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Welcome to your new home. As property managers for the owner of your rental home, we are bound by legal contracts with them in most actions we take.

We believe we can best serve the interest of our owners by offering complete, courteous, and prompt service to their tenants. We hope that you are familiar with our responsibilities to the home owners and our company policies, so most misunderstandings between us will be avoided.

All parties to any lease have certain obligations. These obligations do not lie solely with us or the property owner. Please read carefully the lease agreement, which you have signed. It is a legally binding document, and we have no authority to deviate from this contract. We will be glad to answer any questions about your lease, but please do not ask us to breach any of its covenants.

**DEPOSITS:** A security deposit must be posted by all tenants. This deposit is made by you to show your good faith intention to abide by the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any losses. If the deposit is inadequate to cover the loss, you will be billed for the balance.

We are forced to use some or all of your deposit for the following reasons:

- (1) Failure to give WRITTEN notice a full 30 days prior to the date that you intend to vacate the property, either before or after the expiration of your lease; be sure to remember that written notice have to be in our office no verbal notices will be accepted.
- (2) Failure to leave the premises clean when vacated.
- (3) Property damage caused by negligence, misuses, or maliciousness.
- (4) Outstanding utility bills.

An account of you security deposit will be made with in 60 days of the date you vacate and we accept possession of the property.

**LATE CHARGES:** You are given a 5 day grace period to pay your rent. If the rent is received after the 5<sup>th</sup> day of the month, you will be charged with a late fee. The rent can be mailed to our office or paid in person.

**NOTICE TO VACATE:** Please refer to paragraph #6 and #28 of the lease that you have just signed. When giving a notice to vacate, we will be in touch with you to make arrangements to show the premises to prospective tenants at a reasonable time.

**MOVING:** If your job requires you to move before your lease expires, give us all the notice possible. We will make every effort to re-rent the property before you leave. Please be aware, however, that you are legally responsible for the rent and utilities until a new tenant is found or your lease expires.

Sincerely,

Property Management Team