



Home Sweet Home Property Management
1048 6th street
Los Banos, CA 93635

Resident Handbook

Welcome to your New Home!

Please Read and use as a reference



Home Sweet Home Property Management Co.
1048 6th street, Los Banos CA 93635
Phone (209) 826-3347 Fax (209) 826-0702
Email Info@propertymanagementpro.net

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Home Sweet Home Property Management Welcomes You

Home Sweet Home Property Management welcomes you as a new resident. We encourage you to make this property your home. To achieve a successful tenant/management relationship, we prepared this Resident 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 contact information is listed on the next page.

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



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Office Location & Contact Information

**Mailing & Physical
Address**

**1048 6th street
Los Banos, CA 93635**

Phone:

(209) 826-3347

Fax:

(209) 826-0702

Email:

Info@propertymanagementpro.net

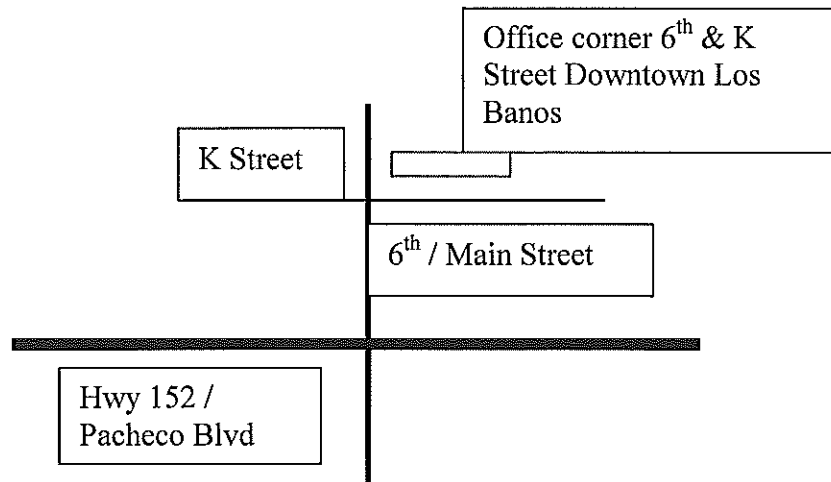
Web Site:

www.propertymanagementpro.net

Office Hours

**Monday – Friday 8:30am – 5:30pm
Saturday 9:00am – 1:00pm**

After Hours Emergency Phone (209) 704-3347





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Utility and Other Important Contact Information

Make Sure to turn on your Water and Garbage

**Water & Garbage City Of Los Banos (209) 827-7000
(520 J Street)**

Make sure to turn on your Gas and Electric

**Electric & Gas PG & E 1-800-743-5000
(940 I Street, Los Banos)**

Make sure to change your mailing address

**Mail Post Office (209) 826-2591
(1135 6th street)**

**Police Protection LB Police Department 911 Emergency
(945 5th street Non Emergency (209) 827-7070**

**Fire Department LB Fire Department 911 Emergency
Main Station (333 7th street) Non Emergency (209) 827-7025
Don't forget to notify:**

Notify US Post Office Change of Address

Notify Schools

Notify Magazines and newspaper subscriptions

Notify Banks, credit unions, savings and loans

Notify Doctors and dentist



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Tenant Communication

Telephone Calls during Office Hours

During office hours, your call will be answered in person. If you get voicemail, this means that we are already on the other line or busy with clients in the office.

Voicemail

If, during the day you reach our voicemail system, use the extension number for the party you are trying to reach. If you don't know who you need to speak to, leave your message in the general mailbox. Each staff member checks their voicemail throughout the day and will return your call.

Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the voicemail system during office hours, or after the office is closed, immediately hang up and call the emergency line. (209) 704-3347

Maintenance Requests

If you have a maintenance request please go to our website: www.propertymanagementpro.net and submit a maintenance request directly to our management system. A work order shall be generated and assigned to one of our maintenance technicians.

Email

This is our preferred method of communication to/from you. We send out notices, requests and general correspondence using this method of communication. If you do not have email, we will send this information to you using the post office. Our email address is info@propertymanagementpro.net

Web Site

You will find many forms needed as well as the ability to electronically file maintenance requests and pay you rent. Often many of your questions can be answered just by checking our web site. www.propertymanagementpro.net

Change in Contact Information

Please notify our office if you change your phone number or email address.



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Renters 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. The owner does not carry any insurance that will cover the tenant's property, liability or any other coverage for the tenant. It is advised that the tenant maintain a renter's insurance policy to cover their personal property as well as their personal liability insurance. We are happy to help you obtain a renters insurance policy through our Insurance Agency.

Paying Rent

- 1. Rent is due on the 1st of each month. It is considered late when received after 5:00pm on the 5th of each month.**
- 2. Make checks payable to: HOME SWEET HOME PROPERTY MANAGEMENT.**
- 3. Rent may be paid by personal check, Cashiers Check, or Money Order. We do not accept CASH, credit, debit cards or post dated checks.**
- 4. Rent may be paid at our office location.**
- 5. We have a 24 hour drop slot located in the window next to the front door. Place your checks in an envelope and write your rental address on the envelope before dropping it.**
- 6. You may use the US Mail, but at your own risk.**
- 7. If your rent is late than we require a cashiers check or money order in the amount of your rent + Late Fee.**



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FEES

Please review the Fee Structure and remember that all fees are written into your lease.

1. **Late Fees = \$50.00** (This is charged when your rent is received by our office after 5:00pm on the 5th.) All late payments are due in the month they are charged.
2. **Return check Fee = \$25.00** (This is charged for a check returned by your bank for any reason.)
3. **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.
4. **Smoke Detector or Carbon Monoxide Detector Tampering Fee = \$250.00** (This is charged when upon a routine inspection of the property, it appears the detector has been tampered with in any way.)
5. **Eviction Fee = \$100.00** (This is charged if an eviction is necessary. The Fee is charged for each trip to the attorney, to court or any other required location related to the eviction along with court and attorney Fees.

Change in Tenant (s)

Adding a new tenant: Before a new person moves into the property, they are required to complete an application and pay the \$30 Application fee and be approved by our office. They will then sign the lease rental agreement.

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.



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Tenant Responsibilities

The following items are the responsibility of the tenant at their expense while they are living at the property:

1. Replacement of light bulbs with the correct wattage.
2. Replacement or cleaning of furnace and air conditioning filters every 3 months.
3. Replacement of smoke and Carbon Monoxide alarm batteries. The property must have working smoke and Carbon monoxide alarms at **all times**.
4. Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
5. Reporting all necessary repairs.
6. Professional steam cleaning and spot cleaning of carpets while living in your home.
7. Normal insect control (bees, spiders, sugar or nuisance ants, etc.).
8. Normal rodent control, such as mice.
9. Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
10. If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
11. Reporting malfunctioning irrigation systems or sprinklers.
12. If you have a pet, all pet droppings need to be disposed of regularly.

Pets

Not all properties allow pets so if you **add** a pet to your family, contact our office for prior approval. You will be required to fill out the *Pet Agreement* form located on our web site at www.propertymanagementpro.net , and if approved, pay an additional refundable security deposit.



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Maintenance

Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property:

1. Submit your request in writing before making any changes
2. Do not proceed with any work until you receive written authorization to do so.
3. Your property manager will consult the owner to see if the request is acceptable to them. We will then notify you in writing of their decision.

Maintenance Request

If you have a maintenance issue, go to our web site www.propertymanagerpro.net and submit your request directly into our management system. Or visit or call our office to report the issue. One of our maintenance technicians or vendors will receive the work order and schedule directly with you.

Maintenance Emergencies

If you have a maintenance **emergency** and our office is closed, call:
(209) 704-3347.

Emergencies include but are not limited to:

Fire— call the fire department.

Flood— shut the water off.

Smelling gas— turn off gas & call Pacific Gas & Electric

IMMEDIATE electrical danger— shut off main breaker in breaker box and call our office.

Backed up plumbing— stop using and call our office.

NON- Emergency items include: With any of the following please notify us of the problem the next business day.

⚡ Heat * Air conditioning * Appliance repair

Always Remember

Any maintenance issue that is found to be caused by the tenant will be billed to the tenant!



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Clogged Drains

To prevent tub and shower drains from clogging, we suggest a product called *Hair Away*. This will eliminate hair build-up in the drain. *Hair Away* is available at most hardware stores.

For kitchen sink drains with garbage disposals, please refer to *What goes down garbage disposal*. Most maintenance calls can be avoided by having this knowledge. If the services of a professional are required, and he determines that the problem is tenant caused, you will be charged.

What Goes Down Garbage Disposals

Small amounts of leftover food from your plate
Small food bits
Carrot peelings

What Does Not Go Down Garbage Disposals

Anything that is not biodegradable food
Anything combustible
Plastic and metal
Bones from any animal
Hamburger
Spaghetti
Bacon grease or other grease
Egg shells
Potato skins or large amounts of potato
Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables
Pasta and rice

More Notes:

1. Just remember, whatever you wash down the sink must make it to the road (city pipes). If it is doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.
2. Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal.
3. Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot, you're asking for a repair bill.
4. This old stand-by is right on: "When in doubt, throw it out".



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5. Consider running ice cubes in the unit as a means of “cleaning” the unit. The hard ice-chips help knock down the scum layers that build up below the seal, and in the grinder wheel.
6. The only things that should go into a garbage disposal are things that are left over after you scrape your plate into the garbage can.
7. The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels and won’t do well at all with onion skins, sections of onion or stringy vegetables like asparagus. Best to toss in the garbage!
8. We do make one exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get a little smelly.
9. To combat the smell, try grinding the peels from a piece of citrus fruit like orange, grape-fruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels’ citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

Preventative Cleaning Tips

Here are some helpful cleaning tips for you...

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

Always Remember

Any maintenance issue that is found to be caused by the tenant will be billed to the tenant!



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Care of Property

Getting To Know Your Residence

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

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

Safety Tips

The safety of you and your family is important to our company and many things can affect it. Here are some tips to follow:

1. Window screens are not a safety device. **DO NOT LEAVE CHILDEN UNATTENDED NEAR OPEN WINDOWS.**
2. Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
3. Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
4. Never leave water running unattended in a plugged bathtub or when leaving the residence.
5. If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to our office.
6. Do not operate electrical appliances while standing or sitting in water.
7. If you have small children, use child protector plugs when you are not using outlets.
8. Do not overload extension cords with too many appliances.
9. Place lamps on level surfaces and use the correct wattage.
10. Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
11. If you suspect an electrical problem, report it to our office immediately.



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More Safety Tips

1. Do not allow children to leave toys on walkways and sidewalks.
2. Replace outside light bulbs so you can utilize lights properly when it is dark.
3. Report any exposed tree roots to our office.
4. Keep a portable fire extinguisher in the kitchen and the garage; they are available in hard-ware supply stores.
5. If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against the house. You could start a fire.
6. 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.
7. Do not store fireplace wood against the residence.
8. Always be certain the damper is open before starting a fire in the fireplace.
9. Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.
10. Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.

30 Day Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. We re-quire our tenants to give a 30 day notice prior to moving.

You can log onto our website at: www.propertymanagementpro.net and download the *30 day notice to vacate* form. Fill it out and sign it, then send it back to our office. The notice must be signed by all tenants living at the home. You can mail it to our office or fax it to: (209 – 826 -0702). *The 30 days begins on the day we receive it in our office.* It is the responsibility of the tenant to deliver all keys to our office. Garage door remotes can be left in the kitchen.



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Before you Vacate the Property

After you have given notice to vacate, please remember to do the following:
It is the responsibility of the tenant to deliver all keys to our office.

Garage door remotes can be left in the kitchen.

Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs any additional information from our office.

Leave the heat set at 55 degrees if you are vacating in the months of October through March.

Please leave the property "broom clean". The property will be professionally cleaned including carpets.

If you are responsible for yard care, please return the yard to "move-in" condition before you leave.

Remember to stop your newspaper service to this address.

If you were approved to install a satellite dish during your tenancy, please remove the dish from the property and take it with you.

Your security deposit refund statement will be sent to your new address within 31 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all tenants.

We will be marketing your home to re-rent and will notify you when we have appointments to show it. If you have any questions, please feel free to call