

# TENANT HANDBOOK



## REAL ESTATE EIGHT THREE ONE

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4510 CAPITOLA RD, CAPITOLA, CA 95010

PHONE: 831.475.5695

WEBSITE: [WWW.RE831.COM](http://WWW.RE831.COM)

EMAIL: [INFO@RE831.COM](mailto:INFO@RE831.COM)

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## *REAL ESTATE EIGHT THREE ONE WELCOMES YOU!*

### WELCOME

To achieve a successful tenant management relationship, we prepared the REAL ESTATE EIGHT THREE ONE Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips and more.

We have also included forms for you to use when necessary. REAL ESTATE EIGHT THREE ONE wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained REAL ESTATE EIGHT THREE ONE as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact REAL ESTATE EIGHT THREE ONE when you need assistance and we have listed how to do so on pages 4, 5 and 6.

If you have questions or concerns on any of the information contained in this handbook, contact our office and anyone at REAL ESTATE EIGHT THREE ONE is here to help you.

*We wish you a successful and enjoyable tenancy in your new residence.*

## REAL ESTATE EIGHT THREE ONE PERSONNEL

We have a complete staff to assist you. REAL ESTATE EIGHT THREE ONE has licensed Property Managers to assist tenants during their residency. You should know your Property Manager at this time, but if you need more information, please don't hesitate to contact us.

- **Property Managers:** REAL ESTATE EIGHT THREE ONE has a Property Manager to handle your account. They concentrate on assisting you with all the details of your tenancy. Contact them to answer any of your questions.
- **Office Team:** REAL ESTATE EIGHT THREE ONE requests that you contact your Property Manager regarding question concerning Tenant issues. However, the REAL ESTATE EIGHT THREE ONE office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Property Manager is not available.
- **Maintenance:** REAL ESTATE EIGHT THREE ONE also has a Maintenance Technician that can assist you with maintenance and repairs. Your Property Manager will often need to get authorization from the owner of the property prior to scheduling certain issues. All Maintenance request **MUST** be in writing and are best submitted through [www.RE831.com](http://www.RE831.com) > Rentals > Tenants Login > Maintenance Requests.

### Contact Information

Property Manager	Cindy Parker	831-475-5695 x109	Cindy@RE831 .com
Bookkeeper	Heidi Hadley	831-475-5695 x107	Heidi@RE831.com
Marketing Director / Property Manager	Elena Sessa	831-475-5695 x101	Elena@RE831.com
Broker/ Owner	Suzy Rodoni-Silverberg	831-475-5695 x102	srs@RE831 .com

## TENANT COMMUNICATIONS

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting REAL ESTATE EIGHT THREE ONE know what you need. Use the telephone, email and REAL ESTATE EIGHT THREE ONE website through the tenant login to contact us. What is important is that you do contact us when you need assistance. Remember that REAL ESTATE EIGHT THREE ONE is here to help you.

### Telephone Calls during Office Hours:

Our office hours are 9:00–5:00 Monday through Friday. There is normally a live person to answer your calls. Please state the reason for your call, so that someone can assist you, or direct your call to the right person. Your Property Manager may not be available or in the office, and one of the other office team members may be able to help you with your request.

### Voicemail:

If you reach our voicemail system during the day, please leave a detailed message; complete with your name, phone number and reason for your call. Someone will return your call promptly. The benefit of a voicemail system is the ability to leave a message 24/7. If you happen to call during after work hours, please leave a voicemail and we will return your call as soon as possible.

### Emergency Calls:

During normal office hours, immediately state if you have an emergency. If you need to reach us after normal hours please call **831-475-5695 x108**. PLEASE REMEMBER THIS LINE IS FOR EMERGENCIES ONLY!

### Maintenance Requests:

Please remember that all Maintenance Requests must be in writing, unless it is an emergency. This is also listed in your rental agreement. You can access a work order online at [www.RE831.com](http://www.RE831.com) and complete the order through the Tenant portal. If you do not have access to the internet, please let us know and we can send you a blank maintenance request forms that can be mailed, faxed or brought to the office.

### Change of Information:

It is important that you notify REAL ESTATE EIGHT THREE ONE of any changes in telephone, fax, cell numbers or email. An information change form is located in this handbook as well. You can also call the office or email your Property Manager.

### Email:

Email is the best way to get in touch with us, because if we are with a client, or on the phone, we can still read the email. REAL ESTATE EIGHT THREE ONE will put your email address in our database. This enables your Property Manager to contact you quickly and efficiently, and when needed, send you important information as well as occasional newsletter.

Please note that although communication by email is encouraged, REAL ESTATE EIGHT THREE ONE does not accept notices to vacate by email. REAL ESTATE EIGHT THREE ONE requires the Notice to Vacate in writing, and this form is included in the back of the REAL ESTATE EIGHT THREE ONE Tenant Handbook and can be downloaded from our website ([www.RE831.com](http://www.RE831.com)) in the Tenant portal.

## WEBSITE

The REAL ESTATE EIGHT THREE ONE website, [www.RE831.com](http://www.RE831.com), contains important information for tenants. Visit it regularly to use the Tenant services. You can easily download a Maintenance request form and REAL ESTATE EIGHT THREE ONE has posted a blog with useful tenant information. You can also send us emails directly from the website under the “contact us” page.

## GENERAL OFFICE INFORMATION

<b>Office Address</b>	4510 Capitola Rd, Capitola, CA 95010
<b>Phone</b>	831-475-5695
<b>Fax</b>	831-475-5693
<b>Website</b>	<a href="http://www.RE831.com">www.RE831.com</a>
<b>Office Email</b>	<a href="mailto:info@RE831.com">info@RE831.com</a>
<b>Office Hours</b>	Monday- Friday: 9-5
	Closed Saturday and Sunday
<b>Emergency Information</b>	831-475-5695 x108

## USEFUL INFORMATION ABOUT YOUR RENTAL

### Protect Your Rental and Credit History:

Some day you will eventually move out of the property. It is important that during your residency, 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 a good credit report. Avoid late rent payments, care for the property, and move out properly. Give REAL ESTATE EIGHT THREE ONE the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/Lease Agreement:

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your REAL ESTATE EIGHT THREE ONE Property Manager.

### Moving Checklist:

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this handbook.

### Utility/Cable Companies:

On the first day of your move in, you must contact the utility companies immediately to get service. When you rented the property, REAL ESTATE EIGHT THREE ONE cancels utility services that were in the owner's name and you need to set up your own services. The Moving Checklist contains the telephone numbers of the utility services for your convenience.

### Rental Payments:

Rent is due on the first of each month and late if not received by midnight on the third. If you know that you will have a delay or problem paying by the due date, contact your Property Manager immediately. Lack of communication can affect your payment record.

### REAL ESTATE EIGHT THREE ONE Receives Rental Payments By:

- US mail
- Online through Tenant portal on our website, [www.RE831.com](http://www.RE831.com). You will be emailed a link to get set up with your online payment or you can request one at any time. This is a FREE service! Most tenants pay online and love this service.
- In the REAL ESTATE EIGHT THREE ONE office, located at 4510 Capitola Rd, Capitola, CA 95010.
- Please pay with check, cashier's check, money order or online through our Tenant portal.

### REAL ESTATE EIGHT THREE ONE DOES NOT Accept Rental Payments in:

- Cash
- Rolled coins
- Credit/ Debit cards
- Post-dated checks



## Fees/Charges:

If you fail to pay rent on time and in full, you will incur the following charges.

- Late fee is 6% of the rent if payment is not received by midnight on the 3<sup>rd</sup> of the month.
- Maintenance charge- REAL ESTATE EIGHT THREE ONE will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If REAL ESTATE EIGHT THREE ONE receives a service call billing, you are responsible for reimbursement.

## Maintenance Reimbursement:

Generally, REAL ESTATE EIGHT THREE ONE assigns a vendor to perform work you request in your residence. However, if you have contacted REAL ESTATE EIGHT THREE ONE and requested to perform a minor maintenance request and REAL ESTATE EIGHT THREE ONE has agreed to reimburse you:

- Pay the bill and send the receipt to REAL ESTATE EIGHT THREE ONE office. REAL ESTATE EIGHT THREE ONE will deduct the amount from your rent ONLY IF THIS WAS PRE APPROVED IN WRITING.

## CARE OF THE PROPERTY

### Getting to Know your Residence:

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out.
- Gas shut off valve – turn off during emergencies / disasters for safety.
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work.
- Carbon monoxide and smoke detectors.
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks.
- Method of cleaning for the oven so you can use the right products.
- Time bake knobs on the oven- in the event the oven will not work, these may be on.

If you are uncertain about any of the above items, contact your REAL ESTATE EIGHT THREE ONE Property Manager for help.

## MAINTENANCE

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. REAL ESTATE EIGHT THREE ONE has more tips in this handbook.

### Tenant Renovations/Alterations:

It is the REAL ESTATE EIGHT THREE ONE policy that tenants do not do repairs or alterations. You agreed to this in the REAL ESTATE EIGHT THREE ONE Lease Agreement. If you do want to make a special request for renovations or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by REAL ESTATE EIGHT THREE ONE in writing.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.

- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
- Sign a REAL ESTATE EIGHT THREE ONE agreement regarding the alteration/repair.

### Tenant Maintenance Responsibilities:

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, REAL ESTATE EIGHT THREE ONE has provided you with a Maintenance Request form online through our website and/or through your online tenant portal to use when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again.

- Replacing smoke and carbon monoxide detector batteries.
- Reporting non-functioning and carbon monoxide alarms immediately if batteries do not solve the problem.
- Replacing light bulbs with the correct size.
- Replacing furnace filters, if applicable, every 12 months.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control.
- Normal rodent control, such as mice.
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service is provided in your lease agreement.
- Landscape watering unless there is a homeowner's association.
- Reporting malfunctioning irrigation systems or sprinklers even if it is the responsibility of an association.
- Disposal of all garbage in the proper receptacles and using the weekly pick up service.
- Disposal of animal feces on the property even if you do not have a pet.
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste properly in accordance with local and county laws.

### Procedures for Requesting Maintenance

Before submitting a written maintenance request:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the causes of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

### If there is an Emergency:

**There are few emergencies.** An emergency is a life-threatening situation such as a fire, flood, severe electrical problem, smell of gas, etc.

- Emergencies causing immediate danger such as fire, call 911.
- Emergencies involving gas call PG&E and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call PG&E or 911.
- After contacting one of the above sources, then call the REAL ESTATE EIGHT THREE ONE office and report the problem.
- Emergencies such as flooding- call REAL ESTATE EIGHT THREE ONE.

- An emergency is **not** heat, but REAL ESTATE EIGHT THREE ONE recognizes this is important and will make it a priority with vendors to have the heat working as soon as possible.
- An emergency is **not** backed up plumbing (turn off water valve behind toilet), not working air-conditioning, non-working dishwasher, non-working water heater, etc.

### Non-Emergencies

- Work orders are available in this handbook, on the REAL ESTATE EIGHT THREE ONE website, and in the office.
- Fill out tenant maintenance request form online or fax, mail, or bring the request to the REAL ESTATE EIGHT THREE ONE office.
- A REAL ESTATE EIGHT THREE ONE representative will assign a vendor to contact you.
- REAL ESTATE EIGHT THREE ONE has keys to each residence and will give them to the appropriate vendor when a work order is requested.
- Vendors are not required to make appointments with residents, but REAL ESTATE EIGHT THREE ONE will inform you when the vendor should arrive at your residence.
- After a repair has taken place, if you have trouble, call REAL ESTATE EIGHT THREE ONE and state 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, per your rental agreement.

### Preventative Cleaning Tips:

Cleaning is easier when you use a “preventative approach”.

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants, insects, or rodents.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathroom properly, particularly after baths/showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save later in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

### Alternative Cleaning Tips:

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener- Place a bowl of vinegar in the kitchen or bathroom to absorb odors.
- Drains- For a great once-a-month drain cleaner, pour ½ cup baking soda into the drain, follow with ½ cup white vinegar. It will foam, cover and let it sit for 30 minutes and then flush with cool water.

- For stubborn, slow-running drains, pour 1-cup baking soda and 1 cup salt down the drain. Follow this with 2 quarts boiling water, let it sit for 30 minutes and then flush with cool water.
- **Tile countertops**- To clean ceramic tile, use a combination of ¼ cup baking soda and ½ cup white vinegar, 1 gallon warm water, and 1 cup ammonia. Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with ½ cup vinegar and a quart of water.
- **Glass cleaner**-when glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle. Spray glass and wipe with a clean paper towel.
- **Dishwasher**- empty the dishwasher, pour in ¼ cup vinegar and run the dishwasher again. Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- **Refrigerators**-clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors. A cup of dry unused coffee grinds can also absorb odor when placed on a refrigerator shelf.
- **Washing machines**- a half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- **Toilets**- remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar, let it soak overnight, then flush to rinse. If this doesn't work, rub the waterline mark with a wet pumice stone.
- **Carpet stains**-vacuum the carpet if the stain is dry. If the stain is still wet, blot gently to remove excess (blot, do not rub). If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- **Carpet odor**-regular vacuuming cures most carpet odors, but if carpet odor still persists, lightly sprinkle carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat as necessary.

## Energy Saving Tips

Saving water is important for the environment, especially during times of drought, and can mean a lower utility bill for your residence as well.

- Always report water leaks to REAL ESTATE EIGHT THREE ONE as soon as possible.
  - Report water dripping under sinks.
  - Running toilets are big water wasters
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one- you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three year.
- Adjust the water level to match the load, using less water for small loads.

- Avoid using flushing toilet to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to the “high” setting, this is dangerous temperature level.
- Counsel all children on how to prevent wasting water
- Do not “over water” landscaping it is not healthy for the plants and it simply wastes water.

### To Lower Air-Conditioning Bills:

- During warm or hot months, close the windows and doors to your home early in the day to keep the cool air in, particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn of the air off on very hot days—it will only take longer and more energy to cool down.

### To Lower Heating Bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the REAL ESTATE EIGHT THREE ONE office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems (not necessarily a problem in Santa Cruz County).
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the damper if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

## RENTER INSURANCE

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. 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 think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, ask a friend, or ask REAL ESTATE EIGHT THREE ONE to refer you to a good company. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

### **Safety Tips:**

The safety of you and your family is important to REAL ESTATE EIGHT THREE ONE and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blanket on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to REAL ESTATE EIGHT THREE ONE.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs or any other place that could cause tripping.
- If you suspect an electrical problem, report it to REAL ESTATE EIGHT THREE ONE immediately.
- Do not remove smoke or carbon monoxide detectors, particularly if they are beeping. These alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulb so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from residence. Do not place ashes in garbage receptacles unless you are certain they are cold.
- Do not store fireplace wood against the residence.
- Do not build big fires in the fireplace.

### **Vacation Checklist:**

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify REAL ESTATE EIGHT THREE ONE about how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office or any related service people. By doing so, you will avoid any panic that something is wrong.

- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door opener that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior light to deter burglars.
- Be sure to check all windows, window locks and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such a stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off. Anything else living in your house besides you such as plants and pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

### Holiday Tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging check to bad plugs and loose wires. If you find defects, dispose of the lights.
- Dispose of holiday trees properly; never burn them in the fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- For firework celebrations:
  - Do not use illegal, dangerous or explosive devices.
  - Check where you can use them.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.

### Emergency/ Disaster

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/ disaster.

- Be prepared a use the REAL ESTATE EIGHT THREE ONE Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disaster such as an earthquake, flood, tsunami or some other force of nature occur, everyone experiences great inconvenience and difficult. Remember this and be considerate of other and the degrees of different problems.
- REAL ESTATE EIGHT THREE ONE requests that you call emergency services first in a disaster.
- Then notify REAL ESTATE EIGHT THREE ONE office as soon as possible what has happened.
- REAL ESTATE EIGHT THREE ONE will assign priorities to your work order, and will assist you as much as possible.
- When calling the REAL ESTATE EIGHT THREE ONE office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problem as quickly as possible.

## Drug Free Housing

REAL ESTATE EIGHT THREE ONE has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precaution surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify REAL ESTATE EIGHT THREE ONE of your suspicions.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert- a drug house or drug activities are a danger anywhere and to everyone.

## FREQUENTLY ASKED QUESTIONS

REAL ESTATE EIGHT THREE ONE has put together a list of the most frequently asked tenant question that may answer many of your concerns in advance.

### *Why did I receive a notice when I paid the rent on the 7<sup>th</sup> of the month?*

- As outlined in this Handbook before and in the rental agreement, the rent is due on the 1<sup>st</sup> and late if not received by the 3<sup>rd</sup> of the month. Once the 5<sup>th</sup> of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. REAL ESTATE EIGHT THREE ONE. REAL ESTATE EIGHT THREE ONE serves Notices based on California landlord/tenant law requirements and their obligations to the owners of the property.

### *Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary to effectively clean the carpets.

### *Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expenses and disconnect them when you leave. However, you must notify REAL ESTATE EIGHT THREE ONE and obtain written permission to install the lines.

### *Can I have a satellite dish?*

- Notify your REAL ESTATE EIGHT THREE ONE Property Manager of your request for a satellite dish. The Property Manager will contact the owner and submit your request. If the owner allows it, you will need to sign an agreement and take responsibility for removing the dish and repairing any damage.



*I did not have a pet when I moved in; can I have a pet now?*

- Notify your REAL ESTATE EIGHT THREE ONE Property Manager of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your REAL ESTATE EIGHT THREE ONE Property Manager what type of pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow another pet, an increased security deposit will be required and a pet agreement signed.

*My roommate wants to move, but I want to stay; what do I do?*

- Your roommate needs to submit a partial notice to vacate. REAL ESTATE EIGHT THREE ONE will need documentation from you to show you can support the property by yourself. REAL ESTATE EIGHT THREE ONE will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the REAL ESTATE EIGHT THREE ONE Partial Notice to Vacate included in this handbook.

*I want to add a roommate; what do I do?*

- The prospective roommate will have to submit an application and REAL ESTATE EIGHT THREE ONE must approve the person PRIOR to them moving into the property. You can obtain applications at the REAL ESTATE EIGHT THREE ONE office. If REAL ESTATE EIGHT THREE ONE denies the applicant, they cannot move into the property. If approved, you and the approved application must sign new rental/lease agreement.

*What if I want to make a repair/ alteration or paint?*

- All requests to change property in any way require owner's approval prior to alterations and is subject to restrictions.

## MOVING TIME

### Giving Your Notice

Eventually, you will move, and we want you to be prepared when this is necessary. REAL ESTATE EIGHT THREE ONE tenants are required to give a **30 day** written notice prior to moving out. Please submit a written notice via US mail, or by dropping letter by the REAL ESTATE EIGHT THREE ONE office.

Tenant understand that deposit will be refunded as agreed in the signed Lease Agreement, minus past due unpaid charges, if any, after Tenant have moved out completely and returned possession of the premises to the management, and as long as Tenant leave the residence in clean and undamaged condition.

We understand that we are responsible for paying rent through the end of the term agreed to in the Lease Agreement or until another tenant is approved by the management and has taken occupancy, whichever happens first. As we have agreed in our Lease Agreement, we will make the premises accessible to show to prospective tenants or purchasers at any and all reasonable times, whether we are present or not.

### **Partial Notice to Vacate**

If some roommates want to move out and others wish to stay, you need to submit in writing, a partial notice to vacate. Tenants will receive a follow up letter from REAL ESTATE EIGHT THREE ONE regarding the move. Tenant(s) understand they are obligated to the rent until the end of the lease agreement. Tenant also understand if they fail to fulfill the terms of the lease agreement, a negative credit report reflecting your credit may be submitted to a credit-reporting agency.

#### **Before giving notice:**

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to a lease.
- If you need to move and you are still committed to a lease period, contact your REAL ESTATE EIGHT THREE ONE Property Manager to discuss your options.
- Notices must be in writing. The day REAL ESTATE EIGHT THREE ONE receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- REAL ESTATE EIGHT THREE ONE does not accept notices by email because of lack of signature; REAL ESTATE EIGHT THREE ONE does not receive notices by fax.
- REAL ESTATE EIGHT THREE ONE does not provide rental history to other landlords/property management companies unless tenant submit a written Notice to Vacate and the tenant gives the authority to REAL ESTATE EIGHT THREE ONE to give out rental references.
- The REAL ESTATE EIGHT THREE ONE Notices to Vacate from Tenant contains the authorization for allowing REAL ESTATE EIGHT THREE ONE to give out rental references. This form is included with this information.

#### **Setting up your Move Out:**

- After you submit your Notice to Vacate, REAL ESTATE EIGHT THREE ONE will send you a move out packet on cleaning and other important information.
- REAL ESTATE EIGHT THREE ONE provides pre move out inspections when requested and you will be provided the opportunity to schedule that inspection after a notice to vacate has been received in writing. If you have any questions prior to returning your keys, you can contact your Property Manager who will be happy to go over any cleaning or repairs that you might have missed.
- It is the responsibility of the resident to deliver all keys to the REAL ESTATE EIGHT THREE ONE office. All remotes must be left in a kitchen drawer.
- Failure to deliver keys and openers will incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund. Use the REAL ESTATE EIGHT THREE ONE Moving Checklist in the Tenant's portal so you remember important details.

## PREPARING THE PROPERTY

When you are ready to move, if you have questions on how to prepare your residence, please call your REAL ESTATE EIGHT THREE ONE Property manager, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

### Cleaning

- Have the property cleaned thoroughly inside and out.
- You are required to have a professional cleaning service come and clean your residence.
- Please refer to your cleaning checklist to ensure that every part of the property is clean and up to REAL ESTATE EIGHT THREE ONE standards.
- If you need a recommendation for a cleaning service, contact your REAL ESTATE EIGHT THREE ONE Property Manager and they will refer you to one of their vendors to clean your residence.
- Tenant is responsible for hiring, scheduling and paying professional cleaning service.
- Tenants are responsible for pick up of any debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

### Carpet Cleaning

- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- All tenants are required to have their carpet's professional cleaned.
- If you need a recommendation for a carpet cleaning service, contact your REAL ESTATE EIGHT THREE ONE Property Manager and they will refer you to one of their vendors to clean your carpets.
- Tenants are responsible for all payments for professional carpet cleaning services.
- Do NOT rent carpet cleaning machines, use home cleaning machines, or employ chemical cleaning companies.

### Draperies/Window Coverings/ Windows

- Do NOT wash draperies
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows.
  - Draperies with water stains could require replacement. Discuss this with your Property Manager.
  - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds-do not use harsh chemicals on blinds.
- Clean all windows inside and out.
- Please tell your cleaning person to clean draperies, window coverings and windows.

### Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters-change the filter just before you vacate the property and make sure you uses the correct size.

### Landscape Clean Up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil property- it does not belong in the garbage.
- Pick up any animal feces whether you have an animal or not.

### Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

### Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear and the length of time in the property.

### Your Security Deposit Refund

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. REAL ESTATE EIGHT THREE ONE remits security deposits within 21 days in accordance with the California landlord/tenant law. Please follow guide in your security deposit agreement listed in your Lease Agreement. Remember, REAL ESTATE EIGHT THREE ONE wants your move out to be a pleasant and successful process.

## REAL ESTATE EIGHT THREE ONE ADDITIONAL TENANT FORMS

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the REAL ESTATE EIGHT THREE ONE office.

- Emergency Disaster Checklist
- Cable/Satellite TV request
- Things to do in Santa Cruz County
- Pet friendly places in Santa Cruz County

## CONCLUSION

We hope that you have found the REAL ESTATE EIGHT THREE ONE Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your REAL ESTATE EIGHT THREE ONE Property Manager.

*REAL ESTATE EIGHT THREE ONE WISHES YOU A SUCCESSFUL RESIDENCY*



## REAL ESTATE EIGHT THREE ONE

4510 Capitola Rd. Capitola, CA 95010

P: 831.475.5695

Website: [www.RE831.com](http://www.RE831.com)

Email: [info@RE831.com](mailto:info@RE831.com)



# REAL ESTATE EIGHT THREE ONE

## Acknowledgement and Agreement

This is to acknowledge that I have received a copy of the REAL ESTATE EIGHT THREE ONE Tenant Handbook.

I understand that the Tenant Handbook sets forth the terms and conditions of my rental agreement. I understand and agree that it is my responsibility to read the Tenant Handbook and to abide by the rules, policies, and standards it sets forth.

Please sign below agreeing to the statement listed above and return to REAL ESTATE EIGHT THREE ONE office or mail to:  
REAL ESTATE EIGHT THREE ONE  
4510 CAPITOLA RD,  
CAPITOLA, CA 95010

\_\_\_\_\_  
Address

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

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Tenant

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Date

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Tenant

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Date

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Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
REAL ESTATE EIGHT THREE ONE Property Manager

\_\_\_\_\_  
Date