
R. M. Property Management

TENANT INFORMATION AND INSTRUCTIONS

Welcome to R.M. Property Management. We hope that you will enjoy your new home. To help you in getting settled, we want to take this opportunity to explain our services, policies, procedures, and rules.

We can best serve our Owner's interests by offering complete, courteous, and prompt service to your, their tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager, but with the tenant as well. Please be sure to read and become familiar with your Lease Agreement. It is a legal document, binding to all signing parties. R.M. Property Management has no right to deviate from this contract.

Calling the Office:

You may call the office at (209) 832-1612. Normal business hours are Monday-Friday 10:00 am to 4:00 pm.

If you need to leave a message, please be sure to give your name, address and daytime telephone number where you can be reached.

After hours there is a recorded message instructing you how you may reach your Property Manager in the event of an emergency.

Sending Correspondence:

Please mail all correspondence to R.M. Property Management, 421 W 11th St., Tracy, CA, 95376.

You may email us at rmpmentals@gmail.com

Payment of Rent:

Rent is due in advance on the 1st day of every month and is considered late if not paid within 5 days after the date due by 4:00PM.

Effective immediately, tenants who pay their rent after the grace period, in accordance with the written terms of their lease, will be charged a late fee. If the 5th of the month falls on a Saturday or Sunday or holiday, plan accordingly so that your rent is received on time

If you fail to pay your rent, legal action to evict can be brought against you.

Due to the volume of personal checks returned for Non-Sufficient Funds (NSF), we require all rent payments to be remitted as follows:

Money Orders-**take the time to fill out completely & sign each**

Cashiers Checks

We accept electronic checks submitted by your bank

We do *not* accept cash under any circumstances

We do not accept partial rent payments (unless previously agreed to in writing by R.M. Property Management)

**Make Money Order/s or Cashiers Check Payable to:
R.M. Property Management**

Money orders must be properly filled out*:

1. "Pay to the Order of" R.M. Property Management
2. "Purchaser's Name"- **sign your name**
3. "Your Address"- clearly print property address

*If your Money Order/s or Cashier's Check/s is not properly filled out, your rent payment may not be credited to your account on time; consequently you will be charged a late fee per the terms of your lease.

We would prefer that you mail your rent payment to be received at our office in a timely manner. However, if you choose to pay rent in person we have a secure Rent Collection Box, which is attached to the wall at the left of the reception counter in the ALTERA Real Estate office lobby. There are also envelopes and Tenant Service Request forms (to report maintenance issues) for your use. There may be times when the office is closed or nobody is present in the reception area, however, the Rent Collection Box is available for your use anytime the office is open. We are closed all bank holidays.

Do Not Under Any Circumstances drop your rent through the glass doors at the lobby entrance to our office or in the outside "Letter" box adjacent to lobby entrance. These methods are not secure and we will not be responsible for rent delivered in this manner.

Annual Inspections:

It is our policy to inspect your residence at least once a year. We do this so that we are aware of the condition of the property and plan for any deferred maintenance.

Access For Inspection And Emergency:

We have a right to enter your home with proper notice for a variety of reasons (please refer to your lease agreement). Unless there is an emergency, you will receive advance notice when we will enter your home.

In order to facilitate R.M. Property Management's right of access, you agree not to alter or re-key any locks to the premises. If you need to have your locks re-keyed or wish to install an alarm system, please contact your Property Manager. If the Property Manager cannot access

the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

Maintenance:

You are responsible for the routine upkeep of the premises and for maintaining all the equipment and appliances in good working order. The Owner is responsible for maintenance due to normal wear and tear. To request service for maintenance or repairs; please contact our office during normal business hours. Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of labor and materials. **You will be responsible for damages or plumbing stoppages caused by your negligence or misuse.**

What Is An Emergency?

An emergency call for maintenance includes anything that threatens the safety, health or life of the tenant or may cause permanent damage to the property.

The following are considered emergencies and should be reported immediately regardless of day or hour:

Sewer and drain back-ups

Toilet not working (if you only have one toilet)

Pipe burst and there is a flood inside or outside the house

Electrical problems that could cause fire.

Fire. Call 911 and after everyone is safely out of the building, call R.M. Property Management.

Broken windows. You will be billed for board up and replacement of windows. Call R.M. Property Management to have window boarded up at night. A glass company can be called to replace the window the next day.

Roof leaks. If it is a major leak, move furniture out of the way and place something under the leak to catch the water, then call R.M. Property Management. If it is a minor leak, place something underneath the leak to catch the water and call R.M. Property Management in the morning. A roof cannot be fixed while it is raining.

Some urgent situations cannot be handled on the weekends and evenings. Examples are:

Loss of keys. (call locksmith)

Heating or air conditioning repairs

Neighbor complaints (call Police)

Appliance repairs to refrigerators, dishwashers, stoves, garbage disposals

Break-ins are a Police matter. If your residence is broken into call the police and get a police report filed. Call R.M. Property Management and report any damage done to the residence.

Emergencies should be called into the R.M. Property office immediately. During normal business hours call (209) 832-1612. During nights, weekends and holidays there will be a recorded message instructing you how you can contact you Property Manager.

Landscaping:

It is your responsibility to make sure that the landscaping is getting enough water. If you neglect to water the landscape areas or fail to report any sprinkler problems to R.M. Property Management, you could be responsible for any costs associated with replacing the lawn or shrubs. During the warm summer months if the property has built-in sprinklers, check the sprinkler heads to make sure they are unclogged and working properly. If there is an automatic timer on the sprinklers, make sure it is plugged in and working.

Please be aware that weeds are unsightly and a true fire hazard. The fire district, homeowners association, or even the City could fine you. Cities throughout the central valley are writing strict code enforcement ordinances regarding landscaping. Please make sure flowerbeds and backyards are kept free of weeds.

Renters Insurance:

Owner's fire and extended coverage insurance policy **does not cover any loss to your personal belongings (furniture, clothes, etc.)**. R.M. Property Management advises you to consider purchasing a standard renter's insurance policy. Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the property becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including the Owner's property. Similarly, if a guest were to have an accident in your home, you could be personally responsible for the guest's injuries. R.M. Property Management strongly encourages you to purchase this inexpensive form of protection. Generally the cost of renters insurance is inexpensive, a typical premium is only \$100 to \$250 a year. Consult with an insurance agent to review your personal needs.

Security Deposits:

A thirty-day written notice is required by your lease if you intend to vacate your property at the end of your lease. Your security deposit will be returned to you provided you have complied with all provisions of the lease, including length of lease (when does your lease expire) and/or notice to vacate (30 day written notice). Your security deposit will be refunded to you within twenty-one days of your move-out and return of keys to us, provided:

1. No damage other than ordinary wear and tear
2. Property is left in the same condition as when you moved in (drapes, carpets cleaned, etc.)
3. All rent due and other charges have been paid
4. All utilities paid by you are current

Your security deposit cannot be applied to the last months rent, please refer to your lease agreement.

NORMAL WEAR AND TEAR vs. DAMAGE

Wear & Tear

Worn out keys
Loose or stubborn door lock
Loose hinges or handles on doors
Worn and dirty carpeting
Carpet seam unglued
Scuffed up wood floors
Linoleum worn thin
Worn countertop
Stain on ceiling from rain or bad plumbing
Plaster cracks from setting
Faded, chipped or cracked paint
Loose wallpaper
Balky drapery rod
Faded curtains and drapes
Heat blistered blinds
Dirty window or door screens
Sticky window
Loose or inoperable faucet handle
Toilet runs or wobbles
Urine odor around toilet
Closet bi-fold door off track

Damage

Lost key
Broken or missing locks
Damage to a door from forced entry
Torn, stained or burned carpeting
Rust or oil stains on carpet
Badly scratched or gouged wood floors
Linoleum with tears or holes
Burns and cuts in countertop
Stain on ceiling from overflowed tub
Holes in walls from kids or carelessness
Unapproved (bad) tenant paint job
Ripped or marked-up wallpaper
Broken drapery rod
Torn or missing curtains and drapes
Blinds with bent slats
Ton or missing screens
Broken window
Missing faucet handle
Broken toilet seat or tank top
Urine or pet odor throughout unit
Damaged or missing bi-fold door

If any personal property belonging to you is left in the unit or if the keys are not returned, you are deemed in control of the premises and, therefore responsible for rent until the keys are returned and the personal property removed.

Please call R.M. Property Management a few days before you move out and make arrangements for your Property Manager to meet you at the property on the day of move-out to accept the return of your keys and complete the move-out inspection.

Phone Numbers:

All tenants are required to have telephone accessibility and to provide R.M. Property Management with their home and work numbers. Please be sure to notify R.M. Property Management when you change your work or home telephone number. Even unlisted numbers must be provided to R.M. Property Management.