



Tenant Handbook



Putting the Pieces Together



Our Personal Message to You

Mega Agent Rental Management, LLC welcomes you to the Birmingham area and congratulates you on the selection of your new home.

This handbook is part of your rental agreement and as such, outlines responsibilities we have to you and which you have to the home and us. You have leased a home; think of it as your home. During the term of your lease, you are in possession of the house and the yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises. As property managers, we also have obligations and responsibilities to the owner, to care for and maintain the home you have selected to rent.

It is important that you read this handbook carefully, understanding each paragraph. A good relationship is possible when each party understands and fulfills their responsibilities and obligations. Understanding that the success of a landlord/tenant relationship is based on clear communication, we are always available to answer your questions and discuss problems you may have.

Our office hours are 8:30 a.m. – 5 p.m. Monday through Friday. Occasionally, the office will be closed to allow Mega Agent Rental Management, LLC staff to visit properties. If you need to meet with a staff member, please call the office prior to your visit.

Please keep this handbook where it is readily available. Before calling the management office, see if the answer to your question is in this handbook. We love to hear from our tenants, but many times the answer to a question can be found in the handbook.

We look forward to a successful relationship with you and thank you for selecting Mega Agent Rental Management, LLC. You can reach me by phone at (205) 267-1520 or via email at Trista@MegaAgentRentals.com.

All the best,

A handwritten signature in black ink that reads "Trista Ehlers". The signature is written in a cursive, flowing style.

Trista Ehlers
Director of Property Management

TENANT HANDBOOK

INDEX

Our Message to You	Introduction
	Page
1. General Rules and Regulations	3
A. Part of Your Rental Agreement	3
B. Rent Payments	3
C. Returned Checks	3
D. Default of Rental Payment	3
E. Your Telephone Number	3
F. Keys and Locks	3
G. Lock Outs	4
H. Trash, Garbage and Recycling	4
I. Disturbances, Noise and Nuisance	4
J. Move-in / Move out Condition Report	4
K. Periodic Surveys	4
L. Parking/Vehicles	4
M. Guests	4
N. Emergency Maintenance Repairs	5
O. Renter's Insurance	5
P. Pets	5
Q. Utilities	6
R. Washer & Dryer	6
2. When You First Move-In	6
A. Getting to Know Your Property	6
B. Circuit Breakers	6
C. Humid Living	7
D. Heating and Air Conditioning Units	7
3. Maintenance, Damage and Repair	7
A. Maintenance Requests	7
B. Unauthorized Repairs	7
C. Lawns and Grounds	7
D. Light Bulbs	8
E. Plumbing	8
F. Outside Water Faucets	8
G. Waterbeds	8
H. Walls and Ceilings	8
I. Vinyl Floor Coverings / Hardwood Floors	8
J. Carpet Care	9
K. Stoves	9
L. Dishwashers	9
M. Garbage Disposals	9
N. Mini Blinds	9
O. Whirlpool Jet and Jacuzzi Tubs	9
P. Pest Control	9

TENANT HANDBOOK INDEX

	Page
4. Mold and Mildew	10
A. Prevention	10
5. Cleaning and How To's	10
A. Minimum Cleaning standards	10
B. Counter Tops and Cabinets	10
C. Kitchen Appliances	10
D. Fireplaces	11
6. Not Renewing and Moving Out	11
A. End of Rental Agreement	11
B. Marketing During the Notice to Vacate Period	11
C. Minimum Showing Standards	11
D. The Check Out Inspection	11
E. Guidelines for a Full Security Deposit Refund	12
F. Return of the Security Deposit	12
7. Emergency / Disaster Procedures	12
A. Make Your Emergency Plan Now	12
B. What to do in an Emergency	12
8. Summary	
A. This Handbook is for You	12
Appendix	
1.0 Troubleshooting Your Home	13
1.1 Landlord vs. Resident's Responsibilities	14
2.0 Emergency Maintenance Services	15
3.0 Mildew and Mold	16
4.0 Satellite Dishes, Antenna and Cable Television	17
5.0 Renter's Insurance	18
6.0 Utility Guide	19
7.0 Tenant Portal Guide	25

TENANT HANDBOOK

1. GENERAL RULES AND REGULATIONS

A. Part of Your Rental Agreement

This Tenant Handbook is part of your rental agreement and is legally binding on both parties.

B. Rent Payments

Rent payments are due and payable to Mega Agent Rental Management, LLC, in advance, on the first day of each month. Payment should be made by check, Electronic Bank Transfer, Money Order or Certified Funds. Rent payments can be mailed to Mega Agent Rental Management, LLC, 2635 Valleydale Road, Suite 200, Birmingham, AL 35244. You may pay in person during office hours at 2635 Valleydale Road, Suite 200, Birmingham, AL 35244. Any rent payment received after the 5th day of the month is considered late, regardless of the postmark date. Rents remaining unpaid after the fifth (5th) day of the month are delinquent and subject to a late fee designated in the Residential Rental Agreement (Lease). Rents remaining unpaid after the 5th day will cause Mega Agent Rental Management LLC to begin eviction proceedings. No personal checks or electronic payments will be accepted once eviction proceedings have begun. To ensure proper credit to your account, please write your address on each check and every written correspondence you have with the office.

Set-off of rent is prohibited: Tenant has no right to deduct the security deposit from the rental payment for the last month of any term of the lease.

C. Returned Checks / EFT / ACH

Any check, EFT or ACH returned for insufficient funds, a closed account or for any reason will be charged \$30 plus the amount of the check. All payments must be made with certified funds or a money order within 24 hours of notification, or legal action may be taken. If the returned check, EFT or ACH causes your rent payment to be late, a late fee will be charged regardless of the reason. After a check, EFT or ACH has been returned for insufficient funds, you may be required to make all future payments with a money order or certified funds.

D. Default of Rental Payment

If the rent is not paid by the 5th of the month, this is notice that your lease and rental agreement may be terminated in accordance with the most current requirements under Alabama's Landlord-Tenant Act. All charges unpaid by the end of the month in which they are charged are added as additional rent. All remedies and charges for collecting rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of a rent payment will not stop legal action that has begun. A separate agreement must be reached if legal action is to be stopped. Additionally, we may report your delinquency to the national credit bureaus.

E. Telephone Number

All tenants are required to have telephone accessibility. Management is to be provided with home, mobile and work telephone numbers. Please notify Management when you change your home, mobile or work number. Unlisted numbers must be provided to Management. An e-mail address should be provided to Management, but not in lieu of a telephone number.

F. Keys and Locks

Two sets of keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of a door requires the written approval of Management. Management must have keys to each lock on and in the house. Management may gain access and re-key locks if the tenant denies access at any time. Copies of new keys will be available at the office during office hours. All keys are to be returned to Management upon vacating the premises. It is policy when Management or its designated service technicians complete service work to lock all doors

used for entry when leaving. Please, keep keys to your locks in your possession or easily accessible at all times (see Lock Outs, paragraph G).

G. Lock Outs

A \$25 lock out fee is charged if you are locked out during business hours. You may borrow a key from the office, M-F, 9 a.m. - 5 p.m. All borrowed keys must be returned within 24 hours. There is an additional \$5 charge to obtain a duplicate key (*if available*) from the office during normal business hours. After normal business hours, on weekends and on holidays, the tenant shall call a local locksmith to obtain access to the home. The tenant is solely responsible for the cost of said locksmith. Should tenant utilize the services of a locksmith, the tenant shall notify the management company within 24 hours. (If you are locked out of your house after a service call it will be considered a lock out and all applicable lock out fees will be charged.)

H. Trash, Garbage and Recycling

All refuse must be placed in appropriate containers, provided by Tenant, except in communities that offer dumpster pick-up. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on collection days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recycling materials may be kept on the premises at one time.

I. Disturbances, Noise and Nuisance

All Tenants and tenant's guests are expected to conduct themselves in a way that will not offend or disturb neighbors or the passerby. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is a violation of the lease terms and cause for eviction. This includes loud or lewd music, and vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leased, it is considered loud.

J. Move-In/Move-out Condition Report

At move-in, you will receive a move-in condition report. It is your responsibility to review this report, noting any additional deficiencies, damage, or conditions that you do not wish to be responsible for at move-out. You will have three (3) days to make / request any changes to the move-in report. The move-in report will be used to contrast conditions as charged damages at move-out.

K. Periodic Surveys

With reasonable notice to the Tenant, and at reasonable times, Management and/or their duly designated representative may enter the premises to inspect or make any necessary repairs, improvements or alterations. In all cases, you should receive at least 48 hours notice, unless the repair is an emergency.

L. Parking/Vehicles

All vehicles must be parked in assigned areas (*garages, parking lots, parking pads, etc*) or on the public street, where allowed. Parking on lawns, sidewalks or other areas not specifically designated for parking is prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repairs are allowed at anytime; expect minor repairs e.g. changing a tire. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area of the property. The Tenant shall properly and promptly remove all stains.

M. Guests

Any person(s) staying more than fourteen (14) calendar days consecutively, or twenty-one (21) calendar days in any calendar year, without prior written consent from Management, will constitute occupation of the premises on a regular basis; therefore, constituting a violation of the lease. Tenant is responsible for the behavior of guests and all portions of this agreement apply to guests.

N. Emergency Maintenance/Repairs

An emergency is when danger is present or property damage has occurred or is about to occur. You are expected to do everything an owner would do to protect the property from damage. The first priority is to stop additional damage. Read **Appendix 1.0 (Trouble Shooting Your Home)** and **Appendix 2.0 (Emergency Maintenance Services)** for procedures to enlist emergency maintenance service.

O. Renter's Insurance

It is strongly recommended that Tenants obtain renter's insurance. Purchasing a renters insurance policy with personal property coverage protects you against the loss of your personal belongings. The insurance carried by the Landlord does not cover your personal property if it is stolen or damaged due to fire, theft, or other unexpected circumstances. Including personal liability coverage in your renters insurance policy will also pay for damages if a court determines that your negligence resulted in injuries to another person, or damage to someone else's property.

P. Pets

All Tenant(s) are encouraged to review Mega Agent Rental Management's most recent pet policy which can be found at MegaAgentRentals.com. Tenant(s) can also review the Pet Addendum or No Pet Notice / Addendum that they signed at the time they signed their Residential Rental Agreement.

No pets, animals, snakes or birds, etc. of any kind are permitted on the premises without the express written permission from the Landlord and/or Management. We require every pet / animal to go through our professional screening process at the time a prospective tenant submits a rental application. Pet screenings are currently \$30 per pet and are payable to our 3rd party vendor (PetScreening.com) who conducts the pet screening (these fees from PetScreening.com are non-refundable and subject to change without notice). This pet screening is part of our application process. Mega Agent Rental Management LLC also requires this screening for every pet / animal that a Tenant gets during the tenure of the lease. At the time of each lease renewal, each pet will need to be re-screened at PetScreening.com at the tenant's expense at the fee then charged by PetScreening.com. If the tenant fails to re-screen their pet(s) by the 15th day of the first renewal month, the tenant may be assessed a late screening fee of \$50 per pet, at the sole discretion of Mega Agent Rental Management LLC, for every month that the re-screening is not submitted to PetScreening.com, beginning on the 15th day of the first renewal month.

All approved pets / animals are subject to a required \$25.00 Pet Administrative Fee, per pet, upon move-in, plus a \$350, per pet, non-refundable Pet Fee. The \$350 non-refundable Pet Fee is in lieu of monthly pet rent and is not a damage deposit of any kind. (i.e. if you have 2 dogs, you will pay \$750 at move-in for the 2 dogs). There is a \$100 fine (per pet) for each day that an unauthorized pet is found at the home. In addition, an unauthorized pet at a home is considered a material breach of the Residential Rental Agreement and eviction proceedings can begin immediately, at management / landlord discretion.

Service & Assistance Animals are always welcome at all of our rental properties. Mega Agent Rental Management LLC has engaged PetScreening.com to review and verify all tenant requests for accommodations for service and assistance animals. There is no charge to submit an accommodation request through Mega.PetScreening.com. When PetScreening.com approves an accommodation request, there will be no pet charges of any kind from Mega Agent Rental Management LLC. If PetScreening.com denies an accommodation request, the tenant will be responsible for pet fees outlined in above and in the Residential Rental Agreement (Lease) along with applicable Pet Addendum.

Restricted Breeds: We generally do not accept the following dog breeds*:

- Akita
- Staffordshire Terriers
- Chow Chow
- Doberman Pinscher

- Malamute
- Pit Bull
- Presa Canario
- Rottweiler
- Wolf Hybrids
- Any dog with a history of biting
- Any dog with a vicious temperament
- Puppies & kittens are accepted on case by case basis.

* Contact Mega Agent Rental Management LLC for more information or to inquire about your specific situation.

Q. Utilities

The Tenant shall order all utilities with advanced notice to give appropriate service providers time to process the request for service. Tenant shall pay any deposit required by the utility company for utility service not provided by the landlord. Tenant is responsible for the lighting of any pilot lights to any appliance that uses gas (*hot water heater, stove, furnace, etc.*) Turning on new service does not mean that pilot lights have been lit. Tenant shall make requests directly to the telephone company for non-functioning lines, jacks and for additional lines or jacks to be installed. If tenant wishes to install satellite television or if additional lines are required for cable television, or internet access, tenant agrees to provide Mega Agent Rental Management, LLC a written request detailing installation procedure and placement of any lines or a satellite dish for authorization before installation can take place.

At the end of their tenancy, Tenant is solely responsible for making sure that they disconnect any and all utilities in a timely manner at the end of their tenancy. Tenant is financially responsible for all utilities until those utilities are disconnected. **DO NOT DISCONNECT OR TRANSFER POWER ANY EARLIER THAN END OF RENTAL AGREEMENT / LEASE DATE.**

R. Washer & Dryer

If the Landlord or Management has provided a washer and dryer in the premises for the Tenants use, the washer and dryer are provided for the Tenant's convenience and are provided in "as-is" condition and no repairs (or replacement) will be made to the washer and dryer that have been provided.

2. WHEN YOU FIRST MOVE IN

A. Get to know your property

When you first move in, locate the electric breaker panel or fuse box. Note any ground fault circuit interceptors or breakers (GFCI) you may have. GFCI's are located by bathroom and kitchen sinks or in the electric panel box. Study the electric panel box noting which breaker or fuse operates the stove, hot water heater, heat pump, and water pump if the house is on a well water system and air conditioning unit(s). **LOCATE THE MAIN WATER SHUT OFF VALVE FOR THE HOUSE**, for outside hose bibs, for the hot water heater and sinks/tubs. The main house shut off can usually be found in two places. The first is inside the house close to the main water line entry most likely along the front basement wall. The second is usually located in the front yard along a property line under a small lid accessed with a special key by the utility service provider. For a water main break emergency call your water provider. Locate the furnace filter and filter size for replacements.

B. Circuit Breakers

Circuit breakers move slightly when triggered. A breaker may appear to be ON when it has "popped off". To reset, turn the breaker to the OFF position, then to the ON position. A ground fault circuit interceptor or breaker (GFCI) detects slight changes in voltage near a water source (*bathrooms, sinks, garages, etc.*). In some of the older houses the GFCI is located in the electric panel box. If you loose power to a GFCI electrical outlet, you will need to reset the GFCI. To reset, push the RED button on the outlet.

C. Humid Living

Our summers can be quite hot and humid. It is important to keep vents on crawl spaces open in the summer, and closed in the winter. Closed vents in the summer can cause excessive damage to floor joists and other areas underneath the house. Watch for puddles of water around the perimeter of the house that do not go away. Standing water is often a sign of problems under the house. Always keep the perimeter of the house clear of all matter (*trees, bushes, flowers, and vegetation*). Report to management any suspected water problems or overgrown plant life, even if yard care is included in the rent.

D. Heating and Air Conditioning Units

Many homes have heat pumps for heating and air conditioning. Heat pumps are very efficient. By design, heat pumps work best when the thermostat is set and then left alone. Air that comes through the vents will not feel cool or hot to the touch. The air that is circulated runs over a heating/cooling element gradually warming or cooling to the desired temperature. During extreme temperatures, both hot and cold, the heat pump may not keep the house as comfortable as you desire. During extreme heat close window coverings, keep doors closed and avoid running hot appliances (*oven, etc.*). Do not set the thermostat at a low temperature during extreme hot days, when the outside temperature is above 95 degrees. Poor cooling may be the result of a clogged or dirty filter. All heat and A/C filters should be changed once a month. As a good rule of thumb, change your HVAC filter when you pay the electric bill. If water drips from the inside HVAC unit, it is typically caused by a clogged condensation drain line. If the line becomes clogged, turn the unit off and call Mega Agent Rental Management, LLC.

3. MAINTENANCE, DAMAGE AND REPAIR

A. Maintenance Requests

All maintenance / repair requests, except immediate emergencies must be put in writing or submitted through your account on our Tenant Portal (*same place you pay your rent*) or in the Maintenance section of our Mega Agent Rental Management's website MegaAgentRentals.com. Please be specific as you can when requesting maintenance / repair work. Provide as much information as you can as to the nature or cause of the problem.

For maintenance emergencies refer to **Appendix 2.0** (*Emergency Maintenance Services*) in this Tenant Guide for procedures to enlist emergency maintenance services.

Remember that renting a house is not like renting an apartment. Mega Agent Rental Management does NOT have a handyman living in your neighborhood to fix things immediately. Please reference **Appendix 1.1** which should be a visual representation of which maintenance responsibility is on the landlord and which is the responsibility of the tenant.

Tenants are 100% financially responsible for all contractor costs / fees incurred by the Landlord / Agent due to missed or cancelled maintenance appointments that are due to the actions of the Tenant once the maintenance appointment has been scheduled. Contractors usually require 24 hours' notice if you need to cancel the maintenance appointment with the scheduled contractor and any notice needs to be given directly by the Tenant to the scheduled maintenance contractor.

B. Unauthorized Repairs

If you call a repair company without authorization of management, you will be charged for any work done. Work not authorized by management cannot be guaranteed and will not be reimbursed.

C. Lawn and Ground Maintenance

Tenant is responsible for maintaining the lawn and shall keep it mowed, edged and free of weeds and fire ants. Fall leaf removal should be completed prior to December 1. The trimming of bushes and landscaping beds weed control are to be completed on a timely basis as needed. No new planting or garden spots are

allowed without written permission from Management. Seasonal small flowers and bulbs may be planted in landscape beds that already exist. Tenant shall keep all natural areas that are part of the landscaping free of weeds.

D. Light Bulbs

All lighting fixtures and bulbs are checked prior to move in for proper operation. Tenants are responsible for changing all bulbs during tenancy and at move-out. Most florescent bulbs or tubes will begin to flicker just before shorting out. Twist the bulb or tube away from you to remove, noting the size and wattage printed on the bulb or tube. Most bulbs and tubes can be purchased locally. In the event you have installed new florescent tubes and they still do not work, let us know because the ballast may need to be replaced.

E. Plumbing

It is your responsibility to keep your drains free of grease, hair, lint or food, or solid objects that can clog the pipes. **No feminine products of any kind are to be flushed into the plumbing system.** You will be charged for unclogging blocked pipes if these products are the cause of any stoppage. **Bleach tablets or self-cleaning tablets are not to be placed in toilets or the water closet.** The owner will ONLY pay for stoppages that are caused by faulty construction or mechanical failures not caused by Tenant, pipe breakage due to age of system or clogged pipes from tree roots. Owner will not be responsible for Tenant's personal property damaged by an overflow or leakage of any kind. Tenant should have Renters Insurance for protection of any personal possessions.

F. Outside Water Faucets

All water hoses for outside use must be disconnected from the outside faucet in the late Fall, before the first freeze and should remain off until Spring. If the water can be shut off from an inside valve on the supply line this should also be done. Failure to do this can cause ice to build in the line causing the pipe to split and could cause interior and exterior damage. If the hose is used when weather permits during the winter, the hose must be disconnected after use.

G. Waterbeds

Waterbeds are **only permitted with prior written consent of Management.** If permitted, you should have an insurance policy in place to cover any damage done by your bed due to leakage or excessive weight on the structure of the home. The tenant will be held responsible for any and all damage caused by the waterbed. Be careful in the placement of the bed, making sure it is not too heavy for the desired location. (*See manufacturer's directions for proper set up*)

H. Walls and Ceilings

Please keep the walls and ceilings of the home clean and unmarred. Do not paint or wallpaper any walls without prior approval of the management. You are welcome to hang pictures on the walls as long as the walls are cleaned and unmarred upon vacating. Be careful to use proper hangers on plaster walls that are usually found in older homes. When vacating, **DO NOT SPACKLE THE WALLS**, a few small holes are acceptable as normal wear and tear. Walls covered with a spackle product will force us to paint and you will be charged for this unnecessary work. All ceilings, and air vents should be dusted/vacuumed regularly and before vacating.

I. Vinyl Floor Coverings / Hardwood Floors

With normal household use, vinyl floors may be washed with a solution of warm soapy water. Stay away from harsh abrasive cleaners such as Ajax powders. A thorough cleaning is necessary three or four times per year. Most supermarket products work well, but special cleaner/strippers and wax products can be purchased at flooring stores. Hardwood floors should be swept often, and cleaned with a mild wood care product such as Murphy's or Johnson's paste wax. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floors. When waxing, use a water-emulsion, self polishing type such as Johnson's, avoid any solvent based waxes. You will be responsible for damage done by a lack of proper

cleaning, broken tiles, torn floor covering or improper cleaning procedures.

J. Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush and beater type vacuum cleaner is recommended if the home you rent is carpeted. **Tenants must have the carpets professionally cleaned upon vacating. A copy of the cleaning company's bill must be provided when you vacate.**

K. Stoves

If the oven or broiler will not turn on, check the timer on the stove. A self-cleaning type stove, may have been left on a cleaning cycle. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Do Not Use Oven Cleaner On Self-Cleaning or Continuous Cleaning Ovens. Be careful when cleaning the oven that the oven cleaner does not drip onto the cabinets or onto the floor. You will be charged for damage to an appliance for improper use, cleaning maintenance or lack of proper maintenance. If you smell gas in the kitchen, check the stove's pilot lights for each of the burners and oven. The pilot light can be lit with a match. For the oven, a long match will be necessary to reach the pilot. Before lighting, be sure there is no standing gas in the air. If the pilot lights are not working, call the gas company.

L. Dishwashers

Use this appliance at least once a week. Seals may dry and the motor may be damaged by long inactive periods. Clean around the inside lip of the door and check the bottom of the dishwasher for fallen food or items that may block the drain. Some dishwashers have electrical switches on the nearby wall to turn the power on. Be sure to run the garbage disposal before turning the dishwasher on.

M. Garbage Disposals

Garbage disposals are not to be used for bones, potato peelings, greasy items, and large pieces of any meat or any other like materials. If the motor hums while in use, but does not spin, turn the switch off. Un-jam the disposal by first removing the food debris inside, then turn the blade counterclockwise with the wrench, which is usually attached to the disposal itself underneath the sink. A broom handle applied with steady pressure can also be used if no wrench is provided. Reset the disposal breaker by pushing the small red (*or yellow*) button located on the side or bottom of the disposal. Never reach into the disposal until the electric power is OFF.

N. Mini-blinds or blinds

If provided, mini-blinds or blinds are for the purpose of allowing/preventing light to enter the unit and providing privacy. You will be charged for any mini-blinds or blinds that are broken or damaged during your residency. To prevent damaging the mini-blinds or blinds, leave blinds in the down position and open/close them with the turning wand. DUST/CLEAN BLINDS REGULARLY to prevent build up and to make them easier for you to clean at move-out.

O. Whirlpool and Jacuzzi Tubs

Operating the tub without water will damage the motor. Do not operate until your tub is full of water. Once the tub is full of water you may turn on the jets or jacuzzi. If the water level in the tub drops below the jets, shut off the jets and refill the tub.

P. Pest Control

You are responsible for general pest control in your rental home. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. We will be happy to refer you to some reputable pest control companies.

4. MILDEW AND MOLD

A. Prevention

Mildew and mold can become a problem when preventive steps are not followed or when early signs of mildew and mold are ignored. When proper steps are taken, and if recognized early, mildew and mold will not become an area of concern. Keeping damp areas well ventilated can prevent mildew and mold. Bathroom exhaust fans should always be operable and used. Grout in tile and tub enclosures should always be clean. **Read Appendix 3.0**

5. CLEANING AND HOW-TO'S

We work hard to deliver to you a clean, well-maintained and comfortable home with all mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and future tenants. The key to proper cleaning is to do it regularly. A properly maintained home involves the Owner, who keeps structural and mechanical maintenance up to date, the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

A. Minimum Cleaning Standards

- Keep windows and storm doors clean, inside and outside. Wash between windows and screens.
- Wash interior doors, doorways, and walls in heavily traveled areas.
- Clean dust, dirt and debris from the upper and lower sliding glass door tracks.
- Clean stove tops, drip pans, under drip pans, the oven, oven racks, storage drawer, broiler pan and the oven hood, filter and vent.
- All tile, vinyl and hardwood floors must be cleaned properly.
- Dust baseboards, windowsills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room.
- Clean AC/Heat air return grate(s) and change filter(s) monthly.
- Clean and sweep the fireplace. Clean fireplace grate, screen and glass.
- Replace burned out light bulbs, as needed, and clean lighting fixtures including bulbs and globes.
- Curtains and blinds, if provided, should be dusted/washed regularly.
- Bathrooms should be scrubbed and cleaned on a weekly basis. Cleaning/scrubbing shall include toilet bowls and base, sinks, mirrors, floors, bathtubs, and showers (*including walls*). Wipe out medicine cabinet(s) and drawers.
- Sweep out the garage as needed.
- Clean kitchen appliances, cabinets, counters, shelf(s) and walls weekly.

B. Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on the counter tops. Do not use abrasive cleaners on countertops, as they will scratch. All unpainted cabinets must be cleaned regularly with a wood cleaner (Such as *Murphy's Oil Soap*) and treated with a wood preserver (such as *Scott's Liquid Gold*). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

C. Kitchen Appliances

Each kitchen appliance (*including the washer and dryer*) must be cleaned regularly. In particular, the stove hood, the filter in the hood, the oven, under the burners on the stove and the drip pans. Please clean under the refrigerator and the washer and dryer. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.

D. Fireplaces

If there is a fireplace in your home, please do not burn pine or any other “sappy” wood. This type of burning will cause a buildup of residue in the chimney and increases the possibility of fire. Before lighting the fire burn a piece of paper. By doing this, the air in the chimney will be heated preventing a back flow of smoke into the house when the fire is started. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, treated wood, etc.

6. NOT RENEWING / MOVING OUT

A. End of Rental Agreement

Your lease requires you to provide written notice of your intent to renew or vacate at least 30 days prior to your rental agreement’s end date.

B. Marketing During the Notice to Vacate Period [Final 30 Days]

The house will be listed for lease or sale and ready for showing. The property must be available and in good showing condition during the marketing time. The most probable showing hours are between 9:00am and 5:00pm Monday through Saturday. Illness and children’s birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests and no one home are not acceptable reasons to reschedule. You will be called and/or emailed prior to all showings. If there is no answer or no answering system, the call is still considered notice. A call to your place of residence or primary contact number is the usual and customary practice and is hereby considered notice. Extra effort is expected in keeping the house and yard neat and clean during marketing. Remember, there is a \$100 fee for each showing denied by a tenant. The better a home shows, the more likely it will rent or sell quickly. The faster a new tenant is found, the less you will be bothered by showings. A home that shows well benefits everyone!

C. Minimum Showing Standards

- All beds made and rooms neat.
- Floors/carpet vacuumed, clutter free and no piles of dirty clothes.
- Kitchen and baths clean, kitchen sink empty of dirty dishes.
- Walls are clean and unmarred.
- Dogs are out of the way, litter boxes are clean and odor free.
- TV is off or volume turned low so as not to be intrusive.
- Yard is mowed, weeded, trimmed and in good condition.
- Blinds/curtains are open and home is well lit.

D. The Check Out Inspection

Management will conduct a move out inspection, usually within 3 business days after termination of the tenancy. It is your responsibility to notify us in writing if you wish to schedule a specific time for the inspection with a property manager and be present at the check out inspection. If we do not hear from you, the inspection will be completed without you being present. Inspections are done from 9:00am – 4:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. Depending on the size of the home, inspections can take approximately 45-90 minutes. See Minimum Cleaning Standards for cleaning (Sec 5.A)

- ALL UTILITIES ARE TO BE ON FOR THE INSPECTION.
- Inspections are made only after you have completely vacated; the premises are cleaned, carpet professionally cleaned and dried (receipt required), yard mowed, all trash hauled off premises, shrubs trimmed, flower beds weeded with fresh bedding, house returned to same condition as when you moved in and you are ready to turn over the proper amount of keys to all locks.
- A room-by-room check will be made, including interior, appliances, windows, curtains, blinds, etc. The exterior of the house and grounds will also be inspected.
- A minimum of \$60 may be charged to the tenant for management company's supervision of all

repairs that have to be performed post move-out by landlord/owner that were the responsibility of the tenant and the cost of said repairs withheld from tenant's security deposit.

- A re-inspection fee (minimum, \$60.00) may be charged for each return trip that is required after the first appointment. We encourage you to have the property in proper condition for the first appointment. If the Manager arrives for the appointment and the house is not ready and/or the utilities are not on, he/she will leave. You will be charged for all subsequent trips.

E. Guidelines for a Full Security Deposit Refund

- Proper written notice given prior to vacating.
- Home is in same condition as when property was delivered to the tenant.
- Premises left clean and undamaged and check out procedures followed.
- Ensure no damage to the property beyond *normal wear & tear*.
- All charges and rents due have been paid.
- All trash, debris and personal belongings have been removed from the premises.
- A forwarding address and telephone number have been provided.

F. Return Of The Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT. The Security Deposit will be returned to the Tenant as stated in the Residential Rental Agreement / Lease and in *Alabama's Uniform Residential Landlord and Tenant Act of 2006* and all amendments thereto.

7. EMERGENCY / DISASTER PROCEDURES

A. Make Your Emergency Plan Now

The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. Take charge and plan now so you can be better prepared to take action when the time comes.

B. What To Do In an Emergency

Everything an Owner would do to protect the property and people living there, you are expected to do. The first priority is to stop additional damage. Our area is prone to strong thunder and lightning storms resulting in power surges and outages. An emergency can happen at any time, be prepared.

8. SUMMARY

A. This Handbook Is For You

In the excitement and confusion of moving, we often do not remember all the instructions and requirements of the Rental Agreement. This Handbook has been written as a reference guide to you. Place it where you can find it easily. Before calling the office, look to see if the answer you seek is in the handbook. If you find something you think would be helpful to others and is not included in the handbook, please notify Mega Agent Rental Management, LLC. We are always looking for additional ways to serve you.

**TERMS IN YOUR WRITTEN RENTAL AGREEMENT
TAKE PRECEDENCE OVER THIS HANDBOOK.**

TROUBLESHOOTING AT HOME

CONCERN	THINGS TO CHECK BEFORE CALLING
Smoke detector will not work when tested with approved smoke detector smoke spray.	Notify management at once
Smoke detector beeps softly on and off.	Check batteries
No power to electric outlets or switches.	Check breaker panel or fuse box, turning off the indicated switch and then back ON. Check and reset GFCI and reset.
Garbage disposal does not work but buzzes.	Push reset button on disposal located on the bottom of the disposal. Un-jam by turning blade backwards with a broom handle or wrench if one is provided. Before removing jam, be sure the unit is OFF.
No hot water.	If gas appliance, have you called to have the pilot lit by City Gas? Check the breaker panel or fuses.
Hot water too hot.	Check thermostat on hot water tank and turn temperature down.
Faucet or toilet leaks.	Turn off water fixture at source and call management.
Toilet or sink blocked.	Try using a plunger to unblock.
No heat.	Check thermostat setting. If gas appliance, have you called City Gas to light pilot? Is the furnace switch ON? Have you ordered the utility on?
Dishwasher will not drain.	Clean food/debris out from bottom of dishwasher drain. Run disposal.
Refrigerator too warm or too cold.	Check thermostat, set correct humidity level and proper temperature for time of year.
During freezing weather.	Disconnect all outside lines and shut off water to outside faucets if possible. Close foundation vents. Leave cabinet doors under sinks open. Leave heat turn on and set to at least 60 degrees.
Frozen pipes.	Open faucet to allow water to drip, turn up the interior heat. Shut off main water supply to prevent pipes from bursting and flooding. NEVER USE AN OPEN FLAME TO HEAT PIPES!

LANDLORD VS. RESIDENT'S RESPONSIBILITIES

Item	Landlord	Resident
Water system breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	
Reset garbage disposals		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace/HVAC filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Mandatory association dues	X	
Termite treatment	X	
Household pest control		X
Maintain yard fencing	X	
Lawn mowing & trimming		X
Lawn weed prevention		X
Flower bed maintenance & weed prevention		X
Shrubbery & pine islands maintenance		X
Security system monitoring		X
Microwave turntable		X
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

EMERGENCY MAINTENANCE SERVICES

After Hour Emergencies:

If you have an after hour or weekend maintenance emergency please call (205) 267-1520. A response to a non-emergency will result in a \$100 service charge to the tenant.

- Fire – CALL 911 IMMEDIATELY
- Water entering the house (*shut off main supply before calling*).
- Damage or situations presenting a safety hazard.
- No heat when outside temperature is below 60 degrees in the winter
- No air conditioning when the outside temperature is 85 degrees or above in the summer.
- Open gas line (*call Spire Energy immediately*).
- Sewage back up from a sewer main line – **NOTE:** A slow drain or a clogged garbage disposal are not emergencies. A clogged toilet is not an emergency, if there is a second toilet in the house. Always have a plunger available and plunge the toilet before calling.
- Any breakdown or malfunctions in which life, health or property is threaten if corrective action is not taken immediately.

With each situation be sure to take appropriate steps to stop further damage by shutting off water supplies or electricity, discontinuing use of an appliance, or other steps you feel are necessary.

Situations that are not considered after hour emergencies:

- Lockouts when you have lost or misplaced keys (*You should call a locksmith*).
- Appliance repairs (*for refrigerators keep the door closed*).
- Roof leaks – use a bucket to catch water during a storm until a roofer can be arranged.
- Water heater outage.

When the situation can wait until the next business day, please call Mega Agent Rental Management, LLC at (205) 267-1520. If you leave a message, provide your address, a contact telephone number and describe the problem, including as much detailed information as you can.

Utility Service Contacts – See attached utility guide.

MILDEW AND MOLD

There are conditions that can cause the growth of mildew and mold. Conditions that cause growth can be eliminated when tenants actively take the proper steps to prevent mildew and mold growth. Tenants must be proactive in recognizing and eliminating the causes of mildew and mold and reporting to Management problems that may cause mold and mildew. **The following steps are to be strictly followed:**

1. Tenant acknowledges that it is necessary for the Tenant to:
 - i. Provide appropriate climate control;
 - ii. Keep the house / apartment clean and;
 - iii. Take measures to impede and prevent mildew and mold from accumulating in the house.
2. Tenant agrees to clean and dust the house on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as reasonably possible.
3. Tenant agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Unit.
4. Tenant agrees to keep any dehumidifier that has been provided in the on position and to empty the water pan when full, if the dehumidifier does not drain directly into a waste line.
5. Tenant agrees to immediately report to the management office:
 - i. Any evidence of a water leak or excessive moisture in the home/apartment, as well as in any storage room, garage or other common area;
 - ii. Any evidence of mildew and mold-like growth that cannot be removed by simply applying a common household cleaner and wiping the area;
 - iii. Any failure or malfunction in the heating, ventilation, air conditioning systems or laundry systems in the house/apartment and;
 - iv. Any inoperable door or windows.

Tenant further agrees that Tenant shall be responsible for damage to the Premises and Tenant's property as well as injury to Tenant and Occupants resulting from Tenant's failure to comply with the terms of this Paragraph.

SATELLITE DISHES, ANTENNA and CABLE TELEVISION

Installation of an individual satellite dish of 18" or less, stick-type antenna and cable television is permitted with restrictions.

All requests for installation of satellite dishes, antenna and cable television must be made in writing to Mega Agent Rental Management, LLC and include necessary diagrams. Installation of equipment cannot begin until Mega Agent Rental Management, LLC has provided tenant with written permission.

The following restrictions and conditions apply for all installations:

- The tenant will provide Mega Agent Rental Management, LLC with detailed diagrams for all installations to include interior and exterior location for wiring, outlets, and equipment and the method for installation.
- No antenna or satellite dish may be installed on an exterior windowsill, on a railing for a walkway, balcony, patio, or deck, on a roof or in trees.
- Exterior trees, bushes and plants may not be trimmed, cut, or removed to receive or to improve signal reception.
- Exterior wiring must be underground or attached to existing overhead wires.
- Holes may not be drilled through exterior fascia board, roof, concrete patios or deck boards.
- Holes may not be drilled in interior floors or finished walls and ceilings for wiring unless in closets.
- Wires may not be exposed, or surface-mounted unless no other option is available.
- All interior wiring will be considered a permanent fixture to the rental property and cannot be removed.

The total installation cost, connection fees, monthly charges for service and any other associated fees for satellite, antenna or cable television will be the sole responsibility of the tenant.

Mega Agent Rental Management, LLC does not assume any responsibility for assuring signal reception, the repair of or the maintenance for any wiring or equipment.

Installations made without written approval from Mega Agent Rental Management, LLC will be removed at the tenant's expense.

The financial cost for removal of equipment and wiring and the cost for repairs to the property will be the responsibility of the tenant. If equipment is removed the property must be repaired to the original condition.

Renter's Insurance for Tenants

Renters insurance is designed specifically for people renting homes. A common mistake for renters is the assumption that they do not require homeowner's insurance because they do not own the home. A renter may experience losses that are not covered by the policy carried by the property owner. Please contact your insurance agent to discuss policies and options that best fit your needs. We will be happy to suggest some local insurance agents that carry renters insurance.

Personal Property

It is the responsibility of the individual tenant to obtain renters insurance to cover their personal possessions. The property owner's policy does not cover personal property belonging to the renter. The exclusion of your property includes, but is not limited to, such events as fire or theft.

Types of Losses

Renters insurance will cover your personal property, in addition to fire and theft, including a range of other losses or events. Damage caused by earthquake or flood must be purchased in addition with an endorsement to your policy or by purchasing an additional policy. Most policies provide coverage for damage due to windstorms, hail, vandalism, riots, civil disturbance, volcanoes and explosions. Please contact your insurance agent to discuss policies and options.

Category Limits

Renter's insurance sets limits of coverage of some categories of personal property such as jewelry, silverware and collectibles. Contact your insurance agent to confirm what categories may have limited coverage. Should the value of your property exceed standard limits, you may choose to increase the coverage of your renter's policy, or to insure items separately.

Liability

Owner's policies cover their liability only - they do not cover the renter's liability. Renter's insurance covers your liability, within limits, assuming the loss was not intentional. Liability coverage is not limited to damage to your property, or that belonging to others, if an event occurs at your residence. Legal defense expenses and your personal liability outside the home are also generally covered.

Savings

You may qualify for a multiple-policy discount if you purchase your renter's insurance from the same company carrying your automobile insurance. Other savings are available through some carriers if your residence is equipped with deadbolt locks, a fire extinguisher or a security alarm.

Area Utility Providers

ALABASTER

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/
Residential/

Water

Alabaster Water
(205) 663-6155
www.AlabasterWater.com

Trash

City of Alabaster
(205) 664-6810
www.CityofAlabaster.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

BESSEMER

Electric

Alabama Power Co.
(205) 245-2244
www.AlabamaPower.com/
Residential/

Bessemer Utilities

(205) 481-4335
www.BessemerUtilities.com

Water

Bessemer Utilities
(205) 481-4335
www.BessemerUtilities.com

Trash

City of Bessemer
(205) 424-4084
www.Bessemeral.org

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com

BIRMINGHAM

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/
Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWater
Works.com

Trash

City of Birmingham
(205) 254-6314
www.BirminghamAL.gov/
pickup

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

CALERA

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/
Residential/

Water

City of Calera
(205) 668-3503
www.CityofCalera.org

Sewer

City of Calera
(205) 668-3503
www.CityofCalera.org

Trash

Calera Public Works Dept
(205) 668-3511
www.CityofCalera.org

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

CHELSEA

Electric

Alabama Power Co.
(205) 245-2244
www.AlabamaPower.com/
Residential/

Sewer

Southwest Water Authority
(205) 987-8352
www.swwc.com

Water

Southwest Water Company
(205) 733-1672
www.swwc.com

Trash

Republic Services
(205) 923-1650
www.republicservices.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

CLAY-CHALKVILLE

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/
Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWater
Works.com

Trash

Republic Services
(205) 923-1650
www.RepublicServices.
com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com

Note: Republic Services is also commonly known as "Allied Waste."

Area Utility Providers

DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

COLUMBIANA Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Columbiana Water Works
(205) 669-5805
www.CityofColumbiana.com

Trash

The City of Columbiana
(205) 669-5800
www.CityofColumbiana.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

FAIRFIELD Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Bessemer Utilities
(205) 481-4335
www.BessemerUtilities.com

Trash

AMWASTE
(205) 788-1400
www.AMWASTE.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

FORESTDALE Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

Advanced Disposal
(205) 620-6148
www.AdvancedDisposal.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com

DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

FULTONDALE Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

AMWASTE
(205) 788-1400
www.AMWASTE.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

GARDENDALE Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

Santek
(205) 631-1313
www.santekenviro.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

HOMEWOOD Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

City of Homewood/Street & Sanitation
(205) 332-6816
www.Homewoodal.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Area Utility Providers

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com

DirecTV
(800) 531-5000
www.DirecTV.com

HELENA Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Helena Water
(205) 663-1670
www.CityofHelena.org

Trash

Santek Waste Services
(205) 631-1313
http://wasteservices-helena.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

HOOVER

Electric
Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

**Shelby County
Water Service**
(205) 678-2818
www.shelbycountyalabama.com

Sewer

**Southwest Water
Company**
(205) 733-1672
www.swwc.com
* Certain Shelby County
areas only.

Trash

City of Hoover
(205) 444-7543
http://wasteservices-hoover.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

HUEYTOWN

Electric
Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Bessemer Utilities
(205) 481-4335
www.BessemerUtilities.com

Warrior River Authority
(205) 477-5791
www.warriorriverwater.com

Trash

Hueytown City Hall
(205) 491-7010
www.hueytownal.org

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

IRONDALE

Electric
Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Irondale Water
(205) 951-1410
www.cityofirondale.org

Trash

Irondale Sanitation
(205) 951-1420
www.cityofirondale.org

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com

DirecTV

(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

Sewer

Jefferson County Sewer
(205) 325-5390

LEEDS

Electric
Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Leeds Water Works
(205) 699-5151
www.lwwb.com

Trash

EcoSouth Services
(205) 974-2287
www.EcoSouthServices.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

MAYLENE

Electric
Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Area Utility Providers

Water

Alabaster Water
(205) 663-6155
www.AlabasterWater.com

Trash

Republic Services
(205) 923-1650
www.RepublicServices.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

MIDFIELD

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Bessemer Utilities
(205) 481-4335
www.BessemerUtilities.com

Trash

City of Midfield
(205) 923-7578
www.CityofMidfield.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com

MONTEVALLO **Electric**

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Montevallo Water
(205) 665-9045
www.MontevalloWater.com

Trash

Republic Services
(205) 923-1650
www.republicservices.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

MOODY

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Leeds Water Works

(205) 699-5151
www.lwwb.com
Odenville Water Works
(205) 629-5801
www.oubwater.org

Trash

Advanced Disposal
(205) 620-6148
www.AdvancedDisposal.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

WINDSTREAM
(800) 501-1754
www.WindStream.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

MOUNTAIN BROOK

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

AMWASTE/City of Mtn Brook
(205) 802-2390
www.MtnBrook.org

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

NORTH SHELBY **COUNTY & INDIAN** **SPRINGS**

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Pelham Water
(205) 620-6420
www.PelhamOnline.com

Trash

Waste Management
(205) 841-2740
www.WM.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

Area Utility Providers

ODENVILLE

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Odenwater
(205) 629-5801
www.oubwater.org

Trash

Waste Management
(205) 841-2740
www.WM.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

PELHAM

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Pelham Water
(205) 620-6420
www.PelhamOnline.com

Trash

AMWASTE
(205) 788-1400
www.AMWASTE.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

PELL CITY

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Pell City Water Dept.
(205) 338-2244
www.epell.net

Trash

Arrow Disposal
(205) 884-8267
www.Pell-City.com/garbage

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

PINSON

Electric

Alabama Power Co.
(800) 245-2244

www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

Advanced Disposal
(205) 620-6148
www.AdvancedDisposal.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

PLEASANT GROVE

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

Waste Management
(205) 841-2740
www.WM.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com
Cable/Satellite TV
Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

SHELBY

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Shelby County
Water Services
(205) 678-2818
www.shelbycountyalabama.com

Trash

The City of Columbiana
(205) 669-5800
www.CityofColumbiana.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

Area Utility Providers

TALLADEGA

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Talladega Water
(256) 362-4439
www.Talladegawsb.com

Trash

Inside City Limits:
City of Talladega
(256) 362-6211
www.talladega.com

Outside City Limits:

Waste Pro
(205) 432-0878
www.WasteProUSA.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

TARRANT

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

Republic Services
(205) 923-1650
www.RepublicServices.com

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

TRUSSVILLE

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water/Trash/Gas

Trussville Utilities
(205) 655-3211
www.Trussville.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com

VESTAVIA HILLS

Electric

Alabama Power Co.
(800) 245-2244
www.AlabamaPower.com/Residential/

Water

Birmingham Water Works
(205) 244-4000
www.BirminghamWaterWorks.com

Trash

City of Vestavia Hills
(205) 978-0150
www.VestaviaHills.net

Gas

Spire
(800) 292-4008
www.SpireEnergy.com

Telephone

AT&T (Bellsouth)
(888) 757-6500
www.Att.com

Cable/Satellite TV

Dish Network
(888) 825-2557
www.Dish.com
DirecTV
(800) 531-5000
www.DirecTV.com
Spectrum
(833) 694-9256
www.Spectrum.com



Protect Your Family From Lead in Your Home



 United States Environmental Protection Agency

 United States Consumer Product Safety Commission

 United States Department of Housing and Urban Development

March 2021

Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint or lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



Simple Steps to Protect Your Family from Lead Hazards

If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at epa.gov/lead.
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.

Lead Gets into the Body in Many Ways

Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



Women of childbearing age should know that lead is dangerous to a developing fetus.

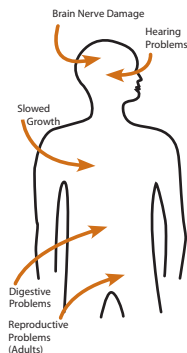
- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

Health Effects of Lead

Lead affects the body in many ways. It is important to know that even exposure to low levels of lead can severely harm children.

In children, exposure to lead can cause:

- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage



While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.¹

Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint.²

Learn how to determine if paint is lead-based paint on page 7.

Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at epa.gov/lead.

Check Your Family for Lead

Get your children and home tested if you think your home has lead.

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

Your doctor can explain what the test results mean and if more testing will be needed.

Identifying Lead-Based Paint and Lead-Based Paint Hazards

Deteriorated lead-based paint (peeling, chipping, chalking, cracking, or damaged paint) is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Lead-based paint is usually not a hazard if it is in good condition and if it is not on an impact or friction surface like a window.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 10 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) and higher for floors, including carpeted floors
- 100 $\mu\text{g}/\text{ft}^2$ and higher for interior window sills

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

¹ "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm^2), or more than 0.5% by weight.

² "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:

- Portable x-ray fluorescence (XRF) machine
- Lab tests of paint samples



- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:

- Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
- Sample dust near painted surfaces and sample bare soil in the yard
- Get lab tests of paint, dust, and soil samples

- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.

Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit epa.gov/lead, or call **1-800-424-LEAD (5323)** for a list of contacts in your area.³

³ Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.



Always use a certified contractor who is trained to address lead hazards safely.

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement contractor. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 10 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) for floors, including carpeted floors
- 100 $\mu\text{g}/\text{ft}^2$ for interior windowsills
- 400 $\mu\text{g}/\text{ft}^2$ for window troughs

Abatement work is designed to permanently eliminate lead-based paint hazards. However, lead dust can be reintroduced into an abated area.

- Use a HEPA vacuum on all furniture and other items returned to the area, to reduce the potential for reintroducing lead dust.
- Regularly clean floors, window sills, troughs, and other hard surfaces with a damp cloth or sponge and a general all-purpose cleaner.

Please see page 9 for more information on steps you can take to protect your home after the abatement. For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 15 and 16), epa.gov/lead, or call 1-800-424-LEAD.

Other Sources of Lead

Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800-424-LEAD.*

Call your local health department or water company to find out about testing your water, or visit epa.gov/safewater for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

Renovating, Repairing or Painting a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
 - Open-flame burning or torching
 - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
 - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit epa.gov/getleadsafe, or read *The Lead-Safe Certified Guide to Renovate Right*.

Other Sources of Lead, continued

- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- **Old toys and furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.⁴
- Food and liquids cooked or stored in **lead crystal or lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

⁴ In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

For More Information

The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at epa.gov/lead and hud.gov/lead, or call **1-800-424-LEAD (5323)**.

EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit epa.gov/safewater for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at cpsc.gov or saferproducts.gov.

State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at epa.gov/lead, or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

CPSC

4330 East West Highway
Bethesda, MD 20814-4421
1-800-638-2772
cpsc.gov or saferproducts.gov

U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact to Office of Lead Hazard Control and Healthy Homes for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

HUD

451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
(202) 402-7698
hud.gov/lead

This document is in the public domain. It may be produced by an individual or organization without permission. Information provided in this booklet is based upon current scientific and technical understanding of the issues presented and is reflective of the jurisdictional boundaries established by the statutes governing the co-authoring agencies. Following the advice given will not necessarily provide complete protection in all situations or against all health hazards that can be caused by lead exposure.

U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact
U.S. EPA Region 1
5 Post Office Square, Suite 100, OES 05-4
Boston, MA 02109-3912
(888) 372-7341

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 906-6809

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103
(215) 814-2088

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact
U.S. EPA Region 4
AFC Tower, 12th Floor, Air, Pesticides & Toxics
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact
U.S. EPA Region 5 (LL-17J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 353-3808

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-2704

Region 7 (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact
U.S. EPA Region 7
11201 Renner Blvd.
Lenexa, KS 66219
(800) 223-0425

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop St.
Denver, CO 80202
(303) 312-6966

Region 9 (Arizona, California, Hawaii, Nevada)

Regional Lead Contact
U.S. EPA Region 9 (CMD-4-2)
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4280

Region 10 (Alaska, Idaho, Oregon, Washington)

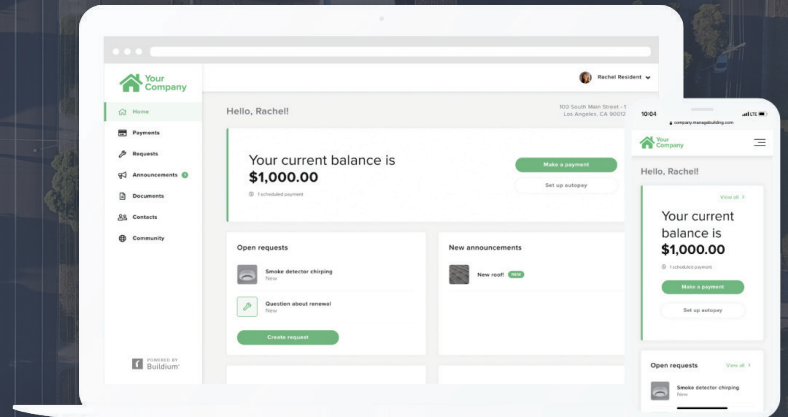
Regional Lead Contact
U.S. EPA Region 10 (20-C04)
Air and Toxics Enforcement Section
1200 Sixth Avenue, Suite 155
Seattle, WA 98101
(206) 553-1200

IMPORTANT!

Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

Your Home, Your Rules, Your Resident Site.



Most of your life is managed online, so why should your resident experience be any different?

We are pleased to offer you a brand-new resident site that gives you easy access to manage your living experience online.



Online Payments

Make online payments and keep track of your payment history



Recurring Payments

Never worry about late fees by setting up automatic payments



Maintenance Requests

Submit maintenance requests from your mobile device or computer



Access Documents

Get easy access to important documents related to your lease



Messages

View notifications and announcements in one convenient place

For more information, please contact us

(205) 267-1520 | Trista@MegaAgents.com | MegaAgentRentals.com

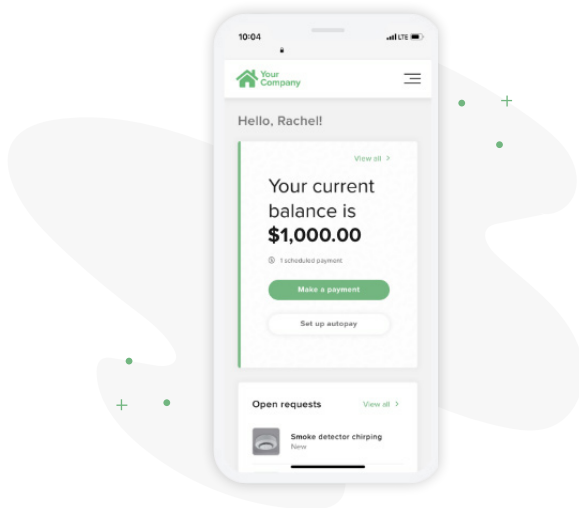
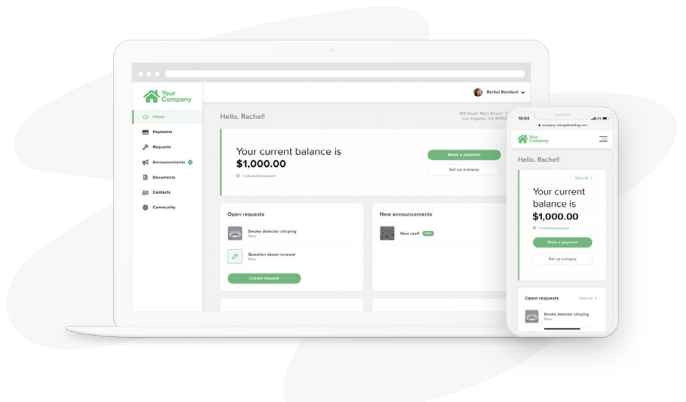
Tenant Portal Guide

Welcome to your resident site! It has been designed specifically to let you easily manage your living experience and payments online.

We've provided some instructions below to help you get up and running— please let us know if you have any questions, and let's get started!

Get your password and sign in

Your password will be sent in a welcome email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the resident sign-in box on the right side of the screen. You will be prompted to change your password the first time you sign in.

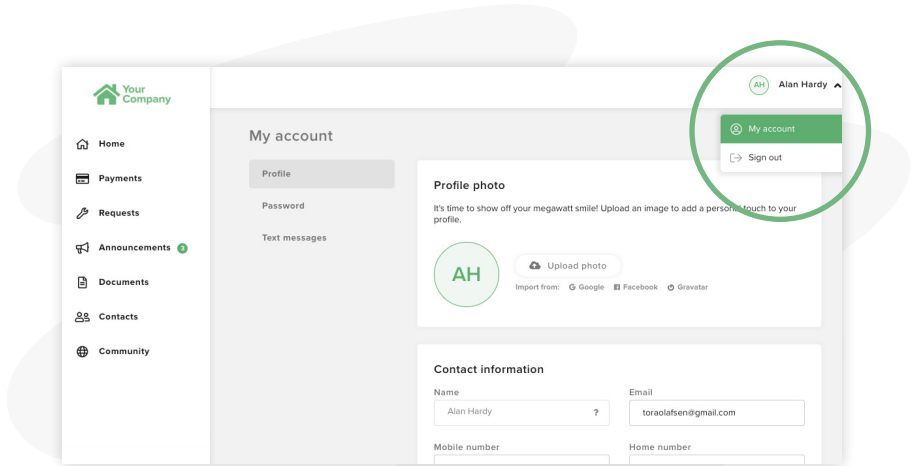


24/7 access from anywhere

The resident site is fully mobile responsive and available 24 hours a day so you can make payments, submit requests, or access important documents anytime, anywhere.

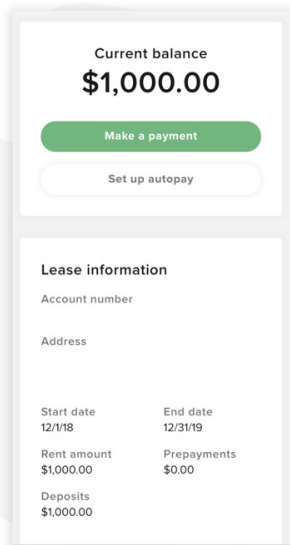
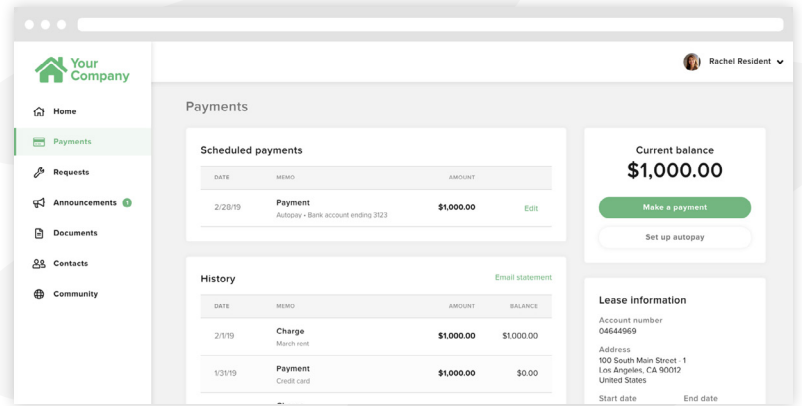
My Account

You can use the "My Account" page to keep your contact information up-to-date and to change your password. You can also add or edit your emergency contact here.



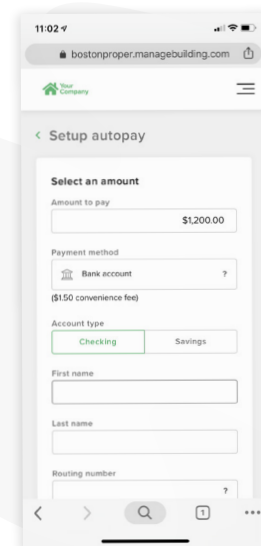
Payments

The Payments page shows your transaction history - charges, payments, refunds, and more. From here, you can make a one-time payment or set up autopay.



Make a payment online by clicking the “Make Payment” button from the home dashboard or payments page. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.

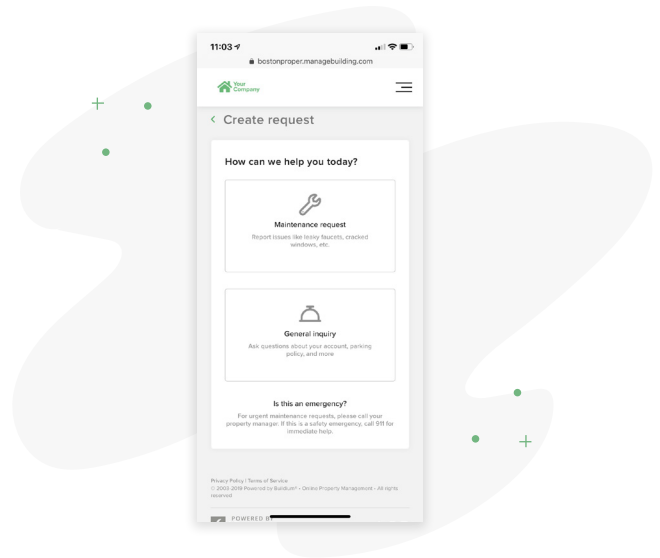
You can schedule the payment for a later date--or to pay immediately. Once you make a payment, it may take a day or two for the charge show up on your bank or credit card statement. If an online payment is refused by your bank, it will reflect on the Payments page automatically.



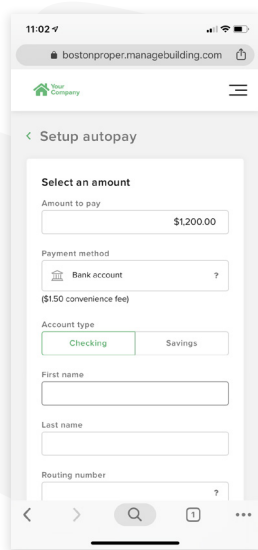
Requests

The requests page allows you to submit either a maintenance request or a general inquiry.

The maintenance request page will allow you to provide the necessary information about your issue in order to get it fixed as soon as possible.

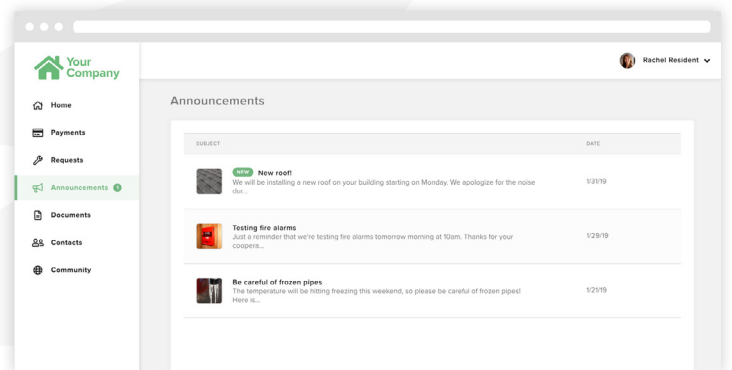


Once submitted, your request is saved and available here. You can come back to the request to check on the status. When updates are made, we'll let you know by email and on this page.



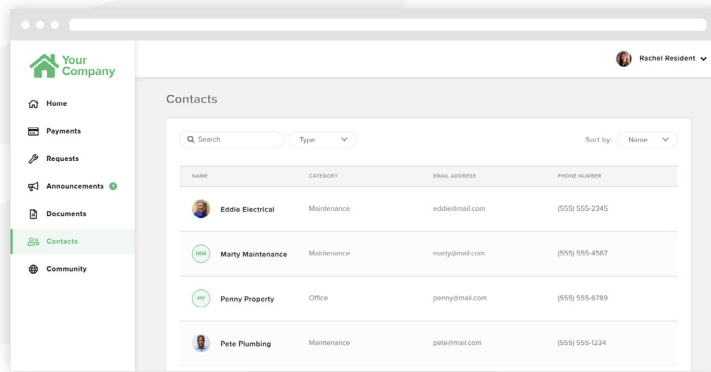
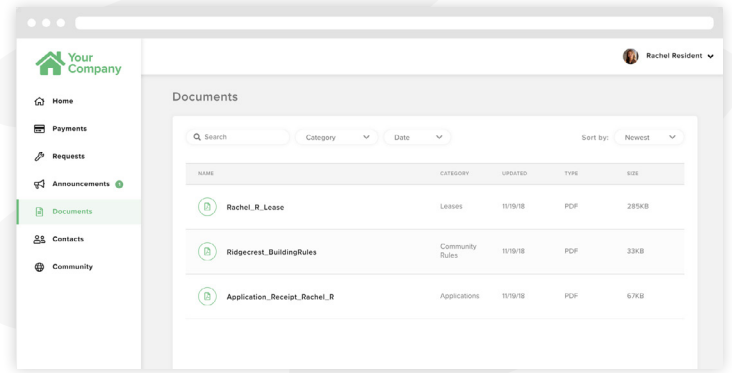
Announcements

You will receive important news and updates which will be posted on the resident site and also sent to your email. You can log in to the resident site to check for new announcements right on the dashboard.



Documents

The Documents section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.



Contacts

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful information here.