

**Ernst & Haas**  
MANAGEMENT

*"Leading The Way Home"*

# WELCOME HOME

(562) 989-9835

[www.ErnstandHaas.com](http://www.ErnstandHaas.com)



@MyRentalList



Ernst and Haas Management



Online Portal by AppFolio

# RESIDENT HANDBOOK

We are pleased that you have chosen Ernst and Haas Management Co. Inc. for your new home, and we are dedicated to ensure your tenancy with us is pleasant and enjoyable.

This Resident Handbook provides useful information to help you throughout your tenancy, from helpful tips on moving into your new home to how to contact us to discuss your rent, answer general questions, and report any maintenance issues or emergency situations.

We believe that a good landlord-resident relationship is important to your enjoyment of the home you are renting, and successful communication will help make that relationship a good one. Your home is managed by a professional team dedicated to your satisfaction and we hope that your living experience with us will be pleasant and comfortable. If you have any questions or concerns, feel free to contact us at any time.

We hope you enjoy your new home and welcome again!

*Disclaimer: This handbook is provided with the hope that it may provide a better understanding of the rights and obligations of each party and may help prevent conflicts before they occur. It does not constitute a portion of your lease agreement. Please review your lease agreement carefully and familiarize yourself with its contents. Please do not hesitate to contact us with any questions or any additional information you may require.*

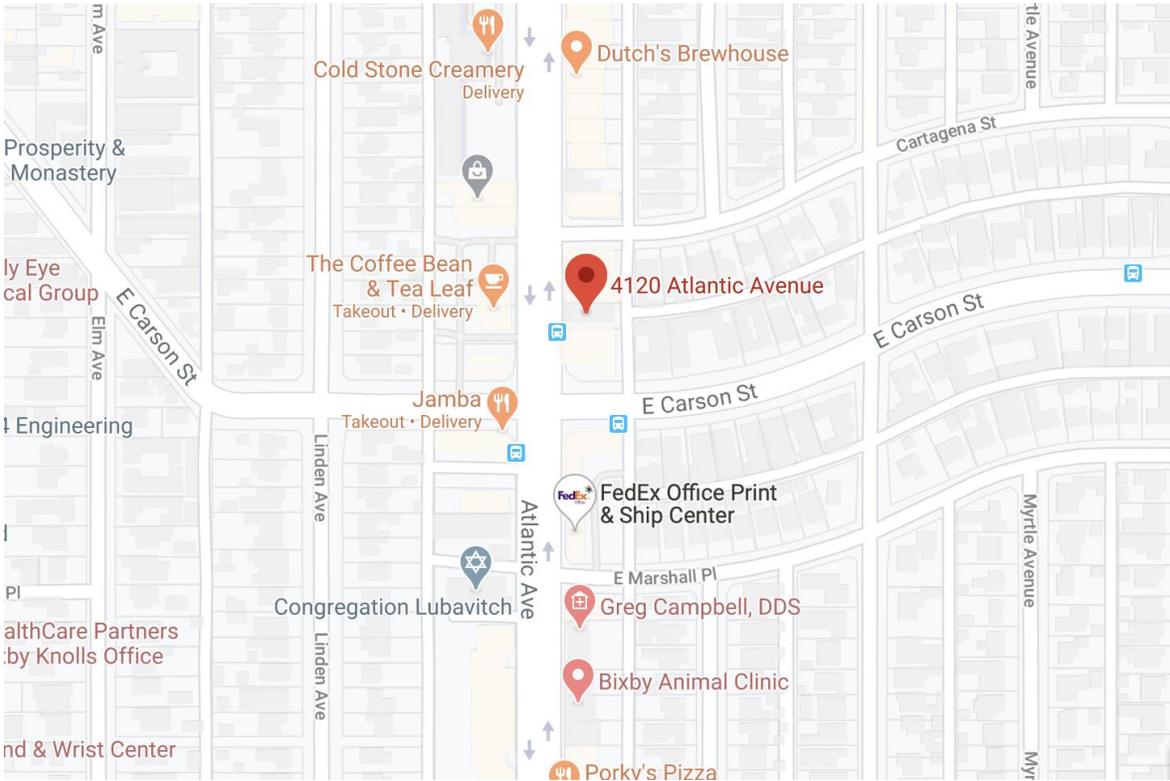
# General Information

Ernst and Haas Management Co. Inc.

Phone: (562) 989-9835

Fax: (562) 989-9166

Business Office/Mailing Address:  
4120 Atlantic Ave. Long Beach, CA 90807



Website:  
[www.ErnstandHaas.com](http://www.ErnstandHaas.com)

Office Hours:  
Monday - Friday between the hours of 8:30am - 5:00pm.  
Saturdays 9:00am - 2:00pm.  
Closed for all major US holidays (subject to change).  
In case of emergency call 911.

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# Tenant Communication

## Telephone Calls During Office Hours

During our normal business hours, we have a live person to answer your call. Please provide the reason for your call and/or property address so that we may direct the call to the appropriate person. If the person you wish to speak with is unavailable, you will be directed to their voice mail.

## After Hours Calls/Voicemail

Our voice mail system will take all messages after hours and will be answered the next business day. Please leave your name, phone number, property address, and short description of your inquiry. Here are some direct numbers to leave a direct message.

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

## Emergency Calls

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

## Maintenance Requests

Please remember that all work order requests must be in writing, unless it is an emergency. You can submit a request through your Tenant Portal in AppFolio. Once submitted, you may check status on your work order and your maintenance coordinator will be in contact with you.

## Change of Resident Information

It is important that you notify us of any changes in your home, cell number or email. The Tenant Portal also provides you access to update your account under Account Profile.

## Website

Our website is found at [www.ernstandhaas.com](http://www.ernstandhaas.com). There you can find information or visit it regularly to use the Tenant Resources or read our blog.

You may also access your online Tenant Portal directly from our website or by using the mobile App found on, Google Play or the IOS App Store. If the AppFolio software is new to you, follow the link for instructions: <https://www.appfolio.com/help/online-portal>

# Moving into Your New Home

## Signing the Electronic Lease and Receiving Keys

Upon signing the Offer to Rent, you will be given a date and time to meet at the property unit to receive keys and conduct a walk-through inspection with your Property Supervisor. Before your appointment, the electronic lease will be emailed to each individual tenant. You will be required to review, sign the lease and pay the first month's rent. Without e-signature(s) and payment, you will not be given possession of the unit.

## Utilities

Once you have signed the Offer to Rent, it's important you contact utility companies to schedule services that you are responsible for on your move-in date to avoid shut offs.

## Satellite Dish/Cable Installation

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

- **Location:** Your satellite dish or antenna must be installed inside or outside your dwelling such as a patio, back yard, etc. or other area of which you have exclusive use, per your lease. Installation is not permitted on any roof, exterior wall, windowsill, or fence.
- **Homeowner's Association:** If your property is located within a Homeowner's Association (HOA) you will need to check with the HOA before installing a satellite dish. Many HOAs require you get written permission from them before you install a satellite dish and it must be installed in a manner that complies with the HOA's rules. Any fines assessed by the HOA due to the installation of a satellite dish are the responsibility of the resident.
- **Removal and Damages:** You must remove the satellite dish, cable, or antenna and all related equipment when you move out of the property. You will be responsible for any damages and for the cost of repair which may be reasonably necessary to restore the property to the same condition prior to the installation.

## Move-In Inspection Report

At your walk-through, you will be emailed the Move-In Inspection Report for e-signing. It will be used to document the condition of the property at the beginning of your lease and in determining any charges to you for maintenance and repairs upon vacating. The property owner is not obligated to make any repairs, except for those which could affect the health or safety of the resident.

## Acceptance of Property

By signing the Lease Agreement, you accept the property in **AS-IS** condition, with no additional improvements or modifications implied or expressed. Any and all repairs or improvements requested by resident, shall be submitted to Landlord in writing.

# Property Maintenance

## Submitting Maintenance Requests

If a maintenance issue should arise, please submit your maintenance request through your tenant portal.

- 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.
- Please be aware that we work at the direction of the property owner and some repair 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. The definition of a maintenance emergency is:
  - An issue that is dangerous, hazardous or if not addressed immediately could cause damage to the property or your personal well-being. Examples could include flooding, fire, sewer back up, burst water pipes
  - If you smell gas, immediately contact your local gas company and if necessary, call 911
2. An Emergency is not:
  - Appliance malfunction, locking yourself out of the property, power or gas off, air conditioner failure, toilet (unit with 2 or more bathrooms) or drain stoppages etc. While inconvenient, these are not considered emergencies and will be handled as regular maintenance issues.
  - An emergency is not heat, but we recognize this is important and will make it a priority with vendors to have the heat working as soon as is possible.

- Although an air conditioner is not an emergency, we do understand how hot the summers in Los Angeles can be and will do our best to expedite the repair.
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 what type of emergency.
  5. Please be advised: If you claim to have an emergency and one does not truly exist, you will be charged a fee for contacting the after-hours emergency phone number.

### **Emergency Checklist**

*(Prior to contacting our Office)*

For Electric/Gas Heat

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit 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 them and our office immediately.

### **Maintenance Vendors**

Vendors are not employees of Ernst and Haas Management Co. Inc, and we do not control their business hours. Please let us know if a vendor does not arrive on time or if the work is not completed in a professional and satisfactory manner.

### **After-Hours Maintenance Charges**

Our vendors expect additional compensation for working weekends, holidays or after normal business hours. Unless it is an emergency, when you schedule after-hours maintenance, you will be responsible to pay the after-hours charges. If you require a special appointment time with a vendor and it results in them billing us an extra fee, you will be charged the amount that exceeds the regular service fee cost.

### **Maintenance & Tenant Caused Damages**

Repair for damages caused by your abuse, misuse, neglect or easily remedied like a clogged drain (hair), switch or circuit breaker tripped, garbage disposal not reset, etc. will be charged back to you in full, and will need to be paid with your next rental payment or sooner. We will rely on the vendor to advise us of the cause.

A few examples of misuse include, clogged plumbing due to items dropped in the toilet (hair, toys, diapers, napkins, any personal items etc.) or a jammed garbage disposal. The plumbing repair cost will be your responsibility. This is not considered equipment failure and you should do everything you can to prevent these issues. Unless the contractor indicates it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we will take care of it. Damages caused by abuse or misuse will always be charged to you.

### **Maintenance Reimbursement**

We do not allow our Residents to do repairs or alterations to the property. If you want to make a special request (not guaranteed), please submit the request in writing and do not do any work unless you receive written approval from the Landlord.

## Protect Your Credit and Rental History

It is important that during your tenancy, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and good credit. Avoid late rent payments and care for the property during your tenancy.

### Resident Lease Agreement

You will have full access to the copy of your Lease Agreement, Move-In Inspection Report and other necessary documentation through your Tenant Portal. Please remember your lease agreement is a binding contract.

### Rental Payments

Rent is due on the first day of each month and considered past due on the 2nd day if rent has not been received by close of business on or before the 5th day of the month (no exceptions for weekends, holidays) it is considered delinquent. If you know that you will have a delay or problem paying by the due date, contact our Accounting Department as soon as possible at (562) 548-2347 or email [accounting@ernstandhaas.com](mailto:accounting@ernstandhaas.com). Lack of communication can affect your payment record and may lead to the start of eviction proceedings.

### Online Payments

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

- Make your payment anytime (24/7)
- View your balance and view your payment history online
- Free of charge if paid via E-Check
- Set up auto payments
- Sign up for automatic reminder email

You can also safely pay your rent with cash. AppFolio Electronic Cash Payments uses the PayNearMe network, which allows property managers to accept cash payments at thousands of retailers nationwide, including 7-Eleven and ACE Cash Express. If you would like to use electronic cash payments, please contact the office so they can provide you with a PaySlip.

### Late Charge

Any rent received after the 5th day of each month, Resident shall incur a 6% late fee as additional rent.

**Returned Payment Fees**

In the event Resident's payment is dishonored by the bank, Resident shall pay a rejected payment charge of \$25 as additional rent. A late charge will be imposed if the rejected payment causes the rent to be late. E-Check/ACH will not be re-deposited or accepted for payment for delinquent rent. Once a payment has been returned unpaid, all rent must be made payable by Money Order or Cashier's Check to Ernst and Haas Management Co. Inc.

**Last Month's Rent**

Rent is due every first of the month, including your last month. The Security Deposit cannot be used to pay your rent.

**Prorated Rental Payment**

If you move into the property on any day other than the first day of the month, you will be charged prorated rent. In case your move-in is scheduled within the last 5 days of month, you will be charged prorated rent and 2<sup>nd</sup> month's rent. The month after your prorated month and every month thereafter, the rent will be due on the First of the month (pro-rations will be based on a daily rate calculated by dividing the monthly rent by 30).

**Credit Reporting and Collection**

If at the end of your tenancy a balance is due on your account, you will have 60 days to pay the balance in full before it is sent to a collection agency and reported against your credit as a bad debt.

## Critical Issues of the Lease

### **Fair Housing**

At Ernst and Haas, we are trained to provide fair and equal treatment for all people, whether or not they are included in a protected class. Our policies are designed to provide consistent and fair treatment through fair housing laws.

### **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 8:30a.m. to 5:00p.m.

### **Missed Maintenance Appointment**

If you have made an appointment with a vendor from Ernst and Haas but fail to meet them at your property at the scheduled date and time - You may be billed.

### **Maintenance Charge**

If a vendor is called to your property and finds that the issue of the work is due to neglect, misuse or damage – You may be billed for the service call or repair.

### **Contact with the Property Owner**

As your management company, Ernst and Haas will serve as your only contact during your tenancy. If the owner asks to meet with you, we will contact you and schedule an appointment in advance. Please refer any surprise visitors claiming to be the owner to our office.

### **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 the property before the end of your lease agreement, contact our Leasing Department. We will begin marketing the home for a new tenant. You will be responsible for all financial obligations of the lease, including rent up to the date the new tenant takes occupancy.

### **Entry**

Our policy is to respect your right of privacy at all times. As the property management, we must be able to get into the property to do periodic inspection reports, address needed repairs, and to market the property once you have given notice to vacate. Resident understands that the Landlord has the legal right to enter the premises after giving twenty-four hour notice, or sooner with the Resident's permission or in an emergency.

### **Lawn Care**

Unless otherwise stated in your lease, you will be responsible for lawn care. 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 of automatic timers for irrigation/sprinkler system, and report problems to Landlord 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**

We typically will contact Residents 30-60 days prior to the expiration date of the lease to offer a new term lease, if approved by the property owner. You may decide to sign the new lease or remain at the property on a month-to-month tenancy. A rental rate increase may occur after your lease term and typically any increase in the rental rate will be higher if you choose to remain on a month to month tenancy versus if you sign a new lease term.

#### **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 those on the lease can pick up keys and proof of identification will be required. In case you lock yourself out after business hours, you will need to contact a locksmith at your expense. Landlord does not offer locksmith services at any time.

#### **Moving Out**

After giving your notice to vacate and when it is time to vacate the property, please refer to the "Pre-Move Out Inspection Checklist" attached to the receipt of your notice to vacate. Our desire is to give you all your security deposit back. You may also refer to your Lease Agreement to assist you in the proper way to give notice and vacate the property.

#### **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. You are subject to all local laws pertaining to noise and those contained in your lease agreement.

#### **Occupants and Add-Ons**

Occupancy by anyone other than those named on the lease agreement for more than 15 days within any one month period, shall constitute a breach of the Rental Agreement. Unless, prior consent is obtained in writing by Landlord. If the Resident wishes to have another person(s)

reside in the premises, or replace one of the existing Residents, Resident must abide by the following rules listed in the Lease Agreement 1.7.

### **Pets**

No pets, animals or pets of guests may be kept on the property, unless they have been approved and are listed on your Lease Agreement. During your tenancy, if you decide to get a pet, you will need to submit your request in writing to your Property Supervisor. Once we check with the Property Owner, if approved, your request will be forwarded to the Leasing Department to process. You will need to submit the pet application, pet deposit (\$500 dog/\$300 cat) and also schedule a dog inspection appointment.

### **Tenant Maintenance Responsibilities**

The property owner has a legal duty to maintain your residence up to codes of habitability and safety. You are required, and we want you to promptly notify our office of any maintenance issues. You may be financially liable for failure to inform Landlord if the maintenance issues cause further damage to the property. Please refer to the Lease Agreement for full list of Tenant's Responsibilities. The following is a list of a few common items that you should familiarize yourself, and are the tenant's responsibility at their own expense:

- 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 carpets
- Reporting lack of landscape and pool maintenance if a 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**

Property owners generally carry a standard fire and liability policy and have additional coverage with "landlord/rental" insurance. However, they cannot cover the contents or possessions of the tenant. Residents understand and agrees to maintain at all times during the term of the lease and any renewal periods, a policy of personal liability insurance satisfying the requirements listed in the Lease Agreement, at Residents' sole expense. Residents also acknowledge that by not maintaining their own policy of personal liability insurance, they may be responsible to others (including Landlord) for the full cost of any injury, loss, or damage caused by their actions or the actions of their occupants or 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 your Lease Agreement 3.12.

**Vehicles and Parking**

Resident 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 parking in unauthorized areas or in another Resident's space may be towed away at the expense of the vehicle's owner.

# Getting to Know Your Property

The following is a list of items that you should locate and familiarize yourself once you move into the property. We have included a few helpful preventative maintenance and items to check prior to contacting our office about a repair issue.

## **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 serious damage to the motor, compressor and other parts of the HVAC System
- A dirty filter reduces the efficiency of the HVAC System requiring it to work harder increasing your energy bill; and shortening the operating life of the system

## **Bathtubs and Showers**

The most common issues with bathtubs and showers are hair clogs.

- Clean drain area to prevent a clog if you see a buildup of hair
- When using the tub or shower, keep the shower doors shut or use a good shower curtain to prevent water damage on the surrounding walls and floor
- Do not use abrasive cleaners, steel wool, or scouring powder to clean any tubs, marble sinks, counter tops, or any fixture. Using these items ruin the finish. Instead use 'Soft Scrub' or other non-abrasive cleaners
- Prevent mildew & mold from accumulating by using exhaust fans during and after showering, keeping bathroom properly 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 on a regular basis, at least three times per week
- If you stain the carpet, work immediately to remove as soon as possible
- Always test cleaning solutions on a small portion of the flooring (preferably in a closet) to ensure that discoloration will not occur
- Have carpets professionally steam cleaned as needed
- Wood and laminate floors must not be wet mopped or have liquids left on them
- Use only approved cleaners on vinyl floors (Do not use wax)
- Use a dolly for moving appliances and large pieces of furniture. Never drag large items across the floor to prevent rips, tears and other damage

### **Carbon Monoxide & Smoke Detectors**

Carbon Monoxide and Smoke Detectors are for your safety and you are responsible to let us know if they are not working properly. The detectors will emit a beeping sound when the batteries are losing their charge.

### **Chimes/Doorbell**

If the doorbell or other chimes are battery operated, you will be responsible for replacement of batteries. Make sure to replace the batteries prior to contacting our office for service.

### **Circuit Breaker Panel**

It is important that you locate the circuit breaker panel box at the time of your move in, to assure once you have a problem, you are able to reset the breakers. For most Single-Family homes, the box is located on an exterior wall of the property typically near the front of the home. For condominiums and apartments, it may be located inside the individual unit.

- If Power to your house goes out, first check the breaker panel 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**

Many owners do not warranty the refrigerator, washer and dryer (please refer to your lease agreement). If the property has one of these non-warranted appliances and it becomes inoperable, contact our office and we will seek owner approval to have the unit fixed. If the owner declines the repair, it will be your responsibility and expense to repair it or provide your own.

- Repair of the appliance at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can update our records and arrange its removal
- Do not dispose of an inoperable unit without written permission from our office
- If you have your own refrigerator that you wish to use and there is a refrigerator already in the property, contact our office regarding proper storage of the owner's appliance
- Any loss of food due to a malfunctioning or inoperable refrigerator is solely your expense

### **Dishwasher**

With proper care the dishwasher should clean your dishes with very little effort.

- 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 products, 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 the dishwasher leaking, make sure that the door was completely closed. If have a lease, please contact the Maintenance Department

## **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 you are renting 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 tenant responsibility and you will be charged if a vendor is called out to repair this issue

## **Garbage and Recycling Containers**

Your property should have containers for trash, recyclable and green waste. If you are renting a multi-family property you may have dumpsters instead of containers.

- Trash must be placed in proper containers in accordance with city and/or county policy
- Containers may be placed at the curb the night before the weekly collection and must be removed the evening of that day and stored out of sight, in garage or in backyard, on non-collection days
- Toxic waste such as paint, oil, antifreeze, solvents, and batteries must be disposed of in accordance with the rules and regulations set forth by the city and county

## **Garbage Disposals**

The garbage disposal is a convenient appliance and should work for an extended period of time maintenance free. If you hear the disposal humming but not moving, an object is more than likely jammed in it.

- Do not put the following in the disposal: Banana and potato peels, flower stems, coffee grounds, eggshells, bones, grease fat, oil, meat, vegetable/citrus peelings, etc. *If you can't chew it, your disposal can't chew it!*
- The disposal is self-cleaning, but occasionally adding baking soda will help to reduce odors. Never use caustic drain cleaners
- If the motor whines, turn the switch off and unjam the disposal
- If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is unplugged before attempting to retrieve it (never stick your fingers in the disposal)
- Run the disposal on a regular basis. Lack of use can cause rusting and corrosion
- 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**

Promptly wipe up any spills to avoid stains. Use hot pads to protect the surface and avoid damage when cutting items with a knife by using a cutting board.

## **Light Bulbs**

All light sockets should have working bulbs in them when you move in.

- It will be your responsibility to replace light bulbs, as needed, during your occupancy, with the correct size, type, and wattage. Without the proper bulb, it may create a short circuit and a fire hazard
- Upon move-out, it is your responsibility to ensure that all fixtures have the correct working bulbs installed. You will be charged per light for any that are missing, burned out, or are not the correct type or wattage

## **Mold**

Molds are simple, microscopic organisms, present virtually everywhere, 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 molds on a daily basis and in most instances, there are no harmful effects.

Sources of indoor moisture that may lead to mold problems include, but are not limited to flooding, leaks, seepage, sprinkler spray hitting a home, overflow from sinks or sewers, damp basement or crawl space, steam from shower or cooking, humidifiers, wet clothes drying indoors, watering house plants, and clothes dryers exhausting indoors.

You must take precautions to prevent the growth of mold in your home from these and other sources. Preventative measures include, but are not limited to the following:

1. Regularly clean your home
2. Regularly check for accumulated moisture in corners and unventilated areas
3. Running fans, dehumidifiers and air conditioners to reduce indoor humidity
4. Stopping the source of any leak or flooding
5. Removing excess water with mops or a wet vacuum
6. Moving wet items to dry, well-ventilated area
7. Regularly cleaning and disinfecting indoor and outdoor surfaces that may contain mold
8. Having major appliances, such as furnaces, heat pumps, central air conditioners, ventilation systems and furnace-attached humidifiers inspected, cleaned and serviced regularly by a qualified professional
9. Cleaning the refrigerator, air conditioner and dehumidifier drip pans and filters regularly and ensuring that refrigerator and freezer doors seal properly
10. Avoiding over watering of landscaping

It is your responsibility to monitor your home on a continual basis for excessive moisture, water and mold accumulation.

## **Roofs**

If you notice any stains forming on your ceiling or wall area, contact our office. If a large leak occurs causing a bubbling effect in the ceiling material, contact our office or emergency phone number immediately. Never hesitate to contact our office regarding roof leaks.

## **Sinks**

Underneath kitchen and bathroom sinks there will be hot and cold supply lines and shut off valves for each, be sure to familiarize yourself with these.

- It is important to keep these areas clear of debris
- If a supply line is leaking shut the valve off and contact our office
- If the valve itself is leaking, turn the main water to the house off and contact our office immediately

## **Stove, Oven, and Hood Filters**

These appliances must be cleaned on a regular basis:

- Self-Cleaning Ovens: (Use heat to clean) Follow instructions printed on the oven. Do not use commercial cleaners such as "Easy Off"
- Continuous Clean Oven: Set at 450 degrees and leave on for several hours. (High heat helps the cleaning process.) Then wipe out. Do not use commercial cleaners in the oven. If you use these cleaners, the oven will begin to rust within a few weeks
- Do not leave oven unattended while cleaning
- Range Hood filters should be cleaned regularly by using hot water and a good degreasing soap like "Dawn" until grease has dissolved

## **Thermostats**

Do not switch your thermostat setting quickly, from COOL to HEAT, or from HEAT to COOL. First switch the thermostat to off, and wait until it stops running, then switch to heat or cool. Failure to follow this precaution may result in permanent damage to your unit. You could be charged for the repair and/or replacement.

- In hot weather, set the selector switch to "COOL" and set the fan switch to "AUTO". Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool your home any faster
- Many thermostats require a battery. If you are experiencing issues with the thermostat make sure to check or change the battery before contacting our office

## **Toilets**

At the wall behind the toilet there will be a water supply line and shut off valve, be sure to familiarize yourself with these. It is important to keep these areas clear of debris. If a supply line is leaking, shut the valve off and contact our office. If the valve itself is leaking, turn the main water to the house off and contact our office immediately.

- Never flush feminine products or anything other than human waste and toilet paper down the toilet. If a backup and stoppage occurs because of this reason the tenant will be charged for all repair costs
- Clean toilets regularly to avoid built-up grime, rings, and mildew
- Contact our office if you notice any discoloration in the flooring around the toilet or if the toilet seems to be rocking at the base, the wax seal may be broken or deteriorating
- When the toilet will not flush or runs continuously, check inside the tank at the back of the toilet, and make sure the lever chain is attached to the rubber flapper, it should not be caught up preventing the flapper from making a seal

## **Turning Off the Water to Your Home**

The information below guides you on locating and turning off your water by utilizing the "house water valve."

## **Locating Your House Valve**

1. Your house valve is typically located on the outside of your home. It may be in the front, on the side or in the backyard
2. Look for a hose bib (outside faucet) next to your home with a pipe coming up from the ground

## **Operating Your House Valve**

- Gate valves are operated by turning the wheel clockwise until the water is off
- Ball valves are operated by turning the handle until the water is off
- To see if the water is off, turn on the hose bib next to the house valve. As you turn the house valve off, the water from the hose bib should stop
- To turn the water back on, either turn the gate valve counterclockwise or turn the ball valve a quarter turn counterclockwise

Everyone in your home should know how to shut off water to your home. Take a few minutes to locate and learn how to operate your house valve.

## **Walls**

- We suggest you use “3M” picture hanger adhesive strips when hanging pictures. This type of hanger creates no wall damage
- If you have questions about items that are heavy or difficult to hang, please contact our office for written approval
- Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted
- You are responsible for removing nails and the cost of repairing any damage to walls and ceilings

## **Water Heaters**

Most water heaters will be located in the garage or a separate closet area of the property. Do not lean anything against the water heater and make sure that these areas are kept free of items and debris. Also never store flammables near the water heater.

If you have any questions regarding your lease, or concerns during your tenancy, please feel free to call or visit our office. We depend on and appreciate your business, and we will do our best to resolve any problems. Our goal is to always provide you with efficient and courteous service.

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