

# Tenant Handbook



THE  GARCIA GROUP

**5320 SW Macadam Ave Suite 100 Portland, OR 97239**

**Tel: 503-595.4747 Fax: 503.433.1954**

**[GarciaGroup@4-homes.com](mailto:GarciaGroup@4-homes.com)**



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# Welcome To Your New Home

The GARCIA Group welcomes you as a new resident.

To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instruction, general information, tenant responsibilities and more.

The owner of the property has retained our firm as their property management company and representative to manage your home. Therefore, you need to contact us when you need assistance. Our contact information is listed.

**We wish you a successful and enjoyable tenancy!**

## Office Information

Management Staff:

Ron Garcia – Property Manager

[ron@4-homes.com](mailto:ron@4-homes.com)

Belinda Garcia – Principal Broker

[belinda@4-homes.com](mailto:belinda@4-homes.com)

Greg Hassen – Tenant Coordinator

[Tc@4-homes.com](mailto:Tc@4-homes.com)

Chuck Banta – Banta Construction

[chuck@4-homes.com](mailto:chuck@4-homes.com)

Harry Kraus – Broker

[garcigroup@4-homes.com](mailto:garcigroup@4-homes.com)



Mailing address:

P.O. Box 668

West Linn, OR 97068

Phone: 503-595-4747

Fax: 503-433-1954

Office address:

5320 SW Macadam Ave Ste 100

Portland, OR 97239

Website: [www.4-homes.com](http://www.4-homes.com)

**After-Hours-Emergency-Only Phone:**

**Banta Construction 503-351-1529**



# Moving Checklist

Notify new utility companies immediately to avoid shut off of service

Contact moving company

Notify US Post Office - forwarding address

Notify current & new schools

Notify magazine companies

Notify newspapers

Send “just moved” announcements to friends and relatives

Notify banks, credit union, savings & loans

Notify doctors, dentists

Notify current electric company

Notify current gas company

Notify current water company

Notify garbage company

Re-register to vote

Notify DMV—Address change



# The Tenant Coordinator



**Greg Hassen**  
503-707-5758  
[tc@4-homes.com](mailto:tc@4-homes.com)

## Calls During Normal Hours (Mon-Fri 9-5)

During normal hours, your call will be answered in person. If you get the voicemail, this means that we are on another line or on appointments. Please leave only one message and we will respond to it as soon as possible.

## Voicemail

If, during the day you reach our voicemail system, please leave a short but detailed message so we can respond appropriately. *We check our voicemail regularly throughout the day.*

## Maintenance Requests

If you have a maintenance issue, send a written request by email to: [tc@4-homes.com](mailto:tc@4-homes.com). You may also call the **Tenant Coordinator** directly at: **503-707-5758**. If you are leaving a message on voicemail, please describe the issue in detail and leave your property address and contact phone number. *We will respond to your single request.*

## Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the voice mail system during office hours, call the Tenant Coordinator at **503-707-5758**. If it is a late night or on a holiday call Chuck Banta at **503-351-1529**.

## Email

This is the preferred method of communication to/from you. We send out notices, requests and general correspondence using this method of communication. If you do not have email, we will send this information to you in the mail, or leave a voice message.

## Change in Contact Information

Please notify our office if you change your phone number or email address.

# Renters' Insurance

The property management company or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain fire and theft insurance for their personal property as well as liability insurance coverage.

# Our Website @ [www.4-homes.com](http://www.4-homes.com)

Find information fast by clicking on the Tenant Info & Portland Handbook links on the right side.





## Paying Rent

Rent is due on the 1<sup>st</sup> of the month. It is considered late if it's *not post marked by the 5<sup>th</sup> of the month*.

Rents should be sent by US Mail to **P.O. BOX 668 WEST LINN, OR 97068**.

We do not accept hand delivered rents unless you have a pre-arranged appointment.

Make checks payable to: **The GARCIA Group**.

Rent may be paid by personal check, cashier's check or money order. We do not accept cash, credit, debit cards or post-dated checks.

We do not accept rent checks from anyone not on the lease.

If your rent is late and paid after the 8th of the month, we require a cashier's check or money order for your rent payment. You can include your late fee in this check, or pay the late fee with a separate personal check.

## Fees

To review and clarify our fee structure with you, these fee amounts are written into your lease:

**Late Fee = \$100** ( this is charged when your rent is received by our office after the 5th.) All late fee payments are due in the month they are charged.

**Return Check Fee = \$31** (this is charged for a check returned by your bank for any reason.)

**Lease Violation Fee = \$25** (this is charged when a 72 hour notice is given, or when any other violation of your lease is noted.)

**Smoke Detector and Carbon Monoxide Tampering Fee = \$250** (this is charged when upon a routine inspection of the property, it appears the alarm batteries have been removed or the unit has been removed from the ceiling or wall, or otherwise tampered with in any way.)

## Change in Tenant (s)

**Adding a new tenant:** Before any new person is allowed to move into the property, they're required to complete an application, and pay the \$40 Application Fee in order to qualify, and must be approved by our office before they are allowed to move in. They will then sign the rental agreement.

**Roommate moving out:** If you have a roommate wanting to move out, a 30 day notice to vacate form must be submitted to our office. If a lease for a term is still in effect, he/she will be legally responsible until that term expires.

# Tenant Responsibilities



The following items are the responsibility of the tenant at their expense while they are living at the property:

Replacement of light bulbs with the correct wattage.

Replacement or cleaning of furnace and air conditioning filters every 3 months.

Replacement of smoke alarm batteries. The property must have working smoke alarms at **all times**.

Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.

Reporting all necessary repairs.

Professional steam and spot cleaning of carpets while living in your home.

Normal insect control (bees, spiders, sugar or nuisance ants, etc.).

Normal rodent control, such as mice.

Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.

If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.

Reporting malfunctioning irrigation systems or sprinklers.

If you have a pet, all pet droppings need to be disposed of regularly.



## Pets

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets so if you **add** a pet to your family, contact our office for prior approval. You will be required to fill out the *Pet Agreement* form on the pet, and if approved, pay an additional refundable security deposit.

# Care of Property

## Getting To Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug (s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding (usually in the street.)
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning the oven so you use the right products
- Time bake knobs on the oven— in the event it won't work, these may not be set properly.



## Maintenance

### Tenant Renovations/Alterations

It is our policy that tenants *do not* do repairs or alterations. If you want to make a special request for renovation or repair to the property, you must:

1. Submit your request in writing before making any changes
2. Do not proceed with any work until you receive written authorization to do so.
3. We will consult the owner to see if the request is acceptable to them. We will then notify you in writing of their decision.

### Maintenance Request

If you have a maintenance issue, submit it in writing or email it to the Tenant Coordinator at : [tc@4-homes.com](mailto:tc@4-homes.com) or call **503-707-5758**.

- Our vendors schedule directly with our tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call.

### Maintenance Emergencies

If you have a maintenance **emergency\*** and our office is closed, call BANTA CONSTRUCTION:  
**503-351-1529**

***Emergencies include but are not limited to:***

- Fire— call the fire department.
- Flood— shut the water off.
- Smelling gas - turn off gas & call Northwest Natural Gas (**503-226-4214**).
- IMMEDIATE electrical danger - shut off main breaker in breaker box and call our office.
- Backed up plumbing - stop using and call our office.

***NON-Emergency items include:*** Heat \* Air conditioning \* Appliance repair  
With any of the above, please notify us of the problem the next business day.



## Clogged Drains

To prevent tub and shower drains from clogging, we suggest a product called *Hair Away*. This will eliminate hair build-up in the drain. *Hair Away* is available at most hardware stores.

For kitchen sink drains with garbage disposals, please refer to *What goes down garbage disposal*.

Most maintenance calls can be avoided by having this knowledge. If the services of a professional are required, and he determines that the problem is tenant caused, you will be charged.

## What Goes Down Garbage Disposals

- Small amounts of leftover food from your plate
- Small food bits
- Carrot peelings

## What Does Not Go Down Garbage Disposals

- Anything that is not biodegradable food
- Anything combustible
- Plastic and metal
- Bones from any animal
- Hamburger
- Spaghetti
- Bacon grease or other grease
- Egg shells
- Potato skins or large amounts of potato
- Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables
- Pasta and rice

## More Notes:

1. Remember, whatever you wash down the sink must make it to the road (city pipes). If it is doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.
2. Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal.
3. Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot, you're asking for a repair bill.
4. This old stand-by is right on: "When in doubt, throw it out".
5. Consider running ice cubes in the unit as a means of "cleaning" the unit. The hard ice-chips help knock down the scum layers that build up below the seal, and in the grinder wheel.
6. The only things that should go into a garbage disposal are things that are left over after you scrape your plate into the garbage can.

# Preventative Cleaning Tips

Here are some helpful cleaning tips for you...

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.



# Safety Tips

The safety of you and your family is important to our company and many things can affect it. Here are some tips to follow:

- Window screens are not a safety device. **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely. Turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels and won't do well at all with onion skins, sections of onion or stringy vegetables like asparagus. Best to toss in the garbage!

## Safety Tips continued

- We do make one exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get a little smelly.
- To combat the smell, try grinding the peels from a piece of citrus fruit like orange, grapefruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels' citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Don't run extension cords over walkways, under rugs, or any place that may cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against the house because it is a fire hazard.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to its size.

## Pests

You are responsible for sugar or "nuisance" ants. We suggest a product called *Orange Guard*. This product is safe around food, kids and pets. Keep all counters and floors free of water and food items. Spray *Orange Guard* around door openings and any place you see a trail of sugar ants. Check [www.orange-guard.com](http://www.orange-guard.com) for a store list. Also recommended are ant stakes placed at exterior foundation. Call our office if you see carpenter ants, termites or rodents.



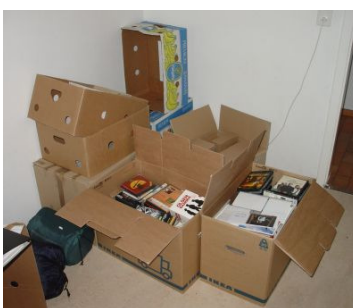
## 30 Day Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. We require our tenants to give a 30 day notice prior to moving.

You can log onto our website at: **www.4-homes.com** and download the *30 day notice to vacate* form. Fill it out and sign it, then send it back to our office. The notice must be signed by all tenants living at the home. You can e-mail it, mail it to our office or fax it to: **503-433-1954**.

*The 30 days begins on the day we receive it in our office.*

It is the responsibility of the tenant to deliver all keys to our office. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.



## Before you Vacate the Property

*After you have given notice to vacate, please remember to do the following:*

- Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs any additional information from our office.
- Leave the heat set at 55 degrees if you are vacating in the months of October through March.
- Please leave the property “broom clean”. The property will be professionally cleaned including carpets.
- If you are responsible for yard care, please return the yard to “move-in” condition before you leave.
- Remember to stop your newspaper service to the property address.
- If you were approved to install a satellite dish during your tenancy, please remove the dish from the property and take it with you.
- Your security deposit refund statement will be sent to your new address within 31 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all tenants.
- We will be marketing your home to re-rent and will notify you when we have appointments to show it. If you have any questions, please feel free to call.

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National Association of Residential Property Managers