



RESIDENT HANDBOOK

Welcome to **CENTRE CITY PROPERTY MANAGEMENT COMPANY (CCPM)**

We hope you will enjoy your new home. This handbook is written in order to assist you with your housing needs. We want each and every resident to be happy, comfortable and satisfied about where they live.

CCPM is a full service property management company that specializes in the management of small residential properties. **We do not own the property you are renting. We act only as an agent for the owner.**

When we rent or lease a home, condo or apartment to you, we assume that you will treat the property as if it were your own and protect the property from harm. That means when there are maintenance items that need to be addressed you will report them in a timely manner. If water leaks are creating waste, report them. If vandalism or damage occurs to the property, report it. We are also here when you would like to improve the property or make your home more pleasant, please contact us and together let's make it happen. When you need assistance on any housing needs, contact us to help you.

The following policies and procedures and guidelines are outlined and explained for your understanding. It will make it a little easier for you to understand why we do certain things and also allow us to better serve your rental needs.

MANAGEMENT OFFICE

The office is open Monday thru Friday from 8:00 a.m. to 5:00 p.m. If you have any problems or need any information about your apartment and neighborhood, local services, etc., please feel free to give us a call. Phones are answered from 9:00 a.m. to 5:00 p.m.

RENTAL PAYMENTS

All rents are due and payable, in advance, **on the first day of each month.** Payments should be in the form of a personal check, money order or cashiers check and made payable to: **Centre City Property Management Company (CCPM).** WRITE YOUR ADDRESS on your payment to assure proper credit. You can mail your payment (use the CCPM rental envelopes whenever possible) or you may pay in person, between the hours listed about at 930 W. Washington Street, Suite 11. For your after-hour convenience there is a drop slot in the front door to the office. We do not accept post-dated checks. **Your rent will be considered late if it is not received in our office by the 2nd of the month. On the 6th of the month a \$75.00 late charge will automatically be applied to your account.**

Personal checks returned by the bank will cost you \$25.00 for the first NSF and you will be required to make all future payments in the form of a money order or cashiers check. In addition, your rent is then considered late and a late charge of \$75.00 will also be due. All amounts due must be paid in full at time of notification.

The "HOLDOVER CLAUSE" in your contract stipulates that an extended term agreement must be renewed after it terminates. If you allow the agreement to roll over to month-to-month agreement, you could be subject to an automatic increase in rent.

SECURITY DEPOSIT

The security deposit is collected and deposited into a trust account or turned over to the owner. This deposit is held to cover costs to repair any damages caused by the resident. **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!** If no rent deficiency or damages exist, it is fully refundable within twenty-one (21) days after vacating the premises and returning the keys.

PHONE NUMBER

All residents are required to have telephone accessibility and to provide CCPM with their home and work phone numbers. Please be sure to notify CCPM when you change home or work numbers.

Even unlisted numbers must be provided to CCPM. An Occupant Information sheet is included with your move-in package and should be returned with your first rental payment after you move in or you can send it to us via fax at 619-299-2611.

UTILITIES

All utilities not included, as part of the rental agreement are the responsibility of the resident. Included are a few phone numbers, which will assist you in getting your utilities, connected:

SDG&E	800-411-7343
AT&T / SBC	800-310-2355
COX CABLE	619-262-1122
TIME WARNER CALBE	858-695-3220
WATER DEPARTMENT	619-515-3500

WATER USAGE

We all share in the responsibility of water conservation. You should contact us immediately if you notice any water waste on the property due to disrepair or abuse. Your water usage and conservation is considered an important part of being a responsible resident. You are also expected to cooperate with any reasonable conservation methods that are initiated by the Water Authorities.

RENTERS INSURANCE AND HOLD HARMLESS

We recommend that residents obtain renters insurance to protect them in the event of loss due to flooding, water damages, fire, theft and vandalism, etc. Most insurance on the property does not cover you or your possessions. The hold harmless clause states that you do not and will not hold the owner or agent responsible for any damages or injury.

MOVE-IN/MOVE-OUT CONDITION REPORT

Included in your move-in package is a MOVE-IN/MOVE-OUT ITEMIZED STATEMENT. Centre City Property Management Co provides this form so that you can note the condition of the premises, listing all defective items. Please sign your name, date it and return it to CCPM prior to moving ANY item into the property. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, the property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made.

PERIODIC INSPECTIONS

From time to time an inspection of your property may be necessary for insurance, mortgage or maintenance reasons or to conduct routine surveys of the condition of the property. You are required to allow access during reasonable business hours. If the date or time is in conflict to your schedule, contact our office to see if a change is possible.

DISTURBANCES NOISE AND NUISANCE

All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music or vulgar or profane language. **If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.** We want all residents to know that it is appropriate to call the police in order to maintain peace and quiet in your community. **Police department: 619-531-2000.**

PARKING/VEHICLES

All vehicles shall be parked in assigned areas (garages, carports, parking space etc.) or on the public street where allowed. You **are not allowed** to park on **lawns**, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times. No** vehicle repair is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluid, place a protective covering or pan under the vehicle to catch the leaks.

PETS, PET AGREEMENT AND DEPOSITS

Most owners no longer allow pets, even visiting, in or outside of the unit. If you bring a pet onsite (even for a visit) please verify if you are allowed to have pets on the property.

If you are thinking about getting a pet, please put your request in writing. If pets are allowed, you will have to sign more papers and pay additional security deposit.

If pets are found to be in or outside of your unit without permission, you are in breach of your contract and can be evicted.

Pets that are allowed are the sole responsibility of the resident. The initialed agreement states that you are and will be responsible for your pet. Your deposit covers any damages caused by your animal. At the termination of tenancy, you will be responsible for the deep cleaning and deodorizing of carpets, for spraying for fleas and/or repair of any damage caused by the pet. If you fail to do this, you will be charged and it will be deducted from your pet deposit. If the expenses exceed the pet deposit it can be recovered from the security deposit.

GUESTS

Any person or persons staying more than three weeks in a three-month period will be considered tenants, unless prior written permission is obtained from CCPM. Only persons listed on your rental agreement have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.

KEYS AND LOCKS

All locks are re-keyed with each new resident. Keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers or other attachments to the interior or exterior of doors requires approval from CCPM. CCPM must have keys to each lock on the property. CCPM may gain access and re-key if at any time access is denied, and charge the cost to the tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to CCPM upon vacating the premises.

EMERGENCIES

If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling us.

Serious water leaks, gas leaks and refrigerator failures are examples of an emergency.

If it is after hours or the weekend, please page 619-476-2685. In most cases a return call will be generated within the hour.

If there is water leaking, attempt to turn off the water. Most sinks and all toilets have shut-off valves. (Angle Stops)

If the toilet is plugged, do not flush. If you feel it may overflow, attempt to bail out the water to another drain or mop up the spill.

If the refrigerator stops or is failing to keep cold, do not open the refrigerator door. Most refrigerators will maintain the food for up to 12 hours. Be prepared to transfer all frozen foods to a cooler, ice chest or neighbors frig.

MAINTENANCE

You are expected to maintain the property and keep it in as good a condition as when you took possession. Only repairs required because of normal wear will be made by CCPM. You will be charged for repairs caused by misuse or neglect.

Put all routine requests in writing. Be specific about the problem. Write clearly and legibly. If the repair needs a quicker response, please call our office at 619-296-6699, or you may fax your requests 619-299-2611.

You are responsible for stopping further damage from occurring. If possible. If there is a leak, stop the water source immediately. If the problem is electrical wait for the repairman to arrive. CCPM will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

Some examples of maintenance you are expected to do at your own expense:

Replace light bulbs

Torn or damaged screens

Replace batteries in smoke detectors every six months. (Please notify CCPM if smoke detector does not work.)

Examples of repairs management will make:

Repairs to heat/AC systems from normal use

Repair hot water heaters from normal use

Repair leaks in roof

Repair or replace any part of plumbing which fails from normal use

Remove broken electrical components

Examples of repairs for which you will be held responsible:

Repairing any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use. Damage to fences, outside walls, shrubbery, trees or plantings.

UNAUTHORIZED REPAIRS

Please do not make any repairs or authorize any maintenance without written permission from CCPM. All repairs must be authorized by us. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

THIRTY DAYS WRITTEN NOTICE

A thirty-day (30) written notice must be given in writing to CCPM before vacating the premises. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** The 30-day notice shall be effective from the date it is received by CCPM. The notice must include the date you anticipate having the property ready for your move-out survey. Notice must be received by CCPM one full calendar month before you move out.

SHOWING PROPERTY DURING NOTICE PERIOD

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9 a.m. and 5 p.m. The property must be available and in good condition during this time. You will be called prior to showing.

EARLY LEASE TERMINATION

From time to time a resident that is bound by a long-term rental agreement may need to be released early and the following reasons are the parameters to do so:

1. There must be a viable reason for the release. Written documentation will be required.
2. Written approval from the property supervisor permitting an early release.
3. **THE RESIDENT MUST REALIZE THEY ARE FINANCIALLY RESPONSIBLE FOR THE RENT, ADVERTISING COSTS, ETC UNTIL THE PROPERTY IS RE-RENTED.**
4. The resident must assist in showing the unit to prospective residents if the home is still occupied.

MOVE-OUT CONDITION WALK THRU

It is your responsibility to schedule the move-out walkthrough. Please schedule it as soon as possible, especially if you are moving out during the last week of the month. A walk through is made only after you have completely vacated the premise and you are ready to turn over the keys.

RULES AND REGULATIONS

You have agreed to basic rules and regulations that you are expected to honor. Rules are established for everyone's protection, please respect and follow them. If you are found in violation of a rule, please correct your behavior. If you repeatedly violate a rule, your agreement could be terminated and you

could be asked to relocate. If a fine is imported by the Homeowners Association, you are responsible for paying the fine.

SUMMARY

This handbook is for you. In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Please keep it handy. Before calling the office, look to see if the answer you seek is here.

WE WANT TO PROVIDE YOU WITH A NICE PLACE TO LIVE AND LOOK FORWARD TO A SUCCESSFUL RELATIONSHIP TOGETHER. WE HOPE THAT AS LONG AS YOU CHOOSE TO RENT IN SAN DIEGO, YOU WILL CHOOSE ONE OF OUR PROPERTIES.