



**DMD Management LLC**

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## **MAINTENANCE POLICY**

<b>Landlord/Management Responsibilities</b>	<b>Tenants Responsibilities</b>
Complete quarterly inspection to ensure that the property and all its components are in good state. The inspection is also to identify any maintenance needed on both interior and exterior of the property	For proper tracking and coordination, tenants are to submit ALL maintenance request on your online platform at Avail.co (Only emergency maintenance should be called-in)
Find, coordinate and pay a professional to complete all normal wear and tear maintenance on the property	Report ALL maintenance issue and/or damages (repairs needed) on time to avoid the situation getting worse
May also find, coordinate and pay for a professional to repair any damages outside of normal wear and tear (These charges will be passed on to the tenant that caused the damages)	Will pay for any maintenance issue deemed as damage by the tenant (These are damages outside of normal wear and tear from normal usage)
Ensure proper notification is given to the tenant in a non-emergency situation following the state law (24 hrs)	Ensure smooth communication with the management and contractor
Ensure smooth communication between the tenant and the contractor scheduled to complete any maintenance repairs.	Ensure There is an adult present at the property whenever a contractor is scheduled to be at the residence to complete a repair
Complete turn-over maintenance once a tenant moves out to get the property ready for the new tenant moving in	Ensure that the property is well maintained (avoid damages outside of normal wear and tear from normal usage).
In a non-emergency situation, ensure that we are in communication with the tenant within 24-48 hrs and notify them on the availability of a contractor for the repair. Emergency situations are to be addressed immediately <b>Note:</b> We do not work on weekends and we schedule maintenance base on contractors availability	Complete adequate final clean-up after move-out to make sure property is returned to the management team in the state it was when tenant moved in (normal wear and tear okay).