



## FS Houses - Dropbox

214 E Kentucky Street Louisville, KY, 40203

(502) 409-7797 | [www.FSHouses.com](http://www.FSHouses.com)

## OFFICE HOURS

M –Th. 11AM - 5PM

Fri 11AM - 2PM

Appointment Required.

Closed Holidays.

## TENANT HANDBOOK

Welcome to your new home! This handbook provides important information about your new home as well as answers to frequently asked questions.

### UTILITIES:

- **LG&E:** 502-589-1444
- **LOUISVILLE WATER:** 502-583-6610

All utilities (if applicable) must be put in your name immediately (on the first day of your lease). Tenant ledgers will be back-billed for utility usage plus a \$25 administrative fee in the event that services (gas, electric, water or sewer) are not switched over.

## CONTACT

After move in, please contact the property management company (not the Leasing Agent).

FS Houses Phone: 502-409-7797. Email: [admin@fshouses.com](mailto:admin@fshouses.com)

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IN CASE OF EMERGENCY CALL 911.

## TENANT PORTAL & Paying Rent

Portal Access: [www.fshouses.com](http://www.fshouses.com) > Portal Sign In > Louisville > Tenant

Rent must be paid through the online portal, due on the first of each month. Tenants paying by money order may deliver via postal service or drop box. **Payments must be received no later than the 5th by 5:00 PM.** Do not leave a blank money order, fill out and make payable to:

Black Key Club LLC dba FS Houses

214 E Kentucky Street

Louisville, KY, 40203

\*\* Rent not paid using the portal will be charged a \$10.00 processing fee. Late charges are assessed on the 5th of each month after 5:00 PM. For technical issues with portal payments, contact 844-530-5785.

# MAINTENANCE &

If a maintenance issue should arise, complete a maintenance request using Property Meld (instructions below and link can be found in your tenant portal).



## Getting Started

Create a Property Meld account by accepting the invitation we sent to your email address on file.

Click “**Confirm Your Information**” to register.



## How to Submit a Maintenance Request

- 1.** Login to your Property Meld account by visiting **app.propertymeld.com** or your property management company’s website.
- 2.** Click **Meld Requests** and choose **New Meld**.
- 3.** Enter your maintenance request information and click **Create**.
- 4.** Choose up to five time slots of availability for the repair to be fixed.

When filling out the online service request form be sure to provide the following:

- Area / room
- Description of what is happening
- Good days/times for the repair vendor or staff to access the property

Please check your email soon after the work order is submitted for the property manager's


response. If possible, attach photos of the maintenance issue to the request. Tenants are responsible for securing pets the vendor may encounter at the property.

**\*\*Maintenance requests should pertain to the functionality of the property and not cosmetics.** Use the move-in checklist to make note of any cosmetic issues regarding the property's condition upon move-in, these will be taken into consideration when the deposit refund is reviewed.

# Add Property Meld Shortcut to Your Home Screen

It's easier than ever to submit a maintenance request directly from your smartphone home screen. Learn how to add an "app-like" tile to your home screen without installing a new application.


## iPhone Users:

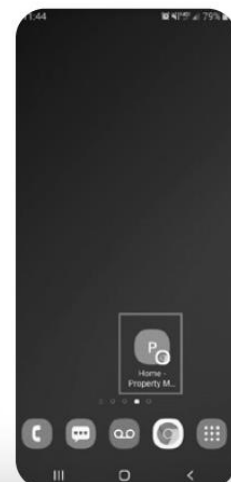
1. Open Safari
2. Type **app.propertymeld.com** into the search bar.
3. Click  and choose **Add to Home Screen**.
4. Rename "Submit Maintenance Request" if desired, then **click Add**.
5. Voila! The icon will be displayed on your home screen and you can easily submit a maintenance request through your resident portal.



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## Android Users:

1. Open Google Chrome
2. Type **app.propertymeld.com** into the search bar.
3. Click  and choose **Add to Home Screen**.
4. Rename "Submit Maintenance Request" if desired, then **click Add**.
5. Voila! The icon will be displayed on your home screen and you can easily submit a maintenance request through your resident portal.



## LOCKOUTS

In the event of a lockout, tenants will be charged a \$35.00 service fee during the hours of 10:00 AM – 5:00 PM, Monday through Friday (except holidays), and a \$75.00 service fee at all other times, including holidays, nights and weekends. On occasion, a tenant may be provided access to a secure lockbox located on-site at a property containing duplicate keys. If tenant is given access to retrieve keys from a lockbox and it is discovered any key is missing or unreturned, tenant will be charged a \$100 fee for damages, including locksmith charges, duplication, travel and labor.

**\*\*In emergencies, there will be no notice. Resident(s) understand that FS Houses or its designated agents shall access the property per KRS statute and as described in your lease.**

## **PEST & RODENT CONTROL**

If the tenant does not report any pest/rodent issues on the Move-In/Move-out inspection form or verbally within 7 days of move-in, it will be an acknowledgement that the premises are acceptable and pest/rodent free. FS Houses reserves the right to schedule treatments. Tenant(s) agree to cooperate with any necessary preparation.

Residents will be charged a \$50 fee if they are not prepared for scheduled treatments. If a pest/rodent infestation develops and tenants are negligent about correcting the issue during occupancy, the security deposit will be charged for cost of treatment/extermination. Pest and rodent control throughout the duration of the lease is the responsibility of the tenant in all single family homes. Please contact management for assistance if you develop an issue.

## **CARE & USEFUL INFO (MOVE-IN / OUT PROCEDURES)**

The following information has been gathered in response to requests from residents looking for guidelines at move-in / move-out times. If you have any questions about the use / care for items not on this list, please call any of the FS Houses numbers listed above.

**\*\*Report any unsafe or hazardous situations IMMEDIATELY.**

### **FURNACE AND WALL HEATER MAINTENANCE:**

All tenants responsible for cleaning or replacing the furnace filter every three months. Problems caused by failure to do so may be the tenant(s) responsibility. To care for your filter, please do the following : Brush a small broom or duster across air vent openings and fan vents to clear away accumulated dust.

### **GAS WALL HEATERS:**

If your home has a gas wall heater, it is prudent to turn it off when not needed-any gas appliance (new/old), the pilot light going out will cause a gas odor which should dissipate after a few minutes. If odor persists, please call LG&E immediately.

## **POWER/ FURNACE/ HOT WATER HEATER OUTAGES:**

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the utilities company already knows about it. You can, however, try calling them to report the problem.

If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is **off**, turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call the utilities company.

If either your furnace or water heater is not working, **call the utilities company first** to have them check it out and/or relight the pilot. If there are additional problems, they will inform you as to what needs to be repaired. Call BKC to inform them of the repairs needed.

Service calls that are unnecessary are the financial responsibility of the tenant and will be charged against the tenant ledger. *Ex: Tenant orders an emergency service call and claims their furnace not working. We send an HVAC company who discovers the tenant's thermostat was turned off.*

## **DRAINS**

Avoid letting food, grease, hair, feminine products, wipes and excess soap go down the drains.

**Clogged drains caused by food, hair, feminine products, wipes, grease and soap are the tenant's responsibility.** Some dishwashers will clog from food left on the dishes when put in the machine.

An excellent drain cleaning/clearing solution recipe is:

1 cup salt

1 cup baking soda

1 cup vinegar

Followed by 8 cups boiling water.

We recommend performing this treatment monthly to avoid build-up. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

## **GARBAGE DISPOSALS**

**Be sure to always run water while the disposal is operating to avoid damage to the unit.** Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up **organic items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. **Never put paper, plastic, glass, aluminum foil or grease in the disposal.**  
**Dump grease in trash.**

Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. **Problems with the garbage disposal are the tenant's responsibility, we can provide an appliance repair technician (most have a minimum service charge of \$80.00).** Please use this link to a video to

help troubleshoot: <https://www.youtube.com/watch?v=5xFUJIUsHVI>

## REFRIGERATOR COILS / DRIP PANS

Keep coils on refrigerators (especially sub-zeros) free of dust. Coils need free air flowing around them to operate efficiently. **Failure to keep coils clean may cause the appliance motor to burn out.** The replacement of a burned out motor due to dirty coils may be the tenant's responsibility. Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

## OVEN RACKS AND PANS

The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

## PLUMBING FIXTURES

**Never use abrasives on brass or gold fixtures.** It is best to wipe fixtures clean after each use. If brass needs to be polished, please use a product specifically designed for use on brass. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.**

## WATER DAMAGE

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that 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.

## SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

## MOLD

Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle

and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

## **HOUSE PLANTS**

Be sure drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

## **KITCHEN COUNTERS**

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times. **Tenants will be responsible for any damages to kitchen counters during move-out.**

## **CERAMIC TILE & PLASTIC MOLDED TUB AND SHOWER WALLS**

To clean ceramic tiles and molded fixtures tiles follow these instructions:

Dilute 1 part white vinegar in 5 parts water

**Never use scrubbing cleaners like Comet or AJAX on plastic molded fixtures**, as these products will permanently scratch the surfaces. Use a soft sponge and apply the solution to the molded areas.

## **BLINDS**

When cleaning blinds, do not soak them - the finish may bubble and peel. Spray with a mild soap & water solution and wipe them. You can buy a spray cleaner which is inexpensive and easy to use, making cleaning a breeze. Weekly dusting or wiping can save a lot of work later.

## **SMOKE DETECTORS**

All properties contain smoke detectors. Smoke detectors are never to be removed or disassembled. If a smoke detector is beeping, -please notify management. Tenants will be charged for removed or disabled smoke detectors and/or replacement upon move-out.

## **WOOD DECKS / PORCHES**

If you have planters or pots, put raised trays under them so that they are off the deck a few inches. This will allow air to flow beneath the pot, and to prevent water run-off from rotting the deck.

## **HARDWOOD FLOORS**

**Never use a mop or oil for cleaning hardwood floors.** Use a soft cloth to avoid scratching the surface. It is best to sweep and dust regularly to avoid build up of dirt. We recommend cleaning your hardwood floors in your home with a small amount of vinegar in water. Periodically clean floors with Murphy's oil following the directions on the label. We encourage the use of throw rugs in front of the sink and the stove to protect these areas from water and grease.

## **MARBLE AND GRANITE**

Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface since it will permanently stain the marble. **Never use any acidic or abrasive cleaning products including vinegar.** It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

## **MOVE-IN & MOVE-OUT PROCEDURES**

A move-in inspection will be completed when leasing your unit. When you are ready to move out

and terminate your lease, schedule your move-out on the tenant portal. A member of our team will contact you to schedule a move-out inspection and we will provide you with instructions for cleaning. Units are expected to be left in move-in condition for the next tenant. The move-out instructions will guide you through the process and outline the various items that need attention in order to have your security deposit refunded. Tenants must hand over possession of the unit and return all keys.