



NEW TENANT WALK THRU CHECKLIST

5 STAR REAL ESTATE OFFICE NUMBER: (915)247-6447

OFFICE HOURS: Monday to Friday 8AM-5PM

1218 E Yandell St, Suite 105 El Paso, TX 79902

DATE: _____

PROPERTY ADDRESS: _____

The purpose of this form is to familiarize you with the home you will be occupying and its components. This form will cover some trouble shooting procedures for issues with the house and protocol for any emergencies. We are also providing you with a list of important phone numbers.

INITIAL(S)

LOCATION OF WATER METER _____

LOCATION OF ELECTRIC BREAKER BOX/METER _____

LOCATION OF GAS METER _____

QUICK RELEASE FIRE ESCAPES MECHANISMS
(FOR BEDROOM WINDOWS – IF APPLICABLE) _____

UTILITIES WILL BE SHUT OFF ON: _____

***Transfer utilities to your name before this date. If utilities are not currently on, see page 2 for utility company phone numbers.

TROUBLE SHOOTING & EMERGENCIES:

- **Water Leaks:** If you have a major water leak (water heater or other pipe burst), **shut off valve at meter** (see above for location) then call office. If it is not a major water break, but a small leak or faucet drip, no need to shut off water at main, just call office so we can send plumber. **For roof leaks, call office.**
- **Electrical Failures:** If all, or a portion of your home loses electricity, do the following before calling office: **Check GFCI's** and try to push reset buttons (GFCI's located in all wet areas – kitchens, baths, and garage). If that does not remedy, check **breaker box** (see above for location) to see if any breakers were tripped – including main – and reset). If that doesn't remedy, check with neighbors to see if there is an area outage. If all else fails, call office.
- **Light Bulbs, Smoke Detector Batteries:** All light bulbs and smoke detector batteries have been installed and/or replaced before move in. Tenant is responsible for replacing light bulbs and smoke detector batteries throughout tenancy. If any light bulbs are not working during move in, please note on **Inventory & Condition** form provided to you and notify office.

- **Garbage Disposal Issues:** If garbage disposal fails, push reset button on bottom of unit. If it still does not turn on or you hear “humming”, call office. ***(NOTE: If plumber finds that a foreign object created a jam – ie: bones, glass, toys or anything other than what should be put in a garbage disposal, repair will be billed to tenant).***
- **AC or Heating Failures:** Call office so they can send a technician. **Do not attempt to get on roof or tamper with AC or Furnace.** Always prepare yourself for an emergency by keeping fans (summer) or portable heaters and blankets (winter) handy. We will do everything in our power to get units running promptly, but be prepared in case of delays due to weekends, holidays or parts availability.
- **Heating & Cooling Seasonal Service & Filters:** Upon tenant request, a technician will be sent out to winterize and de-winterize evaporative coolers. When furnace is on, tenant is responsible for changing air filters monthly. Tenants are responsible for changing refrigerated air filters every 1-2 months.
- **Refrigerator, Washer, or Dryer Failure (if included):** These appliances are left for tenant convenience. Per lease agreement, repair or replacement is at Owner discretion. If issues arise, you may call the office so next steps can be determined.
- **Sewer Clogs:** Landlord will not pay or handle sewer clogs unless it is determined that roots or a collapsed sewer line was the cause. **We have technicians available at a reasonable price**
- **Broken windows,** torn screens or damage to doors are the responsibility of tenant during tenancy.
- **Lockouts:**
 - **During business hours (8am-5pm):** The office will provide access to the home at tenant expense.
 - **After business hours** call Hassle Free Lock and Key (915-821-3212). If the keys are changed, tenant is responsible for providing a copy to the office.
 - **Non Emergency Rekey:** Office will coordinate on behalf of the tenant at tenant expense.

NOTE: Keyless bolts are to be engaged while in property only. Do not engage keyless bolts and leave through garage. If garage opener fails or if electricity is cut, you will not have access to the home and the cost to break into home will be at your cost.
- **Cleaning:** Home must be professionally cleaned upon move out. Receipt is required. Cost for cleaning will be deducted from tenant’s deposit if unit is not returned to landlord in clean condition. **Home must be cleaned after home has been emptied and prior to carpets being cleaned.** Below is an approved vendor who will guarantee their work:
 - ***Guadalupe Marin: 915-540-0523***
- **Carpets:** Carpets must be professionally steam cleaned upon move out. Receipt is required. Cost of steam cleaning will be deducted from tenant’s deposit if carpets are not professionally steam cleaned after vacating. **Carpets must be cleaned after the home has been emptied and professionally cleaned.** Below is an approved vendor who will guarantee their work:
 - ***Steamway: 915-504-2241***

- **Vacation:** If you leave the house for an extended time, notify the office and take the following precautions:
 - Shut water main off to prevent pipe bursts or water leaks while home is vacant
 - Set water heater on "Vacation" or lowest setting
 - If acquainted with neighbors, let them know to keep an eye on home and give them office number in case of emergencies

IMPORTANT NUMBERS:

FIRE : 915-568-5283
POLICE : 915-564-7000
POISON CONTROL : 1-800-764-7661
HASSLE FREE LOCK AND KEY: 915-821-3212

EMERGENCY: 911

POST OFFICE : 1-800-275-8777
EL PASO ELECTRIC : 915-543-5970
EL PASO WATER : 915-594-5500
TX GAS SERVICE : 1-800-700-2443
GARBAGE COLLECTION : 915-621-6700

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