



MAIN STREET®
RENEWAL

WELCOME TO THE FAMILY

Visit your personal Resident Portal
to pay rent, set up auto payment,
request maintenance, and view your
lease and other documents.

www.msrenewal.com



RENT AND MAINTENANCE MADE EASY!

Main Street Renewal is committed to making the process of managing your account as quick, easy, and convenient as possible. Your Resident Portal is the fastest, easiest, and most reliable way to pay your rent, check your balance and set up automatic rent drafts to ensure you are never late.

We will accept the following forms of payment:

- e-Checks through the Resident Portal at <http://www.msrenewal.com>
- Checks or money orders mailed or delivered to the branch office
- Credit Card or debit card through our Resident Call Center

Maintenance requests can be submitted in the following ways:

- Requests sent through the Resident Portal at <http://www.msrenewal.com>
- Call our Resident Support Center by dialing the branch office and following the prompts

Missed appointments will result in fees up to \$100

RENTERS INSURANCE

Main Street Renewal requires that residents obtain Renters Insurance to cover the loss of personal belongings in the event of damage to the property. Please be aware that the Owners' liability coverage will not cover resident's personal losses/items.

PREVENTING ISSUES

Many property issues can be fixed or avoided with regular preventive maintenance. The key to avoiding problems in the future is communication in the present. If you see a small problem that may grow, don't hesitate to contact our Resident Support Center. If we don't know there's a problem, we can't help you solve it!

The following small tasks can prevent big problems:

- Keeping doorways, porches, and patios clean and swept can prevent stone and concrete from cracking or wood from splintering.
- Keeping your home clean and neat inside and out. Clutter, trash, and debris are fire hazards and pest attracters.
- Loose or fallen shingles or flashing—pieces of metal covering junctions between the roof and other structures—can cause roofs to leak. These should be reported immediately.
- Check for water leaks under sinks, near toilets and water valves. Report leaks or water stains that may appear on ceilings/walls immediately.
- Ensuring your home is secured against inclement weather, especially if you will not be home.
- Replacing furnace/air conditioner filters every 90 days or as prescribed by the filter manufacturer.
- Do NOT flush feminine hygiene products, baby wipes or other non-biodegradable items down the toilet.

Remember: Additional damage caused by failure to communicate will be charged to the resident.

URGENT MAINTENANCE ISSUES

Contact 911 first, if your emergency is a danger to life and limb in any way! Your safety and well-being are the highest priority.

Contact your branch by phone **immediately** if you experience an urgent maintenance issue in your home. Urgent issues are defined as anything on the following list:

- Fire: inside or outside contact 911 first then Main Street Renewal
- Flooding: weather-related or plumbing-related
- HVAC not working: heating where the temperatures outside fall below 55 degrees, air conditioning inoperable where outside temperatures are 85 degrees or above
- Utility issues: no electricity throughout the home, no water.
- Plumbing issues: sewage overflow, burst pipes, all toilets clogged or otherwise inoperable
- Gas: lack of or potential leak
- Miscellaneous: any other condition that makes the property uninhabitable.

Main Street Renewal will make every effort to respond to any urgent issue reported to us within 60 minutes of receiving your call.

You may also be able to avoid damage to the home and your property with the following urgent troubleshooting steps:

- Overflowing plumbing fixtures: turn off the water to the fixture itself. There is a shutoff valve behind the toilet and below the sink.
- You can turn off the water to the whole house by finding the primary valve. This will be located in the basement, garage or, if you do not have either, it can be located outside in an in-ground metal covered box or on an exterior wall. You should know where the primary valve is before an emergency occurs.
- Electricity to the house is usually controlled with a circuit breaker box. These are found in closets, garages or on the exterior. If one switch points in a different direction from the rest, it may have turned off power to that area of your home.
- Do NOT attempt to turn off gas to your home, vacate the property and contact 911 immediately if you suspect a gas leak.

WEATHER EMERGENCIES

If you and your home are facing a potential weather emergency, a little preparation can make a big difference. Keep the following in mind when preparing for severe conditions:

- Your safety and that of your family is of the utmost importance. If you are in immediate danger, take immediate steps to make yourselves safer. You are worth more than your home or your possessions.
- Build yourself a survival kit. The American Red Cross has a recommended list here: <http://www.redcross.org/prepare/location/home-family/get-kit>
- Secure your home as appropriate for your area and any severe conditions.
- If you are concerned about severe weather and have specific questions, contact your local emergency services and your branch.
- If you receive an evacuation order, please obey it. If possible, contact the Resident Support Center or the Emergency Hotline to let them know and advise them of your plan.
- Please ensure that your contact information in the Resident Portal is up to date at your earliest convenience, so that we may contact you if need be.
- Other useful websites: <http://www.ready.gov> <http://www.redcross.gov>

HANDLING VIOLATIONS

A notification of a Violation means that an outside party (an HOA, Code Enforcement Division, Municipality, etc.) has conducted an inspection and identified an issue that violates a Resident Property Responsibility standard. You will be notified via the Resident Portal if the Violation issue is your responsibility per your lease and you will be expected to remedy the issue within the deadline that is set by the Violation Issuer. Violations that are not resolved after two notices may be remedied by Main Street Renewal at your expense. Any fines or fees incurred as a result of a Violation that is your responsibility will be charged to your ledger along with a processing fee of \$25. Should you wish to dispute the Violation issue and/or fine, please address this with the issuing entity. Main Street Renewal will require proof that any fines have been waived in order to remove them from your ledger.

RESIDENT AND MAIN STREET RENEWAL RESPONSIBILITIES

Both Residents and Landlords have rights and responsibilities under their lease agreement. This is not a comprehensive list of responsibilities so if you have any questions please check your lease or call the Resident Support Center.

MAIN STREET RENEWAL RESPONSIBILITIES

- Clean gutters on two-story homes.
- Trim trees over 8 feet tall.
- Provide fire/smoke alarms.
- Exterminate pests prior to move-in.
- Any repairs required due to normal wear and tear or due to product deficiency that are reported by the resident in a timely manner.

RESIDENT HOME RESPONSIBILITIES

- Clean up all debris and trash and store/dispose of them in appropriate containers/bags.
- Replace burnt-out light bulbs.
- Keep the property sanitary and orderly.
- HVAC filters should be replaced every 90 days or as outlined on filter specs.
- Keep appliances, fireplaces and pools clean and in good working order.
- Maintain ongoing pest control and emergency services (i.e., bed bugs, ants, rodents including squirrels, raccoons and possums, insects, roaches).
- Repair/replace and notify landlord of resident-caused property damage.
- Follow HOA and city/local guidelines and requirements, including placing trash receptacles at the curb and removing them on a timely basis.
- Maintain internal temperature to avoid weather-related damage (e.g., freezing pipes and mold).
- Clean gutters on single family homes.
- Repair/replace any window screens damaged after move-in.
- Replace batteries in thermostats and smoke detectors as needed.
- Carpets should be professionally cleaned upon move out.
- Report emergencies promptly.

Remember: If you cause damage to the home, you may be liable for the cost of its repair.

RESIDENT LANDSCAPING RESPONSIBILITIES

During the lease term and upon move out, residents are responsible for the following regarding landscaping items:

Mow, edge and weed the lawns and flowerbeds

- Lawns should be maintained under 5 inches in length.
- Flowerbeds should be kept free of weeds and debris.

Trim hedges and vines

- Keep hedges trimmed and do not allow excessive regrowth.
- Vines should never be allowed to climb up the home and should be completely removed.

Ensure unencumbered property access

- Trim bushes, trees and vines that encroach on gates, sidewalks, porches, walkways and driveway.
- Trim bushes, trees and vines to ensure access to the mailbox as applicable.

Trim trees under 8 feet tall (MS Renewal is responsible for trimming trees over 8 feet high)

- Trees should maintain a 3 foot clearance from touching the home.
- Trees must have a 10 feet height clearance, from ground to the lowest branch when overhanging walkways, driveways and sidewalks.

Discard raked leaves and fallen tree limbs

- Leaves and tree debris small enough to fit into the garbage bin should be bagged and thrown away like regular trash.
- Branches that are too large to fit into the rubbish bin can be placed next to the bin on your corresponding trash pick-up day.

Discard trash and debris that may blow in and place into the proper receptacle for disposal.

Keep property landscaping and yard watered sufficiently to maintain them.

- Some locations have watering restrictions due to drought, be aware of your local watering rules and water within their restrictions.

Remove nests built from birds, pests and cobwebs around property when present. Snow removal as seasonally necessary is the responsibility of the resident.

This information package does not supersede, and is no substitute for, the lease agreement. So if there are any conflicts between this package and the lease agreement, the terms of the lease agreement will apply.

MECHANICALS LOCATIONS

At Main Street Renewal we are committed to helping you make the ongoing maintenance of your home as easy as possible. Below is a list of items that you will need to know the location of, in order to maintain properly, troubleshoot and in case of emergency.

Item	Location / Size / Notes	Used For
HVAC Returns		Filters must be changed every 90 days in order to keep the HVAC running properly or as outlined on filter specs.
Size of filters		
GFI Outlets		If electricity goes out to a plug in your home, your GFI might have tripped and need to be reset. Often this can affect multiple plugs sometimes even across separate rooms. These are usually located in wet areas such as bathrooms and kitchens.
Breaker Box		If electricity goes out to a specific room or rooms, including lights, the breaker might have tripped and need reset. Turn fully Off and back to On position.
Main Water Shut Off		If there is a leak that can't be controlled by shutting off the local valve under the sinks or toilet. May need to use pliers to operate if in exterior box.
Other		