



## **Maintenance / Your responsibility**

**COZYHOMES,**

**5800 Corporate Drive Suite B2**

**Houston, Texas 77036**

**281-506-2363**

**[pm@cozy-homes.com](mailto:pm@cozy-homes.com)**

# PROPERTY MAINTENANCE

## A.) Tenant's Maintenance Responsibilities

**The tenant is required to promptly notify COZYHOMES of all needed repairs.**

Failure to inform COZYHOMES of water leaks or any condition which results in damages to the property will cause tenant to be held liable for the cost of repair of subsequent damage!

Telephone notification is **only** acceptable in cases of emergency or danger to person or property. Written notification is required for all nonemergency repairs per the lease agreement.

Renting a house is not like renting an apartment. COZYHOMES does not have a maintenance handyman living in your neighborhood to run to the property and fix things immediately. There are some items that you can take care of yourself such as clogged garbage disposals, resetting GFCI switches and other minor repairs.

It is your responsibility to cooperate by allowing the landlord's repairman in the property for scheduled maintenance and repairs. Be sure to call maintenance at least a day before if you are unable to keep your scheduled appointment. If you fail to keep a scheduled maintenance appointment, you will be charged **\$75, due immediately**.

If there is still a problem after a recent repair has been completed (within 30 days), call us. If you fail to report this problem and it causes further damage, you may be responsible for its cost.

**Damages caused by abuse or misuse will be charged to you. We will rely on the servicing contractor to tell us if you caused the problem.**

Monitoring of security systems is not handled by COZYHOMES or the owner. You will need to make your own arrangements to set up service in your name.

Inform COZYHOMES of any and all:

- Signs of mold in the property
- Toilet & faucet leaks and any plumbing backup
- Electrical problems
- Heating & air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances (those included in Rental Agreement)
- Roof leaks
- Gas leaks
- Broken windows & doors
- Unsafe, unhealthy or dangerous conditions
- Evidence of termite or wood ant infestation



## B.) How to Submit a Repair Request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance and other issues with the property at your Tenant Access portal at [www.cozyhomes4rent.managebuilding.com](http://www.cozyhomes4rent.managebuilding.com).

As per your lease, all requests for routine and nonemergency maintenance **must be made in writing**. Please submit a **separate request for each maintenance issue**. Be very specific and include appliance brand names, model numbers and color. The more specific you are, the faster your request will be assigned to maintenance. You can even upload pictures to therequest.

**Nonemergency repairs are done during normal business hours (9:00 a.m. to 5:00 p.m. Monday through Friday).**

If you have a valid emergency that cannot wait until the next business day, call 281 506-2363 and our answering service will contact us, and we will take appropriate action. **THERE IS NO NEED TO MAKE MULTIPLE CALLS**. Please, put a maintenance request in buildium as well, the most detailed as possible and with pictures.

**Remember**, maintenance personnel will not make an immediate appointment for nonemergency repairs. We know that repairs are an inconvenience and promise to address them diligently. We appreciate your patience and cooperation. Maintenance personnel are also **NOT** employees of our company, so consequently we do not control their work hours. Please contact us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.



**Maintenance Priorities** are determined using the guidelines below, and there are target completion times for each. The following maintenance categories are:

### Category 1: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, safety, or destruction of the property. Fire (please call 911), flood, sewage backups, gas odors (please call gas company), broken water pipes, tree falling on house, and property-damaging leaks. **A broken air conditioner or heater is NOT an emergency.**

Target: 5 to 8 hours

### Category 2: Urgent Maintenance

Broken air conditioner or heater, oven not working, water heater not working, plumbing repairs, loose railings, wobbly decks, electrical problems, etc.

Target: 2 to 4 business day service

**Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.**

### Category 3: Normal Maintenance

Appliance repair, garage door repair, garbage disposal not functioning, dripping faucets, running toilets, etc.

**COZYHOMES is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks. Please make sure that you have adequate renter's insurance to cover unforeseen personal losses.**

Target: 4 to 8 business day service

#### **Category 4: Nonessential Maintenance**

Fence repair.

Target: 30-day service

### **C.) Emergency Maintenance**

**COZYHOMES** has an answering service for after-hours maintenance emergencies.

**IMPORTANT!!!** Identify emergency repairs from those which are not. You will be charged for the service call if you leave messages with our answering service that are not considered emergencies. We define an emergency as anything that threatens the health and/or safety of the tenant or destruction of the property like flood, fire, sewer backup, burst water pipes, burst water heater, etc. **For life-threatening emergencies, call 911 first and then call our office at 281-506-2363.** All after-hour callers please leave your name, address, and phone number. Your call will be returned as soon as possible. **Once again, a broken air conditioner or heater IS NOT an emergency.**

**Warning:** If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. Do not call in an emergency unless it is truly an emergency.

### **D.) After-Hours Maintenance Charges**

Our contractors expect additional compensation for working weekends, holidays or after normal business hours. Unless it is an emergency, when you schedule after-hours maintenance, you will be responsible to pay the after-hours premium charges. They have families just like you and prefer not to be working evenings, weekends and holidays. So, if you require a special appointment time with a repairman and it results in the repairman billing an extra fee, you will be charged that amount which exceeds the regular service fee. This fee will be due **BEFORE** the repair is done, and it will be paid directly to the repairman.



## E.) Tenant Damages/Maintenance Charge-Backs

Repair for damages caused by your neglect, abuse, or misuse will be charged back to you in full. We will rely on the servicing contractor to tell us what caused the problem.

A few examples of misuse include clogged plumbing due to items dropped in the toilet (toys, brushes, diapers, napkins, and personal items), a jammed garbage disposal, a broken window, kicked in doors, holes in walls, etc. The repair cost will be your responsibility. This is not considered equipment failure and you should do everything you can to handle these issues yourself. Unless the contractor indicates it was not caused by you (roots in system, pipe collapsed, septic tank backup), we will assume the problem was caused by misuse, and not by a defect of the property.

### Maintenance Charge-Backs

If the contractor we send to the property tells us the need for maintenance is due to your negligence, abuse, or something easily remedied like resetting a GFCI outlet, circuit breaker tripped, or garbage disposal not re-set, you will be billed for it. Failure to pay the bill will result in an outstanding balance on your account, which will need to be paid with your next rental payment or sooner.

## F.) Tenant Renovations or Repairs

If the tenant calls a repairman, we will **NOT** reimburse tenant for incurred repair costs. As per your lease agreement, tenants may not do major repair or alterations. If you want to make a special request to do any renovation or repair to the property:

- Submit your request in writing **before** making any changes
- Do not proceed with any work until you are notified by **COZYHOMES**
- **COZYHOMES** will contact the owner and determine if the request is reasonable/acceptable
- **COZYHOMES** may be required to obtain an estimate for restoration of the renovation
- Tenant may be required to pay an additional security deposit equivalent to the estimate for the restoration of the renovation
- Sign a **COZYHOMES** agreement regarding the alteration/repair

If the request is accepted, you must do one of the following prior to returning the keys after you move-out:

- **Either** leave the alterations (if this is part of the owner's condition of acceptance of alteration/repair).
- **Or** return the property to its original state (if this is part of the owner's condition to accept the alteration/repair)

If you do not return the property to its original state, you will pay for any necessary repairs to restore the alteration/repair to its original state. This includes, but is not limited to, painting, wallpaper, light fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences, utility buildings, etc.