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H A N D B O O K  
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# TENANT HANDBOOK



LINC PROPERTY MANAGEMENT  
YOUR ESSENTIAL LINK IN PROPERTY CARE



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**LINC PROPERTY MANAGEMENT**

YOUR ESSENTIAL LINK IN PROPERTY CARE

# Welcome To Your New Home

Welcome to your new home, and thank you for choosing Linc Property Management. We are thrilled to have you as part of our community and are committed to making your rental experience smooth, secure, and enjoyable. This handbook is designed to provide you with all the information you need to understand your rights and responsibilities as a tenant, as well as the services and support we offer as your property management team.

At Linc PM, we believe that property management is more than just maintaining buildings—it's about creating a seamless living experience. Whether you're new to renting or have been a tenant before, this guide will help answer common questions, clarify procedures, and ensure that you're fully informed about your home and how we operate.

We encourage you to review this handbook carefully and keep it in an easily accessible place. If you have questions at any time during your tenancy, our team is always here to assist you. We value open communication, prompt service, and building lasting relationships with our residents. Welcome to your new home—we're excited to be part of your journey.

Michael Kahns



Founder and CEO



# About Linc Property Management

Linc Property Management is dedicated to providing professional, responsive, and transparent property management services throughout the Hudson Valley. Our mission is to create positive living environments through proactive management, exceptional customer service, and reliable maintenance support.

Our role is to serve as the vital link between property owners and tenants, ensuring that homes are well-maintained, safe, and comfortable. We are committed to maintaining high standards for both the properties we manage and the relationships we build with our residents. When you lease with Linc PM, you're not just renting a property—you're gaining a team dedicated to your satisfaction.

## Our Commitment To You

At Linc PM, we are committed to:

- Providing prompt and professional responses to your questions and concerns.
- Ensuring that your home is well-maintained and addressing maintenance issues quickly.
- Upholding fair and transparent policies that support a respectful, safe living environment.
- Offering clear communication through multiple channels, including our tenant portal, phone, and email.

We believe in proactive property management, which means we don't just respond to issues—we work to prevent them. Our systems are designed to make your experience as seamless as possible, from move-in to move-out.

## Contact Information

The best way to reach us for general inquiries, maintenance requests, or any issues related to your lease is through our tenant portal, which provides a streamlined, efficient way to communicate with our team. You can also reach us by phone or email during business hours.

- **Linc Property Management Office:**
  - 2658 E Main St. Suite 201 Wappingers Falls, NY 12590
- **Phone:** 845.236.6244
- **Email:** FrontDesk@LincPM.com
- **Tenant Portal:** <https://app.doorloop.com/auth/login>
- **Emergencies:** 911

Please ensure your contact information is always up to date in the tenant portal so we can reach you quickly if needed.



# Why This Handbook Is Important

This handbook is designed to be a resource for you throughout your tenancy. Moving into a new home often comes with questions about everything from how to submit a maintenance request to understanding the terms of your lease. While we are always available to assist you, this handbook serves as your first point of reference.

It outlines the policies and procedures that guide your relationship with Linc PM, helps you understand your responsibilities as a tenant, and provides clear instructions for common situations. Keeping this handbook handy will help you find answers quickly and ensure a smooth, stress-free rental experience.

## General Rules and Expectations

When you rent a property managed by Linc PM, you are entering into a legal agreement that outlines the rights and responsibilities of both you as the tenant and us as the property manager. It's important to understand that while the property belongs to the owner, you are responsible for its care and upkeep during the term of your lease.

You are expected to treat your rental home with respect and to comply with all terms of your lease agreement. This includes maintaining the cleanliness of the property, reporting maintenance issues promptly, and following community rules to ensure a safe and peaceful environment for yourself and your neighbors.

## Property Care And Maintenance

As a tenant, you are responsible for keeping your home clean and in good condition. This includes regular housekeeping, proper disposal of trash, and taking care of any minor maintenance tasks that fall within your responsibility, such as replacing light bulbs and smoke detector batteries.

It's also important to report any maintenance issues as soon as they arise. Small problems can become big issues if left unaddressed, and timely reporting helps prevent further damage to the property. Maintenance requests should be submitted through the tenant portal whenever possible, as this allows us to track and respond to issues efficiently.

## Tenant Responsibilities

As a tenant, you are expected to:

- Keep your home clean and well-maintained. Regularly dispose of trash, prevent pest issues, and avoid damage from neglect.



- Promptly report maintenance issues. Submit requests through the tenant portal for repairs before small problems become major.
- Respect your neighbors. Follow quiet hours, avoid disturbances, and maintain shared spaces.
- Follow utility and lease terms. Pay rent and bills on time, abide by occupancy limits, and avoid unauthorized alterations or subletting.
- Take responsibility for damages beyond normal wear and tear. Costs for tenant-caused damage will be deducted from the security deposit or billed separately.

For specific policies, refer to other sections of this handbook or your lease agreement.

## Rent Payments

Timely rent payments are essential to maintaining a good standing with Linc Property Management. This section outlines the accepted payment methods, late fees, and steps to take if you encounter payment issues.

### Payment Methods

Rent must be paid in full by [insert due date, e.g., the 1st of each month] using one of the following methods:

- Online Payment Portal: Tenants can securely pay rent via
  - <https://app.doorloop.com/auth/login>
- This is the preferred method, as it allows for recurring payments and instant confirmation.
- Bank Transfer or ACH Payment: Direct withdrawals from a checking or savings account can be set up through the tenant portal.
- Check or Money Order: Mailed payments must be received by the due date. Late arrivals will be subject to penalties.
- In-Person Payment: If applicable, tenants may drop off payments at our office during business hours.

Cash payments are not accepted for security reasons.

### Late Fees And Penalties

Rent is considered late if not received by the 5th of the month. If payment is late, the following penalties apply:

- A late fee of 5% of your monthly rent or \$50, whichever is lower, will be applied.
- Continued late payments may result in lease violations.
- Failure to pay rent may lead to eviction proceedings in accordance with New York landlord-tenant law.



# Handling Payment Issues

If you anticipate difficulty paying rent on time, take the following steps:

1. Notify Linc Property Management as soon as possible. Early communication may allow for alternative arrangements.
2. Check for financial assistance programs. Certain local or state programs may offer support for tenants in temporary financial distress.
3. Review your lease agreement. Ensure you understand the terms regarding payment responsibilities and possible late fee waivers.

Non-payment of rent can result in legal action, including eviction, as outlined in your lease agreement. If you have any concerns regarding your ability to pay, contact our office immediately.

## Maintenance and Repairs

Linc Property Management is committed to ensuring that your home remains safe, functional, and well-maintained. Below are the procedures for handling maintenance requests and emergency repairs.

### Routine Maintenance Requests

For non-emergency maintenance needs, submit a request through the tenant portal. Please include:

- A detailed description of the issue.
- The specific location of the problem within the unit.
- Photos or videos (if applicable) to help our team diagnose the issue.

Our maintenance team will review and schedule repairs in a timely manner, prioritizing requests based on urgency.

### Emergency Maintenance

An emergency is any issue that presents an immediate risk to health, safety, or property. Examples include:

- No heat during winter months (when outside temperatures are dangerously low).
- Major water leaks or flooding that could cause structural damage.
- Electrical hazards such as exposed wires or power failures.
- Gas leaks (contact your utility provider immediately in addition to notifying us).
- Fire or life-threatening situations (call 911 first, then inform management).

For emergencies, call our 24/7 emergency maintenance line at 845-372-8549. Do not use this line for non-urgent issues, as it is reserved for critical situations.





# Tenant Responsibilities vs. Management Responsibilities

Linc Property Management is responsible for maintaining the structural integrity and essential systems of your home. However, tenants are responsible for basic upkeep and minor repairs to help maintain the property's condition.

## Tenant Responsibilities:

- Replacing light bulbs and smoke detector batteries.
- Keeping drains free of clogs by avoiding improper disposal of materials.
- Reporting maintenance issues promptly before they worsen.
- Keeping the unit clean and pest-free.

## Linc Property Management Responsibilities:

- Repairs to HVAC, plumbing, and electrical systems.
- Addressing structural issues or damage not caused by tenant neglect.
- Ensuring appliances provided by the landlord are functional.
- Handling pest infestations not caused by tenant hygiene issues.

By working together, we can ensure a safe and comfortable living environment for all residents. If you have questions about your maintenance responsibilities, refer to your lease agreement or contact our office.

## Utilities and Services

Proper setup and management of utilities are essential for a smooth living experience. This section outlines how to establish service and clarifies tenant and management responsibilities.

### Setting Up Utilities

Unless otherwise stated in your lease agreement, tenants are responsible for setting up and maintaining utility services. These may include:

- Electricity
- Gas
- Water/Sewer
- Trash Collection
- Internet/Cable/Phone

To ensure uninterrupted service, utilities should be activated before move-in. Contact the appropriate utility providers to establish accounts in your name and schedule activation. A list of recommended local providers is available upon request.

If utilities are included in your rent, this will be outlined in your lease agreement, and no action is required.



# Utility Responsibilities

## Tenant Responsibilities:

- Setting up and maintaining all required utility accounts in a timely manner.
- Paying utility bills by their due dates to prevent service disruptions.
- Notifying utility providers of any service outages, billing issues, or necessary repairs.
- Conserving energy and water usage to avoid excessive costs.

## Linc Property Management Responsibilities:

- Ensuring the property has proper connections for all required utilities.
- Covering the cost of utilities only if explicitly stated in the lease.
- Addressing maintenance issues affecting essential services (e.g., plumbing, heating, or electrical failures).

Failure to maintain active utility accounts may be considered a lease violation and could result in penalties. If you experience any service-related issues, please contact both your utility provider and Linc Property Management for guidance.

## Move-In Procedures

To ensure a smooth transition into your new home, Linc Property Management follows a structured move-in process that includes property inspections and documentation of the unit's condition.

## Move-In Condition Report

Before you take possession of your rental unit, you will receive a Move-In Condition Report that documents the current state of the property, including:

- The condition of floors, walls, and ceilings.
- The functionality of appliances, plumbing, and electrical systems.
- Any pre-existing damage or maintenance concerns.

Tenants are required to review and sign this report within 72 hours of move-in. If you notice any additional issues not listed in the report, please submit them to Linc Property Management immediately through the tenant portal, along with photos if applicable.

This documentation protects both tenants and management by ensuring that any pre-existing conditions are properly recorded, preventing security deposit disputes at move-out.

## Initial Property Inspection

Before move-in, Linc Property Management conducts a thorough inspection to verify that the home is in good condition and ready for occupancy. This includes:

- Testing smoke detectors and carbon monoxide alarms.
- Checking HVAC, plumbing, and electrical systems.
- Ensuring appliances and fixtures are in working order.
- Addressing any last-minute maintenance needs.

Tenants should also conduct their own walk-through upon arrival and report any issues immediately.

By following these procedures, we ensure that all residents start their tenancy in a clean, safe, and fully functional home. If you have any questions about your move-in process, please contact our office.

## Living in Your Home

Your home is not just a rental—it's your personal space, and we want to ensure it remains safe, comfortable, and well-maintained throughout your tenancy. While Linc Property Management is responsible for addressing major repairs and ensuring the property meets safety standards, tenants play a crucial role in the day-to-day care of their homes.

## Safety and Security

Your safety is our top priority. While we maintain the structural and mechanical integrity of the property, tenants are responsible for practicing basic safety measures. Always lock your doors and windows when you leave the property, even if it's just for a short time. Do not provide keys or access codes to unauthorized individuals. If your locks are compromised or if you lose your keys, notify us immediately.

Smoke detectors and carbon monoxide detectors are installed for your safety. Test these devices monthly to ensure they are functioning properly. If a device is not working, submit a maintenance request immediately. It is the tenant's responsibility to replace batteries as needed unless otherwise specified in your lease.



## Pest Control

Maintaining a clean and tidy home is the first step in preventing pest issues. Tenants are responsible for basic pest control measures, such as keeping food sealed, taking out the trash regularly, and ensuring that the home is free from conditions that attract pests.

If you notice signs of an infestation—such as ants, rodents, or cockroaches—please report the issue promptly through the tenant portal. We will address significant infestations, particularly if they are structural or beyond what routine housekeeping can manage. However, if an infestation results from tenant neglect, you may be responsible for the cost of treatment.

## Appliance Use and Care

The appliances provided in your home are for your convenience, and proper use and care will help extend their lifespan. Always follow the manufacturer's instructions for use. For example, avoid overloading washing machines and dishwashers, clean lint traps in dryers regularly, and do not use sharp objects on glass cooktops.

If an appliance is not working properly, submit a maintenance request with details about the issue. Do not attempt to repair appliances yourself unless explicitly authorized by Linc PM, as unauthorized repairs can result in additional costs or liability.

## Pets and Animals Policy

Linc Property Management strives to maintain clean, well-maintained, and comfortable living environments for all tenants. Most of our rental units do not allow pets, except for service animals and emotional support animals as required by law.

## Pet Disclosure Requirements

- Pets are not permitted in most Linc Property Management properties.
- If a unit is designated as pet-friendly, tenants must disclose all pet information in writing, including:
  - Breed, size, and age
  - Vaccination records
  - Licensing details (if required by local law)
- Tenants found with an undisclosed or unauthorized pet may be subject to lease violations and required to remove the pet from the property.



# Pet Owner Responsibilities

All pet owners must:

- Ensure pets are properly vaccinated and licensed according to local regulations.
- Keep their pets under control at all times, including using leashes in common areas.
- Prevent excessive noise (e.g., barking) that may disturb neighbors.
- Clean up after their pets immediately and dispose of waste properly.
- Ensure pets do not cause damage to the property—any necessary repairs due to pet-related damage will be billed to the tenant.

## Service & Emotional Support Animals

Linc Property Management fully complies with Fair Housing laws regarding service animals and emotional support animals.

- Service Animals: As defined by the Americans with Disabilities Act (ADA), service animals are trained to perform tasks for individuals with disabilities. These animals are not considered pets and are allowed in all rental properties without restrictions or additional fees.
- Emotional Support Animals (ESA): Under the Fair Housing Act, an ESA provides emotional or psychological support to individuals with a diagnosed disability. Tenants requesting ESA accommodations must provide **proper documentation** from a licensed medical professional.

Important Notes:

- No additional charges, deposits, or fees will be assessed for service animals or ESAs.
- Service animals and ESAs must follow basic behavioral and cleanliness expectations to ensure a safe and respectful environment.
- If a service animal or ESA causes excessive damage or disturbances, Linc Property Management reserves the right to address the issue within the limits of the law.

For questions regarding pet policies, service animals, or ESA accommodations, please contact our office for further clarification.

## Insurance Requirements

All tenants are required to maintain renter's insurance throughout the duration of their lease. Renter's insurance protects your personal belongings against loss due to theft, fire, water damage, and other unforeseen events. It also provides liability coverage in case someone is injured while in your home.



Your policy must include a minimum of \$1,000,000 in liability coverage unless otherwise stated, and Linc Property Management must be listed as an additional interested party on the policy. This ensures we are notified if your policy lapses or is canceled.

Proof of renter's insurance must be provided before your move-in date and updated annually upon renewal. Failure to maintain renter's insurance is a lease violation and may result in additional fees or other consequences as outlined in your lease agreement.

## Lease Renewals and Terminations

At Linc Property Management, we understand that your housing needs may change. Whether you plan to renew your lease or move on, we strive to make the process as smooth and straightforward as possible. Below, you'll find details on lease renewals, notice to vacate, and early termination policies.

### Lease Renewal Process

As your lease term approaches its end, we will provide you with clear renewal options to ensure you have ample time to make an informed decision.

#### Timeline for Lease Renewal

- 90 Days Before Lease End: Linc PM will send a lease renewal notification through the tenant portal and via email. The notification will include any changes to rent, lease terms, or policies.
- 60 Days Before Lease End: Tenants must submit their intent to renew or provide a Notice to Vacate.
- 45 Days Before Lease End: If renewing, an updated lease agreement will be sent for review and signature. If vacating, a Move-Out Guide will be provided.
- 30 Days Before Lease End: Any required inspections may be scheduled, and the new lease must be signed and submitted.

### Notice to Vacate

#### Providing Notice

- Tenants must submit a written Notice to Vacate at least 30 days before their lease ends.
- Notices must be submitted via the tenant portal or emailed to [FrontDesk@LincPM.com](mailto:FrontDesk@LincPM.com) and must include:
  - The intended move-out date.
  - A forwarding address for security deposit processing.



## Move-Out Coordination

- After receiving your Notice to Vacate, Linc PM will provide a Move-Out Guide outlining:
  - Cleaning and repair expectations.
  - Key return procedures.
  - Security deposit refund process.
  - Final inspection scheduling.

## Early Termination Policies

If you need to move out before your lease ends, you are still responsible for fulfilling the terms of your lease unless otherwise agreed upon.

### Standard Early Termination Policy

- **Rent Obligation:** The tenant remains responsible for rent payments until a new tenant is secured or the lease term naturally ends, whichever comes first.

Under certain circumstances, tenants may be allowed to terminate their lease early without penalties, in compliance with state laws:

- **Military Deployment or Relocation:** Tenants with official military orders may qualify for lease termination under the Servicemembers Civil Relief Act (SCRA).
- **Domestic Violence or Harassment Protections:** Tenants experiencing documented domestic violence may be eligible for early termination.
- **Uninhabitable Conditions:** If the rental unit becomes unlivable due to circumstances beyond the tenant's control (e.g., fire, or structural damage), early termination may be permitted.

## Move-Out Process

Moving out is a process that requires planning and attention to detail. Providing proper notice, leaving the property in good condition, and returning keys are all part of your responsibilities as a tenant.

## Notice Requirements

When you decide to move out, you must provide written notice of your intent to vacate. The required notice period is outlined in your lease agreement, typically 30 days. Notices can be submitted through the tenant portal or via email to [Frontdesk@LincPM.com](mailto:Frontdesk@LincPM.com).



## Move-Out Inspection

After you vacate the property, we will conduct a move-out inspection to assess its condition. We will compare the property's current state to the move-in condition report, taking into account normal wear and tear. Any damages beyond normal wear or failure to clean the property adequately may result in deductions from your security deposit.

We encourage tenants to schedule a pre-move-out walk-through with us, which allows you to address any potential issues before the final inspection. This can help you maximize the return of your security deposit.

## Move-Out Checklist

To ensure a smooth move-out process, please complete the following before vacating:

- Remove all personal belongings.
- Clean the property thoroughly, including appliances, bathrooms, floors, and windows.
- Repair minor damages, such as filling nail holes and replacing light bulbs.
- Dispose of all trash and recycling.
- Return all keys, garage remotes, and access cards.

Failure to return keys or leave the property in acceptable condition may result in additional fees.

## Security Deposit Information

Linc Property Management collects a security deposit to protect the property from damages and unpaid charges. This deposit is not a substitute for rent and cannot be used as the final month's payment. The following outlines how security deposits are handled, what deductions may apply, and the return process.

## Deposit Deductions

At the end of your lease, the property will be inspected to determine if any deductions need to be made from your security deposit. To avoid unnecessary charges, ensure the home is returned in the same condition as when you moved in, minus normal wear and tear.

Reasons for Security Deposit Deductions:

- Unpaid rent or outstanding charges on the account.
- Damage beyond normal wear and tear, such as:
  - Holes in walls (other than small nail holes).
  - Broken appliances due to misuse.
  - Stained or damaged carpets, flooring, or walls.





- Failure to return all keys, fobs, and remotes (which may result in lock change fees).
- Excessive cleaning required, including but not limited to:
  - Trash left behind.
  - Uncleaned kitchens or bathrooms.
  - Appliances not properly cleaned.
- Tenant-installed modifications not restored to original condition (e.g., unauthorized painting, shelving, or fixtures).
- Removal of personal belongings—if items are left behind, you may be charged for their disposal.

Tip: Use the Move-Out Checklist provided in your Move-Out Guide to ensure you leave the unit in acceptable condition.

## Return Process

Linc PM processes security deposit returns in accordance with New York state laws.

Timeline for Deposit Return:

- Within 14 days after move-out, you will receive:
  - A written statement of any deductions (if applicable).
  - A refund of any remaining balance via check or direct deposit.
- If deductions are made, the statement will detail the charges and their costs.

How to Ensure a Smooth Refund Process:

- Provide a forwarding address before vacating to ensure timely receipt of your deposit.
- Complete all move-out requirements as listed in the handbook and Move-Out Guide.

If you have questions about your deposit return, contact our office at [FrontDesk@LincPM.com](mailto:FrontDesk@LincPM.com).

## Emergency Procedures

Emergencies can happen at any time, and knowing how to respond quickly can prevent further damage and ensure your safety. Below are the procedures for handling different types of emergencies in your rental home.

### Fire or Life-Threatening Emergencies

In the event of a fire, serious injury, or any life-threatening situation:

- Call 911 Immediately. Provide the dispatcher with your location and the nature of the emergency.



Evacuate the Property. Leave the unit immediately and ensure all occupants exit safely.

1. Do Not Use Elevators (if applicable). Always take the stairs in case of a fire.
2. If You Can Safely Do So, Contain the Fire:
  - If a small fire starts, use a fire extinguisher (if available) to put it out.
  - If the fire is spreading, close doors behind you to contain the flames before exiting.
3. Notify Linc Property Management. Once you are in a safe location, contact our office to report the incident.

Prevention Tips:

- Never leave cooking unattended.
- Do not overload electrical outlets.
- Keep flammable materials away from heat sources.
- Test smoke detectors monthly and report malfunctions immediately.

## Gas Leaks

If you smell gas (rotten egg or sulfur-like odor) or suspect a gas leak:

1. Do NOT turn on or off electrical switches, appliances, or lights. Sparks can ignite gas.
2. Evacuate the Property Immediately. Leave the building and move to a safe distance.
3. Do NOT use phones or electronic devices inside the home. Call emergency services only after you are outside.
4. Call Your Gas Provider Immediately.
  - Central Hudson Gas & Electric: 1-800-942-8274
  - If you are unsure of your provider, call 911.
5. Notify Linc Property Management. After contacting emergency services, report the issue to us through the tenant portal or by phone.

DO NOT attempt to locate the leak or fix the issue yourself.

## Water Leaks and Flooding

Water leaks can cause extensive damage if not handled promptly.

Small Leaks (Dripping Faucets, Minor Pipe Leaks)

1. Turn off the water supply at the nearest shutoff valve.
2. Contain the water using towels or buckets.
3. Submit a maintenance request through the tenant portal.

Major Leaks or Flooding (Burst Pipes, Overflowing Appliances, Severe Leaks)

1. Shut Off the Main Water Supply.
  - The main shutoff valve is usually located in the basement, utility room, or under the kitchen sink.



- Move Belongings Away from Water. Protect furniture and valuables by moving them to a dry area.
- Call Linc Property Management Immediately. Report the issue so we can dispatch emergency maintenance.
- If Water is Near Electrical Outlets, Do NOT Enter the Area. Water and electricity can cause severe hazards.

Prevention Tips:

- Avoid flushing anything other than toilet paper.
- Do not pour grease down drains.
- Report small leaks before they become bigger issues.

## Conflict Resolution and Complaints

Linc Property Management is committed to fostering a positive and respectful living environment for all tenants. While we strive to provide seamless service, we recognize that concerns may occasionally arise. Whether it's a maintenance issue, a lease-related question, or a dispute with a neighbor, we encourage open communication to ensure prompt and fair resolutions. If you have a concern, the first step is to submit a detailed report through the tenant portal or contact our office directly. Providing clear and specific information helps us address the matter efficiently. Our team will review the issue, investigate as needed, and work with all parties involved to determine the best course of action.

For tenant-to-tenant disputes or more complex concerns, mediation may be available as an option to facilitate resolution. While we encourage tenants to resolve minor issues independently whenever possible, Linc Property Management remains available to assist when necessary to maintain a peaceful and cooperative community.

We take all complaints seriously and handle them with professionalism, transparency, and fairness. Our goal is to find practical solutions that align with lease agreements, community standards, and tenant rights. If you experience any issues during your tenancy, we encourage you to reach out—we are here to help.

## Community Guidelines & Property Etiquette

At Linc Property Management, we believe that a well-maintained, respectful, and welcoming living environment benefits everyone. These community guidelines serve as an extension of your lease agreement, reinforcing expectations that promote a positive and peaceful atmosphere for all residents. By following these guidelines, tenants contribute to a shared living experience built on mutual respect, responsible property use, and courteous neighbor interactions.



A key aspect of community living is being mindful of how your actions affect others. This includes maintaining reasonable noise levels, especially during quiet hours, properly disposing of trash, and keeping common areas clean and free of obstructions. Shared spaces and amenities should be used responsibly, with consideration for other residents who also rely on them. Vehicles must be parked in designated areas to prevent congestion, and all personal property should be stored appropriately to avoid safety hazards.

Certain activities, such as disruptive gatherings, smoking in restricted areas, and unauthorized alterations to the property, are strictly prohibited to ensure the comfort and safety of all tenants. Residents with pets must follow all pet-related policies, including waste cleanup and noise control, to minimize disturbances to neighbors. Additionally, outdoor areas such as balconies and patios should be kept in good order, free from excessive clutter or items that may pose a risk to others.

Failure to comply with these guidelines may result in lease violations, fines, or other corrective actions as outlined in your rental agreement. These rules are not meant to be restrictive but rather to protect the integrity of the community and ensure that all residents can enjoy a safe, clean, and pleasant home.

We encourage open communication and community engagement, so if you have any questions or suggestions, please reach out through the tenant portal or contact our office. Your cooperation in upholding these standards is greatly appreciated and helps maintain a high-quality living environment for everyone.



# Legal Disclosure and Tenant Rights

Linc Property Management is committed to operating in full compliance with federal, state, and local housing laws to ensure that all tenants receive fair treatment and have their rights protected throughout their tenancy. This section provides a general overview of your rights as a tenant, as well as legal disclosures that apply to your lease agreement.

## Fair Housing and Anti-Discrimination Policy

Linc Property Management adheres to the Fair Housing Act (FHA) and all applicable state and local fair housing laws, which prohibit discrimination in housing on the basis of:

- Race
- Color
- National origin
- Religion
- Sex, gender identity, or sexual orientation
- Familial status (including pregnancy or the presence of children)
- Disability

If you believe you have been discriminated against in any way, please report it to Linc Property Management immediately. Additionally, you have the right to file a complaint with the U.S. Department of Housing and Urban Development (HUD) or your local housing authority.

## Right to a Habitable Home

As a tenant, you have the right to a safe, sanitary, and habitable living space as required by landlord-tenant laws. This includes:

- Proper heating, plumbing, and electricity.
- Functional appliances and structural integrity.
- Protection from hazards such as mold, pests, and leaks.
- Compliance with local building and safety codes.

Linc Property Management is responsible for ensuring that your home meets habitability standards. If you believe your unit is not in habitable condition, please report concerns through the tenant portal so we can address them promptly.

## Privacy Rights and Landlord Access

While Linc Property Management is responsible for maintaining the property, we respect your right to privacy. Landlords and property managers may not enter your unit without proper notice, except in cases of emergency.

- Standard Notice Requirement: We will provide [Insert Required Notice Period, e.g., 24-48 hours] advance notice before entering for inspections, repairs, or showings.
- Emergency Situations: In cases of urgent repairs, fire, flooding, or other emergencies, we may enter without prior notice to protect the property and occupants.



## Security Deposit Regulations

Your security deposit is held in accordance with state laws and may only be used for:

- Unpaid rent or lease violations.
- Damage beyond normal wear and tear.
- Cleaning costs if the unit is not returned in move-in condition.

Upon move-out, tenants will receive an itemized statement detailing any deductions along with the remaining balance of their deposit, if applicable.

Deposits will be returned within 14 days, as required by law.

## Right to Request Repairs

You have the right to request repairs for any issue that affects the safety, functionality, or habitability of your home. Non-emergency repair requests should be submitted through the tenant portal. Linc Property Management is required to address critical maintenance issues within a reasonable timeframe, as defined by local laws.

If a repair request is ignored or unreasonably delayed, tenants may have the right to pursue remedies under warranty of habitability laws. We encourage tenants to work with us directly to resolve any concerns before taking further action.

## Protection from Retaliation

It is illegal for a landlord or property manager to retaliate against tenants for asserting their legal rights. Retaliation may include:

- Raising rent, terminating a lease, or reducing services in response to a complaint.
- Threatening eviction for reporting code violations or maintenance concerns.
- Discriminating against tenants who exercise their rights.

Linc Property Management maintains a zero-tolerance policy for retaliation and encourages tenants to communicate openly about any concerns regarding their rental experience.

## Eviction and Legal Protections

Evictions must follow a legal process, and tenants cannot be removed from their home without proper notice and court proceedings. Reasons for eviction may include:

- Non-payment of rent.
- Repeated lease violations.
- Significant property damage or illegal activity.

If an eviction process is initiated, tenants will receive written notice outlining the reason for eviction and any potential remedies to resolve the situation before legal action is taken.



### Local and State Tenant Rights

Tenant rights vary by location. To understand the full extent of your rights, we encourage you to review [Insert State/Town Tenant Rights Resource] or contact a local housing authority. If you have questions about your legal rights under your lease agreement, you may seek advice from a tenant advocacy group or legal professional.

### Final Note

Linc Property Management is dedicated to fair, transparent, and legal property management practices. Our goal is to maintain a positive, professional, and compliant rental experience for all tenants. If you have questions regarding your rights or responsibilities, please contact our office—we are here to help.



## Tenant Acknowledgment and Agreement

I, \_\_\_\_\_ acknowledge that I have received, read, and understand the Linc Property Management Tenant Handbook. This handbook was provided to me at the time of lease signing for review alongside my lease agreement. I understand that the policies outlined within this handbook serve as an extension of my lease and are required to be followed throughout my tenancy.

By signing this acknowledgment, I confirm that:

- I have reviewed the Tenant Handbook in full and had the opportunity to ask questions.
- I understand that compliance with these policies is a condition of my lease.
- I recognize that failure to adhere to these guidelines may result in lease violations, fines, or other corrective actions.
- I understand that Linc Property Management may update this handbook as needed and will notify tenants of any significant changes.

I agree to abide by the policies and expectations set forth in this handbook and understand that it is my responsibility to remain informed of its contents.

Tenant Information:

- Tenant Name (Printed): \_\_\_\_\_
- Property Address: \_\_\_\_\_
- Unit Number (if applicable): \_\_\_\_\_
- Phone Number: \_\_\_\_\_
- Email Address: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This acknowledgment form must be signed and returned to Linc Property Management along with the lease agreement.

For any questions regarding this handbook or lease terms, please contact our office at [FrontDesk@LincPM.com](mailto:FrontDesk@LincPM.com) or call 845-236-6244.