



## Move-In Notes

### Normal Business Hours

Our normal business hours are 9 a.m. to 5 p.m. Monday through Friday

Phone number: 541-357-7138

After-hours emergency number: 541-357-7138

We look forward to the approval of your application and welcoming you as a Full House Property Management Tenant. We believe the best way to avoid misunderstandings is to make you aware of our obligations, responsibilities, and policies with a relationship based on open communication.

Full House Property Management manages rentals at the behest of the property owner and legal contracts bind our relationship with them as well as with tenants. We can best serve the owners by offering complete, courteous, and prompt service to you, the tenant. All parties to any lease or rental transaction have obligations and responsibilities. These obligations do not lie solely with the Property Manager. You are required to read and comply with your rental agreement. Your rental agreement is a legal document binding all signing parties. We have no authority to deviate from this contract.

Listed below is some helpful information to get you started when becoming a Full House Property Management tenant.

If we have left a “For Rent” lawn sign or lock box at your new home, please call us and we will pick it up. Leave the lawn sign anywhere that is visible to the person picking it up. Please do not place the sign behind a fence or in the garage.

### Utilities

You must contact the utility companies 24 hours before you take possession of your home. Please refer to your Utility contact number form for phone numbers of your utility companies.

### Rent

Please make your rent payments payable to Full House Property Management and mail it to us at: PO Box 40608; Eugene, OR 97404 or drop it off at: 1660 River Road; Eugene OR 97404. There is a drop box at our office that is available for after-hours payments to be made. We do not pick up rent at your property. The rent is due in our office and payable on the first day of each month. You must notify your property manager immediately if you foresee an unusual circumstance arising which may prevent you from paying your rent on time. Your property manager will help you establish a reasonable date upon which the rent must be paid. We do not accept partial rent payments. If the rent is not paid on or before said date, including the late fee if applicable, the appropriate legal action will be initiated.

Rent payments not received by the first of the month are delinquent, which is in violation of the rental agreement. Any rent payment accepted after the 5th of the month must be accompanied by the late fee stated in your rental agreement. Therefore if you pay your rent on the 6th of the month, full rental amount is due PLUS the late fee.

Residents who pay by personal check will be assessed \$25.00 for bank service charge if a check is returned by the bank for non-sufficient funds (NSF). After one bounced check, you will be required to pay by money order or cashier’s check for six months in order to resume payment by personal check.

Please ensure that your full rental address is written on your rent payment in order to ensure it is processed correctly and applied to your account.

## **Pre-Condition Move-in Check List**

A blank move-in page is enclosed in your rental agreement. We ask that as you are moving in you note on this page any stains, holes, tears, scratches, broken anything you'd like us to be aware existed prior to your move-in. You have 14 days to return this form to our office where it will be made a part of your file. Please keep a copy for yourself.

## **Inspections**

Our agreement with the property owner requires us to conduct periodic inspection of the property. You will receive at least 24 hours notice prior to an inspection. You are welcome to be there during the inspection however it is not always possible to schedule a time when you are available.

## **Pet Policies**

No animals may be kept on the property without written authorization, and that includes animals that belong to your guests. If your pet is not specifically mentioned on your original rental agreement, you would need to have advance written permission from Full House Property Management to add a pet. We usually do not allow the addition of pets after you have signed the original rental agreement. If we allow you to add a pet, you will have to pay an additional pet security deposit. We do not allow kittens, puppies, as well as certain breeds or sizes of dogs depending on the property.

## **Maintenance**

We strive to handle your requests for maintenance in a timely manner. Please be sure to notify us of any repair or maintenance issues in a timely manner. We take pride in keeping our properties in good repair and we require that you do too.

If you have a maintenance request, please call our office. If it is an after-hours emergency and requires immediate attention, call for emergency maintenance at 541-357-7138 and leave a message. Please only call for maintenance requests between the hours of 5:00pm – 9:00am if it is an emergency. An emergency is defined as anything life threatening or harmful to the building or yourself. Emergency calls will be handled right away.

Once you have reported a maintenance request, you will be notified as to when you can expect a repair person to arrive. If you are not available to receive this notification or do not have an answering machine, it will be difficult to schedule a repair. If you will allow us to enter your home without you being present to make the repairs, let us know. Please keep in mind that if you make an appointment with a repair person, that you may be liable for a service call fee if you miss the appointment.

Please do not expect our maintenance workers to repair items which are not on their work order. If you have additional requests, you must call the office.

You are required to take normal care of your rental property and its equipment. Here are the normal maintenance items that you are responsible for:

**Smoke detectors:** It is your responsibility to check the smoke detectors on a frequent and regularly scheduled basis. We assure that these smoke alarms are functioning prior to your move in. It is your responsibility to replace dead batteries. If you have any problems with the smoke detectors, call us immediately.

**Furnace and air conditioning filters:** If you pay for the heat, it is your responsibility to keep these filters clean. We suggest you replace filters monthly. This will keep your utility bills lower and prevent any damage to the furnace. When doing routine inspections in your unit, if we find that the filters have not been cleaned or changes, we will proceed to do so and bill you for it.

## **Other Heating Systems:**

Baseboard and wall heaters should be vacuumed at least once per month.

**Faucets/Water Heaters:** Please report any leaky faucets, toilets or water heaters to us immediately.

**Plumbing stoppages:** You must keep your drains free of grease, hair, lint or other such obstructions which can clog them. Occasionally flush drains with a good drain cleaner. The owner will pay for stoppages caused by faulty construction or tree roots. If you should have a stoppage you are unable to eliminate, call us. However, please note that you will be

required to pay if the plumber determines that the stoppage was caused by negligence or improper use by the occupants. Some stoppages are the result of occupant error. Most common types are hair build-up in drains and improper garbage disposal operation.

**Garbage disposals:** Garbage disposals are normally trouble free if used properly. Never overload the disposal. If by accident you do, the safety overload switch will shut the motor off. Always run cold water when operating the disposal and completely flush out the unit. Never put drain cleaner in the disposal. If the disposal does get clogged or jammed, call us. Never attempt to dislodge material with your hand.

**Pest Control:** Our properties should be clean and free of pests when you move in. The tenants of a single dwelling unit shall be responsible for the extermination of any pests on the premises and every occupant of a unit in a multi-unit dwelling shall be responsible for the extermination of any pests on the premises; and every occupant of a unit in a multi-unit dwelling shall be responsible for extermination within the unit whenever that unit is the only one infested. Ordinary cleanliness and care, particularly picking up after your pets, will prevent many insect problems.

It costs \$125 - \$175, or \$35 - \$60/month to have exterminators spray for ants. It is nasty stuff sprayed in and around the house and it will slow ants down for a while, but it does not get at the nest like Terro®. Exterminators only guarantee their service for 3 months. Owners are not willing to pay for this treatment, as it is often rendered ineffective by unclean situations and food sources left out for the ants. Almost every home in Eugene is prone to, or has had an ant problem at one time or another. The best prevention is to keep your home free of food crumbs and garbage. If ants persist we suggest using the product Terro®. It is sold in all grocery stores. It is a thick, clear, liquid that you place on a little piece of cardboard. Put this in the known path of the ants. Ants will be attracted to this lethal nectar and return it to their nest. Once the stuff has been consumed, replenish and wait for next wave of ants. Please remember to keep Terro® out of reach of kids and pets. Do this for 2-3 weeks and the problem should be solved.

**Lighting:** You are responsible for replacing light bulbs and fuses.

**Floors:** Floors should be wiped clean with a sponge or mop and mild soapy water on a regular basis. Please use mild soaps and waxes. Do not use strong abrasive products as they can severely damage the floor.

**Carpeting:** Carpeting should be vacuumed frequently to prevent a build-up of dirt.

You may be required to have your carpets professionally cleaned during your tenancy, if Full House Property Management deems that your carpets are excessively dirty.

**Locks:** You are responsible if you lock yourself out of your unit, break or lose your key. We will not come over to let you in. You can either come to our office during normal business hours and buy or check out a new key or hire a locksmith. You may not change your locks without written consent of the agent. Any repair or replacement of or tampering with locks will be charged to the tenant.

**Screens:** Screens will not be added or replaced by the owner. Existing damaged screens during your tenancy will be charged back to you. If you wish a screen(s) for a window we suggest the sliding type you can put in and take with you on move-out. You can find these at Wal-Mart, Jerry's and most home improvement stores.

**Landscaping:** You are responsible for the care and feeding of your yard. This means watering, mowing and weeding. We expect that the yard be kept and left in the same condition as when you moved in. If you are unable to keep the lawn in satisfactory condition, we will hire professional yard service and you will be billed for their services.

### **Occupancy**

It is our policy that a guest staying with you longer than 14 days is no longer a guest but a roommate. This person will need approval from Full House Property Management, by filling out an application and paying a \$25.00 application fee to be screened. This is necessary so that we know who we have living in the property. Failure to do so may result in termination of your rental agreement.

### **Vehicle/Parking**

Parking is permitted only in designated areas, and violators will have their cars towed at their expense. All cars must be operational. Expired license plates indicate a stored vehicle and such vehicles will also be towed at the vehicle owner's expense. Please do not park cars on grass or any other surface not specifically designed for parking.

### **Renter Insurance**

As a renter, you are responsible for obtaining your own Personal Property and Liability Insurance. We are not responsible for any damages, loss to your personal property or personal injury to you, family or guests. Therefore we strongly recommend that you contact your insurance agent regarding coverage.

### **Appliances**

Ranges must be cleaned frequently to prevent spilled food from becoming baked on and to avoid a buildup of grease which may create a fire hazard. The exhaust fan filter should be cleaned regularly in warm soapy water. For efficient operation, refrigerators which are not frost free must be defrosted when frost gets ½ inch thick. To defrost, remove the contents from the freezer turn the control knob to defrost or off, and place a pan of warm soapy water in the freezer compartment for 20-30 minutes. Repeat as necessary to loosen ice. Do not scrap ice with sharp or pointed instruments.

### **Disturbances**

Loud parties are not allowed in the properties we manage. Everyone is entitled to peace and quiet. If we get noise complaints from other tenants or neighbors regarding your apartment or house we will consider this a breach of your contract. We also consider playing loud music after 10:00 p.m. and other acts that could disturb the right to peace and quiet for the other residents as a breach of your contract. Please be considerate. We also request if other residents are disturbing you that you please contact us. If you feel that the police need to be involved in the disturbance, please call them and then call us. Your neighbors have been informed that if loud disturbances are occurring, that they should notify the police. If the police arrive at your home due to any such disturbance, you could be fined by the police as well as evicted.

### **Winterizing**

Below are a few helpful suggestions for winterizing your rental unit. Please refer to the winterizing your rental handout given to you at the time you signed your lease for additional winterizing suggestions

- 1) Know the location of your main water shutoff. It will be important to shut off the water to your rental unit immediately if a pipe breaks
- 2) Disconnect all hoses and outside faucets.
- 3) In freezing weather, maintain heat of at least 60 degrees inside. Open the cabinet doors below the kitchen and bathroom sinks. Open taps allowing faucets to drop slowly.
- 4) Turn the water off and drain all irrigation systems. Run the system through all cycle until no water remains. Turn the system off and ensure that any exposed pipes are drained of water and wrapped to avoid freezing.

In case of frozen or broken pipes turn the water off at the main shutoff valve. It may be located at the street in front of your house.

If you plan to be away during possible freezing weather please arrange for someone to check your home on a regular basis. This representative should inspect the premises for weather damage and maintain the dripping faucets. Please give your representative Full House Property Management's number and instruct them to call us in the event of an emergency.

This is a reminder that if your property has not been appropriately prepared for winter conditions, you may be responsible for any damages that occur. We do not want this to happen so please take the time to prepare your home for winter conditions and call us if you have any questions.