



WELCOME HOME

(562) 989-9835

www.ErnstandHaas.com



@MyRentalList



Ernst and Haas Management



Online Portal by AppFolio

RESIDENT HANDBOOK

We're excited to have you as part of the Ernst & Haas Management Co. community and are committed to making your tenancy a pleasant and comfortable experience.

This Resident Handbook is designed to guide you through your lease—from move-in tips and maintenance procedures to emergency contacts. We believe that clear communication is the foundation of a positive landlord–resident relationship, and our professional team is committed to providing you with exceptional service.

If you have any questions or concerns at any time, please don't hesitate to reach out. We're always here to help.

We hope you enjoy your new home and welcome again!

Disclaimer: This handbook is intended for guidance purposes only and is not a substitute for your lease agreement. Please review your lease for complete terms and conditions. Contact our office with any questions or for additional information.

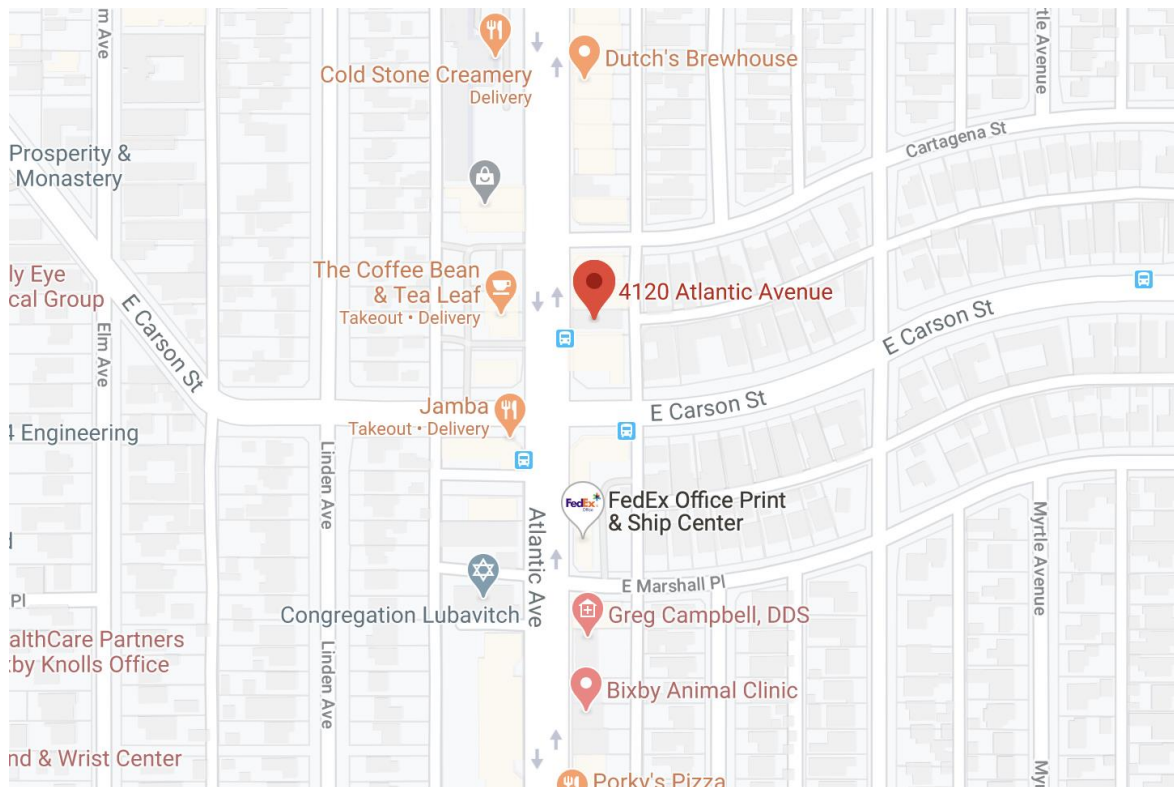
General Information

Ernst and Haas Management Co.

4120 Atlantic Ave. Long Beach, CA 90807

Main Office Phone: (562) 989-9835

Fax: (562) 989-9166



Website:

www.ErnstandHaas.com

Office Hours:

Monday - Friday: 8:30 AM - 5:00 PM (in-person)

Phone Lines:

Monday - Friday: 8:30 AM - 5:00 PM

Closed for all major US holidays (subject to change).

Emergency? Call 911 first.

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Resident Communication

We want to make sure you can reach the right person quickly. Here's how to contact us during your tenancy:

Calls During Office Hours

During regular business hours, your calls will be answered by a live representative. Please be ready to provide your name, the reason for calling, and your property address so we can connect you to the right person. If the person you need is unavailable, your call will be transferred to their voicemail.

After Hours Calls/Voicemail

After hours, calls go to voicemail and will be returned the next business day. When leaving a message, include your name, phone number, property address, and a brief description of your request. Direct Numbers:

Maintenance (562) 989-9835
Rental Payments (562) 548-2347
Lease Renewals (562) 548-2344
Customer Service (562) 349-1141

Emergency Calls

During normal office hours, call our main office. After hours, contact the emergency phone number listed on your lease agreement. If the situation is life-threatening, call 911 first.

For all non-emergency issues, submit a written maintenance request—preferably through your Tenant Portal in AppFolio. This lets you track your request and receive updates from your maintenance coordinator.

Maintenance Requests

All work orders must be submitted in writing, except in emergencies. You can submit requests through the Tenant Portal in AppFolio. Once submitted, you can track your request and a maintenance coordinator will contact you with updates.

Change of Resident Information

Please keep your contact information up to date. You can update your phone number and email anytime through your Tenant Portal under "Account Profile."

Website

Our website at www.ernstandhaas.com provides access to your Tenant Portal, resources, and our blog. The Tenant Portal is also available as a mobile app through Google Play or the iOS App Store. For help using AppFolio, visit <https://www.appfolio.com/help/online-portal>.

Moving into Your New Home

Signing the Electronic Lease and Receiving Keys

When you sign the Offer to Rent, you will receive a date and time to meet at the property for a walk-through inspection and key pickup with your Property Supervisor. Before your appointment, the electronic lease will be emailed to all residents for review and signature. First month's rent must be paid before possession is given.

Utilities

After signing, contact all necessary utility providers to begin service by your move-in date to avoid interruptions.

Satellite Dish/Cable Installation

If you wish to install Cable or Satellite/Dish TV service, you must obtain written authorization from our office first.

- **Location:** If you wish to install cable or satellite TV, you must obtain written authorization from our office first. Installations must be in areas you have exclusive use, such as a patio or backyard, and not on roofs, exterior walls, windowsills, or fences.
- **Homeowner's Association:** If your property is part of a homeowners association (HOA), you must follow their rules and obtain any required written approval. Any HOA fines or damages caused by installation are your responsibility.
- **Removal and Damages:** All satellite dishes, cables, and related equipment must be removed before you move out, and any resulting damage repaired.

Move-In Inspection Report

After your walk-through, you will receive a Move-In Inspection Report via email for e-signature. This documents the property's condition and is used to determine any possible charges after move-out. Owners are not obligated to make repairs except those required for health or safety.

Acceptance of Property

By signing the Lease Agreement, you accept the property in its current ("as-is") condition, with no additional improvements promised unless agreed to in writing. If you would like to request a repair or improvement after move-in, submit your request in writing to the Landlord for review.

Property Maintenance

Submitting Maintenance Requests

Submit requests through your Tenant Portal with as much detail as possible.

- Be as specific as possible in explaining the maintenance issue so that we can accurately inform the property owner or vendor about the issue.
- We do not give vendors keys to your property unless you have given us approval for them to enter without you being present. Or you can make arrangements with the vendor for a time to meet. Remember failure to show at an appointment can mean a charge to you.
- Non-emergency repairs are done during normal business hours (8:30 a.m. to 5:00 p.m., Monday through Friday).
- If you do not hear from the vendor within a reasonable time period, call your Maintenance Coordinator and inform them that the vendor has not contacted you.
- We know that repairs are an inconvenience and promise to address them diligently. We appreciate your patience and cooperation.
- Repairs are completed at the property owner's direction, and some requests may be denied. We will make every effort to communicate your requests to ensure that the property you rent meets all safety and habitability requirements.

Emergency Procedures

In case of a medical, fire or other emergency situations that could involve immediate attention to you or someone surrounding you, please call 911.

There are few actual emergencies we can take care of, but if you experience an emergency, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very likely that we will not be able to dispatch a vendor to the property until the next morning.

1. A maintenance emergency is:

- Any issue that is dangerous, hazardous, or could cause major damage if not addressed immediately, such as flooding, fire, sewer backup, burst water pipes, or gas leaks.
- For gas leaks, contact your gas company immediately and call 911 if needed.

2. Non-emergencies include:

- Appliance malfunctions, lockouts, utility outages, air conditioning failure, or stoppages in units with more than one bathroom. Heating outages are not emergencies but will be treated as a high priority.

- Heating outages are not emergencies but will be treated as a high priority.
- Air conditioning outages are also not emergencies but will be expedited during extreme heat.

3. If the situation is a maintenance emergency and occurs during normal business hours, please call our office (562) 989-9835, then follow up with a maintenance request submitted from our website or by email.

4. If the situation occurs after business hours, please call the emergency contact number provided in your lease agreement. If you reach a recording, leave your name, phone number, address, and the type of emergency.

5. Please note: If a reported emergency turns out not to be an actual emergency, a fee may be charged to cover the after-hours vendor call.

Emergency Checklist

Before calling our office, and only if it is safe to do so, please complete these quick checks:

For Electric/Gas Heat

- Check the thermostat to see that the controls are set properly
- Reset tripped breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Test any other gas and electric appliances to determine if service has been interrupted

For Water Related Issues

- If water is running onto floors from any appliance, fixture or pipe, close the shutoff valve for the appliance or shut off the main valve for the property. If you reside in a location that has on-site management, contact the on-site manager and our office immediately.

Maintenance Vendors

Our maintenance vendors operate independently and are not employees of Ernst and Haas Management Co., Inc., so their schedules are not within our direct control. If a vendor misses an appointment or you have concerns about the work, please let us know so we can address it.

After-Hours Maintenance Charges

Vendors may receive additional compensation for working evenings, weekends, holidays, or outside normal business hours. In some cases, these extra charges are passed along to residents if an after-hours call is requested and is not an emergency. If you require a special appointment with a vendor that results in extra fees, these will be billed at the amount exceeding the standard service cost.

Maintenance & Tenant Caused Damages

Residents are financially responsible for damages caused by abuse, misuse, neglect, or failure to report issues promptly. Examples include clogged drains from hair, toys, diapers or

other non-flushable items; jammed garbage disposals; or tripped breakers that could be reset without service. These are considered preventable and not equipment failures. Repair responsibility will be determined by the vendor's assessment. Residents are not charged if damage results from normal wear and tear or causes beyond their control, such as tree roots, pipe collapse, or septic backup. Any tenant-caused repair costs will be added to the next rent payment or may require earlier payment.

Avoid Charges: Report issues early, follow the maintenance tips in this handbook, and only flush toilet paper and human waste.

Maintenance Reimbursement

Residents may not make repairs or alterations to the property. Any special request must be submitted in writing and approved before work begins.

Protect Your Credit and Rental History

It's important to protect both your rental history and your credit during your tenancy. You may rent again or purchase a home in the future, and strong references and on-time payments will help. Avoid late rent and care for the property throughout your lease term.

Resident Lease Agreement

You can access your Lease Agreement, Move-In Inspection Report, and other documents anytime through your Tenant Portal. Please remember your lease is a binding contract.

Rental Payments

Rent is due on the 1st of each month and is past due on the 2nd. If payment is not received by close of business on or before the 5th (no weekend or holiday exceptions), it is considered delinquent. If you anticipate a delay, contact Accounting at (562) 548-2347 or accounting@ernstandhaas.com as soon as possible; lack of communication may affect your payment record and could lead to eviction proceedings.

Online Payments

We offer a free rent payment system through AppFolio, our management software program that features the following benefits:

- Pay your rent 24/7 through AppFolio
- The portal lets you view your balance and payment history
- Make one-time payments by e-check, debit, or credit card (card fees may apply),
- Set up autopay
- Enroll in email rent reminders

Cash payments are also available via AppFolio Electronic Cash Payments (PayNearMe) at participating retailers such as 7-Eleven, CVS, Walmart, and ACE Cash Express—contact our office for a PaySlip.

Late Charge

Any rent received after the 5th will incur a 6% late fee as additional rent.

Returned Payment Fees

If a payment is dishonored by the bank, a \$25 rejected payment fee will be charged as additional rent. If a return causes your rent to be late, a late fee will also apply. E-Check/ACH will not be re-deposited or accepted for delinquent rent. After any returned payment, all

rent must be paid by Money Order or Cashier's Check for the next six (6) consecutive months.

Prorated Rental Payment

If you move in on a day other than the 1st, your first month's rent will be prorated. If your move-in occurs within the last five days of the month, you will be charged both the prorated amount **and** the second month's rent. Thereafter, rent is due on the 1st. Prorations are calculated on a 30-day month.

Last Month's Rent

Rent is due on the 1st every month, including your final month. The Security Deposit may not be used for rent.

Credit Reporting and Collection

If a balance remains on your account at the end of your tenancy, you will have 60 days to pay in full before the account is sent to collections and reported as a bad debt.

Critical Issues of the Lease

Fair Housing

Ernst & Haas provides fair and equal treatment to all applicants and residents in accordance with fair housing laws. Our policies are designed for consistent, nondiscriminatory practices.

Annual Property Inspection

We will perform an Annual or Bi-Annual Inspection of your property. The purpose of this inspection is to identify any habitability issues, lease or code violations, safety hazards or needed repairs. We are flexible in scheduling this inspection and offer appointment times Monday thru Friday from 8:30 a.m. to 5:00 p.m.

Missed Maintenance Appointment

Please be home at the scheduled time. If you miss an appointment without notice, the vendor may charge a fee, which will be billed to you.

Maintenance Charge – Billable to Resident

If a vendor determines the issue resulted from neglect, misuse, or damage, you may be billed for the service call and repair.

Contact with the Property Owner

Ernst & Haas is your point of contact during your tenancy. If the owner requests a meeting, we will contact you to schedule in advance.

Early Termination

We understand that at times, unforeseen circumstances may prevent a resident from fulfilling the term of their lease agreement. If you need to vacate before your lease ends, contact the Leasing Department. We will begin marketing the home for a new tenant. You remain responsible for all financial obligations of the lease, including rent until a new resident takes occupancy. Please reach out for details.

Entry

We respect your right to privacy at all times. However, the Landlord must have reasonable access to the property to conduct inspections, make necessary repairs, and market the unit after the resident has given notice to vacate. The resident understands that the Landlord may enter the premises with at least 24 hours' written notice, sooner with the resident's prior consent, or immediately in an emergency, for the purposes of inspection, repairs, or marketing after a notice to vacate has been provided.

Lawn Care

Unless otherwise stated in your lease, landscaping is your responsibility. This includes, weeding of planters, mowing and edging of grass, pruning, and trimming of all shrubs and trees, application of weed control and fertilizer on grass as needed, setting irrigation timers for

irrigation/sprinkler system, and report problems to property supervisor as needed. If resident fails to care for landscape as required and disregards Landlord's notice to correct, Landlord reserves the right to contract yard landscaping service as a result of resident's breach, and the resident shall incur the cost of the landscape maintenance billed monthly to resident as additional rent. Resident further agrees to deliver the premises at the end of the tenancy, with grass that is weed free, mowed, trimmed, edged, and properly watered, trees and shrubs that have been trimmed and pruned, and planter areas free of weeds and debris.

Watering Guidelines:

- The best time to water is early morning or late in the evening. Make sure you are watering around the entire lawn uniformly.
- During drought conditions, observe water rationing rules and restrictions. Please refer to your local water company to determine what "Stage Restrictions" apply and the appropriate watering times and dates for your address.

Lease Renewals

At the end of your lease term, your agreement will automatically convert to a month-to-month lease. You have the choice to continue living at the property under this month-to-month term. Alternatively, if you are interested in renewing your lease for a specific term, please reach out to your Property Supervisor. It's important to note that a rental rate increase may occur after your lease term concludes.

Lost/Misplaced Keys and Rekeying

Should you lose your keys or lock yourself out of your unit, in some cases, we may have a duplicate set of keys available in our office. If we have keys available in our office, you will be charged \$5.00 for each key copy and you will need to arrange to pick the keys up from our office during normal business hours. Only residents listed on the lease can pick up keys, and photo ID is required. After hours, you must contact a locksmith at your expense.

Moving Out

After you vacate, we will conduct a final inspection. Charges may apply for cleaning, repairs beyond normal wear and tear, and unpaid balances. The Security Deposit disposition will be mailed within 21 days to your forwarding address, as required by California law. To avoid deductions, return all keys, garage remotes, and gate cards to our office, and leave the property in the same condition as when you moved in (except for normal wear).

Noise

Resident is responsible for the activities and conduct of Resident, occupants of their unit and their guests, including behavior within their unit, outside of the unit, on the common grounds, parking areas, or any recreation facilities. Residents are subject to all local laws pertaining to noise and those contained in your lease agreement.

Occupants and Add-Ons

Anyone not listed on the lease who occupies the unit for more than 15 days in any one-month period is a breach of the Rental Agreement unless prior written consent is obtained from the Landlord. To add or replace an occupant, you must follow the process outlined in Section 1.7 of your lease.

Pets

No pets (including guests' pets) are allowed unless approved and listed on your Lease Agreement. To request a pet during tenancy, submit a written request to your Property Supervisor. If approved by the owner, the Leasing Department will process your pet application. A \$500 deposit per dog or \$300 per cat may apply, and a pet inspection is required for dogs.

Tenant Maintenance Responsibilities

The Landlord has a legal duty to maintain your residence in compliance with all health, safety, and habitability codes. Residents are required to promptly notify our office of any maintenance issues. Failure to report a problem in a timely manner may result in the resident being financially responsible if the issue causes further damage to the property. Please refer to your Lease Agreement for a complete list of tenant responsibilities. Below are a few common items you should be familiar with, as these are typically the responsibility and expense of the resident:

- Replacement of smoke and carbon monoxide detector batteries. These devices must be operational at all times and tested at least once per month. If they do not work, contact our office immediately so batteries can be replaced.
- Emergency shutoffs: become familiar with the location of the main water shut off valve and the circuit breaker electrical panel as soon as you move in.
- Replacing light bulbs with the correct wattage.
- When needed, professionally steam clean and spot clean carpet.
- Reporting lack of landscape and pool maintenance, if the service is provided.
- Landscape watering and reporting malfunctioning irrigation systems or sprinklers.
- Disposal of all garbage in the proper receptacles and using the weekly pick-up service.
- Using caution and care when operating the fireplace. Check to see if the damper is open before starting a fire in the fireplace.
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.

Renter's Insurance

Owners maintain insurance for the building and general liability, but not for your personal belongings. You are required to maintain a personal liability insurance policy that meets the requirements outlined in your Lease for the duration of your tenancy and any renewals. Without such coverage, you may be held responsible to others including the Landlord for

injury, loss, or damage caused by you, your occupants, or your guests.

Smoke-Free Areas

Smoking of tobacco products is prohibited on the entire property, including individual units, common areas, every building and adjoining grounds. For further details, please refer to section 3.11 of your lease agreement.

Vehicles and Parking

Resident(s) shall only use assigned parking spaces and shall ensure that their guests park only in unassigned areas or designated guest parking at all times. Please do not park in another resident's designated parking space. Vehicles parked in unauthorized areas or in another resident's space may be towed away at the vehicle owner's expense.

Getting to Know Your Property

Below is a list of key items to check and maintain once you move in. These tips will help prevent issues and save time before contacting our office for maintenance.

Air Conditioning (HVAC) Filters

As stated in the lease agreement, you are responsible for supplying and changing the air-conditioning filters at least every two months. Be sure to use the proper size filter.

- A clean filter prevents damage to the motor, compressor, and other parts.
- A dirty filter reduces efficiency, raises your energy bill, and shortens system life.

Bathtubs and Showers

The most common issues with bathtubs and showers:

- Clean the drain area regularly to prevent clogs from hair buildup.
- Keep shower doors closed or use a good shower curtain to protect walls and floors.
- Use only soft scrub or non-abrasive cleaners—avoid steel wool or scouring pads, which can damage the finish.
- Run exhaust fans during and after showers to prevent mildew and mold; keep bathrooms well ventilated.

Carpets and Floors

Dirt, not normal wear and tear is the single largest contributor to the demise of carpets. To maximize the life and prevent damage to carpets and flooring do the following:

- Vacuum carpets and sweep or mop floors at least twice a week.
- Address spills on carpet immediately to prevent stains.
- Always test cleaning solutions in an inconspicuous area before use.
- Schedule professional carpet cleaning as needed.
- Never mop or leave liquids on wood or laminate floors.
- Use only approved cleaners on vinyl floors (no wax).
- Use a dolly for moving heavy items—never drag furniture to avoid rips or scratches.

Carbon Monoxide & Smoke Detectors

For your safety, smoke and carbon monoxide detectors are provided in your home. You are responsible for testing them monthly and replacing batteries as needed. If a detector is malfunctioning, submit a maintenance request immediately. Disabling or removing detectors is strictly prohibited and may result in lease violations and penalties.

Chimes/Doorbell

If your doorbell or other chimes are battery-operated, you are responsible for replacing the batteries. Please replace them before contacting our maintenance department

Circuit Breaker Panel

Locate your circuit breaker panel upon move-in so you know where it is in case of a problem. This allows you to reset breakers if needed.

- For most single-family homes, the breaker panel is on an exterior wall near the front of the property.
- For condominiums and apartments, it may be located inside the unit. If your power goes out, first check for tripped switches and reset them to the 'ON' position. Any service call related to a tripped breaker will be your responsibility.

Washer/Dryer and Refrigerator

Some owners do not warranty the refrigerator, washer, or dryer (see your lease). If one becomes inoperable, contact our office. We will seek owner approval for repairs or replacement. If the owner declines, you will be responsible for repair or providing your own appliance.

- Repair of the appliance at your expense does not make it your property. If you choose to replace the unit, please contact your Property Supervisor.
- Do not dispose of an inoperable appliance without written permission from our office.
- If you have your own refrigerator and there is one already in the property, contact your Property Supervisor about proper storage of the owner's appliance.
- Any loss of food due to a malfunctioning or inoperable refrigerator is your sole responsibility."

Dishwasher

To keep your dishwasher in good working order:

- Before loading the dishwasher, make sure all dishes are rinsed well. If you leave large pieces of food on the dishes, the pump can wear out and cause the drain to back up.
- It is important that you use only dishwasher specific product; do not use dish soap or laundry detergents; they will cause the dishwasher to overflow.
- Keep the pump strainers and spray arm holes free of small food particles.
- If you notice water pooling at the bottom, stop using the dishwasher and contact our office

Fire Extinguishers

We do not provide fire extinguishers for your property, but we highly recommend you keep one in the kitchen, laundry, garage and on each level of your property. If resident is in a multi-family building of four or more units, common area fire extinguishers will be located outside your unit. Familiarize yourself with their location and use only in case of an actual fire emergency. If you notice the fire extinguisher is missing or tampered with, please contact our office immediately.

Fireplace

For proper use of the fireplace, please follow these procedures:

- Before starting the fire, open the damper.
- Close the damper securely only once fire is out and ashes are cold.
- If smoke is coming into the room, put out the fire immediately and vent the house.
- Never use fire starters such as lighter fluid, kerosene or gasoline. Also never burn trash nor Christmas trees in the fireplace.
- Always use a log grate. It positions the fire properly and ensures a good flow of air to and around the fire.
- Build moderate to small fires. Most prefab fireplaces are not designed for roaring fires. Do not overfill the fireplace, as overfilling can cause excessive heat in the chimney and possibly a house fire.
- Use a fireplace screen at all times to prevent damage to the carpet and to reduce the possibility of a fire spreading into the room.
- Never leave the fire unattended or with unattended children.
- Always use a metal ash container for the removal of coals and ashes and be sure the coals are cold. Never put warm coals in a garbage can, paper bag or any flammable container.
- Do not stack firewood next to the house, fence or any other building structure on the property.

Garage Door and Remote

If you experience a power failure and cannot use the remote or wall switch to open the door, you can use the emergency release.

- The release is located where the door attaches to the opener track. Make sure the door is unlocked and pull the handle to disengage the door from the opener track.
- Make sure the door is already down before pulling the release handle - never pull the release handle if the door is in the up position.
- If you are having issues with the door not opening and closing properly, make sure the "Safety sensors" located at the bottom of each side of the door are properly aligned to one another and that there is nothing blocking them.
- This is a resident responsibility and you will be charged if a vendor is called out to repair this issue.

Garbage and Recycling Containers

Your property should have designated containers for trash, recyclables, and green waste. For multi-family properties, dumpsters may be provided.

- Place trash in proper containers per city or county regulations.
- Place containers at the curb no earlier than the night before collection and remove them the same evening. Store containers in the garage or backyard when not in use.
- Dispose of hazardous materials (paint, oil, batteries, antifreeze, solvents) according to city or county hazardous waste rules

Garbage Disposals

The garbage disposal is designed for long-term use with minimal maintenance. If you hear it humming but not moving, an object is likely jammed.

- Do not put banana/potato peels, flower stems, coffee grounds, eggshells, bones, grease, oil, or vegetable/citrus peels in the disposal. *If you can't chew it, your disposal can't chew it!*
- Use baking soda periodically to reduce odors; never use caustic cleaners
- If the motor hums, turn it off before unjamming. Remove objects only when unplugged. **Never put your hand inside.**
- Use the reset button if needed.
- Run the disposal regularly to prevent rust.
- There is a reset button on the bottom outside of the disposal. You will be charged for maintenance service if the disposal is only jammed, clogged, or the safety button has not been reset.

Kitchen Countertops

Wipe up spills promptly to prevent stains. Use hot pads for heat protection and a cutting board for food preparation to prevent scratches or other surface damage.

Light Bulbs

All light fixtures must have working bulbs at move-in and move-out

- During your tenancy, replace bulbs as needed with the correct size, type, and wattage. Using the wrong bulb may cause damage or create a fire hazard.
- At move-out, ensure all fixtures contain working bulbs; any missing or incorrect bulbs may result in charges.

Mold

Mold can develop when moisture is not properly managed. By controlling moisture and keeping your home clean and well-ventilated, you can help prevent most mold problems. Molds are simple, microscopic organisms that are naturally present indoors and outdoors. Mold requires a food source (such as paper, wood, leaves, or dirt), a source of moisture, and a suitable temperature to grow. Individuals are exposed to mold daily, and in most cases there are no harmful effects.

Sources of indoor moisture that may lead to mold problems include flooding, leaks, seepage, sprinkler spray hitting the home, overflows from sinks or sewers, damp basements or crawl spaces, steam from showers or cooking, humidifiers, drying wet clothes indoors, overwatering houseplants, and clothes dryers exhausting indoors without proper venting.

Preventative Measures: You must take precautions to limit moisture and prevent mold growth. Recommended steps include:

1. Regularly clean your home.
2. Check for moisture buildup in corners and poorly ventilated areas.
3. Use fans, dehumidifiers, and air conditioners to control indoor humidity.
4. Address leaks or flooding immediately.
5. Remove excess water with mops or a wet vacuum.
6. Dry wet items promptly in a well-ventilated area.
7. Clean and disinfect indoor and outdoor surfaces that may harbor mold.
8. Have major appliances (furnaces, central air conditioners, ventilation systems, humidifiers) inspected and serviced by a qualified professional.
9. Clean and maintain refrigerator, air conditioner, and dehumidifier drip pans and filters regularly.
10. Avoid overwatering landscaping near your home.

It is your responsibility to monitor your home for excessive moisture, water damage, or mold buildup and to take corrective action promptly.

Roofs

Report any stains, bubbling, or discoloration on ceilings or walls immediately. Large leaks or visible roof damage should be reported to our office or the emergency phone number right away. **Do not wait** until damage worsens.

Sinks

Under kitchen and bathroom sinks, there will be hot and cold water shut-off valves. Familiarize yourself with their location.

- Keep the area clear of debris.
- If you notice a leak, shut off the water and contact our office.
- If the valve itself leaks, turn off the main water supply to the home and call us immediately.

Stove, Oven, and Hood Filters

These appliances must be cleaned regularly to ensure proper function and avoid damage:

- **Self-Cleaning Ovens:** Use the heat-clean cycle and follow the manufacturer's instructions printed on the oven. Do not use commercial cleaners such as "Easy Off."
- **Continuous Clean Oven:** Set to 450 degrees and leave on for several hours (high heat helps the cleaning process). Then wipe out. Do not use commercial oven cleaners, as they will cause rust within weeks.
- **Do not leave the oven unattended while cleaning.**
- **Range Hood Filters:** Clean regularly using hot water and a degreasing soap like "Dawn" until all grease is removed.

Thermostats

Do not switch your thermostat directly from COOL to HEAT, or from HEAT to COOL. Always turn the thermostat to the OFF position and wait until the system stops running before switching modes. Failure to do so may damage the unit and result in repair or replacement charges.

- In hot weather, set the selector to "COOL" and the fan to "AUTO." Keep the temperature between 75–80 degrees for maximum efficiency; lowering it further will not cool your home faster.
- Many thermostats require batteries. If your unit is not working properly, check and replace the battery before calling the office.

Toilets

Behind each toilet is a water supply line and shut-off valve. Keep this area clear of debris and know where the valve is located. If the supply line leaks, turn off the valve and contact the office immediately. If the valve itself leaks, turn off the main water supply and call the office.

- Never flush feminine products or anything other than human waste and toilet paper. Blockages caused by improper flushing will result in repair charges to the tenant.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Contact the office if you notice discoloration on the floor around the toilet or if the toilet feels loose—this may indicate a damaged wax seal.
- If the toilet continues to run after flushing, check that the chain is attached to the flapper and not tangled, preventing a proper seal.

Turning Off the Water to Your Home

See the instructions in the next section for locating and turning off your home's "house water valve."

Locating Your House Valve

1. Your house valve is usually located on the outside of your home—this may be in the front, on the side, or in the backyard.
2. Look for a hose bib (outdoor faucet) near your home with a pipe coming up from the ground; the valve is typically nearby.

Operating Your House Valve

1. Gate valves operate by turning the wheel clockwise to shut off the water.
2. Ball valves operate by turning the handle until the water is off.
3. To check if the water is off, turn on the hose bib next to the house valve. As you close the valve, the water from the hose bib should stop.
4. To restore water flow, turn the gate valve counterclockwise or turn the ball valve a quarter turn counterclockwise.

Tip: Everyone in your household should know how to shut off the main water supply. Take a few minutes to locate and practice using the valve.

Walls

1. We recommend using “3M” picture hanger adhesive strips when hanging pictures. This type of hanger helps prevent wall damage.
2. If you have items that are heavy or difficult to hang, please contact our office for guidance and written approval.
3. Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted.
4. You are responsible for removing nails and repairing any damage to walls or ceilings.

Water Heaters

Most water heaters are located in the garage or a separate closet area of the property. Keep the area around the water heater clear of items and debris, and never store flammable materials nearby. Avoid leaning anything against the water heater.

If you have questions about your lease or concerns during your tenancy, please call or visit our office. We value your business and will do our best to address issues promptly. Our goal is to provide you with efficient, courteous service.

Thank you for leasing from us and we are happy to have you as a tenant!