

## What do I need to know about maintenance requests, inspections and rental licenses?

### Rental Licenses

Many cities in the metro area require some sort of approval before they can be legally rented. The most common requirement is obtaining a rental license. However, a few cities require what is called a certificate of occupancy. Regardless of the language used, many of the requirements are the same. Some of the common ones are smoke and CO detectors, egress windows, etc.



After a rental license application is completed and the required fee (varies by city) is paid, the city will have one of its dedicated inspectors go through the property to ensure different components are up to code. If it passes the inspection, the rental license would then be approved. Any items that fail to meet city code will be noted and the city will ask that they be corrected before a re-inspection for approval takes place.

Most rental licenses and certificates of occupancy are then good for 12 months, upon which time the city will request a renewal be completed. This usually involves completing a short renewal form, paying a renewal fee and having a re-inspection of the property. As long as you have engaged Renters Warehouse to manage your property for you, we will complete this renewal process on your behalf.

### Inspections

Homeowners can request TWO FREE maintenance inspections per management agreement in addition to the standard move-in and move-out inspections. After two, inspections are \$75 each. We are required to give tenants at least 24-hours notice of any inspection.

During these inspections, our Professional Landlords will conduct a detailed walk-through of your property and comprehensive video tour to reflect the condition in the most accurate way possible. You are encouraged to personally attend inspections, but will be sent a link to view any video tour for your reference. A Professional Landlord will follow up with you after the inspection is complete to discuss their findings and any next steps that need to be taken.

### Maintenance Requests

Your tenant(s) can complete a maintenance request form when they suspect something at your property is in need of repair. Once we receive a request, our maintenance department will contact you with details of the request and start gathering competitive repair estimates.

Homeowners can choose to take care of any repairs themselves or outsource them to a certified maintenance expert via Renters Warehouse. However, homeowners must respond with their intentions within two business days of receiving a repair estimate. A Renters Warehouse Professional Landlord will help coordinate access to the property either way.

Most repairs must be completed within 14 days of the initial repair request or the tenant may put their rent into escrow - a rent escrow action is a legal procedure that permits a tenant to seek relief for housing violations on his or her own without the assistance of an attorney.

Please note that if a homeowner or approved technician is unreachable, we may take over a request with our vendors to ensure legal compliance and tenant safety.

Renters Warehouse will inform homeowners of any scheduled repairs and will attempt to contact homeowners during a repair visit should actual repairs exceed the original estimate.

Once the job is completed, the bill will be added to the homeowner's account and deducted from that month's rent payment. Homeowners will be notified when the bill is added.