

Care of and Safety in _____

1. I can be reached @ 612-747-2508. Leave a voice message if I do not pick up. My email address is john@win-winhousing.com. The mailing address is Win Win Housing Solutions, P.O. Box 390485, Edina, MN 55439-0485. This is where you mail your rent checks.

2. Todd Gunderson is my maintenance personnel. **Your first contact for maintenance problems should be him.** He can be reached at 218-213-5856 or toddgunderson921@gmail.com. Todd has keys/codes for the house and can let himself in to work on the problem. If Todd has not responded to call within twenty four hours, then feel free to call me.

3. Water
 - A. If there is a small drip/leak call Todd quickly. Even a small drip can increase your water costs dramatically. He will repair the leak in a few days or call a plumber.
 - B. If there is water problem, shut the water off. Shut valve is in the basement right above the water meter which is located under the steps next to the brick chimney.. Then call Todd immediately. If you cannot reach him, call Northland Heating, Cooling, and Plumbing (218-729-6505), ask them to come immediately. As you call, tell them you are a tenant of a property managed by Win Win Housing Solutions, John Peterson, and that you are authorized to call for service in an emergency.

4. Electric:
 - A. If a light switch or fixture stops working: check the circuit breakers in the basement which are located at the bottom of the steps.
 - B. If there a sparks, fire, etc, anything that seems unsafe to you, call Gordy at ABI Electric immediately (218-590-2926). I have authorized him to respond to an emergency call from this property. Ask for service on behalf of Win Win Housing Solutions and the house address. I will cover the costs.
 - C. If you have any outlets with only two prongs, go to any hardware store and purchase the three prong to two prong adapters. They are about 50 cents each. The outlets themselves by law cannot be changed to three prong without rewiring the house.
 - D. If a light or outlet in the kitchen or bathroom does not work, check the reset button on the GFI outlet.

5. Heating:
 - A. If the heat goes out call Todd immediately.
 - B. If it is colder than 55 degrees, and you cannot reach Todd, call Northland Heating, Cooling, and Plumbing (218-729-6505), ask them to come immediately. As you call, tell them you are a tenant of a property managed by Win Win Housing Solutions, John Peterson, and that you are authorized to call for service in an emergency.
 - C. When you leave the house for a few days or more do NOT set the temperature below 58 degrees. The few dollars you would save setting it lower is not worth the risk

of the kind of costs involved if a pipe freezes and bursts, flooding the house with water for several days.

D. Check your slide down storms as the weather turns cold. The largest energy waste I see is storms left up during the winter.

E. **I strongly recommend** signing up for the budget plan. The budget plan divides your fuel costs over ten to twelve months thus avoiding those large bills in January through March.

6. Smoke and Carbon Monoxide Alarms.

A. I test the batteries twice a year and replace them when weak.

B. If a smoke alarm goes off due to cooking or something similar and you remove the battery, **BE SURE AND PUT IT BACK IN AS SOON AS THE SMOKE CLEARS**. I do not want to visit the house and see the detectors disabled. That is your primary safety protection in case of a fire.

C. If the alarm goes off too often or too easily, call Todd and he will try to relocate it or replace it.

D. If the alarm beeps continuously that is a weak battery warning. Purchase a nine volt, square battery, and replace the battery. Give me the receipt and I will reimburse you or call Todd and we will take care of it.

7. Lock Out

A. I gave you three keys for the house. You may NOT make any more. If you lose one, call me and I will get you an extra one for a \$20 charge.

B. If you get locked out call Todd Gunderson my maintenance person. The charge for Todd letting you back in is about \$37.00. He will bill me and I will bill you. If you cannot reach Todd, call Glen @ Locksmith Services (218-624-4136), give him my name, he will come and get you in. After business hours the charge will be approximately \$70, during business hours it will be less. That bill is your responsibility. These charges will be a lot less than the cost of fixing a door or window you might break to get into the house. Put these numbers in your cell phone because should the time come when you need it, you will really need it.

8. Wood floors

A. The key items in floor care is keeping sand and standing water off the floor. Sand acts like sandpaper and removes the finish. Liquids on the floor are no problem as long as they are wiped up quickly. Sanding water and sand from wet shoes at the entrance is the biggest wear on the floor.

B. Always use furniture pads on any furniture you put on the floor. I provided a quantity of these when you moved in. If you need more purchase them, keep the receipt and I will reimburse you. Any furniture without these pads, quickly scratches the floor.

9. Hanging Things on the walls.

A. This is your home for the year and I want you to be able to make it feel like home for you so you may hang things on the wall. Use small finishing nails or tacks (not anything with glue). My rule is if the hole is small enough so it can be spackled with one coat when I repair the wall, there is no charge. If it takes two coats it is \$3 per hole.

B. Do not put any holes in a laminate or plastic material that is on some of the walls. That is not repairable without replacing the whole piece. Use a stick on type product for these surfaces.

C. Do not make any holes in any wood surface.

10. Snow

A. I have hired a service to keep the snow shoveled. If it is not shoveled within twenty four hours call me.

B. I will send an email with the approximate schedule of their shoveling. If you have cars please make every effort to move them as they will not clear within 1.5 feet of a car.

C. Snow under 2 inches you will have to shovel. I have provided a shovel which is under the front steps.

11. Grass

A. I have hired a service to keep the lawn cut.

12. Cleaning

A. Follow normal cleaning procedures.

B. For the wood floors use a product without ammonia, designed for wood floors.

C. The key to maintaining the floors is to keep sand swept up and water wiped up.

13. Laundry

A. Avoid the desire to do huge loads of laundry to save you time. That is hard on the machines. The laundry is free to use so do reasonable size loads to save the wear and tear on the machines. A full load is about 1/3 from the top of the washer drum.

B. The laundry is for tenants only. If I discover your guests or friends are using it, I will immediately move to coin laundry.

14. Be a good neighbor:

A. Be sensitive to noise carrying to your neighbors. Volume should be turned down at 10 p.m. on weekdays and 11 p.m. on the weekends.

15. Dishwasher:

A. If you have one be sure to clean excess food, paper, etc off items before placing them in the washer. If the dishwasher does not drain, check the drain filter.

16. Storm/Screen Doors.

A. If you have storm/screen doors be sure to close them by hand. Do not depend on the pneumatic closer to close the door completely.

17. Plumbing: Please do not dispose of chunks of food down the drain. **No feminine hygiene products, baby wipes, or paper towels, etc. in the toilet.** These materials can quickly plug a sewer line.

18. Communication: I have created a group email. I reply almost always to an individual question sent to me by replying to the whole group. Since you are all responsible as one unit for the house this makes sense. I strongly encourage you to copy the whole group when you communicate with me so everyone is in the know.

19. Who Pays for Repairs?

A. Repairs that are normal wear and tear and house improvement issues I do. I have recently paid for adding weather stripping where no existed, replacing a leaking shower, wiring in walls, fixtures that burned out, leaking faucets.

B. Tenant misuse is paid for by the tenant. I have recently charged tenants for broken doors, breaking light fixtures, tearing off weather stripping moving furniture, breaking wall during a party..

C. Though I cannot guarantee this in the past few years I have ended up paying for about 90% of the repairs, the tenants for 10%.

Received as part of lease at lease signing