

TRUE

Property Management
Vacation Rentals
Real Estate Sales



1

Tenant Handbook

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Welcome

We wish to extend you a most cordial welcome and thank you for choosing to be a part of our tenant community. We want to take this opportunity to assure you that our sincere goal is your happiness and satisfaction with your residency. We need everyone's consideration and cooperation to maintain the high quality of our properties. Welcome to our community! We are thrilled to have you as our newest resident and are committed to ensuring your time with us is both enjoyable and fulfilling.

We take great pride in maintaining the high standard of our properties and believe that this is achievable through collaborative effort. We kindly request your cooperation in adhering to the tenant guidelines and treating the shared spaces with respect. Your consideration will contribute to a positive living environment for all residents.

We understand that a seamless move-in experience is essential, and our team is available to assist you with any questions or concerns you may have during this transition. Please do not hesitate to reach out to us; we are here to support you.

We wish you all the best as you settle into your new home and look forward to fostering a strong sense of community together.

To help ensure your comfort and convenience we have prepared this handbook. Included are some of the regulations regarding the properties we manage as well as general policies; the policies included in this handbook are part of your lease agreement and are designed to provide standards of operation. You have a right to expect and to ensure an atmosphere of which we can all be proud. We strongly suggest that you **READ** this handbook **CAREFULLY**. If you desire clarification of any information within this handbook, the office staff will be glad to be of assistance to you. To keep our service responsive to the changing needs of the community, these policies and regulations are subject to change at any time. Any revision will be updated on our website www.TruePropertyManagement.com

Our maintenance staff is on call and ready to assist you with the care and service of your unit. Maintenance service requests can be made for both emergency and non-emergency maintenance requests, please call our repair hotline at (949) 785-5686.

We are happy to have you living in our community and if we can be of service to you, please let us know.

Sincerely,
True Property Management

UNIT RESERVATION PROCESS & REQUIREMENTS

TO RESERVE A UNIT, PROSPECTIVE TENANTS MUST COMPLETE THE FOLLOWING STEPS:

1. **Application Submission:** Submit a completed rental application form.
2. **Documentation:** Provide all required documentation as requested by True Property Management.
3. **Application Fee:** Pay the non-refundable application fee.

Security Deposit

- **Required for Reservation:** A security deposit is mandatory to hold a unit and secure the reservation.
- **Amount:** The amount of the security deposit is determined by the property owner and is due immediately upon approval of the application.
- **Pet Deposit:** An additional pet deposit may be required for properties that allow pets. The amount of the pet deposit is also determined by the property owner.
- **No Holds Without Deposit:** True Property Management will not hold a unit for any applicant without a security deposit on file.

Important Notes

- **Owner Approval:** The reservation is subject to the property owner's approval of the rental application.
- **Non-Refundable Application Fee:** The application fee is non-refundable, regardless of the application's outcome.
- **Reservation Confirmation:** The unit reservation is considered confirmed only after the security deposit is paid and the application is approved by the property owner.

LEASE AGREEMENT/MONTH-TO-MONTH RENTAL AGREEMENT

The lease is a binding legal agreement that details the expectations between True Property Management and you. All tenants who have signed the lease are jointly and severally responsible for the full rent. Residents are obligated to abide by the terms and conditions stated in the lease for the entire lease term. The lease cannot be

canceled. If a resident vacates the property before the lease end date and fails to pay rent, we reserve the right to pursue legal action for damages and any outstanding rent due for the remainder of the lease term.

GUARANTOR/CO-SIGNER

A guarantor may be required in the following cases:

- The applicant's monthly income is less than three times the total monthly rent;
- The applicant has a credit history problem;
- The applicant has an insufficient rental reference.

The guarantor must complete a rental application, sign the rental agreement, and be a legal resident of the United States. The rental agreement explains the guarantor's rights and responsibilities. The guarantor is liable for all lease obligations.

SECURITY DEPOSIT RECONCILIATION

The security deposit cannot be used as rent payment. It is held to ensure that all lease conditions are met and to cover any damages to the unit.

Rent is charged until the keys, and remotes (if applicable) are returned during office hours (9:00 am to 5:00 pm, Monday to Friday).

After move-out and possession is received by the landlord, re-entry for any reason is not allowed. Failure to return all keys and/or remotes will result in charges for replacements.

The security deposit may be used to cover any defaults or breaches of the lease agreement.

Within 21 days of receiving the keys to the vacated unit, a single security deposit reconciliation check will be mailed out. This check will be made payable to all tenants named on the lease.

If all tenants on the lease provide written instruction, the check can be made payable to a single specified tenant.

It is the responsibility of the tenants to provide True Property Management with a forwarding address for the deposit check.

The person receiving the check is responsible for distributing the funds among roommates if necessary.

MOVE-IN DAY/INSPECTION FORM

Before receiving keys, residents must ensure the management office has received all of the following:

- Security deposits
- Rent due
- Signed lease
- Confirmation of utilities
- Proof of renter's insurance

Rent is due three days before move-in and must be paid online via the tenant portal or by cashier's check.

Move-in/move-out form must be completed

The lease includes a move-in/move-out form to document the unit's condition. This must be completed and returned within three days of receiving your keys. The report records the property's condition at move-in and is not a list of repairs. It will be used to assess damages against your security deposit at the end of your lease, so it's important to be accurate. True Property Management will photograph the unit before you move in, but you can also include your own photos with your report within the first three days.

Required Renter's Insurance

All renters must obtain renter's insurance with a minimum liability of \$300,000. The policy must name both the Rental Property Owner and True Property Management as additional interests. This is for your own protection, as the property owner's insurance policy does not cover your personal belongings within the unit. You are responsible for any damage to your unit, adjacent units, or public areas caused by your negligence.

Disclaimer of Liability

The Owner and/or Management Company are not responsible for damages to personal property due to fire, flood, vandalism, or other natural causes. We are also not responsible for any personal injuries that occur within your unit to residents or visitors.

UTILITY SERVICES

Residents must put utility services not included in rent in their names starting on the lease commencement date. These services must remain active until the lease ends. Keys will only be provided after proof of utility accounts in residents' names is submitted before the lease start date. If utility service lapses, True Property Management will reconnect them at the resident's expense.

TRASH REMOVAL

Tenants are responsible for disposing of their trash properly and keeping their rental unit free of debris. Recycling bins are available at many properties. If you are on a municipal waste removal system and have an issue, please contact your municipality directly. For units with dumpster systems, trash must be taken directly from your residence to the dumpster. Please do not store trash or filled trash bags outside your unit. All trash must be placed in the proper trash receptacle. Failure to comply with this policy will result in a fine.

Utility Telephone Numbers



UTILITY TELEPHONE NUMBERS		
1. Anaheim Public Utilities (Water/Trash)		714-765-3300
2. Buena Park (Water/Trash)		714-562-3721
3. City of Fountain Valley (Water)		714-593-4420
4. City of Garden Grove (Water)		714-741-5078
5. City of Huntington Beach (Water/Trash)		714-536-5919
6. City of Newport Beach (Water/Trash)		949-644-3066
7. City of Orange (Water)		714-744-2233
8. City of Santa Ana (Water)		714-647-5454
9. City of Seal Beach (Water)		562-431-2527
10. City of Tustin (Water)		714-573-3375
11. City of Westminster		714-898-3311
12. Consolidated Disposal Service (La Mirada/Los Alamitos)		562-663-3400
13. Cox Communications		800-234-3993
14. CR&R Environmental Services – North OC		714-372-8272
15. CR&R Environmental Services – South OC		877-728-0446
16. El Toro Water District		949-837-0660
17. Frontier/Verizon		800-921-8101
18. Golden State Water		800-999-4033
19. Irvine Ranch Water District		949-453-5300
20. La Mirada Suburban Water Systems		562-944-8219
21. Laguna Beach County Water District		949-494-1041
22. Mesa Water District		949-631-1200
23. Midway City Sanitation		714-893-3553
24. Moulton Nigel Water District		949-831-2500
25. Rainbow Environmental (Trash)		714-847-3581
26. Republic Services (Trash)		800-700-8610
27. San Diego Gas & Electric		800-411-7343
28. Santa Margarita Water District		949-549-6420
29. Southern California Edison		800-655-4555
30. Southern California Gas		800-427-2200
31. Spectrum/Time Warner Cable		800-892-4357
Or you may need to google your area's utility		

TELEPHONE

The installation of new telephone outlets or wiring is prohibited without prior written consent. Residents are responsible for the cost of any phone line additions, options, or wiring configuration changes. Please contact your local telephone company for information on installation and service. Your telephone service agreement must include internal wiring maintenance; this may incur an additional cost.

KEYS

Tenants will receive one set of keys upon move-in. Replacement keys cost \$35 each, with an additional charge for HOA keys. Failure to return all issued keys by the lease expiration date will result in charges for lock replacement and/or rent per diem until keys/possession are returned to True Property Management.

For security purposes, keys will only be given to individuals listed on the lease who present a picture ID.

Any alterations, replacements, or additions to locks, doors, or door fixtures require prior approval. If a locksmith



is used for a lockout, they may only duplicate the existing key; re-keying or replacing locks is prohibited. True Property Management must retain keys to all property locks. If locks are changed, True Property Management may re-key them after a 24-hour notice and charge the tenant for the service. Copies of new keys will be available at the office during business hours. All keys must be returned upon move-out.

During office hours (Monday-Friday, 9:00 am to 5:00 pm), authorized residents with proper ID may borrow a key. There is a \$35 charge for any borrowed key not returned within 24 hours.

MAILBOXES

It is important that mail is received properly. Each of our leased properties has a mail delivery system. If your mailbox is locked, you will receive one key only. Please ensure that your mailbox is kept locked, as mail cannot be delivered to unlocked or broken mailboxes. Additionally, the postal service will not deliver to full mailboxes. True Property Management is unable to accept residents' mail. Contact our office immediately if you have trouble opening your mailbox. Contact the postal service if you have issues with mail delivery. Lost mailbox keys will result in re-keying of the mailbox, and the cost will be charged to the tenant's account.

RESIDENT PHONE NUMBERS

In order to ensure your safety and convenience, as well as facilitate efficient communication, our lease agreement mandates that you provide us with your current home, cell, and work telephone numbers, along with a valid email address. This information allows us to contact you promptly in case of emergencies or other urgent situations that may arise. Please rest assured that all personal contact information provided will be handled with the utmost confidentiality by our staff members. However, please note that failure to furnish us with accurate and up-to-date contact details may result in the forfeiture of your right to receive notice of entry into your dwelling unit.

PAYMENT OPTIONS

Payments will be accepted via the Tenant Portal

https://kurtrealestategroup.appfolio.com/connect/users/sign_in)

Payment options utilizing the Tenant Portal are available via E-Check or a Debit/Credit Card – fees may apply. Please retain all duplicate copies for proof of payment. **Cash will not be accepted.** Any rent balance in arrears must be paid with a cashier's check or money order.

Rent is due on the first of the month. If rent is not received by 5:00 P.M. on the fifth day (or otherwise indicated per Lease Agreement) of each month, it is considered late, and a late charge will be applied as stipulated in your Lease Agreement. To ensure we receive your payment on time, you must set up your account information in your tenant portal online. You will receive an invite to do so via email upon your move-in. You may set up auto-pay to ensure timely payment each month. You can access your tenant portal by going to TruePropertyManagement.com, clicking on Tenants, and clicking on Tenant Portal.

Transaction fees are as follows:

E-Check (ACH): \$2.49 per transaction

Credit Card: 3.49% of the total amount per transaction

Debit Card: \$9.99 flat fee per transaction

Electronic Cash Payments: \$3.99 for every \$2,000.00 (except 7-11, which is \$1,500)

Flexible Rent: Monthly fee via Best Egg

Our mailing address:

True Property Management

2919 Newport Blvd, Newport Beach, CA 92663

Phone- 866-957-6677

Email - Info@TruePropertyManagement.com

If you want to make your payment in person there is a secure drop box (mail slot) at the entrance door of our office. (**NO CASH.** True Property Management will not be responsible for cash payments left in the drop box.)

To ensure that your payment is credited correctly, please write your complete address, including your unit number and telephone number, on your check. We encourage residents to submit one check for the total rent amount. If you need to write multiple checks, please be sure to write your rental address on each check. We do not accept third-party checks.

Your lease agreement requires that you make your full, standard monthly rental payment on time. You may not deduct any amount from your rent payment without receiving prior written approval from the landlord. Late rent payments will result in late fees and/or prep & service fees and may initiate the eviction process. If previous

charges exist against your account, these charges will be paid first, using your rent payment.

Rent is due by the fifth of the month, unless otherwise specified in your lease. This applies even if the fifth falls on a weekend or holiday. Payments postmarked on or before the fifth of the month will be considered on time.

TENANT PORTAL

True Property Management offers a “Tenant Portal” to our Residents. The tenant portal is an easy, fast, and secure way to pay rent and other charges online, and you can do so from any mobile device.

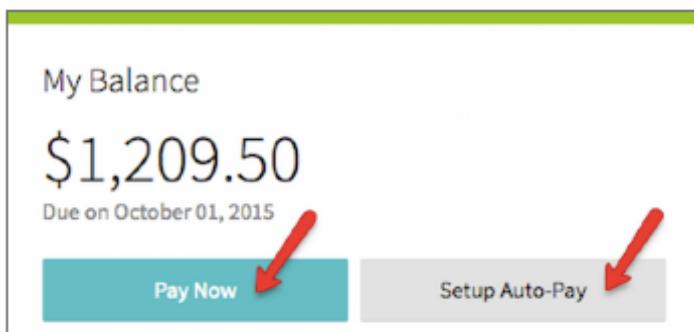
In order to set up your account an email address is required. You will receive an activation email containing a unique link. Click this [link](#) to establish a password and sign in to your portal for the first time.

Bookmark or create a shortcut icon for the login page so it is easy return at any time. You will receive a confirmation email once your portal is activated. This email also contains the URL for the login page.

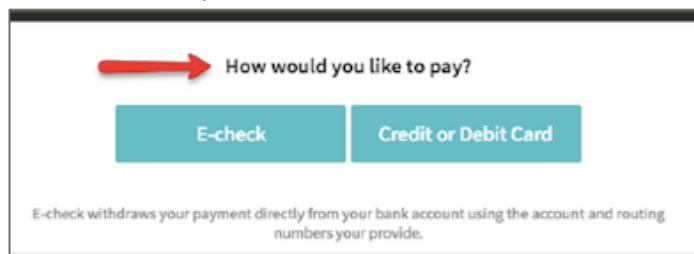
If you have not received a portal activation email but would like to pay your rent online, contact the Management Office to confirm your email and request an activation email.

Once logged in, you will land on the **My Summary** tab where you can view your current balance and details of current and future charges.

Click **Pay Now** to make a one-time payment, or click **Setup Auto Pay** to create an automatically recurring payment.



Select the **E-Check** or **Credit or Debit Card** option and continue. Please note that the credit/debit card option carries an online portal convenience fee that is added to the total of your payment.



If you are making a **one-time payment**, continue through the steps to submit payment directly to the Management Office. You will receive a confirmation email once the payment is successfully completed.

If you set up a recurring **auto payment**, continue through the steps and select a date for the recurring payment to begin. You will receive a confirmation email once the payment is successfully scheduled.

With the auto pay option, you specify the account, date, and amount to pay. Automatic payments are canceled automatically after your scheduled move out. Recurring payments are canceled automatically after your scheduled move out. This is a simple, easy, and secure way to pay your rent each month.

To login please visit: https://kurtrealestategroup.appfolio.com/connect/users/sign_in

PAY OR QUIT NOTICES

In the event of late rent payment, we are obligated to issue a pay or quit notice, which details your rights and responsibilities concerning your debt. This legal document initiates the eviction process. For any pay or quit notices not satisfied by the designated time, a warrant in debt will be issued for all parties on the lease agreement, irrespective of who resides in the unit. Any issued pay or quit notices will incur a \$50.00 fee charged to the tenant.

Important: Vacating the property does not absolve your financial obligation through the lease term.

RETURNED CHECKS

Returned Checks and Consequences

There will be a \$35.00 fee for any returned checks or online payments due to insufficient funds (NSF). This fee is in addition to any late fees and/or prep and service fees that may apply.

Payment for Returned Checks

To repay a returned check, you must provide a cashier's check or money order. Cash will not be accepted under any circumstances.

Loss of Check-Writing Privileges

If your check is returned, you may lose the privilege of paying your rent with a personal check in the future and will be required to make all your future payments online through the portal.

Late Rent and Fees

Tenants are responsible for ensuring that their rent checks are honored by their bank. In the event that a rent check is returned unpaid due to insufficient funds (NSF), the tenant's rent payment will be considered late, and they will be subject to all applicable late fees. These fees will be added to the tenant's account and charged accordingly.

It is important to note that returned checks not only result in late fees but may also incur additional bank charges from both the tenant's bank and the landlord's bank. These charges can add up quickly and create further financial burden for the tenant.

To avoid these issues, tenants should carefully manage their finances and ensure that they have sufficient funds in their accounts to cover their rent payments. If financial difficulties arise, tenants are encouraged to communicate with True Property Management as soon as possible to discuss potential solutions and avoid late fees and returned check charges.

ADDING OR CHANGING A ROOMMATE

In the event that a tenant named on a lease agreement decides to vacate the property, while the remaining tenants on the lease choose to stay, our office must still receive a formal 30-day notice to vacate. The remaining tenants will be responsible for fulfilling the terms of the lease agreement in its entirety.

If the remaining tenants wish to replace the vacating tenant with a new one, they must submit an application for landlord approval. A \$250 fee will be charged to cover the cost of screening all applicants. This is a one-time fee for all applicants and does not include the \$50 application fee, which each applicant must pay individually upon completing the online application.

Please note that adding a roommate is subject to the approval of both the owner and all current occupants. If the application is approved, the new applicant and the current occupants must sign an addendum to the lease, removing the previous tenant and adding the new one.

Our office does not conduct an inspection for any roommate move-outs or move-ins. Any security deposit refunds will need to be executed among the remaining tenants. Our office is not responsible for refunding the security deposit on a roommate move-out. The security deposit is to remain with the contract on the unit until a full move-out occurs.

When a unit is vacated, all remaining and incoming residents, along with their guarantors, are responsible for damages and cleaning. New tenants must restore the unit to its original move-in condition at the end of their lease.

True Property Management typically doesn't require additional security deposits from new tenants, as the current tenants have already paid them. Any security deposit transactions should be handled between outgoing and incoming residents. However, an additional pet deposit may be required if the new tenants have a pet and move into a pet-approved property.

ASSIGNMENT AND SUBLEASING

Tenant shall not sublet any part of the premises nor assign the rental agreement or any interest in it at any time unless prior written approval has been obtained from the landlord. A written request shall first be made to landlord if a sublet or assignment is desired by tenant. Any proposed sublet or assignee, shall submit to landlord a rental application and current credit report for landlord's approval. No assignment or sub-leasing of the lease is permitted if there is a fixed lease term.

Again, unless prior written consent is obtained from landlord, any subletting or assignment of a rental agreement shall terminate the tenant's right and the rental agreement.

TERMINATION OF LEASE BY OWNER

The landlord has the right to terminate a resident's lease for breach of any lease provision, non-compliance with related regulations, or objectionable conduct that disturbs other residents. Residents will first be served a written 3-day "Notice to Perform (Cure) or Quit" and may be assessed a \$50.00 Prep & Service fee.

TERMINATION OF LEASE BY TENANT

A 30-day written notice must be submitted to the Management office in order for a resident to vacate the premises. The 30-day notice period begins on the date that the notice is received by staff. The specific details of the process will depend on the individual circumstances of the resident's current lease or month-to-month rental agreement. For more information regarding roommate situations, please refer to the "Adding or Changing a Roommate" section.

LEASE RENEWALS

Informing our office of your intent to renew your lease is required no later than 60 days before the lease expires. This may be superseded by your rental agreement, which contains the actual lease clause regarding renewals. Any modifications, renewals, extensions, or holding over beyond the lease term will extend the guarantor's obligations to cover the performance of all covenants, terms, and conditions of the lease and any changes made to it.

MANAGEMENT ENTRY

The way any resident lives in a community can directly affect their neighbors. Therefore, management maintains the right to enter units at reasonable times for inspection, maintenance, or verification of lease obligations (e.g., maintenance concerns, illegal occupants, pets). We will always provide a 24-hour notice of intent to enter, except in emergencies, resident-requested work orders, or when impractical. Residents must provide True Property Management with a written contact phone number; failure to do so waives the right to notice.

LOCKED OUT OF UNIT

Tenants are responsible for contacting and paying a locksmith to regain entry to their unit in the event of a lockout. The property management company must be notified of any key changes and provided with a copy of the new key within 48 hours.

If you need a replacement key, a key may be purchased from the rental office for a charge of \$35.00. Only authorized tenants (those listed on the rental agreement) may request a duplicate key.

LEGALLY LOCKED OUT OF UNIT

Tenants who have been legally locked out by the County Sheriff's Department or local law enforcement due to eviction or breach of contract may re-enter the unit by contacting the property management company at 866-957-6677. Please note that the locks will have been changed during the lockout, and a \$50 trip charge will apply for re-entry.

GOING ON VACATION

Remember these tips when leaving your home for vacation or even a short trip:

- Never hide a key outside your home.

- Stop newspaper and mail delivery if you'll be away for an extended period.
- If you will be away for an extended period, inform True Property Management of your absence and provide emergency contact information.
- Contact our office if you notice any unusual or suspicious activity that may be illegal. Your attention to unusual occurrences and noises can help prevent vandalism. In case of an emergency, always call 911.
- Residents are responsible for any property damage caused by utility service interruptions.

NOISE DISTURBANCES

A frequent complaint lodged by residents with the management office pertains to noise. Every resident in the community is entitled to the quiet and peaceful enjoyment of their unit. Residents who may not have prior experience residing in this type of housing may not be aware of how easily some sounds can travel. Sounds emanating from a television, radio, stereo system, musical instrument, or even loud behavior should not be audible outside of the unit. All private gatherings must be contained within the unit itself and not permitted to extend into common areas such as balconies, hallways, sidewalks, and parking areas. Please bear in mind (if in a multi-tenant setting) that your unit is only one in a building with several other units. Keg parties are prohibited due to their potential to attract large uninvited crowds. Standard quiet hours are between 10:00 p.m. and 7:00 a.m. Residents who may encounter such noise issues are asked to contact their local sheriff or police department for corrective action as each locality has a noise disturbance ordinance. We also request that you inform the rental office in writing on the following business day, noting the unit number of the respective resident and the circumstances surrounding the situation. Continued resident complaints, with management verification, will result in a warning from the rental office and termination of tenancy if the situation is not remedied.

PETS

Pets are strictly prohibited in True Property Management units and premises unless explicitly stated in your rental agreement. This includes visiting pets. If a pet is found in your unit, a \$50.00 Prep & Service fee will be charged for any notices issued (Notice to Perform Covenant (Cure) or Quit). A follow-up inspection will confirm that the pet is no longer present; continued violations may result in a Notice of Termination of Tenancy, as the owner may consider this a breach of contract.

If your lease allows a pet:

- There may be a limit on the number of pets allowed.
- Your specific lease terms must be followed.
- Pets must not roam freely and must be leashed or carried in common areas.
- Any animal found roaming unattended will be removed.
- Pet defecation in common areas is prohibited; it must be picked up and disposed of immediately.
- Pets must not be chained or tied to balconies, patios, or outside buildings.
- Any damages caused by pets are the responsibility of their owners.
- Pets must not become a nuisance; if they do, you may be asked to remove your pet from the community.



Additional pet rules:

- No reptiles, dangerous, harmful, poisonous, or illegal animals are allowed.
- Pet deposits are determined by the owner and are required for cats, dogs, ferrets, rabbits, and birds.
- Rabbits, hamsters, gerbils, and birds must be caged at all times.

Remember: Residents come first, and violations of pet policies may result in eviction..

VISITORS

Residents are welcome to have guests visit their units. However, residents are responsible for their guests' behavior and must ensure that they are considerate of their neighbors. Guests may not stay in a unit for an extended period and become unauthorized occupants. Typically, guests are allowed to stay for up to 14 days within a six-month period, or for 7 consecutive nights. Residents who violate this policy may face legal action.

Please remember that quiet hours are in effect Monday through Friday after 9:00 PM and weekends after 10:00 PM. Contact your local police if you experience noise disturbances after these hours.

PARKING REGULATIONS

Parking Rules and Regulations

Enforcement and Towing:

Parking rules are strictly enforced. If your vehicle is towed, True Property Management cannot assist you. To avoid towing, familiarize yourself with parking lot regulations and ensure your guests do the same. Towing expenses are the vehicle owner's responsibility. Inoperable vehicles (those without current tags and inspection stickers) and vehicles parked on lawns, grassy areas, or obstructing access to garages/driveways may be towed.

Prohibited Activities and Vehicles:

The following are prohibited on the premises:

- Vehicle repair
- Loitering
- Motorcycle/mini-bike operation within units or hallways
- Boats, trailers, campers, and unlicensed vehicles
- Storing vehicles outside of the garage

Parking Permits:

Where required, obtain, maintain, and display a parking permit in your vehicle's window. Permits are renewed annually.

City and HOA Rules

All city and Homeowners Association (HOA) parking rules must be followed.

Parking & Towing Policy

Residents are responsible for understanding and complying with the towing policy at their property. This includes informing their guests of the policy. Any towing charges or damages incurred by residents or their guests are strictly between them and the towing company. True Property Management is not responsible for adjusting towing costs.

Additionally, all vehicles must meet city and state codes, as well as any individual association rules.

BICYCLES

Tenants may store their bicycles in the designated bike racks on the property. Any bicycle found parked outside of these areas will be removed at the owner's expense. Improperly maintained bicycles may also be subject to removal.

GAS OR CHARCOAL GRILLS

The use of gas, charcoal, and kerosene grills and heaters is prohibited within all units, including balconies and first-floor porches. This policy extends to all combustible fuels. Written approval from management is required for any exceptions, which may be granted solely for single-family homes.

REPAIR REQUESTS AND WORK ORDERS

To ensure timely and effective resolution of any maintenance issues in your property, we now offer several options for reporting requests 24/7!

Before submitting a request, please remember the following:

You are responsible for basic home maintenance, such as bulb, battery, and filter replacements, simple wear-and-tear, and drain clogs. Refer to your lease for details.

Please attempt basic troubleshooting before reaching out to us. Many helpful guides are online and on YOUTUBE.

Once you're ready to submit a request, choose one of the three reporting options described below.

Online: Request help with routine issues online through the tenant portal. Visit kurtrealestategroup.appfolio.com/connect to log in to your portal and submit a new maintenance request. Describe thoroughly what the problem is, what you've already done to mitigate the problem, and include pictures when possible.

From the My Summary or Maintenance tab, click **Request Maintenance**.

Open Maintenance Requests

	Requested by: You	10/05/2015 · #62901-1
Scheduled	The neighbors left all of their trash in our can. Please send them a notice.	
Received	Requested by: You	10/05/2015 · #62900-1
	The sink is leaking. Please send someone to fix it.	

Request Maintenance 

- Enter a detailed description of the issue, select whether the vendor assigned has permission to enter with a key provided by the Management Office, and click **Submit Request**.

Check the progress of your request in the Maintenance tab. The status will update from received, to scheduled, to completed.

Open Maintenance Requests

	Requested by: You	10/05/2015 · #62901-1
Scheduled	The neighbors left all of their trash in our can. Please send them a notice.	
Received	Requested by: You	10/05/2015 · #62900-1
	The sink is leaking. Please send someone to fix it.	

Request Maintenance

Closed Maintenance Requests

Completed on	Requested by: Property Manager	02/19/2015 · #62647-1
02/20/2015		

Be advised that maintenance requests may take up to 2-3 business days before a vendor is available. If you have not received a phone call from our office or a vendor during this time, please contact our office immediately to check the status of your work order.

Text: Text our 24/7 maintenance line at [\(949\) 785-5686](tel:(949)785-5686) to quickly alert us to issues, including emergencies.

Over the Phone: If you'd prefer to speak with a live agent, call our 24/7 maintenance line at [\(949\) 785-5686](tel:(949)785-5686) and follow the prompts to connect with a representative. From there, we'll connect you with the first available agent.

Remember to update your contact information with the new maintenance number and save the tenant portal site to your web browser. In the future, we will only review maintenance requests submitted via the three approved methods outlined above.

Please be aware that it may take up to 2-3 business days for a vendor to be available to address your maintenance request. If you have not been contacted by our office or a vendor within this timeframe, please reach out to our office immediately to inquire about the status of your work order.

Tenants are hereby advised that they are responsible for reporting any maintenance requirements to Management immediately upon discovery. Regular property inspection and maintenance are also the tenant's responsibility. Tenants may be charged for repairs necessitated by their failure to report an issue in a timely manner.

EMERGENCY MAINTENANCE AFTER HOURS

If you have a maintenance emergency, please call True Property Management at [\(949\) 785-5686](tel:(949)785-5686). Our emergency maintenance services are available 24 hours a day, 7 days a week.

Emergencies include:

- Severe water leaks (other than faucets)
- No heat (in winter)
- Gas leak, you may need to call gas company.
- Entrance lock broken where the unit cannot be secured.
- Sewer back ups
- Faulty water heater

In such situations, call our Maintenance Line at [\(949\) 785-5686](tel:(949)785-5686) to report. No charge will be made for a service call unless the resident is responsible for the situation through negligence, or if emergency maintenance is requested for a situation, which is only routine maintenance. Requests for routine maintenance repairs can be made on-line via the Tenant Portal.

MINOR HOUSEHOLD REPAIRS

Tenants are responsible for minor repairs in their units, which include but are not limited to:

- Replacing batteries in smoke detectors, CO2 detectors, and garage door openers.
- Replacing light bulbs (including fluorescent lights with correct bulbs).
- Exterminating bugs (spiders, earwigs, ants, roaches, mice, etc.) - try over-the-counter products first.
- Checking electrical breakers and fuses.
- Unclogging slow or clogged drains - try liquid plumber and a plunger first.
- Patching small holes or cracks.
- Replacing smoke detector batteries every 6 months.
- Unclogging toilets - try plunging first.
- Resetting garbage disposals by pushing the reset button under the sink.

Please contact the appropriate utility company if your phone, gas, water, or electricity service is disrupted or unavailable. We can send someone to assist you if the issue is located within your unit.

If a repair is needed due to resident neglect, the resident will be responsible for immediate payment of the bill. While we're happy to send a contractor to assist with any issues in your unit, please be aware that this is the policy.

Residents will incur all costs for service calls that are deemed unnecessary or due to resident neglect. Examples of unnecessary service calls include: thermostats being turned off, garbage disposals clogged by foreign objects (such as silverware, bottle caps, coins, broken glass, or potato peels), or feminine products and wipes flushed down toilets.

HEATING, AIR CONDITIONING AND TEMPERATURE CONTROL

To ensure optimal performance of your heating and cooling system, please adhere to the following guidelines:

- **Thermostat Settings:**
 - **Heat Pump or Forced Air Unit:** Set the lever to HEAT during the heating season and COOL during the air conditioning season.
 - **Recommended Temperatures:** 70 degrees in the winter and 76 degrees in the summer.
 - **Air Conditioning Units:** Never set below 69 degrees.
 - **Mode Switching:** Allow five minutes to elapse when switching between cooling and heating to prevent damage. Avoid frequent adjustments to the controls.
- **Furnace Maintenance:**
 - **Filter Replacement:** If your unit has a dedicated furnace, change the filter annually. Filters are available at most hardware stores.
- **Energy Conservation:**
 - **Doors and Windows:** Keep all doors and windows closed while the air conditioner or heater is running.
- **Assistance:**
 - **Heating Issues:** Contact True Property Management if you encounter problems with a separate heating source.

DRAPE/BLINDS

Window coverings, such as drapes, blinds, and shades, may be left behind by previous tenants and are not the responsibility of the landlord to replace or repair. Landlords may provide standard window coverings, but regardless, tenants are responsible for routine cleaning and upkeep of all window coverings.

PESTS

Tenants are responsible for the extermination of insects and small rodents, including but not limited to spiders, earwigs, ants, roaches, mice, and bedbugs. If an infestation is found to be the tenant's fault due to improper cleaning, the tenant will be charged for the extermination service. However, if the infestation is pre-existing, the owner may be responsible for the full or partial cost. Please note that during heavy rain, insects and small rodents may enter the property, and the landlord is not responsible for such occurrences. In these cases, we recommend using over-the-counter products such as sprays and traps.

PESTS AND VERMIN

RESIDENTS ARE RESPONSIBLE FOR THE EXTERMINATION OF INSECTS AND SMALL RODENTS THAT MAY BE FOUND WITHIN THEIR DWELLING. THIS INCLUDES BUT IS NOT LIMITED TO COMMON HOUSEHOLD PESTS SUCH AS SPIDERS, EARWIGS, ANTS, ROACHES, MICE, AND BEDBUGS.

RESPONSIBILITY FOR INFESTATIONS

IN THE EVENT OF AN INFESTATION OF INSECTS AND/OR RODENTS, AN INVESTIGATION WILL BE CONDUCTED TO DETERMINE THE CAUSE. IF THE INFESTATION IS FOUND TO BE THE RESULT OF THE TENANT'S ACTIONS OR NEGLIGENCE, SUCH AS IMPROPER CLEANING AND MAINTENANCE OF THE DWELLING, THE TENANT WILL BE HELD FINANCIALLY RESPONSIBLE FOR THE COST OF EXTERMINATION SERVICES. THIS MAY INCLUDE THE FULL AMOUNT OF THE INVOICE FOR PEST CONTROL SERVICES.

HOWEVER, IF THE INFESTATION IS DETERMINED TO BE A PRE-EXISTING CONDITION, OR ONE THAT IS NOT THE RESULT OF THE TENANT'S ACTIONS, THE LANDLORD MAY BE RESPONSIBLE FOR THE COST OF EXTERMINATION, EITHER IN FULL OR IN PART.

NATURAL OCCURRENCES

PLEASE NOTE THAT DURING PERIODS OF HEAVY RAIN OR OTHER ENVIRONMENTAL CONDITIONS, IT IS POSSIBLE FOR INSECTS AND SMALL RODENTS TO SEEK SHELTER WITHIN A DWELLING. THIS IS CONSIDERED A NATURAL OCCURRENCE, AND THE LANDLORD CANNOT BE HELD RESPONSIBLE FOR THE PRESENCE OF THESE PESTS IN SUCH CIRCUMSTANCES.

RECOMMENDED ACTION

TENANTS ARE ENCOURAGED TO TAKE PREVENTATIVE MEASURES TO CONTROL PESTS AND VERMIN, AND TO ADDRESS ANY MINOR INFESTATIONS PROMPTLY. THIS MAY INCLUDE THE USE OF OVER-THE-COUNTER PEST CONTROL PRODUCTS SUCH AS SPRAYS, TRAPS, AND BAITS.

PROFESSIONAL PEST CONTROL

IF YOU ARE UNABLE TO CONTROL AN INFESTATION WITH OVER-THE-COUNTER PRODUCTS, OR IF YOU ARE DEALING WITH A SEVERE INFESTATION, PLEASE CONTACT THE LANDLORD OR PROPERTY MANAGEMENT IMMEDIATELY TO ARRANGE FOR PROFESSIONAL PEST CONTROL SERVICES.

GARBAGE DISPOSAL

If your unit is provided with a garbage disposal, it is recommended that the cover be left in the drain position when not in use to prevent any foreign materials from accidentally falling into the unit. Residents (or tenants) shall be responsible for keeping the garbage disposal clean of rice, potato skins, chicken bones, toothpicks, match sticks, celery, food pits, grease, metal objects, and any other items or material that can cause stoppage of the garbage disposal unit. Tenant will be responsible for the repair or replacement of the unit if the cause of the damage was due to negligence or misuse by the tenant or guests.

When using your garbage disposal unit, start by turning the cold water on and leave it running. It is important to maintain a sufficient flow of water to flush shredded waste through the drains even after the disposal has been turned off. Next, the garbage disposal should be turned on and then and only then, should the waste matter be put in the disposal. Allow the waste to clear before turning off the disposal. Remember, allow the water to run even after the unit is turned off to flush the disposal and clear the drain.

Should the disposal shut off due to an overload, allow the motor to cool for three to four minutes, then push the red reset button on the motor (located in the cabinet under the sink) and resume operation. If this fails, call the rental office for assistance.

CAUTION: NEVER PUT YOUR HAND IN THE GARBAGE DISPOSAL WHEN THE SWITCH IS IN THE “ON” POSITION.

The disposal is self-cleaning. Never use caustic drain cleaners in the unit. An occasional use of baking soda should eliminate odors.

LIGHT BULBS

All light fixtures will be in working order at the time the resident takes possession. Thereafter, the resident will be responsible for the replacement and installation of all light bulbs. All light bulbs must be working when the resident vacates. When replacing bulbs in appliances, track lighting, vanity mirrors, fluorescent lights and fans, tenants must be sure to use the proper size wattage and type of bulbs.

PLUMBING FIXTURES

All plumbing fixtures such as sinks, tubs, drains, commodes, etc. are to be used only for the purpose intended. Therefore, no solid articles, disposable diapers, rags, rubbish, or grease should be placed in them. **Feminine products should never be disposed of through the waste disposal lines at your unit.** All such waste should be placed in the trash containers. Articles that result in plumbing blockages or that must be removed will be at the resident's expense. One article that will provide you with a great deal of assistance and is most inexpensive is a plunger. **If maintenance is requested to plunge a line, the resident will be charged.** If your toilet/commode overflows, immediately lift the cover off the tank, reach inside and push the flapper firmly into the hole on the bottom of the tank; then call the rental office for maintenance. Turning the handle located under the toilet/commode tank in a clockwise direction can cut off the water supply for the toilet/commode. It is the resident's responsibility to inspect and report any water leak from coming

SMOKE DETECTOR

Smoke detectors are in your unit to insure your safety. We suggest that you check the detector in your unit on a monthly basis or routinely to make sure it is working properly. Simply press hard on the Test button and hold for 5 seconds. If the detector fails to operate, you will need to replace the batteries. Batteries should be replaced every 6 months or as needed. If the smoke detector still will not operate after installing new batteries, please call the rental office and request maintenance on the unit.

NOTE: THE LAW REQUIRES THAT ALL SMOKE DETECTORS REMAIN IN OPERATION. THEREFORE, DO NOT REMOVE THE BATTERY OR IN ANY OTHER WAY IMPEDE THE FUNCTION OF THE DEVICE. REMEMBER IT IS FOR YOUR PROTECTION.

CARBON MONOXIDE DETECTOR

California's Health and Safety Code (17926.1) requires a landlord to maintain carbon monoxide detector devices in each dwelling unit if the rental unit has a fossil fuel burning heater or appliance, fireplace, or an attached garage on or before July 1, 2011 for a single-family residence and on or before January 1, 2013 for all other existing dwelling units.

Carbon monoxide detectors are in your unit to insure your safety. We suggest that you check the detector in your unit on a monthly basis or routinely to make sure it is working properly. Simply press hard on the Test button and hold for 5 seconds. If the detector fails to operate, you will need to replace the batteries. Batteries should be replaced every 6 months or as needed. If the smoke detector still will not operate after installing new batteries, please call the rental office and request maintenance on the unit.

NOTE: THE LAW REQUIRES THAT ALL CARBON MONOXIDE DETECTORS REMAIN IN OPERATION. THEREFORE, DO NOT REMOVE THE BATTERY OR IN ANY OTHER WAY IMPEDE THE FUNCTION OF THE DEVICE. REMEMBER IT IS FOR YOUR PROTECTION.

FIRE

What to do when a fire strikes? **THINK!! DO NOT PANIC!!** First, see that the fire department is called, and pull the fire alarm, if applicable. Do not leave your unit door open if you find it necessary to vacate your unit. Exit in an orderly manner. Remember, fire thrives on air and fuel. A closed door slows air supply and can help to control the fire. As soon as possible notify the rental office.

No resident will be allowed to keep gasoline or any combustible material in his or her unit or do anything that will increase the risk of fire. Any fire damage caused by negligence which occurs to your unit or any of the other premises will be the resident's responsibility.

Every fire alarm should be treated as if an actual fire is occurring. However, if upon inspection no fire is discovered, please call the True Property Management office or maintenance line to have the alarm shut off.

BALCONIES AND PATIOS

Residents provided with a balcony or patio, are responsible for its condition and are expected to maintain the area at all times. No cigarettes, trash, or other items shall be thrown from the balconies or patios. Neither balconies nor patios should be used for drying laundry or putting up antennas. Water retention may damage the surface of the patio or deck. The use of artificial "astro-turf" or carpeting is prohibited. No vegetable gardens can be grown in these areas. Furthermore, we ask that the items such as motorcycles, boats, signs, trash containers, doghouses, etc., not be kept on balconies or patios. All patio furniture, chairs, portable barbecues, etc. must have rubber feet or 2 inch coasters at the leg ends to prevent punctures to the deck or patio surface. Balconies and patios may not be used for storage of personal items.

For your safety, True Property Management warns you to limit the number of people on a balcony at one time. Residents assume liability for any items left in these areas and are responsible for maintaining their balcony or patio in a neat and orderly manner at all times.

COMMON HALLWAYS AND PORCHES

It is against fire regulations to block the entry hallways with bicycles, baby carriages, toys, shoes, boots, etc. Safe passage must be provided for all residents and guests. If such items are found in the entry halls, we will give one warning. On the second offense, 3-day Notice to Perform Covenant (Cure) or Quit will be served and a \$50.00 Prep & Service fee will be assessed to the tenant's account. Please keep all porches, stairwells and sidewalks clear of all items, which could impede traffic in both normal use and in the case of an emergency. Residents may not post any signs or other advertising matter in windows, hallways, doors, and mailbox or outside the building.

VACATING AND MOVE OUT DAY

Please see the "Maintenance/Cleaning Procedures for Vacating" list to advise you on how to clean and maintain the property before you leave. Moving trucks and vans must be parked in authorized spaces.

Please be sure not to block other vehicles or passageways with moving trucks. All Pre-move out inspections must be scheduled **72 hours in advance**, as this is an extremely busy time for you and True Property Management. If you do not schedule this appointment, the inspection will not be conducted. A move out inspection will be conducted after possession of the property has been returned to the owner. The tenant will not be present during the move-out inspection. Be sure to turn in all unit door keys, mailbox keys as well as all forwarding addresses.

PRE-MOVE OUT INSPECTION

Tenants have the right to request an initial inspection prior to the termination of tenancy. You are not required to have the Premises inspected prior to termination of tenancy. Residents have a right to be present at the Pre-move out inspection. It is the resident's responsibility to arrange for an appointment with the Management office if he/she wishes to do so. All appointments **MUST** be made 72 hours in advance and cannot be past your

lease ending date. If you do not schedule this appointment, the inspection will not be conducted. The inspection may not be conducted more than two weeks before the end of the tenancy.

The tenants have the right to be present during the Pre-Move Out Inspection; however, the inspection may be conducted without the Tenants. The inspection must be conducted during our normal business hours. If you would like to request a Pre-Move Out Inspection, there is a form that must be completed and returned to our office in writing. This form will be included in your Move Out Acknowledgement letter; or you may request the form from our office.

ABANDONED PROPERTY

True Property Management will consider any property left in a unit after the lease term as abandoned property. Our office will dispose of any abandoned property in accordance with California Law.

SATELLITE DISHES

Do to the permanent damage caused by the installation of Satellite dishes, they are prohibited from being installed at all True Property Management properties.

LAWN AND GROUNDS MAINTENANCE

If a gardener (for basic gardening) is not provided for the rental property (typically a detached single-family house), then it is the sole responsibility of the tenant to maintain the yard areas. You are expected to care for the lawn and grounds, keeping them in good condition. This includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, raking leaves, edging all walkways, curbs and driveways, treating fire ant beds, and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves and side of the house. You are required to report any conditions, which will cause permanent or temporary damage to the grounds, and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Extra water is required during the summer months. Failure to do so may result in the replacement of grass, which may be costly and may be charged to the tenant due to neglect. Whatever is in the beds as a cover or mulch (pine straw, pine bark, etc.) must be kept up by the residents. If a section of the lawn is blocked off for any reason (ex: dog pen or run) it still has to be maintained regularly.

WALLS AND CEILINGS

Please keep the walls of the home clean and in good repair. Do not paint or wallpaper the walls without prior approval. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted and/or vacuumed regularly and before vacating. Do not put any holes in wooden or paneled walls or fixtures since these cannot be patched or matched. Any drywall damage from the installation of a plasma television by the tenant will be charged to the tenant. You may be charged for the entire replacement of walls if needed, or for patching and painting of entire wall. An additional deposit may be required for smoking on the premises.

ALL TRUE PROPERTY MANAGEMENT PROPERTIES ARE NON-SMOKING. SMOKING IS PROHIBITED WITHIN THE UNITS OR IN THE EXTERIOR COMMON AREAS.

VINYL, LAMINATE, AND HARDWOOD FLOORING

With normal household use, vinyl, laminate, and hardwood floors may be washed with a solution of warm water and soap. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks

can easily be removed with the proper product. Do not apply varnish, lacquer, or shellac to the floor. When waxing, use a water-emulsion, self-polishing types such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors, avoiding any solvent based waxes. Do not wax or polish your laminate flooring. You will be responsible for damage done by using improper cleaning methods such as broken tiles or torn floor covering.

It is your responsibility to observe the following guidelines:

1. Clean all liquid spills immediately
2. Simply dust mop or vacuum with a soft brush or wood-floor accessory to keep your floor clean from dust.
3. A damp cloth or mop can be used without damage to the laminate panels, but do not use excessive water.
4. Never spray water directly on floor.
5. Dry the floor thoroughly with a clean, soft cloth.
6. Do not use soap-based detergents, abrasive cleaners, or combined "clean and shine" products on your floor.
7. Do not use steel wool or other scouring pads that may scratch laminate panels.
8. Apply felt pads to furniture legs to avoid scratches.

CARPET CARE

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush and a beater type vacuum cleaner is required if the home you rent has carpet. Shampooing is usually required about twice a year and is the tenant's responsibility. Before moving in, the carpets have been professionally cleaned. Tenants are required to have the carpets professionally cleaned upon vacating the property. If an invoice is not provided to True Property Management as proof of service prior to vacating the property, the owner may have them cleaned and deduct the cost from the Security Deposit.

WASHER/DRYER HOOKUPS

If your unit is equipped with a washer/dryer hookup, when you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. Some rental units will need a converter for their washer and/or dryer (especially if it is a gas appliance). Please make sure you have the correct converter. Any changes or installation of converters shall be solely at the tenant's expense.

CLEANING AND HOW TO'S

We work hard to deliver to you a clean, well-maintained comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and residents who take occupancy after you leave. The key to proper cleaning is to do it often and regularly. Set up a schedule where each family member is responsible for specific tasks. Monitor the work and see that cleaning is performed as often as needed.

MINIMUM CLEANING STANDARDS

1. Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month, exterior every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways, and walls in heavily traffic areas every 1-2 months.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter, and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.
4. Mop and wax vinyl floors weekly.
5. Dust baseboards, windowsills, window grids, tops of windows, ceiling fans, doors, ceilings, and corners of room monthly.
6. Clean AC/Heat air return grill often. It helps the mechanical operation of the equipment.
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
8. Curtains and blinds, if provided, should be cleaned or washed semiannually. Decorator drapes should be dry-cleaned every 2 years.
9. Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub, and shower (including walls) weekly. Wipe out medicine cabinet, drawers and cabinets.
10. Sweep out garage as needed. Keep all floors free of clothes, toys, and other items which may be trip hazards. **COUNTER TOPS AND CABINETS** Always use cutting boards and hot pads when chopping, cutting, or placing hot items on counter tops. Do not use abrasive cleaners on counter tops. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

TUBS/SHOWER ENCLOSURES/ SINK/COUNTERTOPS

The following surfaces in the property may have recently been refinished with an Engard/Polyurethane coating especially used for fiberglass & porcelain surfaces: showers, tubs, sinks, and countertops. You must abide by the following rules in regard to cleaning and maintenance of these surfaces.

Cleaning agents that can be used:

- K7 Multipurpose cleaner
- Ivory Dishwasher liquid
- Fiber Alcan
- Soft Scrub
- Lysol Tub cleaner
- Dow Tub Cleaner
- Bon Ami
- Liquid comet

Cleaning agents that can **NOT** be used:

- Fantastic
- 409
- Lime Away
- Tough Act
- X-14
- Comet
- Bleach
- Shower power
- Scrub free
- Ajax
- Acid based cleaners
- Tilex

Use cleaners cautiously and wipe unit dry after usage to maintain the beautiful luster and shine. Use Gel-Gloss to protect your surface if you have hard water. Use bath mats with holes in it so water may vent.

Do not:

1. Use dyes for hair or clothes
2. Apply non-slip stickers to bottom of unit

3. Use rubber bath mat with suction cups on bottom
4. Use sharp or harsh cleaning tools
5. Use abrasive cleaners
6. Let water drip continuously from broken plumbing
7. Set hot items or cut on counter tops

If the surface was recently refinished do not use it for 48 hours, do not clean it for 7 days after refinishing. If properly maintained these surfaces should last a long time. If the surface starts to peel or chip, it is the tenant's responsibility to report it to our office immediately. Improper care of the above noted surfaces may result in the tenant being charged to refinish the surfaces.

MILDEW/MOLD

If you believe there to be mildew or mold in the property, you must contact our office immediately to report the issue. Our office takes any claim of mildew or mold very seriously. There are many things a tenant can do to prevent any mildew or mold growth.

1. Report any plumbing leaks immediately.
2. Properly ventilate the property daily, including opening windows in the home, ceiling fans, exhaust fans, and a dehumidifier if necessary.
3. Properly ventilate the bathroom during and after shower or bath usage.
4. Report any malfunction with windows, ceiling fans, and exhaust fans immediately.
5. If you notice mold/mildew growth, clean it up immediately with a bleach/water solution if it is under 10sqft. If the surface area is larger report the problem to the Management office immediately.

KITCHEN APPLIANCES

Each kitchen appliance must be cleaned regularly. In particular, the stove hood, the filter in the stove hoods, the oven, under the burners on the stove. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be held responsible.

GENERAL APPLIANCES

If an appliance is freestanding, it may or may not be under warranty. Some landlords have provided appliances (i.e. refrigerator, washer & dryer; does not include built-in appliances) for your convenience and will not make any repairs to them or replace them as necessary. If you do not wish to use an appliance that has been provided by the landlord, you may request that it be removed and use your personal appliance instead. Please allow up to 72-hours after request for removal of the appliance. For built-in appliances, please allow up to 3-5 business days for an appointment for maintenance. Any additional parts needing to be ordered may take up to 2 weeks before arrival.

FIREPLACES

If there is a fireplace in your home, please do not burn pine or any "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc.

MAINTENANCE/CLEANING PROCEDURES FOR VACATING

(IMPORTANT: UTILITIES NEED TO BE LEFT ON THROUGH YOUR LEASE ENDING DATE! ANY OUTSTANDING BALANCES WITH THE UTILITY COMPANY'S WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT!)

KITCHEN CLEANING

1. Clean counter tops, inside & outside cabinet door, inside cabinets, underneath cabinets and back splashes.

STOVE/OVEN

1. Clean grease and grime from behind & sides of the stove and on the walls.
2. Clean the floor removing all grease where stove usually stands.
3. Remove fan filter and clean filter & fan; put back in place.
4. Pull up stove top & clean thoroughly underneath and replace drip pans. (If stovetop does not pull up, remove eyes and drip pans & reach under to clean.)
5. Clean all grease and grim from top & back of stove.
6. Clean the inside of oven and racks thoroughly. There should not be any grease or stains remaining.
7. Do not leave any remaining oven cleaner present in the oven.
8. Clean inside and out of the oven drawer.

REFRIGERATOR

1. Move refrigerator from wall (pull straight out, be careful not to tear vinyl or scratch flooring. You will be responsible).
2. Clean underneath and behind refrigerator.
3. Move back into place.
4. Clean inside freezer removing all crumbs & dirt (freezer must be defrosted).
5. Clean ice trays and/or icemaker.
6. Remove and clean shelves & crispers.
7. Clean inside of refrigerator, crevices & corners before placing shelves and crisper back into place.
8. Clean gasket around the refrigerator and freezer door, outside and creases need to be wiped out.

DISHWASHER

1. Remove all items.
2. Clean inside and out including gasket around dishwasher.

MICROWAVE

1. Clean inside, outside and behind.

BATHROOM CLEANING

1. Clean in and around sink (remove all hair out of drains).
2. Scour soap and toothbrush holders.
3. Clean inside and outside of medicine cabinets, vanity cabinets, and all mirrors.
4. Make sure all bathroom light bulbs are working.

TOILET

1. Clean inside & outside removing any stains including base.
2. Disinfect the inside & outside.

SHOWER/TUB

1. Scour and remove all dirt & rust stains from tub and shower walls. ***
2. Remove all watermarks & soap from tub and shower walls
3. Remove all mold/mildew from ceiling above the shower.
4. Remove all hair from tub/shower drain.

***The following surfaces in the property may have recently been refinished with an Engard/Polyurethane coating especially used for fiberglass & porcelain surfaces. You must abide by the following rules in regard to cleaning and maintenance of these surfaces.

Cleaning agents that can be used:

- K7 Multipurpose cleaner
- Lysol Tub cleaner
- Ivory Dishwasher liquid
- Dow Tub Cleaner
- Fiber Alcan
- Bon Ami
- Soft Scrub
- Liquid comet

Cleaning agents that can NOT be used:

- Fantastic
- X-14
- Scrub free
- 409
- Comet
- Ajax
- Lime Away
- Bleach
- Acid based cleaners
- Tough Act
- Shower power
- Tilex

Use cleaners cautiously and wipe unit dry after usage to maintain the beautiful luster and shine. **DO NOT USE DYES FOR HAIR OR CLOTHES!**

BEDROOMS, HALLWAYS, LIVING ROOM, DINING AREA

1. Clean all windowsills, frames, and tracks. (It's easier if you dust first.)
2. Clean ALL Windows.
3. Clean ALL closet shelves, rods, and wipe down closet doors and other interior doors on both sides.
4. ALL baseboards and doorframes need to be dusted and cleaned.
5. Clean all outlets and switch covers throughout unit.
6. Vacuum and clean all registers and fans.
7. Dust and clean all ceiling fans.
8. Dust and clean all blinds.
9. All carpeting must be cleaned professionally on the last day of occupancy – as to maintain the cleanliness of the carpeting. An invoice must be provided to our office on or before the last day of occupancy. **NO EXCEPTIONS.**
10. Remediation of all pests including but not limited to fleas, and bed bugs is the sole responsibility of the tenant. If not completed prior to move-out, remediation will be completed and assessed to the tenants account.

FLOORS

1. Scrub all vinyl to remove accumulated grease and dirt.

2. Mop floors and do not walk on afterwards.
3. Wax all vinyl and wood floors.
4. All carpeting must be cleaned professionally on the last day of occupancy – as to maintain the cleanliness of the carpeting. An invoice must be provided to our office on or before the last day of occupancy. **NO EXCEPTIONS.**

LIGHT FIXTURES

1. Remove all light fixture glass, clean dust and bugs from fixtures.
2. Replace burned out light bulbs. All bulbs must be working.

LAUNDRY ROOM

1. Wipe out washer and dryer.
2. Clean tops of washer and dryer.
3. Clean and mop floor.
4. Clean walls behind and around washer/dryer.

DECK AND/OR PATIO

1. Clean out storage room.
2. Sweep off deck and/or patio.
3. Clean sliding door tracks on outside.
4. Yard must be mowed, trimmed, raked if tenant is responsible for yard care.

MISCELLANEOUS REPAIRS

1. ALL light bulbs must be working including appliance bulbs.
2. ALL doorstops must be in place.
3. Stovetop drip pans must be **REPLACED**.
4. Smoke alarms must be working (residents are only responsible for battery replacement).
5. ALL holes in the wall must be filled (nail, door knob, fist, etc.), patched, and painted to match existing paint.
6. ALL yard care must be completed at the time of the lease ending date.
7. ALL window and door screens are in place and without holes.

Please use care when moving large or heavy furniture or items in or out of the rental unit. Damages to the rental unit or common area that occur during the moving of such tenant items are the responsibility of the tenant. A tenant will be billed for any and all such damage.

The purpose of the Pre-Move Out Inspection is to identify deficiencies in the Premises that need to be remedied by you in order to avoid certain deductions from your security deposit. Even if you remedy the identified deficiencies, the Landlord may make deductions from your security deposit for deficiencies that: **(a)** occur between the time of the inspection and the termination of your tenancy; and **(b)** were not revealed during the inspection due to the presence of your possessions.

After the tenant has fully vacated the unit all keys & remotes must be received into our office. You can bring them in during business hours, **OR** place them in a marked envelope in the Drop Box if it is after hours. If

remotes will not fit in the Drop Box please leave the remotes on the kitchen countertop before vacating the property. Upon vacating the property, please be sure to fully secure the rental by locking all windows and doors. The resident forfeits his/her right to re-enter the unit and perform any additional cleaning or maintenance work once our office is in receipt of the keys.

ADDITIONAL RULES

True Property Management reserves the right to make such changes and additions to the rules and regulations relative to the entire community which may from time to time be necessary for the safety and well-being of all the residents and the control, care and cleanliness of the premises. Please contact our office for an updated version of the "True Property Management Tenant Handbook" as changes may be made throughout your tenancy.

Statement of Acknowledgement

I/we acknowledge that these policies become part of the lease agreement and are legally binding. The undersigned agree to abide by all the policies as stated herein. In any instance where the lease agreement and the handbook are in conflict, the lease agreement shall have precedence on all parties to the contract.

Print Name: _____ **Tenant #1**

Signature: _____

Date: _____

Print Name: _____ **Tenant #2**

Signature: _____

Date: _____

Print Name: _____ **Tenant #3**

Signature: _____

Date: _____

Print Name: _____ **Tenant #4**

Signature: _____

Date: _____

The above tenant(s) have been given a copy of the Tenant Handbook and has read and understands all rules, regulations and policies.

Received By: _____ **True Property Management Representative**

Date: _____