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# Tenant Handbook

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# OUR WELCOME MESSAGE TO YOU

Congratulations on the selection of your new home! We are thrilled you have chosen a One Focus property. If there is anything you need throughout your lease, please feel free to contact us. The easiest way to reach us is by email at [Support@onefocuspm.com](mailto:Support@onefocuspm.com) or 570-505-3347

Office Address:

- Williamsport: 414 W Fourth Street Williamsport, PA 17701
- Lock Haven: 220 N Jay Street Lock Haven, PA 17745

As professional property managers, we have obligations to both you as the tenant and to the property owner. This handbook is provided to illustrate your lease agreement and outlines our responsibilities to you and your responsibilities to us and the property you have decided to rent. Clear communication is the key to any successful landlord/tenant relationship, and we are always here to answer questions, resolve disputes and discuss any outstanding concerns you may have. Please keep in mind that your online tenant portal is the most efficient way to communicate with any member of the One Focus Property Management<sup>®</sup> team. Your portal can be found at [OneFocusPM.com](http://OneFocusPM.com) and allows you real time access to update your contact information, send messages, make payments and submit service request

## Why do we need a Tenant Handbook?

In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify us. We are always looking for additional ways to make your experience better.

## GENERAL RULES AND REGULATIONS

### The Property

You have leased a home, think of it as your own. Throughout the term of your lease, you are in possession of the house and the yard(if you rent a single family dwelling), your obligations are similar to those of the Owner and you are expected to care for and maintain the premises accordingly.

### Phone Numbers

All residents are required to have telephone accessibility and you are required to provide those phone numbers to One Focus PM, unlisted phone numbers included. In the event that a phone number changes, please notify us.

### Rental Payments

All **rental payments are due and payable**, in advance, on the first day of each month. Invoices will not be sent. Checks, money orders or certified funds must be made payable to: One Focus Property Management

## **Keys and Locks**

One set of keys will be issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of One Focus PM. One Focus **PM** must have keys to each lock on the house.

One Focus PM may gain access and re-key if at any time access is denied and charge the cost to the tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to One Focus PM upon vacating the premises.

If you are locked out of your home, you may borrow a key from us Monday through Friday 9:00 am - 5:00 pm. There will be a charge for any borrowed key that is not returned within 24 hours. We do not respond outside of normal business hours for lockouts. Please be prepared with a spare key for these occasions.

## **Trash, Garbage and Recycling**

When trash collection is included in your rent please be sure to BAG all garbage, loose trash in a toter or dumpster creates a lot of mess and litter. No furniture or large pieces can be placed in or beside the dumpster, the landlord will not pay to remove your bulk items, you must handle this yourself.

When trash collection is not included in your rent all garbage and trash must be placed in appropriate containers and discreetly stored. Please note that One Focus PM will not provide the dispensers. You, the tenant, are required to make arrangements to have garbage and trash picked up weekly. Containers should remain in the appropriate storage area except on pick up days. The same rules apply to recyclable items and their dispensers. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time. Do not store trash on the property, it attracts pests and rodents.

## **Disturbances, Noise and Nuisances**

All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud. If your neighbors can hear your music, try turning down the bass setting on the speakers and placing a barrier material between the speaker and the floor/wall.

## **Move-In/Move-Out Video**

Included in your move-in fee is the move in inspection video that One Focus PM performs prior to your move in. This video will protect you from behind held responsible for damages or conditions which were there prior to your tenancy. In the event the property is sold, or management changes during tenancy this record will serve to protect you. We will also document the property with video when you move out. We encourage you to do the same thing personally for your own records. If there is a dispute later, we will have videos to reference.

## **Periodic Inspections**

As part of our agreement with the Owner of the property, One Focus PM will conduct routine inspections of the property to ensure conditions are being maintained. You will be notified in advance of these visits.

## **Parking/Vehicles**

All vehicles should be parked in the appropriate area (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs e.g. changing a tire) is allowed at any time. If your vehicle leaks fluids, place a protective covering under the vehicle to catch the leak as no oil/fluid stains are allowed on the garage floor, driveway, walkway or any other area of the property.

## **Guests**

Any person or persons staying more than ten (10) consecutive days will be considered a tenant, unless prior written permission is obtained from One Focus PM. Only those persons listed on your lease have permission to occupy the premises. You will be responsible for the behavior and acts or omissions of your guests. All portions of your lease and this Tenant Handbook also apply to your guests. Having an unauthorized tenant residing in the premises is a material breach and default under your lease and may result in eviction.

## **Use of the Premises**

There shall be no large above ground pools, swing sets, play equipment or trampolines allowed on the premises. Smaller plastic toddler playsets or baby pools (limit 200 gallons may be used but may not remain in the lawn overnight or when not being used).

## **Insurance**

Your lease requires that you have tenant's insurance for your liability and personal property. A copy of your declarations page is to be given to management prior to moving in. Additionally, please notify your insurance company that One Focus PM is your landlord and must be listed as additional interest or additional insured on the policy. One Focus PM will not and does not provide any insurance for you, your personal property, or any liability insurance for the tenant.

## **Pets**

No animals – dogs, cats, snakes, birds, etc. – of any kind are allowed on the premises unless you have written permission. This includes pet sitting or visiting animals. In no case may an animal be at the property that is not specifically permitted in writing. You are responsible for the animal at all times. One Focus PM reserves the right to revoke animal privileges at any time without terminating your lease agreement.

## **UPON MOVING IN**

### **Getting to Know Your Property**

When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not near the breaker box) and where the stove, hot water heater and HVAC breakers are. Also, look for the water shut off which can typically be found in the basement where the water line comes into the house from the city supply or well. Lastly, please look for the water shut off for the hot water heater. Locating these items now has potential to eliminate damage later.

## **Heating and A/C Systems**

All heat and A/C filters should be changed at least four times a year, and batteries for smoke detectors at least once a year. One Focus PM recommends that you test all your batteries and all devices in the premises which rely on batteries for power (whether directly or as back-up power) when you change your air filter. You are responsible for maintaining charged batteries in all such devices during your lease.

For homes that have heat pumps for heating and air conditioning, know that the air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for a set temperature. The air runs over the heating or cooling element and then gradually warms or cools to the desired temperature. During extreme periods, the heat pump may not keep the house as comfortable as you desire. For instance, when the heat index is high, the heat pump may not lower the inside temperature more than ten degrees below the outside. In these cases, One Focus PM recommends you close the windows and doors, avoid running hot appliances and take all other precautions given by the public authorities. Please do not set the thermostat at a low temperature when the outside temperature is above 95 degrees.

Poor cooling and heating can often be the result of a clogged filter which is why One Focus PM recommends you change these quarterly. Failure to keep the air filters clean may result in costly repairs and you may be responsible for if the conclusion is a clogged filter caused the damage.

## **Circuit Breakers**

Circuit breakers move slightly when triggered. It may appear to be on when in fact it has tripped. To reset, turn the breaker to the off position and then back to the on. The ground fault circuit breaker detects even the slightest voltage change and will cut the power during such fluctuations. Most ground fault circuits are located the breaker box and are marked with a yellow button. Many homes have ground fault circuits at the plug-in outlet; when these trip, simply reset the breaker as outlined above or per the instructions on the outlet cover.

## **Extermination**

Please report any pest problem within three days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, except termites, shall be your responsibility. One Focus PM assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Suspected termite infestation should be reported as soon as possible.

## **Paint and Wallpaper**

If you wish to change the house in any way, please put your proposal in writing and submit to One Focus PM along with a sample of the desired paint, wallpaper or rendering. If approved, you will receive written confirmation. Please be aware that all tasks must be done in a workmanlike manner and must be inspected and approved by One Focus PM after completion.

# MAINTENANCE, DAMAGE & REPAIR

Throughout your tenancy, you are expected to maintain the home and keep it within the same condition as it was when you took possession. Only normal wear repairs will be made by One Focus PM. You will be held accountable for repairs caused by misuse or neglect.

## Maintenance Requests

Service requests can be made online through your tenant portal. One Focus PM stresses the importance of putting all requests in writing. Upon filling out the request, please be as specific as possible about the problem and if possible, include pictures.

## Emergency Maintenance and Repairs

An emergency exists when health and safety is compromised or property damage has occurred or is about to occur. To report an emergency, call 570-505-3347 and follow the prompts for emergency maintenance. Report the specific incident, your telephone number and the property address. If the emergency involved a fire or something similar, please notify the proper authorities (911) first.

Do not call the emergency answering service with non-emergency or non-maintenance issues. This service is strictly for emergency maintenance only.

## Who Does What

All breakdowns, system failures and structural defects to the property must be reported to One Focus PM immediately. If an urgent repair is needed, you are responsible for stopping further damage from occurring if possible and safe to do so (e.g. if there is a leak, you are responsible for stopping the water source until One Focus PM can make the repair. Likewise, if the problem is electrical, turn off the breaker until a repairman is available.) You will not be reimbursed for any unauthorized repairs you make.

Examples of maintenance you are expected to do at your own expense	Examples of Repairs management will make at no expense to you	Examples of Repairs for which you will be held Responsible
<ul style="list-style-type: none"><li>• Replace light bulbs</li><li>• Torn or damaged screens</li><li>• Replace or repair cabinet catches, knobs or handles</li><li>• Replace heat and A/C filters each quarter</li><li>• Treat for spiders, bees, etc</li><li>• Keep flower beds edged and add fresh bedding</li><li>• Replace batteries in smoke detectors</li></ul>	<ul style="list-style-type: none"><li>• Repairs to heat and A/C systems from normal use</li><li>• Replace heating units or hot water tanks from normal use</li><li>• Repair leaks in the roof</li><li>• Replace or repair any part of plumbing which fails from normal use</li><li>• Remove broken electrical components</li><li>• Repair/repaint rotted wood</li><li>• Treat for termites</li></ul>	<ul style="list-style-type: none"><li>• Replace heating elements/hot water tanks if caused by empty tank</li><li>• Any unusual damage on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unreasonable use</li><li>• Damage to fences, outside walls, shrubbery, trees or plantings</li><li>• Damage caused by your failure to notify us promptly under the circumstance of any repair needed, where prompt notice</li></ul>

## Unauthorized Repairs

Please do not make any repairs or authorize any maintenance without written permission from One Focus PM.

## Lawns and Grounds

For properties with included lawn care please take care to not block access to lawn areas or leave pet waste or other items in the lawn or sidewalk areas. Do not place garden decorations or plants close to the grass as the landscaper's machines may damage them. One Focus PM and our vendors do not assume any liability for your personal property that is stored or kept outdoors.

For properties where you are required to perform the lawn care, you are expected to tend and care for to the lawn and grounds. This care includes regularly cutting the grass, trimming the shrubs, edging all walkways, curbs and driveways, and cleaning off walkways. You are required to report any condition which can cause damage, permanent and temporary, to the grounds. Do not leave hoses connected to exterior faucets with the water turned on.

## Light Bulbs

Throughout your lease, you are responsible for replacing burned out bulbs, including floodlights. Upon moving out, all lights must be equipped with the proper number and type of bulbs.

## Plumbing and Septic Systems

You are responsible for keeping all sinks, lavatories and commode drains open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after five days of occupancy unless it was caused by mechanical failure of the plumbing system during normal use. DO NOT FLUSH – WIPES (regardless if they are "flushable", feminine hygiene products, diapers, foreign objects, etc)

## Waterbeds

Waterbeds will only be permitted with written authorization from One Focus PM and will require a specific rider on the renter's insurance policy to cover potential damage

## Walls and Ceilings

Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval of One Focus PM. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. We highly suggest using 3M Command Strips to hang things on the walls. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted before vacating. SMOKING OR BURNING OF ANYTHING AND EVERYTHING IS PROHIBITED IN THE PROPERTY. You will be charged the expense of remaining soot/smoke stains and odors.

## Vinyl and Hardwood Floors

With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self-polishing types of wax such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors. Do not use any solvent based waxes. You will be responsible for damage done by using improper cleaning materials or solutions. You are also responsible for damage to flooring such as broken tiles or torn floor covering or improper cleaning procedures.

## **Carpet Care**

One Focus PM recommends you vacuum at least once a week to maintain condition of your carpet. Heavy traffic areas often require more frequent vacuuming to eliminate the coarse particles that act abrasively on the fiber. Before you moved in, the carpets were professionally cleaned, and it is your responsibility to have them professionally cleaned before moving out. A copy of the cleaning company's bill is required at the time of move-out. Please feel free to contact your us for professional carpet cleaning company recommendations.

## **Stoves, Dishwashers & Garbage Disposals**

It is important not to neglect the cleaning of kitchen appliances and utilities. Instructions for how to clean your stove can be found on the face of the stove, similar to where instructions for how to clean your oven can be found. When cleaning your oven, please be mindful of drips onto the cabinets and floorboards and remember not to use oven cleaner on self-cleaning or continuous cleaning ovens. Keep in mind that you will be charged for any damage to an appliance caused by improper use, cleaning or overall lack of maintenance.

Dishwashers need to be used at least once a week to avoid damage to seals and motors. Please remember to clean the door and check the bottom of the dishwasher for food particles and other items that may have fallen from the racks.

Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, please turn the switch off and try to unjam the appliance in a safe manner. You can do so by turning the blade backwards with a wrench or resetting the circuit breaker (usually found near the side or the bottom of the disposal). Keep in mind that almost all disposal issues are due to the flushing of improper items.

## **Washer/Dryer Hookups**

When you install your washer and dryer, it is also a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, please remember to turn off the hot and cold-water supply. You are responsible for any damage to the plumbing supply lines or fixtures arising from installation of washing machines and/or dryers.



## CLEANING STANDARDS

One Focus PM works hard to provide you with a clean, well maintained space upon moving in and ask that you leave us with the property in same condition in which you found it. This means properly maintaining and cleaning cosmetic and structural elements in your leased home.

### Minimum Cleaning Standards

- Windows and storm doors should be cleaned inside and out at least once a month.
- Interior doors, doorways, walls, baseboards, windowsills and ceiling fans should be washed/dusted every one to two months.
- Remove dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
- Clean stove, drip pans, oven racks and drawers, broiler pans, hoods, filters and vents biweekly.
- Mop, wax or vacuum floors biweekly.
  
- Change heating and A/C filters monthly.
- Clean and sweep fireplace, including grate, screen and glass.
- Replace burned bulbs and clean light fixture as needed.
- Curtains and blinds should be washed semi-annually.
- Bathrooms should be cleaned weekly, this includes toilet bowls, sinks, mirrors, floors, bathtubs and showers.
- Sweep out garage as needed.

### Countertops, Cabinets & Kitchen Appliances

Please remember to use cutting boards and hot pads when chopping, cutting or placing hot items on the countertops. Do not use abrasive cleaners on countertops as they will scratch. All cabinets must be vacuumed out before vacating

Kitchen appliances must be cleaned regularly. Please remember to clean under the refrigerator and washer/dryer regularly as lack of maintenance can cause excessive wear and tear for which you will be held responsible.

### Fireplaces

If there is a fireplace in your home, it is not to be used for fires. You may use this as a decorative display area for an electronic candle(no burning) display.

### Lease Fees

The lease contains fees and fines that the tenant may be required to pay in certain circumstances of non-compliance.

Late Fee	\$50 plus 8% of the unpaid rent amount	If rent is not received before the end of the grace period defined in the lease
Returned Payment Fee	\$50	Returned payments for any reason
Utility Fee	\$100 fee plus the expense of the utility during the leased period	If utilities (that Tenant is responsible for in the lease) remain in the Landlord or Manager's name beyond the start date of the lease, or at any point during the lease

		you disconnect the utilities.
Lease Change Fee	\$150	Rewriting the lease due to tenancy changes
Renter's Insurance Violation Fee	\$100	Failure to provide proof of renter's insurance within 10 days of lease start date \$100.
Early Termination Fee	An amount equal to one month's rent or \$800, whichever is greater	When the lease is terminated early, this fee is required(among other requirements) to break the lease
Noise Complaint Fine	\$50 each occurrence	After two complaints about excessive noise
Municipality Fines	\$100 fine plus the cost of fine	If the municipality issues a violation for the condition of the property, including lawn cutting and snow removal. (Only when the exterior maintenance is the tenant's responsibility in the lease)
Non-Performance of Lawn Care and snow Removal Fine	\$100 fine plus the cost of work	Failure to maintain the lawn, snow and exterior of the property as required by the lease.
Cigarette Butt Clean up Charge	\$100/hr (minimum 1-hour charge)	Cleaning up cigarette butts on the property.
Lawn Violation	\$100 plus the cost of cleanup	Vehicles parked on the lawn or damage to the lawn from vehicles.
Smoke Detector	\$500 fine plus damages and attorney's fees	If the Tenant damages or disables any smoke or carbon monoxide detector on the property.
Inspection Fee	\$50 per reinspection	Should the Property not be in good condition and require re-inspections to determine whether the cleanliness or lease adherence is being maintained.
Key Fee	\$100	Tenant fails to return borrowed key.
Unauthorized Animal Fine	\$100 per animal per day	Should an unauthorized animal be found in the Property
Missed Appointment Fee/Trip Charge	\$75	Tenant fails to show up for an appointment with a staff member at your home or fail to restrain an animal and we cannot get into the property.

## MOVE OUT PROCEDURES

### Put it in Writing

Prior to moving out, One Focus PM requires at least thirty (30) days months' notice. Before it is accepted, a form must be submitted in writing, including the date you anticipate returning the possession of the property and the address where you will be moving to. You are responsible for providing One Focus PM your forwarding address.

### During the Notice Period

Once you have given notice, the property may be listed for sale or rent and is eligible for showing. Showing hours are between 9am and 5pm during which the property must be made available and in proper condition. You will be emailed prior to showing. Please note that guests, inconvenient timing and lack of availability to be there are not considered acceptable reasons to reschedule.

Extra effort on your part is expected to keep the house and yard neat throughout the marketing period. Please keep in mind that the better a home shows, the more likely it will rent and the less you will be bothered.

Minimum showing condition includes:

- Vacuumed floors, clutter free
- Make beds and tidy rooms
- Clean kitchens and baths and empty sinks
- Unmarred walls
- Dogs kenneled and litter boxes odor free
- TV is turned off or volume is low
- Yard is mowed and in good condition
- Blinds and curtains are opened, and the home is well lit.

### The Move-Out Process

Upon moving out, keys and professional carpet cleaning receipts must be turned into the office before an inspection will be conducted. Move in and move out inspection reports will be compared to determine damages, as well as pictures. Security deposits will be disbursed pursuant to the procedures in your lease and the Pennsylvania Landlord Tenant Act. You will receive a statement and, if owed, a refund of your security deposit at your forwarding address within 30 days of returning possession of the property.

## VACATING PROCEDURES

Once again, thank you for choosing to rent with One Focus PM. Your property will be scheduled for a video inspection once you have vacated and turned in your keys. Inspections are not performed with tenant.

Upon moving out, please be sure that all following items have been addressed:

- **Cleaning:** Please use the cleaning requirements below as a checklist for moving out. Note that all carpet must be professionally cleaned, and One Focus PM must be provided with a copy of the receipt.
- **Remotes/Keys:** All remotes, fobs and keys must be tagged with the unit address and turned in

before moving out. These items can be placed in an envelope that is clearly labeled with your information and property address.

- Forwarding Addresses: If you did not provide us with a forwarding address on your portal, we ask that you leave a forwarding address when you turn in your keys/remotes/fobs.
- After Hours Surrender: If you are surrendering the premises when our offices are closed, please use the after-hours drop box. Be sure all keys, remotes and fobs are placed in an envelope clearly marked with your name and the premise address.
- Pets: If you had an animal please ensure that fleas are not present, and all animal waste is cleaned up from the yard.
- Walls: Remove nails and fill in holes with a drywall compound. Be sure to wipe off any excess and sand smooth. Touch up paint is not acceptable. You must paint the entire wall the existing color. Failure to do so will result in you being held accountable for the cost of repainting.

#### KITCHEN

- **Cabinets & Drawers:** wash shelves and doors inside and out
- **Stove:** wash tops, burners and rings and clean under stove burners
- **Oven:** clean racks and drawers, exhaust vent (DO NOT use oven cleaners in self-cleaning ovens)  
*If self-cleaning oven, DO NOT leave racks in while cleaning*
- **Refrigerator & Freezer:** Wash individual items and put back together.  
Wipe down rubber seals, vents, back of fridge and drip pans
- **Microwave:** wipe down interior and exterior
- **Sinks:** clean out sinks, disposal and splashguard
- **Countertops:** use all-purpose cleaner
- **Backsplash & Ledge**

#### GENERAL

- **Closets:** clean closets inside and out, wipe down shelves and remove all hangers
- **Doors:** clean around doors and under mats
- **Floors:** vacuum, sweep and clean all floors, including baseboards  
Wash all rugs and mats  
Professionally clean carpets
- **Windows:** clean sliding glass doors, tracks and windows Window treatments should be dusted and washed
- **Trashcans:** wash each can inside and out, deodorize and replace liner
- **Mirrors and Pictures:** clean all mirrors and pictures, walls behind pictures and edge of all pictures
- **Walls:** clean all walls to make sure free of spots
- **Ceilings:** wash and polish all light fixtures, clean vents, check and replace bulbs and dust ceiling fans

#### BATHROOMS

- **Tub:** wash/polish tile in the tub area including soapdish Polish chrome fixtures  
Remove shower curtain and liner
- **Glass Shower Doors:** use cleaner with scratch pad to remove soap scum  
Polish chrome fixtures
- **Toilets:** clean toilet bowl and base, inside and out
- **Sinks:** clean and polish sink fixtures
- Empty out medicine cabinets
- Clean surface areas and mirrors

#### PATIO

- Sweep ceilings and walls for cobwebs

#### YARD

- Mow grass, trim hedges and edge walkways Weed around buildings

#### GARAGE

- Sweep and hose out garage and driveway
- Remove debris, replace bulbs

#### LAUNDRY ROOM

- **Washer/Dryer:** clean top, side, front and inside edge Clean out lint tray/filter
- Sweep and wipe down behind appliances