

# Livingstone Management Tenant Handbook

## Welcome Home

Welcome to your new home managed by **Livingstone Management**. Our goal is to provide a safe, well-maintained residence and a smooth rental experience. This Tenant Handbook explains how to live comfortably in your home, how to use the Rentvine Tenant Portal, and how to avoid common issues such as late fees or delays in maintenance.

**Important:** This handbook is a guide for convenience and education. Your **Lease Agreement and Addenda control legally** in the event of any conflict.

---

## 1. About Livingstone Management

**Office Address:** 100 Bluegrass Commons Blvd., Suite 140, Hendersonville, TN 37075

**Phone:** (615) 234-1125

**Email:** livingstone@livingstonemgmt.com

**Website:** <https://www.livingstonemgmt.com>

**Office Hours:** Monday–Friday, 9:00 AM–5:00 PM (excluding holidays)

---

## 2. Emergencies vs. Non-Emergencies

### Emergencies (Call Immediately)

An emergency is a situation that poses **immediate risk to people or property**, such as: - Fire or smoke - Gas leak - Active flooding or burst pipes - No heat during freezing temperatures - Electrical hazards

**If there is any immediate danger to life, health, or property, CALL 911 FIRST.**

After contacting emergency services, notify Livingstone Management as soon as it is safe to do so.

### **Non-Emergency Maintenance**

All non-emergency maintenance requests **must be submitted through the Rentvine Tenant Portal**. This creates a written record and allows us to track and respond efficiently.

---

### 3. Your Rentvine Tenant Portal

The Rentvine Tenant Portal is your primary tool for managing your tenancy. Through the portal you can: - Pay rent and other charges - Set up AutoPay - Submit and track maintenance requests - Upload documents (insurance, forms, photos) - View your ledger, charges, and receipts - Communicate with our office

#### Accepting Your Portal Invitation

- You will receive an email invitation from Livingstone Management.
- Click **“Accept Invite”** to create your account.
- If you already have a Rentvine account from another property, sign in using your existing credentials.
- Bookmark your portal for easy access.

If you experience login issues, use the **“Forgot Password”** option or contact our office.

---

### 4. Paying Rent Through Rentvine

#### Rent Due Dates

- Rent is **due on the 1st of each month**.
- Rent is considered late if not paid on or before the 1st.
- Late fees apply according to your lease.

#### Payment Methods

Rentvine offers several payment options:

##### **eCheck (ACH Bank Draft)**

- **No processing fee**
- Strongly recommended

##### **Debit/Credit Card**

- Subject to a **processing fee (approximately 4%)**
- Fees are charged by the payment processor, not Livingstone Management

#### Avoiding Fees

- Use **eCheck** instead of a card
- Set up **AutoPay** so you never miss a payment
- Pay early to avoid late fees

Partial payments may not be accepted. Payments must include the **full amount due**.

---

## 5. Maintenance Requests & Repairs

### How to Submit a Maintenance Request

1. Log into the Rentvine Tenant Portal
2. Select **Maintenance / Service Requests**
3. Click **“Create Service Request”**
4. Provide a detailed description
5. Upload photos or videos if applicable
6. Indicate entry permission preferences
7. Submit

You can track updates and communicate through the request chat.

### Tenant Responsibilities

Tenants are responsible for: - Replacing HVAC filters at least quarterly - Pest control after the first two weeks of occupancy - Drain clogs caused by misuse - Damage caused by residents, guests, or pets

Service calls caused by misuse, missed appointments, or non-issues may be billed to the tenant.

---

## 6. Care of the Home

Tenants are expected to maintain the home in a clean and sanitary condition.

### Key Expectations

- No smoking or vaping in or around the property
- Keep lawns and exterior areas maintained (if applicable)
- Do not make alterations without written approval
- Dispose of trash properly and regularly
- Do not store junk or prohibited items

Failure to maintain the property may result in charges or corrective action.

---

## 7. Safety & Insurance

### Smoke & Carbon Monoxide Detectors

- Detectors are provided at move-in
- Tenants must replace batteries as needed
- Report malfunctions immediately

## Renter's Insurance

Livingstone Management **strongly recommends** renter's insurance to protect your personal property and provide liability coverage. Tenants are not covered under the owner's insurance policy.

---

## 8. Pets (If Approved)

- Pets are **not allowed without written approval** and a signed Pet Addendum
- Breed, age, and type restrictions apply
- Unauthorized pets are a lease violation
- Tenants are responsible for pet damage and cleanup

Permission applies **only to the approved pet(s)** listed in your addendum.

---

## 9. Crime-Free & Drug-Free Housing

Livingstone Management maintains a **zero-tolerance policy** for criminal activity.

Tenants are responsible for the behavior of: - Household members - Guests - Visitors

Criminal or drug-related activity may result in immediate lease enforcement, including termination of occupancy.

---

## 10. Mold Prevention

Mold prevention requires cooperation between management and residents.

### Tenant Responsibilities

- Keep the home clean and dry
- Remove visible moisture promptly
- Use ventilation when showering or cooking
- Report leaks or water intrusion immediately

Do **not** attempt to clean large mold areas yourself. Submit a maintenance request promptly.

---

## 11. Guests, Occupancy & Conduct

- Only approved occupants may reside in the home
- Guests may not stay longer than allowed by your lease
- No subletting or assignments without written approval
- Business use of the property is prohibited

---

## 12. Moving Out & Security Deposits

### Notice to Vacate

- Written notice is required per your lease
- All lease signers must sign the notice
- Notices cannot be withdrawn once submitted

### Move-Out Expectations

- Professional carpet cleaning required
- Thorough cleaning of the entire home
- Return all keys and access devices
- Provide a forwarding address

Failure to comply may result in deposit deductions.

---

## 13. Frequently Asked Questions

### Why am I charged a fee for card payments?

Card fees are charged by the processor. Use eCheck to avoid fees.

### Can I withhold rent for repairs?

No. Rent may not be withheld under the lease.

### How do I avoid late fees?

Use AutoPay and pay with eCheck before the 1st.

---

## 14. Final Notes

Thank you for choosing Livingstone Management. Our goal is to provide quality housing, clear communication, and a smooth rental experience. The best way to ensure fast service and accurate records is to use the Rentvine Tenant Portal for payments, maintenance requests, and communication.

Please remember: - Your **Lease Agreement and Addenda are legally binding** and control in all situations.  
- This handbook is a practical guide to help you succeed as a resident. - When in doubt, submit your question or request in writing through the portal.

We appreciate your cooperation and look forward to working with you throughout your tenancy.

---

## Appendix A: Quick Start – Rentvine Tenant Portal

**Log In:** Use the invitation email you received and bookmark your portal page.

**Pay Rent:** 1. Select **Make a Payment** 2. Choose **eCheck (ACH)** to avoid processing fees 3. Submit payment before the 1st of the month

**Set Up AutoPay:** - Navigate to payment settings - Select eCheck - Schedule recurring payments to avoid late fees

**Submit Maintenance:** - Select **Maintenance / Service Requests** - Provide details and photos - Track updates directly in the portal

---

## Appendix B: Maintenance Emergency Guide

**CALL 911 FIRST** if there is danger to life, health, or property.

**Emergency Examples:** - Fire or smoke - Gas smell - Burst pipes or major flooding - No heat during freezing weather - Electrical hazards

**Non-Emergency Examples (Portal Requests):** - Appliance issues - HVAC concerns (non-emergency) - Plumbing clogs - Minor leaks - Cosmetic issues

Submitting accurate requests helps us respond faster.

---

## Appendix C: Move-Out Checklist

Before returning keys, make sure you: - Provide proper written notice - Professionally clean carpets and retain receipt - Clean appliances, bathrooms, and surfaces - Replace burned-out light bulbs - Remove all personal property - Return all keys, remotes, and access devices - Provide a forwarding address

Failure to complete these steps may result in deposit deductions.