the property.
- To check all breakers and GFCI outlet switches to ensure they are not tripped. Visit www.MeeksRentals.com/maintenance-request for instructions on how to reset your GFCI outlets and your breakers. It is important that you check all GFCI outlets, not just those in the room where you may be having an issue.

Any costs associated with remedying any items within the tenant's responsibility will be charged to the tenant.

7. Tenants are expected to perform basic and routine maintenance on the unit they are renting. Tenants are also expected to make reasonable efforts to confirm that a maintenance issue exists before reporting to the Landlord. If a repair vendor visits the property to address a repair you have reported and the issue does not exist, you will be charged the costs associated with the vendor's visit.

To maintain your rental premises, avoid unwanted repair charges, and mitigate potential damage, we recommend that tenants undertake the following:

- The toilet will not flush.

If your toilet is blocked:

Blocked toilets are usually caused by something blocking the system, and will need to be unclogged. Flush the system once, and use a plunger to gradually pump the blockage through the system. Avoid flushing the toilet too much while it is blocked, as this will cause an overflow.

There is no blockage, but the flush mechanism will not work:



To diagnose the issue of a non-flushing toilet, remove the cover on the back of the toilet to view the flushing system and make sure the flapper element is attached and working.

Do not flush anything other than human waste and toilet paper down the toilet.

- There is no hot water.

The likely cause of a lack of hot water is a fault in the settings of the tank thermostat. Check to make sure the settings are correct, and are not set to a vacation mode, or other “off” setting. Reset the thermostat and allow the system to heat up for 15 minutes before testing.

- Outlets are not working:

Rule out equipment failure by trying to power the equipment from another outlet. If you suspect that the outlet is the problem, reset the breaker to see if this resolves the issue. You may need to reset the GFCI.

- The whole property is without power:

If your property is the only one without power, it is likely caused by a breaker that has been tripped. Locate the breaker box and reset the breaker to see if the power is restored. Call your electric company if you continue to experience issues, to see if there is an outage in your area.

- There is no heat/cool air on the property.

Make sure your thermostat is set correctly and has not tripped or encountered a fault that has shut off the system. Reset the thermostat. Call your utility provider and check to see if your service has been suspended.

- Lights not working – Replace the lightbulb and check and reset the power breaker.
- Beeping smoke detector – Replace the batteries and reset the system.
- Sink or dishwasher will not drain – Check for a blockage or use an unblocking solution. Remove hair buildup from drain strainers regularly and periodically pour hair and clog solvent down the drains to prevent clogged drainage pipes.
- Refrigerator is not working – Check the temperature to see if it is too high/too low, check the grill and drain hole.



- Flooring—Mop up spills immediately on laminate and hardwood flooring to prevent permanent swelling and damage. Use an approved cleaning agent and a mop for regular cleaning. Vinyl floors need cleaned regularly with mop, water, and mild detergent. Vacuum all carpets, including and especially stairs regularly, preferably weekly, at minimum monthly.
- HVAC Filters —Change HVAC filters every three months.
- Stovetop/Oven — Flat top stove surfaces should be cleaned after each use to prevent burnt on ring around heat element. For raised element burners, drip pans need rinsed immediately if what you are heating bubbles over. If your stove has an auto clean setting, use it as needed but especially before move out inspection. Regular cleaning of your stove as spills occur will prevent black charred residue from accumulating.



C. LOCKOUT SERVICE

If you lock yourself out of your rental unit, please submit your lockout service request via the Resident Portal. If unable to log into the Resident Portal, you may submit your request by calling 304.313.6900. However, please note that any calls received outside our regular office hours may be subject to delayed response times.

If an agent is required to be dispatched to unlock the premises, you will be charged a \$75.00 fee. Replacement keys may be requested from Meeks at an additional cost.

D. GENERAL INFORMATION

1. Smoking — Smoking is NOT permitted on or in any property owned by Meeks Rentals and Leasing, LLC. This includes but is not limited to outside of units, on porches, out buildings, decks, etc.

2. Speed Limit — Limit your speed within the community to what is posted for the community. If no limit is posted, the default speed limit is 5mph.

3. Posted Signs — You must obey all signs within the community, such as stop signs, fire lanes, no parking, handicapped parking, etc.

4. Vehicles & Parking — Unsightly vehicles (such as cars with flats, broken windows, etc.) and vehicles with expired tags will not be permitted to remain on the premises. Vehicles are not to be repaired or serviced on the premises. A repair is considered to be anything which requires the vehicle to have the hood open or to be put up on a jack, exceptions include battery jump/replacement or flat tire change. Do not empty car ashtrays onto the parking lots. Towing at the owner's expense and without notice will occur for the following: (a) vehicles that are not properly registered with the city/state and (b) vehicles parked in a fire lane or in a designated "NO PARKING" area. Guest Parking is provided in designated areas only. Guests who park in others parking spaces may be subject to towing at the owner's expense and without notice. Commercial vehicles, boats, and recreational vehicles are not allowed without special written permission. No automotive repairs of any type are permitted in parking lots/spaces or driveways of Premises.

5. Exterior, including Porches, Decks — You are required to keep the exterior areas of the Premises, such as the yard or porch areas, clean of trash, debris, or any personal effects of the Tenant(s). This includes, but is not limited to, brooms, bicycles, disabled vehicles, boats, animal crates, etc. Do not hang or place bathing suits, coveralls, boots, towels, brooms, mops, rugs, bikes/ride on toys, etc. on your porch/deck, in front of your rental unit, or in flower beds. No household appliances, mechanical equipment, or trash are to be kept on your porch/deck. If you choose to decorate your porch/deck for a particular holiday, please remove decorations within one (1) week after the holiday. Gas or charcoal grills may be kept on the Premises only if such grill is kept at a minimum distance of 15 feet from any wood deck or structure.



If your unit has a yard, you are responsible for mowing the grass. Grass exceeding 4 inches in height will be mowed by the Landlord and you will be assessed a related fee.

6. Windows and Window Treatments — You are required to keep all windows furnished with drapes, curtains, or blinds. Any window furnishings existing at the point of move in are provided AS IS and will not be maintained or replaced by Landlord. Signs, placards, tapestries, etc. are not permitted to be displayed in windows. You may not use towels, sheets, blankets, or any other coverings over the windows to darken rooms. Window air conditioning units that sit in the window are not permitted. You may use a portable floor air conditioning unit that vents out of the window.

7. Appliances and Fixtures — The equipment in the bathrooms and kitchens is to be used for the sole purpose for which it is intended. Do not place trash, rubbish, rags, diapers, sanitary napkins, grease, coffee grounds, nut shells, glass, fruit pits, corn cobs, paper, string, metal, bones, etc. in the garbage disposal or toilets. Your disposal is designed only to take food products. **"If you cannot eat it, your disposal cannot eat it."** You are responsible for all damage resulting from misuse of such equipment and you will be required to reimburse us for the cost incurred to repair such equipment and related damage in the event of misuse.

8. Noise — Be considerate of your neighbors. Residents are responsible for their guests' actions and are expected to extend common courtesy and constant consideration. Control the volume of radios, stereos, TVs, musical instruments, and other amplified devices in order to not disturb residents of other rental units/townhomes. Noisy or disorderly conduct that annoys or disturbs other residents will not be permitted.

Noise shall be limited after 10:00 p.m. Offensive or disruptive activity, including but not limited to loud music or TV, loud or unruly gatherings or people, loud arguments, or the habitual or indiscriminate use of profanity or abusive language deemed oppressive to others, will not be tolerated. Repeated offenses shall be cause for immediate termination of the Lease and commencement of eviction proceedings. One warning will be sent and the second offense is immediate termination of the Lease and the commencement of eviction proceedings.

Please contact the police if you are experiencing noise complaints or other serious problems after 10:00 pm. You may notify Meeks Rentals and Leasing LLC the following day regarding the specifics of the complaint. Repeat noise violations may result in the termination of your lease and eviction.

8. Wall Hangings — You may not use nails for hanging purposes. Appropriate picture hangers or Command brand hangers must be used for mirrors, pictures, etc. No holes shall be made into cabinets, doors, woodwork, ceiling, or floors.

9. Trash — Trash should not be left outside your rental unit or on the porch/deck. Please do not place trash outside of trash containers. Fines may be imposed if trash is left outside of trash containers. Boxes must be broken down and bagged before being thrown out. Units with can service, your cans must be



kept at the rear of your unit and brought to designated pick up area the evening before or morning of pickup and returned behind your unit the evening of or the morning immediately after pickup. Furniture items may not be left for removal; you are responsible for removal of these items at your own cost. Residents who are found in violation of these policies may be charged accordingly for their removal.

10. Clutter — Common area entrances must be kept clear at all times. Do not obstruct them with trash, boxes, toys, bicycles, baby carriages, plants, etc.

11. Satellite Dishes— Satellite dishes are permitted in the backyard (mounted on a pole) or on deck railing ONLY. You are NOT permitted install anything on the roof of the Premises. Please notify Meeks Rentals and Leasing LLC of any intent to install a satellite dish to ensure compliance with your lease.

You are responsible for the removal of any approved dish installed on the property. Failure to remove the dish and/or pole installed prior to your move-out inspection will result in deduction against your Security Deposit.

All questions about signal reception, installation, and cost of satellite dishes should be directed to the provider of your choice.

12. Razors-Rollerblades-Skateboards — Are prohibited from use. Residents, guests, and invitees agree to release, hold harmless, and indemnify Meeks Rentals and Leasing, LLC and its Representatives from and against all claims, demands, costs, expenses (including attorney fees), and cause of action arising out of or in any manner relating to any personal property damage, death, injury, or loss suffered from or sustained by willful misconduct.

E. SMOKE DETECTORS

You are responsible for maintaining your smoke detector(s) during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. If the battery should fail during your occupancy, please replace it immediately. An intermittent beeping means that the battery is running low and should be replaced.

F. PET POLICIES

1. Meeks Rentals and Leasing, LLC is happy to accommodate pet owners; however, management solely reserves the right to regulate the number, type, location, and size of pets allowed. This is subject to change without notice. A maximum of two (2) pet is allowed per unit.
2. No pet will be allowed on the premises without prior written permission from the management. Additional one-time, non-refundable fees of \$250.00 and monthly fees of \$25.00 per pet are



required for pet occupancy. All pets must have the appropriate licenses and vaccinations, as required by county or state laws.

3. As a pet owner, you must accept responsibility for your pet. We consider pet ownership a privilege and not a right! Additional fees may be incurred if a pet owner fails to walk their animal in designated areas. It is the resident's responsibility to clean up after the pet even in designated dog walk areas. Please be considerate of others. Fines will be imposed for any pet owner who is negligent in picking up after their pet(s).
4. No pet is to be turned out for the convenience of exercise. Resident must accompany leashed pets at all times.
5. No food is to be left outside in order to feed either cats or dogs. This food may attract stray animals and create health hazards.
6. At no time are animals to be left unattended on patios or breezeways.
7. Meeks Rentals and Leasing, LLC reserves the right to terminate any resident's lease based on repeated complaints regarding noise disturbance associated with pets.

G. UTILITIES

1. Electricity, Water, & Sewer — Must be connected in your name from the day the lease begins and must remain connected throughout the lease period. Any service usage, which is not covered under your service account during the lease term, may be billed to you by Meeks Rentals and Leasing, LLC to recover the costs for services.
2. Telephone and Cable Lines—The rental unit interior wires and jacks are neither maintained nor altered by the maintenance staff. Please contact your cable provider and/or telephone service provider. No holes may be drilled through exterior/interior walls, floors, or ceilings for service.

H. SAFETY AND SERVICES

1. The entire unit should be kept free of trash and debris in all hallways, entry landings, and porches/decks.
2. Dangerous or flammable fluids are not permitted to be stored inside the townhome. No storage items should be placed closer than two (2) feet from furnaces and hot water heaters.
3. Space heaters such as kerosene heaters, wood burning stoves, and electric heaters are not permitted in units.



4. Railings on landings, balconies, and porches must never be climbed over or loosened by anyone.
5. No signs of advertisement or notices of any kind can be placed anywhere within the community without permission of Meeks Rentals and Leasing, LLC.
6. Do not try to enter the unit through the screened windows. If screens are torn or pulled from the building, residents will be charged for the cost of repair.
7. Grilling on porches/decks is not allowed: this is a violation of Fire Code Regulation. Before using a grill on community grounds, please place it a minimum of fifteen (15) feet away from any building, car, or structure.

I. ALTERATIONS

You may not make any alterations, installations (including installation of additional locks or chain latches), electrical changes, repairs, or redecoration (wall paper or paint) of any kind to the premises without the prior written consent of Meeks Rentals and Leasing, LLC. No signs, lights, or antenna wires may be installed on the exterior premises or in the windows. Mirror tiles, paneling, or false brick or stone facades are also not allowed.

J. WATERBEDS OR AQUARIUMS

Because of the potential for extensive water damage and because of the enormous weight of a water bed or aquarium, prior written permission must be obtained from Meeks Rentals and Leasing, LLC before a water bed or aquarium will be allowed on the premises. Proof of renter's insurance will be required before permission is granted.

K. SECURITY DEPOSIT RETURNS

We are only able to return security deposit checks if a forwarding address is provided. Please provide a forwarding address prior to vacating the premises.

We would like to return your entire deposit without deductions and want you to understand the type of repair bills and cleaning charges for which you will be responsible. Deductions for damage will be made for any items requiring cleaning, repair, or replacement which is beyond normal wear and tear. These damages include, but are not limited to:

1. Holes or other wall damage beyond normal wear and tear.



2. Damage to doors and windows.
3. Carpet or vinyl stains, rips, and tears.
4. Damage to appliances provided by Meeks, including dishwasher, range, and refrigerator.
5. Trash, debris, or personal items left in unit.

L. CLEANING GUIDELINES

The following guidelines are suggested cleaning procedures for vacating your rental unit:

1. All surfaces, including baseboards, molding, doors, woodwork and window sills cleaned of all dust, dirt, and fingerprints.
2. All exterior entrance doors and ground floor windows, including tracks, cleaned inside and out. All thresholds cleaned of dirt and cobwebs.
3. All closet shelves, doors, floors, and vents cleaned. All hangers removed from racks.
4. All porches and decks swept clean of leaves and dirt. All grills, newspapers, etc. removed.
5. All light fixtures (interior and exterior) and fan blades cleaned of dust, bugs, and cobwebs. Light globes must be removed and cleaned of dust and dirt.
6. All window blinds cleaned of dust and dirt.
7. All light switch plates, thermostats, and semi-gloss walls cleaned of fingerprints, smudges, and grease.
8. All vinyl floors swept and cleaned of all dirt, especially edges near walls.
9. All cobwebs vacuumed from corners and ceilings.
10. All carpets professionally steam cleaned.

Kitchens:

1. All surfaces and the interior and exterior of all appliances must be cleaned of any food, grease, dirt, dust, and cleaning residue.
2. All cabinet doors, handles, shelves, and drawers cleaned of food residue, hand prints, and grease. Cabinet shelves and drawers must not be sticky to the touch.
3. Refrigerator and freezer cleaned. All shelves, drawers, racks, ice trays, molding, and door gasket cleaned of food residue and mildew. **All** exterior surfaces cleaned of dust.
4. Stove, broiler drawer, oven, and range hood cleaned of all grease, food, and dirt. All knobs, burners, lights, exhaust fans, broiler pans, racks, windows, burner pans included. All cleaning residue wiped clean from appliance.
5. Dishwasher cleaned inside and out. Racks, soap dish, and gasket cleaned of food and soap residue.
6. All counters and appliance surfaces cleaned of dust and food, especially at the edges.



7. Sink cleaned of any residue, stains, and water spots. **All** chrome faucets and fixtures cleaned to shine.

Bathroom(s):

1. All surfaces must be cleaned thoroughly of any hair, mildew, dirt, and dust.
2. Sink, drains, and faucets cleaned of soap residue and stains. Chrome faucets and handles cleaned.
3. Toilet, base, and tank cleaned.
4. Medicine cabinet, shelves, drawers, and vanity cleaned of hair, dust, shampoo, razors, etc. All mirrors cleaned of smudges and streaks.
5. All toilet paper, soap, shower curtains, and shower curtain rings thrown away.
6. All vinyl shower walls scrubbed free of mildew. Shower tub cleaned of stains, rings, and soap residue.
7. All chrome fixtures, including shower head, towel racks, faucets, and toilet paper holder cleaned.
8. Exhaust fans brushed and cleaned of all dust and lint.

R. BREAKDOWN OF MOVE-OUT EXPENSES

Move-out charges will be deducted from a security deposit if an item is not cleaned, is damaged, or needs repair, beyond normal wear and tear. The following amounts represent the **minimum** amounts which will be charged during your tenancy or at the time of move out. These amounts are subject to increase to reflect actual costs incurred (materials, labor, and all incidental charges) to address any specific damage.

1. Window screen - \$20.00
2. Window screen & frame - \$70.00
3. Windows (broken) - based on contractor's price
4. Painting of rental unit - varies with size
5. Light bulbs — kitchen tubes / \$6.00 — others / \$3.00
6. Light fixtures & Ceiling Fans: Replacement cost of similar fixture plus installation charges
7. Stove drip pans—small / \$7.00 — large / \$10.00
8. General repairs - \$25.00 / man hour (\$25.00 minimum)
9. Interior doors - \$100.00
10. Storm doors - \$150.00
11. Drywall repair - \$25.00 / man hour plus materials (\$25.00 minimum)
12. Carpet steam clean - \$200 (additional fees for severe stains)
13. Vinyl repair / replacement - based on size of area, market price of vinyl
14. Carpet repair / replacement - based on size of area, market price of carpet
15. Bathroom fixtures — toilet seat / \$20.00 — towel bars, etc. / \$30.00
16. Smoke detector - \$35.00
17. Extermination (fleas or other pests) - based on contractor's price



- 18. Change locks (keys not returned) - \$150.00
- 19. Charges for porch/deck railings - based per man hour
- 20. Replacement keys - \$20.00
- 21. Mailbox locks (replacement) - \$45.00
- 22. Satellite dish removal - \$200.00



**ACKNOWLEDGEMENT OF RECEIPT OF
RESIDENTIAL TENANT HANDBOOK**

I hereby acknowledge that I have been provided a copy of, read, understand, and agree to abide by the Meeks Rentals and Leasing LLC Residential Tenant Handbook. I understand that failure to follow these policies may result in immediate termination of my Residential Lease Agreement.

I further acknowledge and understand that these policies may be amended from time to time with or without my advance notice. I understand that I may access the current Meeks Rentals and Leasing LLC Residential Tenant Handbook at any time via the Resident Portal.