

Walton & Tower

Rentals • Property Management

Dear Resident,

Thank you for choosing to rent a home from Walton & Tower Real Estate. We're honored that you've chosen one of our homes over the many other rental options in the Birmingham area. Your application has been **APPROVED**. The next step in the process is to set up a day and time to sign the lease. The lease must be signed and the deposit paid within 3 days of your application being approved. At lease signing, you will need to bring certified funds (money order or cashier's check) for the security deposit as well as your driver's license. The security deposit is equal to 1 month's rent and will need to be made out to Walton & Tower Real Estate.

Office Address: 2409 Acton Road, Suite 137 Vestavia, AL 35243

Within this packet, you will find valuable information on renting a home from Walton & Tower Real Estate. Welcome home!

Sincerely,

Walton & Tower Real Estate

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New Tenant Checklist

Prior to lease signing:

Please be sure you bring your driver's license, as well as **Certified Funds** (money order or cashier's check) for the security deposit, to the lease signing appointment.

- ☐ Add lease signing appointment to your calendar
- ☐ Arrange for security deposit funds (*Certified Funds made out to Walton & Tower Real Estate*)
- ☐ Remember driver's license
- ☐ Note: All applicants must be present

Prior to move-in:

- ☐ Obtain Renters' Insurance (*Declaration page must be sent to W&T prior to key pick-up*)
- ☐ Schedule utilities to be transferred
- ☐ Complete Utility Authorization Form (*this form must be filled out and signed before keys will be distributed to the tenant*)
- ☐ Store copy of lease in a safe place for future reference
- ☐ Forward mail to new address
- ☐ Arrange for 1st month's rent funds & pet deposit when applicable (*This is paid by Certified Funds--money order or cashier's check--made out to Walton & Tower Real Estate. If the lease start date falls after the 20th of the month, the prorated amount for that month is due along with the next month's rent.*)

Things To Do:

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Utility Authorization Form

Once you have transferred your utilities, please complete the information below and return via email (rent@waltontower.com)*. We must be able to verify that utilities have been transferred to your name and that we have authorization to speak to any of the providers in case of an emergency.

I _____ give Walton & Tower Real Estate permission to speak to the following utility providers should they have any questions or if an emergency should arise.

Power Company _____ Account Number _____

Water Company _____ Account Number _____

Sewer Company _____ Account Number _____

Gas Company _____ Account Number _____

Trash Company _____ Account Number _____

New Address _____

Signature _____

Date _____

**Form must be returned to Walton & Tower Real Estate before keys will be given out to Tenant.*

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Frequently Asked Questions

How do I pay my rent?

- Rent can be paid online through our convenient, easy-to-use [Tenant Portal](#). Within the first week of your lease, you will receive a temporary password to your registered email address. You will then be able to log in to change your password. Once logged in you can enter your bank account information. There you will see an option to make 1 time payments or establish recurring monthly payments for your convenience.

Is there an after hours/ weekend drop box?

- A light gray drop box is located outside our office. The box is located above the blue post office box. There is a slit in the top of the box where items can be dropped.

How do I request a repair?

- A maintenance request can be made through the [Tenant Portal](#). Walton & Tower maintenance will then be notified of your request. All maintenance requests must be submitted through the website. Only requests submitted through the tenant portal will be addressed. Emergency requests will take priority.

I have an after-hours or weekend maintenance request. Should I call the emergency line?

- Only certain requests will be responded to after hours or on the weekend as listed below. All other requests need to be submitted online through our 24-hour [Tenant Portal](#). See the *"Maintenance Request Information" form for further information.*

Busted water pipes (*excluding dripping faucets and slow drains*)*

Roof leaks

Houses with 1 hvac unit during extreme temperatures (*please note: hvac tech will come based on their availability*)*

Fires

Gas leaks

Can I paint walls?

- Walls can be painted, but require Walton & Tower approval in advance. You will need to send in a paint request to rent@wالتونتاور.com with the paint color and the wall to be painted. It is also helpful to include the paint code if known. Tenants are responsible for the quality of workmanship and will be held responsible for repairs upon move out.

Is the owner responsible for pest control?

- The tenant is responsible for all pest control unless otherwise indicated.

Can the lease go “Month to Month” at the end of the lease term?

- The lease does not go month-to-month at the end of the lease term. Walton & Tower will contact you no later than 30 days prior to the end of your lease to see if you would like to renew your lease for another year. If neither the tenant nor the landlord gives a 30-day notice, the lease renews for 30 days. The lease will continue to renew every 30–days until either party gives notice.

What if the [Tenant Portal](#) is not working?

- If you are unable to log in the tenant portal please use the “Reset Password” button located on the [Tenant Portal](#) login page or contact us at rent@wالتونتاور.com and we will reset your password. Once your password has been reset, you will receive an email with a temporary password. Please note that the temporary password will be sent to the email address given on the rental application. This password will be good for a period of 24 hours.

Does the house come “As Is”?

- All properties come “as is” unless otherwise stated in writing by the landlord.

Can a lease be terminated prior to the lease end date?

- Walton & Tower Real Estate has an early termination policy. The tenant is required to give a minimum of one calendar month’s notice and pay a two month rent penalty. You will be sent a Termination Agreement that must be signed and returned with payment. The one month notice goes into effect once the two month penalty has been paid. For example, if a tenant wishes to terminate their lease agreement and vacate the property by May 31st, the Termination Agreement must be executed and the penalty fees collected by April 30th. The tenant would still be responsible for paying May rent. The security deposit will be processed as normal according to Alabama state law.

Is there a Pet Fee?

- If the house is pet-friendly, there is a non-refundable pet fee of \$250 per pet. Walton & Tower Real Estate must approve all pets. Walton & Tower also requires a pet addendum to be signed by all parties. The pet fee is non-refundable and is not a damage deposit and serves only to secure the right to have a pet living on the premises. The tenant is responsible for all damage caused by pets.

When should I expect my security deposit back?

- Alabama law allows up to 60 days after the end of a lease to refund a security deposit to a tenant. We ask that tenant's update their information to include a new address when providing notice through the [Tenant Portal](#). We will use this address when returning any monies due.

What is the best way to contact Walton & Tower Real Estate?

- Email is the best way to contact Walton & Tower Real Estate. Please email us at rent@wالتونتاور.com or through the [Tenant Portal](#). You may call our office at 205.538.0462. Due to the high volume of calls we receive, we are often able to respond to emails faster. Please do not text the office number or direct line numbers as these number do not receive text messages.

Can I hang a TV mount on the wall?

- Although it is not advised, tenants are allowed to hang TV's on the walls. If you have a TV hung on any walls, please do not touch up holes. Walton & Tower Real Estate will have the walls touched up after you have moved out of the house. The fee for having a TV mount repaired will come out of your security deposit.

What monies are due at lease signing?

- At lease signing, you will need to bring your driver's license and **Certified Funds** (money order or cashier's check) for the security deposit. The security deposit is equal to one month's rent and will need to be made out to Walton & Tower Real Estate.

What monies and forms are due at the key pick up appointment?

- The 1st month's rent and any applicable pet fee must be paid with **Certified Funds** (money order or cashier's check) made out to Walton & Tower Real Estate. If the lease start date falls after the 20th of the month, the prorated amount for that month is due along with the next month's rent. You will also need to turn in the "Utility Authorization Form". Keys will be distributed once the rent has been paid and the form has been filled out and returned.

What maintenance items are covered in the lease by the landlord?

- Covered Items include the following:

Heating and Air

Appliances (*only those noted in lease*)*

Garage door motors

Electrical issues

Plumbing (*excluding any and all stoppages to sinks, toilets, tubs, showers and any other household drains*)*

Can I hang pictures or art on the wall?

- Items can be hung on walls at your own risk. It is up to the discretion of Walton & Tower Real Estate to deem whether or not a wall needs to be touched up and/or repainted due to damage caused by items hung on walls.

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Maintenance Request Information

Please input all maintenance requests in through the online [Tenant Portal](https://tenantportal.waltonandtower.com) at waltonandtower.com. Your password can be reset at tenant login screen.

- Be specific when entering your service request.
- List all pertinent information, including a brief description of the issue, location of the problem (which bedroom, bathroom, etc).
- Leave your name and the best number to reach you at for scheduling a service call.

All maintenance request must be submitted through the [Tenant Portal](https://tenantportal.waltonandtower.com). **Only** requests submitted in this way **will be addressed**.

A tenant will be contacted within 24 hours of submitting a request for a covered item unless that request is deemed an emergency. Please see below for information on what qualifies as an emergency request.*

In accordance with Alabama Uniform Residential Landlord Tenant Act Section 35-9A-303, the landlord has the right to access the premises any time the tenant requests repairs or maintenance. By requesting repairs or maintenance, the tenant consents to entry by the landlord without the established two day notice given prior to entry otherwise.

(Please note: As a courtesy, Walton & Tower Maintenance will notify tenant(s) via email with a time frame of arrival.)

If you have a question about whether an item is covered by the landlord or is the tenant's responsibility, please email us at rent@waltontower.com. (See list of covered items on page 2.)

After Hours/Weekend/Emergency Maintenance Request:

When to call the After Hours/Emergency line*:

Busted water pipes (*excluding dripping faucets and slow drains*)

Roof leaks

Houses with 1 hvac unit during extreme temperatures (*please note: hvac tech will come based on their availability*)

Fires

Gas leaks

*A request that is a non-emergency will result in a \$75 service charge to the tenant.

Covered Items:

Heating and Air

Appliances (*only those noted in lease*)

Garage door motors

Electrical items

Plumbing (*excluding any and all stoppages to sinks, toilets, tubs, showers and any other drains in the house*)

Note:

*Lockouts are not considered an emergency and a locksmith should be called. During regular business hours, someone from Walton & Tower Real Estate, based on availability, can come unlock a house at a charge of \$75.

*Appliance repairs are not considered an emergency and will be addressed the following business day. For refrigerators, keep all doors closed. Length of appliance repair/ replacement can vary depending on repair company or installer's schedule.

*Houses with multiple hvac units are not considered an emergency unless all units are not functioning.

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Move-Out Instructions

Date: _____

Property Address: _____

We are sorry to hear that your stay with us will be ending after your lease ends on _____. In order to accomplish as smooth a transition as possible, please read this letter thoroughly.

You are expected to complete your move-out by 2:00 pm on the last date of your lease in order to avoid scheduling problems or additional rental fees. You will need to leave all keys, garage door remotes and any other fobs (pool, clubhouse, etc. where applicable) on the kitchen counter. Alabama law allows up to 60 days after lease termination for landlords to refund a security deposit to a tenant if one is due. Please log in to the Tenant Portal and enter your forwarding address. For more information pertaining to cleaning your property and an explanation of security deposit deductions, please read all enclosed documents.

If you have any questions, please do not hesitate to contact Walton & Tower Real Estate.

MOVE OUT CHECKLIST

- ☐ Cancel Auto E-payment *(if you are set up for auto debit from your bank account)**
- ☐ Login to Tenant Portal and enter forwarding address
- ☐ Leave keys, garage remotes and any(all) fobs on kitchen counter
- ☐ Forward mail

CLEANING INSTRUCTIONS

GENERAL:

- ___ Replace all burned out lightbulbs
- ___ Replace all air filters
- ___ Remove all furniture and personal items

KITCHEN:

1. Clean refrigerator, shelves and freezer.
2. Clean cupboards, under sink and base boards
3. Clean under burners, controls, rings, drip pans and stovetop. Wipe down front and sides of range. Exhaust fan must be clean and grease free.
4. Clean oven; be sure to have all traces of oven cleaner wiped away.
5. Scour sinks and remove all stains. Disposal should be clean and in working order.
6. Sweep and mop kitchen floor.
7. Wipe down exterior faces of all cupboards. They should be clean and grease-free.
8. Clean out dishwasher and leave in good working order.

LIVING ROOM/FAMILY ROOM:

1. Carpets must be vacuumed.
2. Sweep and mop hardwood or tile floors.
3. Clean baseboards and remove finger mark fingerprints off of switches and walls.

BEDROOMS:

1. Same as living room/ family room instructions.
2. Vacuum closets and dust shelves.

BATHROOM:

1. Scour toilet bowl and clean with a disinfectant to include outside of the bowl, seat, rim and tank.
2. Scour bathtub to remove and rings. Remove any soap build-up on sides of tub enclosure.
3. Scour sink and clean faucet. Wipe down countertops and clean mirror..
4. Wipe down the interior and exterior of all cabinets and drawers.
5. Sweep and mop floor.

STORAGE AREAS, PATIOS, CARPORTS, GARAGES & BASEMENTS:

1. Sweep and clean all patios, carports, garages and basements.
2. Completely empty and sweep all storage areas/attic spaces.

PAINTING WALLS AND TOUCH UPS:

1. Please do not touch up wall paint. If walls are touched up and paint does not match, tenant will be charged to have walls repainted by a professional. (Cont. Page 12)

2. Please do not touch up holes created by hanging a flat-screen TV. Walton & Tower Real Estate will have the walls touched up after you have moved out of the house. The fee for having a TV wall-mount repaired will be deducted from the security deposit.

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Contact Information

WEBSITE

www.waltonandtower.com

EMAIL ADDRESS

rent@waltonandtower.com

OFFICE NUMBER

205-538-0462

OFFICE ADDRESS

Mailing Address:

P.O. Box 43738

Birmingham, AL 35243

Physical Address:

2409 Acton Road Suite 137

Birmingham, AL 35243

OFFICE HOURS

Monday 9-5

Tuesday 9-5

Wednesday 9-5

Thursday 9-5

Friday 9-5

Saturday & Sunday by Appointment Only

KEY PICK UP

Keys may be picked up between **12:00pm-5:00pm** on the start date of your lease. All keys will be picked up at the office. Someone from Walton & Tower Real Estate will call you to set up an appointment to pick up keys. Please note "Utility Authorization" form must be filled out and returned to office before keys will be distributed.