

Tenant Information Sheet

Please keep this document in an easily accessible place so you can refer to it when you have questions. If you have concerns or questions not addressed in this document, please call Heritage Property Management (HPM) and we will gladly assist you.

Rent Payments

Your rent is due on or before the first day of the month. It is late on the second day of the month. It is your responsibility to ensure that HPM receives your payment on time. As a courtesy and to allow for weekends or holidays, we do not apply a late fee if your payment is paid online or postmarked before the fifth of the month. If the fifth falls on a weekend or holiday, you have until the first business day after the fifth to pay/postmark without a late fee. (*Please note: All online payments must also be posted by 11:59pm on the last day of the grace period to avoid a late fee.*)

We do not accept personal checks if rent is mailed after the fifth of the month (or the first business day after the fifth). After the grace period, you must pay using a money order or cashier's check.

There are several ways to ensure your payment arrives on time:

- Mail your payment early. We suggest mailing your payment 2-3 days before the first of the month.
- Set up automatic bill pay from your checking account. Your bank will mail us a check each month. You are responsible for ensuring the bank mails the check on time.
- Make an online payment using an e-check or a credit/debit card by accessing your tenant portal. If you have not already set up access to your tenant portal, please contact our office and request that we send you the tenant portal activation email or text. This email/text will have instructions on how to set up and use your tenant portal. Please note: HPM does not have the ability to access your tenant portal, and we cannot make any changes to payments you submit through the portal. It is hosted and run by an external site.
- Set up automatic bill pay using your tenant portal. Instructions can be found on your tenant portal site.

Please write your property address clearly on the front of your payment. Do not assume we will know which property is associated with the name on the check or money order. Often names are illegible, do not match the names in our computer or we have more than one tenant with the same name.

We do not accept cash. Please make all payments using a personal check or cashier's check/money order. **We do not accept third-party checks or personal checks from non-residents or post-dated checks.** By law we must deposit all funds received in this office within three business days.

You may not use a personal check for your initial move-in rent or security deposit, but you may pay by personal check after that. *If your check is returned for any reason, you will be charged*

additional fees as listed in your contract. Fees will include a returned check fee plus the late charge. If an online payment is returned for any reason, the above fees also apply.

If you pay by personal check, it can take up to 15 days for a payment to clear your account. After we deposit your check we have no control over how long it takes for your account to be debited. Please ensure the funds are available until the rent check has cleared your account. Please do not call the office to check on the status as we have no control over how long this takes.

Access to online payments through your tenant portal will be turned off if rent is not paid by the last day of the grace period. Access will be reinstated after rent and late fee are paid. Access to online payments will be turned off for a period of three months if a payment is rejected, and will be reinstated after that time if the account is in good standing. **It is YOUR responsibility to ensure you have been granted online access** if it has been turned off. We have to do this manually, please call the office during business hours if your access is off and you feel it should be turned back on. If you wait until after close of business on the last day of the grace period to check and you cannot pay online, your payment will be considered late and you will be charged a late fee.

Repairs

Please call all repairs into our office as soon as you notice the problem. Do not wait until you pay your rent to tell us about repairs. You can call our office at any time during business hours; if we do not answer the phone please leave a message on our answering machine. You can also email a repair request to heritagepm@heritagepm.com. Additionally, you can send a maintenance request through your tenant portal. For some repairs, we can send out a repairperson the same day if you call us early in the day. If you call a repair in late on a Friday, unless it is an emergency we cannot send out a repairperson until the following week.

Please do not use the tenant portal for emergencies. If it's during business hours, please call our office. Outside of business hours please go to our webpage for the current emergency numbers: <http://www.heritagepm.com/information/impt.html>

The vendor will make *only the necessary repairs to remedy the immediate problem*. If further work is needed, we will coordinate this work during normal business hours.

YOU MUST IDENTIFY YOURSELF AS A TENANT OF HERITAGE PROPERTY MANAGEMENT WHEN YOU PLACE THE CALL or you could be held responsible for the cost of the repair. Then call our office and leave a message letting us know you called in an emergency repair. Alternatively, you may email us at heritagepm@heritagepm.com. We do attempt to check this email in the evenings and on weekends, but we cannot guarantee it so do not rely on an email only for an emergency.

Here are some examples of common situations that we consider an emergency and the steps you should take after hours. Always call HPM first if it is during business hours. These are examples and not a complete list:

- You have only one toilet, which is clogged, will not flush, or is overflowing. Call the emergency plumbing number. If any toilet is overflowing and you cannot shut off the water using the handle below the tank, call the emergency plumbing number.

- The pipe under the sink starts leaking and you cannot reasonably catch the water with a container. Call the emergency plumbing number.
- You smell gas. Open all windows for ventilation and call your local gas company (the company you pay for gas usage). For most of our tenants, this is PG&E and their emergency number is 800-743-5000. They will come out free of charge. *Do not email HPM and wait for a response if you smell gas. Immediately call your gas company.*

Here are some examples of common situations that we *do not* consider emergencies. Please call our office during business hours to report the problem. These are examples and not a complete list:

- You have more than one toilet in your home and only one becomes clogged/will not flush. Please use the other toilet and call HPM in the morning of the next business day.
- You have a dripping faucet.
- The burners on your stove will not light or your oven will not work.
- Your air conditioner stops working over the weekend.
- A window breaks.
- Your dishwasher will not drain or backs up into the sink. Please run your garbage disposal to clear it of any food. Garbage disposals must be free from all food for the dishwasher to drain properly. If the dishwasher does not drain or backs up into the sink and your garbage disposal is clear, call our office and request a repair.

We will always send one of our vendors to make necessary repairs. If they report that the repair is due to tenant neglect, abuse, inappropriate use, etc., the tenant could be billed for a portion of or the entire cost of a repair, such as:

- The garbage disposal will not drain and it is clogged with food, jammed by a foreign object or is unplugged from the electrical socket. Be aware that despite the name garbage disposals actually *are not intended* to replace the trash can. The food placed into them can clog the disposal itself, the sink pipes or the sewer lines. Use the disposal only for grinding food that falls into it during normal dishwashing. Do not place food into the disposal if it can be placed into the trash. Scrape all plates into the trash can before washing. Disposals and pipes are most commonly clogged by: coffee grounds, eggshells, and rice.
- The toilet is overflowing and will not flush. The plumber clears the toilet and reports it was clogged by an overabundance of toilet paper, waste, or a foreign object. Please be sure to flush only appropriate amounts at one time.
- Holes in walls caused by door knobs, fists, feet, etc.
- Broken windows/screens caused by tenant misuse, rocks, balls, etc.
- **Any damage done by guests of the tenants is also the tenants' responsibility.**

Air Conditioner/Heater Maintenance

If you have central heat and air, you must change your air filter regularly! This is crucial. It will help prevent costly repairs, improve the heating and cooling process, and help reduce your energy bills. If you do not know how to change the filter, please call our office. During periods of heavy use, please change the filter once per month. Filters are cheap and can be purchased from most home improvement stores and WalMart.

If you have a window or wall air conditioner, you must clean or change the filter regularly! This is crucial. It will help prevent costly repairs, improve the cooling process, and help reduce your energy bills. Most of the window air conditioners have filters that can be popped out and cleaned by placing them under cool, running water. The filter must be completely dry before replacing in the unit. If you do not know how to clean your filter, please call our office. Some window or wall air conditioners have filters that must be changed instead of cleaned. If you are unsure of your filter type, please call our office.

If your air conditioner/heater needs a repair and the technician reports that your filter is clogged, you could be held responsible for a portion of the repair bill.

During extreme heat waves do NOT set your air conditioner's temperature so low that the unit runs continuously for hours. This can cause the unit to freeze over and stop working until it thaws out. Set your temperature down a few degrees and let the unit shut down for a while after it reaches that temperature, then lower the temperature again.

If you have a heater or furnace that runs on gas, please call PG&E once per year to have them perform a safety inspection to make sure it is in good working condition. PG&E provides this service free of charge.

Landscape Maintenance

If you live in a residence that has outside landscaping, unless otherwise noted in your rental contract you are required to maintain the landscaping. This includes, but is not limited to, watering, mowing, weeding and light pruning. We do not require that you prune trees beyond branches that you can easily reach while standing on the ground. During the drought we do not require that you keep the lawns watered. We do ask that you keep all bushes and trees watered and do not let the lawn become overgrown with weeds – keep it mowed down even if it is brown.

Tenants living in the City of Modesto must follow a watering schedule. The city will issue warnings and may impose fines if this schedule is not followed: (This schedule may be changed by the City of Modesto or the State of California at any time. Please check the City of Modesto for updated watering schedule.)

Odd-numbered addresses (addresses ending with numbers: 1, 3, 5, 7, 9) are permitted to water Wednesday, Friday and Sunday.

Even-numbered addresses (addresses ending with 0, 2, 4, 6, 8) are permitted to water Tuesday, Thursday and Saturday.

NO outdoor water use is permitted on Mondays.

NO outdoor water use daily between the hours of 12:00 pm and 7:00 pm. (This includes activities like washing your car.)

For tenants in other cities please check your city's watering schedule to ensure you are watering on the correct days.

If you have automatic sprinklers, please set your timers accordingly.

If you live in a home with an alley, you are responsible for the maintenance to the middle of the alley. This includes keeping the alley free of weeds and garbage. Please check the alley often. If someone illegally dumps items behind your home, please call Modesto's Solid Waste division at 209-577-5494 or immediately or call our office.

Smoke and Carbon Monoxide Detectors

Each property we manage should have *at least* one working smoke detector and one working carbon monoxide detector as per California law. Most properties will have more than one smoke detector and carbon monoxide detector. If any of your smoke or carbon monoxide detectors are not working, please call us immediately so we may replace it. (Note: all-electric units with no attached garage are not required to have carbon monoxide detectors.)

It is the tenant's responsibility to replace the batteries in any battery-operated detector. Some hardwired detectors have back-up batteries that must be changed. If you have a newer unit that does not require a battery change, it will be marked on the detector. The newer units have a 10-year battery already installed and *should not be tampered with*. If you are unsure which kind of detectors are in your home, please call us.

Miscellaneous Information

Parking at our office

The parking at our office is for employees of this building only. Please park on one of the surrounding streets when you are visiting our office. Do not park in front of or behind our office.

Keep your information current

Please remember to keep your information current with HPM. Give us a call with your new information if:

- Your phone number changes when you move into your home.
- You change home or cell phone numbers at any time.
- You change employers.
- You add more children to your family (this is very important in the case of an emergency. First responders often ask how many people live in a unit and the ages of all residents).
- Anyone listed on the rental contract moves out.

Remember to check our web site

Our website has information such as our business hours and holiday closures, late fee/grace period dates, updates to important tenant documents (like this one), common forms tenants use (like a 30-day notice), as well as other information many tenants will find useful.