



Tenant Handbook

www.premiereproperty.com

913-283-7125

2110 W 75th St, Suite 100
Prairie Village, KS 66208

Thank you for renting from Premiere Property. We sincerely appreciate you placing trust in our company to serve your housing needs as we know you have many options.

Our entire focus is to make sure you have an amazing experience. Our primary goal is to provide superior customer service, to both owners and tenants in an honest, ethical and transparent manner. We know that both parties have certain expectations and needs and we will do our best to ensure that these needs are met.

Premiere Property is a 3rd-party manager, meaning, we are managing properties owned by others and we have a fiduciary responsibility to represent the interests of the Owner. They hire us and expect us to manage their investment in a professional manner.

The initial focus for our tenants is to ensure that you receive a clean property in good condition with all the features of the property functioning properly. If you have any issues upon moving in, please let us know immediately so that we can make it right.

The rest of this handbook contains issues that could affect you during your lease period. We recommend that you read it thoroughly. Although courtesy and consideration of one's neighbors is always a good substitute for rules, the following guidelines should be helpful in maintaining the satisfaction of all tenants. This handbook is **not** a contract (please refer to your lease for that) but a guide to help you understand your responsibilities as a tenant.

Thank you again and Welcome Home

Office Hours: Mon – Fri 8:00 am - 5:00 pm
Closed Saturday & Sunday

Contacting Premiere Property

Business Hours Phone: 913-283-7125

After Hours Phone: 913-283-7125

Premiere Property Website: www.premiereproperty.com

Tenant portal: <https://premiereproperty.com/tenant-portal/>

Premiere Property Office Address

2110 W 75th St, Suite 100

Prairie Village, KS 66208

Tenant Portal Instructions

Two emails have been sent to your inbox. The first email contains instructions how you can set up your tenant portal to pay rent online, submit maintenance requests and access key documents. The second email is the actual link to set up your portal.

Tenant MOVE-IN ORIENTATION

We perform our own walkthrough of your new house or apartment just prior to you moving in. Our goal is to make sure that everything is in working condition and clean. Pictures are taken by us and we do our own punch list of work that needs to be done. We ask that you do your own inspection of the property upon moving in and let us know if you find any problems. Our expectation is that the property looks just as good, if not better when you move out.

SECURITY DEPOSIT

Premiere Property requires a security deposit on all units rented. At the time of move-out, it will be dispersed as per Chapter 535 Landlord-Tenant Actions Section 535.300.

UTILITIES

Tenant shall bear full responsibility through the term of their lease to pay for all *applicable* utility services for the premises, including but not limited to gas, electric, cable, internet, and telephone service. PLEASE NOTE: A violation fee will be applied to your account for failure to turn on any early termination of utilities.

PETS

Pets are **not** allowed without the written consent of your property manager. This written consent is a pet addendum and normally requires a **\$250 non refundable pet fee/pet** and will add \$25/pet to the month rent. Pet breed will need approval for insurance purposes.

RENT & LATE PAYMENTS

The easiest way to pay rent is through your tenant portal <https://premiereproperty.com/tenant-portal/>. Rent is due on the **1st by the 5th**. Premiere Property makes it easy to pay your rent by offering multiple options:

- Sign up for direct withdraw from your checking account (ACH) through your tenant portal
- Pay by credit card (additional fees apply)
- Rent Money

Rent must be **received** in our office **by** the 5th. A late fee will be applied to your account on the **6th**. The late fee will be a \$50 charge applied on the 6th with \$5 daily charges added each day

thereafter. A maximum of \$175 will be applied in a given month.(Missouri Laws 415.417)

All fees collected ***will be applied*** to the oldest balance owed.

INSPECTIONS

Premiere Property performs at least 1-2 inspections on your house or apartment every year. We will notify you in advance and make arrangements so that you are present if you desire (*though not required*). Our goal with these inspections is to make sure the property is being properly maintained and to alert the owner to potential preventative maintenance issues.

The main issues we are looking for are:

- The exterior of the home is clear and free of debris.
- The yard is properly maintained (grass cannot exceed 3")
- No excessive damage to carpet or walls
- No unauthorized pets
- That there are no fire hazards i.e. proper use of surge protectors. Fire Code prohibits the use of extension cords as 'permanent wiring'. Portable power strips that are UL listed (fused & grounded) may be used in applications approved by the device's manufacturer. Surge protecting power strips are to be used only on sensitive electronic equipment such as personal computers and their accessories. Surge protectors and power strips must be plugged directly into a wall outlet.
- Smoke/CO Detectors are operational and working
- Furnace Filters are properly changed and maintained

If there is a major issue with any of the above, you will receive a "Notice to Cure" which will state that you correct the issue. We

may also address any hazardous issue right away and apply a charge to your ledger (*if applicable*).

LEASE RENEWALS

Your property manager will contact you around 2 ½-3 months prior to your lease end date to discuss possible lease renewal or termination.

Should you wish to renew or terminate your lease, your required notice period is 60 days prior to the lease end date.

KEYS/LOCKED OUT?

If for any reason you get locked out of your home and a property manager or service technician is needed to come and help you gain entry, you will be charged a *minimum* \$75 trip fee.

If you are requesting a replacement key, a *minimum* \$25 will be assessed and due upon pick up from our office.

Any weekend, after hours, and holiday lockouts may require you to call a locksmith at your expense.

CHANGES TO YOUR HOME

Any changes to your house or apartment must be approved by Premiere Property. If you want to paint the walls, add a satellite dish, or make any other change please contact your property manager.

A/C & FURNACE SERVICE AND MAINTENANCE

Dirty furnace filters cause the HVAC unit to work less efficiently, which will result in higher energy bills for you. For your benefit, we ask that you change your furnace filter every 2-3 months. Some furnaces do not provide easy access for filter changes. Please contact your property manager, if this is the case.

You are also responsible for changing your own light bulbs, batteries to smoke detectors.

MAINTENANCE REQUESTS & REPAIRS

The easiest way to submit a maintenance request is through your tenant portal <https://premiereproperty.com/tenant-portal/>. Listed below is a sampling of issues that we have faced in the past with an explanation on how we will handle the various situations:

- In a NON-Emergency situation, we require that a service request is submitted through your online portal.
- Our first order of business is to obtain permission from the owner before any work can be done. Remember, we do not own your property and cannot authorize work on it without the owner's permission. Our staff will make every attempt to contact the owner in a prompt manner.
- If the repair is URGENT (water, no heat/air, flooding, etc.) call us immediately. If the call is after 5:00 pm, holidays or weekends, please call our after-hours emergency line **913-283-7125**.
- **The after-hours emergency line is for true emergencies.**

Here are some examples of *true* emergencies:

- Flooding
- HVAC (no heat)/AC: If you call the emergency line after business hours for an Air Conditioner or Furnace not working we follow an "80/40" guideline. In the summer months, we will do our best to dispatch a maintenance person after hours if the external temperature is going to be exceeding 80 degrees. During the winter months,

we will dispatch our maintenance team after hours if the temperature is going to be below 40 degrees.

- If you prevent Premiere Property employees or subcontractors from accessing your home to perform a maintenance repair, you **will** be charged a trip fee of \$75.
- Tenants many times want to be at home when the maintenance staff or contractor arrives to perform a repair. While we want to accommodate your request to be there, we can't always make that happen. Nonetheless, we understand your apprehension and will always try our best to accommodate you but, in the end, if a repair needs to be done to protect the home, we will have to access the home with or without you.
- If it is determined, without reasonable doubt, that a repair is needed due to tenant neglect or abuse, you will be billed for the entire repair.

REMOVING/ADDING A TENANT (Lease Amendment)

To remove a tenant/roommate from the lease, we will first need to ensure the remaining parties income qualify (we may ask at that time for updated paystubs from remaining tenants).

Each tenant will then be required to submit a signed and notarized document from all leaseholders granting permission to remove the individual. Once received, a new lease will be sent out to all remaining parties.

If occupancy limits allow, you may add a tenant to the lease simply by having them apply on our website and submit a copy of their ID and 1 month income verification. When/if the applicant is accepted, we will send a new lease to all parties, including the new tenant.

BREAKING YOUR LEASE

You will need to contact your Property Manager for the process in terminating your lease and note that there *are* fees involved.

MOVE OUT

When you decide that you are not going to renew your lease, we require that you provide a 60-day notice. For 60-day notice to be effective (required to terminate or renew the Lease), the notice must occur prior to the last day of the month which is two months preceding the intended end of the Lease Term. For example, to end the Lease on April 30, the notice must be received on or before February 28.

Please ensure that the thermostat is set to 65 degrees.

NOTE: You **must** complete your current lease before you can provide notice to vacate without penalty. In certain situations, you will not be given a renewal option. In this case, you will be given a notice to vacate at the end of your lease.

Should you provide notice to vacate or if we do not renew your lease, you will need to reference our vacating guidelines found on our website. The expectation is that the home is returned close to the same condition in which you received it.

Part of the expectation is:

- All move outs are on the last day of the lease at our office. You will at that time return the keys and provide a forwarding address for your deposit.
- You are also to provide a professional carpet cleaning receipt (*if applicable*)

After you receive your move out report, 30 days after the last day of your lease, if you have *any* disputes, you will be required to appeal the report to us in writing, via email to maintenance@premiereproperty.com with photos (*if applicable*) detailing your concerns and reasons for the objection. It is recommended to include photos of the home when you moved in to help us better understand the dispute. All disputes are reviewed by our disposition team who will carefully review and consider any refund if warranted.

For a complete list of Missouri's Landlord-Tenant Law please visit: <https://www.ago.mo.gov/docs/default-source/publications/landlord-tenantlaw.pdf>

For a complete list of Kansas's Landlord-Tenant Law please visit: <https://www.kansaslegalservices.org/files/THB.pdf>