



# Eagle Property Management

## Tenant Information & Instructions

**Welcome to Eagle Property Management!** We hope that you will enjoy your new home. To help you in getting settled, we want to take this opportunity to explain our services, policies, procedures, and rules.

We can best serve our Owner's interests by offering complete, courteous, and prompt service to you, their tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager, but with the tenant as well. Please be sure to read and become familiar with your Lease Agreement. It is a legal document, binding to all signing parties. Eagle Property Management has no right to deviate from this contract.

### **Calling the Office:**

You may call the office at (209) 832-1612. Normal business hours are Monday-Friday 10:00 am to 4:00 pm.

If you need to leave a message, please be sure to give your name, address and daytime telephone number where you can be reached.

After hours there is a recorded message instructing you how you may reach your Property Manager in the event of an emergency.

### **Sending Correspondence:**

Please mail all correspondence to Eagle Property Management, 421 W 11 th St., Tracy, CA, 95376.

You may email us at [eaglepmcv@gmail.com](mailto:eaglepmcv@gmail.com)

### **Payment of Rent:**

Rent is due in advance on the 1st day of every month and is considered late if not paid within 5 days after the date due by 4:00PM.

Effective immediately, tenants who pay their rent after the grace period, in accordance with the written terms of their lease, will be charged a late fee. If the 5<sup>th</sup> of the month falls on a Saturday or Sunday or holiday, plan accordingly so that your rent is received on time.

If you fail to pay your rent, legal action to evict can be brought against you.

Due to the volume of personal checks returned for Non-Sufficient Funds (NSF), we require all rent payments to be remitted as follows:

1. Electronic payments through our web portal. Convenience fees will apply.
2. Cashiers Checks
3. We accept electronic checks submitted by your bank
4. We do not accept cash under any circumstances

**\* We do not accept cash under any circumstances\***

**\*We do not accept partial rent payments** (unless previously agreed to in writing by Eagle Property Management) \*

Make Money Order/s or Cashiers Check Payable to: **Eagle Property Management**

Money orders must be properly filled out:

1. "Pay to the Order of" Eagle Property Management
2. "Purchaser's Name"- sign your name
3. "Your Address"- clearly print property address

If your Money Order/s or Cashier's Check/s is not properly filled out, your rent payment may not be credited to your account on time; consequently you will be charged a late fee per the terms of your lease.

We would prefer that you mail your rent payment to be received at our office in a timely manner. However, if you choose to pay rent in person we have a secure Rent Collection Box, which is attached to the wall at the left of the reception counter in the ALTERA Real Estate office lobby. In the event the office is closed, rent may be left in the night drop letter slot located to the left of the front door.

### **Annual Inspections:**

It is our policy to inspect your residence at least once a year. We do this so that we are aware of the condition of the property and plan for any deferred maintenance.

### **Access For Inspection And Emergency:**

We have a right to enter your home with proper notice for a variety of reasons (please refer to your lease agreement). Unless there is an emergency, you will receive 24 hour notice when we will enter your home.

In order to facilitate Eagle Property Management's right of access, you agree not to alter or rekey any locks to the premises. If you need to have your locks re-keyed or wish to install an alarm system, please contact your Property Manager. If the Property Manager cannot access the

property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

### **Maintenance:**

You are responsible for the routine upkeep of the premises and for maintaining all the equipment and appliances in good working order. The Owner is responsible for maintenance due to normal wear and tear. To request service for maintenance or repairs; please contact our office during normal business hours. Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of labor and materials. **You will be responsible for damages or plumbing stoppages caused by your negligence or misuse.**

### **What Is An Emergency?**

**\*In any emergency situation, it is important to make sure you and other residents are safe from any danger before calling Eagle Property Management. Once you are in a safe and secure situation then call Eagle Property Management to report the issue.\***

An emergency call for maintenance includes anything that threatens the safety, health or life of the tenant or may cause permanent damage to the property.

The following are considered emergencies and should be reported immediately regardless of day or hour:

1. Sewer and drain back-ups
2. Toilet not working (if you only have one toilet)
3. Pipe burst and there is a flood inside or outside the house
4. Electrical problems that could cause fire.
5. Fire. Call 911 and after everyone is safely out of the building, call Eagle Property

Management.

6. Broken windows. You will be billed for board up and replacement of windows. Call Eagle

Property Management to have window boarded up at night. A glass company can be

called to replace the window the next day.

7. Roof leaks. If it is a major leak, move furniture out of the way and place something under the

leak to catch the water, then call Eagle Property Management. If it is a minor leak, place something underneath the leak to catch the water and call Eagle Property Management in the morning. A roof leak cannot be fixed while it is raining.

Some urgent situations cannot be handled on the weekends and evenings. Examples are:

1. Loss of keys. (call locksmith)
2. Air conditioning repairs

3. Neighbor complaints (call Police)
4. Appliance repairs to refrigerators, dishwashers, stoves, garbage disposals

Break-ins are a Police matter. If your residence is broken into call the police and get a police report filed. Call Eagle Property Management and report any damage done to the residence.

Emergencies should be called into the Eagle Property office immediately. During normal business hours call (209) 832-1612. During nights, weekends and holidays there will be a recorded message instructing you how you can contact you Property Manager.

### **Landscaping:**

It is your responsibility to make sure that the landscaping is getting enough water. If you neglect to water the landscape areas or fail to report any sprinkler problems to Eagle Property Management, you could be responsible for any costs associated with replacing the lawn or shrubs. During the warm summer months if the property has built-in sprinklers, check the sprinkler heads to make sure they are unclogged and working properly. If there is an automatic timer on the sprinklers, make sure it is plugged in and working.

Please be aware that weeds are unsightly and a true fire hazard. The fire district, homeowners association, or even the City could fine you. Cities throughout the central valley are writing strict code enforcement ordinances regarding landscaping. Please make sure flowerbeds and backyards are kept free of weeds.

### **Renters Insurance:**

Owner's fire and extended coverage insurance policy does not cover any loss to your personal belongings (furniture, clothes, etc.). Eagle Property Management requires renters insurance in the amount of \$300,000. Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the property 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 the Owner's property. Similarly, if a guest were to have an accident in your home, you could be personally responsible for the guest's injuries. Generally the cost of renters insurance is inexpensive, a typical premium is only \$100 to \$250 a year. Consult with an insurance agent to review your personal needs.

### **Security Deposits:**

A thirty-day written notice is required by your lease if you intend to vacate your property at the end of your lease. Your security deposit will be returned to you provided you have complied with all provisions of the lease, including length of lease (when does your lease expire) and/or notice

to vacate (30 day written notice). Your security deposit will be refunded to you within twenty-one days of your move-out and return of keys to us, provided:

1. No damage other than ordinary wear and tear
2. Property is left in the same condition as when you moved in (drapes, carpets cleaned, etc.)
3. All rent due and other charges have been paid
4. All utilities paid by you are current Your security deposit cannot be applied to the last months rent, please refer to your lease agreement.

**Your security deposit cannot be applied to the last months rent, please refer to your lease agreement.**

## **NORMAL WEAR AND TEAR vs. DAMAGE**

### **Wear And Tear**

1. Worn out keys
2. Loose or stubborn door lock
3. Loose hinges or handles on doors
4. Worn carpeting
5. Carpet seam separation
6. Linoleum worn thin
7. Scuffed up wood floors
8. Worn countertop
9. Stain on ceiling from rain or bad plumbing
10. Plaster cracks from setting
11. Faded, chipped or cracked paint
12. Loose wallpaper
13. Bulky drapery rod
14. Faded curtains and drapes
15. Head blistered blinds
16. Dirty window or door screens
17. Sticky window
18. Loose or inoperable faucet handle
19. Toilet runs or wobbles
20. Worn toilet seat
21. Closet bi-fold doors off track

### **Damage**

1. Lost key
2. Broken or missing locks
3. Damage to a door from forced entry
4. Torn, stained or burned carpeting
5. Rust or oil stains on carpet
6. Badly scratch or gouged wood floors
7. Linoleum with tears or holes
8. Burns and cuts in countertop
9. Stain on ceiling from overflowed tub
10. Holes in walls from kids or carelessness
11. Unapproved (bad) tenant paint job
12. Ripped or marked-up wallpaper
13. Broken drapery rod
14. Torn or missing curtains and blinds
15. Blind with bent slats
16. Torn or missing screens
17. Broken window
18. Missing faucet handle
19. Broken toilet seat or tank top
20. Pet odor throughout unit

If any personal property belonging to you is left in the unit are deemed in control of the premises and, therefore responsible for rent until the keys are returned and the personal property removed.

Please call Eagle Property Management a few days before you move out and make arrangements for your Property Manager to meet you at the property o the day of move-out to accept the return of your keys and complete the move-out inspection. You may request an Initial Final Inspection of the property. This inspection must take place no more than two weeks prior to moving out. This gives you the opportunity to remedy any damages or uncleanliness prior to the final move out inspection.

**Contact Information:**

All tenants are required to have telephone accessibility and to provide Eagle Property Management with their home and work numbers. Please be sure to notify Eagle Property Management when you change your work or home telephone number. Even unlisted numbers must be provided to Eagle Property Management. In addition, please provide Eagle Property Management with your current email address.