



Roger's Rentals



P.O. BOX 554

Bayside, California 95524
www.RogersRentals.com

707.822.8039

Tenant Handbook

**HELPFUL TIPS, HINTS
AND
USEFUL INFORMATION**

Welcome!

Welcome to your new rental from Roger's Rentals. As you move into your clean new place, I'd like to say thank you for choosing to rent from me. I try to keep these rentals as clean and in as good shape as possible. This, of course, is an ongoing process and requires your participation as well. I look forward to working with you while you are my tenant.

Our relationship as Landlord and Tenant is based on many things including honesty, communication, trust, and understanding. These are all important to me in this relationship.

Roger's Rentals 'Tenant's Handbook' has been compiled to provide information that may make your tenancy easier. Hopefully you will read and use the information contained here. It may facilitate your move out process as well.

If there are problems with your dwelling please notify me in a timely manner. The best way is to call my office at 822-8039 or leave a message. A friendly reminder can be helpful if it does not seem like the problem has been dealt with.

Again welcome, and thank you for your tenancy.

MOVING OUT ! CLEANING ! ALREADY ??

Move out and cleaning is a difficult time for landlord and tenant alike for many reasons. As you move in I would like to share with you my understanding of the process and my expectations of you.

I give this to you now when you move in because we now begin our relationship and establish the basis for your moving out. You will appreciate it now because you can see the clean condition the house is in and we need to establish that circumstance between us in a way that is readily documented and that we can refer to in the future. When you do move out we can both refresh our memories to the circumstances we agreed to months ago.

Your lease requires that you be out of the house by midnight on the 31st. You must be completely out, with the house clean and habitable awaiting new tenants, as your house is now as you move in.

How am I willing to help? In any way I can. The ideal for me is to have you leave your house as clean as it was when you moved in. I will offer input and encourage your efforts. Then when I go by to do a final inspection the house will meet all the criteria for cleanliness. I can then write you a nice thank you note and mail you a check for the entire deposit! My desire is to give you all your security deposit back and not have to clean up after you. The new tenants can then move in without waiting for cleaning.

I am more than willing to work with you the last few weeks of your tenancy. You will then know my expectations and how I will evaluate your cleaning efforts. I will make every effort to assist you but you must take the initiative. I will not call you about cleaning. If you want my assistance, you must call me and ask me to help you with input about your effort. I strongly urge you to set up an appointment for inspection of your dwelling two or three weeks before you move out.

I have a lot of cleaning experience and I know how I would like it done. I know how it was cleaned for your occupancy. I will be happy to share with you the techniques and cleaning solutions used and how and what needs to be done. I will do this if you take the initiative and take the responsibility for cleaning your house. I will participate if you wish.

You must understand that most of your major cleaning can be done in the two to three weeks before the day you must leave. This leaves only the final odds and ends for the 31st.

I will not do house inspections at the last minute. I also will not operate outside regular business hours. If you wish, I will meet with you several times in the last 2 or 3 weeks. I will inspect your house on the 30th or 31st before 5 PM with the proper appointment. But you must see that it happens. You must call me and make the arrangements.

If all this occurs, we will part on amiable terms. We will both feel good about the status of the house and you will not get any surprises when you receive your security deposit check in the mail. You and I will have worked together to see that the house is as clean as when you moved in and all of your deposit will be returned. The new tenants will be able to move into a clean house immediately.

What will transpire? That depends on you. Will you procrastinate and leave a years worth of cleaning till the last night? Will you try to do a years cleaning in 2 days? Or will you clean regularly during your tenancy and in the last 2-3 weeks make that necessary extra effort? You can greatly alleviate your last minute work load by developing good cleaning habits during the year you live in the house. Do several BIG cleanings during the year. Then do your big Spring Cleaning in April or early May.

Or will you try to do it all at the last minute and find out that it really does take a lot of time to clean well. Will you run out of time? Is it the morning of the 1st and your Landlord just walked in and is going to charge \$35 per hour to clean what you could have done on your own. Cleaning is not difficult it is just tedious sweaty work. I am often surprised that tenants do not think it worthwhile to spend the time to clean their house properly. Just think, you are paying yourself \$35 per hour rather than paying me for the cleaning.

So, are you the last one left of a household of six? Did all your roommates leave the mess for you? Well, is it worth \$35 per hour to do the work? That is up to you? Work it out ahead of time with your roommates. You can keep track of your cleaning time and charge them for your efforts. I am willing to work with you so that the house gets cleaned properly.

A clean house. What is it? Different things to different people! I can show you what I mean by clean. We will see it on the initial walk through. I will demonstrate it to you. I will show you spots where there should be no dirt. You can consult the helpful information in this booklet.

Then there is the vague "normal wear and tear". What does it mean? To me it means things wearing out with normal use. It does not mean DIRTY! "Dirty" means dirt where it was clean before. "Normal wear and tear" is things wearing out with normal use. It does not mean BROKEN! "Broken" means broken where it was not broken before. See page 8 for examples of my understanding of the difference between "normal wear and tear" and broken or dirty.

Hopefully, this gives you some understanding of what you must do so we will part company cordially with the house clean and you receive your deposit. If you have questions or want my input, please call me at 822-8039. I am more than willing to help you with your efforts.

I look forward to the coming year.

Thank you for your efforts in caring for the house you live in.

DRUGS AND PROP 215 “THE COMPASSIONATE USE ACT”

DO NOT GROW MARIJUANA IN ROGER’S RENTALS

In California the voters passed Proposition 215 “The Compassionate Use Act” to allow those who need it to use medical marijuana without fear of prosecution. This is California Law and not Federal Law. It is still illegal under Federal Law.

I encounter problems with Tenants who think Proposition 215 allows them to grow marijuana in my rentals. They set up a greenhouse type situation with lights, irrigation, ventilation etc. They rewire electrical boxes, cut vent holes in floors and ceilings, and alter showers to provide irrigation to their plants. They line rooms with black plastic, stapling 100’s of staples into walls and doors to hide their lights and their crop. They use special fans and activated charcoal filters to cover up the smell of their 'legal grow'.

I strive to maintain quality residential dwellings and I do not allow marijuana cultivation in my rentals because it damages the residence.

There are portions of the Rental Agreement that apply to indoor cultivation and if you violate them you risk losing your tenancy. You agree not to alter your rental dwelling without first obtaining written permission. This will be strictly enforced.

My policy is this: Do not grow marijuana in my rentals. Simple as that.

If I suspect you are growing marijuana in my rentals, I will first speak to you. I will then notify the police or sheriff. They can then make the determination of your legality. I will then require you to remove your grow and return your rental dwelling to a 'move in' clean and habitable condition at your expense.

Proposition 215 does not give you the right to violate your Rental Agreement.

The Drug Free Housing Agreement you will sign deals with all other illegal drugs.

DO NOT GROW MARIJUANA IN ROGER’S RENTALS

PETS

NOT ALLOWED WITHOUT PRIOR WRITTEN PERMISSION

As you likely know most Landlords do not accept pets. This is for good reason. They have had bad experiences with past tenants and their pets.

Under very rare circumstances Roger's Rentals will allow a pet. There will always be an additional monthly fee for each animal in the household. An additional pet deposit will also be required. A Pet Agreement must be signed PRIOR to a pet being allowed in your rental.

It is your responsibility to contact me about this. Do not under any circumstances adopt a pet or bring one from home without FIRST asking me and obtaining written permission. If you do not contact me first, the automatic answer is NO. If I see a pet at your rental, I may not respond immediately but this does not give you permission in any form to house a pet.

Your Pet Agreement will be very specific and will cover many aspects of housing a pet. This will include additional cleaning charges for carpets and fumigation for pests. View an example at RogersRentals.com/housing.

Pets in your home includes pets of visitors as well. Tell your family to leave them home if they come to visit. Tell your friends to leave theirs at home as well.

My suggestion to you as a Tenant is to leave the family pets with the family. Do not get a new pet, puppy or kitty. If you do, you are eliminating a great number of wonderful rental dwellings. Your search for the perfect rental will be much easier if you do not have a pet.

You must notify your Landlord of any pet; hamster, lizard, bird, rabbit or snake. Even though they are less likely to be rejected they still require a Pet Agreement.

VISITORS PETS NOT ALLOWED

LAWN MOWING GUIDELINES

Your Rental Agreement states that you must mow your lawn. I will offer some guidelines so you will know what I expect from you in this regard.

All the grass in the yard must be mowed, front, back, side. During the growing season (October, November, March to June) You must mow your lawn on a weekly to ten day basis. This will somewhat depend on the weather. If there is a real question when it should be mowed, contact me or just watch your neighbors. If your grass is longer then most of theirs, it needs mowing. If you are diligent, it will go easily. As the grass gets longer it can become a massive chore to mow.

I inspect my rental properties on a regular basis, and you must understand that if I see your lawn left un-mowed I will come by and mow it. Since you have agreed to keep it mowed, the expense is yours. I charge \$35.00 per hour for my time and I will bill you for that (minimum charge of \$35.00). As a courtesy, I will notify you one time that your lawn is not being properly cared for. After that I will mow without notice and bill you accordingly.

Guidelines:

Mowing will be done as close to trees and shrubs as possible without damaging the growing plant.

When mowing near the house direct grass clipping discharge away from the foundation.

Buildup of clippings is an invitation for pests (bugs) to enter your dwelling.

Near streets, sidewalks and driveways discharge grass clippings back onto the grass to keep the walkways free of debris.

Wear appropriate clothing and shoes while mowing.

If your dwelling comes with a lawnmower :

I will provide one quart of oil and one can of gas for your use. Additional gas and oil are your expense.

I will keep the lawnmower in a running condition. If I find water or debris in the gas tank the repair expense will be charged to you.

I will repair any problems with the lawnmower if you notify me.

The oil level in the lawnmower must be checked before each mowing. A low oil level will destroy an engine (your expense).

The lawnmower must be kept in a covered area to protect it from the elements.

Your lawnmower is for your use only. Do not lend it to others.

FLOOR CARE

WOOD/CORK:

CARE:

Furniture: Purchase and place felt protectors on all table and chair legs. Couches and sofas and other heavy furniture will require more extensive protection in the way of felt or carpet pads. This will distribute the weight of the furniture so divots do not develop in the floor. Pets and their claws can be damaging to any floor surface. Use great caution when you allow your pet inside. A plastic floor protector must be used under any rolling chair particularly at desks.

CLEANING:

Weekly vacuum grit and grime from floors. This dirt can cause excess abrasion of finished wood floors. You will need a regular vacuum. A vac-broom has insufficient filter capability for any dwelling. Monthly, periodically, and with spills use a damp mop with warm water and mild vinegar solution. Use only a DAMP mop and dry the floor afterward.

CAUTION:

NEVER WAX ANY WOOD FLOOR!

Do not use common cleansers on wood floors. These can cause damage.

Wipe up all spills immediately. Do not let damp towels, clothing, rags, or carpet remain in prolonged contact with wood floors. This will damage the finish.

Dripped candle wax is always costly to remove from any floor.

LAMINATE:

The same as wood floors except a further caution about standing water of any kind. Standing water or prolonged leaks can destroy a laminate floor. Notify Landlord of any leaks immediately.

CARPETS:

CARE:

With furniture of any kind caution must be used where the legs contact the carpeted surface. Any damage to legs can snag carpet threads and pull them loose. If you have older or used furniture be extra careful with the legs and if necessary use carpet protective disks.

CLEANING:

Vacuum weekly with a regular carpet brush vacuum. A full sized vacuum is needed for a house as vac-brooms have inadequate filter capabilities for a large floor area.

SPILLS:

Wipe or sponge up bulk of spill immediately. Towel dry carpet afterward. Spilled liquids will damage the carpet if allowed to penetrate carpet backing. These smells become impossible to remove when they penetrate deeply.

PETS:

Pet dirt, dander, and cat urine are impossible to remove from carpet. Use great caution with your pets.

SMELLS:

Fabreeze works well for most carpet smells. So do the various baking soda products.

WAX & BURNS:

Melted candle wax is costly to remove from carpet. Cigarette and marijuana burns in carpet fibers cannot be repaired. Protect your carpet from these damages.

CAUTION:

NEVER SHAMPOO YOUR CARPET!

Carpet cleaning will be done professionally by your Landlord on your departure. If carpets need to be cleaned during your tenancy, please contact the Landlord to arrange for appropriate professional service.

“WEAR AND TEAR”

VS.

“DAMAGES”

Caused by ordinary comings and goings.

Well worn keys
'Sticky' key
Balky door lock

Depressurized fire extinguisher with unbroken seal

Worn pattern in counter top
Rust stain under sink faucet
Loose, inoperable faucet handle
Rusty refrigerator shelf
Discolored ceramic tile
Loose grout around ceramic tile
Carpet seam unraveling
Threadbare carpet in hall

Scuffing on wooden floor
Linoleum with the back showing through
Wobbly toilet
Rusty shower curtain rod
Rust stain under bath spout
Tracks on doorjamb where door rubs
Stain on ceiling caused by leaky roof
Cracked paint
Chipped paint (minor)

Discolored light fixture globe
Odd wattage bulbs that work
Window cracked by settling or high wind
Faded shade
Paint blistered mini blinds
Ants inside after a rain storm

Minor oil stains in parking space

Caused by carelessness, abuse, accident, disappearance, rules violation or theft.

Missing keys
Key broken off inside lock
Door lock replaced by tenant without landlord's permission
Depressurized fire extinguisher with broken seal (no fire)
Burn mark in counter top
Sink discolored by clothing dye
Missing faucet handle
Missing or broken refrigerator shelf
Painted ceramic tile
Cracked or chipped ceramic tile
Carpet burn, tear, stain, or bleached
Rust marks on carpet from plant container or melted candle wax
Large dark stains from kegger
Gouge in wooden floor
Tear or burn in linoleum
Broken toilet tank lid
Bent shower curtain rod
Chip in bathtub enamel
Hole in door
Stain on ceiling from soda or food
Marker or crayon marks on wall
Walls painted by tenant in a dark color requiring repainting
Missing light fixture globe
Burned out or missing light bulbs
Window cracked by chair at party
Torn shade
Mini blinds with bent or broken slats
Ants swarming over leftover garbage or fleas from pets
Large oil or grease stain in parking space from repairs or faulty engine

POSSIBLE MOVE-OUT CHARGES

Here's what we charge for most of the things we have to do when tenants move out and leave their dwelling in need of something or other. Please note that these charges are estimates. Sometimes the actual charges are higher; sometimes they are lower. We give allowances for normal wear and tear, of course, and for the length of time something has been in use. Replacement charges include parts and labor.

CLEANING		ELECTRICAL	
Clean refrigerator	35.00	Replace light bulb	2.50
Clean stove top	15.00	Replace light fixture globe	20.00
Clean under stove top	35.00	Replace light fixture	65.00
Clean oven	35.00	Replace electrical outlet	25.00
Clean stove hood(grease screen)	25.00	Replace electrical cover plate	5.00
Clean kitchen floor	45.00	PLUMBING	
Clean tub/shower surround	35.00	Replace kitchen faucet	105.00
Clean toilet & sink	35.00	Replace bathroom faucet	75.00
Clean bath cabinets & floor	25.00	Replace faucet handle	15.00
Vacuum entire dwelling	65.00	Replace faucet aerator	10.00
Clean greasy parking space	55.00	Replace shower head	25.00
Remove wax, carpet	20.00	Replace toilet tank lid	45.00
FLOORING		Replace toilet	230.00
Remove excess carpet stains	40.00	Unplug tenant clogged drain (min.)	100.00
Deodorize carpet	60.00	WINDOWS AND COVERINGS	
Repair carpet	95.00	Replace window pane (single)	70.00
Repair carpet burns (per burn)	15.00	Replace window pane (double)	125.00
Repair hardwood floor	150.00	Replace mini blind	25.00 - 55.00
Refinish hardwood floor(per sq. ft.)	3.00	Replace curtain rod	25.00
Repair linoleum	65.00	Replace window screen	30.00
Replace kitchen linoleum	475.00	Rescreen window screen	45.00
Replace bathroom linoleum	325.00	MISCELLANEOUS	
WALLS		Replace refrigerator shelf	85.00
Remove mildew and treat surface	45.00	Replace refrigerator drawer	75.00
Cover crayon marks	35.00	Replace stove/ oven knob	25.00
Repair hole in wall	65.00	Replace kitchen counter top	575.00
Replace kitchen counter top	575.00	Replace mirror	65.00
Remove wallpaper	155.00	Replace medicine cabinet	85.00
Replace mirror	75.00	Replace towel bar	25.00
Prep & repaint (per wall/ceiling)	55.00	Replace shower curtain rod	35.00
Remove glow in dark stickers	60.00	Replace shower /tub enclosure	775.00
DOORS		Repair porcelain/fiberglass	250.00
Repair hole in hollow core door	65.00	Replace thermostat	65.00
Repair forced door damage	75.00	Replace fire extinguisher	35.00
Replace door (inside)	200.00	Fumigate for fleas	55.00
Replace door (outside)	350.00	Remove garbage and debris	75.00
Replace sliding glass door	375.00		
Replace sliding door screen	45.00		
LOCKS			
Replace key(door, room, etc.)	7.00		
Replace passage door lock	25.00		
Replace deadbolt lock	35.00		

CLEANING SOLUTIONS AND TECHNIQUES

Floors, walls, counter tops:

Appropriate household cleaner

Bathroom ceilings/walls (any place with mildew)

Appropriate mildew remover (Tilex mildew)

Stove top/grease screens

Appropriate grease remover/cleaner

Tub/shower fiberglass:

Appropriate soap scum remover, may take several applications if you have not cleaned this area weekly or use one of the after shower sprays. These work well. Appropriate bath mildew remover (Tilex products work well)

Do not use abrasive cleaners on fiberglass

Toilet: Appropriate toilet bowl cleaner for inside

Under and around can be cleaned with bleach solution or mildew remover

Faucets:

Appropriate cleaner or abrasive cleaner. Toothbrush works well for small crevices.

Window tracks/edges:

Scrape and vacuum tracks

Mildew cleaner, toothbrush, and sponge.

Carpets:

Vacuum well with carpet vacuum, minimum two times in two directions (4 total).

If you still hear debris clicking into the vacuum it is not clean enough yet.

Use hose attachment for all edges and vacuum thoroughly.

If this has not been done weekly during your tenancy expect to vacuum numerous times.

Shampooing can be done only by your Landlord. Major damage can be done to any carpet with inappropriate cleaning.

Nail/tack holes:

Lightweight spackle(hardware store). Place into hole with fingertip, wipe with damp cloth or sponge to prevent leaving excess residue behind requiring sanding or further cleaning.

If wood or paneling contact Landlord for appropriate technique. Larger holes will require several applications and touch up painting. Contact Landlord.

Larger oil stains in driveway:

Liquid soap or grease cutter(ask at hardware store)

Hot Water

Scrub brush

Power wash if necessary

Thank you for your cleaning efforts!

FINAL CLEANING AND INSPECTION CHECK LIST

Includes, but not limited to the following items:

Front Entrance

Door washed /outside light (working)
Cobwebs swept from ceiling
Front porch swept:
no cigarette butts or bottle caps

Living Room

Doors cleaned
Walls washed/nail holes filled neatly *
Windows washed inside/outside
Window tracks or edges mildew free
Ceiling free of cob webs
Carpets well vacuumed*
Carpets shampooed by Landlord*
(Tenants are absolutely not to do this)
Damp wipe baseboards
Light fixtures/bulbs functioning,
No bugs or dust in light fixtures/ceiling fan
Clean all debris from sliding door tracks
No ashes in fireplace

Dining room

Walls washed/nail holes filled neatly*
Windows washed inside/outside
Window tracks or edges mildew free
Carpets well vacuumed*
Carpets shampooed by Landlord*
(Tenants are absolutely not to do this)*
Damp wipe baseboards
Light fixtures clean/bulbs functioning
No bugs or dust in light fixtures
Ceiling free of any food or liquid stains

Bathroom(s)

Sink/faucet/medicine cabinet clean
Ceilings/walls free of mildew*
Tub/shower enclosure clean
(caution no abrasive cleaners on fiberglass)*
Toilet clean in/outside(no stains or deposits)
Floor swept/mopped
Windows washed inside/outside
Window tracks or edges free of mildew
Walls washed/nail holes filled neatly *

*Consult with Landlord for appropriate technique or cleaning solution.

Bedrooms

Doors cleaned
Walls washed/nail holes filled neatly *
Windows washed inside/outside
Window tracks or edges mildew free
Ceiling free of cob webs
Carpets well vacuumed*
Carpets shampooed by Landlord*
(Tenants are absolutely not to do this)*
Damp wipe baseboards
Closet cleaned
Light fixtures/bulbs functioning

Kitchen

Walls washed/nail holes filled neatly*
Windows washed inside/outside
Window tracks or edges mildew free
Refrigerator cleaned in/outside/underneath/behind*
Stove cleaned in/outside/underneath/behind *
Stove drip pans clean/replace as needed
Counter tops clean, all drawers clean
Cupboards washed in/outside
Light fixtures clean/bulbs functioning
Range hood clean/grease screens clean*
Sink/faucet clean
Floors swept and mopped
(under & behind appliances also)

Misc. Cleaning Items

Replace non-functioning light bulbs where necessary
Wash all light fixture globes and rehang
All mini-blinds clean & free of dust/mildew
Be sure all personal property is removed
Patio free of weeds/yard mowed neatly within two days of departure

Outside House

Pick up all cigarette butts/ bottle caps/misc. debris
Wash exterior walls of any stains
Leave no trash around house or in trash cans
No full trash cans at street(OK only if trash pickup is the very next day)
Screens undamaged and in place

PREPARING TO MOVE OUT --- TWO WEEK INSPECTION

I want to return all of your deposits, and will return them to you as long as you leave your place "clean and undamaged." That's what your rental agreement says and that's what I will do. You are probably wondering what "clean and undamaged" means, so I would like to tell you how I interpret it and tell you also what you should do to get your deposits back.

"Clean" means as clean as when you moved in (consult page 11 or use center 'pull out'). To get it that clean, I expect you to clean the appliances, stove hood, grease filter, under stove tops, behind and under fridge(clean the crud from door gasket), behind and under washer and dryer; cabinets, both inside and out (under sinks, too); remove all non-adhesive shelf paper; use an appropriate cleaner on the showers and tubs(use care with fiberglass), toilets(no stains or deposits), sinks, mirrors and medicine cabinets (inside as well); dust the ceilings (for cobwebs), damp wipe baseboards, above doorways, wash window sills, and closet shelving; wash the kitchen and bathroom walls, and spot clean the walls in the other rooms; carefully remove all mold and mildew (See 'Solutions and Techniques', pg 10). Pay particular attention to areas around light switches, door knobs, and corners. If you are a smoker, wash the walls and ceilings throughout the house. Wash the light fixtures and windows (inside and out and remove mold from tracks); vacuum the floors and rugs very well (3 or 4 times!); mop the linoleum; sweep the walks, patio, and pick up all cigarette butts. Clean out all storage areas; remove all personal belongings and dispose of all trash and recycling. **DO NOT SHAMPOO THE CARPETS OR WAX WOOD FLOORS.** I will have this cleaning done professionally. There will be a charge to you for carpet cleaning. If you have a yard, mow it **neatly** within two days of your departure.

"Undamaged" means that items that I have supplied should not be missing or broken (including light bulbs); there should be no new burns, cracks, or holes in the dwelling or its furnishings. Please carefully spackle all tack or nail holes in walls. (See 'Solutions and Techniques', pg 10). If you have applied tape of any kind to the walls consult me before removing it. **PLEASE DO NOT REMOVE ANY FIXTURES YOU HAVE ATTACHED TO THE WALLS WITHOUT CONSULTING ME FIRST.** Please be very careful when moving large objects to avoid gouging the paint in the halls and doorways as you move things out.

I will offer any input you request in the last few weeks before you move and I will be happy to inspect and offer input two weeks before you vacate. During the last few days of your cleaning I will offer additional input if requested. You must make an appointment with me for your two week inspection. I will not inspect after 5 PM on your last day of occupancy. If the house is not vacant, clean, and inspected by the end of your lease you will be charged additional days of rent on a prorated basis for appropriate cleaning.

After you return your keys, I will inspect your dwelling for a final check on cleanliness and damage. After the inspection you will receive your deposit postmarked on day 21.

I expect you to be moved out completely by the end of your lease. Because I am making arrangements for new tenants to move in after you leave, I would appreciate hearing from you about your ongoing moving and cleaning plans. Call me at 822-8039 to make arrangements for your inspection.

REMINDERS

CARPETS

If you live in a carpeted dwelling you must have or purchase a regular carpet vacuum and use it regularly. A vac-broom is insufficient and I'm sure you do not want to live in dirty house. Inexpensive vacuums may be purchased at K-Mart, 2nd hand stores, or through the Tri-City Advertiser which comes out weekly. You can check with vacuum repair shops as well. They can advise you on which models to purchase.

WALLS

Please use thumb tacks, push pins, picture hangers, or very small nails. Problems arise with use of staples (two holes), tape (pulls paint off when removed), white adhesive (often left behind), and reflective stickers of any kind (very time consuming to remove and clean up). All holes must be spackled before departure.

SMOKING

Cigarette smoke coats all walls and ceilings with an oily, smelly, and ugly coating. Cleaning following a person who smoked is very expensive. The process involves cleaning and deodorizing the carpets, scrubbing and deodorizing the walls and ceilings. It may even require repainting of the entire room or dwelling. This can cost upwards of \$400 per room. A tenant smoking in their dwelling is responsible for any damages caused by their smoking. This includes all smoking products including marijuana. In addition cigarette butts are unsightly trash and ashes burn holes in carpet. Please consider this during your tenancy if you are a smoker. It is your responsibility to clean up after your tenancy.

COSTLY MISTAKES

There are several common costly mistakes that tenants make. Please keep these in mind during your tenancy and you will be happier when you depart.

Candle wax anywhere is costly to remove. On window sills, counters and most of all in carpets. Candles are a fire hazard as well.

Standing water anywhere (floors and especially kitchen counter tops) can destroy property. Do not place your dish drain on a counter top joint. Wipe up floor spills and standing water immediately immediately.

Tape of any kind can damage walls and doors by removing paint when pulled off.

Reflective stickers and reflective paint are expensive to remove or repaint.

Cigarette burns in carpet are impossible to repair and cause unsightly damage.

Old furniture with bad legs or sharp corners can do expensive damage to floors, walls, and carpets.

LEGAL REMINDER

Your tenancy is based on a legal document called the 'Rental Agreement' and as with any contract it is only as good as the people who sign it. I hope we never reach the point where we must go to court to settle our differences. I do think as Tenants you should be well informed of your legal rights. It will facilitate our understanding and protect you in the long run. You will likely be tenants for a few more years and knowledge of Landlord/ Tenant law will help you protect yourself. Here is one available resource:

'California Tenants'
A Guide to Residential Tenants' and
Landlords' Rights and Responsibilities

Available from:
Department of Consumer Affairs
P. O. Box 989004
Sacramento, CA 95798-0004

or online at: www.dca.ca.gov/legal/landlordbook

USEFUL NUMBERS:

POLICE, FIRE, AMBULANCE	911
SBC (telephone)	1-800-310-2355
PG&E	1-800-743-5000
GARBAGE Arcata Garbage	822-0304
McKinleyville, Humboldt Sanitation	839-3285
WATER Arcata	822-5951
McKinleyville	839-3251
Glendale (Hum. Bay Mun. Water Dist)	443-5018

Manager : Roger 822-8039
Best Contact Time: Monday- Friday 9:00 AM to 5:00 PM
Message anytime

In a true emergency call 911.

If you cannot contact manager and have a rental emergency,
please call:

RICHARD - 677-0148
Best Contact Time 9:00 AM to 5:00 PM

CCCU HOURS FOR RENT PAYMENT

RAY'S FOOD PLACE:

McKinleyville	M-TH	10:00 AM TO 7:00 PM
	FRI	10:00 AM TO 8:00 PM
	SAT	10:00 AM TO 6:00 PM
	SUN	12:00 PM TO 5:00 PM

(Closed Thanksgiving, Christmas, New Years, and July 4th)

BAYSHORE MALL:

Eureka	M-F:	10:00 AM TO 9:00 PM
	SAT	10:00 AM TO 6:00 PM
	SUN	11:00 AM TO 6:00 PM

(Closed Thanksgiving, Christmas, New Years, and July 4th)

1551 GIUNTOLI LANE:

Arcata	M-TH	9:30 AM TO 5:30 PM
	FRI	9:30 AM TO 6:00 PM