



# Move-In Orientation Guide



You don't have to own your home to call it home™



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# Welcome to your Sparrow Home



Dear Sparrow Resident,

Moving into a new home is exciting and we want to thank you for choosing a Sparrow home. We hope that the home you've chosen becomes a place for you, your family and friends to enjoy and build lasting memories.

A tremendous amount of care has gone into the preparation of your home. From our field teams to our leasing and property management teams, we are committed to providing you with a positive and seamless living experience. In this Move-In Orientation Guide, you will find helpful information about caring for your home and how to contact us. We are never more than a phone call, email or text away.

On behalf of the whole Sparrow team, we welcome you to the Sparrow family.

Kindest regards,  
Jami Schulman  
Co-Founder, President & COO



# Lease Summary

## Rent

- Hassle-free online payments can be made through your resident portal by visiting [sparrownow.com](https://sparrownow.com). We accept payment through ACH, credit and debit cards. There is \$.95 per transaction fee for ACH payments. Additional charges apply for credit and debit cards. For additional information regarding online payments, please see these helpful [tools](#).
- Rent is due on the 1st and late after the 5th of each month (may vary by state).
- The late fee is \$125 (may vary by state).
- Partial payments are not accepted.

## Renewal and Lease Cancellation

- Qualified residents will receive instructions on how to renew your lease approximately 90 days prior to your lease end date.
- 60 days written notice is required prior to the lease end date if you intend to vacate your home.
- Month to month fees will be charged for occupancy past lease expiration without a signed lease renewal. Month to month fees are an additional \$250 per month plus rent increase to market rate.
- Early lease terminations require 60 days notice and payment of two months' rent (as a termination fee), repayment of any concessions previously given and forfeiture of the security deposit.

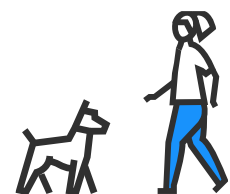
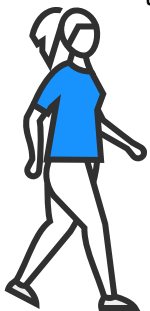
## Living in your home

- Only occupants/pets listed on the lease are allowed to live in the home.
- Assignment of your lease or subletting is prohibited during your lease term.
- Home must be used for residential use only.
- Mail Keys - If your home has a community mail center within the neighborhood you will need to obtain the key and mailbox number from your local Post Office. The local Post Office will request that you provide an executed copy of your lease along with a photo ID.
- Sparrow does not insure you or your belongings. We require that you hold \$100,000 in general liability insurance and strongly recommend that you secure insurance for your personal belongings.
- Sparrow covers major maintenance items, please refer to your lease for comprehensive details. Routine maintenance is your responsibility. This generally includes maintenance items that cost less than **\$150**.
  - Examples: Regular yard maintenance, keeping your home clean, monthly AC filter change, maintaining irrigation and replacing sprinkler heads, thermostat battery change, pest control, and light bulb replacement.
- Please note that Sparrow will charge for maintenance issues that are related to resident neglect or damage.

- Examples: Plumbing charges for clogged toilets caused by foreign objects, grease and/or hair, HVAC charges due to dirty filter, no-show for set appointments, homeowner's association (HOA) violations, home damages including replacements or repairs to windows, doors, mailboxes, and blinds, and failure to submit an emergency work order that causes additional repairs such as a plumbing leak.

### Living in your community






- Great news! Many Sparrow homes are located in communities with Homeowner Associations (HOA) that offer fabulous amenities such as community pools, parks, playgrounds, walking trails, etc. Sparrow pays the HOA fees so that you can enjoy the benefits of living in an HOA community. In order to take advantage of these amenities, you will need to self-register with the HOA and pay any required amenity access fees to be granted access devices such as keycards or pool passes. Please note that we will credit your account for any amounts you are required to pay for amenity access in excess of \$50.00 upon submitting proof of payment to your Property Manager. Attached to your welcome email from Sparrow, you will find a letter to provide to your HOA which authorizes you to obtain access to amenities on Sparrow's behalf. Please contact your HOA directly with the amenity access letter and they will provide any additional instructions for obtaining access. Should you need additional information or assistance with your amenity access, please contact us at [hoaamenities@sparrownow.com](mailto:hoaamenities@sparrownow.com).
- If your home is located in a community with an HOA, you are responsible for compliance with the Covenants, Conditions & Restrictions (CC&Rs) that govern the community. This includes maintaining the yard (removing weeds, regularly mowing and watering the lawn, trimming trees and bushes less than eight feet in height), parking in your garage or on the driveway and not on the street, returning garbage cans to your home after trash pick-up, etc.
- If there is a violation of the HOA rules, the HOA will send a written notification to your home. If you receive an HOA violation, a **\$45** HOA non-compliance fee will be added to your Sparrow account, payable with the following month's rent. Please note that you will be charged the **\$45** HOA non-compliance fee for each HOA violation Sparrow receives.
- In addition to the HOA non-compliance fee, the HOA typically imposes a fine ranging from **\$25** to **\$250**. Fines may be one-time charges or may accrue on a recurring basis. You are responsible for the payment of all fines imposed by the HOA. Quickly addressing the violation and paying the fine will help to ensure that the fine charged by the HOA stays as low as possible. If you do not clear the violation in a timely manner, Sparrow will address the issue and the additional costs of compliance will be charged to your account. These costs can accumulate quickly so address them quickly.












# General Maintenance Responsibilities

 Sparrow's responsibilities







 Resident's responsibilities

-  Air conditioning unit and furnace
-  General appliances
-  Garbage disposal
-  Water heater
-  Major drain blockages (unless resident caused)

-  Fences and roofs
-  Structural components
-  Exterior paint and garage door
-  Change air filters
-  Pest control







-  Yard maintenance including replacement of sprinkler heads
-  Toilet and drain clogs
-  Replace light bulbs and batteries
-  Maintain home in clean, safe and sanitary condition

## Resident landscaping responsibilities

-  Keep yard free of weeds, particularly hardscape areas
-  Mow lawn regularly
-  Water plants and lawn as needed
-  Trim hedges and shrubs
-  Rake leaves and other debris
-  Remove pet waste

Learn more at [sparrownow.com](https://sparrownow.com)

## Resident HOA responsibilities

-  Maintain landscaping, plants, and trees including keeping the yard free of weeds
-  Keep trash containers on the street no earlier than the night before trash pick up and store them out of sight no later than the night of trash collection
-  Store trash containers in garages or behind fences out of sight of neighbors
-  Do not park vehicles on the street as many HOAs and cities have ordinances prohibiting street parking
-  Park vehicles in the driveway or garage
-  Keep driveways free of oil stains

# Maintenance Request Guidelines

At Sparrow, we pledge to do our best to make your house a special place to call home. We hope you'll take pride in your home, too.

Renting a Sparrow home provides you and your family with the benefits of living in a single-family home, and along with those benefits comes the responsibility of caring for your home. Please follow the tips and guidelines provided in this Move-In Orientation Guide to help keep your home in optimal condition throughout your residency.

Please be proactive in reporting any maintenance issues that arise to help prevent them from turning into a larger, more costly problem. Knowing about an issue as soon as it arises allows us to work together to resolve issues in a timely manner and avoid significant costs to you and your family.

A Sparrow team member will walk through the items in this guide with you during your move-in orientation to make sure you understand these important home systems and know how to place a maintenance request.

## There are two types of maintenance requests:

1. **Emergency Requests:** Emergency requests should be made in any case that prevents you from continuing to safely occupy your home. These are given the highest priority. Examples of emergency requests include water leaks/damage of any type, no electricity, fire, smoke, and theft.
2. **Standard Requests:** These include other maintenance requests such as clogged sink, air conditioning not cooling properly, garbage disposal not working, etc. Please note that additional charges will apply if maintenance issues are resident caused or are the responsibility of the resident per the lease terms.

**Sparrow offers multiple ways for you to easily submit a maintenance request: via app, portal, or phone! Download the One Maintenance app from SMS Assist [HERE](#), log into your maintenance portal [HERE](#), or call 1.800.793.5043 for all maintenance requests.**

## Important reminders

- We will address emergency requests as quickly as possible within 48 hours. Non-emergency requests will be addressed as soon as possible.
- You are responsible for reporting any maintenance issues in a timely manner to ensure that they are resolved quickly and as cost-effectively as possible.
- Failure to report maintenance issues in a timely manner may result in resident charges.
- Issues that are resident-caused will result in additional charges to the resident.
- **A trip charge will be billed to any resident who is not home to provide access after scheduling a maintenance service appointment.**

## Resident Responsibilities

- Regular yard maintenance including keeping the yard weed-free, mowing the lawn, trimming trees and bushes up to eight feet and replacing sprinkler heads
- Keeping your home clean and performing routine maintenance including pest control
- Timely reporting of maintenance issues
- Updating contact information as needed
- Providing access to your home to address maintenance issues
- Monthly AC filter changes

## Sparrow Responsibilities

- Addressing maintenance requests in a timely manner
- Providing you with a clean and functional home throughout your residency
- Providing you with a dedicated property management team and knowledgeable staff
- Roofing, front and back doors, foundation, HVAC, electrical system, plumbing system, water heaters, appliances, garage doors, structural components, exterior paint and siding (excluding power-washing), locks, ceilings, and exterior fencing

## Excluded Maintenance Items

Sparrow is not responsible for repair of the following items:

- Damage to windows, screens, or interior doors
- Damage from wastewater stoppages caused by foreign or improper objects in lines that exclusively serve the residence
- Items that are cosmetic in nature with no impact on functionality or use of such item

No repairs will be made on the following items:

- Built-in shelving or cabinetry in closets or garages
- Outdoor grills/fireplaces and any gas or electrical lines for these items
- Sheds, gazebos, or pergolas
- Water softeners
- Alarm systems, intercom systems, cable/satellite wiring and equipment, built-in audio systems
- Central vacuum systems
- Spas or jacuzzi tubs



# Pet Guidelines

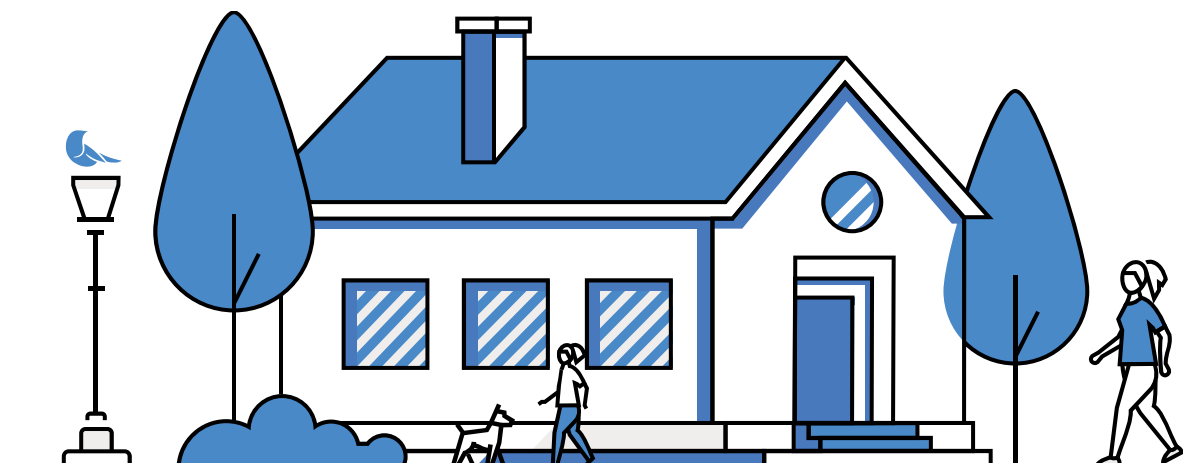
Sparrow recognizes the importance of the companionship that a family pet can bring to a home. We love our furry friends!

There is a one-time **\$300** non-refundable pet fee per pet and monthly pet rent of **\$40** per pet (maximum of 3 pets).

If you currently own a pet, or are thinking about adding one to your household, you will be required to follow the requirements below:

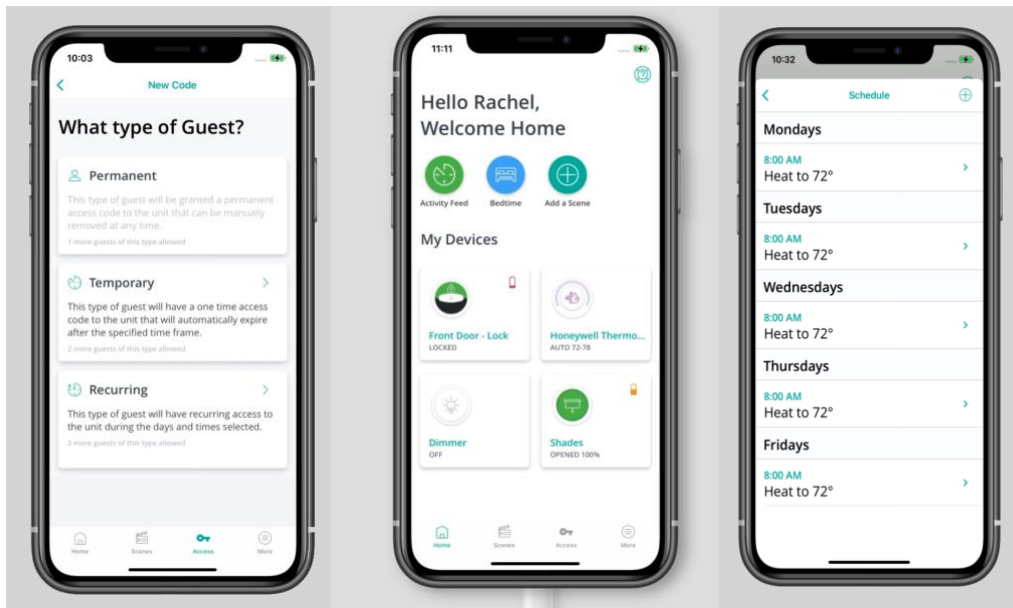
1. In the event you would like to add a pet to your lease after you move-in, please contact your property manager for the required lease addendum that will need to be completed.
2. Provide proof that your pet is licensed, neutered/spayed, and has current vaccinations.
3. Make sure to follow all local laws and HOA or neighborhood rules regarding the care and behavior of your pet.
4. As a responsible pet owner, please be considerate of your neighbors and ensure that you clean up and dispose of your pet's waste immediately, keep barking/crying to a minimum, and always keep them in a fenced area and leashed when outside of your home.
5. If your pet creates noise, unsanitary conditions, or damages to the home (interior or exterior), you may be required to remove the pet from the home and will be financially responsible for any associated damages.
6. Please note that you will be held financially responsible for any damage caused by your pet.
7. You are not required to pay a pet fee or pet rent for service animals; however, documentation requiring the need for a service animal and the animal's registration is required to waive the fee.

**NOTE: Certain aggressive breeds and exotic animals may not be permitted. Please review your lease agreement for the list of restricted animals.**



# Your Sparrow Smart Home

That's right – your Sparrow home is a Smart Home. That means your home is equipped with a video doorbell, smart lock, Alloy hub and smart thermostat. This allows you to manage the security and comfort of your home from your mobile device while reducing heating and cooling energy costs by up to 15% per year. Please log into your Smart Home account to set up all of the features in your Sparrow Smart Home.



In addition to the Smart Home features included above, Sparrow installs LED lighting, energy efficient appliances (where feasible), and low flow plumbing (where feasible). We are committed to making your Sparrow home energy efficient and encourage you to take advantage of all of these features!

Please note, there is a required **\$34.95** Smart Home fee per month, in addition to your monthly rent. This charge will be added to your account monthly. Follow this [link](#) for additional tips on using your Smart Home features!



# Renters' Insurance

## Liability Coverage

At Sparrow, we require you to obtain and maintain personal liability insurance ("Renter's Insurance") of at least **\$100,000** per occurrence. This insurance can help pay for some out-of-pocket expenses associated with damage or injury to others should you be held responsible. Prior to the start of your lease, you will need to pay for and provide a copy of the policy and/or proof thereof (see instructions below).

Sparrow partners with LeaseTrack to manage insurance compliance with your lease agreement. Please submit proof of insurance (as outlined below) to [Sparrow@LeaseTrack.ai](mailto:Sparrow@LeaseTrack.ai) and your Property Manager prior to move-in so that we can verify compliance with your lease agreement.

Your policy and proof of insurance must include all of the following information:

- The names of all adults living in the home
- Insured's address
- Policy number
- Policy start and end dates
- A minimum personal liability limit of \$100,000
- Sparrow listed as an additional interest as follows:

Sparrow  
P.O. Box 3706  
Albany, NY 12203

If you do not provide proof of insurance, you will be automatically enrolled in our Resident Liability Insurance Program, also administered by LeaseTrack. For **\$14.95** a month, this program meets the \$100,000 personal liability insurance requirement in your lease agreement. The Resident Liability Insurance Program is not a damage deposit and does not provide coverage for your personal property. You will need to obtain additional insurance to cover personal property. No action is required to participate in this program.

**Please note that if proof of insurance is not provided, the \$14.95 premium will automatically be added to your monthly rental charges and included on your Sparrow ledger as "Resident Liability Insurance Program." LeaseTrack will follow up with further details if proof of insurance is not provided.**

## Personal Property Coverage

In addition, we strongly advise our residents to carry their own insurance policy to protect them from any loss or damage to personal property and belongings that may arise as a result of weather-related damage, burglary, water leaks, electrical issues or damage caused by vehicles. We encourage you to contact an insurance agent to help determine what coverage may work best for you and your family.

# Utilities

(Not applicable in North Carolina)

At Sparrow, we want to make paying and managing your utilities as seamless as possible. We are here to help! We activate all utilities (electric, water, sewer, gas & trash) and pay all of the required utility deposits so you don't have to be out-of-pocket with these costs when you start your Sparrow lease.

## **Electric, Water, Sewer, Gas and Trash**

Sparrow partners with Conservice, a third-party utility bill provider, to streamline your utility payments. Prior to initiating the lease, Sparrow pays Conservice a one-time utility activation fee (this fee is waived for Sparrow residents). Your utility bills for electric, water, sewer, gas & trash will be billed through Conservice monthly and charged with your monthly rent. There is a required \$11.99 monthly fee for the Conservice billing service.