



## MAINTENANCE PROCEDURES & ACKNOWLEDGEMENT

Home Assistant Maintenance Number is 210-426-0511.

The HomeLab Property Management team is committed to ensuring a safe, functional, and aesthetically pleasing environment for all Residents. These protocols, instructions, and procedures apply to all rental units and aims to address legitimate maintenance needs while providing clear guidance on any and all repair request types.

Whenever you have an issue at your property that requires maintenance, please complete the repair request through your Resident portal located at [www.HomeLabPM.com](http://www.HomeLabPM.com) under "IM A RENTER." Or you can also submit your request directly in your RentVine Resident Portal. You can reach your home assistant via your dedicated number 24/7/365.

### The Lease REQUIRES that ALL Maintenance Requests MUST be Submitted in Writing.

Please be aware that maintenance of single-family homes is not like maintenance of multi-family properties. We use vendors that are licensed and insured to work on all properties. Each service call from any contractor costs the owner money. Therefore, it is vitally important that you follow all of the instructions below.

#### **Emergency Maintenance:**

**Issues that Constitute an Emergency:** Anything related to the property under lease that is a threat to life, health, safety or the property. If the situation is life threatening, please call 9-1-1 immediately and report to us after the situation is under control and the authorities are on the scene.

Some examples of severe emergencies that requires our immediate attention: fire, flood, sewage back-ups, gas odors, roof leaks, lighting strike, broken water pipes, a fallen tree onto the house, NO heat when the outside temperature is below 45 degrees. NO A/C when the outside temp is above 100 degrees. A reminder HVAC vendors may not be able to repair the unit during non-business hours if parts are needed or if a major repair is needed owner approval will be required.

**Issues that DO NOT Constitute an Emergency:** Some examples: Refrigerator not running, locking yourself out of the house, power or natural gas off, water heater not heating water, oven not working, dishwasher not running, electrical fixture not working. Minor leaks from a faucet or kitchen sink. Broken cabinets or doors. Slow draining sink or shower. Toilet stoppage (unless it's the only useable toilet on property). While these issues are certainly inconvenient, uncomfortable, and exasperating, they are not emergencies. These items will be repaired during the normal business days and times and at the regular service rates.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Date: \_\_\_\_\_

Please remember that neither Management nor the property owner is ever liable for any loss or damage to any of your belongings, including food, for any reason or cause whatsoever. Please ensure that you have your renter's insurance policy and contact information so that you can recover any possible personal property losses. It's important to note that your renter's insurance should include a personal property coverage amount that you select and verify is in place. Personal property coverage IS NOT a standard inclusion. If you are utilizing HomeLab's internal renters' insurance program, this typically DOES NOT include personal property coverage. It is the sole responsibility of the Resident to review and understand any and all insurance coverages they elect or have in place and their policy limits, restrictions, and coverages.

**DO NOT Call a Contractor on Your Own!** You are not authorized to perform or contract for any repairs on the property. If you call a contractor and incur any bill or invoice for any repair on the property, you are doing so at your own cost, risk, and liability. Neither Management nor the property owner will reimburse you for those costs. If that contractor causes damages or their repair leads to future or further damages you, as the resident(s) will be responsible and liable for all remedies to fix, correct, and/or repair such damages. To include but not limited to the original issues. You must contact Management so that they can arrange for all repairs/maintenance on all systems, appliances, and the structure of the property.

**For ALL After Hours Emergency Repairs,** please call **210-426-0511**. Please follow all of the instructions given for initial troubleshooting if applicable. Make sure that you leave your name, property address, a call back number that you will answer and the nature of the problem if prompted. Please keep in mind that we will endeavor to remedy as promptly as possible, but the response time frame may extend up to 4 hours or more depending on the time of day or night you are calling.

#### Routine Maintenance:

This sort of maintenance is considered to be non-emergency, but does need our attention for repairs such as non-emergency heating and air conditioning issues, broken windows, plumbing repairs, appliance repairs, loose railings, electrical issues, etc. Please select the submit the correct maintenance option located in your portal and expect a response from the office staff by the next business day or contact from the independent contractor to set an appointment. Please keep in mind that during the change of seasons and times of extreme heat or cold, there may be delays in obtaining professional contractors for service due to significant volume of repairs in the area.

#### Minor Maintenance:

For very minor items, but those that still need repair such as leaky faucets, fence repairs, garage door openers, ice makers, ceiling fans, etc., Please select the submit the corresponding maintenance option during your maintenance request and expect a response from the office staff within 3 business days or contact from the independent contractor to set an appointment which could extend up to thirty (21) days depending upon the nature of the problem and contractor schedules.

#### Cosmetic Damage and/or Maintenance:

Superficial wear or aesthetic issues that do not impact the functionality or safety of the property and are generally damages that affect only the appearance are considered cosmetic in nature and will not be addressed unless approved by the owner/landlord. Below are some examples of cosmetic damage, however, this list is not all encompassing or limited to the following: scuff

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Date: \_\_\_\_\_

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marks, minor wall dents, faded, peeling, or cracked paint/wallpaper. Wall and Flooring cracks/separation (tile, vinyl, hardwood, laminate). Baseboard/shelving/trim/crown wall separation (unless there is a structural or safety supporting issue such as closet and pantry shelving). All landscaping. Caulking and sealant. Dirty or loose grouting and bathroom tiles. Sticking doors from humidity/temp changes. Thin, torn, wrinkling or faded carpet. Nail holes or pin holes. Floors needing varnish and re surfacing. Rusty shower rod. Worn or scratched enamel on bathtubs, sinks, or toilets. Loose or worn cabinet handles.

**When in doubt, report! It's better to air on the side of caution and ask vs ignoring and disregarding a potential repair that could lead to additional damage to the property.**

#### **Preventative & Seasonal Maintenance:**

Residents ARE responsible for some preventative maintenance tasks as outlined below.

**Cleaning:** Residents are responsible for keeping the rental unit clean, including sweeping, mopping, vacuuming, and wiping down surfaces. They are also responsible for cleaning dryer lint traps, common areas, and keeping the property free of pests.

**Landscaping:** Residents are responsible for basic landscaping, such as watering plants and grass, removing and treating weeds, raking leaves, mowing, edging, hedge/bush/tree trimming, pruning, and mulch refreshes to name a few.

**Minor Repairs:** Residents responsible for minor repairs, such as changing light bulbs, unclogging drains, changing batteries, replacing water softener salt, changing HVAC, fridge, and sink filters

**Leaks and Water Damage:** Residents will be responsible for checking for leaks and water damage under sinks, windowsills, toilets, hot water tanks and any other areas or components related to water.

**Mold:** Residents will be responsible for repairing and eliminating visible mold if it's due to their negligence or failure to keep the property clean. This includes all areas in kitchen and bathrooms.

**Freezes:** Residents will be responsible for proper care, protection, and covering of exterior water points when inclement weather is imminent and present. Failure to take these precautions will lead to any and all damages related to these damages to be directly charged to the resident.

**Door Seals:** Residents will be responsible for ensuring all window and door penetration points are property sealed at all times. Deterioration of all types of seals happen over time and must be reported promptly

**Smoke & Carbon Detectors:** Residents will be responsible for ensuring all smoke and carbon monoxide detectors are tested regular and in full operation.

**Residents should also be aware of local housing codes and regulations and ensure that their living space meets the minimum safety, sanitation, and habitability standards.**

#### **New Construction Maintenance & Repairs:**

New construction homes that are under builder warranties follow a different protocol and procedure that directly aligns with the roles, responsibilities, and timeframes of the builder warranties in effect. Builders' policies and procedures must be followed by the resident with regard to any and all maintenance and repair requests submitted. Builders WILL require someone 18 and over to be present at the time of the repair and it is the sole responsibility of the Resident to abide by this requirement. Builders will extend "blocks" and "windows" of times that could be anywhere

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

from 2-8hrs. The Resident WILL BE required to have someone available during the requested time/window blocks once scheduled. Residents WILL BE responsible for coordinating and scheduling with the warranty/builder representatives and teams. Failure to approve appointments, failure to be present, failure to coordinate with the builder's warranty department and/or builder representative will result in fines and penalties. If further damage is caused for lack of prompt coordination and timely repair due to Residents inability to abide by requirements, then the Resident will be held liable for any and all of those damages and any additional damages that occur.

**Resident Damage and/or Abuse:**

Damages caused by abuse or misuse of any component at the property will be charged to you. We will rely SOLELY upon the service contractor to inform us as to the cause of the problem. For example: If the HVAC Filters are not changed and the coils become clogged the cost of the HVAC Contractor and repairs WILL BE your responsibility. It is not a defect of the HVAC system, and you should expect the minimum cost to be over \$200.00. If the plumbing is clogged due to items dropped in the toilet (brushes, toys, diapers, sanitary napkins, hair, or personal items), the cost of the Plumber will be your responsibility. Expect the minimum cost to be \$150.00. This is not considered a failure of the systems in the property and, you should do everything you can to handle these issues yourself. Unless the contractor can prove it was not caused by you (such as roots in the system, pipe collapsed, septic tank backup due to age), then it is assumed it was caused by a person(s) residing in the home and was not a defect of the property. Clogged plumbing in the baths, laundry and kitchen is your responsibility. All maintenance and repair requests will be investigated thoroughly.

**Please Note the Following Important Messages:**

- If you claim you have an emergency and we discover that one never existed, you will be charged the service cost from the contractor who responded to the call.
- Do not call after hours unless a true emergency actually exists.
- If we discover through the contractor(s) that the problem is one of your making, then you WILL BE charged for the entire cost of the service call from the contractor. No Questions Asked!
- The Resident is responsible for scheduling all appointments directly with the contractor(s), builders, warranty personnel, etc. If you make an appointment with any and you or a person 18 years old or older is not present when the contractor(s), builders, warranty personnel arrives and they cannot complete the service call and/or enter the property, you will be charged a fee for the trip cost and denial of access.

When completing the online request, please make sure that we have your best contact phone numbers as the office staff, or the contractor will call to seek more detail about the problems that are occurring at the property. Failure to respond to our calls will simply result in extended delays in someone getting out to the property. Please make sure you give us as much detail as possible. PICTURES AND/OR VIDEO ARE REQUIRED for every maintenance request submitted. No one will be dispatched without proper submission and requirements met.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Date: \_\_\_\_\_

## Resident Acknowledgement of Chargeable Maintenance Items:

By occupying a property managed by HomeLab Property Management, resident acknowledges responsibility for the following items. If a maintenance technician is dispatched and the issue is found to be related to resident misuse, neglect, or a non-warranted condition, the resident may be charged a service fee starting at \$75 per occurrence, plus materials if applicable.

### Common Chargeable Maintenance Issues



#### Minor Power & Equipment Issues

1. Garage Door Opener Remote Batteries: Non-functioning remotes due to depleted or missing batteries.
2. Tripped Breakers / GFCI Resets: Power outages caused by overloaded or tripped breakers or resettable outlets.
3. Wi-Fi Dependent Devices: Smart thermostats, locks, or video doorbells offline due to Wi-Fi disconnects, login issues, or password changes not resolved by resident.
4. Thermostat Batteries or Programming Errors: HVAC not running due to battery failure, incorrect settings, or mode misconfiguration.



#### Plumbing & Drainage

1. Clogged Toilets: Caused by excessive toilet paper, wipes (even if labeled "flushable"), toys, or other foreign objects.
2. Clogged Sinks or Tubs: Hair, grease, or food buildup in drains not caused by plumbing defects.
3. Garbage Disposal Jams: Blockages from improper food disposal (bones, corn husks, fibrous vegetables, rice/pasta, potatoes peels, egg shells. etc.).
4. Water Leaks Not Reported Promptly: Escalating damage due to failure to report slow leaks, running toilets, or minor issues that worsen over time.



#### Lighting & Electrical

1. Burned Out Light Bulbs: Resident-replaceable bulbs (interior or exterior fixtures they can reach safely).
2. Ceiling Fan Remote or Light Chain Issues: Non-functioning fan remotes due to dead batteries or misaligned settings.
3. Power Outlets Not Working (Caused by GFCI Reset): Service calls that only require pushing a reset button.



#### Keys, Locks, and Entry

1. Lost Keys / Lockouts: After-hours lockouts, lost/stolen keys, or rekeying due to lost key responsibility.
2. Broken Keys in Locks: Damaged locks due to key misuse.
3. Tampering with Locks / Unauthorized Lock Changes: Replacement of locks or deadbolts installed without approval.



#### Appliances & General Use

1. Washer/Dryer Issues from Overloading: Malfunctions from unbalanced or overloaded machines.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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2. Blocked Dryer Vents: Caused by excessive lint buildup due to failure to clean lint traps regularly.
3. Dishwasher Drain Issues Due to Food Residue: Blockages or odors caused by failure to pre-rinse or clean filters.
4. Refrigerator/Ice Maker Blockages: Clogs or leaks from overstuffing, closed vents, or frozen lines due to improper use.
5. Microwave Malfunctions Caused by Metal or Misuse: Spark damage or errors from using foil or metal utensils.

#### Cleanliness & Damage

1. Pest Infestations Caused by Poor Housekeeping: Roaches, ants, or rodents due to unclean conditions or food/debris accumulation.
2. Wall Damage from Adhesives or Mounting Hardware: Holes, torn paint, or damage caused by nails, screws, or adhesive strips.
3. Stained or Damaged Flooring: Damage from water spills, pet accidents, or dragging furniture.
4. Window Screen Damage: Torn or missing screens caused by pet interaction or resident removal.

#### Neglected Resident Responsibilities and Other Common Chargeable Items

1. Dirty HVAC Filters: Restricted airflow and system strain from failure to change filters monthly (if resident responsibility per lease).
2. Neglecting Exterior Maintenance (if applicable): Overgrown grass, weeds, or missed HOA landscaping responsibilities (per lease/HOA terms).
3. Failure to Replace Smoke/CO Detector Batteries: Causing chirping alarms or device failure.
4. Failure to Maintain Water Softener (if applicable): Not adding salt or ignoring required maintenance where applicable.
5. Unauthorized Alterations
6. Damage caused by resident-installed items (e.g., mounted TVs, bidets, additional locks).
7. Unreported Damage: Costs related to damage that was not reported in a timely manner and worsened due to neglect (e.g., slow leaks, broken blinds, wall dents).

### Resident Responsibility Reminder

Residents are encouraged to review their lease and the resident handbook for a complete list of responsibilities. Many simple fixes can be addressed without a technician by referring to Troubleshooting Guides or Google Searches or YouTube Searches.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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