



# WELCOME HOME

**(916) 988-5357**

**[www.cornettemanagement.com](http://www.cornettemanagement.com)**



**@CornetteMgmt**



**Cornette Property Management**

# RESIDENT HANDBOOK

We are pleased that you have chosen Cornette Property Management for your new home, and we are dedicated to making your tenancy run as smoothly as possible.

We have prepared this Resident Handbook with 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 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.

**Good luck in your new home and we hope that it is a happy and positive move for you**

*Disclaimer: This Tenant Handbook is provided for informational purposes and does not constitute a portion or your lease agreement. Please review your lease agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you may require. The intention of this Handbook is to help clarify the tenancy process and provide helpful general information.*

## General Information:

### Cornette Property Management

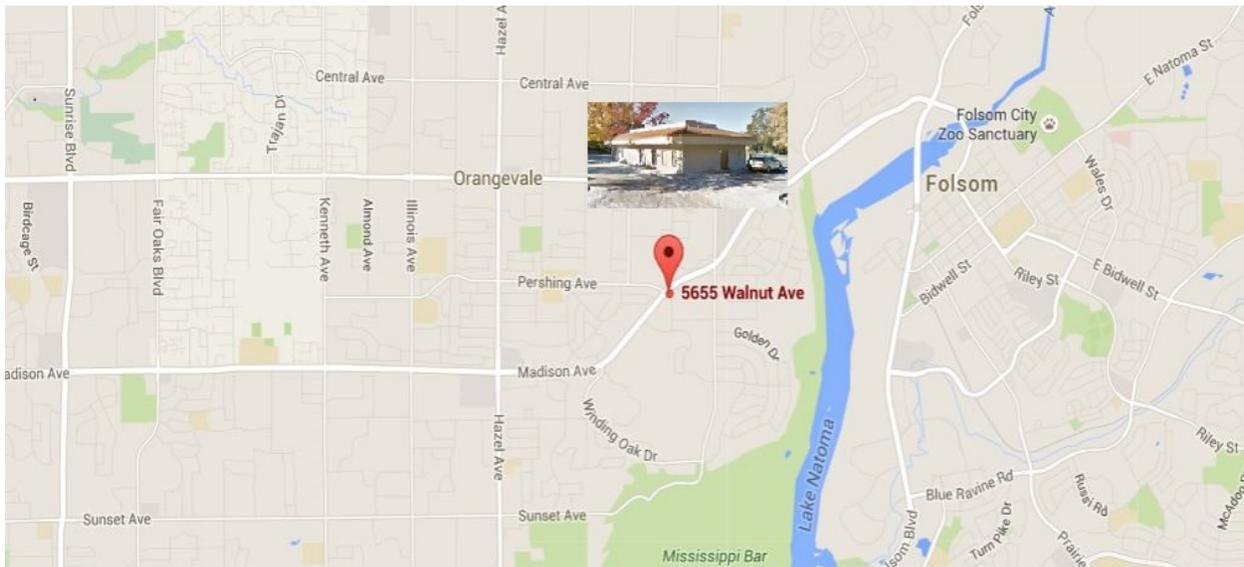
**Phone:** (916) 988-5357

**Fax:** (916) 988-5587

### Location/Mailing Address:

5655 Walnut Ave

Orangevale, CA 95662



### Website:

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

### Office Hours:

Our office is opened Monday through Friday between the hours of 8:30am and 5:00pm, closed 12:00pm-1:00pm for lunch. Closed for all major Holidays. In case of emergency call 911.

# Table of Contents

## Tenant Communication

1. Telephone Calls During Normal Business Hours	6
2. After Hours Calls / Voicemail	6
3. Emergency Calls	6
4. Maintenance Requests	6
5. Change of Information	6
6. Email	6
7. Website	6

## Moving Into the Property

1. Signing the Lease and Receiving Keys	7
2. Mailbox Keys	7
3. Electricity and Gas Service	7
4. Satellite Dish / Cable Installation	7
5. Move-In Condition Report	8
6. Acceptance of Property	8

## Protect Your Credit and Rental History

1. Lease Agreement	9
2. Rental Payments	9
3. Identify Your Payment	9
4. Online Payments	9
5. Late Fees	9
6. Returned Payment Fees	10
7. Last Month's Rent	10
8. Missed Appointment Charge	10
9. Maintenance Charge	10
10. Prorated Rental Payment	10
11. Credit Reporting and Collection	10

## Critical Issues of the Lease

1. Fair Housing	11
2. Annual Property Inspection	11
3. Contact with the Owner	11
4. Early Termination	11
5. Entry	11
6. Lawn Care	12
7. Lease Renewals	12
8. Lost or Misplaced Keys / Rekeying	12
9. Moving Out	12
10. Noise	12
11. Occupants / Roommates	13
12. Odors	13

13. Pets	13
14. Tenant Maintenance Responsibilities	13
15. Renter's Insurance	14
16. Smoking	14
17. Vehicle Parking	14

## **Property Maintenance**

1. Submitting Maintenance Requests	15
2. Maintenance Emergency Procedures	16
3. Emergency Checklist	17
4. Maintenance Priorities	17
5. Maintenance Vendors	17
6. After-Hours Maintenance Charges	18
7. Maintenance & Tenant Caused Damages	18
8. Maintenance Reimbursement	18

## **Getting to Know Your Property**

1. Air Conditioning (HVAC) Filters	19
2. Bathtubs and Showers	19
3. Carpets and Floors	20
4. Carbon Monoxide & Smoke Detectors	20
5. Circuit Breaker Panel	21
6. Clothes Washer & Dryer and Refrigerator	21
7. Dishwasher	22
8. Fire Extinguishers	22
9. Fireplace	22
10. Garage Door Opener and Remote	23
11. Garbage and Recycling Containers	23
12. Garbage Disposals	24
13. Ground Fault Circuit Interrupter (GFCI)	25
14. If the Power Goes Out	25
15. Kitchen Countertops	25
16. Light Bulbs	26
17. Mold	26
18. Rain Gutters	26
19. Roofs	27
20. Sinks	27
21. Sprinkler Heads	27
22. Stove, Oven Hood and Vent Filters	27
23. Thermostats	28
24. Toilets	28
25. Turning Off the Water to Your Home	29

26. Walls

27. Water Heaters

30

30

**Thinking of Buying a Home**

31

**In Closing**

31

# Tenant Communication

## Telephone Calls During Office Hours

During our normal office hours, we have a live person to answer your call. Please state the reason for your call, so that we may direct the call to the appropriate person. The party you are calling for may not be available or in the office but we may be able to redirect your call to another management team member.

## 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, property address, and short description of your inquiry. Here are some Phone Extensions to leave a direct message.

Maintenance	(916) 597-2010
Rental Payments	(916) 597-2012
Inspections	(916) 597-2008
Lease Renewals	(916) 597-2006

## 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 Orders must be in writing, unless it is an emergency. You can access a work order online at [www.cornettemanagement.com](http://www.cornettemanagement.com), or email [maintenance@cornettemanagement.com](mailto:maintenance@cornettemanagement.com).

## Change of Information

It is important that you notify us of any changes in your telephone, fax, cell numbers, or email. You can email or use the Tenant Change of Information email on our website.

## Email

Email is a great way to communicate and we request that you send your email address to [info@cornettemanagement.com](mailto:info@cornettemanagement.com). We will put your email address in our database. This enables our management team to contact you quickly and efficiently, and when needed, send you important information.

## Website

Our website is [www.cornettemanagement.com](http://www.cornettemanagement.com), it contains important information for Residents. Visit it regularly to use the Resident services, read our blog and use the email features.

## Moving Into The Property

### Signing the Lease and Receiving Keys

Upon signing the Offer to Rent, you should be given a date and time to meet at our office to arrange to pay the first month's rent, review and sign the lease, and receive the keys. If you were unable to set a time at the signing of the "Offer to Rent" please call (916) 597-2005 to schedule an appointment. Remember that your first month's rent must be paid by Cashier's Check or Money Order only - personal checks will not be accepted.

### Mailbox Keys

If the home you are renting has a locking mailbox that is the property of the owner you will be provided a key, if the mailbox is owned by the USPS (commonly referred to as a cluster box) you will need to take a copy of your lease and valid government issued ID to the local post office and purchase a key at your expense. You can Contact the US Postal Service at (800) 275-8777 or visit USPS.com to find out which Post Office branch services your address.

### Electricity and Gas Service

Once you have signed the Offer to Rent you should contact the utility companies for electric and gas service and have them schedule the utilities to be turned on for the day you take possession of the property. If you fail to contact them, you may be in the property without utilities for a few days before they are turned on.

### 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 your dwelling or in an area 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 and repainting which may be reasonably necessary to restore the property to the same condition prior to the installation.

### **Move-In Condition Report**

At lease signing, you will be provided a Move-In Condition Report of the home, 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 repair, 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 its present condition. No cosmetic repairs will be done after move-in unless approved by the property owner or our office in writing.

## 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, care for the property, and when it's time move out properly.

### Lease Agreement

You will receive a copy of your Lease Agreement, Move-In Condition Report and other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please remember your lease agreement is a binding contract.

### Rental Payments

Rent is due on the first of each month and late if not received by the first business day after the third of the month (unless otherwise stated in your lease agreement). If you know that you will have a delay or problem paying by the due date, contact our collection department as soon as possible at (916) 597-2004 or email [collection@cornettemanagement.com](mailto:collection@cornettemanagement.com). Lack of communication can affect your payment record and may lead to the start of eviction proceedings. After you move into the property you may pay rent by mail, in person or sign up for online payment.

### Identify Your Payment

If paying by Personal Check, Cashier's Check or Money Order, make sure that you put your name and rental property address on the payment and review that it is for the correct dollar amount - Never mail Cash.

### Online Payments

We offer a free Rent payment system through Appfolio, our management software program that feature the following benefits:

- Make your payment anytime (24/7)
- Check your balance and view your payment history online
- Control when and how much you pay.
- No processing fees
- Use it occasionally or set-up automatic payments
- Sign up for automatic reminder email

Online payments are more secure than mailing a check. Your information is password protected and all transactions are both encrypted and securely transmitted. During your lease signing we will offer you the opportunity to sign-up for this service and send you an activation email if you are interested.

### Late Fees

If your rental payment has not been received by the third of the month (unless otherwise stated in your lease agreement) a late fee will be charged, just putting the check in the mail by this day will not prevent the posting of a late fee - it must be **in** our office by the first business day after the third of the month.

### **Returned Payment Fees**

If a check or online payment is returned by the bank a \$25.00 fee will be charged regardless of the reason for the payments return and payment must be made by Cashier's Check or Money Order for the balance due to cover the returned payment. If we receive two returned payments in any twelve-month period, we will no longer allow you to pay by personal check or online payment, all future payments will need to be made by Cashier's Check or Money Order.

### **Last Month's Rent**

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

### **Missed Appointment Charge**

If you have made an appointment with a vendor or representative from Cornette Property Management to meet at your property but fail to meet them at the scheduled date and time you will be charged a missed appointment fee.

### **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 will be billed for the service call.

### **Prorated Rental Payment**

If you move into the property on any day other than the First day of the month your next month's rent will be prorated. Your prorated rent will be listed on your lease along with the due date. 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

We are committed to compliance with all federal, state and local fair housing laws. Our policies are designed to provide consistent and fair treatment of all residents in the spirit of these 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. This inspection will also comply with the City of Sacramento, City of Rancho Cordova and County of Sacramento mandatory inspections programs. We are flexible in scheduling this inspection and offer appointment times Monday thru Saturday from 8:00a.m. to 5:00p.m.

### Contact with the Owner

Cornette Property Management is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Don't assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. If anyone contacts you about the property, always refer them to our office, and we will handle them. If the property owner or other representative actually wishes to meet at your property, we will notify you and schedule a date and time to meet with you.

### Early Termination

We understand that at times extenuating 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 office and we will arrange for you to enter into a Breach of Contract. Upon signing the Breach of Contract we will begin marketing the home for a new tenant. You will be responsible for lawn-care (unless included in your lease), all financial obligations of the lease including rent up to the date the new tenant takes occupancy, and a leasing fee equal to 35% of one month's rent (must be paid at time of the Breach of Contract).

### Entry

Our policy is to respect your right of privacy at all times, and we will attempt to contact you prior to visiting the property. However, 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. Unless it is an emergency, we will notify you prior to any entry into your property because we respect your privacy and understand your need to control what happens in your home.

## **Lawn Care**

Unless otherwise stated in your lease, you will be responsible for lawn care. This includes regular mowing, edging, trimming, weeding flower beds, and watering of the front and back yards. If you are unable to care for the lawn yourself, we can recommend lawn-care vendors to hire at your cost. If the lawn is not being maintained, you will be given a warning notice to correct the issue and if you receive two notices within a 12-month period we will hire a lawn-care company and increase your monthly rental rate.

### **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 one-year lease if approved by the property owner. You can choose to sign the new lease or remain at the property on a month-to-month tenancy. A rental rate increase may be included 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 one-year lease.

## **Lost or Misplaced Keys / Rekeying**

Should you lose your keys or lock yourself out, 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 identification is required.** If you lock yourself out after hours, you will need to contact a locksmith at your expense and if the locks have to be changed you will need to provide our office a set of keys within 72 hours.

## **Moving Out**

When it is time to vacate the property please visit our website and download the "Move-Out Procedures" and "Cleaning Checklist". Our desire is to give you all your security deposit back. These helpful forms will assist you in the proper way to give notice and vacate the property.

## **Noise**

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

## **Occupants / Roommates**

Only those persons listed on the lease agreement have permission to occupy the property. If you wish to add a roommate to the lease you will need to submit that request in writing, have the applicant complete an application and pay the application fee. If approved, you will need to pay a \$50.00 "Add On" fee and we will complete a new lease or lease addendum that all occupants must sign. Residents must abide by our decision to add anyone to the lease agreement, and failure to fulfill the above mentioned requirements may result in termination of your lease. A Guest staying more than 14 days in any six-month period will require written notice from our office.

## **Odors**

You are responsible for keeping the home free of any lingering odors. These may result from pets, smoke, cooking, etc. If there are lingering odors in the home, you will be responsible for the cost of its remediation. The damages besides general cleaning could include: interior painting, replacement of carpeting, draperies, window blinds, and additional extensive cleaning of ceilings, walls, and light fixtures etc. If the home requires deodorizing or more extensive remediation to remove odor, it will always be at your expense, and not considered normal wear and tear.

## **Pets**

No pets or animals may be kept on the property, even temporarily, unless they have been approved and are listed on your lease agreement. If after you move into the property you wish to get a pet, you can submit a request in writing to our office listing the type of pet you wish to add to the lease and we will check with the property owner for approval. If the pet is approved we will need a picture of the pet, shot record if the pet is a dog, and a minimum additional deposit of \$500.00.

## **Tenant Maintenance Responsibilities**

The property owner has a legal duty to maintain your residence to uniform 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 our office if the maintenance issues cause further damage to the property. The following is a list of some 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 after replacing the batteries, contact our office immediately
- Emergency shut offs: 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
- Replacing furnace air filters every two (2) months
- When needed, Professionally steam clean and spot clean carpets.
- Normal pest control for such pests as bees, spiders and ants
- Reporting lack of landscape and pool maintenance if a service is provided.
- Landscape watering

- Reporting malfunctioning irrigation systems or sprinklers
- Reporting any inoperable dead bolt locks or window security/locking devices.
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal droppings on the property even if you do not have a pet
- Using caution and care when operating the fireplace, check to see if the damper is open before starting a fire in the fireplace.
- Disposing of dangerous waste properly in accordance with local and county laws
- 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, but they cannot cover the contents or possessions of the tenant. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. If you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable. We strongly encourage you to maintain renter's insurance while you are in the property.

### **Smoking**

Smoking is not allowed inside the property or the garage. We will rent to tenants that smoke, but we require them and their guests to smoke outside. If you are renting a multi-family unit that has a smoking policy in place, those rules must be followed.

### **Vehicle Parking**

Only approved and operational vehicles with current registration are allowed on the property. Vehicles need to be parked in designated areas and never on the grass.

# Property Maintenance

## Submitting Maintenance Requests

If a maintenance issue should arise, please complete a maintenance request in writing. You can email, mail, or fax (916) 988-5587 our office with the request, or you can visit our website and complete the request online at [www.cornetmanagement.com](http://www.cornetmanagement.com).

- Be sure to add your name, property address, daytime and evening phone numbers
- 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 and you will need to 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 (8:00 a.m. to 5:00 p.m., Monday through Friday).
- If you do not hear from the vendor within a reasonable time period, call our office and inform the maintenance department that the vendor has not contacted you.
- If you have still have trouble after a repair has taken place, call our office and inform us that you had a recent repair but there is still a problem. Recent repair means within the last 60 days and pest control work means within 30 days.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost.
- 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 insure that the property you rent meets all safety and habitability requirements.***
- See Below for Emergencies.

## Emergency Procedures

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

### Maintenance emergency procedures

There are few actual emergencies, 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 PG&E or your natural gas provider, 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 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 Sacramento 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 (916) 988-5357, 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. **Warning!!!** If you claim to have an emergency and one does not truly exist, you will be charged \$75.00 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
- Check the air filter and ensure it has been replaced within the last two months
- 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 shut-off 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 Priorities

We have target completion times for maintenance issues. Please use the following Priority List as a guideline for the time you may expect issues to be handled.

- **Priority 1: Emergency Maintenance** - For emergency maintenance items vendors will be contacted as soon as possible and told to respond immediately.
- **Priority 2: Urgent Maintenance** - For urgent maintenance issues we target service within 1-4 business days. These items can include: heating and air conditioning, broken windows, plumbing repairs and leaks, electrical issues, roof repairs, etc. **Note:** During peak seasonal months, response times for heat and air may be subject to delays due to vendor overload.
- **Priority 3: Normal Maintenance** - For normal maintenance issues response times are usually within 4-8 business days. These items can include: appliance repair, garage door repairs, leaky faucets, etc... **Note:** We will not be liable for loss of food caused by appliance breakdown or damage due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.
- **Priority 4: Non-Essential Maintenance** - For non-essential maintenance response time is 14-30 days. These can include: fence repair, roof replacement.

## Maintenance Vendors

Maintenance vendors are not employees of Cornette Property Management, and we do not control their work hours. Please advise us 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 contractors 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 premium charges. So 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 GFCI 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 tell us what caused the problem.

A few examples of misuse include, clogged plumbing due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items) 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 handle these issues yourself. Unless the contractor indicates it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by misuse, and not by a defect of the property. Clogged plumbing is your responsibility. Damages caused by abuse or misuse will always be charged to you.

## **Maintenance Reimbursement**

Generally, we will not allow residents to do repairs or alterations on the property. If you want to make a special request for alterations or repair to the property, submit the request in writing and do not do any work unless you receive written approval from our office. If we have approved your request and have agreed to reimburse you, please do the following:

- First pay the bill and send the receipt to our office
- You will be reimbursed the agreed amount
- Do **not** deduct the amount from your rental payment

## 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 some 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
- Any cleaning required or damage done to HVAC Systems caused by failure to change the filter will be charged to you



### 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
- Contact our office if the faucet or showerhead is leaking
- If your shower head has poor water pressure you can unscrew it and flush it out with water to clean out built up sediments
- 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
- If caulking or grout is deteriorating contact our office, so that we can minimize any future water intrusion and problems
- 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, and by treating immediately with products such as "Tilex"

## 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
- Clean up spills and pet accidents promptly
- If you stain the carpet, work immediately to remove as much 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 for replacement of batteries and testing each device monthly. Normally the detectors will emit a beeping sound when the batteries are losing their charge. If during an interior inspection we find that the detectors are missing, damaged or lack batteries, you will be financially responsible for all replacement costs.



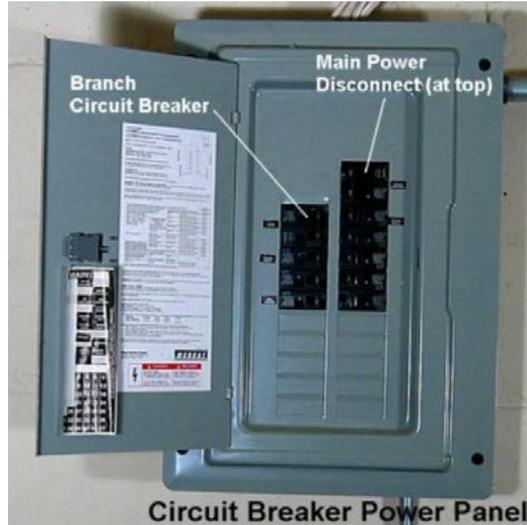
## Chimes / Doorbell

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 before you actually have a problem and need 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. Below is a picture of a common Circuit Breaker Panel

- 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



## Clothes Washer & Dryer and Refrigerator

Many owners **do not** warranty the refrigerator, clothes washer and dryer. (Check 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 unit. If you store it in the garage, it will need to be kept plugged in and running
- 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
- Run the dishwasher at least once per week, this helps lubricate the rubber seals in the unit and pump
- If you notice the dishwasher leaking, make sure that the door was completely closed. If have a chronic leak, 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 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 when the 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 and never burn trash or 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 Opener 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. *See top image to the right*
- **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 the remote does not work, change the battery
- 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. *See bottom image to the right*
- 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, a foreign object is more than likely jammed in it.

- Do not put the following in the disposal: Banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grounds, egg shells, bones, grease fat, oil, meat, vegetable and citrus peelings, etc.
  - **Remember: 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. An Allen Wrench may be required and your local hardware store should carry it
  - 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**

## FIX YOUR GARBAGE DISPOSAL

**1. Check to see if there is something in the drain jamming the disposer.**

**2. Use wrench on bottom of disposer to free up blades.**

**3. Check that the GFI outlet has not tripped.**

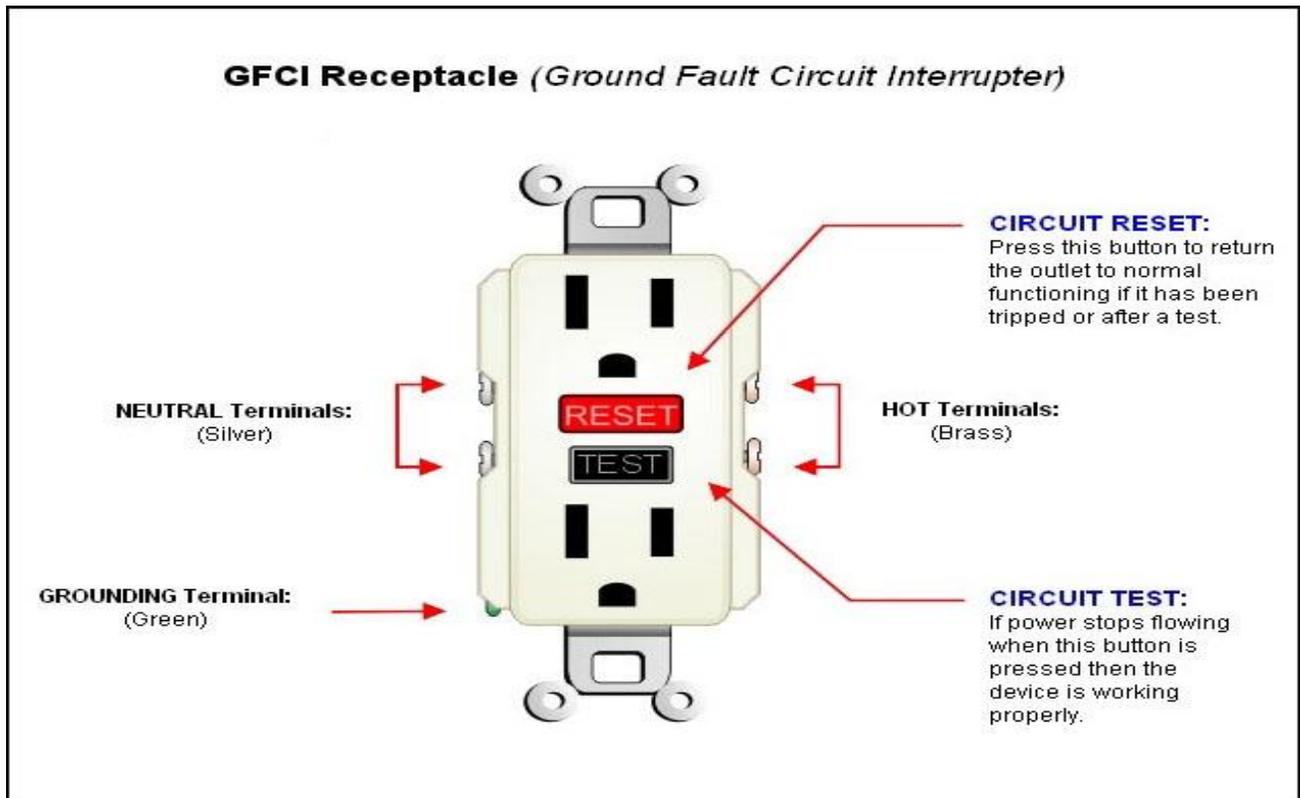
**4. Press red reset button on bottom of disposer.**

### TOP 4 "NOT WORKING" FIXES



## Ground Fault Circuit Interrupter (GFCI)

GFCI Receptacles were developed to help save people from getting shocked. GFCI Outlets will typically be located anywhere that a water source is close to an outlet. Typically, you will find them in the kitchen, bathrooms, garage, laundry room, patio areas. If the GFCI has tripped causing an outlet not to work, first unplug any appliance plugged into the outlet then reset the GFCI, hopefully this will fix the issue. Try not to use more than one appliance on a circuit at the same time (microwave, toaster, vacuum, curling irons, blow dryers, etc.). Any service call due to a GFCI being tripped will be your responsibility. Once a month, press the test button, this will trip the circuit. To return service, press the reset button.



### If the Power Goes Out

- Check the breaker box for switches tripped off and reset them to the "on" position
- In the kitchen, bathrooms, patio, garage check the GFCI plug. Resetting a circuit breaker or GFCI will usually restore the electricity to the plug
- If circuit breakers keep tripping, the circuits are probably being overloaded with appliances, (microwave, toaster, curling irons, blow dryer, vacuum, etc.)

### 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. If a light fixture is rated for a 60-watt bulb and you use a 100 watt, it may create a short circuit and a fire hazard
- Upon move-out, it is your responsibility to insure 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.

## **Rain Gutters**

If the property has rain gutters it will be the owner's responsibility to clean them as needed, do not attempt to clean them yourself.

## 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, make a small puncture in the bubble with a knife and place a bucket under the leak and 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



## Sprinkler Heads

Sprinkler head repair and/or replacement is your responsibility. If there is a pipe leak, contact our office. Sprinkler heads are easy to replace and typically cost under \$5.00 per head.

## 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 (See Photo 1)
3. The house valve is located on that pipe between the ground and the hose bib



Photo 1 - Hose bib and piping

### Operating your house valve

Your house valve can be one of two types: a gate valve (See Photo 2) or a ball valve (See Photo 3).

- Gate valves are operated by turning the wheel clockwise until the water is off
- Ball valves are operated by turning the handle a quarter turn clockwise until the water is off
- To verify 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 counter clockwise or turn the ball valve a quarter turn counterclockwise



Photo 2 - Gate valve



Photo 3 - Ball valve

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. Never store flammables near the water heater.

## **Thinking about Buying a Home**

If you are considering buying a home at the expiration of your lease term we can help! We work with some of the best local real estate agents who specialize in the Sacramento and surrounding areas and we would be happy to refer them to you.

## **In Closing**

We reserve the right to make revisions, from time to time, without notice, in our 'Lease Rules and Regulations' and policies and procedures, due to changes in California State Law or City Codes. Violation of these guidelines will constitute a breach of the lease.

In any case, if a conflict appears between these guidelines and the Lease Agreement, the conflict shall be resolved in favor of the Lease Agreement.

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

**Thank you for leasing from us!**