



# Rent Ready Standard

The quality of a property is directly proportional to the quality of residents it will attract

We are committed to providing our residents safe, clean, and properly maintained homes.

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To comply with the Washington Warranty of Habitability, Washington judicial law, and Next Brick standards, the following items must be completed before we advertise and rent a property.

The property was professionally cleaned and free of trash and debris, inside and outside.

HVAC system to be in good operating condition, with a new filter installed.

All mechanical elements, including appliances, operate as designed.

Caulking in the kitchen and bathrooms shall be clean and free of mildew

The doors and locks are all functioning correctly.

Windows must open, close, and lock properly, and window screens must be in good condition.

Full Rent-Ready Requirements

To comply with internal and state rental housing requirements, including the WA Warranty of Habitability Requirements,

every property must meet the below list to be fully advertised and be **'Rent-Ready.'**

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## Requirements:

### Health and Safety

Carbon monoxide detectors are installed within 15 feet of each bedroom.

ONLY wall mounted, NO plug-in units.

Smoke detector on each floor

Smoke detector in each bedroom

Safety railings secure

### Cleanliness

Professionally cleaned to 'Hotel Room Clean.'

The carpet is professionally cleaned and looks fresh

Garage floor swept

Bathroom caulking must be fresh and free of any mildew

### Painting

All painted surfaces are fresh with no mismatched touch-up areas and repainting must be done from corner to corner.

### Personal Belongings

**No personal property or items in the unit.** This includes furniture, TV mount, knickknacks, toiletries, shower curtains, Kleenex boxes, kitchen or bathroom items, soap dispensers, pictures, etc.

No lawn equipment, including mowers, tools, etc.

## **Blinds**

All bedroom windows must have vertical or mini-blinds  
The back sliding door must have vertical blinds

## **Landscaping & Yard Maintenance**

No exterior debris  
Lawn cut and trimmed  
Landscaping fresh and clean

## **Light Fixtures**

All light bulbs working and matching

## **Doors and Lock**

Doors open & close smoothly and doorstops are installed on all doors. Main door lock must be changed into smart lock.

## **Mechanical components**

All mechanical components work as designed.  
Includes HVAC, plumbing and electrical systems, kitchen appliances, laundry appliances, sump pumps, water softeners, sprinkler systems, swamp coolers, gas fireplaces, water filtration systems, etc.

## **Windows**

Exterior window wells require covers

## **Fireplace**

Wood-burning fireplace(s), if operational, shall be clean of any debris and have a fireplace screen or heat-proof glass doors installed.  
If non-operational, the fireplace opening on the interior of the home shall be permanently sealed with an aesthetically pleasing material.

## **Recommendations:**

All windows (except basement windows) should have vertical or mini blinds.  
No draperies on windows  
All windows should have screens

\*\*\*\* This list is not meant to cover each and make-ready required item, but it does list some of the most important and often overlooked.



# Owner Maintenance FAQ's

## Can I leave some household items behind?

No, all items and personal belongings must be removed from the house. The house needs to be completely emptied before the resident moves in. There are a couple of reasons for this:

- We require that all items in the house function as designed. If there are items left behind, the residents expect them to work. Additionally, if any of the items stop working at any given time, the homeowner must assume the responsibility of either picking them up or fixing them.
- There is a liability issue. If a resident gets injured while using items left behind, the homeowner may encounter unnecessary complications.
- It is not a professional presentation. We treat rental homes as a business; therefore, the expectation is to present the home as a clean canvas for the resident to begin living.

### **Please see below a real example of residents' expectations:**

Resident concern: On that note, there are also still two non-functioning yard tools, a lawnmower and a snow blower, which were left before our move-in. We reported this in December and were told someone would pick these up. Both look repairable, I lack the skill to do them properly, so they're just sitting in the back, taking up space. Can we have these pieces picked up today?

## How are repairs handled?

Landlord Duties-RCW 59.18.060

The Landlord Tenant Act is very specific as to how repairs need to be made, and we ensure that our owners are in compliance.

We have a full-time, dedicated maintenance coordination team, who is responsible for troubleshooting and approving all maintenance requests from our tenants. Our tenants submit requests in writing through our online portal to ensure proper documentation. It is our policy to gain owner approval for all repairs (none Emergency) that are over the "Authorized Repair Limit". Any repairs made will either be charged to the tenant or deducted from the owner's funds on account and will be reflected on the next month's owner's statement. To minimize our client's liability we require that all our vendors are licensed and insured. We also receive preferred pricing from our vendors and pass those savings along to our owners.



# Owner Maintenance FAQ's

## Is there a legal time limit for the landlord's remedial action for repairs?

Landlord Duties-RCW 59.18.070

Yes, If at any time during the tenancy the landlord fails to carry out the duties required by RCW **59.18.060** or by the rental agreement, the tenant may, in addition to pursuit of remedies otherwise provided him or her by law, deliver written notice to the person designated in \*RCW **59.18.060**(14), or to the person who collects the rent, which notice shall specify the premises involved, the name of the owner, if known, and the nature of the defective condition. The landlord shall commence remedial action after receipt of such notice by the tenant as soon as possible but not later than the following time periods, except where circumstances are beyond the landlord's control:

- (1) Not more than 24 hours, where the defective condition deprives the tenant of hot or cold water, heat, or electricity, or is imminently hazardous to life;
- (2) Not more than 72 hours, where the defective condition deprives the tenant of the use of a refrigerator, range and oven, or a major plumbing fixture supplied by the landlord; and
- (3) Not more than ten days in all other cases.

## I have ordered the appliances. Can you handle the rest?

No, our workflow process is not designed to support landlords and Next Brick co-handling repairs. We have seen too many miscommunication issues, legal issues, and things escalate fast. Handling issues as such are the reason you have hired us for.

If a homeowner has decided to order appliances, you also must:

- 1) Take away the full process, Not part of it.

When the homeowner has decided to take control in situations such as ordering appliances, mechanics, or part of the mechanics, in that case, the homeowner must also take control of the whole Work Order Process.

- 2) Your contact info will be shared with tenants.

It means we will be sharing the homeowner's contact info directly with the residents, and you will be handling this work order with the residents and vendors till the completion of the project and satisfaction.

- 3) Post-work order issues

The homeowner will also be responsible for any post-ordering concerns, re-ordering, re-sizing, and redoing the whole process. Next Brick will not be involved in homeowner(handled) work orders.

- 4) The work order will be marked as "homeowner handled "in our system.



# Owner Maintenance FAQ's

## What options do tenants have if the landlord fails to make repairs promptly?

If the landlord does not make repairs within a reasonable time after getting notified and after the 24-hour, three-day, or ten-day period to start repairs is up, the tenants can

- 1) **Move out:** Tenants may terminate the rental agreement by giving the landlord written notice and moving out immediately without further obligation under the rental agreement. Tenants will be entitled to a refund of any prepaid rent and the security deposit under the security deposit rules.
- 2) **File a lawsuit:** Tenants may sue the landlord in state court for any remedy provided by the Act or other law.
- 3) **Arbitration or mediation:** If the landlord agrees, the tenants may try to settle the dispute through arbitration or mediation.
- 4) **Other remedies:** There are other remedies under the Act. (“What is Repair and Deduct” and “What is Rent Escrow”.)



# Resident Benefits Package

## Exceptional service and optimal benefits

Next Brick has created our Resident Benefit Program to provide the best experience possible for our residents. The program is **\$36.50/month** and includes the following features:



### Mobile Rent Payment and Resident Portal

24/7 access to your ledger, make free ACH online payments, view payment history, review important documents, submit maintenance requests, and communicate with the staff.



### Property Evaluations

To ensure your home is in the best condition possible, we conduct move-in, move-out, and regular property evaluations, identifying and addressing maintenance and safety issues.



### Lease Preparation

Lease preparation fees are included in the package as a benefit, lowering your move-in cost by \$\$\$.



### Stress-free Move-in/out

Unparalleled convenience. Assisted move-in. Access the property using your personal code. No need to come to the office, sign paperwork, pick up or drop off keys, etc. Quick, convenient, and accessible.



### Credit Building

You'll receive the benefit of positive credit reporting for on-time rental payments to the three major credit bureaus by paying your rent when due.



### Filter Replacements

Changing filters is as easy as opening the front door. This service helps you save on your monthly heating and cooling bills keep the air clean in the house and reduce the hassles of repairs. 4 per year.



### Waiver of One NSF or Late Fee

Waiver of a one-time Non-Sufficient Fund Fee or Next Brick will grant a one-time waiver of late the payment as long as it is 5 or fewer days late (between the 6th-10th of the month) to help you get back on track.