

Effective : August 25, 2012

To: All Homeowners, Rentals & Rental Agencies

This is a quick reference for your files regarding our updated rental policies effective September 1, 2012.

- 1.) ALL PROPERTY YOU OWN IN CHEROKEE VILLAGE MUST BE CURRENT (NO OUTSTANDING FINAL BILLS DUE) TO HAVE SERVICE TURNED ON AT ANOTHER PROPERTY. ANY SERVICE THAT IS OFF BILLING 30 DAYS OR MORE WILL BE SUBJECT TO \$100.00 DEPOSIT AND \$25.00 APPLICATION FEE.
- 2.) If your new tenant applies for water service and has an outstanding water bill with Cherokee Village Waterworks or any other water or sewer utility, they will not be allowed to have service until they have paid their bill.
- 3.) If you are going to use your property as a rental, tenants will have to complete & sign an application, provide a picture ID and pay \$25.00 application fee & \$100.00 deposit. The homeowner or rental agency must sign a tenant agreement before water can be put into tenant's name for the bill to be mailed to tenant. **Any outstanding bill owed by the tenant after the deposit has been applied is the owner's responsibility to pay.**
- 4.) If the water service has been disconnected for non-payment and you decide to rent the property to someone else, the **homeowner/rental agency** will need to come in and sign a new tenant agreement, pay any remaining balance left on account and reconnect fees. Any service that has been off over 30 days will be considered a new account and subject to a deposit. **Tenants are not allowed to have the water service turned on or off.** Tenants are asked to let the water company know when they are moving out so we can collect their final bill.
- 5.) When tenants move in and out it is the **homeowner/rental agency's** responsibility to read the meter. It is very important that you notify the water company as soon as possible to ensure payment from tenants. The water company can go out and read the meter for you when your tenants move in and out for a fee of \$25.00 per trip.
- 6.) It is the homeowner's responsibility to notify the water company of any changes that need to be made to their accounts.

If you should have any questions, please call our office Monday-Friday between 8:00 am and 4:00 pm. We are open all day and do not close during the noon hour.

Tom Thornton
Manager
Cherokee Village Waterworks

