

Getting Ready for Your New Lease

YOUR LEASE CHECKLIST

- **Set up access to the Tenant portal:** Check your spam folder if you don't see this email.
- **Utilities:** Utilities should be in your name starting day one of the lease. If they are not, visit [Citizen CitizenHome Solutions](#) for assistance.
- **IMPORTANT NOTE REGARDING THE GAS UTILITY:** It is important that you coordinate with your gas provider so they have access to the property to ensure the water heater pilot light is lit and functioning properly. It is your responsibility to arrange access to the property for the gas provider.
- **Familiarize yourself with the location of the water shutoff and water heater:** Know the location of the water shutoff and water heater. In the event of a serious water leak or if freezing temperatures are expected and you lose power or will be leaving the property during those time periods knowing the location of the water shutoff is important. Damages caused by you failing to control water leaks or damaged pipes during freezes will be your responsibility. Ask GPM if you need help with this.
- **Complete *Residential Lease Inventory and Condition Form (TXR-20060)*:** Email GPM this form within 5 days of your lease start date. This form is not a to-do list for GPM. This form is an opportunity for you to note any deficiencies so you will not be held responsible for the deficiency upon move-out.
- **Pest control and clogs:** pest control and clogs of sinks, showers, tubs, and toilets are your responsibility. GPM can provide vendor references if requested.
- **Sprinkler systems:** If your property has a sprinkler system, it is your responsibility as per the lease to purge the bell valve assembly prior to freezes. GPM has videos to help you with this if you are unsure.
- **Mailbox keys:** If a mailbox key was not provided, you will need to contact the nearest post office and order a key. The cost of that key is your responsibility. Upon move-out, if you had to order your own mailbox key,

leave the key(s) and provide GPM with your receipt and GPM will reimburse you for the cost.

- **Lawn care:** lawn care is your responsibility unless stated otherwise in your lease. You are responsible for mowing, edging, weeding and mulching of beds and watering the lawn as necessary to maintain it in healthy condition.
- **HOA violation letters:** HOAs can be strict about things like bringing in trash cans and recycle bins promptly, maintaining lawn care, parking on the street, leaving items outside your house (i.e. basketball goals), among other things. GPM will charge your account \$25 per violation letter we need to deliver to you. Should you receive such a notice from GPM, please correct the matter promptly and let GPM know. Additional fines associated with failing to comply are possible and will be your responsibility and could result in legal action being taken against you.

FAQs

1. **How do I get utilities set up?** Utilities should be in your name starting day one of the lease. To assist you with setting up your utilities, contact [Citizen CitizenHome Solutions](#) our utility concierge for assistance.
2. **How do I get something fixed?** Maintenance requests must be submitted through the tenant portal in order to be tracked and managed properly.
3. **When is rent due?** Rent is due the 1st of the month and becomes late as of midnight on the 4th.
4. **Will late fees be waived?** No, if you need to pay late, just let us know and pay the late fee incurred as per your lease agreement.
5. **Who is responsible for lawncare?** As per your lease, you are responsible for keeping the yard healthy and maintained. Additionally, any damage caused to the sprinkler system during your stay will be your responsibility. If your lawncare provider breaks a sprinkler head for example, you will be responsible for the cost of repairing so hold them accountable for any damage done.

6. **Can I get a pet?** Check with us BEFORE you make any decisions and we will discuss your request with the owners but Owner approval is needed.
7. **Can I make changes to my lease?** Contact GPM. If approved you will be charged a lease amendment fee as per your lease agreement or \$100 minimum.
8. **What if I need to end my lease early?** Refer to paragraph 28 of your lease as it details the early termination process and associated costs.
9. **Will the owner pay for a hotel if my AC goes out?** No. GPM will work with you as quickly as possible to get this issue resolved but the landlord is not obligated to pay for a hotel room in this situation.