



## TENANT INFORMATION AND INSTRUCTIONS

It is a pleasure to welcome you as our tenant and to familiarize you with some policies to provide a better relationship. We are managers for the owners of rental properties and are bound by legal contracts with our owners and our tenants in most actions we take. We can best serve our clients by offering courteous and prompt service to you. Consequently, all parties to any lease or rental transaction have certain obligations and responsibilities.

Please read the lease agreement which you have signed with us, as it is a legal document and is binding to all parties who have signed it. Your security deposit indicates your good faith to abide by all covenants of the lease agreement. If good faith is not used, the deposit will be used to reimburse the owner for any loss suffered. If the deposit is inadequate to cover the loss, you will be billed for the balance.

**Your safety is important to us.** Please be sure to let us know of any maintenance items which you become aware of. Please give us a call with any maintenance issues at the office number listed below.

The heating and cooling system (if there is a cooling system) must have clean filters. **IT IS YOUR RESPONSIBILITY TO KEEP THESE FILTERS CLEAN.** We provide a furnace cleaning and check once per year in which a clean filter is supplied. Filters must be removed and cleaned every couple of months in order for your furnace and cooling system to work properly. Also, keep your drains free of grease, hair, lint, or food which can clog the pipes. The owner will **ONLY** pay for stoppages that are caused by faulty construction. If the plumber determines that the stoppage was caused by outside force, the owner will pay for the service call.

Please keep this information and your copy of the lease in a safe place. Property management is our business and we firmly believe that the best way to be successful is to give our owners and our tenants fair, businesslike, and courteous service. If you have any suggestions on how we may improve our service, please tell us.

### HELPFUL PHONE NUMBERS

Courtney & Courtney	260-8216	
Emergencies (after hours)	443-0131 – please page us at this number	
Colorado Springs Utilities		
Emergency Numbers	Colorado Springs	Monument/Black Forest
Gas	520-0100	1-800-303-0752
Electric	448-4811	1-800-388-9881
Water	448-4200	*Call Courtney & Courtney

If you live in any other areas please call Courtney & Courtney at 260-8216.

We look forward to working with you throughout your lease term. Please feel free to call us if we may be of assistance to you.