



Full House
Property Management
Lic # 01839779

TENANT HANDBOOK

Welcome to your new home!

120 N. Main
St. Porterville, CA
93257
(559) 784-6456
www.fullhousemgt.com



Welcome

Full House 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 contact information is listed below and on the next page.

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

Contact Us

Office Address: 120 N Main St., Porterville, CA 93257

Mailing Address: PO Box 8644 Porterville CA 93258

Phone: (559) 784-6456 Fax: (559) 783-1000

Email: fullhousemgt@live.com

Website: fullhousemgt.com

Office Hours: Monday - Friday 9:00 AM to 4:00 PM

Closed Saturdays & Sundays and all major holidays

Paying Rent

Rent is due on the 1st of each month. It is considered late when received after 5pm on the 5th of each month. Eviction proceeding will begin on the 6th unless arrangements are made.

Make checks payable to: **Full House Property Management**

- Rent may be paid online at our website www.fullhousemgmt.com. or by personal check, cashier's check or money order.
- We do not accept cash, credit, debit cards or post-dated checks.
- All rent check amounts must be on one check. Partial payments and multiple checks will not be accepted.
- Use of the US mail is at your own risk.

Fees

We want to review and clarify our fee structure with you.
These fee amounts are written into your lease.

Late Fee = \$3 per day (this is charged when your rent is received by our office after 5pm on the 5th. All late fee payments are due in the month they are charged.)

Return Check Fee = \$25 for the first and **\$35** thereafter for any subsequent returned checks. This is charged for each check returned by your bank for any reason.

Three Day Notice to Pay Rent or Quit = \$45 This is charged when this notice is served for non-payment of rent.

Eviction Fee = \$100 This is charged if we start preparing eviction forms and this fee is charged for each trip to attorney, to court or any other required location related to the eviction along with court and attorney fees.)

Smoke Detector Tampering Fee = \$250 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.

Lost Keys - \$10 a key during normal business hours when you can come into the office and pick up the key. If after hours, there is a **\$50 lock out fee** that will need to be paid at time of service.

Additional Keys - \$20 (each additional key).

Email

This is the 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 in the mail, or leave a voice message.

Change in Contact Information

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

Tenant Responsibilities

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

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every 3 months.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at **all times**.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while living in your home and upon vacating.
- Pest control service including normal insect control (bees, spiders, ants, etc.) and normal rodent control (mice, rats, moles, etc.).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, trash, debris, etc.
- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis (weekly in summer months).
- Reporting malfunctioning irrigation controls and pipes.
- Maintenance and care of sprinkler heads.
- If you have a pet, all pet droppings need to be disposed of regularly.

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:

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

Maintenance

Tenant Changing Locks

You can change the locks after you have notified us that you are changing the locks, however you must provide the office with two copies of each key and notify the landlord of the total number of keys the tenant has. The current locks must be replaced with the same kind of lock set that is already there (or brand and model approved by landlord).

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:

- Submit your request in writing before making any changes
- Do not proceed with any work until you receive written authorization to do so.
- 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, you must submit a written request. You can do this online through your tenants' portal in our website www.fullhousemgt.com or pick up a form at our office. Please DO NOT use this for general communications, standard questions or follow-up emails can be sent to fullhousemgt@live.com

Our vendors schedule directly with our tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call. It is the tenant's responsibility to make the home available for repairs, not the landlords.

Maintenance Emergencies

What is an emergency?

- Fire - call the fire department.
- Gas leak - turn off gas & call Southern California Gas 1-800-427-2200
- A plumbing leak that requires the entire water supply to the home to be shut off.
- A broken pipe is causing water to leak into the home.
- The main sewer line is backed up.
- Total loss of water (check with your Water Company first).
- Total loss of heat when outside temperature is below 45 degrees.
- Total loss of electricity (check with the utility company before reporting to Full House Property Management).
- IMMEDIATE electrical danger— shut off main breaker in breaker box 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

If it is after 4:00 p.m. and before 9:00 a.m. and the call is not an emergency you could be charged for the emergency maintenance call- if we are able to dispatch a vendor or if you call someone out.

Clogged Drains

To prevent tub and shower drains from clogging, we suggest cleaning the drain with 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 (no rice or pastas)

Small food bits

What Does Not Go Down Garbage Disposals

Anything that is not biodegradable food

Anything combustible

Plastic and metal

Bones from any animal

Rice and pastas (spaghetti)

Grease from bacon, beef, hamburger, or other meats; other grease

Egg shells

Potato skins or large amounts of potato

Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables

Etc.

Just remember, whatever you wash down the sink must make it to the sewer main in 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. 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. 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. 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. This old stand-by is right on: "When in doubt, throw it out".

Consider running ice cubes with cold water for 1-2 minutes 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. Water must be used at all times, never run dry, for it will burn up the motor.

Preventative Cleaning Tips

Here are some helpful cleaning tips for you...

- Always put away food and wipe up fooddebris.
- Clean pet bowls regularly to avoid attracting ants and otherinsects.
- Donotallowgreasetobuildupinkitchens;useaspongeandsoapywaterregularlyoncounter tops, stovetops, and hoodfilters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also bedangerous.

- Avoid mildew by venting rooms and bathrooms properly with exhaust fans or opening windows, particularly after baths, showers, and boiling water.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside area

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:

- Window screens are not a safety device. **DO NOT LEAVE CHILDEN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- 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 the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- 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!
- 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. Run with ice and water for 1-2 minutes.
- 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.
- 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 any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms and carbon monoxide detectors, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries and clean with vacuum if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.

- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- 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.
- 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 or trash cans 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 a reasonable fire suited to the size of the fireplace.

Pests

Pest control treatment is the responsibility of the tenant. We suggest a professional pest control service. You are also responsible for sugar or "nuisance" ants. In between service a product called *Orange Guard* can be used. This product is safe around food, kids and pets. Keep all counters and floors free of water and food items. Spray *Orange Guard* around door openings and any place you see a trail of ants. Check www.orange-guard.com for a store list. Also recommended are ant stakes placed at exterior foundation.

If upon inspection, by landlord or owner, pests are discovered inside the unit due to lack of service, landlord will charge a monthly service fee and processing fee which tenant will be responsible for.

Call our office if you see carpenter ants, termites, or rodents as they can damage the home.

Mold & Mildew

Mold and mildew spores are present in the environment and can't be eliminated. Excess moisture is the leading cause of mold or mildew growth indoors. However, most sources of moisture can be controlled by simple procedures under your control. In order to reduce the incidence of mold and mildew, protect your own health and the condition of your unit, tenant agrees to comply with the following:

1. Keep the humidity below 40%:
 - a. Use bathroom fans during and for 30 minutes after bathing or showering; if no fan, open a window slightly for ventilation for the same amount of time.
 - b. Use the fan above the stove whenever cooking; if no fan, open a window slightly for ventilation.
 - c. Use the fan in the laundry area during and for 20 minutes after using the washer or dryer; if no fan, open a window slightly for ventilation.
 - d. Cover fish tanks.
 - e. Only use electric space heaters.
 - f. Do not keep an excess number of houseplants.
2. Keep the temperature down and provide adequate ventilation:
 - a. Keep heating between 55 and 70 degrees at all times.
 - b. Open multiple windows at least twice a week for one hour to allow cross ventilation of the dwelling.
 - c. Allow at least 1 inch between furniture and walls to aid ventilation.

- d. Open closet doors to allow ventilation.
3. Clean regularly and thoroughly:
 - a. Clean bathrooms and kitchens with mold killing products.
 - b. If mold or mildew appears on walls, ceilings, floors, or around tubs or sinks, immediately remove the mold or mildew. Following is the cleaning method recommended by the EPA:
Mold growth can be removed with commercial cleaning products or a weak bleach solution (one cup bleach in one gallon of water). Wear gloves during cleanup and be careful not to spread the mold. Sensitive people who clean up mold should wear a tight-fitting face mask.
 - c. Dry any water that spills from showers, sinks, etc.
 - d. Clean up spills onto carpets, rugs or floors and thoroughly dry the carpet or rug.
 - e. Regularly check and clean the window tracks and keep free of condensation.
 4. Notify management immediately of excess moisture problems:
 - a. Water leakage, leaking plumbing, leaking tubs or showers, or running toilets.
 - b. If you have attempted to clean mold or mildew and it reappears quickly or you were not able to remove it report the mold or mildew problem to management immediately. Tenant understands and agrees that failure to comply with the guidelines in this Addendum shall constitute both a material non-compliance with the lease/rental agreement affecting health and a serious violation of the lease/rental agreement. Tenant will be financially responsible for all damage resulting from their failure to comply with this.

Pets

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets so if you **add** a pet to your family; contact our office for prior approval. Depending on what the property owner has instructed for their property, because each property and each property owner are different. Because of the insurance constraints there are certain breeds of dogs that may not be allowed. Any pet with an aggressive or bite history. Our pet policies are strictly enforced for the safety of the neighborhood and the property owner. In most cases no more than 2 pets are permitted in each property.

If the pet is approved by property owner, you will be required to fill out the *Pet Agreement* form on the pet, and if approved, pay an additional deposit plus obtain renters insurance general liability policy for \$300,000 naming the owner and Full House Property Management as additional insured.

Not disclosing a current or future pet at the time of the lease can cause expensive and severe consequences. If a non-disclosed pet is discovered (and typically it always is) it can be grounds for eviction and may cause the forfeiture of your entire security deposit. It is critical that all pets obtain prior approval.

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 Application fee and be approved by our office. Once they are approved there will be an additional **\$35.00** administrative fee to prepare a new lease and all the pertinent paper work. A photograph (by our office), copy of driver's license, and social security card are required for each

tenant over 18 years of age or upon their 18th birthday.

Roommate moving out: If you have a roommate wanting to move out, a 30 Day Notice of Intent 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. You must have written permission from Full House Property Management to substitute a roommate, or eliminate a roommate all together. The remaining tenant must qualify financially in order to remain in the unit alone. There will be a \$35.00 administrative fee to change the lease to either add a new roommate or to remove a roommate from the lease.

Security deposits are collected as "security" for the property. Reimbursements to departing roommates are handled by the remaining tenants. No portion of the security deposit will be refunded individually.

Renters' Insurance

Full House Property Management advises all Tenants to obtain renter's insurance for their personal property, personal injuries occurring in the Premises, and/or other damages that may occur. According to the terms of your lease, Manager/Owner is in no way responsible for damage to Tenant's personal property and belongings caused by burglary, vandalism, electrical surge or failure, lighting strike, freezing, wind damage, heat damage, water damage, hail damage, fire damage, smoke damage, acts of God, or for any other reason not caused by Landlord.

Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It may also provide coverage for additional living expenses you may incur if your Premises becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including Owner's property. Similarly, if a guest were to have an accident in your apartment, you could be personally responsible for the guest's injuries.

Tenant understands that if Tenant does not purchase Renter's insurance that Tenant may be held responsible for any loss or damage caused by Tenant's actions or actions of Tenant's guests. Tenant understands that Renter's Insurance is readily available and can be purchased relatively inexpensively. We strongly encourage all Tenants to purchase this inexpensive form of protection. Consult with an insurance agent to review your personal needs.

30 Day Notice of Intent 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.

You can log onto our website at: www.fullhousemgt.com and download the *30-Day Notice of Intent 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 (559) 783-1000.

The 30 days begins on the day we receive it in our office, not when mailed.

It is the responsibility of the tenant to deliver **ALL** keys and garage door remotes to our office. See *30 Day Notice of Intent to Vacate* form for more information.

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 and garage door remotes to our office.
- The property needs to 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 and submit a change of address form to the post office.
- If you were approved to install a satellite dish during your tenancy, please remove the dish from the property and take it with you or get advance permission from landlord to leave it.
- Give us your forwarding address.

Your security deposit refund statement will be sent to your new address within 21 days after you move out and return the keys to us. We normally mail your deposit to the address you provide, less any charges incurred to repair or clean the unit.

Fair Housing Policy

Full House Property Management firmly believes that choosing a home directly impacts the hopes, dreams, aspirations, and economic destiny of those involved. It is for this reason that we are committed to the Federal Fair Housing Law, the California Fair Housing Act, and all other federal and state laws enacted to guarantee a housing market free from discrimination.

Full House Property Management dedicated real estate professionals are committed to equal opportunity and non-discrimination in all aspects of the housing related services they provide. The Company expressly prohibits any form of discrimination based on a person's actual or perceived gender (including gender identity), race, color, religion, national origin, age, disability, lawful occupation, presence of children, sexual orientation, marital status, familial status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18), partnership status, citizenship status, lawful source of income or any other factor illegal under federal, state or city law (any of which is an "Unlawful Category").

Full House Property Management will not take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap:

- Refuse to rent housing, make housing unavailable, or deny adwelling
- Set different terms, conditions or privileges of adwelling
- Provide different housing services or facilities
- For profit, persuade owners to sell or rent (blockbusting)
- Deny anyone access to a facility or service related to the rental of housing.
- Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right
- Advertise or make any statement that indicates a limitation or preference based applicant being a member of a protected class.
- Intimidation, coercion, threats or interference with persons in the exercise or enjoyment of any right granted or protected under this Act.
- Intimidation, coercion, threats or interference with persons because they have aided or encouraged any other person in the exercise or enjoyment of any right granted or protected under this Act.

Disabled Persons' Policy:

If a rental applicant has a physical or mental disability (including hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex and mental retardation) that substantially limits one or more major life activities, has a record of such a disability or are regarded as having such a disability, Full House Property Management will not refuse to let them make reasonable modifications to their dwelling or common use areas, at their own expense, if necessary for the disabled person to use the housing. However, we may permit changes only if tenant agrees to restore the property to its original condition when they move and will not refuse to make reasonable accommodations in rules, policies, practices or services if necessary for the disabled person to use the housing.



Housing will not be made available to a person who is a direct threat to the health or safety of others or to anyone who knowingly uses illegal drugs.

Occupancy Policy

Full House Property Management follows the U.S. Department of Housing and Urban Development (HUD) recommended guidelines of allowing two persons per bedroom, plus one person, to lease a property. However, if there are any city or state occupancy requirements governing the property or if the property is located in a condominium, cooperative or homeowners association with more restrictive guidelines, Full House Property Management will defer to their policy and comply with their guidelines as long as they are not obviously discriminatory. Please visit HUD's website for more information: <http://www.hud.gov/>.

Dwellings with Pools

Full House Property Management does not exclude or steer away qualified families with children from renting homes with pools. However, we will disclose to any potential tenant any known or potential dangers associated with a property, including dangers associated with a pool and seek confirmation from a potential tenant that dangers and potential dangers have been disclosed and that the potential tenants have assumed the risk of such dangers.

If you suspect discrimination, you can contact Full House Property Management at 559-784-6456 or the United States Department of Housing and Urban Development (HUD), 1-800-669-9777.

Please contact us with any more questions regarding these policies.