



**EAST BAY**

**PROPERTY MANAGEMENT**

*your property...our priority*

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# **TENANT HANDBOOK**

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**Welcome to your new home**



**EAST BAY PROPERTY MANAGEMENT**

**39111 Paseo Padre Parkway Suite 310**

**Fremont, CA 94538**

**(510) 894-1753**

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# **East Bay Property Management**

## **Welcomes You!**

East Bay Property Management welcomes you as a new resident. To achieve a successful Tenant-Management relationship, we prepared this 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 instruction, general information, tenant responsibilities and more.

The owner of the property has retained our firm as their property management company and representative to manage your home. Therefore, you need to contact us when you need assistance. Our contacts information is listed below and on the next page.

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



# **East Bay Property Management**

## **Staff Contact Info**

**Main Number:** (510) 894-1753

**Maintenance Line:** (510) 996-4005

**Mike Connolly** Owner  
E-mail: [mike@eastbaypmc.com](mailto:mike@eastbaypmc.com)

**Teresa Barajas** Office Manager  
(510) 894 – 1753 ext #2  
E-mail: [teresa@eastbaypmc.com](mailto:teresa@eastbaypmc.com)

**Mailyn Coffey** Bookkeeper  
(510) 894 – 1753 ext #3  
E-mail: [mailyn@eastbaypmc.com](mailto:mailyn@eastbaypmc.com)

**Gurpreet Singh** Maintenance Manager  
Call or Text: (925) 519-9709  
E-mail: [service@eastbaypmc.com](mailto:service@eastbaypmc.com)

**Naomi Cabañas** Leasing Consultant  
(510) 894 – 1753 ext #1  
Email: [naomi@eastbaypmc.info](mailto:naomi@eastbaypmc.info)

**Cody Connolly** Property Inspector  
E-mail: [cody@eastbaypmc.com](mailto:cody@eastbaypmc.com)

**Tom Connolly** Managing Broker (Real Estates Sales)  
E-mail: [tcdanville@aol.com](mailto:tcdanville@aol.com)



## **Office Information**

Mailing Address: 39111 Paseo Padre Pkwy Ste. 310  
Fremont, CA 94538

Phone: (510) 894-1753

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

Office Hours: Monday – Friday, 8:30 am to 5:00 pm  
Weekends – By appointment only

### **After Hours Emergency Number:**

**(925) 519-9709**

## **Moving Out Checklist**

- Notify new utility companies immediately to avoid shut off
- Contact moving company
- Notify US Post Office (Forwarding Address)
- Notify magazine companies
- Notify newspapers
- Send “Just Moved” announcements
- Notify bank, credit union, savings & loans
- Notify doctors, dentists
- Notify former electric, gas, water and garbage companies
- Re-register to vote
- Notify DMV & obtain new license



# **Tenant Communication**

## **Telephone Calls During Office Hours**

During office hours, your call will be answered in person. If you get our voicemail, this means that we are on another line.

## **Voicemail**

If, during the day you reach our voicemail system, you will be rolled over to our East Bay Property Management general message account. Your message will be delivered to the appropriate person.

## **Preferred Method of General Communication: E-MAIL**

This method of communication to/from you either via standard email; or E.B.P.M. portal generated company email called “conversations” on the tab. If you have an issue and you are unsure what staff member to address, please send info to [teresa@eastbaypmc.com](mailto:teresa@eastbaypmc.com)

## **Change in Contact Information**

Please notify Teresa or Mailyn if you change your phone number or email address. You can change this in your tenant portal.

## **Emergency Calls**

During usual business hours, immediately state if you have an emergency. If you reach the voicemail system during or after the hours, immediately hang-up, and call the emergency maintenance number: [\(925\) 519-9709](tel:(925)519-9709)

## **Maintenance Requests**

If you have a maintenance issue, you **must** send a **written request** by:

1. **Logging In to our Website:** [www.eastbaypmc.com](http://www.eastbaypmc.com). On the home page click on the maintenance icon (wrench & hammer icon) –This will take you directly to your tenant portal, enter your email (username) and password. Follow the prompts to enter your request.
2. **Calling in your request:** [Call \(510\) 996-4005](tel:(510)996-4005)  
If you have a maintenance request, you can call (510) 996-4005, follow the prompts and we will be notified right away.
3. **Emailing or Calling our Maintenance Manager**

The maintenance managers phone number is [\(925\) 519-9709](tel:(925)519-9709). This method should only be used when you are following up regarding an existing request only. To input maintenance request, you must do it either **online** or **by calling** (510) 996-4005.



## **Renter's Insurance**

The property management company or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain fire and theft insurance for their personal property.

It is **REQUIRED** that all tenants maintain a minimum of \$100,000 Liability Policy during the entirety of the tenancy. Proof of coverage must be provided to E.B.P.M. office in the form of a copy of the current insurance policy page either entitled "Letter of Declaration" or "Certificate of Insurance". Tenant must add **East Bay Property Management** as an **"Additional interest/party."**

*Copy of the COI/EOI must be submitted to East Bay Property Management 24 hours prior to your move in date.*



## **Paying Rent**

- Rent is due on the 1st of each month. It is considered late when received after 5 pm on the 2nd of each month.

- Make checks payable to: **East Bay Property Management**

- 90% of our Tenants pay by online as it is the most secure and convenient for Tenants compared to all other methods.

- Rent may also be paid by personal check, cashier's check, or money order.

- We do not accept rent checks from anyone not on the lease.

- Partial payments will be subject the late fee amount as stated on your Lease Agreement.

- We have a 24-hour locked box located near the entrance of our building 100 feet to the left of the lobby door, labeled **PMI East Bay**.

- If your rent is late and paid after the 2nd of the month, we require a cashier's check or money order for your rent payment. You must include your late fee in this check or pay the late fee with a separate personal check.

- If rent is still unpaid by the 5th, E.B.P.M. will begin the eviction proceedings. Once this has started, rent will not be accepted without all of the late fees and administration fees being brought current in certified funds only. No personal checks will be accepted if eviction proceedings have begun.

- Rent is always due on the 1st when the lease is executed. Pro-rated rent may be necessary on a mid-month move in. Keys will not be turned over to a tenant until the pro-rated rent has been paid. This payment is also subject to late fees in the same manner as a regular rent payment.

- Rent is required every month, including your last month. You may **NOT** use the Security Deposit to pay rent at any time.





## **Fees**

We want to review and clarify our fee structure with you. These fee amounts may or may not be written into your lease.

- Late fee – 5% of rent (this is charged when your rent is received by our office after 5pm on the 2nd). All late fee payments are due in the month they are charged.
- Return Check Fee - \$25.00 (this is charged for a check returned by your bank for any reason), \$35.00 after the first time.
- Lease Violation Fee - \$25.00 (this is charged when a 72-hour notice is given, or when any other violation of your lease is noted)
- Smoke Detector Tampering Fee - \$250.00 (this is charged when upon a routine inspection of the property, it appears the smoke alarm batteries have been removed or the unit has been removed from the ceiling or wall, or otherwise tampered with in any way)
- Online convenience fee charged directly from Software Company
- Admin. Fee of \$75.00 upon delivering/posting a Notice to Tenants for any reason (i.e. 3 Day Notice, To Correct Covenant, etc.)
- Resident's Benefit Package - \$10.00/Month This provides for one annual inspection and replacement of furnace filters.

## **Change in Tenant(s)**

**Adding a new tenant:** Before a new person moves into the property, they are required to complete an online application and pay the \$35 Application Fee. They must be approved by our office. They will then sign the lease rental agreement or the Additional Tenant Addendum.

**Roommate moving out:** If you have a roommate wanting to move out, a 30-day notice to vacate form must be submitted to our office. If a lease for a term is still in effect, he/she will be legally responsible until that term expires.

***If moving out at end of lease terms . . . If your desire is not to renew your lease, a 30-day notice to vacate must be submitted.***

***If you prefer to remain in the residence beyond lease term . . . please let us know 30-days or more prior and we can discuss lease renewal terms.***

# **Maintenance Issues**

## **Emergency Maintenance**

East Bay Property Management provides tenants several ways to report maintenance issues. The primary and best way to report an issue is through your **tenant portal** where specific issues can be described in writing. You can also call East Bay Property Management at **(510) 996-4005** to report a maintenance issue.

**For emergency maintenance items (threat to life, health or property), call: (925)519-9709.**



### **1. Emergency Defined**

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

### **2. Examples**

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees), water heater leak. If the emergency is life-threatening, call 911 immediately!

### **3. The Following are NOT Emergencies**

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c unit out if the temperature outside is below 95 degrees and/or the property has 2 a/c units and one is still functioning properly, dishwasher is not working. E.B.P.M. is not liable for loss of food caused by appliance break down.

### **4. Warning**

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. If you call Emergency Line for a Non-Emergency and contractors are dispatched to your home because of this call, you will be charged a \$100.00 fee. Do not call in an emergency unless it is truly an emergency.

***You will also be charged a \$50.00 trip charge if you set up an appointment with any contractor and do not show up for that appointment.***

# **For all Non-Emergency Maintenance Requests**

**The Preferred Method** – Create your own work order request online, either:

- Via East Bay Property Management website: Simply log-on through our website, [www.eastbaypmc.com](http://www.eastbaypmc.com). On the home page, click on the maintenance logo (identifiable by sketch of hammer and wrench). This will take you to your tenant portal. Once you login, click on “Maintenance,” then “Request Maintenance.”
- Via phone call: If you are having trouble logging in to your Tenant Portal, you can request maintenance by calling (510) 996-4005 and following the prompts.



## **Setting Up the Appointment**

Once the repair request is received and reviewed, East Bay Property Management will have the vendor contact you to arrange a mutually agreeable date of repair.

*If you fail to keep a scheduled vendor appointment, you will be charged a **\$100.00** No-Show fee.*



# **Resident's Maintenance Responsibilities**

Renting a house is not like renting an apartment. EBPM does not have a maintenance handyman living in your neighborhood to run to the property and fix things as soon as we are called. There are some items that you can take care of yourself such as clogged garbage disposals, GFCI switches that need to be reset, and minor items as explained in this document that you were presented throughout the lease.

Single-family homes and condos are different than apartments. In an apartment community, there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single-family home or condo. Keep this in mind:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e. chipped paint, missing screens, doorbells that do not work, etc.).
2. Damages caused by abuse or misuse **will** be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
3. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system). Clogged plumbing will be your responsibility.



It is the tenant who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, EBPM. will take on the challenge.

If EBPM Maintenance or a plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, personal

property in the system, the expense of the plumber's visit and repair will be incurred by the resident. The homeowner will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

4. Monitoring of security systems is not handled by EBPM or the owner. Tenants will need to make their own arrangements to set up this service at their discretion and their own expense.

5. We will make every effort to deliver the property to you free of pests. It is the tenant responsibility to keep it that way. We recommend you use a licensed professional for any periodic pest treatments.

6. Each month you will be charged a \$10.00 maintenance fee. This covers the annual inspection of your home to make sure smoke alarms and C.O. detectors are in working order. In addition, the furnace filter will be replaced.

7. Contractors are just like us – they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5pm, Saturday or Sunday) the tenant will pay their after-hours premium for “non-business hours service.” Think of it as a “co-pay” for the convenience of getting non-business hours service. The exception of course is emergencies.



# **Maintenance Priorities**

***Everything isn't an emergency.*** We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

## **Category 1: Emergency Maintenance**

**Emergency:** Anything relating to the property under the lease that is threatening to life, health, or the property.

Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house.

Target: 5 to 8 hours

*Note: During peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.*

## **The Following are NOT Emergencies**

Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. P.M.I. East Bay is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

## **Category II: Urgent Maintenance**

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems.

Target: 2-4 business day service

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

## **Category III: Normal Maintenance**

Appliance repair, garage repairs, leaky faucets.

Target: 4-8 business day service

## **Category IV: Non-Essential Maintenance**

Fence repair, gutter cleaning.

Target: 15 - 30-day service



### **Category V: Not a Habitability Issue**

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing door knob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys. Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.

### **Tenant Damages**

Damages caused by abuse or misuse will be charged back to the tenant. We will rely on the servicing contractor to tell us what caused the problem.

If plumbing gets clogged due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber will be tenant responsibility (minimum \$150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Buy a plunger. Unless the contractor can prove it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by people, not by a defect of the property. Clogged plumbing is often tenant responsibility but will be reviewed on a case by case basis.

### **After Hours Maintenance Charges**

If you schedule with the contractor after normal business hours, you will need to pay any afterhours premium charges. Our contractors work normal business hours and are only available after hours for true emergencies (and for additional compensation). They have families just like you and don't want to be working evenings, weekends and holidays.

### **Scheduled Maintenance Visits**

It is possible that the homeowner has selected from our list of six proactive maintenance procedures that may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite inspections, fall landscaping, etc.

### **Division of Maintenance Responsibilities**

Below is a visual of maintenance items to remind you of what things you are responsible for and what E.B.P.M. is responsible for.



# **Landlord vs. Resident's Responsibilities**

<b>Item</b>	<b>Landlord</b>	<b>Resident</b>
Water system breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	
Reset garbage disposal		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFCI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Mandatory association dues	X	
Termite treatment and rodents	X	X
Household pest control		X
Maintain yard fencing	X	
Security system repairs	X	
Security system monitoring		X
Microwave turntable		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

## **Maintenance chargebacks**

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, toys flushed down a toilet, GFCI switch not re-set just to name a few, EBPM will notify the tenant via email and place the charge to your payment ledger. Failure to pay the bill will result in outstanding balance on your account. This will need to be paid with your next rental payment or late fees will continue to accumulate.



# Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your smoke alarms batteries, lightbulbs, clogged toilets, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

## **1. Summer: HVAC (Air Conditioning)**

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. Please check the breaker first. See "Reset Circuit Breakers" below.

If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of time the coils have frozen up. When the technician gets there, he won't be able to do anything until the coils thaw out. This means 2 trips for the HVAC technician, and a longer wait for you.

## **2. Reset Circuit Breakers**

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

## **3. Garbage Disposal Reset, Use, and Care**

Reset the garbage disposal

- If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker), turn OFF the disposal, lean down and take a look at the underside of the garbage disposal. Push in that little red button which resets the system. If the disposal was just overworked, or if there was a power surge, this may fix the problem.
- If this does not fix the problem, **do not attempt to fix the garbage disposal yourself since it could be very dangerous.** Please submit an Online Maintenance Request so that we can have one of our contractors fix it for you.

GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short-range from water but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom.

# **Clogged Drain**

## **The Kitchen**

For kitchen sink drains with garbage disposals, please refer to **What Goes Down the Disposal** (below). If the services of a professional are required for repair, and it is determined that the problem is tenant caused, you will be charged for the repair.

## **What Goes Down Garbage Disposals?**

- Small amount of leftover food from your plate
- Small food bits, or vegetable peelings

## **What DOESN'T Go Down Garbage Disposals?**

- Anything NON-biodegradable (non-food)
  - Anything combustible
  - Plastic & Metal
  - Animal Bones
  - Hamburger meat, spaghetti, bacon grease, or other greases/oils
  - Egg Shells
  - Potato skins or substantial amounts of potatoes
  - Corn cob husks, lettuce, asparagus, or other fibrous vegetables
- 
- Just remember, whatever you wash down the sink must be able to make it through as narrow as a 2-inch diameter of an older pipe to make it to the road!
  - Anytime you run the garbage disposal do so while running cold water. Keep water running for 30 seconds after using.
  - Too much of any matter, even if bio-degradable, is NOT good. Consider running ice cubes through the garbage disposal, as a means of 'cleaning' the unit. Hard ice chips help remove scum layers that built up below the seal and in the grinder wheel.

**Always remember: *When in doubt, throw it out!***

## **The Bathroom Bath, Shower and Sink**

To prevent tub and shower drains from clogging, we suggest using a drain cleaner (such as Liquid Drano) regularly. This will eliminate hair build-up in the drain.

### **The toilet:**

Please DO NOT flush non-organic/non-degradable products down the toilet

- NO baby or adult wipes (even ones labeled disposable)
- NO feminine hygiene products
- NO paper towels, napkins, etc.

Again, if a drain clog is found to be a result of tenant (miss)-usage, *its repair will be charged to tenant.*



## **Preventative Cleaning Tips**

Here are some helpful cleaning tips for you . . .

- Always put away food and wipe up debris
- If pets permitted, put away or clean to deter ants and regularly pick up
- Do not allow grease to build-up. Use a sponge and soapy water regularly on counters, stoves, and hood filters
- Avoid cooking with very high heat. This adds to grease splatter and build-up and can cause damage to appliances
- Vacuum all flooring regularly, particularly carpets. This will save in eventual carpet cleaning cost.
- Use appropriate cleansers specific for surfaces being cleaned. Do not use bleach on granite, etc. Get granite cleaner, and stainless cleaner, if needed, specific for the item being cleaned
- Clean bathroom tile, including grout, to avoid build up
- Mop tile, wood, and linoleum to avoid buildup of grime
- Clean toilets regularly including the inner rim
- Remember to clean baseboards, door/window frame ledges, and fan or window shutter slats



**ALWAYS, ALWAYS, ALWAYS... VENTILATE A STEAMY BATHROOM!!!**



- Note- bathrooms without a fan need to have the windows opened after a warm shower. This will prevent condensation in the bathroom.
- If after showering and bathing, or in some instances cooking, steam is created windows and doors must be opened for a sufficient period to allow the moisture to abate. Humid conditions promote mold growth!
- Mold clean-up, in these instances where the tenant's actions are found to have promoted said mold/mildew growth, will be the responsibility of the tenant to either clean-up and/or pay for if professional cleaning is required

## **Safety Tips**

The safety of you and your family is important to EBPM and many things can affect it. Here are some tips to follow that will help keep you and yours as safe as possible!

- ✓ Window screens are not a safety device. Do not leave children unattended near open windows.
- ✓ Unplug all heat producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazard.
- ✓ Never leave heating pads or electric blankets on indefinitely. Turn off when not in use.
- ✓ 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 the light fixture report it immediately to our office.
- ✓ Do not operate electrical appliances while standing or sitting in water
- ✓ If you have small children, use 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 another place that could cause tripping
- ✓ If you suspect an electrical problem report it to our office immediately
- ✓ Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guest. Change the batteries if needed.
- ✓ Replace outside light bulbs so you can light properly when it is dark
- ✓ Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores

- ✓ Report any exposed tree roots to our office
- ✓ If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- ✓ Do not store fireplace wood against the residence
- ✓ Always be certain the damper is open before starting a fire in the fireplace
- ✓ Do not build 'roaring' fires in the fireplace; build reasonable fires suited to the size of the fireplace

## **Pest Control**

You are responsible for rodents, sugar, or nuisance ants. We suggest using Orange Guard or any over the counter bug spray. Keep all counters and floors free of water and food items. Spray around door openings and any place you see a trail of sugar ants. Also, recommended are ant stakes placed at the exterior of the foundation. Call our office if you see carpenter ants, termites or large rodents.



# **Critical Issues in the Lease**

## **A. Right of Access**

Our policy is to respect your right of privacy at all times. Under normal circumstances, we require that the tenant be present for all actions inside the home. We will attempt to contact the tenant to schedule an appointment for all actions to include walk through and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us that right between to access the home at any time, but we prefer to respect the tenants right to a secure environment and will always attempt to schedule access at least 24 hours in advance. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless water is flowing out the front door!

## **B. Move-In Inspections – Inventory and Condition Form**

The move-in inspection done by the Inspector is designed to document the condition of the property at the time the tenant takes possession, we encourage tenants to make their own move in inspection so that you are not held responsible for pre-existing damages. You must send us your move in inspection within one week of move in. This will be the benchmark we will use when you vacate the property to establish charges for damages. See your lease for more details.



## **C. Lease Renewals (60 days out)**

Your lease automatically renews on a 12-month basis at the end of the lease term unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew. We track all of our lease renewals and will begin to contact tenants 60 days from lease expiration to find out your intentions of either renewing the lease or vacating the home.

**Notices to Vacate** must be in writing per the lease agreement. Letters, emails to our staff are accepted. You can also notify us of your lease termination via the tenant portal. Be sure you receive a response confirming receipt of your notice.

## **D. Rent Increase and Renewal Process**

The lease term will have a clearly marked end date in paragraph 3. According to the lease, E.B.P.M. can send you notice that the lease rate will change 30 days prior to lease end. This is a non-negotiable lease change and does not require your signatures to implement. We strive to maintain good relationships with tenants and conduct business fairly on the lease rate. Tenants also need to understand that the owners home insurance and property taxes are usually items that go up in cost every year.

## E. Subletting

Subletting is when you move another person in to share the rent (without adding them to the lease) or move out of the home and let someone else pick up the rent. There is no subletting allowed without company written approval. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of the current tenants or occupants on the lease needs to move out, coordinate this action with E.B.P.M. Do NOT sublet to another tenant or occupant without written permission from E.B.P.M.. We have a procedure to add a renter to the lease. Contact us first!

## F. Early Termination

In Paragraph 40 of this lease, there is a clause that will allow a current tenant wishing to terminate the lease early to take the below steps. Once these steps are completed, and the home is turned over in good condition, the existing lease will be terminated early and all deposits can be refunded in accordance with the lease agreement.

**1) Pay the amount listed in paragraph 40.B. (4).** This amount MUST be paid up front to the property manager. This fee will cover the costs to put the home back on the market and the effort to re-lease the home on behalf of the outgoing tenant requesting to break the lease agreement early. Payment can be made through the tenant portal, mailed in, or dropped off in person. No action will be taken to begin to market the home until this payment is made.



**2) Offer the property manager a tentative move out date.** Example – the home will be ready to turn over to a new tenant no later than “x” date. This date is very important in our marketing efforts to inform any potential tenants when the home is going to be available. This date can be flexible.

**3) Assist with all showings.** It is in the outgoing tenant’s best interest to assist with all of the showings to facilitate attracting a new applicant. Allowing for time to show the home when requested and to make the home look as nice as possible will only aid in renting the home quickly.

**4) New Tenant Applies.** The property manager may be in contact with the outgoing tenant to verify move out dates, or to propose a plan for move out to work with an incoming applicant. Once a new potential tenant has applied, been accepted, delivered a security deposit, and signed a new lease agreement – the outgoing tenants lease can be terminated early.

**5) Vacate the home in accordance with the lease.** All of the same standards apply in cleanliness and condition as indicated by the signed lease agreement. The deposit refund will be determined once the outgoing tenant vacates and the home has been inspected. Fees can still be assessed if the home is left dirty, or there are any damages to the home.



**6) Provide the property manager a forwarding address.** This will be used to send a copy of the terminated lease amendment and the balance of all security deposits. With these actions being completed, the current lease will be terminated early and the outgoing tenant will have fulfilled the lease, and all of their responsibilities to that lease in good standing.

**IMPORTANT: All rent payments, utilities, and upkeep of the home are the responsibility of the outgoing tenant up to and until the day the lease starts with the approved incoming tenant.**

### **G. Lawn Care**

In most circumstances, the owner will maintain their own yard. Refer to the lease if the yard is your responsibility. Failing to maintain the yard will create serious problems for the HOA and homeowner. This will generate complaints from the neighbors and if there is an HOA, there could be fines assessed.

**Tenants will receive a \$25 charge for any complaint letters from the local HOA regarding any lawn maintenance issues.**

### **H. Pest Control**

The tenant is responsible for their own pest control for bugs. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. Tenants can review the pest control policy in your lease.



### **J. Contact with the Owner**

E.B.P.M. is your management company and will be your **only** contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Do not assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. If the owner is planning on doing a walk thru at your home, you will be notified well in advance. If someone shows up to your door claiming to be someone wanting to enter the property without you being notified, do not let them in and refer them to us for permission.

# **House Keeping Documents**

## **A. Pets (Authorized and Unauthorized)**

Many owners will allow pets and some will not. You can have pets with written permission and a pet fee. If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will pay penalties and daily rates listed in the lease.

## **B. Smoke Detector**

We will count smoke detectors at your move in to make sure there is one on every level of the home and one in every bedroom to comply with the California Property Code. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they do not work after attempting to change batteries.

## **C. Renter's Insurance**

The home is covered by the homeowner under a landlord policy, but your personal property liability is not included. We require you to maintain renter's insurance with \$100,000.00 liability insurance while you are in the property. Contact your insurance carrier to obtain a policy upon move in. E.B.P.M. requires you to provide monthly/yearly proof of coverage. If proof of coverage is not received upon move in, tenant(s) may be subject to a Lease Violation Fee.

## **D. Property Visits**

It is the policy of E.B.P.M. to do an annual walk thru to assess the home. In some cases, an owner may require a bi-annual assessment to be completed. These arrangements will be made with you far in advance with appointments scheduled. This should only take less than 30 minutes. We would request that you be present. We are not there to address housekeeping, but to access property issues and report to the owner regarding any deferred maintenance they need to address. We've done hundreds of these over the years and understand your concern for privacy. This will also be a time to point out any concerned you may have with the home so it can be documented at that time.



**YOU ARE REQUIRED TO CHANGE SERVICES TO  
YOUR NAME 24 HOURS BEFORE YOUR  
MOVE IN DATE**

**FREMONT**

PG&E: 1.800.743.5000  
ACWD (WATER): 510.668.4200  
WATER EMERGENCY:  
 510.668.6500  
GARBAGE: 510.657.3500  
COMCAST: ONLINE SET UP

**NEWARK**

PG&E: 1.800.743.5000  
ACWD (WATER): 510.668.4200  
WATER EMERGENCY:  
 510.668.6500  
GARBAGE: 510.657.3500

**UNION CITY**

PG&E: 1.800.743.5000  
ACWD (WATER): 510.668.4200  
WATER EMERGENCY:  
 510.668.6500  
GARBAGE: 510.657.3500

**HAYWARD**

PG&E: 1.800.743.5000  
WATER: 510.583.4600  
GARBAGE: 510.537.5500

**CASTRO VALLEY**

PG&E: 1.800.743.5000  
WATER: 1.866.403.2683  
GARBAGE: 510.613.8710

**PLEASANTON**

PG&E: 1.800.743.5000  
WATER: 925.931.5500  
GARBAGE: 925.846.2042

**DUBLIN**

PG&E: 1.800.743.5000  
WATER: 925.828.8524  
WATER EMERGENCY:  
 925.462.1212  
GARBAGE: 925.479.9545

**LIVERMORE**

PG&E: 1.800.743.5000  
WATER: 925.960.4320  
GARBAGE: 925.449.7300

**SAN RAMON**

PG&E: 1.800.743.5000  
WATER: 925.960.4320  
GARBAGE: 925.837.3356

**MILPITAS**

PG&E: 1.800.743.5000  
WATER: 408.586.3100  
GARBAGE: 408.432.0444

# **Homeowner Association Issues**

If a Home Owners Association manages the community, you need to get familiar with the basic the rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcement of their rules and resisting them will only cause you grief and cost you money. Review the HOA's website to get familiar with the rules in the community.

If an owner is charged any sort of fine for any violation, the tenant will ultimately be charged for that plus ad administrative penalty from E.B.P.M.

Here are some of the most common issues we deal with on a continual basis:

## **A. Yards**

Hands down, the number one complaint we get from owners is letters from the HOA stating that your yard is too long. In around 50% of our condos and townhouses, the tenant is responsible for the yard maintenance. When they fail at maintaining the yard to the HOA's liking, the owner gets a nasty gram letter. Often time, this is the first violation of any kind the owner is receiving about anything from the HOA and they typically make a very big deal about this assuming the tenant is not maintaining the yard at all.

If E.B.P.M. receives a letter from an owner, who has received a letter from their HOA – we will charge the tenant \$25 regardless of what the letter is for and even if the tenant has already complied with the request. Reason is, at some point the HOA did not falsely put that letter into the mail for no reason – something had to have triggered this. In addition, E.B.P.M. has to deal with the administrative time and cost to put the corrective action in motion to ensure the HOA request is met.

## **B. Parking**

Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines. Make up your own rules, and you'll hear from them.

## **C. Access to Amenities**

Occasionally there are keys, passes and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. HOAs often try to prevent renters from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your Identification cards (Driver's License) and sign waivers to use their amenities such as the pool or playgrounds.

#### **D. Mailbox Keys**

Most of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, the safest and most correct way to obtain a key is to have the local post office make a new key for the box they assign to you. This way YOU (the tenant) will have the only access to mail in that box.

#### **Parking for Boats, Trailers, and RV's**

One of the biggest complaints coming out of the HOA's is when a tenant parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about when a boat, trailer, or RV can be parked at the residence. If a tenant owns a boat, and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend. An example would be the before and after a weekend fishing trip while gear is picked up and dropped off. Any overnight parking if found will result in a letter sent to the owner. The same holds true for trailers, large commercial trucks, or RV's. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence more than a few hours. We ask that tenants be aware of these rules. The end state is still the same – if we have to deal with an HOA complaint, we will have to fine the tenant \$25 per occurrence.



## **Showing Instructions and Move-Out Procedures**

Your lease agreement authorizes EBPM to show the property for rent the last 30 days of your lease. We will place a sign in the yard and place a key box on the property to begin showing the property to prospective tenants.

### **YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!**

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to that particular key box, with the codes guarded by our staff and our security measures. This will allow only licensed Realtors either from EBPM or other real estate companies to gain access to the property for a showing.

You may withdraw your authorization to allow a key box on the property by providing written notice to EBPM and by paying the Landlord a fee of one (1) month's rent as consideration for the withdrawal. EBPM will remove the key box after receipt of the notice is received, along with the required fee. Removal of the key box does not alleviate your obligation to make the property available for showings.

EBPM may still show the property at reasonable times to prospective tenants.  
(Listed in your EBPM lease agreement)

**Tenant understands that failure to allow for reasonable showings as well as not keeping the Property "showable", can constitute default of the lease, and the security deposit, in its entirety, may be forfeited for this reason.**

There is a \$50 fee for each denied, canceled showing, or if the property is unable to be accessed for showings.

Do not lock the keyless deadbolt on the front door. If there is a security system, call our office to confirm that we have the correct security code.

The Lease Agreement also requires you to secure your pets or remove them from the property if they would interfere or prohibit showings.

Tenants will be charged trip charges or even lose their deposit if they prevent or prohibit showings.

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from EBPM. If they show up unaccompanied by an agent - refer them to our office to make arrangements to see the property. If you have any questions call our office (510) 894-1753.

# **Move-Out Procedures**

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition. We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

The following information is provided to help you get your security deposit returned without any misunderstandings:

1. According to the terms of your lease, E.B.P.M. has **21 days** to return your security deposit. Security deposits will be mailed to the forwarding address left with the office within 30 days after the move-out inspection. Your deposit can be postmarked within 3 days of move out for a \$100.00 "Quick Return" Fee.
2. Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.
3. Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition.

**If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge of \$50.00.**

Failure to allow reasonable showings during the final 30 days of the lease constitutes default of the lease. The security deposit, in its entirety, can be forfeited for this reason. *Please cooperate with our agents.*



## **Preparing for Move Out**

1. You must provide the office a complete Forwarding Address.
2. All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged daily until they are turned in.

Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.

3. We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to East Bay P.M., to document the condition that you leave the property -- **We will send out our Inspector to do a move-out inspection. He/She will not be able to tell you what charges will or will not be charged against your security deposit.**

The property manager will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance personnel after you move-out to determine if there will be any charges against your security deposit.

We typically do not do move out inspections with tenant's present at the property. The Inspector will not be able to tell you what charges will or will not be charged against your security deposit. They are only there to document the condition of the property.

4. Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, tenants will be charged a \$50 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your security deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit.

Also, here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:



## **INSIDE:**

1. All personal belongings must be removed from the premises.
2. **PAINTING:** Please remove all nails – DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling. Charges for painting depend on length of time in the property and whether it exceeds normal wear & tear.

3. **CARPET CLEANING:** Tenants are required to have the carpets PROFESSIONALLY CLEANED at the time of move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys. DO NOT rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable.

Be sure to have any spot treatments or pet treatments done as needed. If any Odors or Pet Odors re-surfaces after you have vacated the property, the tenant will be responsible for charges incurred to remove the odor. If the cleaning is not done to our satisfaction, tenants will be charged for any additional expense.

4. Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
5. Clean or replace Air Conditioner filters with pleated filters as you vacate the home.
6. Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
7. Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
8. Clean ALL wall switch plates and outlet covers.
9. Clean ALL windows inside and out, clean window sills, mini-blinds and vertical slats.
10. Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
11. Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
12. Smoke alarms must be operative. Replace batteries as necessary.
13. Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.



## **14. KITCHEN**

Clean Kitchen appliances inside and out, replace burned-out light bulbs:

A. Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.

B. Clean oven/range hood vent including filter.

C. Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.

D. Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.

E. Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.

F. Clean all countertops, cabinets and drawers.

G. Clean all cabinets, inside and out.

H. Clean all drawers, inside and out.

I. Clean sinks, faucets and countertops. Return stoppers to sink.



## **15. BATHROOMS:**

A. Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.

B. Clean mirrors, light fixtures and medicine cabinets.

C. Clean all cabinets and cabinet drawers – inside and out.

D. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.

F. Mop or vacuum flooring.

**Do not use scouring power to clean acrylic or fiberglass tubs. It will ruin the finish.**



## **OUTSIDE:**

1. Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
2. Any animal droppings are to be picked up and disposed of.
3. All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
4. Replace damaged screens and windows.
5. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
6. Repair any pet damage and spot treat carpets as needed with pet deodorizer.
7. Clean outdoor light globe(s), replace burned out or missing light bulbs.

In our experience, after the work and stress of moving out, tenants may be too tired to clean the house. Typical professional cleaning for a 3-bedroom home rehabs from \$300 to \$500.

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not guarantee the home is clean.

**Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.**

## **Tenants are not permitted back on the property after vacating.**

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolts!!!

## **Rental Verifications:**

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply; however, we require a \$15.00 processing fee in

order to cover the costs and time associated in performing this service.

## **POSSIBLE CHARGES TO SECURITY DEPOSIT**

We have compiled a list of average charges. Nothing herein shall be construed as a limitation on agents' rights to pursue resident for damages not specifically listed:

These are minimum charges and prices, may not include trip charges or labor.

### **GENERAL CLEANING CHARGES:**

- Clean Carpet \$150 + Oven or Stove \$85 +
- Vent Hood \$55+ Replace Range Pans \$50+
- Refrigerator \$65 + Freezer \$20+
- Counters/Cabinets \$25+ each Toilet \$30+
- Drawers/Sinks \$15+ each Bathtub \$50+
- Dishwasher \$30 + Mirrors \$15 +each
- Mini-Blinds \$20+ each Windows \$30 +each
- Vertical Blinds \$35+ Floors \$50 +
- Ceiling Fans \$35+ Patio \$55 +
- Sliding Glass Door \$45+ Clean Garage \$65 +
- Cleaning dirty vent a hood \$45 + Furniture Removal \$100 +
- Cleaning walls (per wall) \$55+
- Re-keying when no keys are returned \$125+
- Trash Removal from interior of house \$100 +
- Trash Removal from exterior of house \$100 +
- Wash windows and tracks \$40 + each
- Cleaning Fireplace \$45 +does not include chimney

### **DAMAGE/REPLACEMENT CHARGES:**

- Tub stopper/Drain covers \$25 + Blind Wand \$10 +
- Drip Pans (all 4) \$45+ Vertical Slats \$15+
- Vertical Blinds \$100 + Light Bulbs \$10 + each
- Mini-Blinds \$40 + Specialty Bulbs \$20 +each
- Light Fixtures \$100 + Screens \$45 +
- Door Replacement \$150 + Window \$225 +
- Light Globes \$35 + Oven Rack \$40+
- Toilet Seat \$40 + Switch Plates \$10 + each
- Reinstall Doors on Track \$45 + Battery for smoke alarm \$10 +
- **Service call / Trip Charge \$75 +**

**These minimum charges are subject to change at any time without notice.**

### **COST AND LABOR WILL BE CHARGED FOR:**

Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair, Painting, Mow and Trim Lawn, Trim Shrubs, Trim Trees

All Keys, Garage Door Remotes, Gate Remotes, Pool Keys, etc. must be turned into the office at the scheduled time. **Be sure to leave keyless deadbolts unlocked.**

## Cleaning Services

After many requests from outgoing tenants and owners, East Bay P.M. offer a flat-rate cleaning service for the homes that we manage. This service is offered to both tenants and owners and will include maid service, and professional carpet cleaning.

**For a flat fee of \$300 - \$500, E.B.P.M. will provide the following cleaning services:**

- ✓ Top to bottom – “hotel ready” maid service
- ✓ Clean all bathrooms
- ✓ Clean kitchen – stove, microwave, counters, refrigerator
- ✓ Wipe down all blinds, ceiling fans, bannisters, light fixtures
- ✓ Sweep and mop all hard surfaces
- ✓ Remove minor trash
- ✓ (Excessive trash removal will incur additional fees)
- ✓ Sweep off any exterior living spaces – front and back porches

This service is not a money-making effort by East Bay P.M. It is offered to ensure that the home is getting cleaned, and that we will be held accountable. Too many problems have occurred in the past when tenants claim they clean the home – and we must re-clean it on their behalf. Or, the owner has left the home in “clean” condition, only to find that the tenant is very displeased with the move in condition. Everyone has a different level of clean, but in the end, it’s on East Bay P.M. to deal with an unclean home.

We encourage all owners and tenants to take advantage of this program. As we like to say – if it's not done right, WE (East Bay P.M.) will be responsible for the home being clean and will make it right.

**OUTGOING TENANTS:** This fee will be taken out of the security deposit plus a \$20.00 administrative fee added on.



# **Frequently Asked Questions**

## **When is my Move-Out Inspection?**

The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection will be done within a few days of you completely vacating the property. We can't do a complete move out inspection until you have completely vacated, so don't schedule your inspection until you're sure when you'll be totally moved out. If you are not completely out of the home when the inspector arrives, it will cost you money for their return trip. Refer to your "Move Out Packet" when submitting your required thirty days written notice.

## **Why is there a lockbox on my door?**

The lease gives us the right to market the property during the last 30 days of your stay. We will install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants. If you resist this and try to prevent showings as described in the lease, you will forfeit your security deposit so cooperate with us and we'll make the transition smooth.

## **What happens if I limit showings?**

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or tenants.

## **How do I get my security deposit back?**

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in.



## **How long will it before I get my security deposit back?**

Between 14 – 21 days is the norm. We have a "Quick Return" option that for a \$100.00 fee, East Bay P.M. will return the deposit within 3 days.

## **What are maintenance charges to me if all items are not satisfactory at move-out?**

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition. Save yourself money and return the house to its original condition when you move out. Don't forget to turn in keys, garage remotes, pool passes, gate passes and mailbox keys!

**Once you have determined the charges for repairs, can I get back in and do it myself?**

No. Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

**Where will the security deposit check be mailed?**

The deposit will be mailed to the address that you give us in writing. If no address is given in writing within 21 days of lease end, the security deposit will be forfeited per the lease agreement.

**What happens if I accidentally take the garage door remotes?**

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you 5 days to return the remotes to our office. If we receive them within 5 days, we will take the charge off the move-out inspection.

**Do I have to be present during the move-out presentation?**

No. We understand the difficulties in scheduling time away from your job. Your presence is not required at the move-out. Move-Out Inspections are scheduled Monday through Friday between 9 am and 5pm, not on holidays or weekends.

**What if I do not have the time to do house cleaning, carpet cleaning, flea treatment, landscaping or other repairs?**

We have reliable people who can do these things for you. We are happy to help. However, if you don't handle this, we will deduct the cost of the invoices from your security deposit. Carpet and flea treatment receipts must be provided at time of move out inspection.

**How is the security deposit disbursed if there are roommates?**

We will disburse the funds according to written instructions signed by all Residents. If all cannot agree, East Bay P.M. will disburse one check to all Residents on the lease.

**What are my responsibilities if I had a pet?**

The pet addendum calls for some specific items that you must do at move-out:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for East Bay P.M. when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are particularly sensitive to pet damage, so we will be too.
3. Get rid of all pet related odors.





### **How do I handle utilities?**

You are responsible for your utilities through the day of the inspection. Contact your utility companies and alert them of your moving date. Notify E.B.P.M. in writing concerning your last day of occupancy so we can make arrangements to keep them on.

Utilities must NOT be turned off prior to the Move-Out Inspection! If utilities are off before the Move-Out Inspection is completed, you will be charged \$75 per provider to get them turned back on. Once a date is set for inspection, do not change it unless you have decided to stay in the property. If you move out a day early or a day late, leave the utility change date alone.

### **What happens if my deposit is insufficient to pay all I owe?**

You must make arrangements to settle your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing.

### **What happens if I am not out the date I expected to be out?**

You're still under the lease and rent is due. Keep utilities on until the move-out inspection to keep from paying any fines. If you do not give us clear instructions (e.g. I am out, you have the property.) we will be slow to enter the property and remove your personal items. If you do not notify us of your change in move-out date, you will incur a \$75.00 Trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we do the move-out inspection, so let us know when you are out.





# **Miscellaneous**

## **A. Lockouts**

We all lock ourselves out of our homes from time to time. If this happens outside of regular business hours, we will be unable to help you as we do not carry a locksmith on staff that can come out at 2 AM. The cost incurred is tenant responsibility. If you need an extra key, we keep one under lock and key at our office. You can always get a copy during normal business hours. If you change the locks, you must provide notice EBPM in writing of this and provide us a copy of the keys.

## **B. Home Warranties**

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. As our relationship grows, you'll become accustomed to the quick, efficient service you receive from our contractors handling your maintenance requests. Please be aware that your experience with home warranty contractors may not be the same. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them. You may be asked to pay the contractor their service fees at the time of service, which ranges anywhere from \$50 to \$125 per contractor. You'll then submit your receipt from the home warranty contractor and be reimbursed by EBPM. for these fees.

## **C. 30-Day Notice to Vacate**

Eventually, you will move, and we want you to be prepared when this is necessary. We require our tenants to give a 30-day notice prior to moving. We must have it in writing either through email or US Postal Service.

- The 30-days begin on the day that we receive it in our office.
- It is the responsibility of the tenant to deliver all keys to our office. We have a 24-hour lockbox outside our building for your convenience. Please make sure your name and identify your rental property address.
- Please leave garage door remotes in the kitchen of the home.

# **Buying A Home**

## **A. The Home You're Renting**

East Bay Property Management will be happy to assist you in purchasing the home you are leasing provided the owner is willing to sell, and all parties agree to the terms. A sale of this type could take place at any time during your residency; it would not necessarily have to coincide with the end of your lease term. If you are interested in purchasing the home you're currently leasing, please contact us to discuss further.

## **B. A Home Outside East Bay Property Management**

EBPM is not in the business of Real Estate Brokerage. We will be happy to refer you to Tom Connolly of Connolly Real Estate for the purchasing of a home. His phone number is (925) 984-1470. His e-mail is [tcdanville@aol.com](mailto:tcdanville@aol.com) .

**This will conclude the East Bay Property Management Tenant Handbook. Should you have any questions or concerns outside of this document, feel free to contact us for further information.**

