

TENANT INFORMATION AND INSTRUCTIONS

Welcome to Property Management Experts (PME). We hope that you will enjoy your new home. To help you in getting settled, we want to take this opportunity to explain some of our services, policies, procedures, and rules.

We can best serve Owner's interests by offering complete, courteous, and prompt service to you, their tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. Please be sure to read and become familiar with your Lease Agreement, Appliance Use and Care, House Rules and any other addendum's to your Lease Agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

AUTOMATED ANSWERING SYSTEM:

PME's automated answering system helps us take care of the more than 1200 calls we receive each day. We monitor it very closely and make adjustments as necessary to make it user friendly.

Since our Account Executives, because of their property management responsibilities, are out of the office about 50% of the time we are asking you to not call your Account Executive but to go to the specific client services area for the best and fastest results. If the Account Executive needs to become involved client services will convey the message to them.

Here are some shortcuts you can use:

1. Please dial the following numbers:

For Stockton:	209-465-5000	For Elk Grove/Galt	916-686-8371
For Lodi:	209-339-3700	For Sacramento	916-686-8371
For Modesto	209-577-8718	For Tracy	209-879-7800
For Clovis/Fresno	559-291-8800		

2. If you know the extension number of the person or area you wish to speak to you can dial that extension number after you hear the man's voice say "Hello, this is Property Management Experts."
3. ***To request all repairs dial 209-644-2000.*** If you have an emergency repair after hours call our office (209-0465-5000) and follow the instructions. Please read "WHAT IS AN EMERGENCY" on page 3.
4. ***To inquire about your rent payment or your statement of charges dial extension 6421.***
5. If you need to leave a message, please be sure to give us your name, address and day time telephone number where we can reach you. Also, be sure to speak slowly and clearly into the telephone when leaving your message.

SENDING CORRESPONDENCE TO PME:

When sending us correspondence please mail directly to our main office at 200 W. Harding Way, Stockton, Ca 95204. Or you may email us, check our website at www.pmerents.com for a list of all emails for the company.

MAKING APPOINTMENTS:

We welcome your visits to our office. However, we ask that you call first to be sure that your Account Executive will be in the office when you come. Our Account Executives spend approximately fifty percent of their time in the field doing move-ins, move-outs, property inspections, and showing prospective renters vacant property. When you make an appointment, your Account Executive can be sure to schedule enough time to spend with you without having to rush off to another appointment in the field.

PAYMENT OF RENT:

1. Your rent, which is due and payable in advance on the first day of the month becomes delinquent if not received at our corporate office (200 W. Harding Way) on the due date as specified in your lease.
2. Payments not received on time are subject to a late charge as stated in your lease agreement, and an additional \$25.00 fee for service of a Three Day Notice.
3. If your check is returned by the bank for any reason, rent will be considered late, and in addition to the twenty-five dollars (\$25.00) dishonored check fee, a late fee as stated in your lease agreement shall be due and payable.
4. All payments will be first credited to any previous rent due or all other charges assessed against you before any credit will apply to the current rent due. Charges include, without limitation, late fees, 3-day notice fees, dishonored check fees and charges for tenant-caused maintenance and damage to the property and any unpaid utility bills.
5. Question: What is worse than a late charge? Answer: A late charge on a late charge. That's right, if you don't pay all the charges on your account with PME by the end of the month, you get another late charge at the beginning of the next month. So, don't pay more than you must, make sure that any balance due is paid by the end of the month.
6. If you fail to pay your rent, legal action to evict can be brought against you.

ANNUAL INSPECTIONS:

It is our policy to inspect your residence at least once a year. We do this so that we are aware of the condition of the property and plan for any deferred maintenance. You are sent a notice with an appointment time. We will do our best to arrive on time. We like you to be present, if possible. We can enter with our key if you are unable to be at home or you may call our office to reschedule.

ACCESS FOR INSPECTION AND EMERGENCY:

We have the right to enter your home with proper notice for a variety of reasons (please refer to your lease agreement). Unless there is an emergency you will receive advance notice when we will enter your home.

In order to facilitate PME's right of access, you agree not to alter or rekey any locks to the premises. If you need to have your locks rekeyed or wish to install an alarm system, please contact your Account Executive. If the inspector cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

MAINTENANCE:

You are responsible for the routine upkeep of the premises and for maintaining all the equipment and appliances in good working order. The Owner is responsible for maintenance due to normal wear and tear. To request service for maintenance or repairs, please contact our office during normal business hours. Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of labor and materials. ***Damages or plumbing stoppages caused by your negligence or misuse will be paid for by you.***

Our repairmen are independent contractors and make their own appointments. They will try, as much as possible, to set the appointment at a convenient time for you. The repairman, generally, do not work in the evening or on the week-end. If you cannot keep the appointment with the repairman, you must let them know immediately. If the repairmen arrives and you are not at home they will charge a service call for the appointment you did not keep. ***This service charge will be passed along to you.***

WHAT IS AN EMERGENCY?

An emergency call for maintenance includes anything that threatens the safety, health or life of the tenant or may cause permanent damage to the property. This includes fire, flood (broken water pipe, etc.) or gas fumes. A *non-emergency would include an air conditioner or heater that does not work, sink or bathtub not draining, etc.*

Emergencies should be called into the PME office immediately. During normal business hours, dial 209-644-2000 and maintenance department will handle your call. ***After hours call 209-929-6531.***

When leaving messages for the maintenance department please be sure to leave your name, home address, phone number where you can be reached and a detailed description of the problem. Also, please be sure to speak slowly and clearly into the phone.

The following are considered Emergencies and should be reported immediately regardless of day or hour:

- ⇒ Sewer and drain back-ups.
- ⇒ Toilet not working (only if you have one toilet do we consider this an emergency).
- ⇒ Pipe burst and there is a flood inside or outside the house.
- ⇒ Electrical problems, that could cause fire.
- ⇒ Fire, call 911 and after everyone is safely out of the building, call PME from another phone
- ⇒ Broken windows, you will be billed for board up and replacement of windows. Call PME to have window boarded up at night time. Next day, a glass company can be called to replace the window.
- ⇒ Roof leaks- if it is major leak, move furniture out of way and place something underneath the leak to catch the water, then call PME to tarp roof. Roof cannot be fixed while it is raining. If it is a minor leak, place something underneath the leak to catch the water and call PME in the morning.
- ⇒ Gas smell, call P.G. & E. (800-743-5000) and let them determine if it is an emergency. If it is, they will turn off the gas and tell you to call us in the morning.

Some urgent situations **CANNOT** be handled on the weekends and evenings. Examples are:

- ⇒ Loss of keys. (call locksmith)
- ⇒ Heating or air conditioning repairs
- ⇒ Neighbor complaints (call police)
- ⇒ Appliance repairs to refrigerators, dishwashers, stoves, garbage disposals

Break-ins are a Police matter. If your residence is broken into call the police and get a police report filed. Call PME and report any damage done to the residence.

LANDSCAPING:

It is your responsibility to make sure that the landscaping is getting enough water. If you neglect to water the landscape areas or fail to report any sprinkler problems to PME, you could be responsible for any costs associated with replacing the lawn or shrubs. During the warm summer months ***if the property has built-in sprinklers, check the sprinkler heads to make sure they are unclogged and working properly. If there is an automatic timer on the sprinklers, make sure it is plugged in and working.***

Please be aware that weeds are unsightly and a true fire hazard. The fire district, homeowners association, or even the City could fine you. The cities throughout the central valley are writing strict code enforcement ordinances regarding landscaping. Please make sure flower beds and backyards are kept free of weeds—your neighbors will appreciate it and so will PME.

RENTERS INSURANCE:

Owner's fire and extended coverage insurance policy ***does not cover any loss to your personal belongings (furnishings, clothing etc.)*** PME advises you to consider purchasing a standard renter's insurance policy. Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the property becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including the Owner's property. Similarly, if a guest were to have an accident in your home, you could be personally responsible for the guest's injuries. PME strongly encourages you to purchase this inexpensive form of protection. Generally the cost of renters insurance is inexpensive, a typical premium is only \$100 to \$250 a year. Consult with an insurance agent to review your personal needs.

SECURITY DEPOSITS:

A ***thirty day written notice is required by your lease*** if you intend to vacate the property at the end of your lease. Your security deposit will be returned to you provided you have complied with all provisions of the lease, including length of lease (when does your lease expire) and/or proper notice to vacate (30 days written notice). Your security deposit will be refunded to you within twenty-one days of your move-out and return of keys to us, providing there is: 1) no damage other than ordinary wear and tear, 2) property is left in the same condition as when you moved in (drapes, carpets cleaned, etc.), 3) all rent due and other charges have been paid, and 4) all utilities paid by you are current.

Your security deposit cannot be applied to the last months rent, please refer to your lease agreement, section 15.

If any personal property belonging to you is left in the unit or if the keys are not returned, you are deemed in control of the premises and, therefore responsible for rent until the keys are returned and the personal property removed.

Please call PME a couple of days before you move-out and make arrangements for us to meet you at the property on the day of move-out to accept the return of your keys and complete the move-out inspection.

PHONE NUMBER:

All tenants are required to have telephone accessibility and to provide PME with their home and work numbers. Please be sure to notify PME when you change your work or home telephone number. Even unlisted numbers must be provided to PME.