

TENANT HANDBOOK

REALTY**ONE**GROUP
PINNACLE

Realty One Group Pinnacle
107 Progress Way Ste. 200
Bryant, Arkansas 72022

As of: December 15, 2025

GENERAL RULES & REGULATIONS

Your Lease: In your lease you agree to read and follow the Residential Handbook. You agree to uphold the terms of that lease in regard to the property condition, maintenance and paying rent.

THE PROPERTY: You have leased a home. Think of it as your own. During the term of the lease, you are in possession of the home and yard. Your obligations are similar to those of a property owner and you are expected to care for and maintain the premises.

Rental Payments: All rents are due in advance on the 1st day of the month.

Payments should be made:

- Via eCheck through the online portal
- Mailing a check
- Dropping off a check, cashier check or money order at the office..

Instructions will be provided for all forms of payment. Please ask questions if you are unsure about anything.

All accounting is done by property address, and to avoid any misunderstanding, please put your address on all correspondence sent to our office. Utilize the online portal for maintenance requests and contacting the office about payments.

Rents remaining unpaid after the 5th of the month are delinquent and are subject to the late fee as stated in your lease agreement.

Any delinquencies will result in a notice to quit sent out as a certified letter. A charge of \$20.00 will be added to your bill.

MOVE IN/MOVE OUT: Prior to your move-in, you will inspect your new house as well as complete and sign a move-in inspection form. The

manager will view any deficiencies noted by you and sign the inspection sheet. You will be provided with a copy of this form and /or it will be posted on your portal. It will then be used at the time of the move-out inspection to avoid unnecessary misunderstandings.

After you have removed all your personal belongings from the property the property manager will inspect the property and complete an inspection form. It will be indicated on this form what items, if any, you will be charged over. You are advised to photograph or video the home prior to turning over keys to the Prime Realty Team. You can be present at the time of the inspection for general purposes and questions but the final inspection will not be done in tenants' presence.

SECURITY DEPOSIT: Your security deposit will be returned to you within 60 days of vacating the property at the end of the lease period provided there are no damages and a forwarding address has been provided. The deposit will be made out to one leaseholder when more than one is named on the lease, but if requested separate checks can be made out.

***TENANTS HAVE NO LEGAL RIGHT TO DEDUCT THE DEPOSIT FROM ANY RENTAL PAYMENTS.** This means you may still legally be held in default should you deduct rental payments from the deposit and a landlord may move forward with due process to legally recover those funds. **YOU CANNOT USE YOUR SECURITY DEPOSIT FOR THE LAST MONTHS RENTAL PAYMENT.**

You are not considered officially vacated until all the keys have been returned to your property manager. Rent will continue to be charged and any late charges will accrue until such time as you have vacated completely. Once all keys have been returned to your property manager or tenant has been lawfully evicted, all personal property remaining in the unit is considered abandoned property and will be disposed of or stored at the discretion of the property manager and/or landlord without notice to the Tenant(s). The Tenant must pay agent for landlord's cost of storage or disposal of tenant's property.

SMOKING: There will be no smoking of any type of substance in managed properties. Medical Marijuana will not be smoked inside homes or within 50 feet of an open window or doorway. Vaping is not allowed inside homes.

WEAR & TEAR VS DAMAGES: Security deposits can be used to repair damage for which the tenant is responsible. However, the property owner cannot apply the security deposit to normal wear and tear. The question is What is the legal difference?

The legal definition of “normal wear and tear” - “Normal wear and tear means the deterioration which occurs, based upon the use for which the rental unit is intended; without negligence, carelessness accident, or abuse of the premises or equipment by the tenant or members of his household or their invitees or guests.” Damage can therefore be defined as deterioration which occurs due to negligence, carelessness accident, or abuse of the premises or equipment by the tenant or member of their household, or their invitees or guests. **Notice that normal wear and tear does not include dirt.** – Dirt is considered negligence, carelessness, accident or abuse.

WEAR & TEAR	DAMAGE
1. Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls	Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage.
2. Light smudging on walls, near light switched that can be cleaned	Crayon, marker, decals that leave residue or take off paint when removed.
3. Loose or stubborn door lock	Broken or missing locks
4. Worn out keys	Broken, lost or unreturned keys
5. Loose hinges or handles on doors	Damage from a door from forced entry, or damage from using feet to open doors
6. Worn carpet traffic patterns, fraying carpet due to seams unraveling	Torn, burned, stained, missing, ripped, scratched, or snagged carpet, pet stains
7. Linoleum worn thin	Linoleum with tears, chips, or holes
8. Worn countertops due to daily use	Burned, cut, stained, scratched or water damaged Countertops, not using cutting boards
9. Stain on ceiling from rain or bad plumbing that was reported as specified in the lease agreement	Stain on ceiling from rain or bad plumbing that was NOT reported in a timely manner as required in the lease agreement
10. Stain on ceiling from water damage from a property above the unit	Stain on ceiling from mold or mildew from running water without using the exhaust.
11. Drywall cracks from settling	Holes in walls, doors, screens or windows from misuse, negligence, carelessness, accident, or abuse
12. Faded, chipped, or cracked paint, loose wallpaper	Unapproved or poor paint job, ripped or marked-up wallpaper

13. Dirty window and door screens, Sticky window	Torn or missing screens, Broken window
14. Running toilet or loose toilet	Broken toilet seat, tank top or chipped or cracked toilet bowl
15. Musty odor	Urine or pet odor throughout unit
16. Closet bi-fold door off track	Damaged or missing bi-fold door
17. Disposal that stops working because motor dies	Disposal stops working because fork was put inside
18. Stains on old porcelain fixtures that have lost their protective coating	Grime coated tub & shower from lack of cleaning
19. Worm gasket on fridge doors	Torn or cut gaskets, broken shelf, or parts

CONTACT PHONE NUMBERS/EMAIL ADDRESSES: All residents are required to have telephone accessibility and provide our office with their home, work, and cell phone numbers. Even an unlisted phone number must be provided, as well as a contact e-mail address. Please advise office if you have any changes and update your contact information on your tenant portal.

RETURNED CHECKS: The amount charged for any NSF/returned item check is \$150.00. We are charged by our bank so this fee is non-negotiable. All rent, late fees and NSF charges must be paid in certified funds within 24 hours of notification, or legal action may be taken without further notice. Rent paid online that is returned will also be assessed a late rent fee. After a payment has been returned for insufficient funds twice in a 12-month period, you will be required to pay with certified funds for the remainder of your tenancy.

DEFAULT OF RENTAL PAYMENT: If your rental payment is not paid in full by the 5th of the month in which the rent is due, be advised that this is your notice that your lease and rental agreement may be canceled. You will be responsible for all attorney and legal fees, as well as any court and collection fees, in our efforts to collect the rent monies due. Any and all charges unpaid by the end of the month in which they are charged may be added as additional rent. If the rent is paid while legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if it is to be stopped. If your rent payment is late more than ten days late more than 3 times in a 12-month period, your

lease agreement will not be renewed. If your lease has a different date rent is due other than the 5th, the lease will take precedence.

All notice to quits will be sent out by certified mail and a bill of 20.00 will be charged to your account each month that one is delivered.

BREAKING YOUR LEASE/LEASE TAKE-OVER: Per the terms of your lease, you may not sublet or reassign your rights to anyone else. In order to replace yourself as the tenant on the lease for the property, you may advertise the property, show and secure a qualified applicant. The applicant must apply through our company and all application fees must be paid. You will lose your deposit when breaking a lease early even if you find a new renter.

KEYS & LOCKS: Replacement of locks or installation of additional locks require prior approval. If you are locked out of your house and require the use of a locksmith, you may not rekey or replace the property locks. You may have the locksmith make duplicate keys (\$10 each) for the current locksets. We must retain keys to each lock of the property. If we determine that you at any time have changed the locks and our access is denied we will change the locks and you will be charged. There is a **\$150 trip charge** to unlock the doors for you. At move out keys and garage remotes need to be returned in 5 days. If not they are not, you will be charged \$75.00 per garage remote.

Termination Prior to Possession: If tenant unequivocally indicates by words or deeds the Tenant's intention not to honor the tenancy before occupancy, the Tenant shall be liable for amounts up to all amounts deposited with the landlord as provided by law.

TRASH, GARBAGE & RECYCLING: All garbage, trash and recycling materials must be placed in the appropriate containers (we do not provide these). All containers are to be discreetly stored. The residents are required to make arrangements to have trash picked up weekly and all containers must be empty at move out inspection time. Containers are not to be out of the storage area except on trash day pick-ups.

DISTURBANCES, NOISE, and NUISANCES: All tenants, residents and guest are expected to conduct themselves in a way that will not offend or disturb the neighbors. Any activity that causes extreme or excessive noise,

traffic or disturbances of any kind will be cause for possible eviction. This includes loud, lewd, vulgar, or profane language. If sound can be heard outside the perimeter of the leased premises it is considered too loud. You are encouraged to also look up and be aware of county ordinances for the property in which you reside.

MOVE IN/MOVE OUT CHECK LIST: Included in this package is a move in move out check list. We are providing this form to you to know the condition of the property at time of your move in. This same report will be used for the move out condition report as explained on page 4 of this handbook. If this form is not returned to us, the leased property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure. This checklist should not be used as a request for repair work.

PERIODIC PROPERTY INSPECTIONS: As part of our agreement with the property owner, we will conduct routine inspections of the condition of the property. You will be notified in advance when this may occur and you will be given 30 days to correct any issues. We will do a quick walkthrough four times annually. In the event we determine that the issues are caused by the tenant, you will be notified in writing and give proper time to correct the problem. If we have to remedy the problem you will be assessed the charges and will be considered rent due under the terms of your lease. Please note, we also will start showing the property 15 days before your lease ends and you will be expected to be accommodating on showing. Generally, we try to keep showings on occupied units scheduled on certain days and you will be made aware prior to any showing. We will attempt to accommodate you during this time and will work together on showings.

PARKING & VEHICLES: All vehicles shall be parked in proper areas. There will be no parking on lawns, sidewalks or other areas not designated for parking. No vehicle repairs (except minor repairs such as changing a tire) are allowed at any time. No oil stains are allowed on parking areas. All vehicles must be properly licensed & registered. All stains must be cleaned up as they happen.

The Property Management Company or the owner will not be responsible, nor pay, for any vehicles that are towed from the property or surrounding area.

GUESTS: Any person or persons staying more than 2 weeks each calendar quarter will be considered a tenant for the purpose under your lease agreement unless prior written permission is obtained from us. Only those persons listed on your lease agreement have permission to occupy the premises. You are responsible for the behavior of your guests.

EMERGENCY MAINTENANCE REPAIRS: An emergency is when danger is present to a person or property damage has occurred or is about to occur. To report an emergency, call Laura at 501-944-0527. Once reported please fill out a maintenance request online as a follow up.

WALLS AND CEILING: Please keep the walls of your home clean. Do not paint or wallpaper the walls without prior approval. You are welcome to hang pictures on the walls if the walls are repaired, clean and unmarred when you vacate. All walls, baseboards, and trim must be washed before vacating. If you are a smoker you will not smoke inside the unit or within 50 feet of an open window or door. You will be responsible for all smoke residue and damage which may include but is not limited to, replacement of blinds, carpet and light fixtures. All properties are non-smoking inside the house.

Attics: The attics are off limits to all tenants. There is no reason for any tenant to be in the attic. If there are issues coming from the attic please put in the portal under maintenance for any issues that might arise.

VINYL FLOORS, HARDWOOD FLOORS and CARPET: Vinyl floors may be washed with a solution of warm water and soap. Hardwood floors should be cleaned with wood cleaner. You will be responsible for improper cleaning methods. Routine carpet care requires vacuuming thoroughly weekly to remove the soil from the carpet. Before moving in the carpets are professionally cleaned and you must have them professional cleaned when you moveout. A copy of the cleaning bill is required at the time of move out. If you have a pet the carpets must also be pet treated for fleas and ticks and deodorized.

LIGHT BULBS: At move in, all light fixtures will be equipped with the proper watt light bulb. Never use any bulb higher than 60 watts. When you move out all light bulbs must be working in all fixtures or you will be assessed a fee for each lightbulb that must be replaced.

AC UNITS & SMOKE DETECTERS: You must replace the air filters every 30 to 60 days depending on the filter you purchase. If you set the thermostat too cool in summer, the unit will freeze. To help units run better, close all windows, storm windows, drapes and mini blinds. If you call in for service on the HVAC system and the service technician determines that the cause is a dirty filter you will be charged for the service call. Unless smoke detectors are hard wired, you will need to test the smoke detectors every other month and you will need to change batteries once a year.

PLUMBING SYSTEMS: Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than what it was intended for. You will be responsible for any damage or stoppage after 30 days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged after this date, you are responsible for having pipes unclogged. It is recommended that you have hairstrainers in tub and sink drains to prevent clogs. If hair is in the lines, we will not pay for a service call to unclog the lines.

IN AND AROUND THE HOUSE:

Dishwasher: Run the dishwasher a least once a week. The appliance seals may dry out and the motor may be damaged by long periods of non-use.

Counter tops and cabinets: Always use cutting boards when chopping or cutting, and hot pads when placing hot items on counter tops. Do not use abrasive cleaners on counter tops.

Stoves: If the oven or boiler will not turn on, check the timer on the stove. Be careful when you clean the oven that the oven cleaner does not drip on the cabinets below or on to the floor. Glass top stoves are required to be cleaned often and special glass top cleaner is required. You will be charged for damage caused by improper use, cleaning, or lack of maintenance. Some appliances have a pilot light, you should be aware if your unit does

or not. If a pilot light goes out there can be a potential health hazard from the gas fumes.

Washer and dryer: When you install your washer & dryer it is a good time to check your hoses and washers to eliminate any leaks. If you are going to be absent from your home for an extended amount of time, turn off water supply at the turn off behind the appliances. If units have washer and dryer they convey as-is, the owner will not repair or replace if they break unless they decide to do so.

Water Damage: Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must also be taken to ensure that shower curtains are inside the tub and that the shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel, or rug on the floor to step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage. If leaving the home please close all windows to prevent water damage from rain. Clean off all windowsills to prevent water damage.

OUTSIDE ISSUES:

Grilling: Please be careful with outdoor grills if they are too close to the house it could cause a fire or melt the siding. Also please use a splatter mat under the grill to prevent staining the decking or patio. Ensure your apartment or condominium allows grills before using or purchasing.

Yard & Shrubs: All tenants are expected to keep the grass cut and the yard tidy. This includes but is not limited to raking leaves, trimming shrubs, removing weeds, keeping vines off the house. If there is an issue you feel is unsafe to tackle or you are unfamiliar with please let your property manager know so they may address it. If the property has a lawn irrigation system it is the tenant's responsibility to have the system working and on at required settings.

REPORTING MAINTENANCE ISSUES: Renting one of our homes is very different than renting from a large apartment complex. There is no on-site

maintenance department to take care of maintenance problems for you. You are responsible for basic issues and upkeep of the home. Report any repair issues in the proper manner. They need to be in writing through the portal and please be specific about the problem and attach photos or videos (i.e. Correct: the right burner on the stove does not work. Incorrect: The stove is not working). Log into your tenant portal and click submit maintenance request. Should you notify us about a problem and we send a contractor who states that nothing is wrong and there is no problem, you will be charged for that service call.

INSURANCE: It is required that you have renter's insurance. The Property Manager, Carla Thomas/Prime Realty and Property Management, needs to be named as additional insured on your policy. If your insurance company will not do this, we will not be able to accept this insurance and you will have to find a provider that will. We need a copy of the declarations page before the keys are turned over. We require 100,000 in liability coverage.

The owner and/or his Managing Agent **ARE NOT** responsible for any theft or damages to the Tenant's personal property. Tenants are aware that they are solely responsible for maintaining their own **RENTER'S INSURANCE POLICY** for any personal property and valuables in their possession.

PETS: No pets of any kind are allowed on the property unless you have written permission from us. It will be in the form of a pet addendum with all pets allowed listed. There is a pet deposit per property if accepted. We require you to obey all local ordinances and dogs cannot be tied or chained outside at any time. There will be a refundable pet fee as described in your lease. **Having a pet on the property is a privilege and may be revoked at any time without terminating your lease agreement. The only exception to this "no pets" policy is for service animals, and you must notify us of any service animals prior to bringing them on the property, along with a note from a doctor or health care facility describing the necessity of having a service animal.**

PHYSICAL MODIFICATIONS: A physical modification refers to a request by a person with disabilities for a physical change to the leased unit and or any applicable common areas that would allow you to use and enjoy a dwelling. Examples include grab bars, wheelchair ramps, and designated handicapped parking. Please contact your property manager with any questions.

SECURITY/ALARM/DISHES: Please do not install any systems without written permission from us. This includes but is not limited to security monitoring systems, alarm systems, satellite dishes or anything similar. If you wish to have anything installed, notify us, and we will provide the proper guidelines for doing this. Any necessary written instructions will be provided for your signature and a specific location will be identified.

ASSOCIATION RULES AND REGULATIONS: If the dwelling is located in a community association, homeowners association or condominium association, tenants will be subject to follow all rules and regulations. An addendum will be added to the lease stating tenant has been given a copy of association handbook with all regulations. You are required to read and adhere to the Homeowners Association (HOA) regulations and register with the HOA.

BUGS AND VERMIN: Once you move in – the responsibility for pest control is yours except for termites. We are happy to refer you to our pest control contractor if you wish. If a pest problem is reported to us and we send our pest contractor to handle it – the resulting charge may be charged to your rental account. Any and all treatment for bed bugs will be considered a tenant expense.

The property may be under a pest control or termite program and may have quarterly or annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property.

It is the property manager's responsibility to deal with birds or rats if they are ever found in your property. If found, try not to disturb them and contact the property manager immediately as vermin such as these have the possibility of carrying diseases.

No illegal drugs or illegal activity of any kind is allowed on the property at any time. Should illegal activity become evident within the premises, the Rental Lease Agreement shall terminate immediately. Tenant shall be responsible for any damages and/or court fees.

Credit Reporting: Prime Realty and Property Management has the right to report positive and negative payment history to the credit agencies.

Odors: Tenants are advised to control all in-home odors. These are included, but are not limited to pets and cooking. It is recommended to purify the air in the home so odors don't take hold and are hard to remediate. If Prime Realty and Property Management has to deoxidize a home it will cost \$100 a day for the unit.

FEE STRUCTURE

Fees, rules and regulations may be subject to change with 30-day notice and will be posted in Resident Site Announcements in your resident portal.

Return check or NSF Fee for on-line payments:	\$150
Lease violation fee:	\$50
HOA Rules Violation Fee:	Actual Charge Plus Postage & Delivery
Pet monthly fee	\$25
Application Fee	\$55
Co-Signer Fee	\$55
Failure to connect utilities	\$100
Lock Out Fee	\$150
Lease Modification Fee	\$30 per Change
Odorizer Treatment	\$100 per day
ACH Payment Fee (Electronic Payment)	\$2.49
Not turning in keys at move out	\$65
Not turning in garage remotes at move out	\$75 pet remote