



PARAGON PROPERTY
MANAGEMENT

TENANT HANDBOOK

The Paragon Team Welcomes You!

Paragon Property Management would like to welcome you as our new tenant! We're very excited to have the opportunity to provide you with high quality and reliable property management service. Our goal is to make your living experience in our unit enjoyable and as comfortable as possible. In order to help us achieve this goal, we have prepared this tenant packet for you to help answer any questions and assist you during your tenancy. Within the packet, you will find details regarding rent payments, basic rules and regulations, and contact information. We recommend that you keep this packet in an easily accessible location for you to refer to when needed. We thank you for being our tenant and wish you a successful tenancy!

Table of Contents

- Welcome Letter/Table of Contents.....1
- Submitting Rent Payments2
- General Guidelines.....3-9
- Emergency Contacts.....10
- Tenant Acknowledgement.....11
- Move-out Checklist.....12

Submitting Rent Payments

Rent payments are due on the 1st of each month. Late fees will automatically be charged to your account if our office does not receive your rent by the 5th. To avoid late fees, it is best practice to submit your payment as soon as possible each month. We have setup various methods of submitting payment for your convenience. Details of each method are noted below.

1. Pay online through your Tenant Portal

- This is the most convenient option. To submit payment through your tenant portal, visit our website at www.paragonpm.net and click on the “Tenant Portal” button. Login to your portal using your email and the password you created. First time users will be sent a temporary password for the initial login.
- You can pay using your checking account, or by debit or credit card. Please be aware that when paying by debit or credit card an automatic 2.75% card processing fee will be applied. There is no processing fee if paying directly from your checking account.

2. Pay by Zelle (Chase QuickPay)

- Verify that Zelle is available with your bank.
- Send payments to nathan@paragonpm.net. Please note your property and unit number in the memo section so that it is applied appropriately.

3. Money order

- Money orders are to be made payable to Paragon Property Management. Please be sure to clearly write your name and your property and unit number to ensure it gets applied to your account correctly.
- If delivering your money order in-person at our office, we must receive it before the 5th and before our office closes at 5pm. You can submit your money order before or after office hours by dropping it in our mail slot located on the left-hand side of our front door.
- If sending your money order through the mail, ensure that you are allowing enough time for the payment to reach our office to avoid late fees.
- Our office hours are Monday – Friday, 9am – 5pm. Note that our office is closed on all major holidays.

Initials _____

General Guidelines

- **Lease Agreement** – The terms stated in your lease are fixed and should be followed throughout your tenancy. Paragon will honor all tenants’ existing lease terms in the event that we are hired to take over as the new property management company. If you are currently month-to-month please follow the guidelines from your most recent signed lease until presented with a new lease.
- **Lease Renewals** – A lease renewal option with new terms will be offered to you 60 days minimum before your lease ending date. If you are currently on a month-to-month lease, you will be given a minimum of 30 days’ notice of any changes that may be occurring to your lease terms. Please be aware that property owners reserve the right to serve a notice of non-renewal with or without any reason. If you are planning to move out of your unit prior to the end of your lease, it is important that you contact our office at least 60 days prior to move-out.
- **Utilities** – Tenants are required to turn on/transfer service of all applicable utilities into their name upon the lease start date. Failure to turn on service in your name will result in disconnection of service 24 hours after the lease start date. Any amount charged to Paragon after the lease start date will be charged to the tenant plus a \$50 per week penalty per utility service.
- **Move-Ins** – Keys will be provided after the lease is signed either at our office, or on a lockbox located at the property. Move-ins are allowed only through the back porch or rear entrance and not the front hallway. This also applies when moving in new furniture or other large items at any time during your tenancy. To prevent potential noise disturbances, moving should be conducted only between 8:30am – 9:00pm. This includes packaging or moving furniture inside the unit.
- **Cleanliness** – As stated in the lease, tenants are required to maintain units in a clean, safe, and presentable condition. All personal belongings must stay inside the unit. Dirty dishes and exposed food that is left out for an extended period can bring about pests and rodents in the unit as well as in other areas of the property. It is good practice to throw away spoiled food and trash immediately and to sweep and vacuum all rooms. Such practices can help prevent roach and mice activity. Tenants are also expected to keep all shared spaces clean and organized. Personal items are not to be stored in common areas (ex: bikes, boxes, etc.). Any common area trash bins are strictly to be used for paper, dryer sheets, and other similar items. Food, drinks, and other trash are not to be thrown away in the common area trash bins.

Initials _____

- **Move-outs** – If you are planning to move out, tenants are required to give our office a minimum of 60 days advanced notice. Failure to provide notice to our office could result in an automatic non-renewal decision. All personal belongings and furniture are expected to be completely removed from the unit and the property on the final day of possession. It is unacceptable to leave unwanted items in the alley or near the trash bins or dumpster. Tenants should use the back porch or rear entrance of the property when moving out their belongings. Units are expected to be returned to the original state prior to move in. If professional service is needed to remove any remaining items, the cost of service will be charged to the tenant.
- **Move-out Process** – Tenants are required to complete the following steps to ensure a successful move out:
 - Send our office clear and well-lit photos of all rooms with all cabinets and closets opened to show the condition of the unit after all items have been removed. These move-out photos must be sent via text or email during our business hours and tenants must wait for confirmation that photos were received. (See example photos of unacceptable and acceptable move-out conditions below.)
 - Tenants must complete the move-out checklist available at the end of this handbook. The completed checklist must also be sent to our office via text or email during our business hours and tenants must wait for confirmation that the checklist was received.
 - Keys must be turned into our office during business hours.
 - If an outstanding balance remains on your account, this must be paid in full prior to move-out, or Paragon will send to collections.

Unacceptable:



Acceptable:



Initials _____

Improper Trash Disposal



- **Trash Disposal** – Tenants are required to place all garbage completely inside the designated trash bins or containers. All items that are not securely inside the bins or containers will not be collected by the waste service company. If applicable, tenants are required to securely lock the trash containers and return them to the designated trash area immediately after use. Please be aware that property owners are subject to city fines and violations if trash is not properly disposed of. If a tenant is found to be responsible for improperly throwing away their trash and results in fines for the owner, that tenant will be charged the full amount of those fines. Tenants must also make sure larger items are thrown away properly, especially during move-outs. Items such as large furniture and bed mattresses will not be picked up by the trash service if they are left out in the alley outside of the trash containers. Tenants are encouraged to call our office and submit photos if they notice that proper trash guidelines are not being followed.

Paragon can refer contractors to remove larger items that need to be thrown away, or you may drop off your items at the River Bend Prairie Landfill dump site which is located on 801 E 138th St., Riverdale, IL 60827. Another option is to contact a junk removal service company. Please refer to the junk removal service companies list below for contact information:

- **1-800-GOT-JUNK:** (800) 468-5865
 - **Junk Relief:** (312) 800-1940
 - **Junk Removal 911:** (312) 593-6299
 - **Junk King Chicago Downtown:** (312) 313-3324
- **Use of Property** – As stated in your lease agreement, only individuals who are listed on the lease are legally authorized to occupy your unit. If Paragon suspects that individuals are illegally occupying the unit, your lease will be terminated. Tenants are also prohibited from engaging in activities that may cause harm or damage to the property or other tenants living in the building. Illegal activities are strictly prohibited. The use of your unit in any form of subleasing, room sharing, or short-term rental, such as AirBNB, is not allowed. If any of these regulations are not followed, Paragon reserves the right to terminate your lease immediately.

Initials _____

- **No Smoking Policy** – Smoking inside the unit and inside the common areas of the building is strictly prohibited. Smoking must be done outside of the building and at least 15 feet away from entrance doors.

- **Quiet Enjoyment** – As stated in the Landlord and Tenant Ordinance, tenants have a duty to use all equipment and facilities in a reasonable manner and should not disturb other residents. All tenants have the right to enjoy the premises of which they live free of disturbance and disruption. Tenants must be mindful of the noise levels they are creating so as to not disturb the other tenants. Guests are the responsibility of the tenant, and tenants are required to inform their guests of our quiet enjoyment policy. Tenants are never allowed to enter the personal areas of other tenants without permission. If our office receives multiple complaints of tenant disturbance, the parties at fault are subject to have their lease terminated and will be asked to move immediately. For more information regarding this, please refer to the City of Chicago Residential Landlord and Tenant Ordinance or call the city hotline at (312) 742-7368.

- **Pest Control** – Tenants are expected to contact the office if they are experiencing any level of pest or rodent activity (Ex: ants, roaches, mice, etc.). Paragon will determine if pest control can be performed by our maintenance staff or if a professional pest service company is needed to perform the service. Our office will coordinate the best time and day to conduct pest control. If a professional pest control service company is needed, that company may be contacting tenants for coordination. It is standard procedure that pest control is performed on all units and common areas at the same time. Tenants are required to exit the premises during the service and will not be allowed back into the building until service has been completed. The standard time of service is from 9am – 4pm. Pest control services are mandatory for the overall upkeep and maintenance of the building so tenants are expected to provide full cooperation.
 - **Bed Bugs** – Please be aware that Paragon does not perform service on bed bug issues. According to the Chicago Building Code 13-196-630, the landlord is only responsible for extermination if infestation is caused by the landlord’s failure to maintain the building. Paragon will coordinate with the tenant as needed, but the tenant is responsible for the cost of service. Tenants should also be aware that if other units in the building later develop a bed bug problem that is believed to stem from the initial tenants (especially if the initial tenant did not act quickly to have professional extermination) then the cost to exterminate the other apartments would also belong to the initial tenant.

- **Unit Access** – If access to your unit is needed by our staff or vendors we work with, advanced notice will always be provided to tenants. We will never enter your unit without you, or an adult over the age of 18 years old present, unless you have granted us permission to access your unit without anyone home. Tenants are expected to cooperate with the Paragon team when access is needed during property sales, showings, walk-throughs, photo taking, inspections, etc.

Initials _____

- Lock-outs** – In the event of a lock-out, tenants are allowed to contact a locksmith in order to gain access. However, tenants are responsible for the cost of the service. If locks are changed by the locksmith, the tenant will incur a charge from Paragon for the cost of materials and labor to switch the locks back to our key system. If our maintenance staff is needed to provide access, a fee of \$100.00/hour will be charged. If a unit key is lost, the tenant is required to come into our office to obtain another copy during office hours. If this event occurs outside of our office hours, you must contact a locksmith. Paragon office hours are Monday – Friday, 9am – 5pm. Please note that our office is closed on all major holidays.
- Maintenance Requests** – Tenants should submit work orders online using the tenant portal. You may also contact our office directly and submit your repair requests to our office staff. Tenants should never make work order requests to maintenance staff at any time. In the event of an emergency, contact the proper authorities first and then contact our office to provide details.
- Security & Locks** – All units are equipped with secure deadbolts on the front and rear unit doors. Tenants will receive unit keys that will allow them to access their unit doors and all common area doors only. They will not work on another unit’s doors. Each unit is assigned a unique lock number specific to their unit only, to help our office keep track of what locks are assigned to each unit. This number is inscribed on your unit keys. Tenants are not allowed to install additional exterior or interior screen doors for their unit. If a screen door already exists for the unit, a deadbolt will also be installed on the screen door if possible. Property owners are not required to provide a screen door even if other units have one installed. Ensuring all unit deadbolts are locked is the best practice to keeping your unit safe and secure.
- Theft or Loss of Property** – Tenants are encouraged to obtain renter’s insurance, although it is not required unless specified otherwise in your lease. Please be aware that some properties do require renter’s insurance at the property owner’s discretion. Paragon is not responsible for any personal belongings that are lost or stolen from the unit. Tenants are strongly encouraged to contact the appropriate authorities to file an official report. If locks, windows, or other security measures need repair, it is the tenant’s responsibility to contact our office to submit a maintenance request. Building and appliance defects that result in damage or loss of property is not Paragon’s responsibility (Example: If the refrigerator breaks down causing food to spoil, or if the roof leaks and causes damage to personal property). Paragon will take action to replace or repair any building property defects in a reasonable time frame.
- Security Cameras** – Properties equipped with security cameras are strictly for the property owner’s use. Paragon and tenants do not have access to the camera’s recordings, and they should not be relied upon as a security monitoring option. Note that owners are not required to provide recordings or footage in any case.

Initials _____

- **Pets** – Pets are only allowed with prior approval of the property owner and Paragon. Additional fees may apply. Service animals are allowed with proper documentation.
- **Vehicle Parking** – Parking on the premise is permitted only with Paragon’s authorization. If parking is allowed, only authorized vehicles are allowed to park in the designated areas. All other vehicles will be towed. It is the tenant’s responsibility to inform the office if you are using a different vehicle than the one on file. Additional fees may apply.
- **Personal Injury** – Paragon is not responsible for injuries that may occur in the unit or on the property. If your unit needs repair, contact our office to submit a work order as soon as possible.
- **TV Mounting** – Only a specific “no stud” mount is allowed to be installed. Our office will order the mount and the tenant will be charged on their ledger for the cost of the mount and labor. Paragon will assist in mounting TVs at a cost of \$35/hour, with the first hour being free of charge. If multiple TVs need to be mounted, tenants will be charged \$35/hour after the initial free hour if additional time is needed. Tenants also have the option to contact a professional to mount the TV. The maximum allowed TV size is 55inches. Note that tenants are not allowed to mount their TVs on their own. Tenants who mount their own TVs will be in violation of their lease.
- **Smoke Alarms & Carbon Monoxide Detectors** – All units are equipped with functioning smoke alarms and carbon monoxide detectors. It is critical that tenants perform monthly tests on the smoke alarms and carbon monoxide detectors to ensure that they are operating properly. Smoke alarms and carbon monoxide detectors should never be removed under any circumstance. If you believe that your smoke alarms and carbon monoxide detectors are defective or outdated, please contact our office so we can provide replacements. Tenants are responsible for battery replacements. Note that alarms will beep continuously when batteries need to be replaced.
- **Mail Access After Move-out** – Tenants who are moving out must contact their local post office to request a change of address and mail forwarding immediately to avoid missing any mailings. If access to the mailbox is needed after the completed move-out, the tenant will be charged \$65/hour plus an additional \$35 trip fee.

Initials _____

- **Miscellaneous** – Please be cautious of the items you are placing down the kitchen sink or flushing down the toilet. No items besides toilet paper can be flushed down the toilet. This includes excessive amounts of toilet paper, diapers, baby wipes, paper towels, and other non-flushable items. We recommend that tenants have their own plunger to address toilet issues as needed. If the prohibited items are found to have caused a blockage or clog in the pipes, the tenant will be responsible for the cost of repair at our standard rate of \$50/hour plus the cost of materials. Tenants are responsible for the upkeep of windows blinds if their unit comes with them installed. Tenants should purchase their own blinds for their unit if the current blinds become damaged. Paragon does not provide replacements for window blinds. Please do not post additional signs near the building entrance or on the building door. If special instructions are needed for deliveries, please contact the office.

- **Helpful Tips:**
 - When disposing of cooking oil and grease, pour the hot contents into a tin container, such as a coffee container, and then throw away the container in the trash after the oil and grease has cooled. You may also let the oil and grease cool first, and then using a paper towel, wipe the contents off into the trash. Throwing the hot contents directly into a plastic bag or plastic trash bin will melt the plastic and can lead to a mess.
 - Check the contents inside your refrigerator on a regular basis to avoid storing spoiled and moldy food. Spoiled food can cause odor and insect problems if not disposed of in a timely manner. Refrigerators should always have enough room inside to allow air to flow and circulate within.
 - Never wait to report a needed repair. The sooner we are aware of any issue, the sooner we can take action to resolve it.
 - If you will be behind on your rent, it is important that you communicate this with our office. If a partial rent payment can be made, tenants should submit the largest amount of payment possible. Rent should never be withheld if a partial payment can be made.

Initials _____

Emergency Contacts

Contact the following departments in case of emergency:

- **Criminal Activity**
 - Call 9-1-1 immediately to report the crime.

- **Fire**
 - Call 9-1-1. Exit the building immediately.

- **Gas Leaks**
 - Call People's Gas emergency hotline at 866-556-6002. Exit the building immediately.

- **Electricity**
 - Call ComEd at 1-800-334-7661. If you see downed power lines, leave the area immediately.

- **Water**
 - Call the City of Chicago Water Department at 312-744-4420.

* Please contact 3-1-1 for all non-emergency related events.

*Contact the office after speaking with the proper authorities to provide an update.

Initials _____

Tenant Acknowledgement

By signing this page, you, the tenant, are acknowledging receipt and full understanding of all information stated in this tenant packet. Paragon Property Management reserves the right to penalize tenants or terminate the lease if the guidelines mentioned are not followed accordingly. Please be sure to keep this handbook in a safe and convenient place where it is easily accessible. Tenants are still expected to follow the rules in this packet if it is lost. An electronic copy is readily available on our website should you need it. If you have any questions, do not hesitate to contact our office at 773-913-2031.

Tenant Name (Print): _____

Tenant Signature: _____

Date: _____

Tenant Name (Print): _____

Tenant Signature: _____

Date: _____

Emergency Contacts:

Primary Emergency Contact

Name (Print): _____ Relation: _____

Phone: _____ Email: _____

Family Member

Name (Print): _____ Relation: _____

Phone: _____ Email: _____

Friend

Name (Print): _____

Phone: _____ Email: _____

Move-out Checklist

Instructions: Tenants should complete this checklist during their move-out as a helpful guide to ensure all rooms, appliances, cabinets, and other items are in good and functioning condition before the official move out. Mark the boxes once the action steps have been completed for each room listed. Once completed, please send a photo of this checklist to the Paragon office via email or text. Phone: (773) 913-2031 / Email: Office@Paragonpm.net

Action	Rooms				
	Living Room	Dining Room	Kitchen	All Bathrooms	All Bedrooms
Empty all rooms					
Empty all cabinets and closets					
Clean all floors - Sweep, Mop, Vacuum					
Empty and clean refrigerator and freezer					
Clean oven/stove					
Clean all windows					

As a reminder, please be sure you have completed the following steps in order to successfully complete your move-out:

- **Move-out Process** – Tenants are required to complete the following steps to ensure a successful move out:
 - Send our office clear and well-lit photos of all rooms with all cabinets and closets opened to show the condition of the unit after all items have been removed. These move-out photos must be sent via text or email during our business hours and tenants must wait for confirmation that photos were received. (See example photos of unacceptable and acceptable move-out conditions below.)
 - Tenants must complete the move-out checklist available at the end of this handbook. The completed checklist must also be sent to our office via text or email during our business hours and tenants must wait for confirmation that the checklist was received.
 - Keys must be turned into our office during business hours.
 - If an outstanding balance remains on your account, this must be paid in full prior to move-out, or Paragon will send to collections.

Initials _____