



Tenant Handbook

Thank you for choosing to rent a property through us. We are a property management company that leases and cares for homes for a wide variety of property owners. The following information will be useful to you during the time you reside in one of our properties.

Issuance of Keys

Keys to your property will be issued on the day before you are entitled to occupancy during our normal business hours. If the day you are entitled to occupancy falls on a Sunday or holiday, we will issue keys on the last business day before you are entitled to occupancy. All deposits and rent due must be paid prior to issuance of keys.

Payment of Rent

In almost all cases, your rent will be due on the first day of each month in our office. Rent is paid based on receipt in our office not postmarked date. Late fees are levied the day after your rent is due on your rental agreement. Our standard late fee is ten percent (10%) of the rental amount. WE DO NOT WAIVE LATE FEES. If we waive a late fee for one person, we are treating all others unfairly if we do not waive late fees for everyone.

Late Fee Policy

If your rent is received one or more days late you will be charged the late fee as set forth in the rental agreement. Your rental agreement states that rent, late charges, and other legitimate charges will be posted to the resident account. Payments received are applied to the oldest outstanding charge first. If there is an outstanding charge on your account when your rent is due, payments will be applied toward the outstanding charges first and then toward the current rent charge. If the payment is not sufficient to cover past due charges as well as the current rent charge, your current rent will be short. If the rent is short you will incur a late charge. To avoid late charges be sure to pay all rent timely and any charges posted on your account by the time your current rent is due.

Returned Checks

Your rental agreement states the amount you will be charged for each returned check. You will be charged this fee even if the check clears upon re-submission to the bank. In addition, if the returned check is for payment of rent, you will be charged late fees through the date the check clears the bank on re-submission or until you provide certified funds to pay for the returned check. Depending upon the date the check is returned, you also may receive a three-day notice of non-compliance with your rental agreement. The charge for posting this notice (currently approximately \$35.00) will also be charged to you.

Deposits

When you signed your rental agreement, you provided a deposit to cover any potential damage to the property, cost of cleaning at the end of your residency, unpaid rents or other fees associated with your lease. YOUR DEPOSIT MAY NOT BE USED AS YOUR LAST MONTH'S RENT.

Approximately two weeks prior to your scheduled move-out date, you will receive a letter from our office that provides instructions and outlines your responsibilities regarding the move-out. Generally, we want to receive the property clean, and in substantially the same condition as on your move in, normal wear and tear excepted. We do require that all carpets be professionally cleaned using a truck mounted, steam process. Please contact our office if you require a reference for a qualified company to do this work.

Refund Policy

This Refund Policy covers any conditions not identified in the written lease which governs the rights and responsibilities of the tenant. No other written or verbal commitment exists beyond the lease and this written policy.

All refund requests must be made in writing. All refunds are made by check payable to the tenant named as lessee on your lease agreement. With processing costs estimated to exceed the value of the check, no refunds for \$1.00 or less will be issued unless specifically requested.

Gas and Electric Service

For the large majority of our properties, Puget Sound Energy provides gas and electric service. Please confirm your gas and electric service providers with your property manager. If you are moving into a property with propane gas, please contact our office for the name of your propane provider. Typically, the propane tank is leased from the service provider and it is, therefore, not possible to change providers.

Telephone & Cable Service

Telephone & cable service typically takes a few days to get set up. Should you require additional lines or phone jacks, it is your responsibility to pay for any changes made.

Maintenance

Maintenance and repairs are generally the items of most concern to our residents. For maintenance emergencies, please call our office at (425) 467-1436. To report emergencies after hours, contact your property manager in the manner they have indicated.

Minor maintenance issues should be reported to the property manager assigned to your property. Please report your maintenance requests in writing or by email. We will respond to your request in a timely manner and as required by Washington Landlord Tenant Law. With the exception of emergencies, as property managers, we are required to get permission from the property owner prior to undertaking many repairs.

You will be billed for a service call under the following circumstances:

- You scheduled a service call appointment and failed to be present at the scheduled time.
- You requested service for a non-existent problem. This includes re-setting a breaker or Ground Fault Interrupter (GFI) to restore electrical power and re-setting a breaker on a garbage disposal.
- The problem was caused by improper use of the provided facilities. The classic case is the child who flushes a toy or other item and which results in a clogged sewer line.