



Tenant Information Booklet

An A-Z Guide to your new tenancy



Effective July 2011

Welcome to your New Home!

To assist you in getting the most out of your tenancy we have produced this Tenant Information Booklet, covering the most frequently asked questions from A-Z. It will help you by providing information on most of the issues that you will face every day as you settle into your new home. It should also answer any questions you may have throughout your tenancy with Koenig and Sons Properties. But if you have a query not covered here then please log on to www.KoenigSonsProperties.com or contact your Property Manager. Contact numbers are located at the end of this booklet.

Being a tenant is different than checking into a hotel. As a tenant you are given the privilege of living in a property that is owned by someone else. As a part of the privilege, you have an obligation to treat the property as though it did not belong to you, keeping it clean and in good condition. You also incur a responsibility to the other tenants in your property. For the benefit and enjoyment of all, you are expected to adhere to reasonable rules and policies.

This Tenant Information Booklet is intended to outline for you those additional rules and policies that are in addition to those contained in your lease. We welcome you to a Koenig and Sons Property. We trust you will find your time with us pleasant and enjoyable!

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Alarms

All properties are fitted with at least one smoke alarm. These are checked before you move in to assure they are in good working order. It is your responsibility to keep them in good working order while you are a tenant. Some alarms are wired while others are battery operated. You should check them at least once a month to make sure they are working. With battery operated alarms, when the batteries are low, you will hear an intermittent beeping. When you hear this you should change the battery. DO NOT remove the battery as this could jeopardize your safety. If alarms do not appear to be working properly report a maintenance problem. Alarms found to be not in good working order at the time of your move out will be repaired or replaced at your expense.

Broadband (Internet) Installation

Most tenants now have computers and want to connect to the internet. All units are wired for telephone service and also have either satellite or cable connections. It is the responsibility of the tenant to provide internet service for themselves. Telephone line connection to the internet is available through ATT, with an ATT provided router, Ethernet connection or wireless can be had. In units with cable connections, Cox Communications routers can be obtained. Tenants may NOT utilize satellite internet connections and may not attach any satellite dish or satellite/cable wiring to the exterior of buildings. Some properties are in areas where super high speed fiberoptic connections can be obtained with ATT.

Change of Tenant

Once you have entered into a tenancy (Lease) Agreement, you are bound by the terms and conditions of that document until the last day of the lease and your subsequent occupancy. In very exceptional circumstances we may allow a change of tenancy during the period of the lease. This is only possible if 6 or more months remain on the lease. It is your responsibility to find a replacement tenant, however this tenant MUST be accepted by Koenig & Sons, LLC and all relevant paperwork completed and fees paid the same as all new tenants, before anyone will be released from their contractual obligations. No change of tenancy will be allowed if there are any rent arrears or outstanding account balances on the property. An administration fee of \$125 will be charged and is payable by the tenant who is leaving the property. Please contact the Property Manager for more information.

Decoration and Redecorating

You are not permitted to carry out any alterations or redecoration of your unit or property without the Owner's permission. Should you wish to make any changes to the property, you must inform us in writing and wait until permission is given in writing before any work commences. If you do carry out alterations or redecoration without permission you will be charged for any costs associated with returning the property to its original state.

Deposits

We require a security deposit for every tenancy, the amount of which must be paid in full before occupying the property. This deposit is subject to allowable deductions, such as cleaning costs, damage to the property, missing inventory items and rent and is refundable to you only after you have vacated the property. This deposit is held in escrow during your tenancy.

Deposit Return

Your property will be inspected after you leave by the Property Manager. Deductions will be made from your deposit to cover rent arrears, breakages, repairs, cleaning, damage caused to fixtures and fittings, non-returned keys (leading to lock changes) and necessary replacement items from the inventory. To make sure you get as much of your deposit back as possible you should:

- Ensure your rent is paid up to date as well as any additional charges.
- Attend to all required cleaning. We expect you to leave the property exactly as it was when you moved in.
- Ensure all items, appliances, etc. are present, in good condition and in the original location, otherwise you will be charged.

- Advise the utility companies – gas, electric and water as applicable – that you have left the property.
- Return all keys and schedule a move out inspection with the Property Manager on departure.

You must notify the Property Manager, in writing, one month before your intended departure date. A move out packet will be given to you closer to your move out date.

Disposal

All of our properties are fitted with garbage disposals in the kitchen sink. This is a convenience for you but disposals must be used properly to function without problem. Do not put anything in the garbage disposal that you cannot eat. Examples of items that should not be put into the disposal are corn husks, potato skins, bones, artichoke leaves, noodles, lettuce etc. When using the garbage disposal, run cold water into the unit before adding any food items to it. Turn on the disposal and add food items **slowly** while cold water is continuously running. When you hear that all the food has been ground up, turn off the unit and let the cold water continue to run for another 30 seconds. This ensures that all ground food particles are flushed into the sewer rather than settling into your sink trap. If your disposal should malfunction or the sink should stop up notify us so that the plumber can be called. If the plumber determines that any of the above or similar items were blocking the disposal or the drain you will be responsible for the complete charges pertaining to that service call.

Emergency Repairs

Calling for emergency maintenance or repair is reserved for true emergencies only such as fire, flood, gas leaks, etc. All other requests for maintenance and repair should be reported through the “Tenant Login” function on the website or by calling the Property Manager during the office hours of 9am-5:00pm, Monday to Friday. Non-urgent repairs reported as an emergency may result in call out costs being charged to you.

Fees

Koenig and Sons charges an **Application Fee** of \$25 in cash or certified funds per unit to those wishing to be approved for tenancy in a Koenig and Sons property. You can incur a **Late Payment Fee** of \$25 if your rent payment is received late with an additional **Daily Late Fee** each day thereafter until payment is received. If a repair expense is incurred by Koenig & Sons, LLC that is deemed to be a tenant responsibility, e.g. breakage of a window, clogged drain line inside your unit, you will be charged the expense of that repair. Please be aware that when you make a payment on your account, **Fees and other charges are paid before your rent charge**. That means that if you don’t pay those additional charges before the end of the month, your rent payment will be considered not paid in full and you will incur additional late payment charges. There is zero tolerance for the payment of fees and charges, just as with rent. You will be notified of any fees or charges added to your account. They **MUST** be paid in full before the end of the month incurred. Failure to do so could result in your eviction.

Fire

Smoke detectors are checked prior to your move into a unit to assure they are in good working order. It is your responsibility to check all smoke detectors on a monthly basis and change batteries when required. **NEVER DEACTIVATE A SMOKE DETECTOR BY REMOVING THE BATTERY OR UNHOOKING WIRES**. If a fire should occur that you are not easily able to contain, you should call the fire department

immediately, evacuate your unit and notify adjacent tenants in other units of the emergency. Call the Property Manager immediately after calling the fire department and notifying adjacent tenants.

We strongly encourage all tenants to purchase a small home fire extinguisher to keep in the kitchen for accidental flare ups. It is a good practice to have one of these in your home at all times. They can be purchased for less than \$20 at Lowes or Home Depot.

Gardens and Grounds Care

Grounds care and maintenance is provided as part of your rental payment for all Koenig and Sons properties. We take pride in keeping our properties looking nice. We ask that you help a little in this endeavor. Don't leave litter, cigarette butts or other trash on the grounds. If you see an item of litter, please pick it up and put it in a trash receptacle. You may not do any planting on the grounds except by permission in advance in writing. Any planting that is done becomes the property of Koenig and Sons when you leave. You may, however, plant in pots by your door, i.e. flower and vegetable pots so long as they do not obstruct other tenants.

Outdoor barbecue grills may not be used on balconies and all grills must be kept at least 15 feet away from buildings when in use. This is for the safety of all. If there are children about, please remain with your grill until it has cooled to avoid the children accidentally burning themselves.

Children's toys, when not being used, should be stored in your unit. Never leave toys unattended on the grounds.

Holidays and Vacations

If your unit will be completely unoccupied for more than 14 days at any one time, you must let us know in writing. This may affect the property insurance owned by Koenig and Sons, LLC and additional steps may need to be taken to protect the property. During winter months your heating should be left on low to avoid burst pipes. You can email the Property Manager of your intentions through our website or by calling the number shown at the end of this document.

Inspections, Initial and Subsequent

The **initial inspection** of your unit is given to you as part of your lease before you occupy a unit. If you have any dispute with this inspection, it must be submitted to the Property Manager within the first five days of your occupancy. This inspection form will be used when you check out of the property to assess any missing items or damage caused by you. Items requiring repair or maintenance that have not been previously reported by you will also be charged to your account.

Subsequent inspections of your unit will be carried out approximately every three to four months during the course of your tenancy. Inspections are carried out to ensure that the terms and conditions of your lease agreement are being met. You will be given notification prior to an inspection being carried out. Inspections are performed by the Property Manager.

Insurance

The insurance owned by Koenig and Sons for their properties DOES NOT cover your personal belongings from theft, fire, damage, etc. We strongly recommend that you have Renters Insurance to provide coverage for all your own personal possessions (especially if you have valuables or expensive computer or AV equipment in your unit), and any accidental damage you may cause to the property, fixtures or

fittings. Tenant Insurance is provided by a number of insurance companies. You can easily obtain quotes for this type insurance for the Fort Smith area by logging onto www.netquote.com and filling in their simple online form. You will receive one to five quotes in your email or may contact those vendors directly using the phone numbers provided in your email. You may also contact independent insurance agents in Fort Smith directly.

Joint and Several Liability

Joint and Several Liability, a provision in your lease agreement, means that all adult tenants (over 18) jointly and individually are responsible for fulfilling all the terms of the lease and tenancy. That means, for example, that if you have occupied the unit with another adult co-tenant and the roommate moves out before the end of the lease, **you can and will be held responsible for the complete payment of the full lease amount.**

Keys

Each adult tenant will receive one full set of keys, which MUST be returned at the end of your tenancy. You are NOT permitted to change locks or add additional locks or safety chains to your doors. Failure to comply with this will result in additional costs to you. If you have a problem with locks or security you should notify the Property Manager. Never “loan” or give your keys to another person. This is for your safety. You may NOT duplicate keys. If you need additional keys they will be provided to you for a small additional fee. The charge for lost or non-returned keys is \$75.00 and this is subject to an upward charge from the date of this printing. A “call-out” for the manager to open your unit for you is \$25.00 payable at the time of letting you in your unit and is available only during regular business hours. For after hour’s calls, you must call a locksmith to let you in. This is at your expense.

Laundry

Some of our properties have a coin operated laundry room onsite for the use of the tenants. Laundry rooms are open 24 hours daily. The laundry room is to be used only by the residing tenants. Guests are not permitted to use the laundry room. We ask that you keep this facility clean at all times. Clean the lint traps in the dryers after every use. Put all lint, dryer sheets, used soap boxes or bottles into the trash. Don’t leave old items of clothing in the room. Please close the door to the room when you are done. Leaving the door open in cool weather will cause your clothes to take longer to dry and therefore cost you more money.

Letters of Reference

At the end of your tenancy we can supply you with a written reference if you desire. This will include the start and end dates of your tenancy, what the rental rate of your unit was and the names of those individuals on the lease. We can forward this letter directly to your next landlord by mail or email. There is a \$25.00 charge for this service.

Lead Tenant

To avoid unnecessary confusion, we ask that the group of lessees in the same unit appoint a “lead tenant” who will be responsible for communications with the Property Manager. The Property Manager will initially contact this tenant regarding all tenant matters. This arrangement does not obligate this person in any way.

Lease

The lease you sign is a binding contract between the Owner of the property and you, the tenant. You should read the lease very carefully and ensure you understand your obligations before signing. If you don't understand a part of the lease we will explain it to you. The lease is for an initial period of one year. This means you are signing a contract to pay to the Owner the full amount of rent due for one year even if you leave the property before the year is up. For example, if your unit rent is \$350/month, you are signing a contract agreeing to pay the Owner \$4200.00. After the initial one year term of the lease, it automatically renews every 30 days. That means you continue to be obligated to the terms of the lease for as long as you occupy the property. Every adult living in a unit must be named on the lease. **You may not move anyone into the property unless you have asked us (in writing) and we have given permission for you to do so from the Property Manager.** Anyone who moves in to the unit during the first year must accept and sign the lease for the duration of its term. Failure to follow this policy may result in your eviction. There is a maximum number of individuals that may occupy a property.

Mice and other Vermin

If you experience mice, roaches or other vermin in the property within the first 2 weeks of your tenancy, the Property Manager will be responsible for the treatment of this. After this period, it becomes the responsibility of the tenant. If it is discovered subsequently that you have acquired and failed to eradicate pests, the Property Manager will do this and you will be charged the extermination cost. Keeping your property clean and free of exposed food will help you avoid acquiring pests.

Move Out

You are required to give 30 days' notice, in writing, of your intent to move out. All persons named on the lease must sign this notice. Failure to provide this notice will result in the loss of your Security Deposit. You will receive a move out information packet before the date you are due to leave the property. You must move out on or before the date you have told us you are leaving and you must provide us with a forwarding address. We will contact you at his address when your settlement report is finalized. If you are due a return of your Security Deposit, a check will be mailed to you at this address. Likewise, if you incur charges in excess of your Security Deposit, you will be billed at this address. If you move out before the end of the term of your lease or incur damage, repair and cleaning charges at your departure, you are expected to pay those charges. There is zero tolerance on this. **Failure to pay an outstanding debt will result in you being turned over to our collection agency and a court judgment against you will be pursued by them.**

Noise, Nuisance and Drugs

Tenants must ensure that they live peacefully in their property ensuring neighbors and other residents nearby are not disturbed. You are responsible for the conduct and behavior of any visitor to your unit, whether or not they have been invited. We take noise and nuisance complaints very seriously and in extreme cases are obliged to act on neighbors' complaints which may lead to your eviction from the property. The main types of complaints usually received concern door slamming, shouting, using washers or vacuums at late hours, pounding bass from TVs or audio systems, hard shoes on hard floors, etc. Rubbish disposal is also a contentious issue. If you are planning a gathering, ensure your neighbors are informed in writing and give a reasonable finishing time. Police are called when necessary. Tenants may call the police if neighbors are causing excessive problems. **Illegal drug use or manufacture in any**

property is cause for report to the applicable authorities and cause for eviction. There is a zero tolerance on this policy.

Open Viewings

If you are moving out of your unit, we may ask you to allow us to show the property to a prospective tenant. This is done in an effort to re-let properties quickly. There may be incentives available for your help with this.

Parking

Parking space for only two vehicles (cars or motorcycles) is provided for each rental unit. For some properties the parking spaces are assigned while in others they are available on a first-come, non-reserved basis. The Property Manager will explain the policy to you the policy applicable for your property. Boats, trailers, recreational vehicles, RV's, etc. are not to be parked or stored any place on the property without written permission of the Property Manager. No washing or repair of vehicles may be carried out on the property except for emergency repairs, e.g. flat tire. Any vehicle left on the parking lot in an inoperable condition or without current license plates will be away at the owner's expense.

A few spaces may be used for guest parking only on an as available basis and only for a period of time less than 8 hours. Guest vehicles remaining longer will be removed at the owner's expense.

Pets

Some properties do not allow pets. Please adhere to this restriction where it applies. Failure to do so may result in the loss of your Security Deposit and eviction. In those properties that do allow pets, they are generally discouraged. If you still wish to have a pet in properties where they are allowed you must so notify the Property Manager. A non-refundable pet fee of \$150 is required and an additional \$30 per month pet rent is charged per pet. If it is discovered you have acquired a pet and have not paid these fees you may forfeit your Security Deposit and be evicted. If you have a pet you are required to remove pet waste from the grounds as soon as it is deposited. Pets must be kept leashed in accordance with Fort Smith city ordinance.

Questions and Complaints

We are happy to answer any questions you may have about your tenancy. Please feel free to call the Property Manager with any concerns of questions during regular office hours which are 9am -5pm, Monday through Friday. If you have concerns about another tenant, please feel free to discuss them with the Property Manager. Your concerns will be kept confidential. Grievances must be given in writing and signed and dated in order for them to be responded to. The Owner of the property has specifically designated the Property Manager the authority to handle all complaints and grievances and the Owner will not respond to these directly.

Rent Payments and Your Account

The Property Manager may NOT receive payments on your account in cash except for application fees. You must pay by another method. Payment by check or certified funds (money order or cashier's check) is acceptable. You may also arrange for an automatic draw (debit) on your bank account with your bank or pay online in the "Tenant Login" section of our website. All "insufficient funds" checks are promptly turned over to the sheriff for prosecution unless you correct the deficiency immediately with certified

funds. If an “insufficient funds” check is ever received, you must thereafter pay your account with certified funds. You are subject to eviction if an “insufficient funds” payment is received.

We have a zero tolerance policy on rent arrears. Your rent is due on the first of each month. You will receive a statement each month from Koenig and Sons, LLC stating the balance that is due on your account. If, for any reason, your rent has not been received by 5pm on the 5th of the month, you will incur a Late Payment fee of \$25.00. You will incur an additional late fee of \$1.00 per day at the beginning of each day thereafter until your rent is paid. If your rent has still not been paid by the 18th day of the month, eviction proceedings will be instituted.

Late Fees MUST be paid in the month they are incurred in order to avoid additional late fees. Late Fees are paid first on your account. For example, if you have incurred a late fee of \$25 and do not pay it, when you make your next month’s payment the late fee is paid on your account first and your rent payment will be insufficient to settle your account, thus incurring an additional late fee.

Chronic late payment of rent is cause for eviction. Once an eviction is issued it will not be rescinded. All overdue or abandoned rental accounts are forwarded to our collection agency for the issuance of court ordered payments.

You are responsible for ensuring your rent and any additional charges are paid in full and on time! No excuses.

Rubbish

It is your responsibility to dispose of all rubbish and trash in an appropriate manner. Tenants must ensure rubbish is never left in any common area and is disposed of correctly. Do not leave trash bags on the ground – put them in the appropriate trash can or dumpster. Keep trash cans covered to prevent animals from getting in them. Please keep the ground around trash cans picked up and neat. Large boxes should be cut up and placed in the trash can. If you need to dispose of an item that will not be picked up by the Fort Smith sanitation department, you are responsible for the disposal of that item. Do not leave furniture, old electronics, batteries, etc. to be disposed of. Take them away yourself. If it is necessary for the Property Manager to have items disposed of, you will be charged for the disposal. Tenants are asked to notify the Property Manager if they see inappropriate items being disposed of.

Repairs

If a repair is required in your property, it is important that you inform us in a timely fashion in order for us to act quickly to resolve this. It is a condition of your tenancy agreement to do so and failure may mean that you are held partially responsible should the delay result in added deterioration or damage. Once you have informed us of any repairs, faults or problems, we will contact the Owner and act on their instructions. Please note that while we have a 24 hour notification ability, only emergency repairs will be carried out within a 24 hour period. A guideline to repair times is as follows:

| Urgent Repairs | Non-Urgent Repairs | | |
|------------------------|---------------------------|-------------------------|-------------------------|
| 1-24 Hours | 24-72 Hours | 4-7 Days | 7-14 Days |
| Heating | Stoves | Minor electrical repair | Minor woodwork repair |
| Hot Water | Major woodwork repair | Washer, Dryer | Small appliances |
| Major Electrical Fault | Showers | Broken tiles | Window repairs |
| Leaks, Floods | Fridge, Freezer, disposal | Cracked window | Interior Items |
| Security Issues | Minor plumbing repairs | Dishwasher | Entry systems, doorbell |
| Broken windows, doors | Air Conditioning | | |

These are approximate repair times. If an item is still under warranty, or parts are backordered, these timetables do not apply. Permission must always be obtained for any cosmetic requests which are at the discretion of the Owner.

You do NOT have permission to carry out significant repairs without notification and permission of the Owner. Repairs plus quotations for work to be performed may add on time to the guideline timescales above. **You are not permitted to instruct a contractor to undertake any work. If you do, it will be at your expense and if the Owner is required to modify the work that is done to bring it to “standard”, that will be at your expense also.**

If we need to contact the manufacturer for any items covered by a guarantee or warranty, this may take some time. Unfortunately there may be times where we have no control over when they will attend to a repair. If you are willing to allow contractors access to carry out a repair while you are not present in the property, we will ask you if we may give keys to them.

If you have agreed to be at home to give a contractor access to repair your unit or take delivery of an item, but are not there when they call, you will be charged \$50.00 or the cost of the contractor’s fee, whichever is greater.

If any repair is determined to be due to any tenant negligence, the tenant will be required to pay the cost of the repair at the time or have money deducted from their deposit which must be replenished immediately. Examples of tenant negligence are placing items in a disposal other than soft food items or improper use of disposal, disposing of improper items into the plumbing or toilet such as tampons, sanitary napkins, towels or napkins, items of clothing, etc. Failure to change filters every 3 months as required by your lease thus causing overheating or burnout of AC or heating units. All broken windows, lighting fixtures, plumbing fixtures or mirrors will be charged to the tenant.

We will undertake to have repairs carried out as quickly as possible; however the contractor appointed may set their own timetable for completing the repair depending on how urgent it is. Please inform us if you are experiencing any lengthy delays.

Tenants are themselves responsible for carrying out some small repairs and maintenance to the property such as changing light bulbs, fuses, heating and air filters, cleaning ceiling fans and exhaust fan covers, etc. We may ask you to replace smaller, broken items yourselves and reimburse you to prevent delays. Remember that your lease requires you to change AC & heating filters every 3 months.

Remember that emergency, after hours calls, are only for real emergencies. Office hours are 9am to 5pm, Monday thru Friday. You may notify us by phone, email, or using the “Report a Maintenance Problem” button in the tenant login portion of our website.

Security

We recommend that you take your security very seriously. When away from the property, please ensure it is locked with both the door lock and deadbolt. Lock all windows. Notify the Property Manager if you are going to be away or more than 2 weeks. If you have any significant security issues, please contact the police immediately. If you have any safety or neighbor concerns, please contact the police or Property Manager who are able to provide general help and advice.

Sewers

Our sewer systems are old, and you may not dispose of anything (other than toilet paper and human waste) into the toilets, even if the product states that it is made for disposal in toilets. This includes feminine products, toilet cleaning devices, cigarettes, chewing tobacco, baby diapers, cloth items or even paper towels. Our systems will not handle any of these products - EVER! Please notify us if you are having a problem with the toilet flushing or running all the time and we will get it fixed right away. Do not attempt to fix the problem yourself. If you do not report the problem and there is a back up in your apartment or in another apartment, and it is determined you have flushed improper material, you will be responsible for the total cost of the repair.

Smoking

We strongly discourage smoking inside our properties. This is not only for your own health but also for the property. Smoking leaves odors which require special cleaning and frequently necessitate repainting. The cost of any cigarette burns or other smoking damage or special cleaning required as a result of your smoking in a property will be charged to you. If you have to smoke, smoke outside and be sure to pick up and properly dispose of all cigarette butts.

Stair Cleaning

If you live in a property with shared interior stairs, you must take your turn cleaning the stairs. It is the responsibility of the tenants in the property to work out a fair rotation for cleaning. If the Property Manager finds stairwells and landings excessively dirty or littered, they will be cleaned and the cost charged to the tenants on a prorated basis.

Telephone/Television (Cable & Satellite)

As a tenant you are responsible for any telephone and television connections. You may not arrange for any placement of satellite dishes or cabling on the exterior of buildings or grounds. Arrangements for this must be made through the Property Manager and Owner.

Utilities

You are responsible for making arrangements to turn on any required utilities and to pay the required deposits. You must turn on all utilities that are applicable to your property and keep them turned on throughout your tenancy. We normally keep utilities turned on between tenants for purposes of cleaning and heating. We will have them turned off effective the day of your tenancy so you must make arrangements to transfer the account to your name before you move in. You are also responsible for

notifying the utility company of the date of your departure. Failure to do this will result in additional utility charges to you. **Failure to keep all utilities turned on and paid up to date during your tenancy is cause for eviction.**

Ventilation, Condensation & Mould

It is a tenant's responsibility to take reasonable steps to deal with condensation and ensure that the property is being heated and ventilated throughout. Condensation will not usually occur in areas that are both well ventilated and warm. In cold weather, people are understandably reluctant to open windows and let heat escape, but some level of effective ventilation must be maintained. Property must also be heated in order to help keep condensation levels at a minimum. Wipe and remove any condensation regularly, especially around windows to avoid a mould build up.

- Always use exhaust fans and open any windows in bathrooms and kitchens while carrying out any cooking, washing or drying activities. Leave fans on and windows open until the visible steam has left the air.
- Always place lids on saucepans during cooking and turn the heat down as required.
- If you are unable to dry washing outside or in a properly ventilated dryer, choose a room that can be heated and ventilated safely and shut it off from the rest of the home.
- Never dry clothes over doors or on radiators.
- Keep furniture away from walls where possible.
- Keep a small window ajar and any window trickle vents (small vent at the top of the double glazed units) open.
- Keep any room vents open.
- Ensure the heating system is left on, on the thermostat, especially over winter, even if the property is unoccupied.
- If unsure how to use the heating system in your property please contact the Property Manager.

Website

Koenig and Sons Properties maintain a website (www.KoenigSonsProperties.com) to make announcements and advertise properties with available rental units. Included is a portion devoted to tenants. A password is required in order to access the tenant pages which will be given to you on move in. Please do not reveal this password to others. We encourage you to check this area often. It will have announcements and news for our tenants. You will be able to report a needed maintenance problem online and also to pay your rent online in a secure fashion. You will find an extensive amount of helpful information regarding move in, your lease, rent, moving out, repairs and frequently asked questions (FAQs). In addition you will be able to download a number of helpful and useful documents as well as view videos to help you learn how to best clean and maintain your unit. We have spent a lot of time making this a very helpful tenant tool. We encourage you to use it!

Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned inside and out. If you are in an apartment and your windows open inside the property we ask that you clean both the inside and outside. If you have windows in an apartment that are not accessible because of height which do not open inside (i.e. sash cord) you are only required to clean the inside.

CONTACTS – For police, fire or ambulance dial 911

Property Manager: Pamela Wiegand
PO Box
Fort Smith, AR
Phone: 479-434-2834
Email: pawiegand@cox.net
Web: www.KoenigSonsProperties.com

Owner: Koenig and Sons, LLC
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