



Policies and Procedures

TNT abides by all state and federal fair housing laws and the Arizona Landlord Tenant Act.

Each applicant is carefully screened through a credit check (which includes a criminal and landlord check), employment verification, income verification and qualified rental history references. Qualified leaseholders are required for applicants who are not qualified themselves. Additional occupants are also screened by a criminal and landlord check. Applicants are screened as rapidly as possible with back up applications also taken in case the first applicant does not qualify.

Allowing pets and smoking or outside only smoking in the rental property opens your property up to a wider market. We recommend that you allow pets and smoking (or outside only smoking) if the property is primarily a rental investment. However, if the property is your home that you plan to return to in the future, you may prefer not allowing smoking and/or pets. We will market the property with those stipulations. TNT encourages the occupancy of pets; however, we have established strict criteria in regards to pets. All pets must be over one year of age and spayed or neutered. A pet deposit of \$250.00 is required for each pet and it is recommended that there be a limit as to how many and of what size will be allowed. Our pet contract included in our lease agreement states that the resident is responsible for any additional costs if damage were to exceed the amount of deposit.

Prescott has 3 colleges making the demand for college student housing high. Proper screening and requiring parents to be leaseholders for those not qualified on their own, reduces the risk of damage and/or non-payment. We do rent to college students and find that most are sincere and do take care of a residence.

TNT generally requires a deposit equal to one month of rent. The Arizona Landlord/Tenant Act states that no more than one and one half of the monthly rent can be charged as deposits, including pet deposits. A portion of this deposit is a non-refundable cleaning inspection, a carpet cleaning charge as we insist that the carpets be cleaned professionally for the next resident and a black light inspection to determine if there is any urine in the carpet. After the resident vacates the property, we do a complete inspection and take care of any needed "white glove" cleaning and repairs before a new resident takes possession. Normal wear and tear is to be expected. Accounting of deposits are issued within 14 business days after vacating, less the non-refundable portion and any other costs that may be assessed. We are very fair about refunds and do not charge residents for work and cleaning that are not warranted or are without receipts.

All properties are placed on utility landlord agreements, allowing the utilities to stay on during a vacancy for cleaning purposes and heat control during the winter months. Residents are not given keys to any property until they supply proof of utility transfer into their name.

A package of information regarding the resident's obligations and our expectations is provided to the resident at move in. We carefully review this information with the resident; their signature on the lease acknowledges receipt and helps to avoid misunderstandings in the future.

The day a move-out notice is received in our office we send you an email or letter notifying you of the upcoming vacancy and the property is immediately placed on our availability list and website. This way, we can market your property while it is still occupied.

All of TNT's properties are subject to a monthly drive-by inspection of the exterior to spot any potential problems. Our inspector looks for such items such as: missing shingles, fading or peeling paint, yard care and pets. We also conduct an annual inspection of each property to ensure proper care of the interior as well. Immediate action is taken when a potential problem arises to prevent further problems.

All gas heating systems, wood fireplaces and dryer vents are checked annually to protect the resident from harm and help to protect you from potential liability.

Our policy is to treat everyone with the utmost respect. Moving is a stressful endeavor to say the least, therefore we strive to make everyone involved as comfortable as possible for both move-ins and move-outs.