



HOUSE RULES & MAINTENANCE POLICIES

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| Tenants: | | Property: | |
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1. **Fire Emergency:** Call 911 Exit the building. Close doors behind you but do not lock them. Then call Seaton Properties.
2. **Maintenance and Repair Requests:** Residents shall notify Seaton Properties (SP) of any necessary repairs to the premises or emergency situations as soon after the discovery thereof as possible. For example, notify SP if flooding from plumbing breaks, no heat in winter, damage caused by the wind, storm or fire, sewer backup, roof leak, gas leak or electrical failure. Residents will be held responsible for any damages if the damage was the result of the Resident neglecting to promptly report needed repairs.
3. **Water Leaks:** Please report all water leaks **IMMEDIATELY**. A small leak can cause high water bills. Check your toilet for continuous cutting on and off.
4. **Trash:** collection and recycling programs- bins are provided by the City of Knoxville and remain at the property. Per city ordinance – garbage must be in covered cans supplied by the City of Knoxville. Cans must be removed behind the front building line by 9pm on pick up day. Failure to do this will result in a fine starting at \$100 from the city.

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| a. Trash is collected on | |
| b. Recycling (no glass) is collected every 2 weeks. | |

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| 5. Utility shut-offs are located at | |
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6. **Lawn:** If the lawn is badly overgrown Landlord will have the yard mowed and access a fee of a minimum of \$75.
7. **Plumbing and Clogs:** Residents shall be responsible for keeping the kitchen and bathroom drains free of things that may tend to cause clogging. Grease and objects other than toilet paper will stop up the plumbing. Drain stoppages are your responsibility. If a clogged drain arises, call and we will come out to access the problem. If the problem can be fixed with our equipment and the clog is the tenant's responsibility there is a fee of \$150 for a time limit up to 4 hours. If the problem is much larger either the tenant or Landlord will call a licensed plumber. The minimum charge for drain cleaning starts at \$250.
 - a. **TOILET-** Do not dispose of feminine hygiene products in a toilet. Children's toys will not pass through a toilet. Do not dispose of paper products such as q-tips, wrapper cigarettes, paper towels etc in toilets. Do not use excessive amounts of toilet paper.
 - b. **KITCHEN-** Do not put grease, bacon fat or meat drippings down the drain. Use a tin can to put the drippings in and store in the freezer. Do not put uncooked rice, coffee grounds or other granular food in the drain or disposal.
 - c. **SHOWER/BATH/SINK-** Waste from these fixtures will thru normal use, collect in their drain line traps. Soap residue, body oils, and hair need to be cleared from time to time by use of chemical drain cleaners or manually. The tenant is liable for this maintenance based on need and usage. Neglect will lead to a need for the drains to be augered which costs a minimum of \$150-\$200. This is a tenant liability. If you have long hair please use a strainer in the shower and bath to help with this problem.
8. **Drain Blockage:** The liability of Seaton Properties is to clear the drains when :
 - a. Clogged within the first 10 days of the occupancy where no tenant negligence is found.
 - b. Clogged or stopped drains caused by tree roots.
 - c. Clogged or stopped drains caused by mechanical failure of the plumbing system such as a broken pipe.

RECEIPT OF COPY ACKNOWLEDGED: Residents hereby acknowledge that they have read these Rules and Policies and understand that these policies are incorporated into and made part of the lease. Residents understand it, agree to it and have been given a copy.

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| DATE | | TENANT 1- SIGN | |
| DATE | | TENANT 2- SIGN | |
| DATE | | SEATON PROP SIGN | |