

TENANT INFORMATION AND INSTRUCTIONS

Please read and retain for future reference.

We look forward to the approval of your application and welcoming you as a Mainlander Tenant. We believe the best way to avoid misunderstandings is to make you aware of our obligations, responsibilities and policies. As a result, we will establish a relationship based on open communication and clear commitments.

Mainlander Property Management manages rentals at the behest of the property Owner. Legal contracts bind our relationship with them, as well as with the Tenant.

We can best serve Owners interests by offering complete, courteous, and prompt service to you, their Tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. You are requested to read the lease or rental agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

Deposit

All Tenants will post a deposit. This deposit indicates good faith that you will abide by all covenants of the lease or rental agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the Owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be held responsible for the balance.

Mainlander Property Management may be required to use some or all of a Tenant's deposit for the following reasons:

- (1) Failure to give thirty (30) days written notice of intent to vacate the property. This required notice must be in writing. A 30-day Notice Form is included in the Tenant move-in packet.
- (2) Failure to complete the lease term.
- (3) Failure to leave premises in same condition as provided (normal wear & tear excepted).
- (4) Damage to property, fixtures, or landscaping through negligence, misuse, or malicious conduct.

Rent

Rent is due on the first of each month. Per the rental agreement with the Owner/Agent, A LATE FEE WILL BE CHARGED when rent is not received on the date/time as noted on the rental agreement. The amount of the late fee is listed on your rental agreement. Our office is usually open five days per week. A mail slot is provided for after-hours payments. Payment must be in the form of a personal check, cashier check or money order. Cash will not be accepted nor will partial payments, multiple checks, or two party checks. Rent will be only accepted from a person on the rental agreement.

Inspections

Our agreement with the property Owner provides that we will conduct periodic inspections of the home. You will receive notice at least 24 hours before the scheduled date. You are welcome to be there, but it is not possible to make a specific appointment. If the Property Manager cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

Prior to or upon moving into the premises, Owner/Agent will provide a Property Condition Report, and Acceptance Letter which will be signed by Tenant and will be attached to and become part of the Rental Agreement.



Mainlander Property Management does not discriminate based on: race, color, religion, sex, sexual orientation, national origin, marital status, age, disability, familial status or source of income. We comply with all federal, state and local laws concerning Fair Housing.

Privacy Policy for Personal Information of Rental Applicants

Mainlander Property Management is dedicated to protecting the privacy of your personal information, including your Social Security or other governmental identification numbers. We have adopted a privacy policy to help ensure that your information is kept secure. We follow all federal and state laws regarding the protection of your personal information.

How information is collected. You will be furnishing some of your personal information (such as your Social Security or other governmental identification numbers) at the time you apply to rent from us. This information will be on the rental application form or other documents that you provide to us, either on paper or electronically.

How and when information is used. We may use this information in the process of verifying statements made on your rental application, such as rental, credit and employment history. We may use the information when reviewing any lease renewal. We may also use it to assist us in obtaining payment from you for any money you may owe us in the future.

How the information is protected and who has access. In our company, only authorized persons have access to your Social Security or other governmental identification numbers. We keep all documents containing this information in a secure area, accessible only by authorized persons. We limit access to electronic versions of the information to authorized persons only.

How the information is disposed of. After we no longer need your Social Security or other governmental identification numbers, we will store or destroy the information in a manner that ensures that no unauthorized persons will have access to it. Our disposal method may include physical destruction or obliteration of paper documents or electronic files containing such information.