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# WELCOME!

Thank you for choosing us As your new property management team. We would like to welcome you into your new home. Below you will find some basic information to help you get settled.

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☐ **Non-Smoking Policy**

All Land Quest properties are Non-Smoking. No ifs ands or BUTTS about it!

☐ **Renters Insurance**

Renters insurance is not required but strongly suggested. Land Quest is not responsible for damaged or lost personal property.

☐ **Storage**

There is no additional storage allowed in the common areas or basement.

☐ **Common Areas**

Please keep common areas clean and free of personal Items at all times.

☐ **Move Out Notices**

If you plan to move at the end of your lease term we need a written notice 60 days before your lease expires.

☐ **Neighbor Issues**

Ever share a bedroom with a BFF growing up? As much as you loved hanging with your pal, sometimes you just can't seem to get along and you have to get an adult involved to draw a line across the room to keep you from going at each other's throats. Please try to keep Land Quest from drawing that line. We are happy to help work out issues but now that you are adults we hope you can work them out yourselves :)

☐ **Quiet Hours**

Please be respectful your neighbors and keep noise limited between the hours of 10:00 pm and 6:00 am.

☐ **Late Fees**

Your rent is due on the first of every month, but we know life happens. We offer a five day grace period to make that payment, but after that, unpaid rent results in a \$50 late fee and \$10 each additional day.

☐ **Grass Cuts**

- ☐ Tenant is responsible
- ☐ Included in Rent -Land Quest will cut the grass only.

☐ **Snow Removal**

- ☐ Tenant is responsible
- ☐ Included in Rent

☐ **Roommate Info**

Moving in with a significant other? We really hope your relationship lasts but if it doesn't, Land Quest will still be here for both of you. No, Seriously...your lease is a binding agreement and you are BOTH responsible for paying your rent on time for the duration of the lease term.

☐ **Texting the Office**

Feel free to text us anytime! We will respond during business hours.



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# Paying Rent

We offer various options to pay your monthly rent with ease!

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## **Option 1**

### **Pay Online**

**Pay your rent online through your tenant portal! We will email you a link to get started.**

- TOTALLY FREE if you use a routing and checking account number.
- Set up a 1 time payment or automatic monthly payments.
- Pay your rent or review your payment history anywhere anytime!
- Pay with a credit card or debit card for a 3% processing fee.

## **Option 2**

### **Pay at any CVS or 7-11**

**Pay your rent at any CVS pharmacy or 7-11 with the payslips in your packet**

- Cash only. Money orders and personal checks are not accepted.
- \$3.99 fee per payment(\$1500.00 Maximum transaction)
- Posts to your account instantly!

## **Option 3**

**Pay at the office or mail in a money order**

- \$25 processing fee

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Should you have any questions regarding payments and tenant relations concerns please contact the office at **262-658-1400** or email **[rentalsales@myland-quest.com](mailto:rentalsales@myland-quest.com)**

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# Maintenance Guide

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## Our Maintenance Team Welcomes You!!!

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Land Quest has a knowledgeable maintenance staff, but please make sure you read the guide before you contact us! Our team will return all calls and emails within 48 hours. You can fill out a maintenance request form at [www.LandQuestRentals.com](http://www.LandQuestRentals.com) or you can call the maintenance line at 262.214.1049. Please know, it is best to call the maintenance line outside of our office hours as we will not be able to address your concerns via text, email, or voicemail while our office is closed.

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Before calling, or completing the maintenance request form, please read the troubleshooting guide below. Completing these steps can save you money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

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**Smoke Detector won't work when tested:** Test with approved smoke detector smoke spray, replace battery.

**Smoke Detector beeps:** Replace battery, check for proper wire termination connection.

**No power to plugs or switches:** Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch.

**Garbage disposal doesn't work:** When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an allen wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat until the object is removed.



**No hot water:** Check thermostat on tank for proper temperature setting. Check that thermostat is not set to "vacation". Check and reset breaker in power panel. Check and reset button next to thermostat.

**Hot water is too hot:** Check thermostat on tank and turn down.

**Plumbing or fixtures leak:** Turn off water fixture, turn off water at supply line and notify Landlord immediately

**Toilet is plugged:** Plunge and test.

**No heat: Verify thermostat is set to HEAT.** Check thermostat batteries. Check that furnace covers are in properly. Check the filters to make sure that they are not dirty. Check the drain line and be sure that nothing is on top of drain line and that it is free of clogs/debris. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities or issue an order to disconnect the utility?

**Dishwasher won't drain:** Clean food out of bottom of dishwasher.

**Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour two large glasses of water into the bottom and restart. If problem continues, call Landlord and discontinue use.

**Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly.

**Water drips from freezer to refrigerator compartment:** Remove all food and store in a cooler. Turn off refrigerator and allow to defrost. Turn refrigerator back on and replace food.

**No Air Conditioning:** Check all circuit breakers. Clean and replace filter and test.

**No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, Check all GFI in bathrooms, kitchens, laundry room, and garage



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# Move-Out Charge Sheet

Please note the prices listed below are the average costs of each specified item. Damage costs can exceed each given range. Below are common damages, not all possible damages are specified.

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## **Cleaning**

- ❖ Clean refrigerator - \$40-\$60
- ❖ Clean stove top & under burner trays - \$20-\$40
- ❖ Clean oven & drawer - \$30-\$50
- ❖ Clean stove hood - \$30-\$50
- ❖ Clean kitchen cabinets - \$50-\$100
- ❖ Clean tub/shower and surrounding area - \$40-\$80
- ❖ Clean toilet and sink - \$25-\$50
- ❖ Clean bathroom cabinets and floor - \$30-\$60
- ❖ Vacuum throughout unit - \$50-\$75
- ❖ Carpet steam clean - \$250-\$450
- ❖ Deodorize carpet - \$150-\$200
- ❖ Clean fireplace - \$50-\$75
- ❖ Replace burner drip pans - \$30-\$50

## **Flooring**

- ❖ Refinish hardwood flooring (per room) - \$300-\$500
- ❖ Repair floor tile (per room) - \$100-\$600

## **Walls**

- ❖ Remove mildew and treat surface - \$50-\$250
- ❖ Cover crayon marks (per area) - \$25-\$75
- ❖ Repair holes in wall - \$100-\$250
- ❖ Repaint (per wall/ceiling) - \$75-\$125
- ❖ Repair nail holes (each hole) - \$25

## **Doors**

- ❖ Replace interior door - \$150-\$250
- ❖ Replace exterior door - \$275-\$500
- ❖ Replace sliding glass door - \$250-\$750
- ❖ Re-screen sliding door screen - \$75-\$100



- ❖ Replace garage door remote - \$75
- ❖ Replace door knob/deadbolt - \$25-\$75

### **Plumbing**

- ❖ Replace kitchen faucet - \$150-\$250
- ❖ Replace bathroom faucet - \$125-\$225
- ❖ Replace shower head - \$40-\$100
- ❖ Replace garbage disposal - \$125-\$250
- ❖ Install sink base liner due to water damage underneath sinks - \$100-\$150

### **Windows**

- ❖ Replace broken window glass (per window) - \$100-\$350
- ❖ Replace window blinds (per window) - \$30-\$60
- ❖ Replace window screens - \$75-\$95
- ❖ Replace storm window - \$75-\$200

### **Electrical**

- ❖ Replace light bulb (each light bulb) - \$3-\$5
- ❖ Replace light fixture globe - \$35-\$55
- ❖ Replace light fixture - \$100-\$250
- ❖ Replace ceiling fan - \$175-\$350
- ❖ Replace ceiling fan remote - \$75-\$175
- ❖ Replace electrical cover plate - \$5
- ❖ Replace outlet/switch - \$25-\$60

### **Miscellaneous**

- ❖ Replace mirror/medicine cabinet - \$100-\$250
- ❖ Replace towel bar - \$30-\$50
- ❖ Replace shower curtain rod - \$30-\$50
- ❖ Replace furnace thermostat - \$75-\$200
- ❖ Remove interior debris - \$100-\$750
- ❖ Remove exterior debris - \$100-\$750
- ❖ Replace appliance (fridge, stove, washer, dryer, dishwasher) - \$300-\$500
- ❖ Replace appliance parts - \$45-\$150
- ❖ Install smoke detector - \$35
- ❖ Install carbon monoxide detector - \$50
- ❖ Replace handrail - \$50-\$100