

Dear Resident:

We would like to welcome you to your new home. We realize that relocating is a time of stress with hundreds of little details to attend to, and often questions you intended to ask are overlooked. Now that you are getting settled in your home, we'd like to take this opportunity to review some of the terms of your tenancy.

All rents are due on or before the FIRST day of each month. We provide you with a self-addressed envelop each month, prior to the 1st, so that it is convenient for you to mail the rent. If you don't receive this, or you are out of town, please send your cashier's check or money order payable as follows:

Mailed to: \_\_\_\_\_

You have been dealing with the move-in portion of your tenancy, which may involve a leasing agent, onsite manager or other person. However, you will now be contacting the main office at \_\_\_\_\_, for any further needs. The regular business hours from 9 a.m. to 5 p.m. on weekdays for handling any questions you may wish to ask.

For maintenance requests, you need to notify the office in writing of your requested repair. Emergency repairs, flooding, loss of heat, etc., should be called FIRST to the onsite manager if you have one, and if you reach voice mail they are not available and are temporarily closed at the time you call. A call to "911" is appropriate if the emergency involves any human, rather than the property. Then SECOND, call \_\_\_\_\_ for nights and weekends, IN ADDITION to your written request. For most repairs, you should sign-off on the workman's invoice to assure that the work has been completed to your satisfaction before payment is made to them by the office. As you may know, once they get paid, it is hard to get anyone back to respond to a problem.

You should have been shown where the main and secondary shut-off valves for all water sources and gas lines are located at the time you moved in for earthquake or similar Southern California events. Please be certain that each family member is familiar with these locations so that damage to the property and your personal possessions can be minimized in the event of a problem.

It is common for personnel to perform a monthly drive-by inspection of the property exterior and yard areas. You may, from time to time, find a note on your door requesting you to contact the main office. Autos are only to be parked in designated areas. Inspections are normally to make arrangements for normal maintenance, such as landscaping trimming, etc. Please feel free to give us a call if you need information or tips

on how to handle items regarding the property, such as mail or laundry room. We're sure you would like to maintain your home and the surrounding exterior areas in a manner that both you and the surrounding residents and the owner are proud of for property appearances.

We would also encourage you to make arrangements for a renter's insurance policy for your contents through your own insurance agent, such as the one who may handle your auto insurance, health or life insurance matters. These policies are relatively inexpensive and well worth having. Please remember that the owner's insurance policy DOES NOT COVER ANY of your belongings. If you need assistance in obtaining such a policy, please call the office.

We look forward to a long and mutually satisfying relationship with you. We hope that you refer all your friends to inquire about our services or upcoming possible vacancies that we may have. We appreciate your business.

Sincerely,