



# Resident's Manual



## Welcome to REI Management Services, LLC

We would like to personally thank you for renting from REI Management Services, LLC.

We are a locally owned and operated residential property management company that specializes in managing rental properties. We look forward to servicing you as your property manager during your tenancy.

## Contacting Our Office

There are several ways to contact our office. If you have a maintenance need, please create a work order via your tenant portal. This avenue is available 24 hours a day, 7 days a week. Please use this outlet for your maintenance needs to ensure that the proper individuals within the company can quickly process your requests.

For all other needs, please contact our office directly at (205) 433-9811 or contact us through your tenant portal.

## Our Office Hours

Our office hours are Monday through Friday from 9am-5pm. If you reach our voicemail system, please leave a detailed message providing your name, property address, best contact number, and the reason for the call.

## Website - [www.reimanagementservices.com](http://www.reimanagementservices.com)

## Tenant Portal

One of the greatest benefits we offer our residents is the Tenant Portal. The Tenant Portal provides you with access to information and services for your rental property 24 hours a day, 7 days a week. You will receive an email with a link to your portal and login information.

Please check your SPAM/JUNK mail if you do not see it in 24-48 hours of signing your lease. If you do not have an email, give us a call and we will be happy to make sure you get access.

## Information Change Request

Contact our office. Once we verify your information we will send you an information change request form.

## Leases

REI Management Services, LLC uses a simple and easy to understand lease that was prepared with you in mind. Please be sure to read it carefully so you understand everything in the document. Keep in mind that it is a legally binding contract. If you have questions about some of the provisions, you are encouraged to have it reviewed by an attorney prior to signing. It is important to note the dates when your lease begins and when it ends.

## Terms

Your lease only ends when you have completed your lease term, given proper legal notice, and returned the keys to the REI Management Services, LLC office. Review your renewal process to verify your lease anniversary or ending date.

There is a final move-out condition evaluation report completed to ensure that you left the premises in the same condition as when your lease began and that the home is in rent-ready condition.

If you plan to vacate before the end of your lease, please be aware of the lease expiration date because you are responsible and will be held liable for all rents due until the end of the lease term. Your rent must be paid electronically through your tenant portal or at the REI Management Services, LLC office.

## Adding Residents/How to Make Changes to Your Lease

Your lease is a legally binding document. There are a few instances, however, in which it may be amended if all parties agree. Contact the office immediately if you want to make changes to your lease such as: additional residents, changes regarding pets or termination or extension of the lease. We know each situation is different. However, some changes may be governed by state or local laws, so please discuss your situation with our office. If you wish to add a resident to your lease, please contact the REI Management Services, LLC office to discuss the situation. We must approve any additional residents.

## Guests

There is a fine line between when a guest becomes a resident. Your lease will state the maximum length of stay by a guest. Our intent is not to restrict having visitors, but to help us keep track of the number of people who are residing at the property. In many cases, there are limits placed on the number of occupants a property may legally house by fire, safety and health regulations.

## Deposits

Every tenant is required to pay a security deposit. This is not intended to be used as last month's rent. If you fail to pay rent with your written intent to vacate notice, you may be subject to collection efforts. If repairs are required or if you otherwise owe money to REI Management Services, LLC, these amounts will be deducted from your security deposit prior to any refund. Should you be eligible to receive your security deposit, or a portion of your security deposit, you can expect to receive it within 45 days of returning your keys to the REI office. You will be provided a statement of any withholdings made from your security deposit with your refund.

## When Rent is Due

Payment must be made via certified funds or electronically through your tenant portal. No cash will be accepted. Call the office immediately if you will not be able to meet this commitment. Additionally, review your lease for repercussions and acceptable forms of late payments. All rents are due on the 1st and late after the 5th of the month.

## Maintenance

REI Management Services LLC's goal is that you have a well-maintained and habitable unit that you can safely enjoy during the duration of your lease.

On your tenant portal, there is a work maintenance submission form that can be filled out 24 hours a day, 7 days a week. You can reach the portal here: <http://reimanagementservices.managebuilding.com>. A valid e-mail address is required for access to the portal. E-mails, text messages, voice mails, or notes are not acceptable forms of notification. Residents that submit non-emergency work orders by calling in rather than using the portal will be subject to additional fees.

### To create a work order:

**Navigate to your Tenant Portal > Contact us.**

**From there you can tell us what your service order is, add pictures, etc.**

Submissions go directly into our maintenance queue for prioritization, approval, and proper scheduling. If the requested maintenance is deemed to be an emergency, we will be notified. Once a maintenance request is received, REI Management Services, LLC prioritizes the request in accordance with emergencies having the highest priority. Not everything is an emergency and REI Management Services, LLC complies with

the law in considering each maintenance request so that the resident can safely live in the unit. Many laws allow a certain period of time within which repairs may be made.

Here are some examples that are typically considered emergencies:

- No heat during winter months.
- Loss of power or water.
- Clogged or non-working toilet when there is only one toilet in the unit.
- Sewer backup.
- Flooding.
- Security issues (damages from break ins/natural disaster).
- Some legal notices from housing departments/city inspection departments.

If the maintenance request is not an emergency, REI Management Services, LLC coordinates approval and funding with the Owner to ensure that the problem is addressed properly.

REI Management Services, LLC often uses contractors who are insured and licensed (when required) to perform maintenance services. All contractors are regularly monitored to ensure that quality and timeliness standards are met or exceeded.

If the maintenance item is found to be due to a resident's neglect or willful act, the resident(s) will be assessed the bill for the repairs/replacement/damages. If you have any questions, or would like assistance, please contact us at (205) 433-9811.

## Utilities

Your responsibilities regarding utilities are written in your lease. You are responsible for all costs associated with turning on and/or transferring all utilities in your name prior to occupying the home. You may be required to pay a deposit or connection/set-up fee to obtain service.

## Pets

Your lease will specify if you are or are not allowed to have pets. If you are allowed to have pets in the home, there may be restrictions as to type, breed, and size of the animal. Any pets not specified by the lease are not allowed on the property. Any future animals need to be approved in writing before they can reside on the property. If you are authorized to have a Service Animal, we will accommodate you in accordance with the law. Pets require an additional non-refundable deposit of \$250 each and/or rent and proof of renters and/or pet liability insurance. After move-out, you will be responsible if fleas are discovered at the property if you had a pet occupy the home. If you are

concerned this may occur, we ask you contact a pest control company to have the property treated prior to the move out evaluation. Should a pet be found in your home that has not been approved, you will be subject to fines and/or lease termination due to breach of contract.

## Yard Maintenance/Landscaping

You are responsible for yard maintenance and landscaping of your property. The resident is responsible to ensure the yard is maintained, free of debris, and being watered within the watering guidelines of the municipality.

## Pests

REI Management Services, LLC will guarantee a single family home is pest free upon move in. Regular pest maintenance is the resident's responsibility. Please contact our office if you have concerns about a specific situation.

## Smoking

Smoking is not permitted on the premises. You will be responsible for all costs associated with removing smoke odor, stains, or discoloration at the property.

## Breaking the Rules

Your REI Management Services, LLC has been hired by the property owner to make sure that his or her property is rented and maintained. Part of the Owner's expectation is that all applicable rules, agreements, and laws are followed. The typical process that the office will take if it appears that you have violated a condition of the lease or a local ordinance is as follows:

1. We will attempt to contact you to confirm that a situation or violation exists.
2. If the situation is confirmed along with confirming your conversation in writing, the office will, at a minimum, make a note in the property records.
3. If the matter is a major incident, the office may have no choice but to follow the legal process as appropriate in accordance with the law or other regulations.

## Common Interest Community Owners Association (CIC)

If you are renting a property in a deed restricted or CIC governed community, you are required to abide by the Covenants, Conditions & Restrictions (CC&Rs) and Rules and Regulations (R&Rs).

Understand what you can and cannot do within the CC&Rs along with your lease. Review the CC&Rs and R&Rs and know if a violation occurs where there are possible

CIC governed communities' rules and regulations can be strictly enforced. Please call or email your REI Management Services, LLC office with any concern.

## How Complaints are Resolved

Your feedback is used to improve our communication and processes. If your concern is a complaint, here is how we will attempt to resolve it:

1. We will do our best to clearly understand the situation from your perspective.
2. We may need some time to look into the issue and we'll make a commitment to respond with a status update within a reasonable amount of time.
3. We will then do our best to resolve the situation in a timely manner.

Be assured that we are committed to working honestly and reasonably with you to achieve our mutual goal of providing a great resident experience. Please feel free to contact our office should you have any questions or concerns. Again, we look forward to assisting you to make your tenancy enjoyable.

## Property Evaluations

REI Management Services, LLC conducts 2 types of evaluations. These evaluations are not meant to discover all maintenance issues, nor are they meant to be an invasion of privacy. Instead, these evaluations are designed to ensure that the unit is in good condition and to address concerns that you may have. You can expect advance notification of the timing of any evaluation in accordance with the law. These evaluations will include periodic evaluations along with a final evaluation.

## Periodic Evaluations

Periodic evaluations are conducted to ensure several things, such as determining that basic systems in your home are in good working order. Please realize that maintaining the quality of your unit is one of our obligations to the Owner of the home. Most often periodic evaluations will be conducted by maintenance personnel looking for drips, leaks, malfunctions, etc. Usually, evaluations are completed within 30 minutes, but the actual time may vary depending on the condition of the unit. Please be assured that you will be notified in advance of any periodic evaluation in accordance with the law. REI Management Services, LLC may take pictures to document the condition of the premises.

## Final Evaluation

This evaluation is performed after you have moved out of the property. It will be quite

in-depth. As discussed here and in your lease, the premises are expected to be cleaned to the level required in your lease, and any damages should be repaired to the satisfaction of REI Management Services, LLC. If the unit requires extensive cleaning or repairs, you may have the costs of that effort will be deducted from your security deposit.

## Moving Out

When terminating or fulfilling your lease, listed below are the requirements:

1. Notify your REI Management Services, LLC office in writing 60 days in advance if you do not intend to renew your lease. In accordance with the owner's instructions, we will be working on leasing your property to a new resident if you have not confirmed your intent to renew your lease. We appreciate your cooperation in re-leasing the property and providing reasonable access for showings.
2. Your Security Deposit IS NOT YOUR LAST MONTH'S RENT. All sums are due and payable in accordance with the terms of your rental lease agreement. Failure to pay rent or other amounts due on time may result in late fees, service of legal notice, and other penalties.
3. The unit should be cleaned as required by your lease agreement and all damage must be adequately repaired to REI standards.
4. Keys must be returned to the REI Management Services, LLC office Monday-Friday by 5pm upon move-out.
5. Any outstanding monies owed must be settled immediately or collection fees may be assessed.
6. Verify all utilities are on the day of move-out in order for REI Management Services, LLC to complete a thorough move-out evaluation. If the move-out evaluation cannot be completed due to utilities being turned off, you may incur expenses for reconnection and trip charges to complete the move-out evaluation.
7. If you leave and damages exceed your security deposit, you will be responsible for those additional costs/damages.



## Schedule of Fees

Listed below for your reference are other fees that may be charged to your ledger over the course of your tenancy (fees are subject to change).

Applications Fee	\$60.00
Non-Sufficient Funds Check	\$35.00
Late Fees <small>(rent is due on the 1st of each month and is late on the 6th. Late fees are charged on the 6th day)</small>	\$75.00
Rental Ledger	\$35.00
Entry to Home (lost key)	\$95.00
Key Replacement	\$25.00
Lock Change	\$99.00
Utility Turn Over <small>(it is your responsibility to have all utilities transferred to your name before occupancy)</small>	\$150.00 + actual cost
No-Show for Maintenance or Property Evaluations	\$75.00
Notices of Lease Violation	\$35.00
Code Violation	\$35.00 + actual fine
Maintenance for Tenant	\$75.00 per hour + supplies
Emergency Maintenance Response Tenant Caused	\$95.00 per hour + supplies
Pet Fee	\$250.00 plus an additional \$500 if not properly registered

## Our Vision

REI Management Services, LLC. is committed to providing an exceptional level of property management to both property owners and property residents.

## Our Mission

- **Enable** exceptional levels of prosperity for our property owners and employees and exceptional housing experiences for our property residents
- **Align** ourselves with clients, residents and employees that share our core values
- **Anticipate** and continuously **respond** to changing market conditions and residents needs
- **Develop** and **deliver** industry leading services and high quality living experiences
- **Instill** superior quality in our management, customer service, properties and relationships

## Our Values

- Our **people's** diversity of experience and commitment to achieve our Vision will always be our source of success
- **Expect accountability** and unyielding **integrity** in all we do
- **Continuously improve** our product, processes, and performance
- **Develop personal relationships** with our investors, employees and associates
- **Our passion for discipline** allows us to achieve **excellence** in our performance
- **Treat all individuals** with **dignity** and **respect**
- **The foundation of our company is dedication to our commitments**