



## TENANT WELCOME PACKAGE

## **VESTA ASSET MANAGEMENT, INC. Welcomes you as a new Tenant!**

Listed below is contact information:

- **Maintenance & Repair Requests:** Any maintenance & repair requests can be submitted through our online Tenant portal at the following website. All emergency calls should also be reported through this system for tracking of completion.
- The website is- <http://www.vesta-assetmanagement.com/tenant-login.html>
- **Emergency Repair Requests:** In the event of an emergency, you may also reach out to the following mobile phone (415) 662-3033
- **Insurance Requirements:** As per your lease, you are required to obtain renters insurance. The insurance limits must be in the amount of \$300,000 or greater and proof of insurance including listing *Vesta Asset Management, Inc.* as 'additional insured' on the Certificate of Insurance must be provided to your Property Manager listed above.

### **INSTRUCTIONS FOR EMERGENCY:**

#### **Emergency Shut-off Procedures**

- **Water-** A water leak from the toilet, under sink, water heater, sprinkler system, may occur due to a broken or leaking pipe or fitting. In most cases, the water supply may be turned off locally by turning a handle valve at or near the leaking location to its full counter clockwise position. If this does not prevent the water flow, or, in the event of an earthquake, go to the main water valve located adjacent to the house. Turn the valve head to its full counter clockwise position. If you are unable to turn the water off, please call your water service for assistance then call *Vesta Asset Management, Inc.*
- **Gas-** If **AT ANY TIME** you smell gas, call your local utility company for instructions. In the event the pilot light on your heater or gas stove goes out and you are unable to re-light it, call your local utility company.
- **Electricity-** In the event of an earthquake you suspect any damage to electrical wiring, shut off the power at the main breaker box. Call your local electric company for further instructions.

#### **General Procedures**

- **BEFORE CALLING,** we have listed some common complaints along with suggestions to help you trouble shoot and potentially repair the problem without a service technician coming to your home. Be sure to read these examples carefully. **DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NON-EMERGENCY.**
- **EMERGENCIES:** (There are few emergencies) Fire, flood, and uncontrollable water, backed up sewer, electrical problem that is potentially life threatening, gas leak.
- **NON-EMERGENCY:** *Vesta Asset Management, Inc.* recognizes that heat is a priority item and we will convey to our vendors the need to have the problem repaired as soon as possible. Other non-emergency items include: Air conditioning, sprinklers, and dishwashers (unless causing damage to property).

## **INSTRUCTIONS FOR NON-EMERGENCY**

- Any maintenance & repair requests can be submitted through our online Tenant portal at the following website. <http://www.vesta-assetmanagement.com/tenant-login.html>
- After a vendor has been assigned to the work order, they will contact you. Vendors are not given keys to the property and are required to make appointments with tenants. *Vesta Asset Management, Inc.* will not release keys to vendors under any circumstance. Please keep in mind that a repair technician will not be available immediately for non-emergency work orders in most cases.
- Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a back charge to the tenant for the technician's time.
- If your non-emergency claim has not been addressed within 2-3 business days, call your Property Manager. We will contact the vendor and follow up as to the expected service date. We will contact you with that information.
- If a problem continues after a repair has been made, be sure to contact *Vesta Asset Management, Inc.* and inform us of the continuing problem. We define a recent repair as a repair made within the last 60 days. **IF YOU FAIL TO REPORT A CONTINUING PROBLEM AFTER A REPAIR IS MADE, YOU MAY BE RESPONSIBLE FOR THE COST OF DAMAGE.**

## **QUICK TIPS:**

- Garbage disposal does not work- Check underneath the disposal unit and press the reset button. Avoid putting these items into your disposal: grease, potato peels, onion skins, pasta, egg shells, celery, apple peels, coffee grounds, carrot peels, cucumber peels, fibrous vegetables (especially lettuce).
- Electrical outlets and lights do not work in sections of the home- Check the circuit breakers.
- Circuit breakers keep going off- Check all appliances to make sure you haven't overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once. Surge protectors do not provide additional capacity. Space heaters or portable A/C units should never be plugged into an extension cord and may overload a circuit breaker.
- Smoke alarms and Carbon Monoxide detectors do not work- Check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in all smoke alarms and Carbon Monoxide detectors. If the alarm does not work after you have replaced the battery, contact *Vesta Asset Management, Inc.*

### **TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:**

- Replacement of light bulbs.
- Test all smoke alarms and carbon monoxide detectors every thirty days and replace batteries if necessary. If after you have replaced the batteries the detectors are still not working please report it to *Vesta Asset Management, Inc.* Normally the alarm will emit a beeping sound. Remember smoke alarms and carbon monoxide detectors are for you and your loved ones safety.
- Keep the dwelling clean, inside and out, free of grease, mold, mildew, and cobwebs.
- Normal insect and rodent control. Rodent control does not include rats.
- Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.
- Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.
- In kitchens, keep all food stored adequately. Do not leave out for extended periods and clean up after yourself. This will keep away ants and other pests.
- Clean hood vents in kitchen regularly.
- Clean oven regularly.
- In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove. Keep bathrooms properly ventilated to prevent mold and mildew from forming. If there is an exhaust fan, **USE IT** while taking showers and for an extended reasonable time afterward. If there is a window open it.

### **TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:**

- If our vendor's technician makes a service call and learns that the breaker was tripped.
- When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, towels, sanitary napkins, extensive toilet paper, etc.
- Failure to report necessary repairs such as all toilet/faucet leaks, plumbing backups, inoperative Smoke and Carbon Monoxide Detectors, roof leaks, heating and air conditioning problems, broken windows and doors, faulty appliances supplied to property, mal-functioning sprinklers, any other necessary repairs or unsafe condition, major pest control items such as bees, cockroaches, rats, termites or other major infestations and fence repair could result in any and all damages being back charged to tenant(s). Please be sure to report all issues.
- Failure to meet a vendor at an assigned appointment.
- Any damage caused by tenant(s)
- Damage caused by tenant(s) pet(s)
- Repairs reported which do not require service.
- Batteries for smoke alarms, carbon monoxide detectors and remote control openers

## **FREQUENTLY ASKED QUESTIONS REGARDING SECURITY DEPOSITS:**

- What do I have to do to move from the property? To officially begin the move-out process, you need to send a written 30-day notice to the office. The term of your lease must have expired or you must be on a month-to-month tenancy.
- When does the 30 days start? The notice becomes valid when it is received in our office Monday - Friday, Between 8:30 AM and 5:00 PM. If notice is sent on Saturday or Sunday then the notice will take effect the next business day.
- When do I get my deposit back? It will be mailed within 21 days of official move-out (which is when all key/fobs/openers have been returned to the *Vesta Asset Management, Inc.*). An "Itemized Disposition of Security Deposit" stating the charges and remainder (if any) of your security deposit will be mailed to you. The remainder of your deposit (if any) will be sent along with the Disposition. If a balance is due to the owner, it must be submitted within 15 days or the account will be sent to collection.
- How do I dispute the Disposition? If you choose to dispute the "Itemized Disposition of Security Deposit", you must do so in writing and submit it to *Vesta Asset Management, Inc.*
- How do I get my full Security Deposit back? A number of things need to take place. The inside and outside (including the garage when applicable) must be thoroughly cleaned. Refer to your move-in inspection form for conditions at time of move in. Condition should be the same, normal wear and tear accepted.
- Can I move out before the 30 days are up? Yes, you are responsible for the rent for the entire 30 days unless a tenant moves in to the unit prior to that time. If this occurs, the difference will be refunded to you.
- Do I have to be there for the Walk-Out Inspection? No, the property managers conduct their Walk-out inspections 9:00 AM - 4:00PM, Monday through Friday. You will be notified of the results when you receive your Disposition of Security Deposit.

## **FREQUENTLY ASKED QUESTIONS**

- Can I be charged for maintenance at the property? Yes, if the maintenance is discovered to be caused by tenant damage or neglect, you will be charged for it. Also, you will be billed for a service call if you miss your pre-scheduled appointment with a *Vesta Asset Management, Inc.* vendor.
- Can I sub-lease the property? No.
- Can I get a pet after moving in? Not usually, our properties are generally "NO PETS" properties. (Some of our Properties will allow pets.) For more information, please refer to your lease and/or contact your property manager.

- What should I do in case of an earthquake? First, be sure all occupants are safe. If property is unsafe then vacate immediately. In the event that the earthquake caused a fire or injury, call 911 immediately. Call your local gas company if a gas odor is detected. Turn off the water main if there are any broken pipes. Make a list of any property damages and call *Vesta Asset Management, Inc.* immediately. In case of personal property damage, call your insurance company to file a claim. In the event of a major emergency, *Vesta Asset Management, Inc.* will strive to contact you within 48 hours.
- Can I install cable and extra telephone lines? Yes, however you must first obtain written permission from *Vesta Asset Management, Inc.* to do so. All costs of cable telephone installation and removal are the responsibility of the tenant.
- I've always paid my rent on time. Why was I charged a late fee? The rent is due on the first of the month and is delinquent on the fifth of the month. If rent has not been posted in our office by the fifth, then your account will automatically be billed a late fee. Please refer to your lease and addendum for clarification.
- What if my roommate moves out before the lease is up? Should your roommate decide to move out, a written notice is to be submitted to *Vesta Asset Management, Inc.* relinquishing rights to the security deposit and requesting that the tenant's name be removed from the lease. Your file is then assessed and a determination is made whether or not the remaining tenants are financially qualified to remain in the property. If this is found to be true, and all tenants agree, the tenant is removed from the lease. Remember that the tenants are jointly and severally liable for the lease agreement. This means that tenants are jointly, and singularly liable to ensure that the rent is paid. (It is not the responsibility of *Vesta Asset Management, Inc.* to arbitrate or mediate problems within multiple tenant situations.)
- Once my roommate has moved, what happens to his/her portion of the security deposit? The security deposit is collected as "security" for the property. If there is a collaborative effort when tendering security deposits, reimbursements to departing tenants are handled by remaining tenants. No portion of the security deposit will be refunded individually. Check will be made payable to all residents listed on the Lease Agreement.
- What is the procedure if I want a new roommate to move in? A new roommate must submit a completed application, along with the required supporting documentation, and the appropriate application-processing fee of \$40.00. Failure to report the moving in or moving out of a resident may cause your tenancy to be in jeopardy. In addition, it can cause additional liability to the persons remaining and/or the person leaving the tenancy. Call *Vesta Asset Management, Inc.* if you have any questions.

## **TENANT RENOVATION POLICY:**

- It is the policy of *Vesta Asset Management, Inc.* to enforce the lease provision regarding renovations or alterations:

*“No repairs, decorating or alterations shall be done by Resident without Owner’s prior written consent. Resident shall notify Owner in writing of any repairs or alterations contemplated. Decorations include, but are not limited to, painting, wallpapering, hanging of murals or posters. Resident shall hold Owner harmless as to any mechanics lien recordation or proceeding caused by resident.”*

- If tenants make any alterations, which upon inspection by *Vesta Asset Management, Inc.* are discovered, *Vesta Asset Management, Inc.* will either:
- Remove the alterations and return the unit to its original state.
- Provide the necessary repair to bring the renovation/alteration to acceptable and safe condition as determined by *Vesta Asset Management, Inc.* and current code requirements.
- It is important to note that such revision performed by *Vesta Asset Management, Inc.* will be billed to the tenant. (Time and materials is \$110.00/hr. plus the actual cost of materials plus a 10% coordination fee.) To avoid unnecessary charges, never alter rental property unless you have the written consent of *Vesta Asset Management, Inc.*

### **MOVE OUT POLICY:**

- **Cleaning:** Have the property clean throughout the interior and the exterior. This also includes windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, vinyl or tile floors. Leaving a property dirty is not considered normal wear and tear.
- **Carpet Cleaning:** All carpets must be professionally cleaned once all personal items have been removed from the property.
- You will be charged if you have pets that have soiled the carpets exceeding normal wear and tear.
- Do not rent machines from a store, use home cleaning machines, or employ chemical cleaning. Only professional steam cleaning is acceptable.
- **Light bulbs, filters, smoke detector batteries:** These items must be in place or working or you will be charged. Be sure to replace any of these missing items.
- **Trash:** If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away. All other trash is to be placed within the trash receptacles for normal trash removal.
- **Painting:** We request that you do not spackle, putty or touch-up paint unless you are sure that the paint will match. If you paint and it does not match, you will be charged. Tenants are not allowed to re-paint units unless prior permission has been granted by Vesta Asset Management, Inc. Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.