



Tenancy Guide

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Welcome to Your New Home

Congratulations on your approval, we are pleased to welcome you to your new home. HPM's goal is to provide clear communication, organized systems, and a professional rental experience for both tenants and property owners. We believe that a successful tenancy begins with understanding expectations from the very beginning.

Your lease is the controlling legal agreement between you and the property owner. This handbook does not replace your lease. Instead, it explains HPM's procedures, property care expectations, communication standards, and general instructions in a practical way. Please keep this handbook available for future reference.

Section 1: Pre-Occupancy Procedure

Before moving in, please remember: You may not move personal belongings into the property, receive keys, or take possession until all move-in requirements have been completed.

This includes, but may not be limited to:

Signed lease and required addenda

All adult occupants and leaseholders must sign the lease and any required addenda before possession is granted.

Depending on the property, required documents may include:

- Lease agreement
- Rules and regulations addendum
- Lead-based paint disclosure, if applicable
- Utility responsibility addendum
- Pet addendum, if applicable
- Renter's insurance requirement
- Move-in condition form
- HOA or condominium rules, if applicable
- Parking or registration documents, if applicable
- Any property-specific addenda

Please read every document carefully before signing. Signing the lease means you agree to follow the lease, handbook instructions, property rules, and any applicable community regulations.

Move-in funds paid and cleared

All required move-in funds must be paid in full before keys are released.

Move-in funds may include:

- First month's rent
- Security deposit
- Pet fees or pet rent, if applicable
- Prorated rent, if applicable
- Any other approved move-in charges listed in your lease or account

Payments must be made through the approved payment method provided by HPM. We will never request funds without direct contact and written instruction

Transfer Utilities & Services

Before moving into the property, tenants are responsible for transferring all required utilities and services into their name unless the lease states otherwise. Utilities must be active by the lease start date, but in some cases, the landlord may grant a 3-day grace period. Refer to your lease.

HPM may request proof that utilities have been transferred before move-in. Acceptable proof may include a confirmation email, account number, service start confirmation, or a screenshot from the utility provider showing the service address and start date.

When to Start the Transfer Process

Tenants should begin utility setup as soon as the lease is signed. Do not wait until move-in day. Some utility companies can start service quickly, while others may require several business days, deposits, identity verification, prior balance resolution, meter access, or appointment scheduling. Washington Gas, for example, instructs customers to provide at least two business days' notice to start or stop service.

Step-by-Step Utility Transfer Instructions

1. Review your lease - Confirm which utilities you are responsible for. Depending on the property, this may include electric, gas, water, sewer, trash, internet, cable, lawn service, alarm service, or fuel service.
2. Identify the correct utility company - Utility providers vary by county, city, and service address. If you are unsure which company serves the property, ask HPM before opening an account.
3. Contact each provider - Request to start service or transfer service into your name at the rental property address.
4. Use your lease start date - The service start date should match the lease start date unless HPM gives different written instructions.
5. Provide the required information - Utility companies may ask for your full name, phone number, email address, Social Security number or ID, prior address, service address, lease start date, and payment information. Some may also require a copy of the signed lease.
6. Pay any required deposit or start-service fee - Some companies may require a deposit or activation fee based on the provider's policy, credit history, or prior account record.
7. Save your confirmation - Keep proof that the service has been scheduled or activated.
8. Upload proof to the resident portal - Submit utility confirmations to HPM before move-in if requested.
9. Do not cancel utilities - Utilities must remain active for the entire lease term. Tenants may not turn off utilities because they are away, moving soon, disputing a bill, or no longer using the property.

Important Utility Rules

Utilities are not optional if they are required for the safe operation of the property. Tenants are responsible for keeping utilities active to protect the home. This includes maintaining heat during cold weather, electricity for essential systems, water service where required, and gas service where applicable.

Failure to maintain utilities may be considered a lease violation and may result in tenant responsibility for damages, service charges, late fees, reconnection fees, municipal charges, or other costs allowed by the lease and applicable law.

Additional Services Tenants May Also Need to Transfer or Set Up

- Internet
- Cable or streaming service
- Trash or private waste collection, if not included
- Alarm monitoring
- Mail forwarding through USPS
- Lawn care, if tenant responsibility
- Oil, propane, or fuel delivery, if applicable
- Parking permits or community access passes
- HOA or condominium move-in registration, if required

Tenants should not install satellite dishes, exterior cameras, alarm systems, smart locks, doorbell cameras, wiring, antennas, or mounted equipment without written permission from HPM.

Utility Transfer Checklist

- Review the lease for utility responsibilities
- Confirm the correct providers for the property address
- Start electric service
- Start gas service, if applicable
- Start water/sewer service, if applicable
- Confirm trash/recycling process
- Set up internet/cable, if desired
- Submit proof of utility transfer to HPM
- Save confirmation numbers and account numbers
- Keep utilities active throughout the lease
- At move-out, transfer utilities as instructed instead of disconnecting them

Renter's insurance policy submitted and approved

All tenants are obligated to maintain renters' insurance throughout the tenancy. A renter's insurance policy helps protect your personal belongings and may provide liability coverage if you, your guests, pets, or household members cause damage or injury.

Your policy should include:

- Personal property coverage
- Personal liability coverage
- Loss of use coverage, if available
- Pet liability coverage, if applicable
- Required additional insured or interested party language, if required by HPM

Unless otherwise instructed, the policy should list the tenant as the named insured. The property owner and HPM are also required to be listed as additional interested parties or additional insureds, depending on the lease requirements and insurance company guidelines.

Please submit proof of insurance before move-in and whenever the policy renews.

A lapse, cancellation, or failure to provide proof of coverage may be considered a lease violation if renter's insurance is required under your lease.

Additional Documentation

We require a contact form and a copy of a state ID of every lessee. In some cases, you may be required to submit car registration information annually, as required by community associations for parking pass issuance and renewals.

HPM cannot release keys based on verbal promises, screenshots of pending payments, incomplete documentation, or partial completion of move-in requirements.

Move-In Funds

All required move-in funds must be paid in full before keys are released.

Move-in funds may include:

- First month's rent
- Security deposit
- Pet fees or pet rent, if applicable
- Administrative fees, if applicable
- Prorated rent, if applicable
- Any other approved move-in charges listed in your lease or account

Payments must be made through the approved payment method provided by HPM. Personal arrangements, verbal promises, or payment delays must be approved in writing before the scheduled move-in date.

If a payment is returned, rejected, reversed, or does not clear, HPM may delay possession, cancel the move-in appointment, or take action according to the lease and applicable law.

Resident Portal Setup

All tenants are required to use the HPM resident portal for routine tenancy communication and property-related requests.

The portal may be used for:

- Rent payments
- Maintenance requests
- Uploading photos or documents
- Reviewing account information
- Receiving notices or messages
- Tracking maintenance updates
- Submitting required forms

You will receive an invite and are responsible for setting up your resident portal account before move-in or immediately upon receiving your portal invitation. Please keep your login information secure. Do not share your portal access with unauthorized individuals.

Locks, Keys, and Access Devices

Access keys, codes, fobs, passes, mailbox keys, and other access items will only be released after all move-in requirements are complete.

HPM may schedule a move-in appointment for:

- Key pickup
- Property access
- Move-in inspection review
- Utility confirmation
- Portal confirmation
- Final instructions

Please arrive on time for your scheduled appointment. If you are delayed, notify HPM as soon as possible. HPM is not responsible for moving delays, truck rental delays, utility delays, elevator reservation issues, or other costs caused by property condition or regulation beyond our control.

Do not duplicate keys, change locks, install locks, alter access systems, or provide access devices to unauthorized persons without written permission from HPM. Lost keys, lockouts, replacement fobs, rekeying, or access device replacements may result in charges to the tenant.

Mail and Address Change

Tenants are responsible for setting up mail delivery and updating their address with the United States Postal Service, employers, banks, schools, insurance providers, government agencies, and other necessary contacts at the time of move-in and move-out.

If mailbox keys are provided, keep them secure. If a mailbox key is lost, replacement may require coordination with the post office, HOA, condominium association, or locksmith. HPM is not responsible for missed mail, package theft, delivery errors, or failure to update your address.

Parking and Vehicle Registration

If the property includes assigned parking, permits, parking passes, HOA parking rules, or vehicle registration requirements, tenants must follow those requirements at all times.

Parking is regulated by your community association. HPM is not responsible for towing, fines, tickets, or penalties caused by failure to follow parking rules.

Property Condition Review

Tenants are responsible for carefully reviewing the condition of the property at move-in. Any existing damage or concern should be documented in writing and submitted to HPM within three days of moving in. Photos and videos are strongly recommended. This documentation protects both the tenant and the property owner by creating a clear record of the property's condition at the beginning of the tenancy.

Move-In Inspection Form

You may be provided with a move-in inspection form or move-in condition report. This form should be completed carefully and returned by the deadline provided.

When completing the form:

- Be specific
- Include room names
- Describe the condition clearly
- Upload photos when possible
- Do not use general statements such as “everything damaged” or “house dirty”
- Report only actual conditions observed
- Submit the form through the approved method

The move-in inspection form is not a maintenance request, it's purpose is to document the condition upon move-in. Do not accept a property that does not meet your expectations of safety, function, or maintenance.

Professional Cleaning at Move-In

Some properties may be professionally cleaned before move-in. If professional cleaning is completed before move-in, tenants may be required to return the property in professionally cleaned condition at move-out. Tenants should review the cleaning condition at move-in and notify HPM promptly of any concerns. Please understand that “clean” can be subjective. However, sanitation, debris removal, odor, food residue, trash, pet waste, and visible buildup are not subjective and should be properly documented.

If you believe the property was not cleaned as expected, notify HPM immediately before unpacking or heavily occupying the space.

Special Note on Carpet Condition at Move-In

If the property has carpet, the condition of the carpet should be documented at move-in. Any stains, wear, odor or other damage should be noted before move in. Unless otherwise stated in your lease or move-in documents, carpets must be professionally cleaned at move-out. Proof of professional carpet cleaning may be required.

Smoke Detectors and Carbon Monoxide Detectors

Smoke detectors and carbon monoxide detectors are important safety devices. At move-in, tenants should confirm that detectors appear to be installed and working. If you believe a detector is missing, damaged, chirping, disconnected, expired, or not working properly, notify HPM immediately. Tenants may not remove, disconnect, cover, disable, relocate, or tamper with any smoke detector or carbon monoxide detector for any reason, and it is a violation of your lease. If a detector is beeping, chirping, or creating a concern, submit a maintenance request or contact HPM according to the urgency of the situation.

Safety & Systems

After moving in, please take time to become familiar with the property.

Locate:

- Main water shut-off valve
- Electrical panel
- Gas shut-off, if applicable
- HVAC filter location
- Smoke detectors
- Carbon monoxide detectors
- Fire extinguishers,
- Exterior lights
- GFCI outlets
- Sump pump, if applicable
- Trash area
- Mailbox
- Parking area
- Emergency exits

If you do not know where an important shut-off or safety device is located, submit a portal request for guidance.

First Week in the Property

During the first week, please pay close attention to how the home functions.

Report concerns such as:

- Leaks under sinks
- Running toilets
- Slow drains
- Pest activity
- Door or window problems
- Smoke detector or carbon monoxide detector issues
- Unusual odors
- Signs of moisture
- Security concerns

Early reporting helps prevent minor issues from becoming expensive problems.

Move-In Checklist

Before move-in, complete the following:

- Sign lease and all required addenda
- Pay all move-in funds
- Set up resident portal
- Transfer utilities into your name, if required
- Submit proof of utility transfer, if required
- Obtain renter's insurance
- Submit proof of renter's insurance
- Schedule move-in/key release appointment
- Confirm parking rules and permits
- Review HOA or condominium rules, if applicable
- Confirm trash and recycling schedule
- Inspect property upon move-in
- Complete move-in condition form
- Upload photos and videos of existing conditions
- Submit maintenance requests separately through the portal
- Save HPM contact information
- Locate water shut-off, electrical panel, and safety devices

Section 2 Tenancy Rules & Regulations

This document does not replace the Lease. It supplements the Lease. If any provision of this guide conflicts with applicable law, applicable law shall control. If any provision conflicts with the Lease, the stricter lawful requirement shall apply unless prohibited by law.

1. General Property Care

This property is privately owned and must be cared for in a clean, safe, responsible, and professional manner throughout the tenancy. To maintain the property in a safe condition, all exterior and interior entrances, halls, and walkways must be kept free of obstacles.

2. Communication

A. General Maintenance & Repairs

All routine maintenance requests must be submitted through the tenant portal. A text message, voicemail, email, or verbal conversation does not replace the requirement to enter a routine maintenance request. When uploading the request, describe the issue clearly, and include photos or videos when possible. HPM may require a site visit before assigning a vendor.

Tenants are prohibited from making repairs, hiring vendors, altering systems, replacing fixtures, installing equipment, or authorizing work at the Property without prior written approval from HPM, except where permitted by law.

B. Emergencies

Please call our 24/7 emergency number in case of an active water leak, flooding, fire, gas odor, sewage backup, no heat during unsafe temperatures, electrical hazard, break-in damage, or any condition that presents an immediate threat to life, health, safety, habitability, or significant property damage.

If the emergency involves fire, police, medical danger, gas odor, or an immediate threat to safety, Tenant must call 911 or the proper emergency authority **first**, then notify HPM as soon as safely possible.

C. Calls, Texts & Emails

Text messages may be used for quick updates, access coordination, appointment confirmations, urgent follow-up, or sending photos when requested. Text messages are not the approved method for submitting routine maintenance requests or getting written permissions unless HPM specifically instructs Tenant to text.

Email must be used for formal notices, lease-related questions, document submission, insurance documents, move-out coordination, billing questions, or communication requiring a written record.

D. Portal

Your tenant portal must be used for submitting requests. This is also where you will find your lease in effect, previous notices and other lease-related documents. You can download your payment history, review your insurance and in some cases, you can pay your rent.

3. Vendor Access and Appointment Cooperation

Maintenance and repairs may include engaging and scheduling with vendors, inspectors, contractors, utility companies, insurance representatives, government inspectors, and approved service providers. You will be asked to provide reasonable access as per your lease. An adult must be present and all pets and valuables must be secured.

If a scheduled appointment is missed, or tenants fail to provide access, fail to secure animals, refuse entry without lawful cause, or cause the vendor to reschedule, Tenants will be held responsible for vendor trip charges, cancellation fees, rescheduling fees, administrative charges, and any related damage caused by the delay.

4. HVAC Filters and Airflow

Tenants shall replace HVAC filters on a regular schedule, unless the Lease states that Owner or HPM is responsible for filter replacement. Unless otherwise stated in writing, HVAC filters must be changed at least every 30 to 60 days, or more often if needed due to pets, dust, allergies, heavy use, or manufacturer requirements.

Tenants shall use the correct filter size and type, shall not operate the HVAC system without a filter, shall not block vents, returns, mechanical closets, air handlers, outdoor condensers, exhaust vents, or utility equipment. All areas around indoor and outdoor HVAC equipment must be kept clean, clear, and accessible.

5. Plumbing, Drains, Toilets, and Garbage Disposals

Tenants must use all plumbing systems responsibly. Promptly report slow drains, repeated clogs, running toilets, leaking faucets, water stains, soft flooring, water around fixtures, sewage smells, or unusual plumbing sounds.

6. Electrical Safety

Tenants shall use the electrical system safely. Tenant shall not overload outlets, use unsafe extension cords, run cords under rugs, use damaged cords, bypass breakers, modify wiring, install fixtures, install appliances, or perform electrical work.

Promptly report sparking outlets, burning smells, exposed wiring, repeated breaker trips, flickering lights, hot switches, hot outlets, or any electrical concern. Tenants are prohibited from installing electric vehicle chargers, generators, exterior lighting, security cameras, hot tubs, additional appliances, or any hardwired or high-demand electrical equipment without prior written approval from HPM.

7. Utilities Must Remain Active

Do not turn off, cancel, disconnect, interrupt, or allow termination of any required utility for any reason during the Lease term. This includes any utility required by the Lease or necessary to protect the Property. Tenants must immediately notify HPM if a utility provider issues a shutoff notice, service interruption notice, access notice, emergency notice, or account problem notice.

8. Lawn Care and Exterior Maintenance

Unless the Lease states otherwise, Tenants are responsible for routine lawn care and exterior upkeep, including keeping the lawn cut, edged, trimmed, watered as reasonably needed, and maintained in a neat condition.

During the growing season, Tenants will cut the grass often enough to maintain a clean, orderly, and code-compliant appearance. Unless a stricter HOA, county, municipal, or community rule applies, grass shall not exceed six inches in height. All walkways, fences, mailboxes, driveways, sidewalks, patios, curbs, and other exterior areas on the property must be kept trimmed.

Lawncare responsibilities include cutting, weeding and trimming but tenants are not allowed to seed without written permission from HPM.

Tenant shall keep the exterior free from trash, debris, abandoned items, indoor furniture, unauthorized storage, pet waste, excessive leaves, branches, and other unsightly or unsafe conditions.

Lawn Care Enforcement

If the lawn is not maintained to the community standard, HPM may issue a written warning or notice to cure. Tenants must correct the issue within the time stated in the notice. Unless a shorter period is required by code, HOA, municipality, safety concern, or repeated violation, Tenant will generally have 72 hours to correct the issue.

If the work is not completed within the required time, HPM may send a vendor to complete the work. Tenants will be billed for the cost of the work, vendor charges, trip charges, administrative charges, HOA fines, municipal fines, reinspection fees, and any related costs permitted by the Lease and applicable law.

Repeated failure to maintain the lawn or exterior may be treated as a lease violation.

9. Snow, Ice, Leaves, and Seasonal Exterior Care

Unless the Lease states otherwise, Tenants are responsible for keeping walkways, steps, porches, driveways, sidewalks, and entry areas safe and reasonably clear of snow, ice, leaves, debris, and other hazards. Compliance with all county, municipal, HOA, condominium, and community requirements for snow removal, ice treatment, leaf removal, and exterior maintenance is mandatory. Use reasonable care to avoid damage to concrete, steps, railings, landscaping, and exterior surfaces.

10. Trash, Recycling, Bulk Items, and Exterior Storage

All rubbish must be properly bagged, stored, and disposed of trash, recycling, yard waste, pet waste, and bulk items, according to county, municipal, HOA, condominium, and community rules. Trash and recycling containers shall be placed out only at permitted times and returned to the proper storage area after collection.

Tenants shall not allow trash, furniture, mattresses, appliances, boxes, construction debris, tires, chemicals, abandoned items, or bulk items to remain outside except as permitted for scheduled pickup.

11. Pest Prevention

Residents must use reasonable care to prevent pest activity and maintain the property in a clean and sanitary condition. This includes keeping food properly sealed, removing trash regularly, cleaning spills promptly, avoiding excessive clutter, managing moisture, cleaning pet areas, and taking reasonable steps to prevent conditions that attract pests.

Rodents, roaches, ants, bed bugs, fleas, termites, wasps, or any other pest concerns must be reported promptly through the tenant portal. Residents are required to cooperate with all pest treatment efforts, including preparation instructions, property access, cleaning, removal of items, follow-up visits, and recommendations provided by HPM or the pest control vendor.

12. Moisture, Mold Prevention, and Ventilation

Tenants must to use reasonable care to prevent moisture, mildew, and mold-like growth in the property. Leaks, water stains, condensation, moisture buildup, musty odors, soft flooring, dripping pipes, roof leaks, window leaks, appliance leaks, HVAC condensation, or mold-like growth must be reported promptly through the tenant portal.

Residents are responsible for using bathroom fans, kitchen fans, ventilation, and reasonable temperature control to help reduce moisture inside the property. Vents and air returns may not be blocked or covered. Wet items should not be left on floors, standing water must be cleaned up promptly, appliances must not be overfilled or misused, and leaks or moisture concerns must not be ignored.

13. Cleaning During Tenancy

Tenants are expected to keep the property clean and sanitary throughout the tenancy. This includes regular cleaning of kitchens, bathrooms, appliances, floors, drains, fixtures, windows, walls, vents, cabinets, and any other areas as needed to maintain the property in good condition.

Tenants are responsible for preventing the buildup of grease, soap scum, mildew, trash, food waste, pet waste, odors, stains, and excessive clutter. Conditions that attract pests, damage surfaces, create odors, interfere with maintenance access, or create health or safety concerns are not permitted.

14. Renter's Insurance Requirement

Tenants are required to maintain an active renter's insurance policy throughout the entire tenancy unless waived in writing by HPM or prohibited by law. The renter's insurance policy must include personal property coverage, liability coverage, and any additional coverage required by the lease.

All adult tenants named on the lease should be listed as named insureds on the policy.

The Owner/Landlord and Hawkins Property Management, LLC must be listed as an additional interest, interested party, certificate holder, or other notification party as allowed by the insurance carrier. This allows notice to be provided if the policy is cancelled, changed, or allowed to lapse.

If the lease or HPM specifically requires additional insured status, proof of that status must be provided if available through the tenant's insurance carrier. If the insurance carrier will not list the Owner or HPM as an additional insured, tenants must promptly notify HPM and provide documentation showing that the Owner and HPM are listed as an additional interest or interested party.

Proof of insurance must be provided before move-in and again upon renewal, policy change, expiration, cancellation, or request by HPM. The renter's insurance policy may not lapse during the tenancy. Failure to maintain required renter's insurance may be treated as a lease violation and may result in any lawful remedies available under the lease and applicable law.

Tenants understand that the Owner's insurance does not cover tenant personal property, temporary housing, relocation expenses, tenant liability, guests, or losses unless specifically covered by an applicable insurance policy.

15. Prohibited Installations and Alterations

Tenants must not install, remove, replace, paint, mount, drill, wire, attach, alter, or modify any part of the Property without prior written approval from HPM. This includes, but is not limited to, shelves, TVs, cameras, alarms, satellite dishes, antennas, lighting, ceiling fans, appliances, bidets, water filters, smart locks, doorbells, wallpaper, flooring, fixtures, electrical devices, plumbing devices, window treatments, fencing, storage structures, playground equipment, pools, hot tubs, trampolines, or exterior decorations.

Tenants shall not change locks, install additional locks, rekey doors, install keypads, or alter access devices without prior written approval. If approved, Tenant must provide HPM with all keys, codes, access credentials, manuals, and instructions.

16. Appliances and Equipment

Appliances and equipment must be used only for their intended residential purpose. Tenants are responsible for regularly cleaning all provided appliances and equipment, including the refrigerator, freezer, oven, stove, range hood, dishwasher, washer, dryer, lint traps, vents, and any other appliance provided with the property.

Appliances may not be misused, overloaded, ignored when leaking or malfunctioning, cleaned with improper products, or repaired by the tenant or any unauthorized person.

Appliance problems must be reported promptly through the tenant portal. Once an issue is reported, progress can be tracked through your tenant portal.

17. Fire Safety

Fire extinguishers are provided and are intended for *small*, contained fires only and should be used only when it is safe to do so. Tenants should not attempt to fight a fire if the fire is spreading, producing heavy smoke, blocking an exit, involving electrical equipment, involving grease, involving gas or fuel, or creating any risk of injury. In those situations, everyone should evacuate immediately and call 911. If you are in a multi-dwelling building, please pull the alarms in your path of egress as you get out.

Before attempting to use a fire extinguisher, tenants should make sure they have a clear exit path behind them and that all occupants are aware of the emergency. Personal safety is the priority. Property can be repaired or replaced; people cannot.

If a fire extinguisher is used for any reason, HPM must be notified as soon as it is safe to do so. Tenants must report the incident through the tenant portal and include the date, time, location of the fire, suspected cause, whether 911 was called, whether there was damage, and whether the extinguisher is empty or partially discharged. A used, damaged, missing, expired, or discharged fire extinguisher must not be placed back into service. HPM will provide instructions for inspection, replacement, or recharge when applicable.

18. Hazardous Materials

Hazardous, flammable, explosive, illegal, or dangerous materials may not be stored or used at the property, except for ordinary household products used safely and kept in reasonable quantities. Grills, fire pits, heaters, candles, fireworks, generators, fuel, propane, charcoal, or other fire-related items may not be used in an unsafe manner or in violation of the lease, HOA rules, local codes, or fire safety requirements.

Exits, windows, doors, hallways, utility panels, shut-off valves, HVAC equipment, and safety equipment must remain clear and accessible at all times. Tenants are responsible for damage, injury, fines, charges, or costs caused by unsafe fire practices, prohibited materials, blocked access, or failure to follow safety rules.

19. HOA, Condominium, Municipality, and Community Rules

Tenants are required to follow all HOA, condominium, municipal, county, neighborhood, parking, trash, lawn, noise, pet, exterior, and community rules that apply to the property. Tenants are responsible for any fines, penalties, enforcement charges, towing charges, legal fees, administrative charges, or other costs caused by the tenant, occupants, guests, invitees, pets, vehicles, or failure to comply with applicable rules.

HPM does not control fines, penalties, towing charges, enforcement fees, legal fees, administrative charges, or other costs imposed by an HOA, condominium association, municipality, county, parking authority, towing company, or other governing authority. HPM cannot forgive, negotiate, reduce, waive, or dispute these charges on behalf of the tenant.

If HPM receives a violation notice, the tenant must correct the violation within the time stated by HPM, the association, municipality, county, or governing authority. If the violation is not corrected on time, HPM may take reasonable corrective action and bill the tenant for the cost as permitted by the lease and applicable law.

20. Condition Inspections

HPM may conduct periodic property reviews, inspections, maintenance checks, exterior inspections, safety checks, filter checks, smoke detector checks, move-out previews, or other property condition reviews as permitted by the lease and applicable law.

These reviews are intended to confirm the condition of the property, identify maintenance concerns, verify safety compliance, check for needed repairs, confirm that required property care is being performed, and ensure the home is being properly maintained.

During a property review, HPM may look at general cleanliness, plumbing fixtures, visible leaks, water stains, moisture concerns, HVAC filters, smoke detectors, carbon monoxide detectors, appliances, flooring, walls, ceilings, doors, windows, exterior areas, lawn condition, pest concerns, unauthorized alterations, unauthorized pets, deferred maintenance, safety concerns, and any other condition that may affect the property, owner, tenant, or lease compliance.

Property reviews are typically scheduled in advance by HPM through the tenant portal, email, text message, phone call, or other approved communication method. HPM will provide reasonable notice as required by the lease and applicable law. Tenants are expected to respond promptly to scheduling requests and cooperate with access.

An adult tenant or authorized adult representative should be present during scheduled interior inspections whenever possible. If the tenant cannot be present, the tenant must make reasonable arrangements for lawful access as instructed by HPM. Minors may not be left to provide access or supervise an inspection.

Tenants are expected to make the property reasonably accessible before the appointment. This includes securing pets, clearing access to mechanical systems, filters, utility panels, shut-off valves, appliances, attics, basements, crawlspaces, smoke detectors, plumbing areas, and any reported maintenance concerns.

Tenants may not interfere with, delay, refuse, or prevent lawful access. Failure to cooperate with scheduling, provide access, secure pets, or allow a permitted property review may be treated as a lease violation and may result in rescheduling fees, vendor trip charges, enforcement action, or other remedies permitted by the lease and applicable law.

21. Tenant Responsibility for Charges, Damages, and Rule Violations

Tenants are responsible for following all lease terms, handbook rules, property care requirements, maintenance instructions, HOA or condominium rules, municipal requirements, and written instructions provided by HPM.

If a tenant, occupant, guest, invitee, pet, unauthorized animal, vehicle, personal property, or tenant-related condition causes a charge, fine, penalty, service call, repair, inspection, vendor visit, administrative cost, damage, delay, or violation to be assessed against the property, owner, landlord, or HPM, the tenant may be billed for that cost as permitted by the lease and applicable law.

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This includes, but is not limited to, costs caused by missed appointments, lack of access, vendor trip charges, cancellation fees, rescheduling fees, dirty or missing HVAC filters, blocked vents or returns, improper use of HVAC systems, plumbing misuse, improper items in drains or toilets, unauthorized electrical work, overloaded circuits, unsafe devices, utility interruption, utility termination, failure to maintain utilities, failure to maintain seasonal exterior areas, pest issues caused or worsened by tenant-related conditions, moisture or mold-like conditions caused or worsened by delayed reporting or improper ventilation, appliance misuse, failure to clean, improper products, overloading, foreign objects, unauthorized repairs, delayed reporting, failure to report, poor housekeeping, blocked airflow, trash accumulation, improper food storage, unauthorized animals, guest activity, or any other tenant-related action or inaction.

Tenants understand that HPM does not control charges imposed by vendors, contractors, utility companies, municipalities, counties, HOAs, condominium associations, towing companies, inspectors, or other third parties. If a tenant-related violation or condition results in a charge to the owner, landlord, property, or HPM, HPM may bill the tenant for the amount charged, together with any related administrative fees, repair costs, inspection costs, legal fees, enforcement costs, or other amounts allowed by the lease and applicable law.

Failure to pay tenant-responsible charges may be treated as a lease violation and may result in any lawful remedies available under the lease and applicable law.

Section 3 Pet Policy

Hawkins Property Management, LLC, also referred to as HPM, understands that pets are an important part of many households. This policy is designed to protect the property, respect neighboring residents, reduce risk for property owners, and provide clear expectations for tenants who request approval to keep a pet at the property.

This policy applies to pets only. Assistance animals, including service animals and support animals requested as a reasonable accommodation for a disability, are not treated as pets and are handled separately under HPM's reasonable accommodation process.

No Automatic Pet Approval

No pet may be kept, housed, brought onto, or allowed to remain at the property without prior written approval from HPM. Pets are defined as animals of any kind, including but not limited to dogs, cats, birds, fish, reptiles, rabbits, ferrets, rodents or animals belonging to guests, relatives, or occupants

Approval of one pet does not mean approval of any other pet. Each pet must be disclosed, reviewed, and approved separately in writing.

Pet Application and Screening

Before bringing a pet to the property, tenants must submit a pet request and provide all required information.

HPM may request:

- Pet type
- Breed
- Age
- Weight
- Color and description
- Name of pet
- Current photo
- Vaccination records
- License or registration, if required by local law
- Proof of spay or neuter, if applicable
- Veterinary contact information
- Pet history
- Prior landlord reference related to the pet, if available
- Proof of renter's insurance with pet liability coverage, if required

HPM may approve, deny, or conditionally approve a pet request based on the lease, property owner instructions, property type, HOA or condominium rules, insurance restrictions, local law, pet history, number of animals, size, breed, behavior, and other property-specific concerns.

Pet Addendum Required

If a pet is approved, tenants must sign a written pet addendum before the pet is allowed at the property. No verbal approval is valid. A pet is not approved until written approval is issued and all required documents, payments, and addenda are complete.

Pet Fees, Pet Rent, and Deposits

Approved pets may be subject to pet fees, monthly pet rent, additional deposits where permitted, or other charges listed in the lease or pet addendum. Pet-related charges do not limit the tenant's responsibility for damage, odor, stains, pest issues, cleaning, replacement, treatment, repairs, or other costs caused by the pet. Tenants remain fully responsible for pet-related damage even if the cost exceeds any pet fee, pet rent, or deposit collected.

Pet Rules and Tenant Responsibilities

Tenants with approved pets are responsible for keeping the property clean, sanitary, safe, and free from pet-related damage, odor, or nuisance.

Tenants are responsible for:

- Properly supervising pets at all times
- Keeping pets under control
- Preventing excessive barking, whining, scratching, or other disturbances
- Cleaning up pet waste immediately
- Preventing urine, feces, odor, stains, and damage
- Preventing fleas, ticks, and other pest issues
- Keeping pet areas clean
- Protecting floors, doors, trim, walls, screens, blinds, landscaping, fencing, and exterior areas
- Preventing pets from damaging lawns, mulch beds, shrubs, decks, patios, porches, doors, or common areas
- Complying with leash laws and local animal control rules
- Complying with HOA, condominium, or community pet rules
- Maintaining required vaccinations, licenses, and insurance
- Preventing pets from creating health, safety, or sanitation concerns

Pets may not be allowed to disturb neighbors, contractors, inspectors, HPM representatives, property owners, or other authorized persons.

Waste Removal and Sanitation

Pet waste must be removed immediately from the yard, sidewalks, common areas, patios, decks, balconies, litter boxes, and any other area of the property. Pet waste may not be allowed to accumulate. Litter boxes, cages, crates, bedding, aquariums, and pet feeding areas must be kept clean and odor-free. Pet food must be stored in sealed containers to avoid attracting pests. Failure to properly manage pet waste, food, odor, or sanitation may result in charges, required treatment, lease enforcement, or revocation of pet approval.

Damage, Odors, and Cleaning

Tenants are responsible for all pet-related damage and cleaning, including but not limited to:

- Carpet stains
- Flooring damage
- Scratched doors or trim
- Chewed surfaces
- Damaged blinds or screens
- Damaged walls
- Yard damage
- Flea or pest treatment
- Odor treatment
- Urine treatment
- Subfloor treatment
- Duct or vent odor issues
- Damage to fences, gates, decks, patios, or landscaping

If pet odor, stains, pests, or damage are discovered during the tenancy or at move-out, tenants may be responsible for cleaning, treatment, repair, replacement, or restoration costs. Professional cleaning, deodorizing, flea treatment, carpet cleaning, or other treatment may be required at move-out or as otherwise stated in the pet addendum.

Insurance Requirements

Tenants may be required to maintain renters' insurance with liability coverage for pet-related claims. The policy should not exclude the approved pet. If the insurance company excludes the pet, breed, or animal type, the tenant may be required to obtain different coverage or the pet request may be denied.

Proof of insurance may be required before pet approval and at policy renewal. A lapse in required insurance coverage may result in revocation of pet approval or other lease enforcement action.

Unauthorized Pets

An unauthorized pet is any animal that is present at the property without prior written approval from HPM. This includes temporary pets, visiting pets, pet sitting, stray animals, animals belonging to guests, and animals kept by occupants who are not listed on the pet addendum.

Unauthorized pets may result in:

- Lease violation notice
- Required removal of the animal
- Pet screening requirement
- Pet fee or pet rent charges, if approved after discovery
- Cleaning or treatment charges
- Damage charges
- Pest treatment charges
- Legal action, if permitted under the lease and applicable law

Acceptance of rent or delayed enforcement does not mean HPM has approved an unauthorized pet.

Visiting Pets and Pet Sitting

Visiting pets and pet sitting are not allowed without prior written approval from HPM. A pet does not become acceptable because it is only present for a few hours, overnight, temporarily, or because it belongs to a guest or family member. Tenants are responsible for any damage, odor, pest issue, injury, disturbance, or violation caused by a visiting or temporary animal.

Aggressive, Dangerous, or Nuisance Behavior

Pets may not display aggressive, dangerous, destructive, or nuisance behavior. If a pet creates a safety concern, nuisance, repeated complaint, insurance concern, HOA violation, or property damage issue, HPM may require corrective action, removal of the pet, or other lease enforcement action.

Access for Maintenance, Inspections, and Showings

Tenants are responsible for securing pets during maintenance, inspections, appraisals, showings, vendor visits, owner visits, or any other authorized access. Pets must be crated, removed, or otherwise safely secured before any scheduled visit. If a vendor, inspector, HPM representative, or authorized person cannot safely enter due to a pet, the appointment may be canceled and the tenant may be responsible for trip charges, delays, or related costs.

HOA, Condominium, and Local Rules

Some properties are subject to HOA, condominium, county, city, or municipal pet rules. Tenants are responsible for following all applicable community and local rules. Fines, penalties, legal notices, or violation charges caused by a tenant's pet may be billed to the tenant.

Outdoor Pets, Tethering, and Containment

Pets may not be kept outdoors, tethered, chained, housed in garages, kept on balconies, left in yards unattended, or confined in sheds or exterior structures unless specifically approved in writing and permitted by law, lease terms, and community rules.

Fences do not guarantee approval for outdoor pet use. Tenants remain responsible for preventing escapes, damage, barking, digging, waste accumulation, and neighbor complaints.

Pet Approval May Be Revoked

Pet approval may be revoked if the tenant violates the lease, pet addendum, this policy, HOA rules, local law, insurance requirements, or any written instruction from HPM.

Reasons pet approval may be revoked include:

- Unauthorized additional animals
- Failure to pay pet charges
- Failure to maintain insurance
- Pet damage
- Pet odor
- Pest infestation related to the pet
- Waste accumulation
- Excessive noise
- Neighbor complaints
- Aggressive behavior
- Failure to secure a pet for access
- Misrepresentation during pet screening
- Violation of community or local rules

If pet approval is revoked, the tenant may be required to permanently remove the pet from the property within a specified period of time.

Assistance Animals

Assistance animals are not pets. Requests for service animals, support animals, emotional support animals, or other disability-related assistance animals will be reviewed under HPM's reasonable accommodation process. Tenants or applicants requesting an assistance animal may be asked to submit a reasonable accommodation request and reliable supporting information when the disability or disability-related need is not obvious or otherwise known.

HPM does not apply pet fees, pet rent, breed restrictions, pet screening standards, or pet deposits to an approved assistance animal where prohibited by fair housing law. Even when an assistance animal is approved, tenants remain responsible for the animal's conduct, waste removal, sanitation, damage, nuisance, safety issues, and compliance with reasonable property rules.

HPM will evaluate assistance animal requests in accordance with applicable federal, state, and local fair housing requirements.

False or Misleading Information

Providing false, incomplete, or misleading information about a pet or animal may result in denial of the request, revocation of approval, lease enforcement, or other action permitted by the lease and applicable law. This includes misrepresenting the number of animals, breed, size, ownership, vaccination status, pet history, insurance coverage, or whether the animal is a pet or an assistance animal.

Move-Out Requirements for Homes with Pets

At move-out, tenants with approved or unauthorized pets may be required to complete additional cleaning, treatment, or restoration as required by the lease, pet addendum, or move-out instructions.

This may include:

- Professional carpet cleaning
- Deodorizing
- Flea treatment
- Pet hair removal
- Yard waste removal
- Repair of pet damage
- Replacement of damaged items
- Cleaning of vents, baseboards, corners, doors, trim, flooring, and other affected areas

Receipts may be required as proof of professional cleaning or treatment.

Reservation of Rights

HPM reserves the right to deny, condition, restrict, or revoke pet approval as permitted by the lease, property owner instructions, insurance requirements, community rules, and applicable law.

This policy does not waive any rights or remedies available to the property owner, HPM, or tenant under the lease or applicable law.

Section 4: Tenant Move-Out Instructions

HPM wants your move-out process to be as smooth, clear, and fair as possible. This section explains the steps tenants must follow when preparing to vacate the property.

Carefully following these instructions can help avoid unnecessary charges, delays, disputes, and deductions from the security deposit.

Move-Out Process Overview

A successful move-out requires proper written notice, payment of all rent and outstanding balances, correct utility transfer, removal of all personal belongings, thorough cleaning, documentation of the property condition, timely return of all keys and access items, and a forwarding address.

Submit Written Notice of Intent to Vacate

Tenants must submit written notice of intent to vacate according to the lease terms.

The written notice must include the property address, the intended move-out date, the names of all leaseholders, signatures from all leaseholders, and a forwarding address if one is available.

The move-out process officially begins when proper written notice is received by HPM.

Verbal notice, casual text messages, or informal statements that a tenant “may be moving” do not replace the written notice required by the lease.

Confirm Your Move-Out Date

Tenants must vacate the property by the lease end date and time unless HPM has approved a different written arrangement.

By the move-out deadline, tenants must remove all personal belongings, remove all trash and debris, complete required cleaning, return all keys and access items, and leave the property ready for final inspection.

Returning keys is considered surrender of possession. Once keys are returned, tenants no longer have access to the property without permission from the owner or HPM.

Failure to vacate on time may result in holdover charges, daily rental charges, legal action, lockout delays, vendor delay charges, or other remedies available under the lease and applicable law.

Understand the Security Deposit Process

The security deposit is held for the benefit of the property owner and may be used as allowed by the lease and applicable law. The security deposit is not the tenant’s final month’s rent and may not be used to cover unpaid rent unless approved in writing.

After move-out, tenants will receive a security deposit accounting and itemized statement within the time required by Maryland law. Any refund owed will be sent to the forwarding address provided by the tenant. Interest will be included where applicable.

Possible deductions may include unpaid rent, late fees, utilities owed by the tenant, water bills or other final bills, cleaning costs, carpet cleaning, trash removal, damage beyond normal wear and tear, missing keys or access devices, missing or damaged items, lease violations, unauthorized alterations, pest treatment, pet-related damage, stains or odors, vendor charges, administrative charges permitted by the lease, and legal or collection costs permitted by the lease and applicable law.

Pay Rent and Final Balances

Rent must be paid through the lease end date or approved move-out date. The security deposit may not be used as the last month's rent. All outstanding balances must be paid before move-out whenever possible. Unpaid balances may be deducted from the security deposit, billed to the tenant, sent to collections, or pursued through legal remedies allowed by the lease and applicable law.

Transfer Utilities Correctly

Utilities must remain active through the move-out date. Tenants must not disconnect utility service before move-out. Utilities should be transferred back to the owner, landlord, or HPM as instructed. This may include electric, gas, water, sewer, trash, or fuel service if applicable.

Before leaving the property, tenants should take photos of all utility meters if accessible. Photos should clearly show the meter reading and the date if possible.

Failure to keep utilities active or transfer them correctly may result in reconnection fees, utility charges, inspection charges, vendor charges, damage charges, or other costs being billed to the tenant.

Final Water Bill, If Applicable

If tenants are responsible for water or sewer service, they must request a final bill from the water provider. Tenants must request the final water bill, pay the final bill, and submit proof of payment to HPM within five days of move-out or as otherwise instructed.

Unpaid water, sewer, or utility balances may be deducted from the security deposit or billed to the tenant.

Return the Property in Proper Condition

The property must be returned in move-in condition, minus normal wear and tear. Normal wear may include minor wall scuffs, light carpet wear from ordinary use, minor fading from sunlight, and ordinary aging of finishes or materials.

Damage may include holes in walls, broken fixtures, broken blinds or screens, stains, odors, pet damage, smoke damage, missing items, damaged flooring, damaged doors or trim, unauthorized painting, unauthorized alterations, excessive dirt, grease, or buildup, and damage caused by neglect, misuse, or failure to report maintenance issues.

Complete Required Cleaning

The property must be fully cleaned before keys are returned. Kitchen cleaning must include the inside and outside of all appliances, including the refrigerator, freezer, oven, stove, range hood, dishwasher, microwave, if provided, cabinets, drawers, counters, backsplash, sink, and faucet. All food, grease, crumbs, and residue must be removed.

Bathroom cleaning must include toilets, tubs, showers, sinks, faucets, mirrors, fixtures, grout, and tile. Soap scum, mildew, hair, stains, and residue must be removed. General cleaning must include vacuuming floors, mopping hard floors, cleaning baseboards, cleaning vents and returns, cleaning blinds and window sills, removing cobwebs, wiping doors, switches, and commonly touched surfaces, and removing all trash and personal items.

If professional cleaning is required by the lease, move-in agreement, or other written instruction, tenants must provide the receipt within three days of move-out or as instructed by HPM.

Walls, Paint, and Alterations

All wall hangings, nails, hooks, adhesive strips, shelves, TV mounts, and other personal items must be removed unless HPM provides different written instructions. Tenants should not patch, paint, or attempt wall repairs unless instructed by HPM in writing. Improper patching or painting can create additional damage and may increase repair costs.

Unauthorized alterations must be corrected as instructed by HPM. This may include paint changes, mounted items, installed fixtures, smart devices, locks, shelves, adhesive products, wallpaper, contact paper, or other changes made without approval.

Carpets and Flooring

Carpets must be professionally cleaned or returned in the condition required by the lease and move-out instructions. A professional carpet cleaning receipt may be required.

Tenants may be charged for stains, odors, pet treatment, excessive wear, burns, tears, water damage, or other damage beyond normal wear and tear.

Hard floors must be swept, vacuumed, and mopped using appropriate cleaning products. Tenants may be responsible for damage caused by improper cleaners, standing water, scratches, stains, pet damage, or misuse.

Trash, Debris, and Abandoned Property

All personal belongings, furniture, food, trash, boxes, cleaning supplies, outdoor items, and debris must be removed before keys are returned. Trash must be disposed of properly. Trash bins may be left at the curb or other designated pickup area only if pickup is scheduled or allowed.

Items left behind after key return may be considered abandoned property and may result in removal, storage, disposal, vendor, or administrative charges as permitted by the lease and applicable law. Tenants should not leave furniture, mattresses, appliances, bags of trash, bulk items, or personal belongings at the curb unless properly scheduled for pickup.

Final Inspection Process

The final inspection is completed after the tenant has vacated, removed all belongings, completed cleaning, and returned all keys and access items. The final inspection is used to document property condition, identify damages, confirm cleanliness, verify missing items, and prepare the security deposit accounting.

Tenants may request a pre-move-out inspection or move-out preview before the final move-out date. A pre-inspection can help identify items that may need attention before the tenant surrenders possession. A pre-inspection does not replace the final inspection and does not guarantee that no charges will be assessed. Some conditions may not be visible until the property is empty and fully cleaned.

Document Your Move-Out

Tenants are strongly encouraged to document the property before leaving. Tenants should take date-stamped photos or videos of every room, walls, floors, ceilings, appliances, cabinets, bathrooms, closets, windows, doors, exterior areas, yard if applicable, utility meters if accessible, smoke detectors and safety devices, cleaned areas, and returned keys and access items if applicable.

Tenants should keep copies of cleaning receipts, carpet cleaning receipts, utility confirmations, water bill payment proof, and all move-out communications.

Return All Keys and Access Items

All keys and access items must be returned by the move-out deadline. This may include house keys, mailbox keys, garage remotes, gate cards, parking passes, pool passes, amenity passes, key fobs, access cards, lockbox keys, and HOA or community access items.

Failure to return keys or access devices may result in replacement charges, rekeying charges, lock change costs, administrative charges, or other fees allowed by the lease.

Showings and Lockbox Access

If permitted by the lease and applicable law, HPM may begin marketing, showing, or preparing the property before the tenant moves out. A lockbox may be placed at the property as permitted by the lease or by written agreement.

Tenants will receive the required notice for showings, inspections, vendor visits, or access appointments. During the notice period and move-out process, tenants are expected to cooperate with lawful access, keep the property reasonably presentable, secure pets, and avoid interfering with approved showings or maintenance appointments.

Provide a Forwarding Address

Tenants must provide a forwarding address before or at move-out. The forwarding address is required so HPM or the owner can send the security deposit accounting, any refund owed, final notices, or other move-out documents. Failure to provide a forwarding address may delay delivery of the security deposit statement or refund.

Safety Devices Must Remain in Place

Smoke detectors, carbon monoxide detectors, fire extinguishers, fire blankets, escape ladders, and any other safety devices provided with the property must remain installed, present, accessible, and working. Tenants may not remove, disconnect, damage, disable, cover, relocate, or take any safety device.

Missing, damaged, discharged, disabled, or removed safety devices may result in replacement charges, repair charges, inspection charges, or other costs permitted by the lease and applicable law.

Before You Leave

Before leaving the property for the final time, tenants should confirm that all belongings have been removed, all trash has been removed, the property has been cleaned, appliances are empty and clean, the refrigerator and freezer are empty, cabinets and drawers are empty, windows and doors are closed and locked, lights are turned off as instructed, the thermostat is set as instructed by HPM, utilities remain active through the move-out date, water bill proof has been submitted if applicable, professional cleaning receipts have been submitted if required, carpet cleaning receipts have been submitted if required, photos and videos have been taken, the forwarding address has been provided, and all keys and access items have been returned.

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