



Our Vacancy Standards

A Pledge of Habitability

To achieve optimal rent and encourage tenant longevity, we believe there needs to be standards in place for a vacant property to be considered rent-ready and habitable.

What does it mean for a property to be habitable? *In most cases, it means that the property owner must: keep basic structural elements of the building (floors, stairs, walls, and roofs) safe and intact and maintain all common areas, such as hallways and stairways, in a safe and clean condition.*

Properly preparing a unit for tenancy will attract more qualified tenants, increase tenant satisfaction, and will help to maintain property conditions while protecting the value of your investment. There is also less potential for landlord/tenant complaints to arise because of uninhabitable conditions. A key service we provide to the tenant is our pledge of habitability.

Our Pledge of Habitability

We pledge to provide all tenants with a clean, safe and properly maintained rental unit prior to moving in and throughout their tenancy. In turn, we hold all tenants responsible to return the unit in the same, clean condition, less normal wear and tear.

Before placing a tenant, we ask that all units are properly prepared during a vacancy to meet our rent-ready standards. Our rent-ready standards are highlighted below. When a vacancy arises, owners will be advised on what work is needed to be rent-ready. If the work exceeds the maintenance limit set on the property, an owner approval and necessary funds will be required before work can begin.

- **Cleanliness** – Units cleaned thoroughly. Appliances, plumbing fixtures, cabinetry, light fixtures, flooring, windows, heating units, doors and moldings.
- **Carpets cleaned** - Carpets vacuumed and in good condition. Professional carpet cleaning will be required for properties renting for over \$800 as well as pet friendly properties.
- **Fresh looking paint** - Freshly painted walls or walls wiped down. New paint will be recommended every 3-4 years or as needed.
- **Safety repairs** - Smokes, CO detectors, electrical, plumbing and heating tested for proper operation and trip & liability hazards addressed.
- **Mechanical items in proper working condition** - Appliances, heating/air units, garage doors, lighting must all work as they should.
- **Trash, furniture & personal items removed** - No personal property or trash left behind by owner or previous tenant.
- **Repairs completed** – All repairs completed prior to tenant moving in and before the unit is advertised.
- **Utility accounts paid, in good standing and are turned on** – Balances on utility bills must be paid in full before a transfer of billing can be made.
- **Lawn care and snow removal** – Lawns cut prior to tenant moving in. Sidewalks and driveways clear of snow and ice prior to move in. Gas and electricity must be turned on for leasing and repairs.
- **Doorknobs/deadbolts replaced or rekeyed** – required following each tenancy for security liability.

Our maintenance team will complete the readiness of each vacancy as timely and efficiently as possible. We have a skilled team of maintenance coordinators, insured handymen and professional contractors who work together to meet our level of expectation. All contracting work is inspected by us to ensure the work was done properly and to our satisfaction.



Normal Wear and Tear vs. Actual Damage

Normal Wear & Tear	Actual Damage
Flooring	
<ul style="list-style-type: none"> • Carpeting slightly worn or faded • Furniture marks in carpet or matted carpet in high traffic areas • Minor scuffing on wood floors and mouldings • Vinyl flooring worn thin, curling at seams and edges • Faded tiles, grout lines darkened • Plank flooring buckling/separating from expansion & contraction 	<ul style="list-style-type: none"> • Torn, stained or burned carpeting, pest infestation caused by tenant • Rust, oil, tears, burns, iron marks, candle wax, cigarette burns, urine, pet odors • Large gouges or scratches on wood floor, pet damage • Tears, holes or burns in vinyl flooring • Excessive grime so that tiles and grout need professionally cleaned • Water damage, deep gouges, use of abrasive chemicals & cleaners
Walls & Ceilings	
<ul style="list-style-type: none"> • Minor marks or nicks on walls • Few nail holes • Faded, yellowing or small chips in paint • Drywall cracks from settling • Loose wallpaper from seam or age • Stains on ceiling from leaking roof or plumbing 	<ul style="list-style-type: none"> • Excessive nicks and marks on walls • Anchor screws, bolts, excessive holes • Crayon marks, writing on walls, unapproved paint color • Holes in walls from doorknobs, accidents or moving furniture • Ripped, torn or marked up, unauthorized wallpaper installed • Food and liquid stains. Stains from overflowing tub/faucet or unreported leaks
Windows & Doors	
<ul style="list-style-type: none"> • Sticky Windows • Closet door off track • Loose or worn hinges, door handles, warped door • Hard to turn locks, sticky key hole tumblers • Delamination of doors 	<ul style="list-style-type: none"> • Broken window, broken or missing locks, torn or missing screens • Damaged or missing closer door, bent tracks, missing closet guides • Doors with broken glass, holes, or forced entry, broken/damaged hinges • Broken keys in locks • Damage to door jamb and assembly due to forced entry
Pipes, Fixtures & Plumbing	
<ul style="list-style-type: none"> • Drain clogs from normal use, clogs from tree roots or deterioration • Worn out motor on garbage disposal • Loose faucet handle/spout • Wobbly or running toilet • Aged fixtures or faded finish • Faded surface on mirror – black spots • Loose grout between tiles • Bathroom paint faded or small chips in paint • Toilet seat color faded over time • Wobbly ceiling fan 	<ul style="list-style-type: none"> • Drains clogged by grease, disposal of feminine products, baby wipes, trash or toys • Disposal of popsickle sticks, bottle caps, rocks, and foods not fit for disposals • Unreported active leaking faucet, causing cabinet damage • Cracked toilet tank or lid, missing both covers • Soap scum build up or grim in wet areas • Cracked or broken mirror • Stained, painted or missing tile grout. Mildew build up • Peeling paint from leaving the door closed during and after showers • Toilet seat broken or missing seat nuts • Broken or missing blades, globes, chains, remotes
Appliances, Cabinets & Countertops	
<ul style="list-style-type: none"> • Worn out refrigerator gasket • Ice build up in freezer from aged parts • Worn out igniters at stove, worn out coils • Worn or aged countertops 	<ul style="list-style-type: none"> • Excessive dirt behind and under fridge, clogged vents from lack of cleaning. • Broken or missing shelves, trays, bins or bars • Greasy/dirty stove or burner. Scrapes or dents. Broken hinges on oven door. • Broken, chipped or missing tiles, gouges, scratches and/or burns
Garage, Exterior and Landscaping	
<ul style="list-style-type: none"> • Faded garage door • Faint tire marks on driveway • Clogged gutters and spouting • Sink holes and muddy areas due to tree cover 	<ul style="list-style-type: none"> • Denting, scratches to garage door and jamb • Grease, leaking oil, excessive dripping on parking spots • Unmaintained lawns, weeds and beds • Dead grass due to pet debris, pools, lawn furniture, toys, gardens



Life Expectancy Chart

U.S. Department of Housing & Urban Development

All household items have a life expectancy and are subject to normal wear and tear. The life expectancy chart below serves as a baseline for determining when to replace an item as well as how much to charge a tenant for damages to an item.

Hot Water Heaters	10 years
Plush Carpeting	5-7 years
Air Conditioning Units	10 years
Ranges	20 years
Refrigerators	10 years
Interior Painting – Enamel	5 years
Interior Painting – Flat	3 years
Tiles / Linolium	5 years
Window Shades & Blinds	3 years