



# **LONGMONT PROPERTY GROUP**

## **TENANT HANDBOOK**

## **LONGMONT PROPERTY GROUP (LPG) WELCOMES YOU**

LPG welcomes you as a new resident. **LPG** is an abbreviation used in lieu of the full company name and is used throughout this Tenant Handbook.

You have leased a home—please think of it as your own. During the term of your Lease, you are in possession of the residence and any associated yard or exterior areas. Your obligations are similar to those of a homeowner, and you are expected to care for and maintain the premises in accordance with your Lease Agreement and this Tenant Handbook.

To support a successful tenant-management relationship, LPG has prepared this Tenant Handbook to assist you throughout your tenancy. We recommend that you keep it in a convenient location so you may easily refer to it as needed.

This Handbook contains important information including communication guidelines, rent payment instructions, maintenance procedures, habitability standards, safety information, emergency instructions, HOA rules (if applicable), and move-out expectations.

The owner of the property has retained LPG as their professional property management company and authorized representative to manage the property you are renting. Accordingly, all questions, requests, notices, and concerns related to the property must be directed to LPG.

If you have any questions or concerns regarding the information contained in this Handbook, please contact our office at any time. LPG is here to help and looks forward to supporting a successful and enjoyable tenancy in your new residence.

### **LONGMONT PROPERTY GROUP LLC**

752 17th Ave, Ste 200

Longmont, CO. 80501

Office Phone: 720-449-4119

Office email: [office@longmontproperty.com](mailto:office@longmontproperty.com)

Website: [www.longmontproperty.com](http://www.longmontproperty.com)

### **TENANT COMMUNICATION**

Clear and timely communication helps ensure a smooth and successful tenancy. LPG encourages tenants to reach out when assistance is needed so that issues can be addressed efficiently and appropriately.

Tenants may contact LPG by telephone, email, written correspondence, or through the LPG website and Tenant Portal. While multiple communication methods are available, it is important that tenants **do contact LPG when assistance is needed**. LPG is here to help and to support you throughout your tenancy.

#### **Telephone Calls During Office Hours**

During normal office hours, there is typically a team member available to answer calls. Please clearly state the reason for your call so that it may be directed to the appropriate person. While your assigned management team member may not

always be available or in the office, another member of the LPG team may be able to assist or route your request accordingly.

## **Voicemail**

If you reach the voicemail system during business hours, please use the extension for the individual you are trying to reach. If they are unavailable, leave a detailed message including your name, property address, and a phone number where you can be reached. Messages are returned as soon as possible. Voicemail is available twenty-four (24) hours a day, seven (7) days a week.

## **After-Hours Calls**

After normal business hours, the voicemail system will continue to accept messages. Messages received after hours will be returned during the next business day unless the matter qualifies as an emergency, in which case tenants should follow the emergency contact instructions outlined elsewhere in this Handbook.

## **Emergency Calls**

If you experience an emergency during normal office hours, please clearly state that your call is an emergency so it can be handled immediately. If you reach the LPG voicemail system during office hours or after the office is closed, **call the emergency line at 720-449-4119, Extension 5**, to reach our on-call emergency service provider.

An emergency is defined as a situation involving immediate danger to people or property, such as fire, gas leaks, uncontrollable water, or major electrical hazards. For life-threatening emergencies, always call **911 first**, then notify LPG as soon as possible.

## **Tenant Portal**

The **Tenant Portal is LPG's preferred and primary method of communication**. Tenants have 24/7 access to their account through the Portal. A Portal invitation will be sent prior to move-in so you may register your account and access important tenancy information.

Once registered, tenants will log in through the LPG website to:

- Submit maintenance requests
- Make rent payments or set up AutoPay
- View lease and renewal documents
- Update contact information
- Submit required forms and notices

**Important:** Payment account information must be entered in the Tenant Portal in order to set up AutoPay or submit manual rent payments.

## **Tenant Portal Walkthrough Video:**

<https://www.loom.com/share/376bb26ae4b04cfeacbfc294376298a>

## **Email and Text Communication**

Email and text messaging are convenient forms of communication; however, tenants are **requested to use the Tenant Portal for all routine communication whenever possible**. Using the Portal allows LPG to document requests accurately and respond more efficiently.

Please note that **Notices to Vacate are not accepted by text message, email, or verbal communication**.

## **Website**

The LPG website, [www.longmontproperty.com](http://www.longmontproperty.com), contains important information and resources for tenants. Through the website, tenants may access the Tenant Portal, submit maintenance requests, review lease or renewal documents, and obtain information related to renter's insurance and tenant services.

## **Maintenance Requests**

All maintenance requests **must be submitted in writing through the Tenant Portal**, unless the issue qualifies as an emergency. This requirement is outlined in your Lease Agreement and helps ensure proper documentation and timely coordination with vendors.

Maintenance request forms are available through the Tenant Portal on the LPG website.

## **Change of Contact Information**

Tenants are responsible for promptly notifying LPG of any changes to phone numbers or email addresses to ensure effective communication.

While email and text communication are encouraged for general matters, **LPG does not accept Notices to Vacate by text, email, or verbal communication**. All move-out notices must be submitted using the official **Move Out Notice form through the Tenant Portal**.

## **GENERAL RULES AND REGULATIONS**

At some point, you will eventually move out of this property. During your tenancy, it is important to protect your rental history and credit. Most residents will either rent again or purchase a home in the future, both of which require positive rental references and a strong payment record. Avoid late rent payments, care for the property, and follow proper move-out procedures so LPG can provide a favorable reference when your tenancy ends.

## **Rental / Lease Agreement**

You were provided with a copy of your Lease Agreement, including maintenance instructions and any required documentation. We recommend keeping your Lease with this Tenant Handbook for easy reference. Your Lease is also available through the Tenant Portal.

Please remember that the Lease Agreement is a binding legal contract. If you have questions regarding your Lease terms, contact your LPG management team for clarification.

### **Move-In, Move-Out & Pre-Move-Out Inspections**

LPG performs a detailed inspection condition report, including extensive photographic documentation, prior to tenant move-in and again after the property is vacated at the end of the lease term. A copy of the inspection report may be provided upon request.

In accordance with Colorado law, **tenants may request a pre-move-out inspection**. If requested, LPG will schedule an in-person or virtual walkthrough prior to move-out. This inspection is informational only and does not represent a final determination of charges.

### **Utility and Cable Services**

Prior to move-in, tenants are responsible for transferring all required utilities into their name effective on the lease start date and providing LPG with account information when requested.

At move-out, utilities must remain active **through the final day of the lease term**. Do not cancel utilities; only schedule a transfer out of your name. Cable and internet information is not required.

If utilities are shut off prior to the end of the lease term, LPG may reconnect services to complete inspections or required work, and the cost of reconnection plus any applicable administrative fees will be charged to the tenant.

### **Rental Payments**

Rent is due **on the first (1st) day of each calendar month**, without demand. Rent not received by the 1st is considered late. Late fees are assessed in accordance with the Lease if rent is not paid in full within the applicable grace period.

If you anticipate difficulty paying rent by the due date, contact the Operations Manager as soon as possible. Lack of communication may negatively affect your payment record.

### **NON-RETALIATION POLICY**

Landlord will not retaliate against Tenant for exercising lawful rights under Colorado landlord-tenant law, including reporting habitability concerns, requesting repairs, or exercising other protected rights

## **FEES, CHARGES & POLICIES**

The following fees and charges are authorized by the Lease Agreement and may be assessed when applicable. Fees may be billed during tenancy or deducted from the security deposit as permitted by Colorado law. Fees are intended to recover actual costs and reasonable administrative expenses incurred by Longmont Property Group ("LPG").

### **Late Rent & Payment Fees**

### **Late Fee**

Rent is due on the first (1st) day of each calendar month. If rent is not paid in full within **seven (7) calendar days after the due date**, a late fee will be assessed in accordance with the Lease in an amount equal to the greater of:

- Five percent (5%) of the unpaid rent, or
- Fifty dollars (\$50.00)

### **Returned Payment / Service Fee**

If any check or ACH payment is returned or reversed by the tenant's bank for any reason, a **\$20.00 reprocessing fee** will be charged in addition to any applicable late fees.

### **LEASE VIOLATIONS & STATUTORY NOTICE**

Lease violations, including nonpayment of rent or failure to comply with Lease terms, may result in issuance of a written **Demand for Compliance or Possession** providing not less than **ten (10) days** to cure, as required under Colorado law. Failure to cure within the statutory period may result in further legal action, including termination of tenancy and eviction proceedings.

### **Vendor & Administrative Fees**

#### **Missed Appointment Fee**

If a tenant schedules or confirms an appointment with a vendor and fails to provide required access or be present as scheduled, the tenant will be charged the **actual vendor trip or service charge**, plus a **\$40 administrative fee** per missed appointment.

#### **Lockout Assistance & Keys**

Tenants are responsible for maintaining access to the property and securing replacement keys as needed. If a tenant is locked out, they are encouraged to contact a licensed locksmith directly.

If LPG is requested to assist with a lockout **during normal business hours**, a **\$75 lockout assistance fee** will apply. Replacement keys, if required, are charged separately.

**After-hours lockouts (including evenings, weekends, and holidays) are handled by a third-party locksmith company, and all locksmith costs are the sole responsibility of the tenant.** LPG does not provide after-hours lockout assistance.

#### **Replacement Keys**

Replacement keys are **\$10 per key**, when available.

#### **Locks, Mailbox & Trash Fees**

##### **Mailbox Keys**

If mailbox keys are lost, tenants must bring a copy of the Lease to the local post office to request replacement. Any fees charged by the post office apply. If LPG is requested to coordinate mailbox lock replacement, all associated costs will be charged to the tenant.

## **Unauthorized Lock Changes**

Tenants may not change or alter locks without prior written approval. If locks are changed without authorization, tenants will be charged for rekeying or replacement, including labor and materials, to restore access and compliance.

## **Trash Service Fee**

If LPG must place trash for pickup or remove trash after the tenant has vacated the property, a **\$25 service fee** will be charged per occurrence.

## **HOA & Violation Fees**

### **Violation Notice Posting / HOA Administration**

If LPG is required to respond to, post notices for, or otherwise address tenant-caused violations (including Homeowners Association violations), a **\$40 administrative fee per occurrence** may be charged, in addition to any fines, penalties, or costs assessed by the HOA or property owner.

## **Early Departure, Replacement & Administrative Fees**

### **Departing Tenant Fee**

A **\$300 departing tenant administrative fee** applies when a tenant vacates prior to lease expiration or is removed from the Lease under the Replacement Tenant provisions outlined elsewhere in this Handbook.

### **Incoming Tenant Fee**

A **\$300 incoming tenant administrative fee** applies to any new or replacement tenant added to the Lease. This fee covers administrative processing, screening, lease documentation, and onboarding costs and is due prior to lease execution or modification.

### **Collection Costs**

If unpaid balances are sent to collections, the tenant may be responsible for **reasonable collection costs**, including agency fees, as permitted by Colorado law.

### **Legal & Small Claims Costs**

If a security deposit dispute or other claim requires legal or small claims court action, tenants may be responsible for **court costs and reasonable legal expenses**, where allowed by Colorado law.

## **PETS & ANIMALS**

No animals may be kept on the premises without **prior written approval** from Longmont Property Group ("LPG"), except as required by applicable law.

### **Pet Approval Requirement**

All tenants are required to complete a PetScreening profile at:

[www.lpg.petscreening.com](http://www.lpg.petscreening.com)

This requirement applies **whether or not the tenant has a pet** and helps ensure compliance with property rules and applicable regulations.

## **Monthly Pet Fee**

Approved pets may be subject to:

- Monthly pet rent as stated in the Lease
- A one-time non-refundable pet fee, if applicable
- A refundable pet security deposit, if applicable

Pet deposits are considered part of the total security deposit and are refundable subject to lawful deductions for pet-related damage beyond normal wear and tear.

Unauthorized pets may result in retroactive fees, removal requirements, and charges for damage or cleaning.

## **Unauthorized Pets**

If an unapproved pet is found on the premises, the tenant may be required to:

- Pay **retroactive pet fees** from the start of the lease or the date the pet was introduced (whichever is later), and
- Immediately remove the unauthorized animal

Additional charges for damage, cleaning, or violations may also apply as permitted by the Lease.

*Nothing in this section is intended to limit or interfere with rights related to service animals or assistance animals as defined by federal, state, or local fair housing laws.*

## **DISTURBANCES, NOISE & NUISANCE**

All residents and guests are expected to conduct themselves in a manner that does not disturb neighbors or the surrounding community. Activities that create excessive noise, traffic, or disturbances may constitute a lease violation.

This includes, but is not limited to, loud music, disruptive gatherings, or behavior that interferes with the quiet enjoyment of others. Tenants are responsible for the conduct of their guests at all times.

Repeated or serious disturbances may result in enforcement action in accordance with the Lease Agreement and applicable law.

## **SMOKING AND VAPING**

Smoking, vaping, or marijuana use inside the property may be restricted or prohibited as stated in the Lease Agreement. Tenants are responsible for all smoke- or odor-related damage, remediation, and cleaning costs.

## **GUESTS, OCCUPANCY & CHILDREN**

Tenants are responsible for the conduct and behavior of all guests, occupants, invitees, and their children at all times.

Any person staying in the residence for **more than ten (10) consecutive nights** or otherwise establishing residency will be considered an occupant and **must receive prior written approval from Longmont Property Group**

**("LPG").** If an occupant will reside in the property on a permanent or ongoing basis, a completed application, including required credit and legal screening, is required for all occupants **eighteen (18) years of age or older.**

Only individuals listed on the approved application and Lease Agreement are authorized to occupy the premises. Unauthorized occupants may result in lease violations or other enforcement action as permitted by the Lease and applicable law.

Nothing in this section is intended to limit lawful occupancy by children or to discriminate based on familial status. All terms, conditions, rules, and obligations of the Lease Agreement and this Tenant Handbook apply equally to tenants, occupants, guests, and children.

## **PERIODIC INSPECTIONS**

As part of the management agreement with the property owner, LPG conducts periodic inspections of the property to assess the overall condition of the residence, including appliances, fixtures, blinds, and any owner-provided landscaping. Inspections may include photographic or video documentation of the interior and exterior, as permitted by law.

Tenants will receive **advance notice** of non-emergency inspections in accordance with Colorado law. If any issues are identified, tenants will be notified and given a reasonable period of time to correct tenant-responsible items. Any uncorrected issues or lease violations may be addressed in accordance with the Lease Agreement and applicable Colorado Landlord-Tenant laws. Landlord will provide at least 24 hours notice prior to non-emergency entry, except as permitted by Colorado law.

## **RENTER'S INSURANCE (REQUIRED)**

All tenants are required to maintain **renter's insurance with a minimum of \$100,000 in personal liability coverage** throughout the lease term.

Property owners generally carry insurance that covers the structure of the property but **does not cover a tenant's personal belongings or personal liability.** Because the property is non-owner-occupied, it is especially important for tenants to maintain adequate coverage for their contents and liability.

For **new leases and lease renewals**, renter's insurance **may be required through a Resident Benefits Package (RBP)** if applicable to the property. The Resident Benefits Package may include resident liability insurance coverage provided through LPG's designated program, along with additional resident services and benefits.

If a Resident Benefits Package is required for your property:

- Coverage details will be disclosed prior to lease execution
- Liability coverage provided through the RBP satisfies the insurance requirement for the lease term
- Additional personal property coverage may be obtained at the tenant's discretion

If a Resident Benefits Package is **not required**, tenants must provide proof of renter's insurance through the Tenant Portal and **update coverage annually.**

Failure to maintain required insurance coverage may result in lease violations or other enforcement action as permitted by the Lease Agreement and applicable law.

## **DRUG-FREE HOUSING**

LPG maintains a **drug-free housing policy**, which is a condition of tenancy as outlined in the Lease Agreement.

Tenants are encouraged to:

- Report suspicious or dangerous activity to local authorities when appropriate
- Notify LPG of ongoing concerns related to drug activity
- Remain aware of their surroundings and take reasonable precautions

Drug-related activity presents a safety risk to residents, neighbors, and the community. Violations of this policy may result in enforcement action in accordance with the Lease and applicable law.

## **UTILITIES**

### **Before Move-In**

Utilities must be transferred into the tenant's name and active **prior to taking possession of the property**. Failure to establish utilities does not delay rent responsibility. LPG can provide contact information for utility providers upon request.

### **During Tenancy**

Tenants are responsible for maintaining all required utilities in active and current status throughout the tenancy. Failure to do so may constitute a lease violation. Tenants must **never shut off heating or air conditioning**, including during vacations or extended absences. Turning off utilities can result in damage such as frozen pipes, mold, or security risks. During winter months, garage doors should be kept closed as much as possible to prevent freezing of uninsulated pipes.

### **Move-Out**

Utilities must remain active **through the final day of the lease term**, even if the tenant vacates early. Do not cancel utilities—only schedule a transfer out of your name. If utilities are shut off prior to the end of the lease term, LPG may reconnect services in the company's name to complete inspections or required work. The tenant will be responsible for **all reconnection costs plus a \$75 administrative reconnection fee**.

Do **not** turn off the heating or air conditioning upon vacating. Set the thermostat to **65 degrees** to help prevent damage.

## **CARE OF THE PROPERTY**

Tenants are expected to care for the property in a manner similar to that of a homeowner and to use all systems, appliances, and fixtures in a reasonable and responsible manner. Promptly reporting maintenance concerns and understanding basic home systems helps prevent damage and ensures a safe, comfortable tenancy.

## GETTING TO KNOW YOUR RESIDENCE

When you move into the property, take time to familiarize yourself with the location and operation of important systems and shutoffs, including:

- The **main circuit breaker panel** (in the event of a power outage)
- The **gas shutoff valve** (to be used during emergencies or disasters)
- **GFCI outlets** (typically in bathrooms, kitchens, garages, patios, and exterior areas)
- **Electric and/or gas meters** (for utility monitoring)
- The **main water shutoff valve** (in case of flooding or major leaks)
- **Individual water shutoff valves** below sinks and behind toilets
- The proper **method of cleaning the oven** to avoid damage
- **Timed bake or control knobs** on the oven, which may prevent operation if not set correctly

If you are uncertain about the location or operation of any of these items, contact your LPG management team for guidance. Do not force or modify any system or component.

## KEYS & LOCKS

Tenants may not alter, replace, or install locks, bolts, knockers, mirrors, or other attachments to interior or exterior doors **without prior written approval from LPG**. LPG must maintain access to the property as required by law and the Lease Agreement, and management must have keys to all locks installed on the premises.

If unauthorized locks are installed or access is denied, LPG may take reasonable steps to restore access, including rekeying, and the tenant will be responsible for all associated costs as permitted by law.

If keys are lost or a tenant is locked out:

- During normal business hours, LPG may assist for a fee as outlined in the **Fees & Charges** section
- After hours, tenants must contact a licensed locksmith at their own expense

Duplicate keys may be requested during normal business hours by appointment, when available.

## TRASH & GARBAGE

All trash, garbage, and recyclable materials must be placed in appropriate containers. Containers are not provided by LPG unless otherwise stated. Tenants are responsible for arranging trash and recycling service through the local waste management provider.

Trash containers must be stored discreetly and used properly. Overflowing trash, loose debris, or improper disposal may result in violations or service charges.

## PARKING & VEHICLES

Vehicles may only be parked in designated areas such as garages, driveways, assigned parking spaces, or public streets where permitted. Parking on lawns, sidewalks, or non-designated areas is prohibited.

All vehicles must be **currently registered, licensed, operable, and in compliance with local laws**. Vehicle repairs are not permitted on the premises, except for minor emergency repairs such as changing a tire.

Oil, fluid, or fuel leaks are not permitted. Tenants are responsible for promptly cleaning any spills and properly disposing of automotive fluids.

## HEATING, AIR CONDITIONING & SMOKE / CARBON MONOXIDE DETECTORS

Tenants are responsible for routine care of HVAC systems, including **changing air filters at least every three (3) months**, or more frequently if pets are present.

Many properties are equipped with **10-year sealed smoke and carbon monoxide detectors**, which do not require battery replacement. If the property uses standard detectors, tenants are responsible for replacing batteries as needed and testing detectors regularly. Smoke and carbon monoxide detectors are critical safety devices and must not be disabled or removed.

Tenants should understand that air from vents may not feel immediately warm or cool when systems start. Heating and cooling systems work gradually to reach the thermostat setting.

## CIRCUIT BREAKERS & GFCI OUTLETS

Circuit breakers may trip with minimal movement and may appear to be "on" even when they have tripped. To reset a breaker:

1. Turn the breaker fully to the **OFF** position

2. Then turn it back to the **ON** position

GFCI outlets and breakers are designed to protect against electrical shock and may trip during minor fluctuations. These are commonly located near water sources, garages, and exterior outlets. If an outlet loses power, check for a tripped GFCI at the breaker panel or the outlet itself and reset according to the instructions provided.

If breakers or GFCI outlets trip repeatedly, submit a maintenance request through the Tenant Portal.

## **PEST CONTROL**

Tenants are responsible for maintaining the property in a **clean, sanitary, and orderly condition** to help prevent pest activity. This includes proper food storage, trash disposal, housekeeping, and pet care.

- **Tenant Responsibility:** Pest issues that arise due to sanitation, housekeeping, food storage, trash, pets, or other tenant-related conditions, including but not limited to ants, spiders, roaches, rodents, or similar pests.
- **Owner Responsibility:** Pre-existing infestations at move-in or pest issues caused by structural defects, building envelope failures, or conditions outside the tenant's control.

If LPG determines that pest treatment is required due to tenant-caused conditions, LPG may arrange professional pest control services and **the cost will be charged to the tenant** as permitted by the Lease and applicable law.

Tenants must promptly report pest concerns through the Tenant Portal so issues can be evaluated and addressed appropriately.

## **HOMEOWNER ASSOCIATION (HOA) RULES & REGULATIONS**

If the property is located within a community governed by a Homeowners Association (HOA), tenants are required to comply with **all HOA rules, regulations, and governing documents**, including CC&Rs. HOAs may enforce rules strictly and impose fines, penalties, or administrative charges for violations. Any HOA fines, penalties, or administrative costs resulting from tenant or guest actions are the tenant's responsibility and must be paid in full when due. Administrative fees may also apply for LPG's involvement in responding to HOA violations. Tenants are expected to review and understand the HOA rules provided at move-in or made available upon request.

### **COMMON HOA VIOLATIONS**

#### **Yard Maintenance**

In most single-family homes, **yard maintenance is the tenant's responsibility**, unless otherwise stated in the Lease. Grass, landscaping, and exterior areas must be maintained in accordance with HOA standards. Failure to maintain the yard may result in HOA notices, fines, or corrective action. If LPG is required to respond to HOA notices or coordinate compliance due to tenant inaction, **fees and HOA charges will be billed to the tenant**, even if corrective action has already been taken.

## **Parking**

Most HOA communities regulate where vehicles may be parked. Tenants must comply with posted signage and HOA parking rules to avoid violations and fines.

## **Boats, Trailers, RVs & Commercial Vehicles**

Many HOAs restrict parking of boats, trailers, RVs, large commercial vehicles, or similar equipment.

In most cases:

- Temporary parking may be allowed only for **brief loading or unloading**
- Overnight or extended parking is typically prohibited
- Violations often result in immediate HOA enforcement actions

Tenants are responsible for understanding and complying with these restrictions.

## **Trash Cans, Containers & Debris**

HOAs typically require trash and recycling containers to be:

- Stored out of view except on designated collection days
- Returned to storage promptly after pickup

Loose trash, debris, or oversized items visible from the street are generally prohibited and may result in HOA violations. **HOAs often conduct drive-through inspections**, and enforcement may occur even one day after collection.

If LPG must respond to or manage HOA complaints related to trash or debris, **all HOA charges and administrative fees will be billed to the tenant per occurrence.**

## **Access to HOA Amenities**

Some communities require keys, passes, codes, or registration to access amenities such as pools, playgrounds, or fitness areas.

Tenants may be required by the HOA to:

- Visit the HOA office
- Provide a copy of the Lease
- Present valid identification

- Sign waivers or acknowledgment forms

If tenants experience issues accessing amenities, they may contact LPG for guidance; however, **amenity access is governed by the HOA**, not LPG.

### **Mailbox Keys**

If a mailbox key is provided by the owner, LPG will pass it along to the tenant. However, the most secure method for obtaining mailbox access is through the **local post office**, which may require:

- A copy of the Lease
- Government-issued identification
- Payment of applicable fees

This ensures the tenant has sole authorized access to the mailbox.

### **HOA ENFORCEMENT & FEES**

If LPG is required to respond to HOA violations caused by the tenant or tenant's guests, the tenant will be responsible for:

- Any HOA fines, penalties, or charges
- LPG administrative fees related to compliance, coordination, or posting notices

Charges are assessed **per occurrence**, as permitted by the Lease and applicable law.

## **MAINTENANCE**

Your Lease Agreement contains important maintenance instructions. Please review those instructions before submitting a work order. This Tenant Handbook provides additional guidance to help clarify responsibilities and procedures.

Tenants are encouraged to promptly report maintenance concerns so issues can be addressed before they worsen.

### **TENANT RENOVATIONS & ALTERATIONS**

Tenants may **not perform repairs, renovations, or alterations** to the property without **prior written approval from Longmont Property Group ("LPG")**, as outlined in the Lease Agreement.

If a tenant wishes to request an alteration or improvement:

- The request must be submitted **in writing** to LPG before any work begins
- No work may proceed until written approval is received
- LPG will consult with the property owner regarding the request

If an alteration is approved, the tenant must comply with the owner's conditions, which may include:

- Leaving the alteration in place at move-out
- Restoring the property to its original condition at the tenant's expense
- Executing a written alteration agreement with LPG

Unauthorized alterations may result in repair charges or other enforcement action as permitted by the Lease and applicable law.

### **TENANT MAINTENANCE RESPONSIBILITIES**

While the property owner is responsible for maintaining the property in compliance with Colorado's **Warranty of Habitability**, tenants are responsible for routine care, upkeep, and items resulting from daily use or tenant behavior.

Tenant responsibilities include, but are not limited to:

- Replacing smoke detector batteries when applicable (many properties use sealed 10-year detectors)
- Replacing light bulbs with the correct size and type
- Replacing furnace filters every **three (3) months**, or **monthly if pets are present**
- Replacing refrigerator or water filters, if applicable
- Reporting non-functioning smoke or carbon monoxide detectors immediately
- Routine care and cleaning of carpets and flooring
- Pest issues caused by sanitation or housekeeping (see Pest Control section)
- Monitoring moisture, ventilation, and promptly reporting mold-related concerns
- Yard and landscape maintenance if not provided by an HOA
- Watering landscaping unless handled by an HOA
- Replacing broken sprinkler heads and making minor irrigation adjustments
- Reporting malfunctioning irrigation systems promptly
- Clearing clogs in toilets, drains, and sewer lines caused by use
- Replacing toilet flappers and minor toilet components
- Proper disposal of garbage using designated containers and services
- Routine cleaning and care of appliances during occupancy

- Maintenance of washer and dryer units provided as a convenience
- Garage door remote replacement and minor door adjustments
- Clearing garbage disposal clogs and jams
- Preventing and addressing frozen hose bibs
- Prompt removal of pet waste
- Routine chimney cleaning if the property has a wood-burning fireplace

Failure to perform tenant-responsible maintenance or to report issues in a timely manner may result in tenant responsibility for resulting damage or costs.

### **LANDLORD / OWNER MAINTENANCE RESPONSIBILITIES**

The property owner, through LPG, is responsible for maintaining the property in compliance with Colorado law, including habitability requirements. Owner responsibilities include, but are not limited to:

- Furnace and air-conditioning repair or replacement
- Thermostat replacement
- Hot water heater repair or replacement
- Repair or replacement of kitchen appliances provided by the owner
- Plumbing leaks, including faucets, gaskets, and supply lines
- Garbage disposal replacement when non-functional or leaking
- Sewer line maintenance where exterior clean-outs are installed
- Sewer backups not caused by tenant misuse (e.g., tree roots)
- Sprinkler system seasonal start-up, blow-out, and major repairs
- Routine gutter cleaning
- General electrical system issues
- Roof repair or replacement
- Gutter repair or replacement
- Evaporative (swamp) cooler start-up, shut-down, and repairs
- Fence and deck repairs

- Tree trimming and pruning
- Repair of windows and exterior doors

### **WARRANT OF HABITABILITY RESPONSE TIME**

Under Colorado Warranty of Habitability law, Landlord will respond to habitability-related maintenance as follows:

- Acknowledge receipt of written notice within **twenty-four (24) hours**
- Begin remedial action within **ninety-six (96) hours**, unless emergency conditions require faster response
- Complete repairs within a reasonable time based on the nature of the issue, vendor availability, and required parts

Habitability issues generally include conditions materially affecting health or safety such as:

- Lack of heat (in winter)
- Unsafe electrical or plumbing
- No hot water
- Sewage backup
- Dangerous structural conditions
- Gas hazards or major water intrusion

Failure by Tenant to provide access, maintain utilities, or report issues promptly may delay repairs and affect remedies under law.

### **TENANT STATUTORY RIGHTS**

Tenant rights and remedies related to the Warranty of Habitability are governed by Colorado law. Nothing in this Handbook limits or waives Tenant's statutory rights, including rights related to repair, notice, or legal remedies as provided by law.

### **MAINTENANCE REIMBURSEMENT**

In most cases, LPG assigns licensed vendors to perform maintenance work. Tenants may **not deduct repair costs from rent**.

If LPG provides **prior written authorization** for a tenant to perform a minor maintenance item:

- The tenant must pay the invoice
- Submit the receipt to LPG

- LPG will reimburse the approved amount

Unauthorized repairs are not eligible for reimbursement.

## **EMERGENCIES**

An emergency is a situation involving **immediate danger to people or property**, such as:

- Fire
- Gas leaks
- Uncontrollable water or flooding
- Immediate electrical hazards

### **Emergency Procedures:**

- Call **911** for life-threatening emergencies
- For gas issues, contact the gas company and 911 if necessary
- For immediate electrical danger, contact the utility provider or 911
- After contacting emergency services, notify LPG immediately

For property emergencies such as severe plumbing backups or flooding, call **720-449-4119, Extension 5**, to reach LPG's 24/7 emergency service provider.

A non-working heater is **not considered an emergency**, but LPG recognizes its importance and will prioritize repairs as quickly as possible. Non-working air conditioning, dishwashers, or irrigation systems are **not emergencies**.

## **NON-EMERGENCY MAINTENANCE REQUESTS**

Non-emergency maintenance requests must be submitted **in writing through the Tenant Portal**.

- LPG will assign a vendor to contact the tenant
- Vendors do not receive keys and must coordinate access with tenants
- Appointments may not be immediate due to scheduling availability
- Failure to be available for a scheduled appointment may result in charges

If a vendor has not contacted you within **5-7 business days**, notify LPG so we can follow up.

If a repair was completed and the issue persists:

- Report the concern promptly
- “Recent repair” means within **60 days** (or **30 days for pest control**)

Failure to report unresolved repairs may result in tenant responsibility for additional damage or costs.

## **PREVENTATIVE CLEANING & CARE TIPS**

Preventative cleaning helps keep your home in good condition, reduces maintenance issues, and can help avoid unnecessary charges at move-out. Many cleaning concerns are easier to prevent than to correct later. Cleaning tips are also included in the maintenance addendum to your Lease. The following guidance is provided as a helpful reference.

### **GENERAL PREVENTATIVE CLEANING TIPS**

- Store food properly and promptly wipe up spills or crumbs.
- Clean pet food and water bowls regularly to help prevent ants and other pests.
- Prevent grease buildup in kitchens by regularly wiping countertops, stovetops, cabinets, range hoods, and hood filters using mild soap and water.
- Avoid cooking on excessively high heat, which can increase grease buildup, damage appliances, and create safety hazards.
- Reduce mildew by properly ventilating kitchens and bathrooms, especially after cooking, bathing, or showering.
- Clean bathroom surfaces regularly to prevent soap scum, mildew, and grime.
- Clean toilets routinely to prevent buildup, staining, and odors.
- Sweep or mop hard-surface flooring regularly to prevent dirt and grime buildup.
- Do not use wax or abrasive cleaners on linoleum, vinyl, or tile flooring.
- Vacuum carpets frequently to reduce wear and minimize staining and odors.
- Pick up debris and pet waste promptly in all exterior areas.

### **ADDITIONAL CLEANING SUGGESTIONS**

It is not necessary to purchase expensive cleaning products. Simple household items may be effective for routine cleaning and are often more environmentally friendly. Always test any cleaner in an inconspicuous area first and follow manufacturer recommendations for appliances and surfaces.

#### **Odors**

- Placing a small bowl of baking soda or coffee grounds in refrigerators may help absorb odors.
- Avoid using excessive air fresheners, which may mask rather than eliminate odors.

## **Drains**

- For routine drain maintenance, a monthly flush with hot water may help reduce buildup.
- Avoid pouring grease, food particles, or non-dissolvable items down drains.

## **Glass & Mirrors**

- Clean glass and mirrors with non-abrasive products and soft cloths to avoid streaking or scratching.

## **Dishwashers**

- Run the dishwasher periodically, even if used infrequently, to help maintain seals and internal components.
- Follow manufacturer instructions for cleaning and maintenance.

## **Refrigerators**

- Clean interior surfaces regularly.
- Baking soda placed on a shelf may help control odors.

## **Washing Machines**

- Follow manufacturer guidance for cleaning cycles and detergent use.
- Leaving the door or lid open between uses may help reduce odors.

## **Carpet Care**

- Vacuum regularly.
- Blot spills promptly using clean cloths—do not rub.
- Persistent stains or odors may require professional cleaning; delaying treatment can result in permanent damage.

## **ENERGY & WATER CONSERVATION TIPS**

Conserving energy and water benefits the environment and may reduce utility costs. Tenants are encouraged to:

- Report water leaks or moisture concerns to LPG promptly.
- Notify LPG of dripping faucets, running toilets, or standing water.
- Report malfunctioning sprinklers or irrigation systems.
- Run dishwashers and washing machines with full loads when possible.
- Adjust water levels appropriately for laundry size.

- Avoid using toilets to dispose of trash.
- Take shorter showers and avoid running water unnecessarily.
- Ensure hoses on washing machines are in good condition and replaced as needed.
- Do not adjust water heater temperature settings without authorization; improper settings can be unsafe.
- Teach children simple habits to conserve water.
- Avoid overwatering landscaping, which can damage plants and waste water.

### **IMPORTANT NOTE**

These tips are provided for general guidance only and do **not** replace the requirement to submit maintenance requests through the Tenant Portal for repairs, malfunctions, or safety concerns. Tenants should not attempt repairs beyond routine cleaning and care.

### **SAFETY TIPS**

Your safety and the safety of your household and guests are important to Longmont Property Group (“LPG”). Many safety issues can be prevented by practicing basic awareness and caution.

- Unplug heat-producing appliances such as toasters, irons, and coffee makers when not in use to reduce fire risk.
- Never leave stoves, ovens, or cooktops unattended. Turn all burners and appliances off before leaving the residence.
- Heating pads and electric blankets should not be left on continuously and should be turned off when unattended.
- Do not leave water running unattended, especially in tubs, sinks, or washing machines.
- If you notice water staining, dripping, or moisture on ceilings or around light fixtures—especially from an upstairs bathroom—report it to LPG immediately.
- Do not operate electrical appliances while standing in water or with wet hands.
- Avoid using hair dryers, curling irons, radios, televisions, or other electrical devices near bathtubs, sinks, or standing water.
- Use child safety outlet covers if young children are present.
- Do not overload outlets or extension cords.
- Use lamps with the correct wattage and place them on stable, level surfaces.
- Avoid running cords across walkways, under rugs, or in areas where they may create tripping hazards.
- Report suspected electrical issues to LPG promptly.

- Do not disable, remove, or tamper with smoke or carbon monoxide detectors. If a detector is beeping, report the issue or replace batteries if applicable.
- Keep walkways, sidewalks, and stairways clear of toys, debris, or obstacles.
- Replace exterior light bulbs as needed to maintain visibility and safety.
- Report exposed tree roots, uneven walkways, or trip hazards to LPG.
- It is recommended to keep a portable fire extinguisher in the kitchen and garage.
- If using a grill or barbecue, never leave it unattended and follow all safety guidelines.
- Fireplace ashes must be fully cooled before disposal. Never place hot ashes in trash containers.
- Do not store firewood directly against the residence.
- Ensure fireplace dampers are open before use.

### **Fireplaces:**

If the residence contains a wood-burning or converted gas-log fireplace, use may be **restricted or discouraged** due to insurance requirements and fire risk. Refer to your Lease Agreement or contact LPG before operating any fireplace.

## **EMERGENCIES & DISASTERS**

Emergencies and natural disasters can occur without warning. Preparation and clear communication help reduce risk and confusion. An **Emergency Readiness Checklist** is provided in this Handbook to help tenants prepare.

### **Maintenance Emergencies**

Maintenance emergencies involve immediate danger to people or property (such as fire, gas leaks, uncontrollable water, or immediate electrical hazards).

- Call **911** for life-threatening emergencies.
- For gas concerns, contact the gas utility and emergency services if necessary.
- After addressing immediate safety concerns, notify LPG as soon as possible using the emergency contact procedures outlined in this Handbook.
- LPG will respond as quickly as possible based on urgency and availability.

### **Area-Wide Emergencies or Disasters**

In the event of regional emergencies or natural disasters (such as severe storms, wildfires, flooding, earthquakes, or other large-scale events):

- Contact **emergency services first** if immediate danger exists.

- Follow instructions from local authorities.
- Notify LPG as soon as reasonably possible regarding property conditions or damage.
- LPG will prioritize responses based on safety, accessibility, and the extent of damage.
- During widespread emergencies, response times may be affected. We appreciate patience and clear communication.

When contacting LPG during emergencies, calmly describe the situation so we can assist as efficiently as possible.

## **MOVE-OUT PROCEDURES**

Planning ahead helps ensure a smooth move-out process and timely return of your security deposit. Please review the following procedures carefully.

### **GIVING NOTICE TO VACATE**

All tenants are required to provide **written notice at least thirty (30) days prior to vacating**, as outlined in the Lease Agreement. Notice must be submitted by completing the **Move-Out Notice form** through your **Tenant Portal** (accessible from the Summary page).

Verbal notice, emails, texts, or voicemails **do not** constitute proper notice.

Leases are based on **calendar months**. To avoid an additional month's rent, your 30-day notice must be submitted **prior to the first (1st) day of the month** in which you intend to vacate, unless otherwise stated in your Lease.

### **MOVE-OUT DATE & INSTRUCTIONS**

Once your Move-Out Notice is submitted, LPG will send detailed move-out instructions outlining expectations for cleaning, utilities, keys, and access.

- Move-out inspections are conducted **after the property has been fully vacated**
- Tenants may request a **pre-move-out inspection**, which will be scheduled in accordance with Colorado law
- Use the LPG **Move-Out Checklist** to avoid missed items or unnecessary charges

Please be sure to provide a **forwarding address and current phone number**, either through the Move-Out Notice form or by contacting LPG.

### **RENT & AUTO-PAY**

Rent remains due through the end of your notice period or lease term.

**Security deposits may not be used as last month's rent.**

If you are enrolled in auto-pay, log into your Tenant Portal and **cancel auto-pay after your final rent payment** has been made. LPG is not responsible for automatic payments processed due to tenant failure to cancel auto-pay.

## **UTILITIES**

Utilities must remain **active through the final day of tenancy**, even if you vacate early.

- Contact utility providers **3-5 days prior to move-out** to schedule transfer out of your name on your move-out date
- **Do not shut utilities off**
- Email proof of final paid utility bills to LPG to help expedite deposit processing

If utilities are shut off early, LPG may reconnect services for inspections or repairs, and applicable reconnection and administrative fees will apply.

## **SECURITY DEPOSIT**

The security deposit is held as security for Tenant's performance under the Lease and may be applied to unpaid rent, damages beyond normal wear and tear, cleaning, unpaid utilities, lease violations, or other lawful charges permitted under Colorado law.

The security deposit **is not non-refundable**, except as specifically provided under the Tenant Early Termination Option (TETO) or other written agreement.

After Tenant vacates and possession is returned:

- A final inspection will be completed
- Charges will be itemized in writing
- The remaining security deposit, if any, will be returned

In accordance with Colorado law and the Lease Agreement, the security deposit and/or written accounting will be mailed or delivered within **sixty (60) days** after surrender of the premises, unless otherwise required by law.

Security deposits may **not be used as last month's rent**.

## **KEYS, PASSES & ACCESS DEVICES**

Before vacating, please leave **all items** on the kitchen counter:

- House and mailbox keys
- Garage door remotes
- Parking passes
- Pool or amenity keys (if applicable)

If you have programmed a garage keypad, provide the access code to LPG.

Failure to return keys, remotes, or passes may result in **rekeying or replacement charges**.

A lockbox may be installed near your move-out date if needed; your leasing consultant will coordinate access.

### **EARLY LEASE TERMINATION**

If Tenant vacates prior to the expiration of the Lease and does not elect the Tenant Early Termination Option (TETO):

- Tenant remains responsible for rent until the earlier of:
  - The property is re-rented, OR
  - The lease term expires
- Tenant is responsible for utilities, yard care, and recurring charges during vacancy
- Tenant shall reimburse reasonable costs incurred to re-rent the property, including marketing, leasing, and make-ready costs, as permitted by Colorado law
- Landlord will make reasonable efforts to mitigate damages by attempting to re-rent the property

Replacement leases are not executed until after you have vacated and are subject to LPG's standard approval criteria.

LPG will make reasonable efforts to re-rent the property promptly to help mitigate costs.

## **TENANT EARLY TERMINATION OPTION (TETO) – IF APPLICABLE**

If offered in the Lease, Tenant may elect the Tenant Early Termination Option ("TETO") in lieu of standard early termination liability.

### **Qualification Requirements**

Tenant must:

- Submit written Notice to Vacate prior to the 1st day of the month of move-out
- Be current on all rent and charges
- Vacate on the stated date
- Return possession and keys
- Leave the property in broom-clean condition with no damage beyond normal wear
- Pay rent and utilities through the end of the vacate month

Failure to meet these requirements voids eligibility for TETO.

## Liquidated Damages Agreement

Tenant and Landlord agree that early termination causes vacancy risk, administrative loss, and re-leasing costs that are difficult to calculate. Therefore, the parties agree to **liquidated damages equal to one and one-half (1.5) times the monthly rent**, which is a reasonable estimate of Landlord's loss and **not a penalty**.

## Payment Structure

If Tenant has **security deposit and prepaid funds equal to or greater than 1.5× monthly rent on file**, Tenant agrees:

- All such funds shall be **forfeited as liquidated damages**.

If Tenant **does not have 1.5× monthly rent on file**, Tenant agrees:

- The entire security deposit shall be forfeited, **AND**
- Tenant shall pay the additional amount required so the total equals **1.5× monthly rent**.

## Release of Liability

Once the above payment is satisfied and possession is surrendered, Tenant shall be released from future rent liability, except for:

- Damage beyond normal wear and tear
- Cleaning, trash, hauling, or yard remediation
- Pet-related damage
- Lease violations
- Unpaid utilities or other outstanding charges

## REPLACEMENT TENANT (ROOMMATE CHANGE)

If a tenant vacates the property prior to the expiration of the Lease term and a **replacement tenant** is proposed, the following applies:

- The proposed replacement tenant must submit a **complete application through LPG** and meet all standard approval criteria
- Approval of a replacement tenant is at the **sole discretion of the Landlord and LPG**

- Upon approval, LPG may require that the remaining and replacement tenants **execute a new Lease Agreement**, at the Landlord's option

Unless otherwise agreed to **in writing**, the existing security deposit will:

- Transfer to the replacement tenant as of the approval date
- Any reimbursement or allocation of the security deposit must be resolved **between the tenants**, not LPG

The departing tenant:

- Will have **no further right of occupancy**
- Will **not receive a security deposit refund** from LPG
- Will remain liable under the original Lease unless otherwise released in writing
- Must pay the **\$300 Departing Tenant administrative fee**

## **PREPARING THE PROPERTY FOR MOVE-OUT**

Preparing your residence properly before vacating helps ensure a smoother move-out process and can reduce potential charges. If you have questions about expectations or how to prepare your home, please contact your LPG management team – we are happy to clarify items in advance. The following guidelines outline what to expect and how to best prepare the property prior to move-out.

### **MOVE-OUT CLEANING**

As outlined in your Lease Agreement, the property will be **professionally cleaned after move-out**, and the cost of standard cleaning will be **deducted from your security deposit**. LPG coordinates this cleaning. Tenants are expected to leave the property in **broom-clean condition** unless the home is returned in **fully move-in-ready condition**, as determined by the final inspection.

Before vacating, please:

- Remove **all personal belongings**, furniture, and trash
- Sweep and vacuum all floors, including garages and basements
- Wipe obvious spills or heavy residue
- Mow the lawn and tidy exterior areas, if applicable
- Pick up and properly dispose of all pet waste and exterior debris

Leaving items behind, excessive dirt, or trash may result in **additional hauling or cleaning charges**.

### **CARPET CLEANING**

Carpet cleaning is required at move-out and will be **professionally completed by LPG's vendor** in accordance with the Lease Agreement. Charges will be deducted from the security deposit.

- Additional charges may apply for **pet enzyme treatments**, heavy staining, odors, or damage beyond normal wear and tear
- **Do not** rent carpet-cleaning machines, use home carpet cleaners, or hire outside vendors
- LPG does **not reimburse** tenants for carpet cleaning arranged independently

Using non-approved carpet cleaning methods may cause damage and does not reduce charges.

### **WINDOWS, BLINDS & WINDOW COVERINGS**

- Clean windows and glass doors **inside and out**, where safely accessible
- Multi-story or hard-to-reach windows must be **professionally cleaned** – do not use ladders
- Blinds and window coverings should be clean and free from damage
- Excessive staining, warping, or water damage may require replacement

If you have concerns about the condition of windows or coverings, contact LPG before move-out.

### **TRASH & DISPOSAL**

Tenants are responsible for proper trash disposal throughout the tenancy and at move-out.

- Trash that exceeds normal weekly pickup (including bulk items, furniture, or excessive debris) must be **hailed away at the tenant's expense**.
- All household trash must be placed inside appropriate trash receptacles. **Do not overflow bins** or leave loose bags or debris outside containers.
- In HOA-managed communities, trash and recycling bins must be **stored out of sight from the street** except on designated collection days, in accordance with HOA rules.
- Trash bins must be placed out for scheduled pickup. If LPG is required to place bins for pickup due to tenant inaction, a **\$25 service fee per occurrence** will apply.

Failure to follow trash and disposal requirements may result in additional cleaning, hauling, or HOA-related charges.

### **PAINTING & WALL REPAIRS**

Tenants should **not spackle, patch, putty, repaint, or touch up walls** unless they are able to **match the original paint color, sheen, and texture exactly**.

Improper or mismatched paint repairs often require full repainting and may result in additional charges. Painting-related charges are assessed based on:

- Whether the condition exceeds **normal wear and tear**, and
- The **length of tenancy**, in accordance with Colorado law

If you are unsure whether a repair or touch-up is appropriate, please contact LPG **before** attempting any work.

## **SECURITY DEPOSIT REFUND**

Following move-out procedures and returning the property in good condition helps streamline the return of your security deposit.

After move-out:

- A final inspection is completed
- Applicable cleaning, repair, utility, and other tenant charges are finalized

Security deposit refunds are processed in accordance with your Lease Agreement and **Colorado landlord-tenant law**, which allows up to **sixty (60) days** for return, depending on lease terms. LPG makes every effort to process refunds as promptly as possible.

Our goal is to make your move-out experience **smooth, transparent, and successful**, and we appreciate your cooperation in following these guidelines.

## **REPLACEMENTS & FINAL CHECKLIST (EASY WINS)**

Before vacating, ensure the following are complete to help avoid unnecessary charges:

### **Easy Wins (Often Overlooked)**

- Replace all **burned-out light bulbs** with matching size and color
- Ensure **smoke and carbon monoxide detectors** are present and functioning
- Replace **furnace filters** using the correct size (change shortly before move-out)
- Confirm **doorstops** are present and intact
- Replace missing or damaged **vent covers**
- Clean fans, vents, and light fixtures to remove dust buildup

## **INTERIOR CLEANING & CONDITION TIPS**

- Wipe all cabinets and drawers (inside and out)
- Clean the oven thoroughly, including the drawer and area underneath
- Pull out and clean behind appliances (refrigerator, stove, washer, dryer)
- Wipe walls and baseboards to remove scuffs and fingerprints
- Remove nails and screws carefully
  - Do **not overfill holes** – excessive patching may require sanding and repainting and result in additional charges

### **FLOORS, CARPETS & SURFACES**

- Sweep and vacuum all floors
- Mop hard surfaces and remove sticky residue
- Address pet-related areas promptly
  - Heavy pet staining or odor may increase carpet or flooring charges
- Repair or report scratches, chew marks, or damage to doors and trim

### **GARAGE, PATIO & EXTERIOR AREAS**

- Sweep garages, patios, decks, and walkways
- Remove all stored items and debris
- Pressure washing of garage floors is handled by LPG, unless clearly completed recently
- Rake leaves, mow lawns, and pull weeds
- Fill holes from pet digging, if applicable
- Reseed or rake bare grass patches where reasonable

### **IMPORTANT REMINDERS**

- Utilities must remain **on through the end of your lease term**
- Do not repaint or patch unless you can match color and texture exactly
- Clean reachable windows and glass doors
- Double-check closets, storage areas, garages, and exterior spaces are empty

These steps **do not replace professional cleaning or carpet services**, but they can significantly reduce additional charges and inspection issues.

If you are unsure about expectations, **reach out before your move-out date** – we’re happy to help clarify.

## **IN CLOSING**

We hope you have found the LPG Tenant Handbook helpful and informative. Our goal is to provide clear expectations, helpful guidance, and support throughout your tenancy – and to ensure a smooth, professional, and pleasant move-out experience when that time comes. If you have any questions about the information in this Handbook or need assistance at any point during your tenancy, please contact your LPG management team. We are here to help.

Thank you for choosing Longmont Property Group.

## **TENANT HANDBOOK ACKNOWLEDGMENT**

By signing below, I/we acknowledge that I/we have received, reviewed, and understand the **Longmont Property Group (LPG) Tenant Handbook**. I/we understand that the Handbook contains important information regarding policies, procedures, and expectations during the tenancy.

I/we acknowledge and agree that:

- The Tenant Handbook is **supplemental** to the Lease Agreement and does **not replace or modify** the terms of the Lease.
- In the event of any conflict between the Tenant Handbook and the Lease Agreement, the **Lease Agreement shall control**.
- Policies and procedures described in this Handbook may be updated from time to time as permitted by law.
- Failure to follow the policies and procedures outlined in this Handbook may result in lease violations or charges as allowed by the Lease and applicable law.

I/we understand that questions regarding this Handbook should be directed to Longmont Property Group.

**Tenant Name(s):** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Tenant Signature:** \_\_\_\_\_

\_\_\_\_\_

**Date:** \_\_\_\_\_