



Home Care Guide



Trio Lease-to-Own Home Financing

844-LIV-TRIO

A close-up photograph of a pair of hands, likely belonging to a child, holding a bright green paper cutout of a house. The cutout has a simple design with a gabled roof and four small square windows. The hands are positioned as if presenting the cutout. The background is a soft, out-of-focus light color.

Welcome to your new Home

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Overview

This Home Care Guide outlines your routine and periodic maintenance responsibilities under your Trio lease. Trio's Healthy Home Program is led by Trio's home care team and includes your healthy home check-ups and the warranties provided with your home.

What to expect when you move in

Prior to or just after you move in to your new home, Trio will schedule a move-in consultation to provide an overview of your home's systems and a walk through orientation. Information for the following will be identified or provided:

- Available manuals for home and utility systems
- Available appliance warranties and operational guides
- Emergency shut off information
- Utility contact information
- Home Care Guide
- Home warranty information

Contact Trio Home Care

Phone: 844-LIV-TRIO

Portal: Customer Web Access

Email: service@thinktrio.com





Bookmark the Trio Tenant Portal on your computer so you can access it easily. To find out how to do so in the browser of choice, go to www.wikihow.com/Bookmark-a-Website.

Overview

Trio Tenant Portal

A wealth of information pertaining to your home can be found on the Trio Tenant Portal. Make payments, view payment history, review key documents and link to maintenance portal. If you've got a question about your home, it can be addressed through the portal.

Use this link to access your portal: <https://trio.twa.rentmanager.com>

Welcome to your Tenant Portal. Please use your account number and email address to register for an account. For any questions in regards to registration please contact the office.

CUSTOMER WEBACCESS

Email Address

Password

Forgot password? ☐ Remember me

Login

Sign up

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CUSTOMER DASHBOARD

Dashboard

If after to me to

Welcome

Fridays Home
123 Services

Unit

Manager

Phone

Address

CUSTOMER WEB ACCESS

Dashboard
Charges
Transactions
Make a Payment
Leases
Notes
Maintenance

John Smith

Dashboard

If ePay is not available for your property, please set up payments in Rent Track. Team Tiro

Welcome, John Smith

Friday, November 15th, 2019
123 Sesame Street

Unit

123 Sesame Street

Manager

Phone

Address

123 Sesame Street, New York, NY 10005

Leases

Unit	Start	End	Orig/Inst	Expires
123 Sesame Street	06/05/19	06/05/19		

Property Mgmt

Messages

CRK_tier_30 go to Property Mgmt to submit a maintenance request

Charges

Open Charge	Amount
Open Credits	\$1,343.86
Balance Due	(\$1,343.86)

View Charges
Make a Payment

Notes

Date	Notes
11/7/2019 1:55:00 PM	Shared document
10/3/2019 1:04:00 PM	IGCA Information
9/19/2019 9:01:00 PM	Per our discussion, please see the shared photo regarding the expired payment in your account. Thank you. -Team Tiro
9/19/2019 1:04:00 PM	Missed payment note
9/30/2019 2:02:00 PM	Inspection Note: Item 1 - 1 Item 2 -

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Overview

Create a new account

To create a new account, go to: <https://trio.twa.rentmanager.com>

Welcome to your Tenant Portal. Please use your account number and email address to register for an account. For any questions in regards to registration please contact the office.

CUSTOMER WEB ACCESS

Email Address
Password
Forgot password? ☐ Remember me
Login
Sign up

© 2019 Rent Manager IZ

CUSTOMER WEB ACCESS

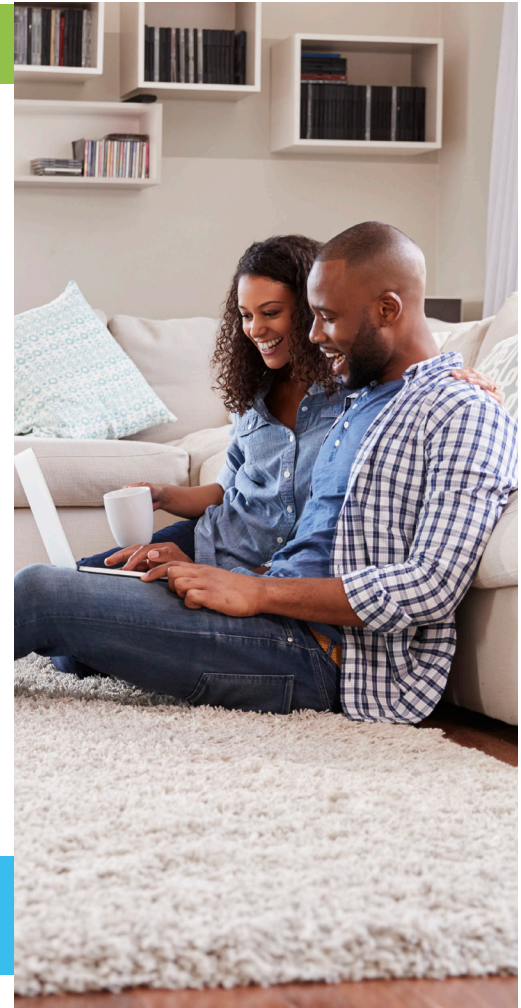
Account #
Email Address
someone@company.com
Sign Up Cancel
© 2019 Rent Manager IZ

1. On the Customer Web Access screen click "Sign up"

2. Enter your account number and email address

3. Click "Sign up" button, then check your email to verify your account.

Please contact Trio at info@thinktrio.com to update your email address if it does not verify during registration





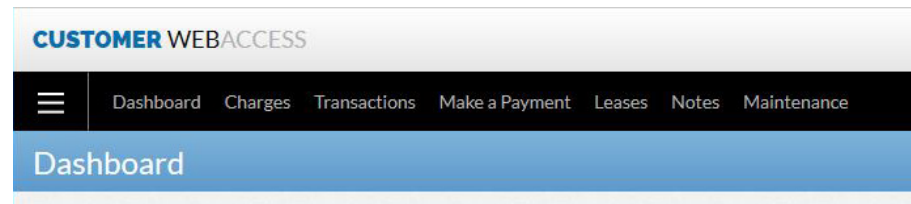
Overview

Customer Web Access

While logged into Customer Web Access, click the tabs at the top of the page to:

- View your open charges
- Display your transaction history
- Make a payment
- View your lease information
- View important documents in the 'Notes' section (any prior documents will still be available in your AppFolio portal)
- Submit a maintenance request by clicking the link to **Property Meld**
- In the settings section by your name in the upper right-hand corner, you can update your email and phone number using the "My Information" section. Please note that this is the only section that will give us your new email or phone number, so if you have a change be sure to update it there or notify Trio directly.

If you have any questions about Customer Web Access, please do not hesitate to contact us.

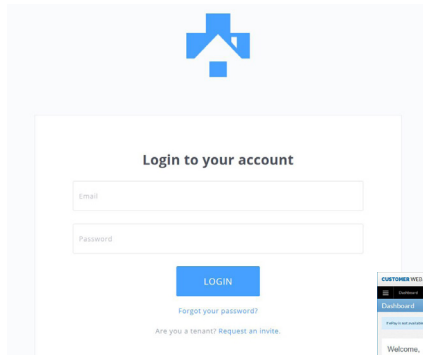


Overview

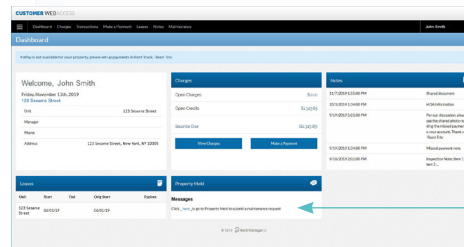
When to call or use Property Meld for repairs or assistance.

In most cases, the best way to make contact is through Property Meld (Trio's maintenance platform). At any time a major appliance, structure—such as the roof or deck—or a system fails to function properly, you should immediately access the online tenant portal and report the issue. Click on “Request Maintenance”.

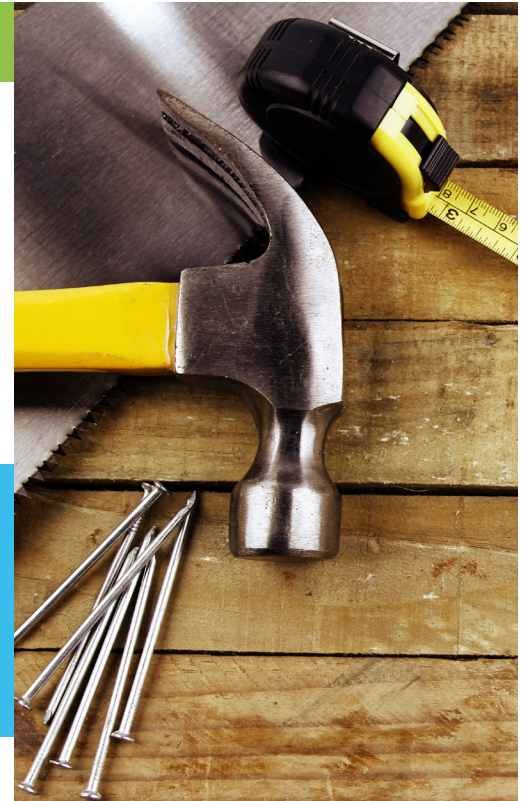
Link for maintenance: <https://app.propertymeld.com/tenant/trio-residential>



It's a good idea to register as soon as possible so that you can communicate with our maintenance staff in an efficient manner. EZ Repair assists us with your maintenance requests so please be responsive to their messages in Property Meld. You might need to adjust your settings if you do not wish to receive text messages from the Property Meld system



Click here to go to Property Meld from your Tenant Portal



trio TIP

However, if emergency repairs are required for an event such as a broken water pipe or severe storm damage, please call our hotline at **844-LIV-TRIO (844-548-8746)** immediately.



trio TIP

Your Trio advisor will review the major systems in your new home with you during your walk through and subsequent Healthy Home Checkups

Emergency Shut-off Information

Use this section to identify and record the locations of these critical utility shut-offs. It is important that you know where they are located, what they look like and how to turn these utilities on and off. Record that information below.

Utility Type	Location	What to look for
Gas Shut-off		
Notes/Comments		
Water Shut-off		
Notes/Comments		
Landscape Irrigation Shut-off		
Notes/Comments		
Electrical Panel		
Notes/Comments		
Other		
Notes/Comments		

Utility Contact Information

This page is provided for you to record the specific contact information about the utility companies serving your residence. Many of these companies have an on-line payment system that can be set up to automatically pay your utility bills.

Utility Type	Account #	Phone	Notes
Gas			
Electric			
Water/Sewer			
Garbage/Recycle			
Telephone			
Internet			
Alarm			
Homeowner's Association			



trio TIP

In some cities, the owner of the property is directly billed for certain utilities. If that is the case with your home, you will be billed by Trio for a payment reserve and any subsequent amounts due.



What to do if something goes wrong?

Life happens. That's why there are insurance policies and warranties—so that when something does happen, it can be properly repaired, cost-effectively. Here are three scenarios where something may need fixing in your home. In all cases we ask that you contact us as soon as possible. We will determine the proper resources to dispatch. Here's how it works for each scenario.

Life Happens

If your baseball player breaks a window

Contact us through the Trio Portal. We will send out an approved vendor to repair or replace it. Given the cause, you will likely be billed for the cost.

Manufacturer Defect

If your dishwasher stops working

Contact us through the Trio Portal. We contact and dispatch the warranty team. The dishwasher should be repaired or replaced with only your warranty deductible charged.

Catastrophic Event

If a tree falls on your home

Call **844-LIV-TRIO** if it is an emergency. Or contact us through the Trio Portal. In this case, it may involve two insurance claims: our homeowner policy for the repair of the structure and your renter's policy for any replacement of personal property.

Home Warranty Information

The following is a list of covered items included in your home warranty. If you have an issue, contact your warranty provider or contact us through the Trio Portal and your warranty team will be dispatched. The following pages provide general warranty coverages. Consult your individual policy for specific coverage for your home.

- Range, oven, cook top
- Dishwasher including racks, baskets and rollers
- Garbage disposal
- Built-in microwave oven
- Kitchen refrigerator (optional purchase required)
- Trash compactor
- Clothes washer, clothes dryer
- Ceiling, attic and exhaust fans
- Instant hot water dispenser
- Central vacuum systems
- Electrical system
- Ductwork
- Plumbing and plumbing stoppages
- Toilet tanks and bowls
- Garage door opener including hinges, springs and remote transmitters
- Water heater
- Furnace, heating and cooling systems
- Heat pump
- Whirlpool bath pump and air switch assemblies
- All parts and components of battery and hard-wired smoke and carbon monoxide detectors



Healthy Home Check-Ups

Take good care of your home, and your home will take good care of you.

Taking good care of your home is an essential aspect of your lease with Trio. We have created a process that will help ensure that you stay current on the maintenance of your home. The following sections contain checklists of tasks that need to be performed quarterly and/or seasonally. Please review the following pages carefully, and set a reminder on your smart phone or calendar so you will remember to perform the necessary tasks when the time arises.

Trio's home care team will schedule a Healthy Home Check-Up every six months to a year to review the condition of your home and property. Trio will schedule a time to visit your home and complete all BPG Inspections

It is essential that you review and complete the necessary items on the checklist prior to your meeting with the technician.

If you have questions about how to perform any of the checklist items, please contact us via your Trio Portal or call our hotline at 844-LIV-TRIO (844-548-8746).

trio TIP

We will contact you when it is time to schedule your Healthy Home Check-Ups.

Home Health Check-Up: Quarterly

Your home's interior, exterior and mechanical systems need to be checked at least four times a year. Why so much attention? Little problems can become big problems quickly. Keep a record of these check-ups and let Trio know right away if anything changes.

PLUMBING	Did you Check?	Q1	Q2	Q3	Q4
Faucets and Shower Heads	Interior and exterior faucets for leaks.				
Drains	Clean with baking soda. Pour or run warm water down any unused drains.				
Pipes	Inspect visible pipes for leaks.				
Kitchen and Bathroom Cabinets	Check under and around pipes and drains for leaks or signs of long-term moisture.				
Water Heater	Check area around water heater for leaks or signs of long-term moisture.				

Date Completed:

___/___/___

INTERIOR	Did you Check?	Q1	Q2	Q3	Q4
Garage door	Clean out dirt and excess grease build up. Lubricate roller, springs and track.				
Window and door tracks	Clean out dirt and dust. Lubricate rollers and latches.				
Basement or crawl space	Check for cracks or any sign of dampness or leaks. Check for any evidence of invasive pests such as ants or termites.				
Bathtubs and showers	Check caulking around surround and at base. Re-caulk as necessary.				
Ceramic tile	Check and clean grout. If grout is missing or worn away, contact us for replacement/repairs.				

Home Health Check-Up: Quarterly *(cont'd)*

Homeowners develop a critical eye when looking at their home and property; they are constantly evaluating it's condition and noting potential problems. Here are a few more items to check outside.

EXTERIOR	Did you Check?	Q1	Q2	Q3	Q4
Foundation	Inspect visual areas, vents and ducts for cracks, leaks or blockages.				
Landscaping	Check for proper drainage.				
Concrete and asphalt	Clean oil and grease.				
Landscape irrigation	Check for leaks and broken sprinkler heads.				

Date Completed:

___/___/___

WHOLE HOUSE	Did you Check?	Q1	Q2	Q3	Q4
Smoke and carbon monoxide detectors	Test for alarm, replace batteries at least every 6 months.				
Furnace	Inspect filters, replace filters at least every year. If filters are permanent (such as HEPA), clean quarterly.				

trio TIP

Make certain your landscaping slopes away from your home or provides a natural path for water to drain. This will prevent water from working its way into your home or foundation.

Home Health Check-Up: Fall

Fall is perhaps the most critical time of the year to check your home's health. With winter just around the corner, now is the time to nip any problem in the bud. When it's windy and raining this winter, you'll be glad you did.

PLUMBING	Did you Check?	Y1	Y2	Y3	Y4
Plumbing shut-off valve	Inspect for proper operation.				
Outside faucets (Cold Climates)	Drain and remove hoses from faucets. Cover hose bibs with insulating covers.				

Date Completed:

___/___/___

INTERIOR	Did you Check?	Y1	Y2	Y3	Y4
Attic	Examine for evidence of any leaks. Check insulation. Check for evidence of invasive species like birds, rodents, etc. Check for proper ventilation.				
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.				
Tiled areas	Inspect for loose or missing grout or caulking.				
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk as necessary.				
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace as necessary.				
Carpets	If carpet is stained or if you have pets in your home, have carpets professionally cleaned.				

Home Health Check-Up: Fall *(cont'd)*

Winter is around the corner. Time to get your home buttoned up for the changing weather. Temperatures will be dropping with unpredictable weather events. Help your home stay healthy during the harsh winter.

EXTERIOR	Did you Check?	Y1	Y2	Y3	Y4
Siding and trim	Scrub mildewed areas and treat for water stains, mildew and fungus				
Chimney (If applicable)	Clean and check for deteriorating bricks and mortar. Check for leaks. Check for birds, nests, squirrels and insects.				
Gutters and downspouts	Clean and check for leaks, misalignment or damage.				
Exterior walls	Check for deteriorating bricks and mortar. Check siding for gaps, damage or rot. Check painted surfaces.				
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches or debris that can attract invasive pests (no branches or shrubbery should be closer than six inches to the house).				
Septic system (If applicable)	Examine septic system drain field for flooding and odor				

Date Completed:

___/___/___

trio TIP

No bush, trees or other foliage should be touching any part of your home. Invasive pests and insects can use vegetation as a bridge into your home. Strong winds can cause branches to cause damage to siding materials.

Home Health Check-Up: Spring

Summer is coming soon. It's time to make sure your home is healthy and ready for the hot days of summer. This list focuses on the interior, including electric and appliances.

INTERIOR	Did you Check?	Y1	Y2	Y3	Y4
Attic	Examine for evidence of any leaks. Check insulation. Check for evidence of birds, squirrels, raccoons, etc. Check for proper ventilation.				
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.				
Tiled areas	Inspect for loose or missing grout or caulking.				
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk as necessary.				
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace as necessary.				

Date Completed:

___/___/___

WHOLE HOUSE	Did you Check?	Y1	Y2	Y3	Y4
Circuit breakers	Test GFCI outlets				
Concrete and asphalt	Check for cracks or deterioration, reseal or repair if necessary.				
Air conditioner	Inspect and have unit professionally serviced.				

Home Health Check-Up: Spring *(cont'd)*

Take some time and inspect the exterior of your home. It's been through a lot this last winter. Time to make it ship shape and ensure all is well.

EXTERIOR	Did you Check?	Y1	Y2	Y3	Y4
Decks	Scrub mildewed areas and treat for water stains and mildew, look for signs of wood rot. Treat with environmentally friendly solution.				
Chimney	Clean and check for deteriorating bricks and mortar. Check for leaks. Check for pest infestations				
Gutters and downspouts	Clean and check for leaks, misalignment or damage.				
Windows	Clean windows inside and out. For exterior and multi-level homes, hire a professional.				
Exterior walls	Clean and check for deteriorating siding materials. Check siding for damage or rot. Check painted surfaces.				
Landscaping	Trim shrubbery around walls. No branches or shrubbery should be closer than six inches to the house.				
Concrete and asphalt	Check for cracks or deterioration. Have any questionable cracks inspected by Trio.				

Date Completed:

___/___/___

trio TIP

If you've got a home with lots of second floor windows, ask Trio for help. Standing on a ladder with multiple cleaning tools is a tricky task and potentially very dangerous. Be safe. Go with a pro.

Alterations and Additions

Making changes to your home.

We want your home to fit the needs of your life, so this section of our home care guide talks about how to proceed if you're thinking about making any alterations or additions to the home.

Outside your home, these guidelines apply to fences, decks, play structures, lighting, water features, landscaping or changing the home's original body and trim colors.

Inside the home, these guidelines apply to any painting or physical alteration to the premises, including changing appliances, faucets, plumbing fixtures, vanities, lights, switches, fire screens and other permanently affixed objects.

Before proposing to make any changes to the home, we urge you to **review your responsibilities as outlined in Section 21 of your lease**, a copy of which can be found in your Trio Portal. Most critically, please contact us with a written proposal of your proposed changes—in an email with additional documentation as necessary. Once we have reviewed and approved your request, you are ready to go.

We want you to be comfortable and happy in your home. But we also have to make certain that any changes—including those involving personal taste—will not violate any local codes or Homeowner's Association Rules & Regulations.





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Bellevue, WA 98004

