

VISTARAY USA, INC

TENANT PACKAGE INDEX

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Welcome to Vistaray USA Property Management

Introduction

Dear tenant, you have received this letter because the property you are renting is now being professionally managed by Vistaray USA Inc. This letter will give you a better understanding of what you can expect from your new property management company. Please follow the steps below to set up your own Buildium account. If you have any questions, feel free to contact us by calling our office at 470-246-4864, or emailing us at info@vistarayusa.com. Thanks!

What you can expect with VistaRay:

1. Property Inspection to determine current conditions
2. Obtain any issues or concerns from the tenant
3. Provide Tenant with current Lease Agreement
4. Discuss remedy of current needed repairs.

Furthermore, we offer an online tenant portal to better serve all our tenants, we offer access to your account information 24 hours a day, from your desktop or mobile device.

With our online tenant site, you can: Pay rent online and view your payment history

- Set up automatic monthly payments
- Submit maintenance requests directly from your mobile device or computer
- View and download important documents like your lease agreement
- And much more

If you have not already received a password and instructions, please go to our home page at <https://vistaray.managebuilding.com/manager/public/authentication/login>

Once there:

1. Enter the email address you have on file with us into the Resident Sign In box
2. Click on “Forgot your password? Request a new one”
3. Enter your email address and then wait for a welcome email containing your temporary password

Buildium

- 1) What is it?
 - Buildium is an American property management software company that Vistaray USA Inc. uses to enhance its capabilities as a professional property management company. Its property management software allows us to manage property portfolios, including leasing, accounting and operations.
- 2) What Can It Do For You?

- Our tenants have access to their own tenant portal in Buildium which will give them the ability to send Vistaray USA Inc. maintenance requests, text messages in order to communicate with the Vistaray team quickly and to process rental payments more efficiently Buildium Account Setup
- The Buildium website can be found by searching for **https://www.buildium.com** on any search engine.
- Click on the Sign In button at the top right of the screen.
- Once Signed In, new tenant is required to fill out as much of their profile page as possible. This includes: Name, DOB, email address, and phone number.
- To set up direct messaging Vistaray USA Inc. will send you a text message invite which states, "Hello, (tenant's name)! Vistaray USA Inc. would like to communicate with you via text message. Reply (####) to confirm your mobile number."
- The tenant will need to reply by sending the 4 digit code and then it's done! You will be able to send and receive text messages to us in a quick and speedy way!

Monthly Rental Payments

Tenants are to also set up a direct deposit (EFT) with their bank information so that they can pay rent online.

- **Rental due date is always on the 1st of the month by 5pm. Late after the 5th day of the month.**
- **Eviction Process begins on the 15th day of the current month.**

1) Online Payment Option

Buildium Tenant Portal , Once your lease has been entered into Buildium, an email will be sent to you on how to set up your EFT account. This will allow you to enter your banking account information and set up password. You will then have the option to pay online prior to the due date or set up recurring payments to prevent any late payments that may occur. You may also utilize the document option for uploading relating information, contact us through the message center and track your payment history.

2) Office Drop Box Option

Visit VistaRay Office at: **3855 Postal Drive, Suite 110
Duluth, GA 30096**

Stop in and say Hello or drop your payment off in the drop box located just inside main building double doors.

***** Outer Double Doors May be locked on the weekends *****

3) Payment by Mail Option

Checks or Money Orders must be sent to:

**VistaRay USA, Inc.
P.O. Box 3071
Duluth, GA 30096**

Vistaray USA Maintenance Procedures

- 1) What services/repairs does Vistaray USA Maintenance offer?
 - HVAC, plumbing, landscaping, roofing, painting, dry walling, door repair/installation, garage repair/installation, flooring, termite and rodent control, and annual preventative home inspections.
- 2) Procedure for sending maintenance requests.
 - Tenant will log-in to Buildium and create task which should include all of the following.
 - Tenant will state what and where the issue is.
 - Tenant will provide photos of the issue.
 - Tenant will state which days and times they would like for our contractors to inspect/fix the issue.
- 3) When should they expect a response to their request?
 - Our maintenance team will contact you the same business day that your request has been sent.
 - This does not mean that we guarantee your request will be resolved the same day it is sent, but we promise it will be solved in a timely manner.
- 4) What responsibilities do tenants have according to a standard lease?
 - Tenants are responsible for: Utilities, pest control, light bulbs, trash removal, appliances not provided by landlord, any clogged plumbing within the premises, and any damage caused by tenant's abuse or neglect.

If you have a life-threatening emergency requiring immediate attention, please call 911 !!!

WHAT IS A MAINTENANCE EMERGENCY?

WE DEFINE THE MAINTENANCE EMERGENCY AS ANY ISSUE THAT OUR LANDLORDS NEED NOTIFIED OF IMMEDIATELY. AS A PROPERTY MANAGEMENT COMPANY, WE LEAVE IT UP TO OUR TENANTS TO DETERMINE WHAT THEY CONSIDER AN EMERGENCY.

ALLOWING THE TENANT TO DETERMINE URGENCY CAN BE ABUSED, SO WE USE A PRE-DEFINED LIST OF MAINTENANCE EMERGENCIES. WHEN A TENANT CALLS WITH A MAINTENANCE ISSUE THAT MATCHES AN ITEM ON THE LIST, THE CALL IS IMMEDIATELY DISPATCHED TO MAINTENANCE. IF THE ISSUE DOES NOT MATCH AN ITEM ON THE LIST, THE TENANT IS NOTIFIED THAT THEIR REQUEST HAS BEEN RECORDED AND WILL BE HANDLED DURING REGULAR BUSINESS HOURS.

**Emergency After Hours Contact Number Call
1-888-391-2564 x107***

*THIS NUMBER IS FOR NON-LIFE THREATENING EMERGENCY MATTERS REQUIRING IMMEDIATE ATTENTION FROM VISTARAY USA.

BELOW IS OUR LIST OF PROPERTY MANAGEMENT MAINTENANCE EMERGENCIES:

- FIRE (VACATE)
- FLOOD (LOCATE INTRUSION AND BLOCK, CAUSED BY PLUMBING THEN TURN OFF MAIN WATER SUPPLY)
- FREEZER OUT
- NO A/C
- NO ELECTRICITY
- NO HEAT
- NO HOT WATER
- NO WATER
- SEWER
- PIPE FROZEN
- REFRIGERATOR OUT
- TOILET OVERFLOW (TURN OFF WATER SUPPLY)
- WATER LEAK (TURN OFF MAIN WATER SUPPLY)

VistaRay USA--Rent Collection Procedure

1. RENT SHOULD BE PAID NO LATER THAN THE 5TH OF THE MONTH. ON THE 6TH, LATE FEE WILL BE APPLIED TO ALL DELINQUENT RENTS.
2. BUILDIUM WILL SEND AUTOMATED EMAIL ON THE 6TH OF EVERY MONTH TO REMIND TENANTS OF OUTSTANDING RENTS AND LATE FEES.
3. IN CASE OF REVERSED EFT OR BOUNCED CHECK, THE TENANT SHOULD BE INFORMED NO LATER THAN THE NEXT BUSINESS DAY WITH OUR SET EMAIL FORMAT TO ADVISE FOLLOWING PROCEDURES.\$35 NSF SHOULD BE ADDED TO TENANT'S LEDGER. ALL PAYMENTS SHOULD BE IN CERTIFIED FUNDS ONLY IF A TENANT HAD BOUNCED TWO TIMES OR MORE.
4. IF TENANT FAILS TO PAY BY 12TH OF MONTH OR FAILS TO PAY PER COMMITTED DATE, NOTICE TO PAY OR QUIT MUST BE EMAILED AND SENT CERTIFIED MAIL TO TENANT.
5. BY 15TH OF MONTH, IT SHOULD BE CONFIRMED WHICH TENANTS HAVE NOT PAID AND WHICH TENANTS ARE TO BE EVICTED.
6. BEYOND AN EVICTION, VISTARAY HAS A COLLECTION POLICY TO ALSO OBTAIN A JUDGMENT TO COLLECT FUTURE DAMAGE EXPENSES AND UNPAID RENT AFTER VACANCY.
7. A JUDGMENT ALLOWS THE OWNER TO GARNISH WAGES AND LEVY BANK ACCOUNTS.
8. IN ORDER TO OBTAIN A POSITIVE CREDIT RATING, IT IS RECOMMENDED YOU DO WHAT EVER IS POSSIBLE TO AVOID AN EVICTION.

NOTE: VISTARAY AND OUR OWNERS WILL WORK WITH OUR TENANTS IN A REASONABLE MANNER. THIS DOES NOT MEAN THAT WE WILL IGNORE THE IMPORTANCE OF COMMUNICATION, FOR IF TENANTS FAIL TO REACH OUT BEFORE SUCH DAMAGING CIRCUMSTANCES OCCUR, THIS MAY MAKE IT MORE DIFFICULT TO WORK OUT A POSSIBLE SOLUTION FOR A TEMPORARY SETBACK. THEREFORE, YOU SHOULD CONTACT OUR ACCOUNTING OFFICE AS SOON AS A SITUATION DETERMINES A LATE RENTAL PAYMENT OR CHANGE IN FINANCIAL SITUATION.

EMAIL US AT INFO@VISTARAYUSA.COM
CALL US AT 470-246-4864

CONTACT US THROUGH THE BUILDIUM TENANT PORTAL

Office Address - 3855 Postal Dr. Suite 110, Duluth, GA 30096
Office Hours – Monday – Friday / 9am – 5pm

VistaRay USA Property Management

Important Things to Remember:

- Be sure to change HVAC Air Filter every 3 months
- If the community has an HOA, contact them to be on their email list for events and emergency announcements.
- Be sure to follow all community regulations and lease terms.
- Know your emergency contacts for utility companies and local fire departments.
- Contact our maintenance department when needed to avoid further damage when applicable.

Required Renters Insurance Policy

What does renters insurance cover?

Tenant shall be obligated to obtain and maintain for the duration of the Lease a renter's insurance policy covering the Tenant's personal property in an amount not less than \$ 100,000 and liability insurance coverage in an amount of at least \$ 300,000 and naming Landlord and Manager (if they are both identified in the Lease) as additional interests ("Minimum Required Insurance").

Tenant shall furnish to the Manager or Landlord a current certificate of insurance for the Minimum Required Insurance prior to occupancy of Premises and at the time of each lease renewal period.

Tenant's renter's insurance policy shall name the Landlord and the Manager (if they are both identified in the Lease) as "Additional Interests".

If at any time Tenant does not have Minimum Required Insurance with the agreed Additional Interests, Tenant shall be in default of the Lease and Landlord shall have, in addition to any other rights under the Lease, the right, but not the obligation, to purchase the Minimum Required Insurance coverage on Tenant's behalf and seek reimbursement from the Tenant for all costs and expenses associated therewith ("Purchase Cost"). In such event, the Purchase Cost shall be deemed Additional Rent and due with the next payment of rent.

A standard renters policy includes four types of coverage.

Personal property: Covers your clothing, furniture, electronics and other belongings.

Loss of use: Pays for hotel stays, restaurant meals or other expenses if you have to live elsewhere while your home undergoes covered repairs.

Liability: Pays out if you're responsible for injuries to other people or damage to their property.

Medical payments: Covers injuries to other people in your home, regardless of fault.

NOTE: If you file a claim with your renters insurance company, you as the renter is responsible for any deductible associated with your policy.

We look forward to working with you!

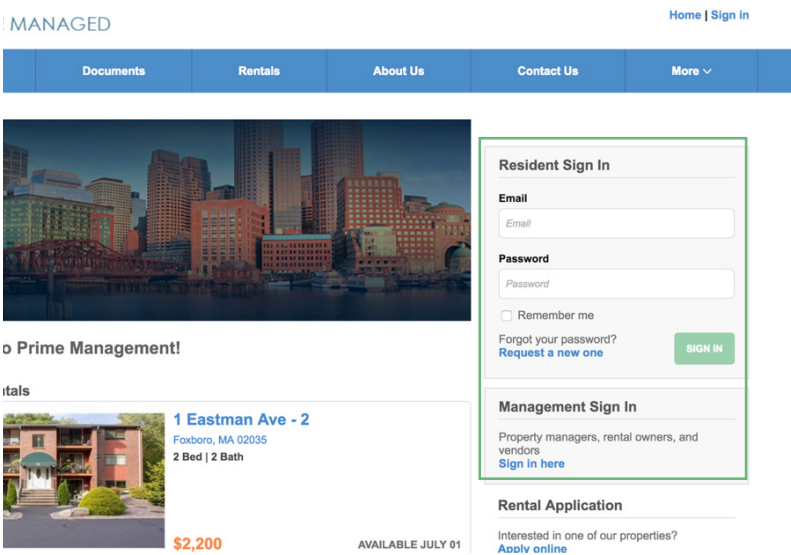


VistaRay USA, Inc.

TENANT SITE INSTRUCTIONS

GET YOUR PASSWORD AND SIGN IN

Your password will be sent by email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the Resident sign in box on the right side of the screen.



You will be prompted to change your password the first time you sign in.

GENERAL SETTINGS

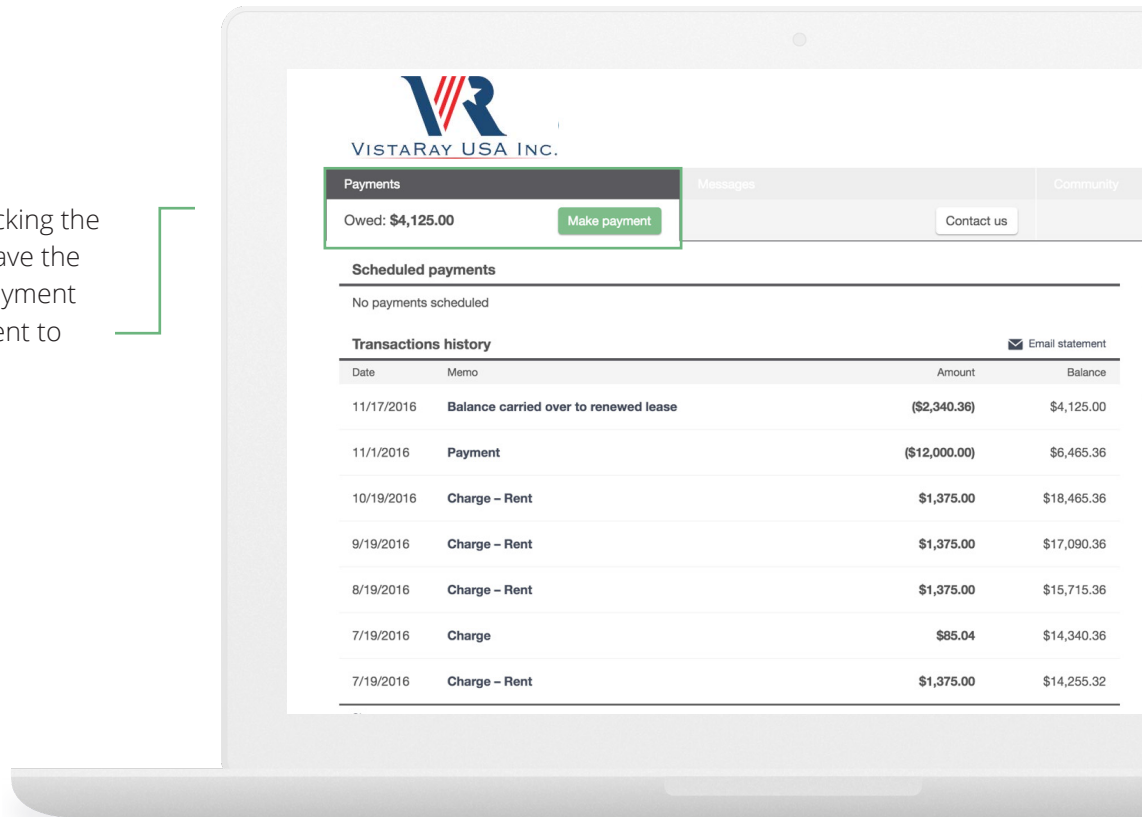
You can use the My info page to keep your contact information up-to-date and to change your password.



PAYMENTS TAB

The Payments tab shows ledger history - charges, payments, refunds, and so on.

Make a payment online by clicking the Make payment button. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.



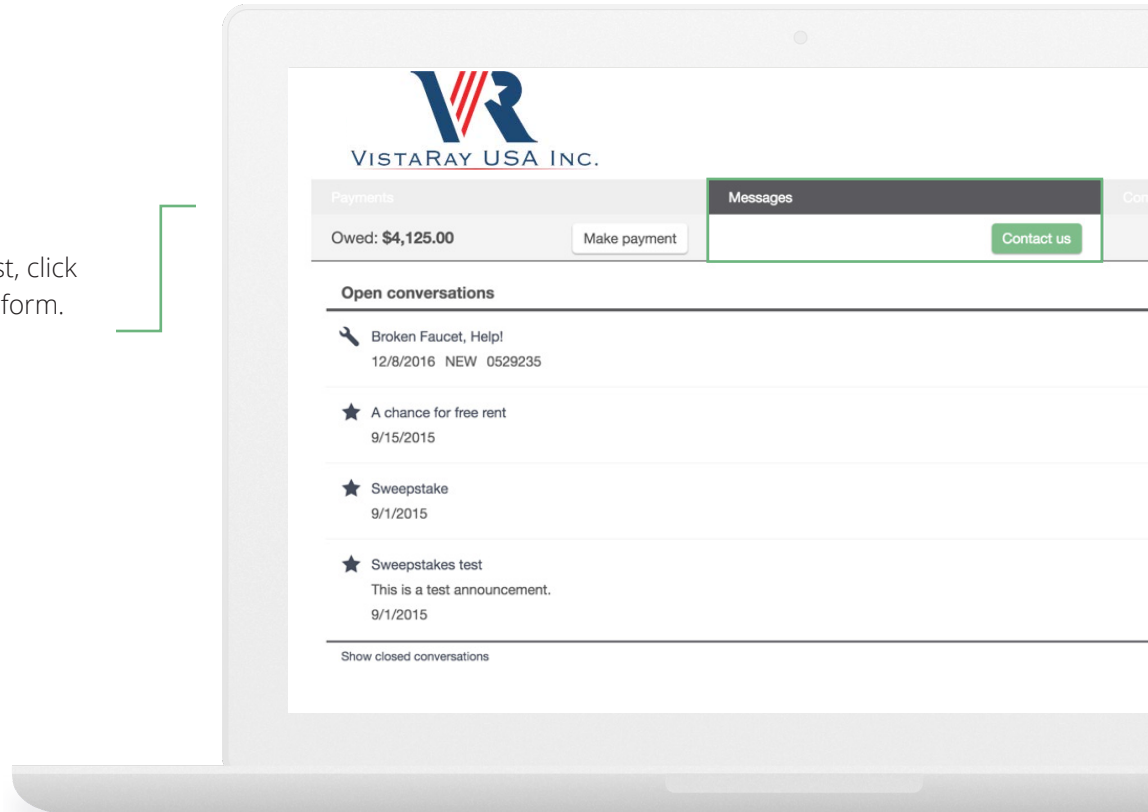
The 'Make a payment' form is divided into three steps: 1. Payment info, 2. Review payment, and 3. Receipt. The 'Payment info' step is currently active. It includes a 'Pay with' dropdown menu set to 'eCheck'. The 'Pay this amount' field is \$4,125.00, and the 'On this date' field is 12/8/2016. The 'Frequency' dropdown menu is set to 'One time payment'. The 'Account owner name' fields are 'Amy' and 'Bridge'. The 'Account type' dropdown menu is set to 'Checking'. The 'Routing number' field is labeled '9-digit number' and the 'Account number' field is labeled 'Account number'. There is a 'Help?' button next to the account number field. At the bottom, there is a checkbox for 'Save my Banking info for next time' and 'Review' and 'Cancel' buttons.

Once you make a payment, it will be credited instantly to your account. It may take a day or two for the charge to affect your bank account or credit card. If an online payment is refused by your bank, the Payments tab will be updated automatically.

MESSAGES TAB

The Messages tab allows for the submission of maintenance requests and other contact requests. It also contains resident announcements from your property management company.

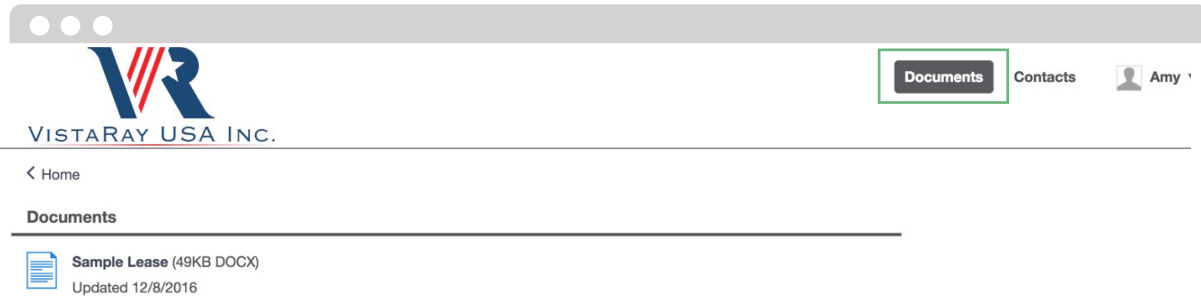
To add a maintenance request, click Contact us and complete the form.



Once submitted, your request is saved and available here. When we update your request, we'll let you know by email and on this page.

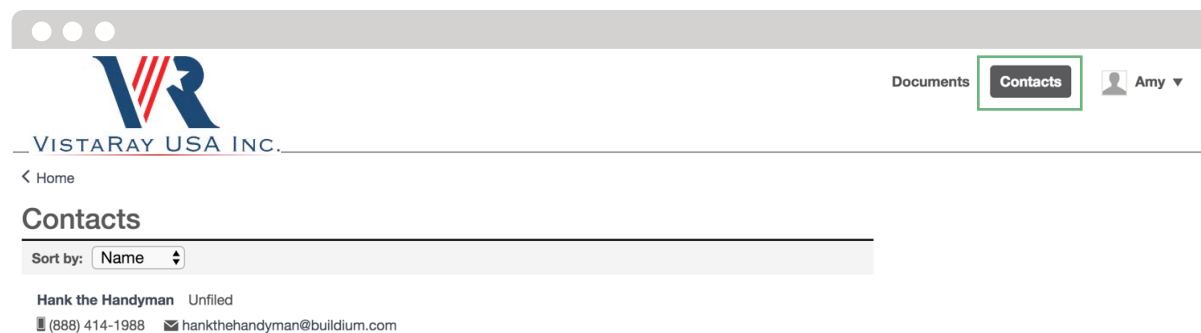
A screenshot of a message form titled 'Broken Faucet, Help!'. The form includes a subject field with the text 'Broken Faucet, Help!' and a message field with the text 'Our faucet has been continuously leaking for the past 3 days. Please help!'. Below the message field, there is an 'Add attachments...' button and 'Save message' and 'Cancel' buttons.

The Documents section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.



CONTACTS

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful information.



VIOLATION NOTICE TO TENANT

Step 1: A task will be assigned to the tenant for notification and corrective action.

Step 2: Once tenant has corrected violation, the tenant should upload photos into the relating task so that VistaRay may notify the HOA and request closure.

Note: If any violations that are due to tenant responsibilities are left uncorrected, the tenant may face a violation fine and the management company has the right to implement self-help to correct the issue and tenants will be charged for those expenses.

Tenants are also advised to reach out to Homeowners Association and/or HOA managing company to receive community update and notices.

Communities tend to hold events and gatherings not associated with the property management company, so we don't want you or your family members to miss out on any pertinent information.

THE MOST COMMON VIOLATIONS

- Excessive weeds/lack of weed control treatments
- Mulch or pine straw refresh
- Parking violations
- Guests using amenities
- Weekly or Bi-weekly lawn care up keep
- Visible trash bins on non-pick up days
- Nuances of loud noises or sports/play equipment not authorized.

VIOLATION NOTICE FOR OWNER RESPONSIBILITIES

If you ever receive a notice from the HOA directly that is the responsibility of the owner, please forward these notices to info@vistarayusa.com.

Also, if you notice something with the property that needs to be corrected, for example, exterior paint or peeling, broken fence, missing window screens or landscaping needs done by the management company, please make our maintenance department aware.

Log in to Tenant Portal Account and select “ Contact Us” and provide details.



MOVE-OUT INSTRUCTIONS AND CLEANING REQUIREMENTS FOR VISTARAY PROPERTIES

The property must be returned to us clean, free of debris, and in good condition

KITCHEN

1. All cabinets and drawers need to be wiped down inside and out.
2. Clean off top of all cabinets.
3. All appliances must be thoroughly cleaned inside, outside and behind unit, including but not limited to the oven/stove, dishwasher, microwave, refrigerator, washer and dryer. Do not use harsh cleansers or abrasive pads on the appliances' surfaces as it will destroy the finish.
4. All gasket seals must be cleaned (i.e., stove, refrigerator, and dishwasher.)
5. Ice trays must be cleaned out. If automatic, please dump ice, wash tray and replace.
6. Water and ice area in door must be cleaned out.
7. Drip pans, oven racks and hood (top & underneath)/exhaust fan for stove must be cleaned. Replace the vent filter if it cannot be cleaned. Replace any burned out light bulbs in the oven hood.
8. Garbage disposal must be clean of debris and operating.
9. Counter tops and sink must be clean. Please remove all hard watermarks, stains, and soap scum.
10. Floors must be clean. Please pay special attention to corners, under refrigerator and under stove. Be careful not to tear the vinyl flooring when moving any appliance(s).

BATHROOMS

1. Tub, shower and sink must be thoroughly cleaned—use disinfectant if necessary. Please remove all hard watermarks, stains and soap scum.
2. All grout in bathroom must be cleaned and free of mold, mildew, etc.
3. Toilet must be cleaned inside and out, around and behind. All hard water rings and build-up must be removed even under the rim.
4. Medicine cabinet must be wiped down inside and out.
5. Mirrors must be cleaned and free of spots.
6. Cabinets must be wiped down inside and out.
7. Exhaust fan and light bulbs/fixtures must be cleaned.
8. Floor must be clean. Please pay special attention to corners.

CARPETS

All carpets must be professionally cleaned by one of our approved suppliers and a receipt provided or you may have us clean them for you and the cost will be deducted from your deposits. Owners must also have carpets professionally cleaned when moving out or we can do this for you and deduct it from your first month's rent. Make sure you vacuum thoroughly or the carpet person will charge an extra fee. Nails, coins, etc. that are in the carpet due to moving will break the cleaning machine. Please remove them.

_____ Tenant initial

AIR CONDITIONG/HEATING UNITS

All AC filters must be changed or cleaned if they are permanent. AC filter covers and vent covers are to be cleaned and or vacuumed. If we find an AC unit with an excessively dirty filter, tenants will be charged to have the unit checked by a licensed AC company.

MISCELLANEOUS

1. All plant shelves and closet shelves must be wiped down and free of dust and debris.
2. All ceiling fans & light fixtures (including bulbs) must be cleaned & in working order.
3. Baseboards must be wiped down.
4. Please brush all walls with broom. No spider webs please.
5. All nails are to be removed. **Please do not patch nail holes.** It is easier for our painters to do this.
6. Please clean top of all doors.
7. Please clean all windows inside and out. This includes all blinds and window sills. Broken and/or damaged blinds will be charged to the tenant's security deposit. Dust off all window screens. Repair or replace any damaged window screen. Replace any cracked or broken windows.
8. Repair or replace fractured door frames and/or splintered doors.
9. DO NOT TRY to repair any sheet rock damaged walls. You will be charged for repair
10. Any painting must have the correct color and sheen. Get the color and sheen in writing from management. Painting touch ups not accepted, must be entire room.
11. Replace any missing door stops.

OUTSIDE

1. All plants and shrubs neatly trimmed and manicured.
2. All weeds and debris must be removed from rock areas. Rocks must be raked.
3. Grass mowed and edged.
4. Driveway, garage and patio must be cleaned. All grease and debris removed.
5. Please brush outside of house with broom to remove all spider webs, etc.
6. All pet debris/feces must be removed.
7. All trash and debris must be removed from property.
8. Remove all furniture and personal property. If you are leaving anything behind, please get permission in writing from management. Remove any personal property that you installed without management's written authorization or that was not approved and restore the property back to its original condition.

FEE SCHEDULE

There will be a **\$60.00** minimum charge for a handyman to come out to replace consumable items, not including cost of items to be replaced.

- a) light Bulbs, **\$6.00** per light bulb
- b) Halogen, LED or Outdoor Flood Lights: **\$20.00** per bulb
- c) Batteries: **\$2.00** per battery
- d) Air Filters; **\$15.00**

House and Carpet Cleaning: In the event that the house is not returned in a cleanly manner, we will obtain an estimate for all necessary work. Estimates can range from \$250.00 - \$1000.00, depending on the size of house and what work is required. Items to be checked for cleanliness include, but are not limited to: floors, carpets, walls, ceilings, appliances, fireplaces, garage.

Note: If you use wood in the fireplace, you are responsible for a Chimney Sweep Company to come in and clean, and a copy of the receipt will be requested at Move-Out for verification.

UTILITIES MUST REMAIN ON FOR MOVE-OUT INSPECTIONS AND MUST REMAIN ON FOR 72 HOURS AFTER MOVE-OUT INSPECTION FOR CLEANING AND REPAIRS. IF UTILITIES HAVE TO BE TURNED ON FOR CLEANUP AND REPAIRS, IT WILL BE DONE AT TENANTS' EXPENSE.

ADDITIONAL NOTES

1. Please note that for all Move-Out Inspections, Vistaray USA Inc will provide a Security Deposit Itemization Form, with any and all applicable deductions listed. You have five days, from receipt of the form, to confirm or dispute any estimated charges.

2 If you choose to use your own contractors for cleaning purposes, you may submit those receipts for review as proof of action. However, if the work is not completed to our standards of cleanliness, we will not accept the receipt in lieu of a deduction.

3. _____

4. _____

Tenant

Date

Tenant

Date

Property Manager

Date



Damage vs Normal Wear and Tear

Landlords are responsible for fixing normal wear and tear while tenants are responsible for damage that they cause. Making the distinction is simpler in theory than in practice. As such, we include below a table of the usual damage and where they fall:

Damage to the Property

Another reason you may be able to keep a tenant's security deposit is because they have caused damage to your property. Damage is different than normal wear and tear on the property.

Here are some examples of each:

Normal Wear and Tear:

- A few small nail holes in the walls from hanging pictures
- A few small stains on the carpet
- A small amount of mildew forming in grout lines in the shower tiles
- Dirty grout
- Tarnish on bathroom fixtures
- Loose handles or doors on kitchen or bathroom cabinets
- Reasonable amounts of dirt, dust or grime on the floors, walls, or appliances
- A couple of scrapes or dings in a wood floor
- Color of carpet or hardwood fading due to exposure to sunlight

Damages:

- Multiple/large holes in the walls
- Huge stains or holes in the carpet
- Vents dusting or HVAC unit breakdown from not changing Filters
- Extensive water damage to hardwood floors
- Missing outlet covers
- Missing or damaged smoke or carbon monoxide detectors
- Cracked kitchen or bathroom countertop
- Broken bathroom vanity
- Broken windows
- Broken doors
- Keys not returned at end of tenancy

Defining Normal Wear and Tear

Normal wear and tear is the expected decline in the condition of a property due to normal everyday use. It is deterioration that occurs in the course of living in a property. It is not caused by abuse or neglect.

Material or Surface	Normal Wear and Tear	Beyond Normal Wear and Tear/Damage
Walls	<ul style="list-style-type: none"> • Minor nail holes from thumbtacks or hanging posters • Small chips, spots, dents(door knob eg.), or cracks due to settling 	<ul style="list-style-type: none"> • Large holes from careless drilling, weighty wall hangings, or large nails • Multiple nail holes needing repair
Paint	<ul style="list-style-type: none"> • Fading paint due to sunlight • Minor scrape from daily use • Cracked paint 	<ul style="list-style-type: none"> • Unapproved or unprofessional paint job • Water damage on wall from hanging plants or constant rubbing of furniture
Counter tops	<ul style="list-style-type: none"> • Light scratches and stains • Minor water marks 	<ul style="list-style-type: none"> • Chipped countertops • Burnt patches • Multiple stains • Knife cuts
Wallpaper	<ul style="list-style-type: none"> • Faded, loose slightly torn 	<ul style="list-style-type: none"> • Ripped, marked-up with crayon, marker, or pen, • Unapproved wallpaper
Windows(including frames and screens)	<ul style="list-style-type: none"> • Lightly scratched panes • Worn and loose parts and accessories • Faded • Warped windows 	<ul style="list-style-type: none"> • Broken or cracked panes or frames caused by tenant or invitee • Ripped or bent screens • Broken window parts and accessories
Window/Lamp Shades	<ul style="list-style-type: none"> • Dirty • Faded 	<ul style="list-style-type: none"> • Torn or stained shades • Mildew • Missing lamp and window shades
Tile Flooring	<ul style="list-style-type: none"> • Dirt and grout around tiles • Light scratches 	<ul style="list-style-type: none"> • Broken or chipped tiles • Missing tiles

Carpet	<ul style="list-style-type: none"> • Furniture indentation • Gently worn with limited stains • Thinning from foot traffic • Seams unglued or unravel • Moderate dirt 	<ul style="list-style-type: none"> • Heavy stains • Pet damage (urine) • Ripped carpet • Burns in carpet
Hardwood Flooring	<ul style="list-style-type: none"> • Fading of flooring due to sunlight exposure • Scuffed varnish • Dark patches due to lost finish 	<ul style="list-style-type: none"> • Deep scratches • Missing pieces • Chipped flooring • Water stains
Doors	<ul style="list-style-type: none"> • Stick due to moisture • Sun faded and heat blistered doors 	<ul style="list-style-type: none"> • Ripped hinges • Broken • Excessively scratched • Missing handles or locks
Cabinets	<ul style="list-style-type: none"> • Warped doors(won't close) • Light scratches 	<ul style="list-style-type: none"> • Broken or missing doors • Missing hardware or accessories • Interior and exterior sticky
Shower	<ul style="list-style-type: none"> • Mold due to limited ventilation 	<ul style="list-style-type: none"> • Mold due to poor cleaning habits (lack of regular cleaning)
Bathroom Tiles	<ul style="list-style-type: none"> • Dirt around tiles • Loose grouting 	<ul style="list-style-type: none"> • Cracked • Missing
Bathtubs	<ul style="list-style-type: none"> • Worn or scratched enamel 	<ul style="list-style-type: none"> • Chipped and broken enamel
Shower Rod	<ul style="list-style-type: none"> • Rust • Worn varnish on plumbing fixture 	<ul style="list-style-type: none"> • Missing or bent shower rod or plumbing fixtures

Sinks/Drains	<ul style="list-style-type: none"> • Partially clogged sinks • Clogged drains due to aging pipes 	<ul style="list-style-type: none"> • Clogged sinks or drains caused by blockage like hair, food, etc.), or improper use
Blinds/Curtains	<ul style="list-style-type: none"> • Moderately dirty blinds or curtains 	<ul style="list-style-type: none"> • Missing or broken blinds or curtains
Bathroom Mirror	<ul style="list-style-type: none"> • Black spots("de-silver") 	<ul style="list-style-type: none"> • Missing, cracked or broken • Caked makeup
Refrigerator	<ul style="list-style-type: none"> • Worn gaskets • Light dust 	<ul style="list-style-type: none"> • Broken refrigerator shelf • Dented front panels • Missing handle, rack or tray
Garbage Disposal	<ul style="list-style-type: none"> • Smelly 	<ul style="list-style-type: none"> • Damaged due to metal, glass, or stones on inside
Toilet	<ul style="list-style-type: none"> • Wobbly toilet • Worn toilet seat 	<ul style="list-style-type: none"> • Cracked tank • Missing tank lever
Curtains/Drapes	<ul style="list-style-type: none"> • Faded • Light Dust 	<ul style="list-style-type: none"> • Torn or missing curtains and drapes
Sliding Door	<ul style="list-style-type: none"> • Door off track • Door stick 	<ul style="list-style-type: none"> • Damaged or missing sliding door
Landscaping	<ul style="list-style-type: none"> • Over grown Trees • Root damage to foundation 	<ul style="list-style-type: none"> • Weeds, overgrown Lawn, untrimmed shrubs • Lack of edging and maintaining mulch
HVAC Units	<ul style="list-style-type: none"> • Beyond Life expectancy • Lack of Duct Cleaning 	<ul style="list-style-type: none"> • Breakdown due to blocked filters • Freezing pipes due to constant running of AC unit.

Possible Cleaning and Repair Charges to Deduct from Security Deposit

GENERAL CLEANING

GENERAL REPAIRS

Carpet Cleaning Per Rm	75+	Clogged Drain/Toilet	100+
Vent Hood	35+	Ceiling Fans	150+
Regrigerator Cleaning	50+	Glass Door/Door	150+
Freezer	20+	Drip Pans	45+
Kitchen Cleaning	80+	Refrigerator drawers/shelves missing	65+
Full Bathroom	70+	Mirrors	50+
Half Bath	40+	Wood Floor Repair	200+
Interior Cleaning per Room		Mini-Blinds	30+
3 bd 2 bath	250+	Vertical Blinds	100+
4 bd 3 bath	350+	Light Globes	30+
Ceiling Fans	20+	Light Fixtures	75+
Glass Door/Door	20+	Toilet Seat	45+
Cleaning Walls/Ceilings	35+	Broken Ice Macker	100+
Wash windows and tracks	15+	Broken Doorbell	25+
Oven or Stove	35+	Replacement Doorbell System	100+
HVAC Filter	15+	Cabinet door handles	6+
Mirrors	10+	Garbage Disposal	75+
Floors	35+	Closet Shelving Repair	40+
Mini-Blinds	20+	Standard Light Bulbs (each)	6+
Vertical Blinds	35+	Specialty Bulbs (each)	20+
Cleaning Fireplace	50+	Screen replacement	45+
Chiminey Sweep	100+	Window	200+
Light Fixtures	15+	Switch Plates (each)	10+
Trash Removal from Interior	65+	Battery for smoke alarm	10+
Trash Removal from Exterior	65+	Blind wand	15+
Clean Garage	50+	Reinstall Door on tracks	30+
Patio	25+	Tub stopper/Drain Covers	15+
Furniture Removal	100+	Faucet Repair	30-100
Re-Keying when no keys return	125+	Patching holes	15+
Per Remote	30+	Paint price per wall	60+
Lawn care	120+		

Georgia Renters Insurance

Company	Average annual rate	
USAA	\$368	
State Farm	\$429	
Nationwide	\$422	
Allstate	\$548	
Farmers	\$537	
Liberty Mutual	\$1,340	
Travelers	\$678	
LINKS FOR COMPARISONS		
https://www.insurance.com/renters-insurance/best-renters-insurance-in-georgia/		
www.progressive.com		
www.lemonade.com		

Contractors - Locksmiths	City/Locality	Email	Mobile
ACM Locksmith Group	Duluth	Sales@AcmLocksmithGroup.com	(678) 699-2634
R&R Lock and Key LLC.	Monroe	rrlockandkey@bellsouth.net	(770) 722-3693

Contractors - Carpet Cleaning	City/Locality	Email	Work phone	Mobile
Clean Queen Services	Norcross	glocr@gmail.com	6788872737	
Eloy Moreno	Lawrenceville			(678) 368-3648
Gloria Cruz Hernandez	Norcross			(678) 887-2737
KleanLog Logistics	Lawrenceville	dmutombo02@gmail.com	(404) 484-8862	
Little Rabbit LLC	Duluth	2469645153@qq.com		
SunBright Services	Lawrenceville		(770) 277-6363	(770) 277-6363 1
TurnClean Services, LLC	Jefferson	adam@turncleanservices.com		

Contractors - Pest	City/Locality	Email	Work phone	Mobile
Active Pest Control	Cincinnati			
Allgood Pest Control	Lawrenceville			
Arrow Exterminators	Duluth	duluth@arrowexterminators.com	(770) 814-8398	
Ecolab Pest Elimination Division	Chicago			
Flex Pest Services	Loganville	rhondas@flexiblepestservices.com	7707835208	
Future Services Inc.	Grayson		(678) 583-9773	
HOMETEC Exterminating	Alpharetta			(770) 475-0649
JP Pest Control	Duluth	jppestcontrol2014@gmail.com		(770) 743-0123
Massey Service Inc	cumming		4706953361	
Northwest Exterminators	Lawrenceville			
Pestban	woodstock	customerservice@pestban.com	877-2848161	7705921121
Rise Pest Control	Auburn	risepestcontrolhomeinspection@gmail.c	(678) 960-9114	(770) 356-0481
Skyline Pest Solutions	Cumming	laurie.crane@skylinepest.com	(770) 844-6440	

Contractors - Landscaping	City/Locality	Email	Work phone	Mobile
7 Oaks Landscape	Atlanta	raulvela1979@gmail.com		(404) 449-4906
A L Landscaping Inc	Lilburn		404-723-3073	404-455-1649
Back Yard Brush Cut, LLC		backyardbrushcut@gmail.com	(770) 896-3486	
Chelsea Gardens Landscaping			(770) 822-1363	
Comfort Zone Lawn Care	Douglasville	Arhynehardt@outlook.com		
Conserva Irrigation of North Atlanta	Suwanee	northatlanta@conservairrigation.com	(678) 921-3684	
Davie Solis	Norcross	davidvelaz77@hotmail.com		(404) 558-9057
Encore Landscaping Company	Lilburn	encorelandscape79@yahoo.com		(470) 422-5334
Evan Meredith	Buford	meredith_lawn@msn.com	404-513-0931	
Greenery Lawn Service, Inc.	Lawrenceville			(678) 773-3881
Hidden Hills Lawn and Landscape	Canton	greatscapes.today@gmail.com		(678) 778-6324
Horizon Landscaping	Buford	jayo1009@yahoo.com		(678) 622-1358
JC Landscaping Services	Lilburn	celly.cz97@gmail.com		(404) 980-5435
Jesus R Fernandez	Snellville			4045198753
LEE GLOBAL LANDSCAPING	Dacula	shlee113@gmail.com	7708563827	7707106654
Lopez Landscaping and Hardscapes LLC	Winder	joselopez.jp2@gmail.com		(470) 991-7760
Metro Area Landscaping	Atlanta	metroarea110@hotmail.com	(404) 550-1359	
R12 Projects LLC **	Alpharetta	david@r12pros.com		(678) 978-5100
TruGreen **				678-327-8790
Unlimited LTM-Alpharetta **	Suwanee	helpdesk13@unlimitedlawncare.com		(678) 541-6119

** ALSO PROVIDES WEED CHEMICAL TREATMENT



VISTARAY USA, INC.

3855 Postal Dr.
Suite 110
Duluth, GA 30096
Email: info@vistarayusa.com
Website: www.vistaray.us

Modification Request Form

The Property Owner must approve requests **BEFORE** any work can commence. Interior modifications/alterations to your rental property are restricted. When you submit the form below, you **MUST** hold off on proceeding with your modification request until after you receive a written response from VistaRay USA Property Management. The Property Management will send a written response to you notifying you whether your modification request has been approved or denied by the Owner. Upon receipt of an approval letter from VistaRay USA Property Management, you can then proceed with your modification request.

Please print legibly, review the "Modification Request Stipulations and Requirements" on the back of this form, sign, date, and include any necessary attachments. Completed forms should be returned to VistaRay USA at info@vistarayusa.com or by submitting a task through your tenant portal.

Tenant Name: _____

Address: _____

Unit #: _____

Cell Phone: _____ Email Address: _____

EXTERIOR REQUEST MUST ALSO BE APPROVED BY HOMEOWNERS ASSOCIATION (IF APPLICABLE)

Check ALL areas that the modification/alteration will change:

- | | |
|---|---|
| <input type="checkbox"/> Decking or Fence | <input type="checkbox"/> Sports Equipment |
| <input type="checkbox"/> Landscaping | <input type="checkbox"/> Exterior Appearance |
| | <input type="checkbox"/> Structural Component of Unit |

Work to be Performed by:

Contractor Name: _____

Address: _____

City: _____ Zip Code: _____

Phone Number: _____ Email Address: _____

INTERIOR REQUESTS MUST BE APPROVED BY HOME OWNER

- | | |
|--|--|
| <input type="checkbox"/> Painting Walls/Trim | <input type="checkbox"/> Appliances to be added or switched |
| <input type="checkbox"/> Floors | <input type="checkbox"/> Blinds/Draperies <input type="checkbox"/> Other |

Description of Modification/Alteration: _____

Please note that you **MUST** submit a drawing for any modification which alters the exterior appearance. Please list sizes and materials to be used. For painting or staining, submit brand name, color code and chip samples.

APPROVED NOT APPROVED Authorized by: _____

Incident Report Form

To be completed by the tenant immediately following any incident that resulted in injury or property damage and turned into their insurance agent. Regardless of who is responsible for covering any loss, it is up to the tenant and owner to conduct their own investigation and turn in all necessary reporting forms to the insurance agent or carrier. This form will be copied to both/all parties involved to determine how they wish to pursue claim.

Party 1

Tenant/Vistor/Employee/Vendor Involved
Name:
Address:
City, ST Zip:
Phone: ()

Party 2 (if additional parties, add additional sheet)

Owner/Tenant/Management Involved
Name:
Address:
City, ST Zip:
Phone: ()

The following sections should be completed for all incidents:

Date of incident:	Approximate time of incident:	AM / PM
Location of incident (be specific as to where, in what room or part of the property, etc):		
What happened, what was the cause of injury/damage (if any):		
If Property damage, List items in detail:		
Were damages assessed?		Receipts Provided for value?
Were their witnesses? <input type="checkbox"/> Yes <input type="checkbox"/> No List names & phone # if other than tenant:		
Involved Party Signature:	Date:	
CC:	Date	
Management Use only		
Received By (PRINT):	Date:	
Party 1 Insurance:	Party 2 Insurance:	
Agent Name:	Agent Name:	
Phone:	Phone:	
Policy Number:	Policy Number:	
Address/email:	Address/email:	

MOVE-IN/ MOVE-OUT CONDITION REPORT

EXHIBIT " _____ "



DATE _____

2022 Printing

Address:	Tenant:	New Phone (Home)	
City, State, Zip	Tenant:	(Work)	(Mobile)

	COMPONENT	MOVE IN	MOVE OUT	CHARGE	
Exterior Grounds	Grass	OK N/A			
	Shrubs	OK N/A			
	Trees	OK N/A			
	Mailbox	OK N/A			
	Fence	OK N/A			
	Pool/Hot tub	OK N/A			
Exterior Structure	Siding/Brick	OK N/A			
	Paint	OK N/A			
	Windows	OK N/A			
	Doors	OK N/A			
	Ext lights	OK N/A			
	Front Porch	OK N/A			
	Back deck/Patio	OK N/A			
	Chimney	OK N/A			
	Roof	OK N/A			
	Trim/Fascia	OK N/A			
	Gutters	OK N/A			
	Screens	OK N/A			
	Entry & Stairways	Door/Locks	OK N/A		
		Flooring	OK N/A		
Walls		OK N/A			
Ceiling		OK N/A			
Light/Fan		OK N/A			
Stairwell walls		OK N/A			
Stairway carpet		OK N/A			
Handrail		OK N/A			
Living Room	Carpet/Flooring	OK N/A			
	Walls/Ceiling	OK N/A			
	Woodwork	OK N/A			
	Windows/Blinds	OK N/A			
	Doors/Locks	OK N/A			
	Light fixtures	OK N/A			
	Ceiling fan	OK N/A			
	Outlets/Switches	OK N/A			
Fireplace	OK N/A				

"OK" does not mean that condition is perfect. OK means condition is consistent with normal wear and tear and does not indicate any tenant damage.
 "N/A" - Indicates "Not Applicable"

MOVE IN: Tenant's Initials _____ MOVE OUT: Tenant's Initials _____
 Manager's Initials _____ Manager's Initials _____

Dining Room

COMPONENT	MOVE IN	MOVE OUT	CHARGE
Carpet/Flooring	OK N/A		
Walls/Ceiling	OK N/A		
Woodwork	OK N/A		
Windows/Blinds	OK N/A		
Doors/Locks	OK N/A		
Light fixtures	OK N/A		
Ceiling fan	OK N/A		
Outlets/Switches	OK N/A		

Den/Family Room

Carpet/Flooring	OK N/A		
Walls/Ceiling	OK N/A		
Woodwork	OK N/A		
Windows/Blinds	OK N/A		
Doors/Locks	OK N/A		
Light fixtures	OK N/A		
Ceiling fan	OK N/A		
Outlets/Switches	OK N/A		
Fireplace	OK N/A		

Kitchen/Breakfast Room

Flooring	OK N/A		
Refrigerator	N/A Model/Color:		
Range	N/A Model/Color:		
Vent Hood	N/A Model/Color:		
Dishwasher	N/A Model/Color:		
Microwave	N/A Model/Color:		
Disposal	OK N/A		
Trash Compactor	OK N/A		
Cabinets	OK N/A		
Countertops	OK N/A		
Sink	OK N/A		
Walls/Ceiling	OK N/A		
Windows/Shades	OK N/A		
Light fixtures	OK N/A		
Ceiling fan	OK N/A		
Outlets/Switches	OK N/A		
Woodwork	OK N/A		
Pantry	OK N/A		
Doors/Locks	OK N/A		

Laundry Room

Washer	N/A Model/Color:		
Dryer	N/A Model/Color:		
Flooring	OK N/A		
Walls/Ceiling	OK N/A		
Doors/Locks	OK N/A		
Lights & switches	OK N/A		
Vent	OK N/A		
Shelving	OK N/A		

"OK" does not mean that condition is perfect. OK means condition is consistent with normal wear and tear and does not indicate any tenant damage.
 "N/A" - Indicates "Not Applicable"

MOVE IN: Tenant's Initials _____ MOVE OUT: Tenant's Initials _____
 Manager's Initials _____ Manager's Initials _____

		COMPONENT	MOVE IN	MOVE OUT	CHARGE
Bedroom		Carpet/Flooring	OK N/A		
		Walls/Ceiling	OK N/A		
		Windows/Blinds	OK N/A		
		Doors/Locks	OK N/A		
		Light/Ceiling fan	OK N/A		
		Closet	OK N/A		
		Outlets/Switches	OK N/A		
		Woodwork/Trim	OK N/A		
		Fireplace	OK N/A		
Bedroom		Carpet/Flooring	OK N/A		
		Walls/Ceiling	OK N/A		
		Windows/Blinds	OK N/A		
		Doors/Locks	OK N/A		
		Light/Ceiling fan	OK N/A		
		Closet	OK N/A		
		Outlets/Switches	OK N/A		
		Woodwork/Trim	OK N/A		
Bedroom		Carpet/Flooring	OK N/A		
		Walls/Ceiling	OK N/A		
		Windows/Blinds	OK N/A		
		Doors/Locks	OK N/A		
		Light/Ceiling fan	OK N/A		
		Closet	OK N/A		
		Outlets/Switches	OK N/A		
		Woodwork/Trim	OK N/A		
Bedroom		Carpet/Flooring	OK N/A		
		Walls/Ceiling	OK N/A		
		Windows/Blinds	OK N/A		
		Doors/Locks	OK N/A		
		Light/Ceiling fan	OK N/A		
		Closet	OK N/A		
		Outlets/Switches	OK N/A		
		Woodwork/Trim	OK N/A		
Bedroom		Carpet/Flooring	OK N/A		
		Walls/Ceiling	OK N/A		
		Windows/Blinds	OK N/A		
		Doors/Locks	OK N/A		
		Light/Ceiling fan	OK N/A		
		Closet	OK N/A		
		Outlets/Switches	OK N/A		
		Woodwork/Trim	OK N/A		

"OK" does not mean that condition is perfect. OK means condition is consistent with normal wear and tear and does not indicate any tenant damage.
 "N/A" - Indicates "Not Applicable"

MOVE IN: Tenant's Initials _____ MOVE OUT: Tenant's Initials _____
 Manager's Initials _____ Manager's Initials _____

		COMPONENT	MOVE IN	MOVE OUT	CHARGE	
Bathroom	Sink/Faucets	OK	N/A			
	Vanity/Cabinets	OK	N/A			
	Tub/Shower	OK	N/A			
	Commode	OK	N/A			
	Mirror	OK	N/A			
	Towel racks	OK	N/A			
	Flooring	OK	N/A			
	Walls/Ceiling	OK	N/A			
	Windows/Blinds	OK	N/A			
	Closet	OK	N/A			
	Lights/Switches	OK	N/A			
	Exhaust Fan	OK	N/A			
Bathroom	Sink/Faucets	OK	N/A			
	Vanity/Cabinets	OK	N/A			
	Tub/Shower	OK	N/A			
	Commode	OK	N/A			
	Mirror	OK	N/A			
	Towel racks	OK	N/A			
	Flooring	OK	N/A			
	Walls/Ceiling	OK	N/A			
	Windows/Blinds	OK	N/A			
	Closet	OK	N/A			
	Lights/Switches	OK	N/A			
	Exhaust Fan	OK	N/A			
Bathroom	Sink/Faucets	OK	N/A			
	Vanity/Cabinets	OK	N/A			
	Tub/Shower	OK	N/A			
	Commode	OK	N/A			
	Mirror	OK	N/A			
	Towel racks	OK	N/A			
	Flooring	OK	N/A			
	Walls/Ceiling	OK	N/A			
	Windows/Blinds	OK	N/A			
	Closet	OK	N/A			
	Lights/Switches	OK	N/A			
	Exhaust Fan	OK	N/A			
Bathroom	Sink/Faucets	OK	N/A			
	Vanity/Cabinets	OK	N/A			
	Tub/Shower	OK	N/A			
	Commode	OK	N/A			
	Mirror	OK	N/A			
	Towel racks	OK	N/A			
	Flooring	OK	N/A			
	Walls/Ceiling	OK	N/A			
	Windows/Blinds	OK	N/A			
	Closet	OK	N/A			
	Lights/Switches	OK	N/A			
	Exhaust Fan	OK	N/A			

"OK" does not mean that condition is perfect. OK means condition is consistent with normal wear and tear and does not indicate any tenant damage.
 "N/A" - Indicates "Not Applicable"

MOVE IN: Tenant's Initials _____
 Manager's Initials _____

MOVE OUT: Tenant's Initials _____
 Manager's Initials _____

	COMPONENT	MOVE IN	MOVE OUT	CHARGE
Garage/ Parking	Garage Doors	OK N/A		
	Openers/Remotes	OK N/A		
	Windows	OK N/A		
	Walls/Ceilings	OK N/A		
	Floor	OK N/A		
	Driveway	OK N/A		
Basement/ Mechanical Systems	Stairway	OK N/A		
	Floors/Walls	OK N/A		
	Windows/Blinds	OK N/A		
	Furnace/ AC	OK N/A		
	Water Heater	OK N/A		
	Breaker/Fuse box	OK N/A		
	Dehumidifier	OK N/A		
	Smoke Detectors	OK N/A		
	Alarm System	OK N/A		
	Intercom	OK N/A		
	Satellite Dish	OK N/A		
	Sprinkler system	OK N/A		
Misc.				

"OK" does not mean that condition is perfect. OK means condition is consistent with normal wear and tear and does not indicate any tenant damage.
"N/A" - Indicates "Not Applicable"

NOTE TO TENANT: GEORGIA LAW REQUIRES THAT YOU ACKNOWLEDGE THE CORRECTNESS OF THE MOVE IN AND MOVE OUT INSPECTION REPORTS BY SIGNING SAME; OR, IF YOU DISAGREE, BY FILING A PROPERLY SIGNED WRITTEN STATEMENT OF DISSENT SETTING FORTH SPECIFICALLY THOSE ITEMS WITH WHICH YOU DISAGREE WITHIN THREE (3) BANKING DAYS.

MOVE-IN INSPECTION: Tenant accepts responsibility for the above described residence "AS IS" with the conditions and notations described above. Tenant shall be responsible for the maintaining the residence in its present condition. Any damage, beyond normal wear and tear, will be the responsibility of Tenant.

Manager's Signature Date Tenant's Signature Date Tenant's Signature Date

Additional Signature Page (F931) is attached.

Keys Issued	Door _____	Mailbox _____	Pool _____
Keys Returned	Door _____	Mailbox _____	Pool _____

Garage Remotes Issued _____
Garage Remotes Returned _____

MOVE OUT INSPECTION: Today's inspection notes any damage beyond normal wear and tear and determines any charges to be assessed against the Tenant.

Manager's Signature Date Tenant's Signature Date Tenant's Signature Date

Additional Signature Page (F931) is attached.

MOVE IN: Tenant's Initials _____ MOVE OUT: Tenant's Initials _____

Manager's Initials _____ Manager's Initials _____

REQUESTFORM: AMENITY ACCESS DEVICE



Name(S): _____

Community: _____

Property Address/Unit #: _____

Phone: _____ Email: _____

I am the: Owner/Landlord Tenant

I am requesting an additional: Vehicle Gate (remote/fob/card) Mailbox (key)
 Pool (key/fob/card) Other _____

Reason for request: _____

I understand that I may be charged a fee for this device and that I will not receive the requested device until that fee is paid in full. I also understand that if there are any outstanding fees or violations, my request might not be granted.

Signature: _____ Date: _____

Form may be submitted by email to info@vistarayusa.com or to the community HOA directly upon approval.

VISTARAY MANAGEMENT LANDLORD FOR OWNER - APPROVAL AND RELEASE

By signing this release, the owner/landlord of the above property gives HOA Management and the Homeowners Association permission to release amenity access privileges to the current tenant. The Association requires that a current lease be on file, that the balance on the account is current and that the property has no open covenant violations on record prior to distributing the key/fob/keycard to the tenant. The owner/landlord also agrees to certify that the tenant has been provided a copy of the amenity rules and regulations and community covenants, and that the tenant is aware that they are required to abide by the community's governing documents and all rules and regulations. Owner/landlord further agrees to notify the HOA and Management when a new tenant is placed in the home and to provide a new lease.

Reason for Request

New Issue/First Device Replacement Additional Devices Needed _____

Reason for Replacement: lost damaged stolen Previous Device #: _____

Payment Information

Fee Amount: _____ Date Paid: _____

Method: check/money order online through owner portal online through tenant portal

Phone: _____ Email: _____

Signature: _____ Authorized Agent: _____

HOA MANAGEMENT APPROVAL / DENIAL

REASON: _____

New Device & #: _____ Send Device(s) To: _____

New Device & #: _____

Date Issued: _____

Issued By: _____ Confirmation email sent to info@vistarayusa.com Y / N

Lease Addendum

For _____ (Community)

All Fields are Required

I, _____ (name) being the tenant of
_____ (address), hereby acknowledge that
I have received a copy of the following HOA documents:

- Rules & Regulations _____ (initials)
- Declaration of Covenants, Restrictions, and Easements _____ (initials)
- By-Laws _____ (initials)

I also agree to abide by and uphold all HOA governing documents: Covenants, Rules & Regulations, and By-Laws and understand that violations could result in Fines _____ (initials),

Most common violations include: Keeping the lawn mowed and edged, beds free of weeds, shrubs trimmed, trash and grass clippings picked up on a regular basis (minimum of once every two weeks in growing season and fall leaf season) and keeping property, including yard, lot, grounds, premises, walkways and driveways clean and free of rubbish, trash and debris. Trash containers out of view of the street except on pick up days. Late night parties and noise disturbance etc....

Such violations could cause suspension of property rights, privileges and amenity access _____ (initials), Eviction _____ (initials), And/or Legal Actions _____ (initials).

Signature of Tenant

Printed Name of Tenant

Property Address of Tenant (**Required**)

Date

MOVE-IN PROCESS**PROPERTY:**

1.	Comments/Date	√	Finalized
Verify Signed Lease Agreement has been submitted to Accounting for setup.			
Verify with Tenant - all utilities have been transferred under Tenant's Name			
Complete Tenant Welcome Packet Check List			
Confirm Move-In Inspection Date and Time			
2		√	
Door Keys			
Garage Remotes			
Mailbox Key			
Pool and Amenity Keys/Fobs			
Gate Codes/Cards			
3		√	
Take Photos and conduct Inspection with Tenant			
Collect Security Deposit and Admin Fee			
Review Tenant Responsibilities with Tenant - Tenant Package			
Tenant to sign Amenity and Lease Addendum for Community HOA			
List any additional requests to be done and add to Inspection Report			
4		√	
Upload all Photos and Move-In inspection report to DropBox			
Submit tasks for maintenance requested and owner approved from move-in			
Notify Maintenance to stop lawncare service if now tenant responsible			
Submit payments to accounting.			
Turn in this document with tenant's signed HOA documents to Operations			