

BRUNI KARR AGENCY

RESIDENT HANDBOOK



Bruni Karr Agency 12412 Menaul NE, Albuquerque, New Mexico 87112
(O) 505 296-0726 (F) 505 296-0878 www.brunikarr.com info@brunikarr.com

BKA WELCOMES YOU

Bruni Karr Agency welcomes you as a new resident. BKA is an abbreviation used in lieu of the full company name, Bruni Karr Agency, and is used throughout this Handbook.

To achieve a successful resident/management relationship, we prepared the BKA Resident Handbook to assist you with your residency. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property has retained BKA as their property management company and representative to manage the property you are renting. Therefore, you need to contact BKA when you need assistance. We have listed how on pages 5, 6, and 7.

If you have questions or concerns on any of the information contained herein, contact our office at any time. BKA is here to help you.

We wish you a successful and enjoyable residency.

BJA PERSONNEL

We have a complete staff to assist you.

- **Property Manager:** BKA has several property managers to assist you. They concentrate on assisting you with all the details of your residency. Contact them to answer your questions.
- **Office Staff:** BKA requests that you contact a property manager regarding questions concerning resident issues. However, the BKA office staff is **available** to assist you in verifying receipt of rent, any necessary forms, and basic information if a property manager is not available.

RESIDENT COMMUNICATION

On the next page, we have provided general office information. Communication makes a difference in any area of life, and it can only enhance your residency by letting BKA know what you need.

Use the telephone, email, the BKA website, fax, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember BKA is here to help you

Telephone calls during office hours

During office hours, listed on page 7, there is normally a person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. A property manager may not be available or in the office, and one of the other office members may be able to help you with your request. Please remember the name of the person you speak with.

Emergency Phone numbers

CABQ Emergency Water Shut Off – 857-8250

PNM – 246-5700

All Other Emergencies – 911

NM Gas – 888-664-2726

Voicemail

If, during the day you reach our voice mail system, leave a message, complete with your name and the telephone numbers where BKA can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

Emergency calls

During normal office hours, immediately state the nature of your emergency. If you reach the BKA voice mail system during office hours, or after the office is closed, please leave all necessary information regarding your emergency, or call the emergency contact phone number stated on the voice mail greeting.

Maintenance requests

Please remember that all work orders may be in writing or by phone. This is in your rental agreement. You can access a work order online at the BKA website, www.brunikarr.com, at the BKA office.

Change of information

It is important that you notify BKA of any changes in telephone, fax, cell numbers, or email.

Email

Email is a great way to communicate and we request that you submit your email address to our office. BKA will put your email address in our database. This enables the property managers to contact you quickly and efficiently, and when needed, send you important information

Please note that although communication by email is encouraged, BKA does not accept notices to vacate by email. BKA requires the notice to vacate in writing.

Website

The BKA website, www.brunikarr.com, contains important information for residents. Visit it regularly to use the Resident services. There, you can easily complete a work order request. You can also send emails to BKA directly from the website under the "[contact us](#)" page.

GENERAL OFFICE INFORMATION

Address information		
Mailing Address	12412 Menaul Blvd NE	
	Albuquerque, NM 87112	
Street Address	12412 Menaul Blvd NE	
	Albuquerque, NM 87112	
Telephone		
Business #	505-296-0726	
FAX #	505-296-0878	
Internet		
Email	info@brunikarr.com	
Website	www.brunnikarr.com	
Office Hours		
	Monday – Friday	8 – 5:30
	Saturday	9 -1
	Sunday	Closed
	Holidays	Closed

PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give BKA the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You've received a copy of your rental/lease agreement, including maintenance instructions; move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call a BKA property manager.

Move In Checklist

There is a great checklist to be used when you're moving in. You will receive the move in checklist when you take possession of the house. Please be sure to fill it out and contact BKA for a walk-thru within 5 days in order to protect your deposit.

Utility/Cable Companies

When you rent a property, it is important to make arrangements with the utility companies. To avoid discontinuation of service, contact the utility companies promptly. The rental agreement contains the telephone numbers of the utility services.

Frequently used utilities are:

PNM – 246-5700/ **New Mexico Gas Company** – 888-664-2726

Centurylink – 1-800-244-1111

Comcast – 344-0690

Normally, it is not necessary to contact the Albuquerque Water Department. They mail bills to the property address. If the bill is not received within 30 days, contact the City of Albuquerque Water Department at 768-2800.

Rental payments

Rent is due on the first of each month and late fees are assessed on the 6th. If you know that you will have a delay or problem paying by the due date, contact BKA immediately. Lack of communication can affect your payment record.

BKA receives rental payments by:

- US mail
- PayLease on-line payments thru the www.brunikarr.com website. See attachment.
- In the BKA office

Many of our residents utilize the online bill pay option with their own bank.

BKA does NOT accept rental payments in:

- Cash
- Rolled coin
- Credit cards
- Debit cards
- Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the BKA late fee is **\$25.00** if rent is not received by the fifth. An additional **\$25.00** fee is added if payment is not received by the tenth. Late fees will not exceed 10% (ten percent) of one month's rent in any one month.
- NSF fees of **\$25.00** will be charged on all returned checks.
- Maintenance charge – BKA will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If BKA receives a service call billing, you are responsible for reimbursement.

Maintenance reimbursement

Generally, BKA assigns a vendor to perform work you request in your residence. However, if you have contacted BKA and requested to perform a minor maintenance item and BKA has agreed to reimburse you:

- Pay the bill and send the receipt to BKA with the next rental payment and deduct the amount from your rent.
- You must note the name of the agent who approved the work on your receipt.

CARE OF THE PROPERTY

Getting to know your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shut off valve in case of major flooding
- Water shut off valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact BKA for help.

MAINTENANCE

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. BKA has more tips in this handbook.

Resident Renovations/Alterations

It is the BKA policy that residents do not do repairs or alterations. You agreed to this in the BKA rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by BKA
- BKA will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, residents must do one of the following prior to vacating the property:

- Leave the alterations if this is part of the owner's condition to accept the alteration/repair
- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
- Sign a BKA agreement regarding the alteration/repair

Resident Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/resident law. We want you to report maintenance items.

However, there are items that are the resident's responsibility and we have listed them again

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 3 months, and every month if there is smoking in the property
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repair
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless it is the responsibility of a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the Residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Procedure for requesting maintenance

Before calling BKA

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company, **888-664-2726**, and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service, PNM **505-246-5700**, or 911,
- After contacting one of the above sources, then call the BKA office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the BKA, **505-296-0726**. You can also call the emergency contact phone number stated on the voice mail greeting.
- Heat is NOT an emergency, but BKA recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.

- Emergencies are not air-conditioning, non-working dishwasher, sprinklers, etc.
- If you are unable to shut off the water in a flood situation after hours, contact the City of Albuquerque emergency number at 761-2800.
- If any of the above contingencies do not resolve the problem, please call the office at 296-0726 and listen for the emergency contact number at the end of the greeting.

Non-emergencies:

- Call the BKA office, submit via mail, fax, or email.
- If your repair is not addressed, please submit it in writing.
- A BKA representative will assign a vendor to contact you.
- BKA does not give vendors keys to the residences without resident permission.
- Vendors are required to make appointments with residents.
- Remember: This is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 3 – 5 business days, call the BKA office and inform the individual that took your request that a vendor has not contacted you.
- After a repair has taken place, if you have trouble, call BKA and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “unapproved cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to BKA as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Open windows slightly for airflow if using an evaporative cooler
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees; a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the BKA office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

Please use all appliances in the manner it was intended. Please follow all safety warnings.

Vacation checklist

When going on vacation, here are items to check before leaving:

- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Put garbage cans away or arrange for someone to take care of it.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.

Illegal Activity

It is a breach of your Rental Agreement for any illegal activity to occur on the property.

FREQUENTLY ASKED QUESTIONS

BJA has put together a list of the most frequently asked resident questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 6th of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 2nd and late fees are assessed on the 6th of the month.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense.

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Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to BJA and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call a BJA property manager for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your BKA management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager may contact the owner and submit your request. If the owner does allow a pet, an increased security deposit may be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all deposits remain in effect until all residents vacate the property. Until a property is completely vacant, there is no way to thoroughly check the entire property.

What happens if I want another pet?

- Notify BKA of the pet you want. The property manager will contact the owner and submit your request.

My roommate wants to move, but I want to stay. What do I do now?

- Both you and your roommate need to submit a resident release form. BKA will need documentation from you to show you can support the property by yourself. BKA will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and BKA must approve the person PRIOR to them moving into the property. You can obtain applications at the BKA office. If BKA denies the applicant, they cannot move into the property.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your Residence. It is also nothing to fear. This is why BKA contacted you first to set a date and time.

WHEN IT IS TIME TO MOVE

Giving your notice

Eventually you will move, and we want you to be prepared when this is necessary. BKA residents are required to give a **30-day** notice prior to moving. Notices begin on the first day of the next rental period.

Before giving notice:

- Check your rental agreement/lease to see when it expires. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact BKA to discuss your options.
- Notices must be in writing. The day BKA receives the notice is not necessarily the date the notice begins. Your notice will begin on the first day of the next rental period, if received after the 1st day of the month.
- BKA does not accept notices by email because of lack of signature; BKA does receive notices by fax.

Setting up your move out

- After you submit your Notice to Vacate, BKA will send you a one-page letter. This will instruct you on what to do during the notice period, and how to make your move out arrangements.
- It is the responsibility of the resident to deliver all keys to BKA, either at a move out appointment or delivery to the BKA office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your deposit refund.
- Use the BKA move in checklist so you remember important details.

PREPARING THE PROPERTY

If you have questions on how to prepare your residence for move out, please call BKA, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Do NOT rent carpet-cleaning machines, or use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- BKA will arrange for the carpet to be cleaned upon your move out by a company of the owner's choosing.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of BKA, and a receipt is required during the walk through inspection.
- Residents please note: BKA will not reimburse for any carpet cleaning contracted by residents.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with BKA.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to resident painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.
- If you have changed the color of the walls, you will be charged to restore the property to its original color.

Your deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your deposit. BKA remits deposit transmittal within **30 days** of the termination of the lease in accordance with the New Mexico landlord/resident law. Remember, BKA wants your move out to be a pleasant and successful process.

CONCLUSION

We hope that you have found the *BJA Resident Handbook* useful and informative. It is our goal to prepare you for a successful residency and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact BJA.

Have a successful residency

Bruni Karr Agency

The Correct Way to Place Your Trash at the Curb

7:00

AM

Have your cart at the curb by 7 a.m. on your day of service.



- Place your cart in the gutter it's wheels against the curb, near the driveway.
- Cart must be at least five (5) feet from any obstacles (such as cars, mailboxes or other carts).



CORRECT



INCORRECT

- Lid must be completely closed.
- All trash must be placed inside cart.
- Cart must weigh less than 100 lbs.
- Large items for residential customers can be picked up at no charge, call 311 to schedule.



Do not throw the following materials in your cart:

- Hazardous waste
- Electronics, T.V.'s, Microwaves, Appliances or Computers
- Construction material of any kind
- Ashes
- Concrete
- Rock / Gravel, dirt, sand or like material



Violations will be handled in the following fashion.

- 1st violation will be documented.
- 2nd violation within six (6) months a warning will be issued.
- 3rd violation within six (6) months will result in a \$15.00 fee to return to service the trash cart.

Assistance with cart for disabled or elderly residents is available, call 311 for details.

Important Information About Your Roll-Out Cart.

- Each cart is numbered and assigned to your home's address. (Cart number can be found on your water bill.)
- First Lost or Stolen cart will be replaced at no charge. Thereafter a \$48.67 fee per replacement cart will be assessed.
- Extra Carts may be ordered by calling 761-8100. A \$4.79 monthly fee will be charged.

For more information call 311, TTY users call 711 or visit www.cabq.gov/solidwaste

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Albuquerque Solid Waste Management: 761-8176

<http://www.cabq.gov/solidwaste>

Information about Residential Curbside Recycling

Recycling, along with reducing and reusing the trash we produce, is an important component in the effort to preserve our natural resources and reduce environmental pollution.

Each Albuquerque resident throws away 6.5 pounds of trash every day, or over one ton each year! Recycling, along with reducing and reusing the trash we produce, is an important component in the effort to preserve our natural resources and reduce environmental pollution.

The Solid Waste Management Department provides curbside pick-up of recyclables every week at most residential homes within the City of Albuquerque. We also provide convenient city-wide [Recycling Drop-off Sites](#). With these services, every community member can help preserve the environment for future generations by recycling.

To ensure best service, safety, and health, please help us by:

- placing all materials on curb no later than 7 a.m. on your scheduled trash pick-up day.
- making sure recyclables are clearly recognizable and accessible at the curb.
- ensuring that each bundle or bag weighs less than 50 pounds.
- putting recyclables at the curb, 5 feet away from your automated trash cart.
- avoiding overloading plastic bags to prevent tearing.

Curb Recycling

The following materials **can't** be recycled:

- We **don't** recycle holiday wrapping paper
- We **don't** recycle telephone books at the curb
- We **don't** recycle styrofoam
- We **don't** recycle chipboard (cereal boxes)
- We **don't** service any recycle bin larger than 19-gallons.
- Glass containers: Because of the potential for worker injury, glass **isn't** collected curbside. You may take glass to one of the city-wide [Recycling Drop-Off sites](#).

The following materials can be recycled:

- Newspapers, magazines, & shopping catalogs
- Junk mail and home office paper
- Tin and steel (small pieces/containers), aluminum cans
- #1 & #2 Plastic Bottles or Jugs, all plastic bottles and jugs with a screw top lid or that have a neck smaller than the base.
- Corrugated cardboard (flattened and bundled-see below for details)

How to Recycle

Remember these tips for recycling in Albuquerque.

Plastic, Tin, Steel & Aluminum Cans

- Use clear, plastic recycling bags (see below), small plastic shopping bags (double bag to avoid spilling or tie in a bundle) or a 19-gallon plastic bin to collect aluminum, tin, aerosol cans, and all plastic bottles and jugs
- #1 & #2 Plastic Bottles or Jugs should be cleaned and rinsed. Labels need not be removed.
- It is helpful, but not necessary, to separate plastics and metals.

Newspaper, Magazines & Paper Products

- Use strong twine or rope, recycling bags, or small plastic shopping bags (double bag to avoid spilling or tie in a bundle) to contain newspaper.
- Place remaining clean and flattened paper products in recycling bags.
- Corrugated Cardboard :Flatten or fold clean corrugated cardboard and tie with strong twine or rope into bundles weighing less than 50 pounds. Bundles should be no more than 4x2 feet.

Glass

Because of the potential for worker injury, glass is not collected curbside. You may take glass to one of our convenient city-wide [Recycling Drop-Off sites](#).

Other Materials

See a guide to nonresidential recycling, which lists options for recycling materials not currently included in Albuquerque's recycling program.



Disclosure of Information on Lead-Based Paint and Lead-Based Paint Hazards

The following is an addendum to the Rental Agreement.

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting housing built before 1978, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Tenants must also receive a federally approved pamphlet on lead poisoning prevention.

Owner's Disclosure:

____ (Initial) Presence of lead-based paint and lead-based paint hazards, check one below:

☐ Known lead-based paint and/or lead-based paint hazards are present in the housing. Explain:

☒ Owner has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

____ (Initial) Reports and records available to the owner, check one below:

☐ Owner has provided the tenant with all available reports and records pertaining to lead-based paint and/or lead-based paint hazards in the housing. List the documents below:

☒ Owner has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Tenant Acknowledgment:

____ (Initial) Tenant has received the pamphlet, *Protect Your Family From Lead In Your Home*.

____ (Initial) Tenant has received copies of the reports and records listed above

Agent's Acknowledgment:

____ (Initial) Agent has informed the owner of the owner's obligations under 42 U.S.C. 4852(d) and is aware of agent's BKAponsibility to ensure compliance.

Certification of Accuracy:

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate:

Date	name of tenant	Date	name of tenant
Date	name of tenant	Date	name of tenant
Date	name of tenant	Date	Name of tenant
Date	Bruni/Karr Agency		

City of Albuquerque Code of Ordinances

CHAPTER 9: HEALTH, SAFETY AND SANITATIONARTICLE 7: INSECT AND RODENT CONTROL§ 9-7-6 EXTE

[Home](#)

[Previous](#)

[Previous Hit](#)

[Next Hit](#)

[Next](#)

§ 9-7-6 EXTERMINATION MEASURES REQUIRED, AND HARBORAGE NOT PERMITTED.

(A) All buildings, lots, and premises shall be kept free of infestation or harborage. The person in control shall not allow the accumulation of water, refuse, garbage, or other harborage.

(B) Every occupant of a dwelling containing a single dwelling unit shall be responsible for the extermination of insects, and/or rodents, on the premises; and every occupant of a dwelling unit in a dwelling containing more than one dwelling unit shall be responsible for such extermination whenever his dwelling unit is the only one infested. Notwithstanding the foregoing provisions of this division, whenever infestation is caused by failure of the owner to maintain a dwelling in a rodent proof or reasonable insect proof condition, extermination shall be the responsibility of the owner. Whenever infestation exists in two or more of the dwelling units in any dwelling, or in the shared or public parts of any dwelling containing two or more dwelling units, extermination thereof shall be the responsibility of the owner.

(C) When any buildings, lots, or premises are so infested, the person in control shall utilize extermination measures in the manner prescribed by law, regulation or manufacturer's directions; provided, however, that the extermination measures prohibited by federal, state or local law or regulation shall not be utilized.

(D) If the person in control of any buildings, lots, or premises is notified in writing as provided and fails to comply with the provisions of this article within ten days, the Mayor may cause such harborage to be removed or have such infestation abated. The actual cost of removal or abatement plus any other penalties or costs allowed by law in connection therewith, under any of the circumstances herein set out, shall become a lien upon the property from which such removal of harborage or abatement of infestation occurs.

("74 Code, § 6-18-6) (Ord. 2028; Am. Ord. 80-1977)

§ 9-7-99 PENALTY.

Any person who violates any provision of this article shall be subject to the general penalty provisions of this code set forth in § 1-1-99.

("74 Code, § 6-18-7) (Ord. 2028).

Richard J. Berry, Mayor

*******please read this information*******

The City of Albuquerque Code Enforcement Division is conducting a SWEEP of the area.

This SWEEP is the result of many complaints to the City regarding weeds/trash/litter, outside storage, inoperative vehicles, and illegal front yard parking of cars/trucks/cargo trailers on these properties.

The Neighborhood Enhancement Team is inspecting ALL properties for weeds/trash/litter, outside storage, inoperative vehicles, and the illegal front yard parking of cars/trucks/cargo trailers. Violations of the Zoning Code that will be cited include, but are not limited to:

- Illegal front yard parking of vehicles (cars/trucks parked on front yard landscape, including landscape gravel).
- Single-axle cargo trailers are allowed in the side and rear yard. Dual-axle cargo trailers are not allowed to be stored on residential property.
- Inoperative vehicles (cars/trucks that have flat tires, missing/broken windshields, or are otherwise dismantled).
- **Outside storage** includes, **BUT IS NOT LIMITED TO**, tires, blocks, scrap metal and wood, pipes, pallets, crates, cardboard boxes, barrels, buckets, auto parts, ladders, wheelbarrows, construction materials, inside furniture, etc.) Patio furniture, BBQ grills, stacked firewood, and children's toys are acceptable outdoor items.
- Substandard structures that are hazardous to citizen safety will be referred to the Housing Code Division.
- Illegal commercial activity being conducted from a residence. This includes parking/storing commercial vehicles on residential property.

The Neighborhood Enhancement Team will work with property owners on an individual basis regarding granting extensions for cleanup and compliance.

Thank you for your cooperation!

Diane Baca
Zoning Enforcement Inspector
(505) 924-3830

Ty Jameson
Zoning Enforcement Inspector
(505)-924-3329

YOUR NEIGHBORHOOD ENHANCEMENT TEAM

REPORT WATER LEAKS PROMPTLY

Water Utility Authority | Albuquerque NM 87103-1313

Water Bills (505) 842-WATR (9287)
Solid Waste Mgmt Dept: (505) 781-8100 M-F 8am-5pm
To Pay on-line: <http://www.abcwua.org>

Your Solid Waste Services are billed by the Albuquerque Bernalillo County Water Utility Authority on behalf of the City of Albuquerque.

CENSUS 2010: It's safe. It's easy. It's important.

Account Summary as of	
Previous Balance	\$115.03
Payment Received	-115.03
Balance Forward	0.00
Total Adjustments (Billed & Unbilled)	0.00
Current Charges	198.12
Total Amount Due	\$198.12

Service Address:

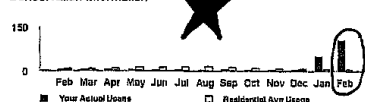
Water Residential City

Service 2010-01-21 - 2010-02-17 ID

Meter Number	Billing Size	Cons Average	Winter Average	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Usage Units	Gallons Consumed
33910	1	5	5	02/17/2010	626 Reg	01/21/2010	621 Reg	105	76,540

Reg = Regular Reading Est = Estimated Reading 1 Unit = 7.46 Gallons

Conservation Information



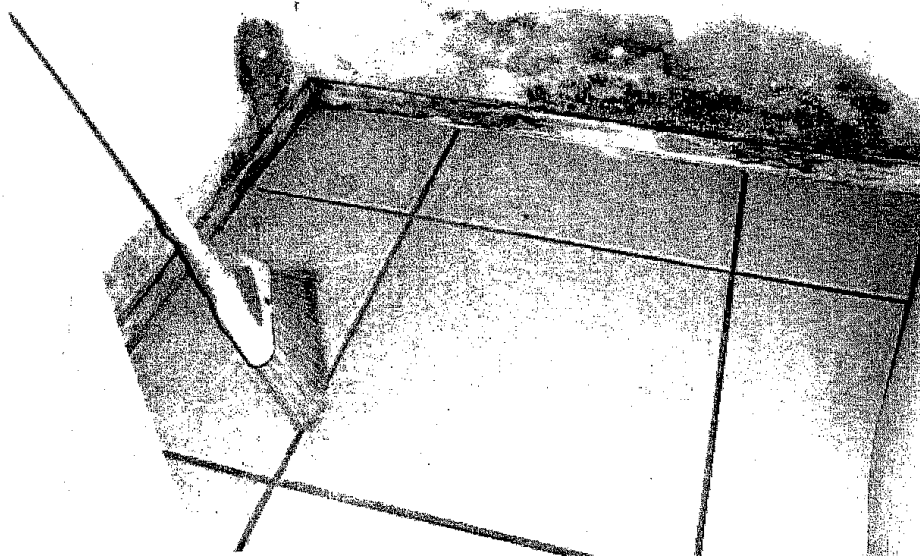
Base Charge	6.73
Commodity Charge (Units x \$0.874)	91.77
State Surcharge (Unit x \$0.0244)	2.56
Facility Rehab	15.80
Franchise Fee	4.57
Tax	6.07
Subtotal	127.50

Wastewater Residential City

Service 2010-01-21 - 2010-02-17 ID 8822469796

Base Charge	5.69
Commodity Charge (Units x \$0.624)	2.96
Facility Rehab	2.74
Franchise Fee	0.46
Tax	0.59
Subtotal	12.44

MOLD



9/10

BRUNI♦KARR RENTAL & MANAGEMENT AGENCY, CRMC®*A Certified Residential Management Company*

12412 Menaul Blvd. NE

Albuquerque, NM 87112

(505) 296-0726 Fax (505) 296-0878

www.brunikarr.com ♦ info@brunikarr.com

* NOTE: PLEASE CALL FOR AN APPOINTMENT AFTER COMPLETING THIS FORM. AN AGENT
WILL WALK THROUGH THE HOME WITH YOU. THIS FORM IS TO PROTECT YOUR DEPOSIT.

PROPERTY: _____
TENANT NAME: _____
WORK PHONE: _____ WORK PHONE: _____ HOME PHONE: _____

MOVE-IN INSPECTION DATE: _____ INSPECTED BY: _____
MOVE-OUT INSPECTION DATE: _____ INSPECTED BY: _____

ITEM	MOVE-IN	MOVE-OUT
KITCHEN		
Cabinets		
Countertops		
Sink / Faucets		
Disposal		
Refrigerator		
Stove / Oven		
Exhaust Fan		
Dishwasher		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Other		
DINING AREA		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Other		
LIVING ROOM		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Fireplace		
Other		
FAMILY ROOM / DEN		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Fireplace		
Other		
BATHROOM #1		
Cabinets		
Countertops		
Sink / Faucets		
Tub / Shower		
Toilet		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Other		
MASTER BEDROOM		
Floor / Floor Covering		

Windows / Screens		
Walls / Ceilings		
Doors		
Other		
MASTER BATHROOM		
Cabinets		
Countertops		
Sink / Faucets		
Tub / Shower		
Toilet		
Towel Bars		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
Other		
BEDROOM #1		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
BEDROOM #2		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
BEDROOM #3		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
UTILITY ROOM		
Washer Hookups		
Dryer Hookup		
Floor / Floor Covering		
Windows / Screens		
Walls / Ceilings		
Doors		
MISCELLANEOUS		
Smoke Detectors Present		
Entry Doors / Screens		
Garage Doors / Remotes		
Locks & Keys		
Air Conditioning		
Exterior Walls / Trim		
Fences		
Landscaping/Sprinklers		
Front		
Rear		
Other		

I acknowledge that the foregoing is an accurate statement of the condition of the rental property at the time of my taking occupancy. I further understand that I shall be required to deliver the rental property in this same condition at the termination of my tenancy and/or to pay for any costs incurred to restore the property to its original condition as described in the foregoing checklist, normal wear and tear excepted. If I have pets present, I will be required to have the carpets professionally cleaned at my expense by a Company of Agency choosing.

TENANT _____ DATE _____

TENANT _____ DATE _____

AGENT _____

DATE _____

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There is notice on file that you will be vacating the property. Agent _____ has been assigned to conduct the move-out inspection and disburse your deposit. If you have any concerns please address them to the assigned agent.

Please note the following procedures:

1. Notify PNM at 246-5700 and NM Gas Co. at 1-888-664-2726 that you want your accounts closed on the TERMINATION DATE OF THE LEASE unless other arrangements have been made with the Bruni/Karr Agency.
2. DO NOT notify the City of Albuquerque regarding water, sewer and refuse. Paid bills will be credited to your account - unpaid bills will be deducted from your Deposit. If you have made special arrangements with the Water Department i.e. budget billing, automatic bank draft, etc., make sure that these are discontinued before your move out date.
3. Leave the house in a clean condition to avoid additional costs. Pay special attention to the stove and oven, refrigerator (if present), sinks, toilets, tubs & showers. I have enclosed a copy of the interior cleaning list we give our cleaning crew for your benefit. Also, the yards should be free of weeds, leaves litter, and dog waste. Overgrown shrubbery needs to be trimmed. THE AGENCY will arrange to have the carpets cleaned. If you have a pet, the carpets will be cleaned by a company of our choosing at your expense. The cost will be deducted from your deposit.
4. Return all keys when you vacate the house. Remember, your rent continues until the lease termination date AND all keys are returned. The house will be inspected after the keys are returned.
5. Provide a forwarding address for the return of your Deposit. Your deposit will be returned WITHIN 30 DAYS after the termination date of the lease along with an itemized list of deductions, if any.
6. If you are vacating before the end of your lease period, special Break Lease provisions apply regarding rent, utilities and a leasing fee.

We hope your move goes smoothly. Call us (296-0726) if you have questions or require assistance.

Yours Truly,
Heidi Telles, Office Manager



PAY YOUR RENT ONLINE & BUILD CREDIT!



BRUNI-KARR
Rental & Management Agency, CRMC®
A Certified Residential Management Company

12412 Menaut Blvd
Albuquerque, NM 87112
505 296 0726
f t e



Main Owners Residents Rentals About Us Links Referrals Contact Pay Now

Click Here

Get the credit you deserve®

Month after month, you pay your rent. But you get zero credit for being responsible. No longer.

The Bruni Karr Agency has partnered with RentTrack to change that; you get the credit you deserve, and gain control of your financial future.



E-Checks, Debit or Credit Card



Instantly set up electronic check payments for **FREE** or pay with a debit or credit card for a **2.95% fee** - Flexibility for when you need it.

View your credit history

RentTrack gives you a summary of your current credit profile and score.

Automatic back reporting

With your first online payment, we automatically report your previous payments for your current lease, up to two years back.

Build your credit history

You don't have to take on new debt to build your credit history
-Just pay your rent timely and get on with life

Sign up Now

RentTrack.com/brunikarr

Need help? (866) 841-9090 or help@RentTrack.com

What strong credit means

A stronger credit score has far-reaching implications; lowers rates for credit cards and auto loans, reduced utility deposits, and more attractive mortgages. We're talking month after month's savings of thousands of dollars over the life time of a loan.

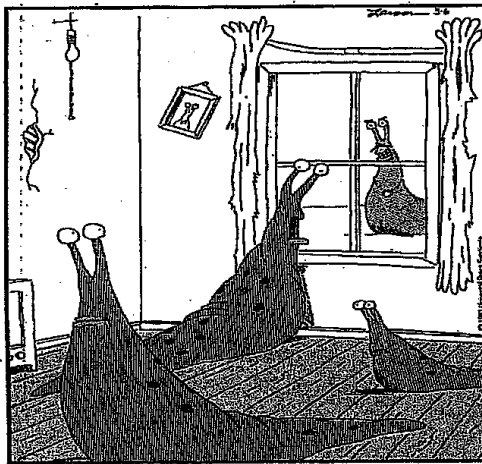
Based on national avg 689pt score. RentTrack users see an avg increase of 31pt within just two months.

AUTO LOAN	CREDIT CARD	PERSONAL LOAN
SAVE	SAVE	SAVE
\$1,136	\$559	\$1,420
\$30,000 60/MO	\$15,000 48/MO	\$60,000 60/MO

Data is based on average interest rates for credit score ranges. Savings are a representation and are not guaranteed.

4F

THE FAR SIDE by Gary Larson



"Uh-oh, Lenny . . . It's the slimelord."