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TENANT HANDBOOK & CLEANING GUIDE

(This Handbook is incorporated by reference into the Residential Lease and Lease Addendum. It is intended to clarify tenant obligations, procedures, and standards. In the event of a conflict, the Lease and Addendum control.)

1. PURPOSE & AUTHORITY

This Tenant Handbook and Cleaning Guide ("Handbook") establishes clear expectations for occupancy, care of the Premises, maintenance responsibilities, conduct, and move-out standards. While certain provisions restate requirements found in the Lease or Addendum, this Handbook exists to consolidate expectations into a single reference document.

Failure to comply with the standards outlined in this Handbook may result in lease violations, repair charges, cleaning charges, or other remedies permitted by the Residential Lease Agreement and Arizona law.

2. RENT, PAYMENTS & COMMUNICATION

Rent Payments

- Rent is due no later than 5PM on the 1st day of each month, unless otherwise stated in your Residential Lease Agreement.
- Late fees, returned payment fees, and remedies for non-payment are governed by the Lease.
- Partial payments are not accepted unless expressly approved in writing.
- Cash payments are not accepted.
- Include your rental address on payments made in office.

- Please make payments out to: Century 21 Flagstaff Realty, 1900 N. Country Club Drive, Flagstaff, AZ 86004

Communication Standards

- Tenants must always maintain a current phone and email contact. Should this information change, inform your property manager within 10 days.
- Written communication (written, email or tenant portal, if applicable) is required for non-emergency matters.
- Management correspondence is considered delivered when sent to the last contact information provided by Tenant.
- Include your rental address on all correspondence.
- Property manager can be reached Monday through Friday from 9am-5pm for non-emergency communications. If you have an emergency please contact as soon as possible.

3. OCCUPANCY, GUESTS & USE OF PREMISES

- Only occupants listed on the Lease may reside at the Premises.
- Guests staying more than three (3) weeks within any calendar quarter may be deemed unauthorized occupants, and must apply to the property if they are to remain.
- Subleasing or assignment is prohibited.
- Tenant is fully responsible for the conduct of occupants, guests, invitees, and vendors.

Unauthorized occupants or repeated guest violations constitute a material breach of the Residential Lease Agreement.

4. NOISE, NUISANCE & COMMUNITY STANDARDS

Tenants must conduct themselves in a manner that does not disturb neighbors or the surrounding community. Excessive noise, disruptive behavior, or repeated complaints may constitute a nuisance and is a lease violation.

If sound can be heard beyond the property boundaries, it is likely excessive.

Tenants agree to follow all local, county, and state laws and ordinances.

5. PARKING & VEHICLES

- Parking is permitted only in designated areas (Driveways, Garage, street parking when allowed.)
- Vehicles must be operable, currently registered, and free of leaks.
- Disabled, inoperable, unregistered, or commercial vehicles are not permitted.
- The City of Flagstaff's winter parking ordinance prohibits parking on city streets and alleyways from midnight to 7:00 a.m. from November 1 to April 1 to facilitate snow removal and street maintenance.
- Vehicle repairs are prohibited on the Premises, except for minor emergency repairs.

6. MAINTENANCE RESPONSIBILITIES AND CARE OF PROPERTY — TENANT

It is the Tenant's responsibility to take reasonable care to avoid damaging the property. Measures may include using furniture pads or area rugs under furniture and exercising caution not to scratch or dent appliances or cabinets. Tenants are also responsible for routine care, preventative maintenance, and minor upkeep, including but not limited to:

- Replacement of HVAC/furnace filters at least every 60-90 days
- Replacement of light bulbs
- Replacement of smoke and carbon monoxide detector batteries as needed
- Yard care, weed control, pine needle removal
- Snow removal from porches, decks, driveways, sidewalks, etc.
- Pest prevention and housekeeping measures (excluding termites)
- Minor plumbing maintenance (clogs caused by food, hair, etc.)
- All trash, garbage & recyclable items must be placed in appropriate containers.
- Tenants must report any pest issues in writing within five (5) days of possession or the property will be deemed pest-free at move-in; all future pest infestations (excluding termites) are the tenant's responsibility, and tenants will be charged for any damage caused by uncontrolled pests.

Failure to perform routine maintenance resulting in damage will be charged to Tenant.

7. MAINTENANCE REQUESTS & EMERGENCIES

Routine Maintenance

- All non-emergency maintenance requests must be submitted in writing.
- Requests must include sufficient detail to allow proper diagnosis.

Emergencies

Emergencies are situations that pose an immediate threat to personal safety or risk significant property damage. Examples include, but are not limited to, fire, flooding, gas leaks, or the loss of essential services during extreme conditions.

In the event of an emergency, tenants must first contact emergency services (911) when appropriate and ensure the safety of all occupants. Once it is safe to do so, the Property Manager must be notified immediately.

8. ALTERATIONS, ATTACHMENTS & PROHIBITED ACTIONS

- No painting, wallpapering, or alterations without prior written consent.
- Locks may not be changed, unless with written permission from the Landlord and with new keys provided to Property Management.
- No large nails, screws, or anchors are to be used in the walls.
- Only removable adhesive hooks that do not damage surfaces may be used.
- Waterbeds are prohibited.
- Smoking or vaping of any substance is prohibited inside the dwelling.

9. APPLIANCES, SYSTEMS & FIXTURES

Plumbing

Only human waste and toilet paper may be flushed. Grease, wipes, feminine products, food waste, or foreign objects may not be introduced into plumbing systems.

Garbage Disposals

Garbage disposals are not designed for grease, bones, fibrous foods, or large quantities of waste. Damage resulting from misuse will be charged to Tenant.

HVAC

Tenants must replace filters regularly, at least every 2-3 months. Failure to do so may result in system damage and loss of efficiency.

10. INSPECTIONS & ACCESS

Management may enter the Premises with proper notice as permitted by Arizona law for inspections, repairs, maintenance, or showings. Periodic inspections may be conducted to ensure compliance with maintenance and safety standards.

11. HOA RULES (IF APPLICABLE)

Tenants must comply with all Homeowners' Association rules and regulations. Violations, fines, or penalties resulting from Tenant conduct are the sole responsibility of Tenant.

12. FEES & CHARGES (REFERENCE ONLY)

The following items are provided for reference and do not replace the Lease or Addendum:

- Certified notice fees
- HOA fines
- Early termination charges
- Cleaning and repair costs beyond normal wear and tear

All fees must be permitted by the Lease and Arizona law.

13. MOVE-OUT REQUIREMENTS — OVERVIEW

- Proper written notice is required. Notice must be given at least 30 days before the next periodic rental due date, generally the 1st. For example: Notice to move out on July 31st, needs to be made on July 1st or before.

- Carpets must be professionally cleaned with receipt provided for Property Management.
- Tenants must provide a written forwarding address and telephone number. Failure to do so may delay delivery of the security deposit and itemized statement.

Move-Out Inspection Policy

- Inspections should be scheduled as early as possible, particularly if you are moving out of state or during the final week of the month. Same-day inspection requests cannot be accommodated due to scheduling constraints.
- Move-out inspections are conducted Monday through Friday between 9:00 a.m. and 4:00 p.m. Inspections are not performed on weekends or holidays. Inspections may take up to three hours, depending on the size and condition of the property.
- Tenants are encouraged to be present for the inspection. However, during the inspection, tenants should not follow or direct the Property Manager through the home.
- If the Tenant chooses not to be present, the inspection will proceed as scheduled, and the findings documented by Management will be used for the security deposit disposition in accordance with Arizona law.

Conditions Required Prior to Inspection

- Move-out inspections will only be conducted once all the following conditions are met:
- The Tenant has completely vacated the property.
- Carpets have been professionally cleaned, are fully dry, and a paid receipt is provided at the time of inspection.
- The yard has been mowed, and landscaping is clean and trimmed (if applicable).
- All trash and personal property have been removed from the premises.
- The property is ready for final possession, and all keys, garage remotes, and access devices are turned in at the time of inspection.

Utilities

- All utilities must remain on and in the tenant's name through the final move-out inspection. This allows access for all inspections and ensures that systems can be properly tested.

Scope of Inspection

- The Premises must be returned clean and free of damage beyond normal wear and tear.
- The inspection includes a room-by-room evaluation of the interior and exterior of the property, including but not limited to walls, flooring, appliances, fixtures, windows, window coverings, landscaping, exterior areas, and general cleanliness and condition.

Security Deposit Disposition

- In accordance with Arizona Revised Statutes § 33-1321, an itemized list of any deductions and any remaining security deposit will be mailed to the Tenant within fourteen (14) business days after possession of the property is returned and all keys are received, excluding weekends and legal holidays.

14. NORMAL WEAR & TEAR VS. DAMAGE

Normal wear and tear refers to the natural deterioration that occurs with reasonable use over time. Examples include:

- Minor carpet wear from foot traffic
- Fading of paint or flooring due to sunlight
- Loose hardware due to age

Damage results from negligence, abuse, or misuse and is chargeable. Examples include:

- Stains, burns, rips, or odors in carpet
- Holes, gouges, or unauthorized wall anchors
- Broken appliances caused by misuse
- Missing fixtures or altered finishes

15. SUGGESTED ROUTINE CLEANING SCHEDULE

Tenant Cleaning Schedule Checklist

This is a helpful guide to keeping your home clean and well-maintained. It's not an all-encompassing list but a great starting point. You may need to adjust based on your household needs.

DAILY TASKS

General

- Pick up clutter and straighten common areas
- Take out trash and recycling
- Wipe down high-touch surfaces (light switches, doorknobs)
- Sweep or vacuum high-traffic areas

Kitchen

- Wash dishes or load/unload dishwasher
- Wipe down counters and stovetop
- Clean out sink and run garbage disposal

Bathroom

- Wipe down sink, faucet, and mirror
- Replace or hang up fresh towels
- Spot-clean toilet and counters

WEEKLY TASKS

All Rooms

- Dust surfaces, baseboards, and window sills
- Vacuum carpets and rugs
- Mop hard floors
- Clean light switch and outlet plates
- Empty and wipe trash bins

Kitchen

- Wipe appliance exteriors (microwave, fridge, stove)
- Clean inside microwave
- Sanitize counters and sink
- Spot-clean cabinets and backsplash

Bathroom

- Scrub toilet (bowl, seat, base)

- Scrub shower/tub
- Mop floors
- Disinfect faucet handles and light switches

Bedrooms & Living Room

- Dust furniture
- Vacuum under beds/couches (as needed)
- Change sheets and pillowcases

Laundry Room

- Wipe down washer and dryer
- Empty lint trap
- Sweep/mop floors

MONTHLY TASKS

All Areas

- Wipe doors and door frames
- Clean inside windows and sills
- Dust/vacuum ceiling fans and vents
- Dust blinds
- Wipe down baseboards

Kitchen

- Clean out fridge/freezer
- Wipe inside cabinets and drawers
- Clean stove burners and drip pans
- Sanitize trash/recycling bins

Bathroom

- Clean inside bathroom cabinets
- Remove hard water stains
- Wash shower curtain or liner

Garage

- Sweep floors
- Organize storage items
- Check for oil spills or stains

Yard (if applicable)

- Pick up pet waste, branches, or trash
- Sweep patios and walkways

SEASONAL / SEMI-ANNUAL TASKS (Spring & Fall)

Whole Home

- Wash windows and window tracks (inside & outside),
- Deep clean floors or shampoo carpets
- Dust high corners and hard-to-reach areas
- Replace smoke/CO detector batteries
- Clean air return and vent covers
- Declutter storage

Kitchen

- Deep clean oven
- Clean behind fridge and stove
- Check pantry for expired food

Laundry Room

- Run cleaning cycle on washer
- Vacuum behind appliances

Garage / Shed

- Sweep and organize
- Remove clutter

Yard

- Rake leaves or pine needles
- Trim bushes and plants
- Check irrigation or hoses (Make sure hoses are not connected to hose spigot when temperatures reach 32 degrees and below)

16. MOVE-OUT CLEANING STANDARDS

At move-out, the Premises must be returned in a professionally clean, move-in ready condition. A broom-swept condition is not sufficient. This will require additional cleaning

above what is considered normal cleaning. Please reference the Move-In/Move-Out worksheet as to both the condition of the property and the items that will be inspected. (including floors, counters, appliances, and fixtures) must be cleaned to a move-in ready standard. Failure to meet these standards may result in additional cleaning charges deducted from the security deposit.

Kitchen

- Clean inside, outside, on top of and underneath of all appliances
- Degrease stove, hood, and filters
- Clean cabinets, drawers, counters, and backsplash
- Clean light fixtures

Bathrooms

- Sanitize toilets, tubs, showers, sinks, and fixtures
- Remove soap scum and mineral buildup
- Clean mirrors and cabinets
- Clean light fixtures

Living Areas & Bedrooms

- Clean walls, doors, switches, and baseboards
- Vacuum and professionally clean carpets
- Clean windows, sills, and tracks, and window coverings
- Clean light fixtures

Garage, Sheds & Exterior

- Garage swept and free of debris
- Yard maintained and free of trash
- Sweep away cobwebs from the side of the house
- Clean windows, sills, and tracks, and window coverings

17. MOVE-OUT CLEANING TIPS & BEST PRACTICES

- Clean from top to bottom to avoid re-soiling
- Allow adequate drying time after carpet cleaning
- Use appropriate, non-abrasive cleaners
- Pay special attention to kitchens and bathrooms
- Compare condition to your move-in documentation

Failure to meet move-out standards may result in professional cleaning or repair charges deducted from the security deposit as permitted by law.

TENANT ACKNOWLEDGMENT

By signing below, Tenant acknowledges receipt of this Handbook and Cleaning Guide and agrees to comply with its requirements.

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____