



## **Rental Home / Lease Option Home Responsibilities**

### **What Do You Take Care of?**

Continental Communities partners with you to take care of your Rental or Lease option home. We handle the big stuff; you help with the minor things and help you love where you live. Continental Communities is responsible for major repairs and maintenance, giving you the peace of mind that you will not have to, for example, pay to replace the refrigerator if it breaks. There are, however, some smaller things we ask our residents to take care of to keep the home in good condition.

Please keep in mind that many small issues around your home, as well as damage caused by neglect or misuse, may be your responsibility. (Note that if a technician is dispatched to address an issue found to be a resident responsibility, it may result in a charge-back to your account.

We will respond to emergency service requests within 24 hours. Response time to your home is determined by the specific issue reported and may vary depending on unforeseen natural events. We take care of routine service requests from 9 a.m. to 5 p.m.; someone over the age of 18 must be home for work to be completed.

And although we love them, please remember to keep your pets away from service areas.

You will be responsible for the general upkeep of the property and for minimizing dangerous conditions at the home.

#### **Pest Control**

- Maintain a pest-free home. Schedule routine pest control visits, if needed to minimize pest issues.

#### **Landscaping**

- Maintain your home's appearance by cutting and maintaining your grass and beds. Failure to maintain grass and landscaping can result in the community cutting the grass and charging your account for all services performed.
- Clean debris and leaves from gutters and around the exterior of the home.



## General & Preventative Maintenance

- Keep the air flowing by supplying and changing heating/air filters once a month.
- Brighten up your home by supplying and replacing all light bulbs as needed. Keep in mind that LED bulbs reduce the cost of electric bills.
- Secure screen doors always to eliminate wind damage, you are responsible for the maintenance of the screen doors. All repairs or replacements will be billed back to your account.
- You are responsible for repair or replacement for all broken windows and/or window treatments.
- Keep your home safe by supplying and replacing batteries for smoke and carbon monoxide alarms regularly.
- You are responsible for a damage to the home, including but not limited to carpeting, walls, doors, windows, appliances, and operating systems.

## Plumbing

- Keep your toilets and drains clear. Do not put items other than toilet paper down the toilet.
- Repair toilets by adjusting or replacing the inner components in your toilets.
- Clear hair and other debris from drains, if maintenance is dispatched to clear your drainage pipes, based on the blockage your account will be charged for services performed.
- Routinely check all sinks and faucets for drips or leaks, even a small leak can greatly increase your water bill.
- Winterize exterior water faucets and remove all water hoses to prevent freezing.

## What Do **We** Take Care of?

Continental Communities partners with you to take care of your Rental or Lease option home. Our 24-hour maintenance team is on standby to assist with after hour emergencies and scheduling service requests. Visit our website to see what you are responsible for and what we take care of. Please call the Community Office Emergency Number. Non-emergency issues should be reported to the community office during business hours.

We will respond to emergency service requests within 24 hours. Response time to your home is determined by the specific issue reported and may vary depending on unforeseen natural events. We take care of routine service requests from 9 a.m. - 5 p.m. Someone over the age of 18 must be home for work to be completed. And although we love them, please remember to keep your pets away from service areas. (Note that if a service technician or authorized vendor is dispatched to address an issue found to be a resident responsibility, it may result in a chargeback to your account.



We will dispatch a technician or vendor immediately (weather and travel conditions permitting) for the following:

- Fire (please call 911 Immediately)
- Active flood
- Home not secure (external doors, locks, windows broken or not functioning)
- Sewer Back-up
- Major underground Community water leak or Home Water line Leak

Other items for which Continental Communities will be responsible include:

### **Plumbing**

- Burst or leaking pipes.
- Water heater.
- Sink faucets or water supply.
- Clogs of the main sewer lines to the home.
- Clogged toilet (If only one toilet is available in the home, may qualify for priority scheduling.) If the toilet was clogged by unauthorized items your account will be charged for the repair

### **Heating and Cooling (HVAC)**

- The heating system is not functioning, causing the temperature to drop to 55 degrees Fahrenheit or below inside the home during cold weather (priority scheduling).
- The cooling system is not functioning, causing the temperature to rise above 82 degrees Fahrenheit inside the home when the daytime high temperature is over 90 degrees Fahrenheit (priority scheduling).
- Continental Communities will maintain all system functionality (besides items listed in resident responsibilities). If any system has been damaged by the resident directly, your account will be charged for all repairs.

### **Electrical**

- Complete power failure within the home, causing blackout, or partial power failure affecting the cooling/heating system or refrigerator.
- No power for more than 12 hours, not related to municipal power outage.
- Electrical fixtures (besides items listed in resident responsibilities).
- Smoke, sparks, or fire (Call 911 immediately before reporting the issue to us).