



HUDSON
HOMES

Welcome Home Maintenance Orientation



This orientation contains important information to help our residents understand the key aspects of the maintenance process.

Your Welcome Home Maintenance Checklist:

- ✓ How to Place a Maintenance Request
- ✓ Ticket Timeline Expectations
- ✓ Your Resident Responsibilities
- ✓ Avoiding Potential Charge Backs
- ✓ Property Inventory and Condition Form
- ✓ Additional Resident Resources



Maintenance Requests



Regular priority maintenance requests should be placed by logging into your [Resident Portal](#) and following the instructions provided.

You MUST use the form in your portal to create a maintenance request (for non-emergency items).

Please DO NOT place multiple requests for the same maintenance issue. This slows our teams and processes down and prevents us from being able to quickly help you.

Once you've placed a request online, if you still have maintenance-related questions, please dial the phone number listed in your resident portal to reach your maintenance team.

EMERGENCY Maintenance Requests



If there is a life-threatening event, please call 911 immediately, then contact your maintenance provider.

An emergency maintenance issue is one that is dangerous, hazardous, or could cause damage to the property or your personal wellbeing without immediate attention.

Please dial your maintenance provider directly to report maintenance emergencies. If you are unsure of your provider's contact information (*listed in your portal*), you may dial the main Hudson Homes phone number at 877-565-4669 and follow the prompts for maintenance and your call will be routed to the correct provider.

Please DO NOT place emergency priority requests for non-emergency items. You could be charged back.

Emergencies can include, but may not be limited to the following conditions:

- **Active major water leak** – such as a broken pipe or leaking water heater. NOT including slow leaks, dripping faucets, or fixtures that can be resolved by turning a valve stop at the fixture.
- **Gas leak** – please ensure gas appliance valves are off, call the gas company, then report the emergency to us.
- **Sewage leak/backup** - if sewage has backed up and contaminated the interior of the home.
- **No AC** – if the outside temp is 80 degrees and rising, and the thermostats (upstairs & downstairs) read 76 degrees or higher. NOT an emergency if one of two units work.
- **No heat** – if the outside temp is 55 degrees and falling, and the thermostats (upstairs & downstairs) read 68 degree or lower. NOT an emergency if one of two units work.
- **No water** – if caused by a damaged well pump, or municipal water shut off due to non-payment when utilities are in Hudson Homes name. No hot water is NOT an emergency.
- **Electrical hazard** – if there is an electrical fire, arcing, or burning/ smoke.
- **Storm damage** – if the home experiences flooding, a fallen tree or branches, or broken windows or doors resulting from a storm.
- **Vandalism or Re-secure** – if an exterior door or window can't be manually closed, locked, or secured.

Maintenance Timelines

Below is an approximate timeline you can expect when a maintenance ticket is submitted through the portal (or emergency call-ins) based on the urgency of the request.

Regular priority requests

- Acknowledgement/ returned phone call, email or text: within 2 business days
- Work resolved: 10 to 14 days, subject to availability and/or market conditions

Emergency requests

- Acknowledgement/ returned phone call, email or text: within 1 business day
- Work resolved: 3-5 business days, unless otherwise required by law or subject to availability and/or market conditions

Sometimes our maintenance vendors experience delays for various market conditions outside of HHM's control. For example, maintenance requests during extreme weather conditions, natural disasters, storm clean-ups and/or industry-wide material shortages may take longer than expected. We appreciate your patience.

If you have already placed a maintenance request and have questions, please dial the number listed in your Resident Portal to directly reach your maintenance team.

Overview of Your Resident Responsibilities



Home maintenance is a partnership, where the landlord and resident are responsible for certain types of repairs. ***The following slides provide a summary of common maintenance repair items that the resident is responsible to repair, replace or maintain, and generally viewed as industry standard for renting a single-family home.*** The list below is not inclusive of all resident repair items, therefore please consult your lease for more information.

Resident responsibilities are generally divided into three categories:

- 1. Damage or Violations Caused by the Resident***
- 2. Alterations and Upgrades***
- 3. Resident Ongoing Maintenance (Common Household Repairs)***

Damage or Violations Caused by Resident & Potential Charge Backs

Residents are responsible for the following:

- ✓ Perform repairs resulting from damage caused by a resident, pets/animals, or guests
- ✓ Fix things you break or damage and make minor repairs, including plumbing clogs
- ✓ Prevent damage to the home by performing regular upkeep
- ✓ Properly use electrical, plumbing, sanitary, heating, ventilating, air-conditioning, and other facilities and other systems
- ✓ Adhere to local laws, regulations and HOA requirements

Please adhere to the below to avoid potential charge backs to your resident ledger:

- ✓ Items deemed to be resident responsibilities that are not maintained, repaired, or replaced by the resident will be charged back to the resident.
- ✓ Avoid placing maintenance requests for items that are deemed resident responsibilities. Please address these issues at a professional level and at your own cost.
- ✓ Avoid maintenance service appointment no shows. If you schedule a maintenance appointment, please ensure to be home to avoid a trip charge.
- ✓ Avoid placing false requests or falsely flagging items as an emergency. If a maintenance request is placed and nothing is determined to be wrong, you will incur a trip charge.
- ✓ Repairs performed by the landlord on resident's behalf to cure (HOA, municipal or other) violations will be charged back in addition to the violation fines/fees, including cost to for court hearing appearances. Common violations that may result in a charge back are included in the box to the right.

If you incur a charge back to your resident ledger you will be notified.

Common resident violations may include:

- Overgrown lawns
- Landscaping (weeds, trees that need to be trimmed, overgrown bushes)
- Failing to clean out gutters seasonally
- Exterior debris
- Failing to power wash required areas
- Failure to store trash cans in the required location
- Vehicle violations
- Noise and animal violations

Alterations & Upgrades



Your home is leased “As-Is”, meaning Hudson Homes will not perform any repairs or maintenance requests that are considered cosmetic repairs, alterations or upgrades.

Cosmetic items are minor repairs that do not impact the habitability or function of the home, such as paint touch ups or minor repairs to flooring, lighting, landscaping, etc.

Maintenance requests for cosmetic changes will be declined.

Alterations or upgrades are improvements or additions to the home and are generally prohibited, primarily to avoid the maintenance and repair of the upgraded item. If you feel that an additional improvement impacts the habitability of the home, please submit a ticket for consideration.

Residents who perform an alteration must gain prior approval from their Property Management and Maintenance teams and are responsible to return the home or area to its original condition at move-in, unless otherwise instructed.

Please note: Upgrades such as fences are commonly requested and denied due to cost, permitting and ongoing maintenance requirements.

Resident Ongoing Maintenance: Common Household Repairs

- ✓ Keep the home free from hazardous conditions
- ✓ Routine pest control (e.g. ants, wasps, bees, spiders, mice, anything that can be addressed with household pesticide or traps – indoor and outdoor)
- ✓ Minor plumbing including minor toilet clogs, sink and sewer backups as a result of resident damage, excessive use, abuse or neglect (DO NOT flush anything other than waste and tissue), running toilets and toilet seats
- ✓ Repair jammed garbage disposal
- ✓ Replacement of light bulbs and batteries (including your Rently device, FOBs/garage remotes etc), and HVAC filters (every 60-90 days)
- ✓ Cleaning major appliances, cleaning and replacing appliance filters
- ✓ All plug in appliances/ unattached appliances (including but not limited to plug in AC window unit, microwave, etc.) are the residents responsibility to upkeep and repair
- ✓ Regular cleaning of carpet and flooring, repairing resident, pet/ animal or guest caused stains and damage
- ✓ Repair of blinds, screens and doors due to resident, pet/ animal or guest damage, replace as needed
- ✓ Removal of trash and pet waste
- ✓ Clean and/dry any wet areas immediately, to prevent water damage, mildew and/or mold

Resident Ongoing Maintenance: Common Household Repairs Continued

- ✓ Protect the home against freeze damage when outside temperatures fall below 32 degrees, such as maintain heat in the home, open sink base cabinet doors, let faucets drip, insulate exterior hose bibs, etc. and set indoor temperature to a minimum of 60 degrees
- ✓ Protect home against damage from high wind or hurricane events, such as securing outdoor furniture, fixtures and equipment, securing windows and doors, etc.
- ✓ Routine landscape maintenance, including shrub trim, exterior debris cleanup, weed control, etc. excluding limb removal/tree trimming taller than 8' above grade, removing debris and trash from the yard, patios, and other exterior spaces
- ✓ Cleaning or power washing exterior surfaces, such as siding, sidewalks, driveways and decks
- ✓ Minor sprinkler and irrigation repairs, such as sprinkler head replacement, line repairs, etc.
- ✓ Pool cleaning during non-service days, or damage from of improper use of pool and/or filter
- ✓ Garage door sensor realignment, replacing lost garage remotes/FOBs
- ✓ If the home uses heating fuel/oil, residents are responsible for checking the level of the tank, and refilling it as needed with a local provider
- ✓ Comply with maintenance, storage, and other policies. Allow access to the home for needed repairs and cooperate with maintenance vendors.
- ✓ Hudson Homes is not responsible for the resident's personal belongings

FAQs: Common Resident Responsibility Items

Maintenance Issue	Resident Responsibility	Landlord Responsibility
My toilet/sewer is backed up	Unclog toilets or sewer from overuse of paper products, or flushing items (toys, etc) that caused the clog	<ul style="list-style-type: none"> • Repair back-ups associated with sewer main breaks or septic issues only • <i>Other repairs may result in a charge back</i>
My toilet is running	Replace the flapper and/or other flushing components	None
I don't have hot water	Check the pilot on the hot water heater and re-light it if out	Repair or replace if not generating hot water
HVAC does not make temp (excluding excessive heat or cold days)	<ul style="list-style-type: none"> • Replace HVAC filter and maintain the area around the condenser and vents • Set heat to 68 or air conditioner to 76, check for improvement • If it still does not make temp, place maintenance request 	Other repairs
Misc. batteries are dead or my light bulbs have burned out	Replace the batteries or light bulbs	None
My blinds are broken	Replace the blinds	None
My garbage disposal doesn't work	<ul style="list-style-type: none"> • Clear the disposal of any foreign objects • Push the red reset button on the underside of the disposal 	Repair, replace, or remove the disposal at landlord's discretion
My dishwasher won't drain	<ul style="list-style-type: none"> • Inspect the dishwasher basin and remove any foreign devices or built up food • Remove and clean the dishwasher filter • Check that the discharge hose is clear of debris or food build up 	Other repairs
My freezer coil is frozen	<ul style="list-style-type: none"> • Unplug the freezer and thaw out the excess ice • Check that the freezer door shuts and not obstructed (usually by the frozen coil) • If the freezer or refrigerator still does not make temp, submit a maintenance request 	Other repairs

Property Inventory & Condition Form



Now that you're moved in, we ask that you fill out a ***property inventory and condition form*** to record the current condition of your home.

The property inventory and condition form can be found in the ***"Documents"*** section of your Resident Portal.

Filling out this document does not create a maintenance request. However, it will assist you in your move-out. Please take the time to go through the checklist and record any condition notes, and ***upload it to your portal within 5 days of moving in.***


Your Resident onboarding materials are saved in your resident portal for easy reference.


The screenshot shows a resident portal interface. At the top, there is a navigation bar with a home icon, 'PAYMENTS', 'LEASE', and 'UTILITIES' tabs, and utility icons for editing, folders, user profile, and refresh. Below the navigation bar are two main buttons: 'Make Payments' (with a credit card icon) and 'Contact Us' (with an envelope icon). To the right, a 'WELCOME' panel is highlighted with a blue border and contains two steps: 'Step 1: Review your Welcome Home Orientation & Resident Responsibilities' (with a house icon) and 'Step 2: Create a Maintenance Request. Requests should not include items residents are responsible for.' (with a hammer and wrench icon). A blue arrow points from the text 'Place a maintenance request' to the Step 2 icon. Below the Step 2 icon, red text reads 'Your maintenance provider's direct contact information will be listed here'. At the bottom left, an 'ANNOUNCEMENTS' box contains the text 'Important announcements will be posted here'.

Depending on your maintenance provider, in addition to the buttons shown above, you may also have a "Maintenance" button here where you can place requests and view status updates. Please note, all properties will not have this "Maintenance" button.

Place a maintenance request

WELCOME

 **Step 1**
Review your Welcome Home Orientation & Resident Responsibilities

 **Step 2**
Create a Maintenance Request. Requests should not include items residents are responsible for.

Your maintenance provider's direct contact information will be listed here

ANNOUNCEMENTS ✕

- Important announcements will be posted here

Additional Resident Resources



For answers to frequently asked questions, please visit the Hudson Homes website at www.HudsonHomesManagement.com and click on [FAQ's](#).

Additionally, an assortment of how-to videos can be found on the [Hudson Homes how-to video page](#).



**Thank you for choosing
Hudson Homes!**

Welcome Home!