

IMPORTANT NOTICE TO LANDLORDS REGARDING YOUR RENTAL PROPERTY

Important information for landlords regarding change in tenant requirements, water bill responsibilities, shutoff notices, etc.

- 1. All owners of a property served within the District are responsible for payment of their account and remain responsible even when tenant occupied.
- 2. The District WILL NOT seek collection for final payment for ANY previous tenant.
- 3. A new tenant's name will be added to your account information only after you, the Management Agency or the new tenant have notified us. At all other times the monthly statement will be sent to you or to your Management agency.
- 4. If the tenant does not get the monthly bill and they get a Shut Off notice, they are responsible for contacting you. Any account that is 60 days past due is subject to shut off per District Policy. Payments must be received by the due date stated on the Shut Off notice to prevent shut off and any related charges.
- 5. The District must receive notice of at least 2 business days prior to the move-out date from either the tenant or the owner/Management Agency, as applicable.
- 6. If a tenant's name has been added to your account information, they will be authorized to contact the District to notify us of their move-out date. The tenant's name will be removed from the account, a final read and bill will be sent to both the tenant and Owner/Management Agency.
- 7. Move out dates <u>cannot</u> be back-dated. All changes to account information will be processed within 2 business days after being notified, if it is received after move-out date. All discrepancies between the owner and tenant as to who should pay for any portion of a bill prior to the move-out date or notification date must be resolved between the owner and tenant not the District.

If you have any questions, please call the District office at 303-776-3847.