



Property
Management

WELCOME PACKET

**P.O. Box 21
Lafayette, CA 94549
Phone: (510) 649-3380
Fax: (510) 510-649-3379**

Dear New Tenants:

It is our pleasure to welcome you as new tenants. We sincerely hope that you find your new home comfortable and enjoyable. This packet will provide important information, please read it thoroughly and use this reference when necessary. If you have any questions at all feel free to call our office M-F 9:00am-5:30pm.

We look forward to a good year together.

MSB Property Management

Pertinent Contacts

<u>Company</u>	<u>Call for</u>	<u>Phone Number</u>	
MSB Property Management		510-649-3380	nikbhachu.msb@gmail.com
EBMUD	Water	866-403-2683	custsvc@ebmud.com
PG&E	Gas/Electric	800-743-5000	
Comcast	Cable	800-934-6489	
AT&T	Cable	855-503-4383	

To mail in your rent payment (**online payment or payment through the 711 pay slips are preferred, see next page**)
P.O. Box 21
Lafayette, Ca 94549

MSB Property Management - Online Rent Payments

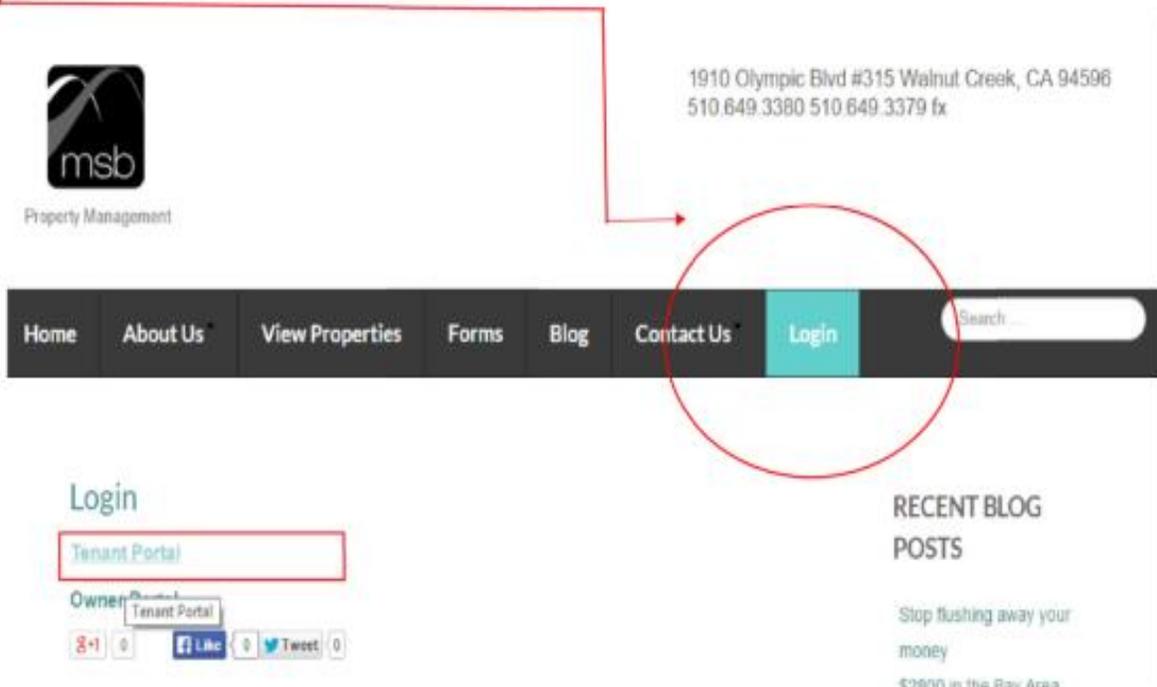
It's simple, quick, secure and free of charge. Simply go to our website at www.msbmanagement.com and click on the "Log In" tab. Select the "Tenant Portal" button to get started icon as shown in the example below. Login with the information you supplied in the tenant portal activation email.

You can set up your payments to be paid reoccurring until you say stop or you can initiate the payment every month for more control. You will be able to view any charges to your account and view your payment history.

If you have any questions regarding this service, please call our office during business hours Monday through Friday 9:00 am to 5:30 pm at 510-649-3380. We will be happy to walk you through the steps to save you time and money.

As an additional side note, there is a charge for tenants paying with debit or credit cards, however, if you pay with your bank account and routing number this service is free.

711 Payslips are also available upon request.



MAINTENANCE INSTRUCTIONS AND PROCEDURES

1. DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NONEMERGENCY ITEM.

EMERGENCIES: (There are few emergencies) Fire, flood, and uncontrollable water, backed up sewer, electrical problem that is potentially life threatening, gas leak. Emergencies causing immediate danger such as fire call 911

- Emergencies involving gas call PG&E at 1800 743-5000 and if necessary call 911
- Emergencies involving IMMEDIATE electrical danger, call PG&E at 1-800-743 5000
- Emergencies such as backed up plumbing or flooding, call MSB

2. IF YOUR PROBLEM IS NOT AN EMERGENCY, PLEASE SEE INSTRUCTIONS BELOW. MSB tenants can send a maintenance request through the tenant portal; you can get to that by following the instructions on page 2. Please be sure to follow up the next business day during regular office hours to verify receipt of your message. You may also call in a maintenance request during regular office hours; however maintenance requests through the portal are encouraged

- 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. MSB 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 MSB Property Management and inform our maintenance department. 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 MSB 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.

3. QUICK TIPS:

A. The oven does not work. Check the time bake feature on the oven. If the oven is set on time bake it WILL NOT HEAT.

B. Air Conditioning does not work. Check all circuit breakers. We find that often, during hot weather, or if the circuit breaker overloads, the A/C breaker will flip causing your unit to be unusable.

C. Electrical outlets and lights do not work in sections of the home. Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Reset the GFI plug. Usually that will solve your problem. Sometimes there are more than one GFI, so check around the house so that you are aware when an electrical problem occurs.

D. Circuit breakers keep going off. Check all appliances to see if the circuits 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.

E. 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 our maintenance department.

F. Invasion of ants, spiders, fleas, etc... Indoors – (Fleas, ants, spiders, silverfish, etc.) Insect foggers are the most reliable. Foggers can be purchased at a grocery store or local garden center. To use: follow the instructions on the can, cover all food and dishes. Remove all adults, children and animals from the inside. Most foggers require a 4-hour time period before it is safe to return. Outdoors: (Ants, fleas, grasshoppers, etc.) Diazanone granules can be purchased at any garden supply store. Follow the instructions on the package, sprinkle around the perimeter of the house and fence. Diazanone comes in small shaker cans or in ten pound bags. They are inexpensive and very effective. Outdoors: (spiders) Use liquid Diazanone or a premixed insecticide. Follow the instructions on the package. Outdoors: (snails, sow bugs, slugs, etc.) Bait may be purchased at any garden supply store. Follow the instructions on the package. **WE STRONGLY ADVISE WHEN STORING PESTICIDES, KEEP OUT OF REACH OF SMALL CHILDREN AND ANIMALS AT ALL TIMES. BE SURE TO TRY THESE PEST CONTROL METHODS.** If problems persist, contact MSB. Rodent Control: For ordinary mice, there are several common controls which can be purchased at a grocery store or a garden supply store such as Decon. If the problem persists, contact MSB Property Management's maintenance department.

5. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:

A. Replacement of light bulbs.

B. Replacement of furnace & air-conditioning filters at a minimum of every three months.

C. Test all smoke alarms and carbon monoxide detectors every thirty days and replacement and batteries if necessary. If after you have replaced the batteries the detectors are still not working please report it to MSB. Property Management. Normally the alarm will emit a beeping sound. Remember smoke alarms and carbon monoxide detectors are for you and your loved ones safety.

D. Keep the dwelling clean, inside and out, free of grease, mold, mildew, cobwebs, etc...

E. Normal insect and rodent control. Rodent control does not include rats.

F. Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.

G. Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water needed.

H. Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.

I. 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.

J. Clean hood vents in kitchen regularly.

K. Clean oven regularly.

If the oven is a CONTINUOUS CLEAN oven, DO NOT USE OVEN CLEANER. This will alter the performance of the continuous clean feature.

On continuous clean ovens, turn on to 450 degrees and leave on for several hours. High heat helps the cleaning process. Then wipe out.

Do not leave oven on and unattended when leaving the house.

On regular ovens use an oven cleaner and on self-cleaning ovens, follow instructions for cleaning.

L. In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove. Remove immediately. 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.

M. Proper placement and removal of holiday Christmas lights are as follows: Lights are to be hung properly and carefully checked. They are only to be up during the season. Christmas trees are to be properly removed. We require that you cut the tree into 4 foot sections and place in proper receptacle.

6. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

A. If our vendor's technician makes a service call and learns that the breaker was tripped.

B. When oven is on time bake and is not defective.

C. When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc.

D. 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.

E. Failure to meet a vendor at an assigned appointment.

F. Any damage caused by tenant(s)

G. Damage cause by tenant(s)

H. Repairs reported which does not require service.

I. Batteries for smoke alarms, carbon monoxide detectors and remote control openers.

Frequently asked questions from tenants:

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 prescheduled appointment with MSB

Can I sub-lease the property?

No.

Can I get a pet after moving in?

No.

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 MSB immediately.
- In case of personal property damage, call your insurance company to file a claim.

I've always paid my rent on time. Why was I served a 3-day notice when the rent was 6 days late?

The rent is due on the first of the month and is delinquent on the fifth of the month. If the rent has not been posted in our office by the fifth, then we serve a 3-day notice. There will be an additional fee charged. 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 MSB Property Management's office 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 MSB Property Management. to arbitrate or mediate problems within multiple tenant situations.

What is the procedure if one of my roommates moves out or 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 \$35.00. Any remaining roommates must submit proof of their current income. This is necessary to ensure you and any new roommates are financially qualified. 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 your property manager if you have any questions.

Policy When Moving Out

Once a 30 Day Notice to Vacate is received at the MSB Property Management Office a detailed Move Out Packet is sent out in the mail to better assist you with your move

1. **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, etc... **LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR AND TEAR.**
2. **CARPET CLEANING:** All carpets must be professionally cleaned once all personal items have been removed from the property and a copy of the receipt provided to MSB Property Management when keys, fobs, openers or passes are turned in.
 - **DO NOT** rent machines from a store, use home cleaning machines, or employ chemical cleaning. Only professional steam cleaning is acceptable. If you wish, please call for MSB Property Management for a list of carpet cleaning vendors. If you hire another carpet cleaner, **BE SURE** the carpet cleaner will guarantee their work MSB Property Management satisfaction. You must produce a receipt when you turn in all keys, fobs, openers or any passes.
3. **DRAPERIES:** **DO NOT WASH DRAPERIES.** Draperies must be dry cleaned only. You are expected to dry clean all draperies upon move out and provide receipts to MSB Property Management. If you have not kept the draperies in good condition, you may be charged replacement costs.
4. **LIGHT BULBS, FILTERS, SMOKE DETECTOR BATTERIES, and DOORSTOPS:** These items must be in place or working or you will be charged. Be sure to replace any of these missing items.
5. **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.
6. **PAINTING:** **WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY, OR TOUCH UP PAINT UNLESS YOU ARE SURE THE PAINT WILL MATCH. IF YOU PAINT AND IT DOES NOT MATCH, YOU WILL BE CHARGED FOR UNNECESSARY PAINTING.** Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.