New Tenant Welcome Packet

From the Chimi Rental playbook (chimirental.com/playbook). This is a starting point that we use for our own rentals, shared as-is and without warranty. It is not legal advice. Adapt it to your state, city and situation, and have a local attorney review anything that affects someone's tenancy or money.

Welcome home!

This guide covers what you'll need most. Your lease is the full agreement, so where this guide and your lease differ, the lease wins.

Our promise to you

- We return calls and messages within one business day.
- We handle repairs promptly, efficiently and courteously.
- We keep improving the homes we manage.
- We keep rents fair.

Your part

You keep the home clean and in good condition, report maintenance issues promptly, pay rent on time, and follow the lease. That's it.

Paying rent

- Rent is due on the **1st** of every month, in full.
- Pay in **[App name]**, by bank account. Please set up **autopay** for on or before the 1st.
- There's a grace period through the **[5th]**. After that, the late fee in your lease applies, and we serve the formal notice that [state] law requires. Nobody wants that, so if something comes up, **call us before the 1st**. We'd much rather work something out.
- Any other balance on your account (for example, a repair you were responsible for) is due with the next rent payment. Payments go to the oldest balance first.

Repairs

Report repairs in [App name]: open "Maintenance" (or "Repair"), describe the problem, and add a photo or a short video. The more detail, the faster we can fix it.

Tell us right away (within 48 hours) about:

1. Any mold
2. Dripping faucets or pipes, or a toilet that keeps running
3. Moisture where there shouldn't be any: ceilings, under sinks, around the water heater
4. Any problem with the AC or heating

Emergencies

An emergency is something that will cause serious damage or danger if not handled immediately, usually water, fire, gas or electrical.

- **Fire, smoke, or the smell of gas:** get everyone out, then call **911** (and the gas company for gas). Then call us.
- **Flooding, a burst pipe, or sewage backing up:** shut off the water at the main valve [location: _____], then call us at **[emergency phone]**, any time.
- **No AC in extreme heat, or no heat in freezing weather:** call us at **[emergency phone]**.

What you take care of

- Light bulbs and smoke and CO detector batteries
- HVAC filters: replace about once a month (size: _____)
- Clogged toilets, tubs and sinks, unless caused by a plumbing failure
- Damage caused by you or your guests, including broken windows, blinds, doors and locks
- Preventing mold: keep the home clean and dry, run bathroom fans, and clean any mildew as soon as you see it
- Damage made worse because it wasn't reported

House policies

- **No smoking** of any kind, inside the home or within [20] feet of it. Smoke damage is charged to the tenant.
- **Pets** only with written approval and a signed pet addendum. Assistance animals are handled separately. Just ask.
- **Window coverings:** no sheets, foil or similar as curtains. Broken blinds must be replaced.
- **Patios and balconies:** keep them clear; no storage or drying laundry. Furniture, a grill and plants are fine.
- **Noise:** please respect your neighbors' quiet enjoyment, at all hours. No loud parties.
- **Guests:** anyone staying more than [14] days in a row must apply and be added to the lease.
- **Occupancy:** only the people on the lease live in the home.
- **Locks:** if you change a lock, give us a copy of the key.

Moving out

- **Fixed-term lease:** give us written notice at least **[30] days** before the lease ends.
- **Month-to-month:** give written notice at least **[30] days** before the rent due date.
- We'll schedule a move-out inspection, and you're welcome to be there. Your deposit statement is sent within the time [state] law requires.

Contact

[Company name] [Email] · [Phone] · Emergencies: [phone] Office hours: [Monday–Friday, 8 AM–5 PM]