

General Information

Office hours, numbers, and basic company information

Coastal Cities Property Management is open during normal business hours:
9:00 a.m. to 5:00 p.m. Monday thru Friday (Pacific Time)

Coastal Cities Property Management
5150 E Pacific Coast Hwy
2nd Floor #902
Long Beach, CA 90804
(562) 242-2452 Office
(562) 434-5737 eFax
(562) 242-2462 **EMERGENCY ONLY**
Email: Admin@CoastalCities.com
Website: www.CoastalCities.com

Core Values

- We always treat customers, vendors and each other with courtesy, respect and professionalism.
- We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all-important priority of great customer service.
- We are committed to providing our residents with a clean and safe place to live, regardless of the amount of the rent, and put their safety highest on our list of priorities.
- We will not tolerate unethical behavior by our staff or vendors.
- We will follow the laws, regulations and code of ethics that regulate our business.
- We believe in our staff and create a safe and healthy work environment that fosters respect and opportunity for personal and professional growth.
- We constantly strive to protect our owners from the liabilities of owning rental properties.
- We will strive to be a leader in the property management industry.

Mission Statement

Our mission is to serve...

- Serve our Residents by providing them with a safe and pleasant rental experience.
- Serve our Staff by constantly training them and helping them reach their highest professional potential.
- Serve our Homeowners by helping them acquire and maintain properties that exceed expectations.

Overview of Tenant Fees

- Tenant screening: \$39.00 per adult.
- Tenant administrative fee: \$25.00 per unit per month.
- Petscreening.com: \$20.00 first pet, \$15.00 each additional pet (no charge for assistance animals).
- Pet administrative fee: \$30.00 per pet per month.
- Check/Money Order processing: \$10.00 per item (online payment is available for free).
- Late fees: 5% of monthly rent.
- Non-sufficient funds (NSF): \$25.00 per items.
- Lease renewal: \$100.00.
- Lease breakage: \$750.00.
- New or replacement of roommate: \$250.00.
- Posting of notices: \$25.00 per item.
- Highlight wall color of choice: \$250 +/-.
- Missed appointment or rescheduling within 24-hours: \$85.00.
- Lease violations: \$50.00 per violation.
- Month to Month fee (only if lease not renewed): \$45.00 per month.

Paying Rent

Payment Options

We offer electronic payment options to assure prompt and secure rent payments. Once you are registered in our payment system, you will have a simple electronic option to pay rent each month. We have a **“NO CASH”** policy for everyone. Please pay online through the Resident Center Portal.

Automatic Electronic Monthly Payments

Coastal Cities Property Management can offer you an option with electronic payments that will set up your payment for automatic withdrawal each month. This can be set up in your tenant portal for payment and modified by you at any time.

Due Date

Rent is due on the first day of the month and late if received on or after the third day of the month.

Late Fees

After the 2nd day of the month, rent will not be accepted without the 5% late fee.

Late Payment Contact

Coastal Cities Property Management will attempt to contact you via email informing you that rent has not been paid successfully. We will also attempt to telephone and send a SMS (text) message to notify you of this late status.

Returned or Stop Payment Fee

If any payment is returned for non-sufficient funds (“NSF”) or because the Tenant stops payment there will be a fee of \$25 regardless of the reason. If this happens, We have the right to request certified funds from that day forward. You will be given 48 hours to bring your account current prior to further legal action being pursued.

After the 5th

If rent is still unpaid by the 5th of the month, we will begin eviction proceedings. Once this has started, rent will not be accepted without all late fees and administrative fees being paid current in certified funds only. No Personal Checks will be accepted if eviction proceedings have begun.

Pro-Rated Rent

We require that a full month’s rent be paid at tenant move-in, regardless of the day of the month the lease begins. If the lease begins on a day other than the first day of the month, the pro-rated rent will take place in the second month. Keys will not be turned over to a tenant until the 1st month’s rent (and all other deposits) have been paid. This payment is also subject to late fees in the same manner as a regular rent payment.

Last Month

Rent is required every month, including your last month. **You may not use the Security Deposit to pay rent at any time.**

Payment Ledgers

We keep close track of all moneys due and paid by each resident. You may get a copy of this ledger from your Resident Center Portal.

Paying Less Than the Balance Due

If there is an outstanding balance due on your account, we will notify you in writing. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by the property manager, in writing. You will not be able to keep a running balance due.

Maintenance Issues

Emergency Maintenance

We provide tenants several ways to report maintenance issues. The primary and best way to report an issue is through the online tenant portal where specific issues can be described in writing. The alternate is to call us at **(562) 242-2462** to report an **EMERGENCY ONLY** maintenance issue. We define an emergency as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer back up, burst water pipes, burst water heater, etc. **For emergency ONLY maintenance items, call: (562) 242-2462**

Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property. **Examples:** fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the temperature is below 45 degrees), air conditioning out (if temperature outside is above 85 degrees). If the emergency is life-threatening, call 911 immediately!

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, furnace out if the temperature is above 45 degrees, air conditioning out if the temperature outside is below 85 degrees and/or the property has 2 or more air conditioning units and one is still functioning properly, water heater out. Coastal Cities Property Management is not liable for loss of food caused by appliance break down or utility service outages.

Warning

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. If you call the Emergency Line for a Non-Emergency, and contractors/service representatives are dispatched to your home because of this call, you will be charged a **\$100 fee**. Do not initiate an emergency repair/maintenance request unless it is truly an emergency.

How to submit a work order request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance and repairs. Because a phone call is such a hard way for us to process a work order 24/7, we've set up an easier way online through the tenant portal – the same place rent is paid.

If you or a person **18 years of age or older** are not able to be present for your service appointment, a 24-hour emailed notice is required or you will be charged **\$85** for the service call. If you are scheduled with the contractor/service representative after normal business hours, you will pay any afterhours charges. Our contractors work normal business hours and are only available after hours for true emergencies.

Resident's Maintenance Responsibilities

There are some items that you can take care of yourself such as clogged garbage disposals, GFCI switches that need to be reset, and minor items as explained in this document. Keep these items in mind:

- Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be repaired (i.e. chipped paint, missing screens, doorbells that do not work, etc.).
- Damages caused by abuse or misuse will be charged back to you. We will rely on the service contractor to inform us if this is the case.
- If plumbing gets clogged due to items dropped in the toilet or any drain, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by the residents of the property, not by a defect

of the property. Clogged plumbing is often the tenant's responsibility but will be reviewed on a case by case basis. It is the tenant who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, Coastal Cities Property Management will coordinate the repairs. If a plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. The landlord will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

- Monitoring of security systems is not handled by Coastal Cities Property Management or the owner. Tenants will need to make their own arrangements to set up this service at their discretion and their own expense.
- It is the tenant's responsibility to keep the property free of pests. We recommend you use a licensed professional for any periodic pest treatments. If a larger problem arises concerning large animals or rodents, contact us and submit a repair request.
- Lawn care is the tenant's responsibility unless otherwise agreed to in your rental/lease agreement. You must perform regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance.
- Change HVAC air filters at least quarterly. The system will run more efficiently, you will save money, and have less dust in your home.

Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, clogged toilets, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

Summer: HVAC (Air Conditioning) If your air conditioning system stops working, especially after a quick power outage or storm, then it may be the breaker switch, not the air conditioning unit itself. **Please check the breaker first** (see "Reset Circuit Breakers" below). If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that many times the coils have frozen up. When the technician arrives, he won't be able to complete the service or repair until the coils thaw out. This means 2 trips for the service technician, and a longer wait for you.

Change Your Furnace Filters

It is recommended to replace your furnace filters at least quarterly (every three months).

[How to Change your Air Filter - VIDEO](#)

Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater. Always check the circuit breakers before submitting a repair request. [How to Reset a Tripped Breaker - VIDEO](#)

Garbage Disposal Reset, Use, and Care

Reset the garbage disposal - If the garbage disposal does not function after you operate the switch (and you have already checked the circuit breaker), look at the underside of the garbage disposal. Push in the little red button which resets the system. If the disposal was recently overloaded, or if there was a power surge, this may fix the problem. Go To: [How to Reset Garbage Disposal - VIDEO](#). If this does not fix the problem, **do not attempt to fix the garbage disposal yourself as this can be very dangerous.** - **please submit an Online Maintenance Request** so that we can have one of our contractors fix it for you.

Garbage Disposal Use and Care: Things to Never Toss Down the Drain

[Garbage Disposal Use and Best Practices - VIDEO](#)

GFCI Outlets

GFCI stands for "Ground Fault Circuit Interrupter". These outlets are typically installed within a short-range from water but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom. Refer to this video: [GFCI - VIDEO](#)

Clogged Toilets

If our plumber determines that a clogged toilet was caused by the resident, then very possibly the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the toilet yourself using these simple and helpful hints.

[How to Un-Clog a Toilet - VIDEO](#)

[How to Un-Clog a Toilet and Shut Off - VIDEO](#)

Replacing the Toilet Flapper Valve

This one's is really easy and one of the simplest repairs in the house. We have a couple of videos for you, with the first being the shortest and most straightforward. Please note even though the first video shows a wet vac to soak up water, you do not need that in order to complete the replacement, although a towel might be handy. Also note: the water in the reservoir is filled with clean water, so getting your hands a little wet should not be a concern.

[Fix a Leaking Toilet Flapper Valve for Little or No Cost - VIDEO](#)

How to Reset a Garage Door Remote Control

[Reset Garage Door Keypad Code PIN & Remote Control Opener - VIDEO](#)

Maintenance Priorities

Not all maintenance and repair issues are emergencies. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category 1: Emergency Maintenance or Repair

Emergency defined: Anything relating to the property that is threatening to life, health, or the property. Fire (**please call 911**), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house. **Note:** during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies:

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, furnace out if the temperature is above 45 degrees, air conditioning out if the temperature outside is below 85 degrees and/or the property has 2 or more air conditioning units and one is still functioning properly and water heater out.

Category II: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged toilets - see notes below), loose railings, wobbly decks, electrical problems. **Target: 2-4 business days for repair**

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business days for repair**

Category IV: Not a Habitability Issue

Screens; broken lattice; power washing, broken window shade; broken tree limb, missing door stopper, missing doorknob; and fireplace gas keys. **Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.**

Division of Maintenance Responsibilities

The table below shows examples of what you are responsible for and what Coastal Cities Property Management is responsible for.

Management vs. Resident's Responsibilities		
Item	Management	Resident
Water system breakdowns	X	
Lighting pilot light for furnace, oven or water heater		X
Clogged plumbing in home		X
Replacing toilet flapper valve		X
Broken garbage disposals	X	
Reset garbage disposals		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing HVAC filters		X
Electrical system failures	X	
Resetting circuit breakers		X
Resetting GFI switches		X
Replacing all light bulbs		X
All utilities (unless provided by Landlord per lease)		X
Mandatory Homeowner Association dues	X	
Termite treatment and rodents	X	
Household pest control		X
Maintaining yard fencing	X	
Lawn mowing & trimming (unless provided by Landlord per lease)		X
Security system repairs	X	
Security system monitoring		X
Smoke detector installation	X	
Prevent mold growth		X
Broken window coverings		X
Gutter cleaning		X

Critical Issues in the Lease

Right of Access

We will always honor and respect your right of privacy. Under normal circumstances, we require that the tenant be present for all actions inside the home. We will attempt to contact you to schedule an appointment for all actions to include walkthrough inspections and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. Your lease agreement gives us that right to access the home at any time with proper notice and in emergencies, and we prefer to respect the tenant's right to a secure environment, therefore we will always attempt to schedule access at least 24 hours in advance. We will call in advance unless we are dealing with an emergency.

Move-In Inspections – Inventory and Condition Form

The move-in inspection is designed to document the condition of the property at the time the tenant takes possession, so that you are not held responsible for pre-existing damages. This will be the benchmark we will

use when you vacate the property when determining your security deposit refund. After you sign the official move-in inspection, we cannot add to the list.

Lease Renewals (30 to 90 days out)

Your lease automatically renews on a month to month basis at the end of the lease term unless one of us notifies the other in writing of our intent to renew the lease term or terminate the tenancy. If you do nothing, your lease will automatically renew on a month to month basis. We do not allow this under normal circumstances without permission from Coastal Cities Property Management. We track all our lease renewals and will begin to contact tenants 60 days from lease expiration in order to determine your intentions of either renewing the lease or vacating the home.

Notices to Vacate

Notices of intent to vacate must be in writing per the lease agreement. Please notify us in writing of your lease termination when you are in receipt of the Tenants Renewal Form. **Be sure you receive a response confirming receipt of your notice to vacate.**

Lease Renewal Fee

When your lease renews, there is a \$100 renewal fee. This fee covers all the administrative actions required in setting all terms in writing, obtaining signatures, and securing the renewal.

Subletting

Subletting is when you move another person in to share the rent (without adding them to the lease) or move out of the home and let someone else pick up the rent. Subletting is not allowed without prior written authorization from Coastal Cities Property Management. We need to approve all adult residents living in the property. If one of the current tenants or occupants on the lease needs to move out, coordinate this action with Coastal Cities Property Management. Do NOT sublet to another tenant or occupant without prior written authorization from Coastal Cities Property Management.

Early Termination

In the event of early termination by the Tenant prior to completion of the original term of the Agreement, the Tenant shall also be responsible for lost rent, rental commissions, advertising expenses, painting and costs necessary to ready Premises for re-rental. Management may withhold any such amounts from Tenant's security deposit. Tenant will also be subject to an early termination fee.

Lawn Care

In most circumstances, the tenant will maintain their own yard. You are responsible for lawn care unless there is an agreement between the tenant and Coastal Cities Property Management. Refer to the lease as to who has responsibilities for the lawn care. If the tenant would like to request that Coastal Cities Property Management maintain the yard, this can be arranged. The cost will depend on the size of yard.

Contact with the Owner

Coastal Cities Property Management is your management company and will be your only contact during your tenancy. If anyone calls or shows up at your door claiming to be the owner (or agent representing the owner), you should not invite them into the home. Always protect yourself from people who claim to have some authority over the property. If the owner is planning on doing a walk thru at your home, you will be notified well in advance.

Housekeeping Information

Pets (Authorized and Unauthorized)

Pets are only allowed with prior written authorization. Pets must also go through our pet screening process and you must agree to the pet administrative fee.

Smoke Detector/Carbon Monoxide

We will ensure that all required smoke detectors and carbon monoxide detectors are installed properly prior to your move in.

Renter's Insurance

All Tenants are required to secure and maintain personal liability insurance (renter's insurance). Coverage is required in the amount stipulated in your lease with the provisions covering at least the perils of fire, smoke, explosion, accidental water discharge and sewer backup. Coastal Cities Property Management **must** be named as an Additional Insured/Interest.

Property Visits

We will perform an annual walk thru inspection / assessment of the property each year. In some cases, an owner may require a bi-annual assessment to be completed as well. Arrangements will be made with you in advance to schedule appointments for these assessments or inspections, which should only take approximately 30 minutes each. We would request that you be present. We are not there to address housekeeping, but to access property issues and report to the owner regarding any deferred maintenance that may need to be addressed. This will also be the time to point out any concerns you may have with the home so it can be documented at that time.

Utilities

Get Utilities Connected Before Move-in

You must make sure utilities are on before you take possession of the property. If you fail to make these arrangements, you may be in the property a few days before the utilities are turned on.

Keep Utilities turned on through the Move-out Inspection

You must keep utilities turned on through the move-out inspection to avoid any delays in the return of your security deposit.

Homeowner Association Issues

If a Homeowners Association manages the community, you will need to become familiar with the basic rules and regulations and must follow them to avoid fines and penalties. Review the HOA's website and/or documents to get familiar with the rules in the community. If the owner is charged for any violation, the tenant will ultimately be charged for that violation plus a lease violation fee from Coastal Cities Property Management.

Yards / Landscaping

If the tenant is responsible for the yard maintenance and a letter is received from the HOA requiring corrective action, you will be charged a lease violation fee.

Parking Including Boats, Trailers, and RV's

Most communities have rules about where you can park. Be sure to familiarize yourself with your communities parking restrictions.

Access to Amenities

Occasionally there are keys, passes and codes to gain entry to the community amenities. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your Identification cards (Driver's License) and sign waivers to use their amenities.

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and a foreclosure would then threaten your rights in the property.

What to do if you receive a foreclosure notice

If you receive any notices about a pending foreclosure, forward a copy to our office immediately so we can assist you by addressing the matter with the owner. Most foreclosures are resolved by the owner and lender, so do not panic. You may have several options available including staying in the property until the end of your lease.

Renter's Rights in Foreclosure

California law says that the purchaser who buys a property at a foreclosure sale must honor a fixed-term residential lease through the expiration of the lease.

Showing Instructions

If you are not renewing your lease, the lease agreement authorizes Coastal Cities Property Management to show the property for rent during the last 30 days of your lease. We will place a sign and key box on the property to begin showing the property to prospective tenants.

YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to that key box. This will allow only licensed Realtors either from Coastal Cities Property Management, or other real estate companies to gain access to the property for a showing.

If agents are denied or cannot access the property because of tenant's failure to make the property accessible, tenant will be charged a trip charge.

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from Coastal Cities Property Management. If they show up unaccompanied - refer them to our office to make arrangements to see the property. If you have any questions call our office at (562) 242-2452.

Move-Out Procedures

Now that you are moving out, your lease agreement requires that you leave the property in a **clean and undamaged condition**. We have every intention of returning your security deposit if you have fulfilled your lease obligations.

The following information is provided to help you understand the security deposit return process:

- Under California law, Coastal Cities Property Management must return the renter's security deposit, with an itemized statement of deductions, within 21 days after the renter has surrendered the rental property to the landlord (that is, returned the keys and vacated the property).
- Remember to clean your rental property inside and outside to avoid any charges against your deposit.

PREPARING FOR MOVEOUT

You must provide the office a complete forwarding address.

All keys, garage door openers and gate remotes, etc. must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged until they are returned. If mailbox keys were originally issued by the Post Office, they should be turned in to the Post Office with a change of address notice.

To document the condition of the property we will conduct a final move-out inspection after all furnishings and personal belongings have been removed from the property, all cleaning completed, and the keys returned to Coastal Cities Property Management. **We will send out an inspector to document the condition of the property. The inspector does not make any determination as to the amount of the security deposit refund.**

The property manager will compare the move-in and move-out inspection reports, along with the reports from maintenance personnel after you move-out to determine if there will be any charges against your security deposit.

Utilities must be turned on during the move-out inspection. If the utilities are not turned on for the move-out inspection, tenants will be charged a trip charge. Any delays caused by the utilities not being turned on will delay the return of your security deposit.

Tenants are not permitted back on the property after vacating.

Here are some helpful reminders of items that many people overlook or forget upon vacating. The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE:

- All personal belongings must be removed from the premises.
- Painting: Please remove all nails. If you paint or patch and it does not match or if you do a poor job, you will be charged for the necessary patching and painting.
- Carpet cleaning: **Tenants are encouraged to have the carpets PROFESSIONALLY CLEANED at the time of move-out.** This must be done after you have completely removed all your belongings and vacated the property.
- Be sure to have any spot treatments or pet treatments performed as needed. If any odors recur after you have vacated the property, the tenant will be responsible for charges incurred to remove the odor. If the cleaning is performed to our satisfaction, tenants will not be charged for any additional cleaning expense.
- Clean vinyl, wood and/or tile flooring.
- Replace all air/furnace filters.
- Walls, baseboards and ceiling must be cleaned and free of cobwebs and lint.
- Clean fireplace, hearth and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
- Clean all wall switch plates and outlet covers.
- Clean all windows inside and out, clean windowsills, mini-blinds and vertical blinds.
- Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
- Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling.
- Clean all closets, storage spaces and shelving to including all miscellaneous debris.
- **KITCHEN:**
 - Clean appliances inside and out, replace burned-out light bulbs
 - Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
 - Clean oven/range hood vent including filter.
 - Clean out and wipe down refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.

- Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and surrounding areas.
 - Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink strainers and stoppers.
 - Clean all countertops, cabinets and drawers inside and out.
- **BATHROOMS:**
 - Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
 - Clean mirrors, light fixtures and medicine cabinets.
 - Clean all cabinets and cabinet drawers – inside and out.
 - Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
 - Mop or vacuum flooring.

Do not use scouring powder to clean acrylic or fiberglass tubs. It will ruin the finish

OUTSIDE:

- Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
- Any animal droppings are to be picked up and disposed of.
- All trash and garbage must be removed from the premises (including curbside). If you have trash that exceeds the normal pickup, you must arrange to have it hauled away.
- Replace damaged screens and windows.
- Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
- Repair any pet damage.
- Clean outdoor light fixtures and replace burned out or missing light bulbs.

We recommend that you allow us to clean the home. Please contact our office and inquire about our cleaning service. (This will not include yard and landscaping).

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service will not guarantee the home is cleaned to our requirements.

Wear and Tear vs. Damages Disclosure

Security deposits may be used to collect for damages for which a resident is responsible. This does not apply to normal wear and tear. The question is: "What's the difference?"

Normal Wear and Tear Defined

Normal wear and tear means that deterioration which occurs, based upon the use for which the rental unit is intended, without negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or members of their household, or their invitees or guests.

Damage can therefore be defined as any condition which occurs due to negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or member of their household, or their invitees or guests.

Normal wear and tear does not include dirt. Excessive dirt is considered negligence, carelessness, accident, or abuse.

The following incomplete list of examples is intended as a guide to reasonable interpretation of the differences between expected 'wear and tear' from normal residential use, and damages due to irresponsible, intentional, or unintentional actions.

Wear and Tear	Damages
Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls	Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage larger than a 6-penny nail
Faded paint	Spot painting and patching or touch up painting of any kind
Wear and Tear (continued)	Damages (continued)
Faded caulking around the bathtub and tiles	Missing caulking around the bathtub and tiles
Hard water deposits.	Buildup of dirt, mold, mildew, or water stains from a preventable or unreported water leak.
Worn out keys	Broken, lost or unreturned keys
Loose or stubborn door lock	Broken or missing locks
Loose hinges or handles on doors	Damage from a door from forced entry, or damage from using feet to open doors
Worn carpet traffic patterns	Torn, burned, stained, missing, ripped, scratched, or snagged carpet, pet damage
Faded finish on wood floors	Scratched, gouged, warped or water damaged wood floors
Linoleum worn thin	Linoleum with tears, chips, or holes
Worn countertops due to daily use	Burned, cut, stained, scratched or water damaged countertops
Drywall cracks from settling	Holes in walls, doors, screens, or windows from misuse, negligence, carelessness, accident, or abuse
Faded, chipped or cracked paint	Unapproved or poor tenant paint job
Loose wallpaper	Ripped or marked-up wallpaper
Worn or heat blistered mini blinds	Broken, bent, cracked or missing slats, wands, or hardware. Broken strings.
Sticky window	Broken window
Loose or inoperable faucet handle	Broken or missing faucet handle
Running toilet	Broken toilet seat, tank top or chipped or cracked toilet bowl
Musty odor	Urine or pet odor throughout unit
Non-functioning smoke or CO detector	Missing or detached smoke detector or CO detector or missing batteries
Non-functioning light fixture	Missing, burnt out, or incorrect style light bulbs
Dry lawn	Lawn with pet urine spots, dead areas, excessive weeds
Slow drain (i.e. roots etc.)	Drains that are clogged by hair, toys, or other non-flushable objects
Worn gaskets on refrigerator doors	Broken refrigerator shelf or dented front panels
Worn or fine scratches on enamel in old bathtubs, sinks or toilets	Chipped and broken enamel in bathtubs and sinks
Loose grout and bathroom/kitchen tiles	Missing or cracked bathroom/kitchen tiles

The length of time a tenant has occupied a property must also be taken into consideration when accessing damages in relation to deductions to a tenant's security deposit. The longer a resident has resided in a property, the more allowance must be given for 'wear and tear' over damage.

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges to your security deposit will be made.

POSSIBLE CHARGES TO SECURITY DEPOSIT

We have compiled a list of average charges. Nothing herein shall be construed as a limitation to pursue the resident for damages not specifically listed. These are minimum charges, and prices may not include trip charges or labor:

General Cleaning Charges:

Clean Carpet \$150+
Oven or Stove \$75+
Vent Hood \$35+
Replace Range Pans \$40+
Refrigerator \$50+
Freezer \$20+
Counters/Cabinets \$5+ each
Toilet \$30+
Drawers/Sinks \$5+ each
Bathtub \$30+
Dishwasher \$20+
Mirrors \$10+ each
Mini-Blinds \$20+ each
Windows \$10+ each

Vertical Blinds \$35+
Floors \$30+
Ceiling Fans \$25+
Patio \$25+
Sliding Glass Door \$25+
Garage \$50+
Cleaning dirty vent hood \$35+
Furniture Removal \$75+
Cleaning walls (per wall) \$35+
Re-keying when no keys are returned \$85+
Trash Removal from interior of house \$65+
Trash Removal from exterior of house \$65+
Wash windows and tracks \$20+ each
Cleaning Fireplace \$35+ (does not include chimney)

Damage/Replacement Charges:

Tub stopper/Drain covers \$15+
Blind Wand \$5+
Drip Pans (all 4) \$45+
Vertical Slats \$15+
Vertical Blinds \$100+
Light Bulbs \$5+ each
Mini-Blinds \$40+
Specialty Bulbs \$15+ each
Light Fixtures \$100+

Screens \$35+
Door Replacement \$100+
Window \$200+
Light Globes \$25+
Oven Rack \$30+
Toilet Seat \$40+
Switch Plates \$5+ each
Reinstall Doors on Track \$30+
Service call / Trip Charge \$85+

These minimum charges are subject to change at any time without notice.

Miscellaneous

How is the security deposit disbursed if there are roommates?

Funds are disbursed according to written instructions signed by all residents. If all residents cannot agree, Coastal Cities Property Management will disburse one check made payable to all residents on the lease.

Lockouts

We all lock ourselves out of our homes from time to time. If this happens outside of regular business hours, we will be unable to help you as we do not have a locksmith on staff. The cost incurred is the tenant responsibility. If you need an extra key contact our office during normal business hours. To change the locks, you must obtain prior authorization from Coastal Cities Property Management and provide us a copy of the keys.

This concludes the Coastal Cities Property Management Tenant Handbook. Should you have any questions or concerns outside of this document, feel free to contact us for further information.