HELPFUL GUIDE FOR YOU & YOUR HOME

YOUR HELP IS NEEDED IN MAINTAING YOUR HOME

- Residents should promptly call-in repair requests to include broken or unserviceable housing components, structural damage, water leaks, cracked walls, and other maintenance work to the DOC housing office. 928.329.9014. After hours emergency maintenance call 928.581.4863

MAINTENANCE

While DOC will be responsible for all exterior repairs and maintenance, Residents are responsible for maintaining the overall appearance of the areas around their homes, including:

- ✓ On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windowsills and windows.
- ✓ Play equipment is to be placed BEHIND the home so as not to be visible from the front of the home—tree swings NOT permitted.
- ✓ Trees and utility poles can not be used to install dog runs, signs, basketball goals, swings, and similar items.
- ✓ Driveways and sidewalks should be free of new oil stains, marks and writing.
- ✓ Front lawns are to be kept clean, orderly and free of any equipment or items that may be unsafe.

PETS

- All pets must be registered at the YPG Veterinarian Clinic, within five working days of occupying a house or acquiring a pet. Pet owners must provide verification of appropriate immunization along with the pet registration to YPG.

- Pit Bulls, American Staffordshire Terriers, Rottweiler's, Doberman Pinschers, Chows, Wolf Hybrids or any dog with these breeds in their lineage are restricted and will not be permitted.

- Pets must be on a leash at all times when outside the fenced area of a home. Residents must dispose of pet waste daily in their fenced backyards. Pets cannot be tied or staked inside or outside of the fenced area.

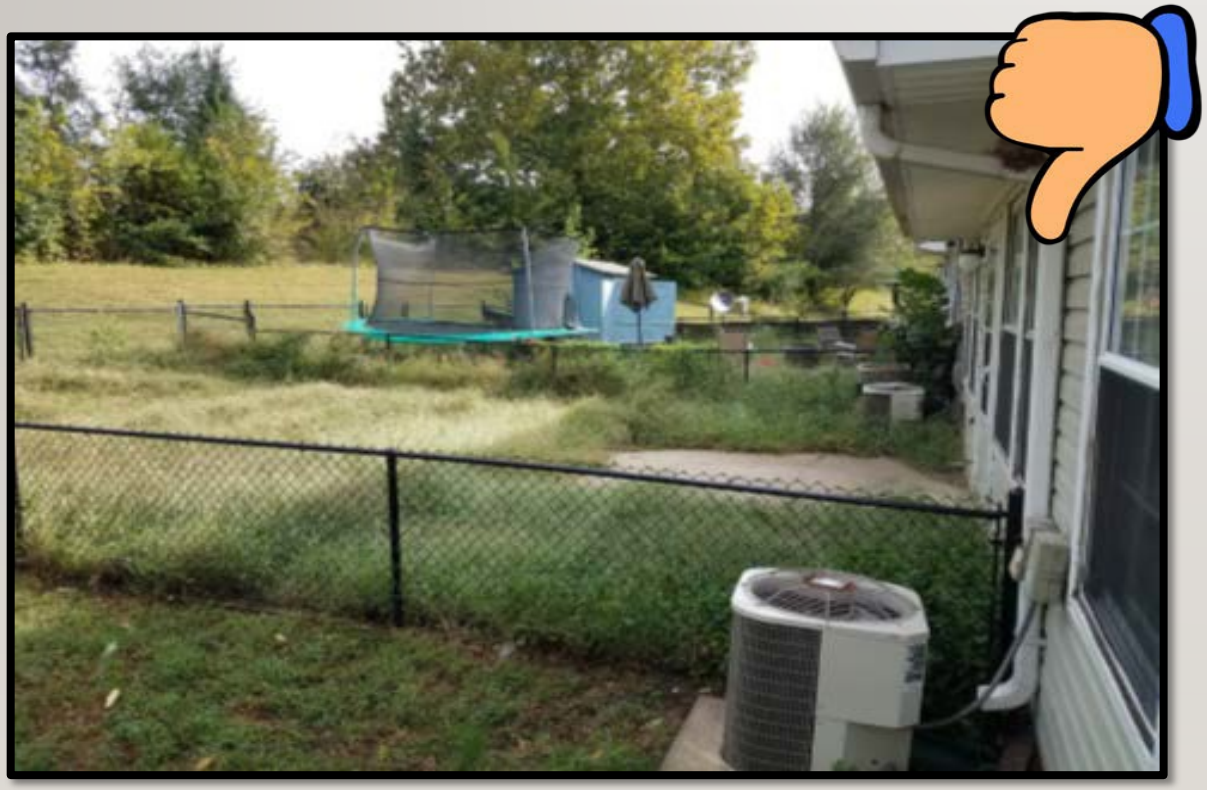
PETS CONTINUED…

- Pets must have suitable shelter from inclement weather and have continuous access to fresh water. Suitable shelter shall be deemed to be a structure of sound construction, sufficient to provide shade from sun and protection from rain and wind—dog houses must be within a fenced area.

- Residents who walk their pets must carry a plastic bag or other appropriate container to retrieve and dispose of any waste. Residents may be Fined $25.00 for not cleaning up properly after pets.

- Residents will be charged for cost of AC units damaged due to pet urine located in fenced backyards.

LANDSCAPING



- DOC agrees to keep common areas clean, lawns mowed, trim trees (above 10 feet)spray weeds 2 times a year and edged during the growing season.
- Residents are responsible for maintaining front, side, and backyard areas to DOC specifications for mowing, edging, watering and trimming.

ALTERATIONS

- Residents must obtain written permission from DOC prior to starting any alteration or modification to the home or grounds. This includes, but is not limited to modifications to the landscaping, patios and walkways, fencing, or installing flower or vegetable gardens and any interior alterations. Any approved modifications to the home or grounds must be returned to the original condition prior to termination of occupancy.

TRASH COLLECTION

- Trash bins and recycling containers are provided to each residence for trash (1) and recycling (1).
- Trash and recycling will be picked up curbside by a DOC contractor once per week, on assigned days. Trash and recycling containers must be covered and stored in the designated location.
- Containers may be put out for pick-up no earlier than 5:00 a.m. on the day of scheduled pick-up and must be removed from the curb and returned to the storage area after pick-up no later than 8:00 p.m. the day of pick up.
- Please do not leave trash and debris laying in front or around the trash container. The trash company will not exchange the container if trash is overflowing.
- As a reminder these items are not allowed to be left in the trash container tires, motor oil, hazardous chemicals, appliances, and furniture.
- During a holiday week, trash service will be delayed by one day.
- Please use the 40-yard trash container located at the top of Schwark Dr. in upper housing. All trash should be broken down and fit inside the trash container. Please do not leave trash and debris laying in front or around the trash container.

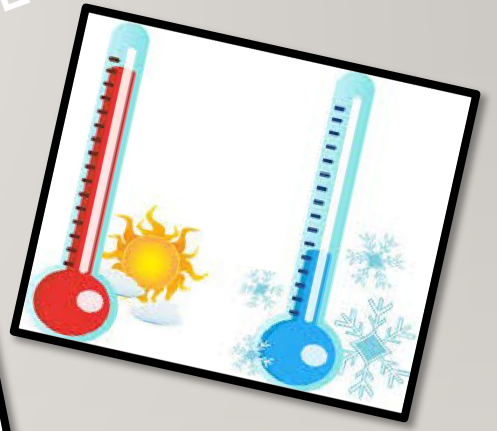
COUNTERTOPS

- Counter tops— Hot items such as hot plates, skillets, frying pans, pots directly on to the counter tops from the stove or oven. These will burn the counter tops.
- Please use towels, hot pads, cooling racks to protect the counter. Damages caused by these items will be charged to the resident.

GARAGE DOORS

OPEN BEFORE BACKING YOUR CAR OUT!

CLOSE AT ALL OTHER TIMES TO CONTROL TEMPERATURE & KEEP OUT PESTS!



- Please be careful when backing out of your garage. Make sure the garage door is open BEFORE you turn on your vehicle. Do not keep your garage door open during extreme hot weather days. This will make your AC unit work harder to keep the temperature you want. (We suggest the same for your entry door and windows too!) This can also invite unwanted guests such as bugs, mice, and snakes.

DRYERS

❖ Dryer Vent Hose :
Residents are responsible for insuring dryer vents are securely installed. Unsecure dryer vents can cause moisture issues.

❖ **Dryer Lint Traps :**
Please empty out the trap after EVERY load of laundry. This will prevent fires. Just put the lint in the trash.

AIR CONDITIONERS

- Air Conditioners:

Not working? Check for frozen lines outside, or freezing inside. If you see ice, set thermostat to FAN.

Call maintenance for work order

Look for freezing inside the box

Look outside for freezing on the line

BLINDS

- **Blinds:** Please call maintenance if your blinds become broken. DO NOT WAIT until you are getting ready to move out.

- Normal wear and tear from age or sun damage are determined by maintenance. You WILL NOT be charged for these damages. Looking through the blinds instead of opening them properly and pets are common reasons that blinds become damaged. You may be charged for these damages.

AIR FILTERS

- Air Filters: Change once a month to help with air quality in your home.
- Sign up for the recurring monthly air filter delivery or installation.

DISHWASHERS

- When getting ready to use your dishwasher, a suggestion to get the best usage is to run your disposal first and run the hot water for a moment before turning the dishwasher on. The disposal and dishwasher are connected and can affect each other's functions.

- **Recommendations from our maintenance for dishwasher soaps:** Use pods like Finish Tabs or Cascade Brand. (KEEP OUT OF THE REACH OF CHILDREN!)

- **To clean your dishwasher, our maintenance recommends: Every 2 months** putting 2 tablespoons of white vinegar and 2 tablespoons of baking soda into the bottom of the machine and running an empty cycle.

GARBAGE DISPOSALS

- DO NOT put trash in the disposer! For example: plates, bones, coffee grounds, rice and noodles grounds, bottle caps, hair pieces.
- **TO CLEAN DISPOSALS:** Fill your disposal with ice cubes, and turn on the disposal. Let faucet run while ice is in the disposal.

NO!
NO!
NO!
NO!

Do not put down the drain!

TOILETS

Never flush down the toilet:
Wipes
Nappies
Condoms
Liners / Tampons
Plasters / Bandages
Cotton buds / Cotton balls
Contact lenses

CARPETS

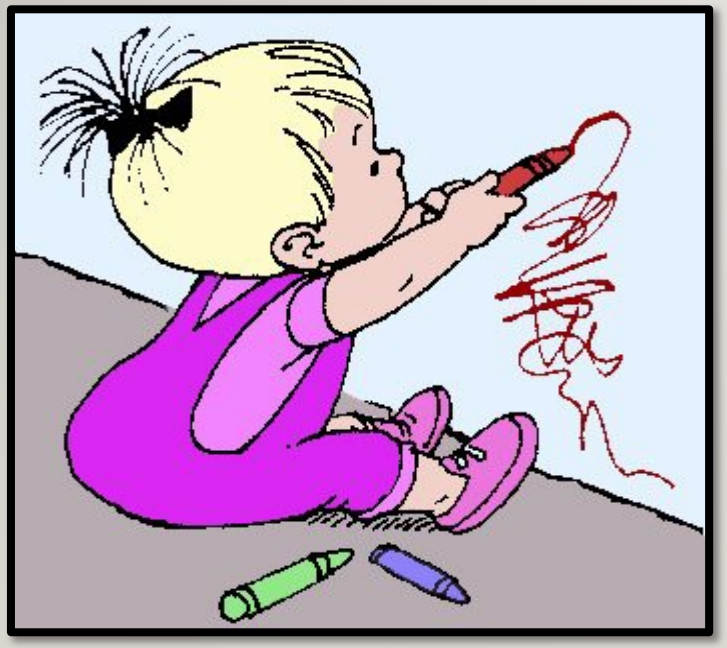
- Stains on Carpets:
Please be careful with cleaning products on carpets. Many products can damage carpets with stains and bleach spots.

- Carpet damage will be charged at move out.

NO!

Keep off of the carpet

WALLS



- Drawing and Coloring on walls can be charged to the resident at move out. Please try to prevent this.
- Magic Eraser or similar products are great for cleaning off a lot of marks. Try using this for other marks around the home. (after trying in not common place.)

REPORT WATER LEAKS IMMEDIATELY

- Report water leaks immediately to the housing office: (928) 329-9014

  - any evidence of a water leak or excessive moisture in your house, storage room, garage or any common area
  - evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area
  - any failure or malfunction with you heating, ventilation, air-conditioning system or laundry system. Do not block or cover any of the heating, ventilation or air-conditioning ducts in your home
  - inoperable windows or doors
  - any musty odors that you notice in your home.

CONTACT US

Community Management office:
Phone Number: 928-329-9014
Fax Number: 928-329-9047
Address: 1120 Cutter Ave, YPG, AZ 85365
Office hours: Monday – Thursday 7:00am – 4:00pm
Friday's 7:00a.m. – 3:00p.m.
Closed for lunch daily from 11:30a.m. – 12:30p.m.

After Hours Emergency Maintenance Line – 928-581-4863
Community Director – Kristel Steib ksteib@tmo.com
Leasing Specialist – Christie Shew cshew@tmo.com
www.desertoasiscommunities.com