



Tenant Handbook



WELCOME TO YOUR NEW HOME!

The purpose of this handbook is to provide you with useful information about your new home, your property management, and more. This handbook also provides information about guidelines and procedures. Always keep this handbook in a convenient place for future reference.

About Katherine Victoria Group (KVG) Property Management

KVG was founded in 2008 and began managing properties in April of 2012. Serving our tenants is a top priority for KVG. As one of the few management companies with an in-house contracting crew you can rest assured that we know your home inside and out and treat it as our own.

KVG Property Management informs tenants of news, events, and programs through its website, at www.kvg-stl.com, through social media sites Twitter and Facebook, and through periodic newsletters. Like us, follow us, and check our website often!

MOVING IN

You may move into your new home on the date listed on your Section 8 move in slip, or your lease. Your property manager will call you to arrange a time to meet at your new home to do a move-in walkthrough. At this time any remaining deposit owed will be collected. You will also need to provide your occupancy permit, move-in slip from your case-worker, if applicable, and all utility account numbers as proof that you have turned on utilities in your name.

Keys and Locks

You will receive one key to each lock for your home. Lost keys will incur a replacement charge. The property management staff will retain a master key to each property to ensure your safety in the event of an emergency. You must not change your locks or add security devices without the explicit written consent of your property manager. Keys locked inside requiring our staff to come let you into your home may incur a charge to you.

Cable and Satellite Dishes

Installing cable or satellite dishes will be at the discretion of your property manager and cannot be done without prior written consent. Contact your property manager to obtain permission to have a professional install these items.

Pets

Check with your property manager prior to signing a lease to get permission to have a pet in your property. A pet deposit may be applicable.

Routine Inspections

KVG performs routine inspections of all properties twice a year. After you have moved in, your first inspection will be approximately four months later, with your next inspection six months after that. These inspections are a good time to voice any concerns you have as well as ensure that our properties are being kept in good condition. You will receive a letter several weeks prior to your inspection date to notify you of the date and time. We recommend that you are present for the inspection, however, if you are unable to be there the master key will be used and the inspection will still be conducted. Inspections are not able to be rescheduled.

RENT

Paying your rent

Rent is due on the first of each month. Rent is payable by money order and must be mailed to our office at:

KVG LLC
#247
1165 Clock Tower Plaza
Washington MO 63090

Rent payments postmarked after the 5th of the month will incur a \$50 late fee which must be included with your rent. Payments postmarked after the 10th of the month will be charged a \$100 late fee. Rents after the 10th are considered delinquent and at this time your caseworker will be notified and eviction processes may begin. Please be sure to keep your property manager notified if your rent will be late.

Section 8 Rent Portions

If you are responsible for a portion of your rent, your caseworker will calculate this portion and note it on your move in slip. Should your portion go up or down because of a change in income, it is your responsibility to let us know immediately if your portion changes.

UTILITIES

If you are responsible for a utility bill that is payable to KVG, you will be mailed an invoice. You should include payments for these utilities with your next rent payment. Unpaid or late utilities will be treated the same as late or unpaid rent and subject to late fees and even eviction.

TENANT PORTAL

You can log in to KVG's tenant portal through our website at www.kvg-stl.com and click on "Tenant Portal." Here you can view your account balance, submit maintenance requests, download documents, and more. To request a Tenant Portal login ID and password, please fill out the form at the back of this handbook and give it to or mail it to your property manager.

DEPOSITS

Deposits must be paid in full before you receive your keys to move in. Even if you have your move in slip and all other needed materials, you will not receive your keys until your deposit has been paid.

Deposits are held by the owner of your property and will be returned within thirty (30) days of your move out. Any unpaid balance on your account at the time of move out and any repairs to your unit that go beyond normal wear and tear will be deducted from your deposit before it is returned. An itemized list of anything charged to you will be included.

MOVING OUT

When you decide to move out, you need to give your property manager written notice. This notice must be received by the last day of the month, one month before you plan to move. For example, if you were planning to move out on April 30, you would need to notify your property manager in writing by 4:30 p.m. on March 31.

Your property manager will make an appointment with you to inspect your unit before you leave and will give you a list of the cleaning and repairs you must complete before moving out. You must leave the unit as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged with repairs. You must be moved out by 11:59 p.m. on the last day of the month. It is your responsibility to return all keys to your property manager, and to sign the move-out inspection form before you leave.

Deposits are held by the owner of your property and will be returned within thirty (30) days of your move out. Any unpaid balance on your account at the time of move out and any repairs to your unit that go beyond normal wear and tear will be deducted from your deposit before it is returned. An itemized list of anything charged to you will be included.

(also need examples of normal wear and tear vs damage)

NORMAL WEAR AND TEAR VS. EXCESSIVE DAMAGE

It is important that you take care of your home and yard. When you move out, your home should be in the same condition as it was when you moved in. Anything beyond normal wear and tear will be deducted from your deposit before it is returned to you.

Examples of Normal Wear and Tear:

- Fading, peeling, or cracked paint
- Small chips in plaster
- *A few* nail holes, pin holes, or cracks in wall
- Door sticking from humidity
- Cracked window pane from faulty foundation or building settling
- Floors needing coat of varnish
- Carpet faded or worn thin from walking
- Loose grouting and bathroom tiles
- Worn or scratched enamel in old bathtubs, sinks, or toilets
- Rusty shower rod
- Slow draining sinks due to aging pipes
- Dirty or faded window blinds

Examples of Excessive Damage That Are Beyond Normal Wear and Tear

- Gaping holes in walls or plaster
- Excessive nail holes that have not been properly patched
- Drawings, crayon markings, paint or wallpaper on walls that owner did not approve
- Chipped or gouged wood floors
- Doors ripped off hinges or tracks, kicked in, or otherwise broken
- Broken windows or window glass
- Missing fixtures or missing parts of fixtures
- Holes in ceiling from removed fixtures
- Holes, stains, or burns in carpet
- Missing or cracked bathroom tiles
- Chipped and broken enamel in bathtubs and sinks
- Clogged or damaged toilets, sinks, or drains
- Missing or bent shower rods
- Torn, stained, broken or missing window blinds

YOUR NEW HOME

Care of Your Unit

It is your responsibility to keep your home safe and clean. You must keep your utilities paid at all times. If you have a theft or break in, you must file a police report with your local police and notify your property manager within 24 hours.

Appliances

Usually appliances are provided with your home. Please do your part to keep your appliances clean, undamaged and in good working order. Clean your refrigerator and oven monthly, and change your furnace filter at least every 3 months.

Bathrooms

To reduce condensation and mold, please ensure that you use your bathroom exhaust fan when using the bathtub or shower.

Basement and Storage Areas

If your unit has a basement or storage area, please note that this is not considered living space and should not be used as a sleeping area. Keep your basement free of things that could create a problem with pests, such as food, cardboard boxes, etc. Pest control is performed on your home before you move in, and is your responsibility after. If there is a pest problem at the time of your move out, you will be held responsible for the cost of treatment.

Yard and Exterior

It is your responsibility to maintain your yard, including cutting the grass, trimming the edges, and keeping vegetation off of the fence lines. Snow removal from walks and porches is also your responsibility. Failure to keep your lawn mowed and vegetation under control could result in a notice or even a ticket from your municipality. The cost of these tickets will be your responsibility to pay and your caseworker will be notified if you fail to care for your yard.

Trash and Recycling

Check with your property manager about trash service through your municipality.

Renovations and Alterations

KVG does not permit tenants to perform their own renovations or alterations to the property. In some cases, painting your home will be permitted, but you must get written approval from your property manager.

Guests

Guests may stay with you for a total of 14 days in a calendar year. If you want or need a longer visit you must obtain written approval from your caseworker and from your property manager prior to the visit.

Pest Control

Your home is treated for pests before you are given the keys. Any pest control that needs to be done after your move in is your responsibility. If pest control is needed after you move out, you will be responsible for the cost of the treatment(s) needed.

You can reduce the risk of pests by:

Keeping your dry goods (flours, cereals, sugars, bread, etc) in glass, metal, or plastic containers with tight fitting lids

Keep your garbage, including recyclables, in tight-closing hard containers and taking it out to your outdoor containers often.

Keeping the grass and shrubs in your yard trimmed.

Making sure the cover on your basement drain is securely in place.

Noise and Disturbances

You and your neighbors are entitled to quiet enjoyment of your property. Please ensure that you, your family members, and guests live in a manner that does not have a negative effect on your neighbors. Please note that excessive noise and disturbances may lead to action against your tenancy.

Conflicts and Complaints

Written complaints should be mailed to KVG's office and must include the facts: Who, what, where, when. Personal judgements, opinions, or conclusions are not facts and should not be the basis of your complaint.

MAINTENANCE AND REPAIRS

KVG is committed to providing safe housing for its tenants. From time to time we may conduct routine repairs or preventative maintenance in your home. KVG will make every effort to minimize the disruption to your home, and we will always notify you before making these repairs.

If you have a maintenance issue, you can report it using the Tenant Portal on the website at www.kvg-stl.com if you have already requested your login information. You can also report the issue using our tenant and maintenance line at **(314) 643-7980**. Please be sure to leave your name, property address, and as much information as you can about the issue.

Maintenance issues are typically handled within 48 hours. Please note that while sometimes an issue feels pressing, most maintenance issues are not emergencies and will not be handled after hours or on weekends or holidays. Please do not place more than one call or online maintenance request per issue. Doing so will not expedite service to your home.

Emergency Maintenance

Emergency maintenance issues are handled as quickly as possible and usually within 24 hours. If for any reason we are unable to resolve your issue in a timely manner and your safety is at risk, your property manager will be in touch to arrange a temporary place for you to stay until your issue is resolved. Emergency issues that it is OK to call after business hours for:

- Heat goes out and the outside temperature is below 45 degrees
- Air Conditioning goes out and daytime temperature outside is over 92 degrees
- A serious plumbing leak (this does not include a drip that can be temporarily fixed by placing a bucket under it until the next day.)
- Broken windows or doors that compromise your safety

Items that feel emotionally pressing but are NOT on the after-hours call list (an after hours repair in these instances could result in fees being charged to you):

- Water heater goes out. This can be fixed the next day.
- Water in basement

- Loss of electricity to a plug or a room. This can be fixed the next day.
- Heating or cooling goes out but home temperature is not at a dangerous level.

Service Call Fees

If a maintenance call is due to damage caused by you, a member of your household, or one of your guests, you will be responsible for paying the service fee, which is \$75 per hour for after hours calls and \$50 per hour during regular business hours, plus the cost of materials. Repair costs related to damage caused by a tenant will be billed directly to the tenant. Failure to pay such bills promptly will be treated as if a portion of the rent has not been paid and could result in eviction.

Examples of Some Items That are the Tenant's Responsibility to Pay For:

- Clogged toilets
- Clogged gutters
- Sinks or drains that are the result of grease, clothing, feminine products or toys
- Replacement of furnace filter
- Replacement of light bulbs
- Replacement of batteries in things such as the thermostat, smoke detector, and/or carbon monoxide detector
- All yard care and snow removal
- Any damage caused by you or someone in your home

Additionally, please **DO NOT flush feminine products** down your toilet, ever. Although many of these products claim to be “flushable” they are not, and clogs caused by them will be your responsibility to pay for.

SAFETY

Protect Yourself and Your Home

Report and suspicious activity in your yard or neighborhood to the local police. If you witness suspected criminal activity, do not attempt to intervene. Call your police station immediately. If your safety or someone else's safety is at risk, call 911 immediately.

Do not allow people you do not know to enter your home. If KVG is sending someone to perform maintenance on your home, you will be notified ahead of time and we will tell you who is coming. If someone claiming to be sent by KVG comes to your door unannounced and is unfamiliar to you, call your property manager to verify before letting them into your home.

Be Prepared for an Emergency

Keep an emergency supply kit with a supply of water, non-perishable food items, and changes of clothes. Also include a first-aid kit, flashlight, extra batteries, a battery operated radio, and any required medications.

Be Prepared for Earthquakes

Know the safe places in your home. You are usually safest against an inside wall, under a strong table or desk, and away from falling glass or objects. Dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures. If there is an earthquake and you are at home, you should:

- Drop to the ground
- Take cover by getting under a sturdy desk or table
- Hold on until the shaking stops. Remain calm. Wait 30-60 seconds before moving
- Check yourself and your family for injuries
- Listen to the radio for information or instructions
- Be aware of overhead dangers when you go outside
- Call your property manager to make them aware of possible damages to your home

Be Prepared for Tornadoes

Conduct tornado drills each tornado season. Designate an area in the home as a shelter, and practice having everyone in the family go there in response to a tornado threat. If a tornado warning is issued for your

neighborhood:

- Go at once to your basement or lowest level of the building. If there is no basement, go to an inner hallway or a smaller inner room without windows, such as a bathroom or closet.
- Get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it.
- Use arms to protect head and neck.
- After the tornado is gone, wait 30-60 seconds before moving.
- Check yourself and your family for injuries
- Listen to the radio for information or instructions
- Be aware of overhead dangers when you go outside
- Call your property manager to make them aware of possible damages to your home

Fire Safety

Here are some fire safety tips to protect your home and your family.

- Do not store flammable materials such as paint thinner, propane tanks or gasoline inside your home or attached storage.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.
- Make sure you know at least two ways out of your home in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the home safely. If you live in an apartment building, you will find fire safety and evacuation information posted on each floor.
- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.
- If a fire occurs in your home, evacuate to safety, activate the fire alarm, and call 911 for the fire department.
- Change the batteries in your smoke alarm regularly. Do not remove or disable it.
- By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended.
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

IMPORTANT CONTACT INFORMATION

Katherine Victoria Group

#247

1165 Clock Tower Plaza

Washington MO 63090

(314) 363-6441

www.kvg-stl.com

Maintenance Line

(314) 643-7980

www.kvg-stl.com/tenantportal

www.facebook.com/kvgstl

www.twitter.com/kvgstl

St Louis Housing Authority (City)

3520 Page Blvd.

St. Louis, MO 63106

(314) 531-4770

www.slha.org

Housing Authority of St Louis County

8865 Natural Bridge Rd

St. Louis MO 63121

(314) 428-3200

www.haslc.com

Ameren UE

(800) 552-7583

www.ameren.com

Missouri American Water

(866) 430-0820

www.amwater.com

Laclede Gas Co

(314) 621-6960

www.lacledegas.com

Charter Cable

(877) 581-3485

www.charter.com

Dish Network

(888) 926-5457

www.dish.com

Directv

(888) 777-2454

www.directv.com

Waste Management

(800) 989-2783

www.wm.com

Allied Waste

(636) 947-5959

www.disposal.com



Katherine Victoria Group LLC
Property Management
1165 Clock Tower Plaza, #247
314.363.6441
www.kvg-stl.com