



**ALL COUNTY**  
PROPERTY MANAGEMENT  
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ALL COUNTY

## Resident Handbook

*We're glad to have you as a member of the All County® family!*



## Welcome to All County® Prestige, and welcome home!

We are pleased to have you as a resident. This handbook will help you have a pleasant tenancy with us, by knowing what to expect. Please read your lease agreement carefully, and you can learn more about your lease by watching our short video series at: <https://allcountyprestige.com/signing-your-lease/>.

Remember to have all the utilities transferred into your name by the first day of your lease. Make sure we have your current phone numbers and email addresses. This is how we will contact you with news.

We value your feedback, and strive to provide you with the best possible customer service. Your voice matters, so you will periodically receive a survey from us. Please be sure to complete the survey as your feedback will help us to improve our services.

## Contact Information

All County® Prestige Property Management, LLC  
2211 East Highland Avenue Suite 220 Phoenix, Arizona 85016

**Tel:** (602) 753-0333, **Fax:** (602) 753-0350

**Email:** [contact@allcountyprestige.com](mailto:contact@allcountyprestige.com)

**Website:** [allcountyprestige.com](http://allcountyprestige.com)

## Office Hours

Monday - Friday 9:00 AM to 5:00 PM.

Tuesdays, we have company training from 11:00 AM to 1:30 PM.

## Emergencies

Your safety is first, then protect the property. Call 911 if needed. To call the emergency line, contact the office at: (602) 753-0333, and select Option 4.

## Lock-out

During business hours, you can contact our office to come and get a key. We can help if we have staff available. We require a \$25 key deposit that will be refunded when the key is returned. After hours, you'll have to contact and pay a locksmith.

Locked yourself out outside of business hours? Contact a locksmith. If you change the locks, you must provide All County® with a copy of the new key.

## Paying your Rent

To see a short video on how to pay your rent, visit: <https://allcountyprestige.com/signing-your-lease/>. Part 2 is about paying your rent. Rent is due on the 1<sup>st</sup> of each month by 5:00 pm.

Rent may be paid:

1. Online at [allcountyprestige.com](https://allcountyprestige.com) through the [Resident Portal](#) using a checking or savings account, debit or credit card. Financial institution fees apply. Please be sure to verify the fee amount associated with your payment type prior to submitting the payment. You can also set up autopay with your checking account through the [Resident Portal](#).
2. With a Cash Pay Card we provide upon your request. This card can be used at 3<sup>rd</sup> party vendor locations. Fees apply. Not available in all areas.
3. By mailing a personal check, money order, or cashier's check. Your payment is credited to your account the day it is received by us. Postmark dates do not apply, so allow plenty of time for the check to reach us. All payments received in the office are subject to a \$10 processing fee. We do not accept post-dated checks. Please print your name and rental address on your check or money order.

**Please note:** Acceptance of rental payments from a non-tenant does not create a tenancy. All County® reserves the right to reject funds from a non-resident. We do not have a drop box. No payments may be left at the office. Cash is not an accepted form of payment.

## Returned check and failed online payments (NSF)

If your payment is returned for any reason, you will be assessed a \$35 dishonored payment fee. This also makes your rent late and you will be assessed late charges and Breach Notice Fees as necessary.

## Late Rent

A late charge of \$50, and then \$10/day thereafter will be assessed until the rent is paid in full. If your rent is late you will receive a 5-Day Notice. A Breach Notice fee of \$50.00 will be assessed once the 5-day notice is produced.

Once a 5-day notice has been produced, the online Resident Portal will be suspended until payment in full has been received. Payments on a Breach Notice can be made with your Cash Pay Card or certified funds may be mailed to the office.

## Maintenance

All maintenance requests must be submitted via [Property Meld](https://app.propertymeld.com/login/). (<https://app.propertymeld.com/login/>). When making a request, be specific about the problem and where it is located. Your request for repairs in writing constitutes permission to enter your home, and waives any need for access notice pursuant to ARS 33-1343.

In the comments section of the online work order, include your name, property address, contact numbers, email address, and the best phone number(s) to reach you. Describe the issue as best you can.

All County® or a private vendor will contact you to schedule the maintenance. Please be sure that your contact information is up to date. Sometimes the vendors call from a private number, so please make sure your phone accepts private calls, and that you answer unknown numbers after submitting a maintenance request.

Make sure you can schedule time and make yourself available during normal business hours to let a vendor or repair person onto your property. You are responsible for ensuring that repairs can be done by preparing the area for the maintenance crew by securing your pets and letting the occupants and guests in your home know about the maintenance.

You will be responsible to pay a service charge if you schedule an appointment and are not there to let the vendor in.

## Emergency Maintenance

If you have an emergency that cannot wait until the next business day, and it is before or after regular business hours, you can call our office and choose the emergency maintenance request Option 4. An emergency is considered fire, flood, or blood.

Leave your name, address, telephone number, and nature of the emergency. Make sure the number you leave will accept private calls. Phone numbers that do not accept private calls will not receive a return call, so your request will go unanswered.

You are responsible for stopping further damage in any maintenance issue. Contain and clean up leaking water by shutting off the water to the leak and drying out (fans, mops, towels) the area that was wet. If electrical, turn off the power to that area. Failure to take action to prevent damage is a violation of your lease.

## Air Conditioning and Heating Units

You are responsible for cleaning and replacing the filter(s) at least once/month. Problems caused from the failure to clean or replace the filter may become your financial responsibility.

Dust can accumulate in room vents and the return vent. A small broom brushed against the vent openings will clear away dust and help the unit work more efficiently.

Don't place furnishings or anything else against the return vent. You could block airflow and cause damage that you'll be liable for. Make sure the outside unit is clear and unobstructed. Placing objects upon or against the unit could cause the motor to burn up, and you may become liable for repair costs.

In the event air conditioning is not functioning, make sure the circuit breaker is not tripped, the filter is clean, and the thermostat has working batteries.

Smoke detectors, batteries, light bulbs, remote controls, and filters are your responsibility to keep working.

## Water Heaters

If you have no hot water, check the breaker. If the tank is leaking, turn off the circuit breaker and shut the water valve off to contain the water as much as possible. Put in a maintenance request and/or call the emergency line.

## Smoke Alarms

Smoke alarms must always be functional. Test the alarm monthly, and keep extra batteries on hand. Familiarize yourself with the smoke alarms in your home, and make sure they are in good working order. We recommend keeping fire extinguishers around the home and to have an evacuation plan ready in case of fire.

## Circuit Breakers and Fuses

If something electrical is not working, check the circuit breakers. Sometimes they can be tripped and still be in the on position. If that doesn't work, contact the power company so they can check the power source.

Sometimes the GFI (Ground Fault Interrupter) is tripped. You can reset the GFI by pushing in the red or yellow button on the outlet cover.

By trying to fix problems yourself before putting in a maintenance request, you can avoid charges for a maintenance call.

## Drains and Toilets

Avoid putting food, hair, or grease down the drain. Clogs caused by food, hair, grease, debris and excessive paper are your financial responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading the dishwasher.

Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper is flushed. Never put sanitary napkins, children's toys, diaper or handy wipes, napkins or paper towels down the toilet, or you will be responsible for the repair charge.

## Garbage Disposals

Always run cool water while the disposal is operating to avoid damaging the unit. Let the water run long enough to grind all the material, plus 10-15 seconds after turning it off. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up organic materials only. Exceptions (things *not* to put in the disposal), include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones, and any other item that is particularly tough. *Never* put paper, plastic, glass, aluminum foil or grease in the disposal.

If the unit is not operating, press the reset button. Problems caused by misuse or jamming are your responsibility to fix.

## Washer, Dryer, and Water

Check the washer connections periodically for leaks. Clean the dryer's lint filters after every use. Make sure the vent hose is free of kinks and lint build-up.

If you leave your home empty for an extended period of time, turn the main water off to the home. If the supply lines or a hose ruptures while you're gone, it can cause extensive damage to the home and your personal belongings. Turning the water off prevents this.

## Exterior and Yard

Yard upkeep is your responsibility. Keep all grass watered and neatly cut, edged, and free of debris. Weed and mulch the flower beds. Fill holes and reseed grass as needed. Do not plant trees or bushes without written approval from us. Clean the gutters. No inside items (furniture, toys) may be stored outside. If you receive a violation from city or county officials, report it to us and fix the violation.

## Tenant Fees Schedule

Our goal is to keep fees to a minimum. Please read the following information below. These fees cover our costs for enforcement of the issue. By understanding this fees schedule, you can avoid being charged. *All fees are subject to change without warning.*

**New lease-up administration fee:** \$150

**Lease renewal administration fee:** \$150

**Pet administration fee:** *(Per pet.)* \$150

**Changes-to-lease fee:** *(Addition or removal of tenant.)* \$150

**Misuse of emergency phone line:** *(Calling more than once.)* \$15

**Calling the emergency line for non-emergencies:** \$25

*(Please reference the maintenance handout for what is considered an emergency.)*

**Failure to complete move-in condition report:** \$50

*(Returning the move in condition report is a term of the lease agreement and must be completed/ returned in time allotted. Fee represents the cost for delivering a legal Notice to Cure.)*

**Failure to Transfer *all* utilities within 72 hours:** **\$50**

**Check or money order processing fee:** **\$10**

*(Payment brought into the office by tenant will be charged a processing fee to be paid at time of drop off.)*

**Dishonored payment:** **\$35**

**Late rental payment fee, on the 2<sup>nd</sup>:** **\$50**

*(Plus \$10 per day until rental payment is made in full.)*

**Breach Notice Fee:** **\$50**

*(When an All County® representative goes through the process to post a legal notice on tenant's door to affect compliance to the terms of the lease.)*

**Lockout Fee After Hours:** **\$75**

*(We do not guarantee that we'll have someone available to retrieve key from office. If not, tenant must call and pay for locksmith.)*

**Lockout Fee During Business Hours:** **\$25**

## Move Out Checklist

We hope you have enjoyed living in your All County® residence. Except for normal wear and tear, you are required to leave your surroundings in the same condition as it was when you moved in. Upon our final inspection, we must find no problems that you didn't state in your move-in inspection report.

Check off each item below as you complete the step, and then email or bring the form to our office. If you have any questions, call our office.

Please note that vendors will be hired to complete steps you miss, and this money will come out of your security deposit.

### Outside

**Please note:** If the yard has been neglected, a professional lawn service will be hired to make it ready for the new tenants. The company will be paid from funds deducted from your security deposit. The same goes for trash removal and any other services you do not thoroughly complete. How much of your security deposit is returned is up to you.

\_\_\_\_\_ ***Initial here*** when all outside steps have been completed.

**Follow these steps:**

Mow the yard and remove all weeds.

Water the yard thoroughly every day until move-out.

Remove all animal droppings. Leave none behind.

Remove trash and debris. Leave none behind.

Clean up any oil spots left in garage or driveway.

Clean garage of all debris, cobwebs, and dust. Sweep. Please double check.

Sweep out storage areas, porches, and balcony. Ensure you clean and remove everything under the porch.

## Inside

**Please note:** Have all carpets professionally cleaned by a truck-mounted steam cleaning vendor, and attach the receipt to this form when you turn it in. If you have pets, add a carpet pet treatment when your carpets are cleaned. If you do not do this step, we will hire our own choice of carpet cleaning company, and the company will be paid from funds deducted from your security deposit. The same goes for any other inside cleaning you do not thoroughly complete.

***How much of your security deposit is returned is up to you.***

\_\_\_\_\_ ***Initial here*** when all inside steps have been completed. Don't forget to attach the carpet cleaning receipt, showing pet treatment, and your receipt for return of keys and garage remotes.

## Kitchen

Clean the refrigerator. This may include defrosting, and washing completely inside and out.

Clean outside door of dishwasher. Clean inside, including any buildup of impurities along stripping and throughout the dishwasher.

Clean entire range and vent hood: including oven, stovetop, under burners and rings, drip pans, and bottom drawer.

Wash down walls and remove marks.

Empty and wash down all cabinets and drawers.

Clean inside of windows, window seals, glass, and blinds.

Wipe down all doors inside and out. Wipe top of the door and door frames.

Sweep and mop floors. Make sure your mop is clean and does not leave streaks.

Dust ceiling and corners for cobwebs.

Dust and wipe down baseboards, light fixtures, ceiling fans, and vents.

## Bathrooms

- Wash down walls and remove marks, watching for mildew and mold.
- Empty and wipe down closets and closet shelves.
- Empty and wash down all bathroom cabinets and drawers.
- Sweep and mop the floor. Do not leave streaks.
- Dust and wipe down baseboards, light fixtures, bathroom fans and vents.
- Scrub bathtub and shower thoroughly.
- Clean drains.

## Bedrooms and Living Areas

- Empty and wipe down closets and closet shelves.
- Empty and wash down cabinets.
- Sweep and mop hard floors. Vacuum carpets.
- Dust and wipe down switch plates and outlet covers.
- Wash down walls and remove marks.
- Dust ceiling and corners for cobwebs.
- Dust and wipe down baseboards, vent covers, light fixtures and ceiling fans.
- Clean out fireplace and any area surrounding the fireplace. If it is a wood burning fireplace, it must be cleaned out.
- Dispose of trash. Do not leave anything behind to be picked up, disposed of, or hauled away.

## Miscellaneous Items

Please make sure to leave all CO detectors and smoke detectors installed by All County®. This is the law. Once you have cleaned your residence and removed your belongings, call All County® to set up an appointment to return your keys and remotes. In accordance with your lease, you will be charged for each day(s) until you hold the receipt for return of all keys and remotes.

\_\_\_\_\_ ***Initial here*** when all miscellaneous items have been completed.

Follow these steps:

Wipe down washer and dryer. Clean lint trap to clothes dryer.

Repair/replace all torn or missing window screens.

Change air conditioning and furnace filters.

Replace all burned out bulbs.

Request a final meter reading for utility services.

Cancel all newspapers or other subscriptions that come to the address.

Change your address with the post office. You can fill out a form at the post office or do it online at: <https://usps.com/move>

Transfer utilities back to the homeowner. ***Do not turn off the utilities, or you will be charged with the reconnection costs.***

Return all keys and garage door remotes to All County®. Make sure you get your receipt and attach it to this document.

Give All County® your forwarding address where we may send your security deposit.

## About your security deposit

Per the lease, we have up to 14 days to return any remaining deposit to you.

**Remember:** How much deposit you recover is up to you! Follow this checklist exactly to receive as much of your deposit back as possible. Any moneys deducted from your security deposit (due to past due rent, damages, insufficient cleaning, etc.) will be thoroughly explained in writing, according to Arizona State Law.

## Services

Request a "final meter reading" for utility services. ***Do not turn off the utilities.*** Please ensure that the utility company transfers them back to the owner's name. You will be charged any reconnect fees.

Disconnect phone and cable, cancel all newspaper subscriptions, and send the post office a change of address form.

Once you've cleaned your residence and removed all your belongings, please drop off the keys and any other documents/receipts.

Provide us your forwarding address where we may mail your security deposit. The Security deposit will be returned within 14 days per the arrangement stated on the rental agreement. If any deductions are made (for past due rent or because the residence is damaged or not sufficiently clean), we will provide you with a receipt.

*We will provide this checklist to you again upon receiving your 30-day notice to terminate the lease.*