

Zero Tolerance Policies

If you break any of these rules you will be asked to leave the house immediately.

No firearms or weapons

in the house

No Smoking

inside or outside the property

No Drugs

inside or outside the property.

Community Policies, Rules & Terms

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House Access

The main door will be the primary way to access your home.

Use your key code to enter the house.

Backdoors, or side doors, garage can only be used as an emergency exit in the event the main door lock is non-responsive; doors should remain locked and closed at all times.

Visitors Policy

Visitors are allowed anytime between 10 AM to 10 PM. Residents must be present when having visitors, all visitors must leave the house if the roommate they're visiting is not present.

Consent from all other residents is required if you're having more than 3 visitors at a time or someone staying over for the night.

Our community safety is our priority, should any visit put at risk our communal environment, Kitactical LLC reserves the right to demand your visitor to leave the house.

A visitor can remain in the house for a maximum of 3 nights. You need to wait a minimum of 2 weeks to allow equal visit rotation among all members. If you're having visitors for more than 2 consecutive weeks, members' consent is needed.

No children are allowed to visit the house.

Visitors are not allowed to sleep in the living room.

Property Service Visits

Kitactical LLC Property Services team, authorized vendors, and other representatives will have access to the property between 8 AM - 9 PM daily in common areas once a Maintenance Request has been submitted via the app with or without a previous announcement to the roommates.

No member presence is required.

Furthermore, we keep a copy of the key to all rooms for internal use. If a situation requires our team to access the room due to an emergency or inspection, Kitactical

LLC will attempt to notify roommates of the scheduling and arrival of service providers to the house. It is important to highlight that notifications will not require a member's approval or consent.

Appliances, Furniture, & Common areas

No rearranging of the furniture.

All appliances, items, and furniture are for communal use.

Only personal decor items may be placed in the living room: Cushions, rugs, vases, books, indoor plants, and baskets as long as the general design, decor arrangement, and space remain uncluttered.

By placing your belongings in common areas, i.e., electronics such as Chrome-cast, Apple TV, video games, movies, board games, & coffee maker, speakers you're aware that other members might be using them, too. Please keep all belongings inside your room if you don't want anyone to use your property. **Kitactical LLC will not be held responsible for any loss or damages of said items under any circumstance.**

Laundry should take place during reasonably daytime hours due to the high noise this entails.

Roommate consent is required when attempting to do laundry during quiet hours.

Kitchen Policy

Shared spaces: The house may decide to distribute the space by assigning exclusive cabinet sections (which will need to be labeled accordingly), or alternately, the house may decide and distribute evenly space usage among all members (Common space for everyone to use).

Don't leave anything unmarked unless you want to share it with others. While cooking, use the exhaust fan and avoid cooking intense odor-producing food during quiet hours.

Note: Some homes assign a freebie section where all roommates share snacks and spices among everyone; this is highly encouraged.

All members are to wash and clean up after themselves when using the kitchen.

Complaints about not obeying roommate guidelines will be treated as a failure to obey Kitactical LLC's Peaceful Enjoyment Clause in your Lease Agreement Lease and will result in the termination of your lease.

Fridge Space Policy

You are expected to communicate and arrange fridge space evenly during your house meeting or every time a new member joins your home.

Your food should be labeled and stored in a manner that does not restrict space for other roommates.

You're allowed to dispose of any spoiled, smelly, or expired food, we encourage that the house reviews the fridge space once a month.

Community Communication

Slack will be your main point of contact with your roommates, use the Kitactical LLC App to find your house and your roommates.

When a new member joins the house, Kitactical LLC will share the new person's contact number with you to better coordinate the new roommate's arrival (if needed). We highly encourage a welcome activity so the house gets to know each other.

Roommate meeting attendance is required at least once every three months. We promote a meetup at least once a month or when a new roommate joins your home.

Damages & Tenant-Caused Charges

If you happen to break something, you'll be held accountable for affording the repairs. Roommates are not allowed to make in all circumstances repairs themselves. A maintenance request should be completed via the Kitactical LLC Turbo Tenant APP.

Device Volume & Quiet Hours

Quiet hours are from 10 PM - 7 AM Sunday through Thursday. - Please use headphones or turn down the volume if you're using any noise-generating electronics in common areas.

As a general rule speakers should be set between 70-80 dB in volume, if you disturb someone or someone disturbs you, amicably address this person yourself. If the issue continues, please contact our support team for further assistance. **Noise complaints are addressed as a violation of our Peaceful Enjoyment Clause of the Member Agreement Lease.**

Parking Guidelines (Driveway & Garage)

Kitactical LLC will not be held liable for any damage to a member or member visitor's vehicle.

Parking is on a first-come, first-served basis including houses with garages. This means all members should discuss between themselves the schedules and needs of each member to assist in determining the parking and departure requirements of all house members on a daily basis. An effort should be made by all the house members to limit obstructions or hindrances with all house members' personal transportation.

The only exception to the first-come, first-serve rule is those members who have agreed to pay for the exclusive use of a specific space in the house's garage. Members paying for the independent use of space in the garage of the house will control the use of their paid parking space. No member will be allowed to park in the exclusive garage space of another member without that member's permission.

Members are limited to one parking location at the house. No member will be allowed to park or store more than one vehicle at the house.

Vehicle parts and other typical garage items, such as gardening tools, automotive supplies, and yard games, shall be stored in the garage and not in the home. Stored items will not obstruct movement in the garage.

House visitors must park their vehicles in locations that will not disrupt parking needs for the roommates or neighboring homes.

No personal items may be stored in the garage. Any unauthorized items found in the garage will be disposed of at the member's expense. Residents who wish to use the garage for storage purposes must submit a request. An additional monthly fee applies for this privilege. Approval from the Kitactical LLC Team is mandatory before any items can be stored; this policy ensures a clutter-free environment and respects the rights and spaces of all house members.

Thermostat

To promote a comfortable and energy-efficient living environment, the house must reach a general consensus on the average temperature. Please consider outside weather conditions and constant energy consumption while making this decision.

To help regulate energy usage and maintain a consistent indoor climate, **the thermostat is set to a default setting of 71 degrees. This temperature is locked** and aims to strike a balance between comfort and energy conservation, reduce utility costs, and contribute to a more sustainable household.

Please note that it is normal to experience some temperature fluctuations throughout the property. Different rooms may have varying degrees of insulation and exposure to sunlight, which can lead to slight variations in temperature.

Members' Maintenance Responsibilities

Little maintenance tasks and acquisitions that fall under a member's responsibility include:

Household items less than \$25 include but are not limited to:

- Lightbulbs Replacements
- Batteries Replacements
- Dish Washer Detergent
- Liquid Dish soap,
- Insect Spray for General Pest
- Other Inexpensive Items Share by many

Roommates are responsible for the following maintenance tasks:

- AC filter replacement (average, every 3 months).
- Front door battery replacement (when required).
- Internet reset procedures.
- Smoke alarm batteries replacement.
 - **Important Note:** Disabling the smoke/carbon monoxide detector(s) can be harmful to the health and well-being of all roommates and roommate guests. Kitactical LLC, Inc strictly advises against disabling any life safety device.
- Reset the smart lock hub when the system is offline.

- Investigate internet connectivity and bandwidth issues prior to contacting Kitactical LLC for support.

Roommate Disputes

We request that house members productively communicate with each other regarding disputes, misunderstandings, and difficulties being experienced in the house with other members (i.e. house livability issues and/or issue(s)). We ask that members strive to be fair in their observation and help one another restore a productive adherence to Kitactical LLC's House Community Policies, Rules, and Terms.

Should an internally unresolvable situation arise you may contact our support team. We will assist informally in addressing your issue with associated parties but we will significantly limit our direct involvement in roommate conflicts. We will continue to monitor a house's Happy Environment noting if and when the Peaceful Enjoyment Clause has been broken by a house member.

In the event roommates have a threatening altercation with irreconcilable differences/issues Kitactical LLC will evaluate the situation and potentially transfer one or more roommates to a new house or terminate a roommate's Member Agreement Lease. In cases where feedback from the household indicates a roommate is not well-suited for shared space living, we will request the resident to move out. Please note, that in such situations, transferring to another house will not be an option.

Kitactical LLC reserves the right to require third-party mediation services to assist in the probable resolution of roommate house livability issues. The cost of the mediation service will be split between all involved parties (members).

Safety Concerns & Emergencies

In case of an immediate safety concern, call 911 (if appropriate) and notify Kitactical LLC through our Assistance line [\(415\) 619-4305](tel:4156194305).

We reserve the right to ask any member to move out within 24-hours should there be a safety concern. Including, but not limited to, threatening harm to self or another roommate, damaging another roommate's personal property, stealing a roommate's personal property or Kitactical LLC supplied items found in the house. All tenants are required to submit a background check. Specific criminal issues found in a probable roommate's background check may limit an individual's ability to live in a Kitactical LLC house.

Bathrooms

Be mindful that you're sharing the bathroom with multiple individuals, reduce your water consumption, and elongate use during peak times.

Please make sure you leave the bathroom clean after use. Wiping down surfaces and be mindful to clean up the moisture you leave on the floor and elsewhere.)).

Please remove probable hair clogs you may have created from the bathtub, shower, and sink drains.

Please do not dispose of anything in the toilet other than toilet paper. Use the trash can for all bathroom-related trash items. The repair of a clogged toilet will be billed to all roommates.

Trash & City Citation Fine

Be mindful of your waste. Separate disposables into: Recycle, compost, and normal garbage where required. The roommate should coordinate for the Trash pick-up date. If the roommate cannot come up with the schedules, Kitactical LLC will set up a schedule on a quarterly basis. If the roommate refused to move the trash bin at the pick-up area, Kitactical LLC will evaluate the situation and terminate the roommate's Member Agreement Lease.

Note bag limits or waste receptacle restrictions in different cities.

In the event, a City Ordinance Notice Violation or Fine is issued to Kitactical LLC (or the homeowner) and the cause is determined to be due in part to trash bins in public view, the improper use of a trash bin, etc. The members of the house will be held liable to afford the fine.

Cleaning

All household members will be responsible for recurrent cleaning chores of all common areas (kitchen, living, dining, hallways, shared bathrooms, and trash takeout) on a daily basis.

The Kitactical LLC Cleaning Services will take place once a month. A maid service team will come to the house for "General Maintenance Level Cleaning" (this has been defined below). While present in the home the maid service will grade the house based on our Kitactical LLC's cleaning standards.

If the house receives a maid grade of “Poor” or “Very Bad” two consecutive times, a second visit will be scheduled at the expense of all roommates actively living in the house.

All household cleaning chores rotation must be split equally among all roommates.

General Maintenance Level Cleaning. The maid service is being utilized to help maintain a well-kept condition in the house. The roommates are expected to keep the home visibly clean without the obvious trash build-up, debris collection, soil surfaces, odor emitting objects, insect attracting objects, and other non-sanitary conditions that would affect the safe and productive livability of the house. The maid service is not utilized to deep clean or restore a filthy environment to a perfectly cleaned state. All roommates are expected to assist in the cleanliness and upkeep of the house.

Pets

Pets are not allowed in our homes. ESA approval is required beforehand before allowing any pet within the property. Any resident must submit their request via email at info@kitactical.com

Kitactical LLC Cleaning Standards

Kitactical LLC prides itself in taking great care of our living spaces.

Regularly cleaning can help with a number of things including:

- Reducing allergies
- Increased sanitation
- Reduce pests
- Prevent mold growth
- Better hospitality
- Increases productivity

Kitactical LLC helps with maintaining a clean environment by sending maids monthly to deep clean, including complying with the CDC standards for disinfecting and allergen prevention. The maids also grade the house cleanliness, using this rubric. If your house receives an F, a maid will be automatically scheduled to return at the roommates expense. A grade of a D will result in a warning the first time, and upon receiving D grades twice in a row, maid will be automatically sent out at the roommates expense. Anything above a D is a pass - but if you are getting A's and B's give yourself a pat on the back! It is the hope of Kitactical LLC that residents protect one another and help keep each other safe!

<i>Kitchen</i>	<i>F-Very Bad</i>	<i>D-Poor</i>	<i>C-Fair</i>	<i>B-Good</i>	<i>A-Excellent</i>
Kitchen should be broom clean, no debris or other inappropriate items on the floor or countertops. Dishes must be put away, and no food or food containers left out. Trash should be emptied often.	No sign of any cleaning. Pest infestations (cockroaches, mice, ants, etc)	Some evidence of cleaning but there are items/food left out. Trash can is full and needs to be taken out. The sink has dishes in it. The floor and countertops are somewhat dirty or sticky. No Pests	Some evidence of recent cleaning but there are items/food left out. The floor is swept but countertops are somewhat dirty or sticky in spots. No Pests	Clear evidence of recent cleaning, the floor has been swept and/or mopped. No food has been left out, but there may be some items left out that should have been put away. No Pests.	Very clear evidence of regular cleaning. Trash has emptied, sink is clean and empty. Floor has been mopped and swept within the past week, and no dirt or sticky spots. Countertop is clear of items. All utensils, food and cleaning items are put away. No Pests
<i>Kitchen Sink</i>	<i>F-Very Bad</i>	<i>D-Poor</i>	<i>C-Fair</i>	<i>B-Good</i>	<i>A-Excellent</i>
Dishes should be cleaned and put away right after use. Scrub sinks with rag and cleaner daily.	No sign of any cleaning. More than 4 dishes in the sink, or one dish that appears to have been there for a long period of time.	Some signs of cleaning but still not very clean, sink still has spots of dirt and/or dirty spots or soap residue. 1-3 dishes left in the sink, but they are rinsed.	There are no dishes left in the sink, or one item left in the sink but it is not dirty and has been rinsed. The sink is not wiped clean.	Sink is empty with NO dishes left in it. There is evidence of recent cleaning. The sink has been wiped but may have soap residue or other dirt in it.	Sink is very clean and it is obvious that it has been taken care of regularly. Metalwork clean and smooth. Nothing is left in the sink and it has been wiped clean this week.
<i>Bathrooms</i>	<i>F-Very Bad</i>	<i>D-Poor</i>	<i>C-Fair</i>	<i>B-Good</i>	<i>A-Excellent</i>
Wipe down inside of tub and shower. Scrub surfaces so that it's clean and feels smooth. Toilet should be cleaned regularly, the floor should be mopped, and swept. No clothes or towels should be left in the bathroom. The countertop is clear and wiped down daily.	No sign of any cleaning.	Some signs of cleaning but tub or shower still dirty, or toilet is cleaned but not scrubbed well. Countertop could be cleaned better, or has soap residue on it. Floor has been swept, or there are dirty towels or	Evidence of cleaning but tub or shower still dirty, toilet has been scrubbed clean but floor around toilet is dirty. Countertop could be cleaned better, or has soap residue on it. Floor has been swept. No dirty towels or clothes.	The bathroom has been cleaned, the toilet has been scrubbed and shower have been wiped down, may still see some minor soap residue in the shower. Countertop is clean, no clothes or towels in the	Bathroom has been cleaned regularly. The mirror has been cleaned in the past week, the toilet has been scrubbed clean as well as the floor around the toilet within the past week. The floor has been mopped recently, the shower has been wiped and there is no

Bathroom mirror should be cleaned with glass cleaner regularly.		clothes left in the bathroom.		bathroom. Mirror has spots on it or some items left on counter.	soap residue. The countertop is clean and not sticky, there are no clothes or towels left in the bathroom.
<i>Common Areas</i>	<i>F-Very Bad</i>	<i>D-Poor</i>	<i>C-Fair</i>	<i>B-Good</i>	<i>A-Excellent</i>
All personal items are put away, and not to be left in the common area. Rugs vacuumed weekly, and floors mopped weekly. Furniture should be dusted weekly.	No sign of any cleaning. Personal items left around the house.	Some indications of cleaning, but still visible dirt on the floor or furniture. No mopping. Personal items are left out.	Floors are somewhat clean but still have personal items left out. Carpets need to be vacuumed.	Floors are quite clean but still have personal items left out. Carpets have been vacuumed. Furniture has been dusted in the past week.	Floor is clean and items are off the floor. No visible dirt or spots. No personal items left out, everything has been put away. Furniture has been dusted in the past week.
<i>Trash</i>	<i>F-Very Bad</i>	<i>D-Poor</i>	<i>C-Fair</i>	<i>B-Good</i>	<i>A-Excellent</i>
Take out the trash daily or every other day as needed, replace bag in trash can, and put trash can back where it belongs. Take all of the outdoor trash bins out on trash day! Outdoor trash bins should be kept in the garage or behind the backyard fence so they are not visible from the street.	No sign of emptying trash from the kitchen or bathrooms. Trash overflowing in outside trash bins and has not been taken out.	Trash from inside is partially emptied. The outside trash can has been taken out, but there is trash around the outside trash bins or some debris around trash cans inside. Outdoor trash bins have not been put in the garage or backyard and can be seen from the street.	Trash from inside is partially emptied. The outside trash can has been taken out, but there is trash around the outside trash bins or some debris around trash cans inside. Trash bags have not been replaced. The outdoor trash bins are hidden from the street, either in the garage or backyard.	Trash can emptied, trash taken out but no new bags have been used. Outdoor trash bins have been taken to the curb on trash day and outside of house is free of debris. The outdoor trash bins are not visible from the street.	Kitchen and bathroom trash has been taken out regularly, and new trash bags replaced. Outside of the house is clean and outdoor trash bins are covered and have clearly been taken out on trash day, no debris around trash cans inside or outside. The outdoor trash bins are not visible from the street.