



**NORTHBAY**

# **TENANT HANDBOOK**

(REV. 07/2022)



## **PMI Northbay Welcomes You**

PMI Northbay welcomes you as a new resident.

To achieve a successful tenant/management relationship, we prepared the PMI Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property has retained PMI Northbay as their property management company and representative to manage the property you are renting. Therefore, you need to contact PMI when you need assistance and we have listed how on pages five and six.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. We are here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**

## Tenant Communication

On the next page, we have provided general office information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting us know what you need.

Use the telephone, email, PMI text line, the PMI website desktop conversation via your tenant portal or written correspondence to contact us. Remember that we are here to help you!

### Telephone Calls During Office Hours

During office hours, there is normally a live person to answer your call. Please state your property address and the reason for your call, so that someone can assist you, or direct your call to the right party.

### Voicemail

If you reach our voice mail system, please leave a message, complete with your name, address, and the telephone number where we can reach you. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### After Hours Calls

The voice mail system will take all messages after hours.

### Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the PMI voice mail system during office hours, or after the office is closed, immediately contact our repair hotline, which is staffed 24 hours per day/7 days per week at [\(888\) 285-6884](tel:888-285-6884). This number was provided with your leasing documentation and is also at the end of the voice mail greeting when you call our office.

### Maintenance Requests

Maintenance requests may be submitted via your tenant portal at the our website, [www.pminorthbay.com](http://www.pminorthbay.com), via email, or phone.

For after hours urgent response, please contact our repair hotline at [\(888\) 285-6884](tel:888-285-6884). This number is included with your lease documents and is provided on our phone greeting when calling the company.

### Change of Information

It is important that you notify us of any changes in telephone, fax, cell numbers, or email.

### Email

Email is a great way to communicate and we request that you send your email addressed to [mary@pminorthbay.com](mailto:mary@pminorthbay.com), [tim@pminorthbay.com](mailto:tim@pminorthbay.com) or [Jody@pminorthbay.com](mailto:Jody@pminorthbay.com) or [Shannon@pminorthbay.com](mailto:Shannon@pminorthbay.com).



## PMI Northbay Contact Information

Name	Position	Phone	Email
Mary Shaw	Broker/Owner/REALTOR®	(707) 492-1088	mary@pminorthbay.com
Tim Shaw	Broker Assoc./ Owner/REALTOR®	(707) 492-1088	tim@pminorthbay.com
Jody Price	Office Manager	(707) 492-1088	jody@pminorthbay.com
Shannon Romo	Director of Maintenance	(707) 492-1088	shannon@pminorthbay.com
<b>Repair Hotline:</b> <a href="tel:8882856884">(888) 285-6884</a> after hours/emergencies			

### Office Information

Address information		
Mailing Address	2420 Martin Plaza, Suite 330	
	Fairfield CA 94534	
Telephone		
Business #	(707) 492-1088	
FAX #	(707) 492-1087	
Internet		
Email	mary@pminorthbay.com / tim@pminorthbay.com	
Website	www.pminorthbay.com	
Office Hours		
	Monday – Friday	9 – 5
	Saturday	By appointment only
	Sunday/Holidays	Closed
Drop Box Availability		
Drop Box is located inside the building, to the right of our suite (#330) and is accessible Monday-Friday 7 a.m. to 6 p.m. and weekends 10 a.m. - 4 p.m. (excluding holidays)		
Emergency Contact Information		
<b>Repair Hotline:</b> <a href="tel:8882856884">(888) 285-6884</a> (24 hours/day, 7/days week)		



## Protect Your Rental and Credit History

Eventually, you will move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give us the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/Lease Agreement

You received a copy of your rental/lease agreement. Additionally, a copy is accessible within your tenant portal. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please contact our office.

### Utility/Cable Companies

To avoid discontinuation of service, contact the utility companies immediately. If you are responsible for the payment of utilities, all applicable utilities should be established in your name(s) as of the first day of occupancy.

### Rental Payments

Rent is due on the first of each month and generally considered late if not received by the fifth. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

We accept rental payments by:

- . U.S. mail
- . In our office (via drop box)
- . By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into a PMI bank account, saving you time.

We do **not** accept rental payments in the form of:

- . Cash
- . Rolled coin
- . Debit cards
- . Post-dated checks

### Fees/Charges

If you fail to pay rent on time and in full, you could incur the following charges:

- . Late fee – 6% of your monthly rent amount if rent is not received by the close of business on the fifth.
- . Legal Process Service fee – If a notice to pay or quit is served because your rent is not received in a timely manner, you are financially responsible for the bill incurred for that service.
- . Maintenance charge – We will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If we receive a service call billing in this scenario, you are responsible for reimbursement.



## Maintenance Reimbursement

Generally, we assign a vendor to perform work you request in your residence. However, if you have contacted us and requested to perform a minor maintenance item and we have agreed to reimburse you:

- Pay the bill and send the receipt to our office. We will reimburse the amount due to you.
- Do **not** deduct the amount from your rent.

## Care of the Property

### Getting to Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If you are uncertain about any of the above items, contact our office for help.

## Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order.

### Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. You agreed to this in your rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by our office
- We will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
  - Sign an agreement regarding the alteration/repair



## Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, we have provided you with information on how to submit a work order request when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them below. Your individual lease/rental agreement may contain additional responsibilities.

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 6 months.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service is provided in your rental agreement
- Landscape watering unless there is a homeowner's association responsible for the task
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property, even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week. Additionally, please adhere to all "spare the air" or non-burning day directives.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

## Procedures for requesting maintenance

### Before calling PMI

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

### **If There is an Emergency**

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, then call the PMI office and report the problem.

Emergencies such as backed up plumbing, flooding, call the repair hotline at [\(888\) 285-6884](tel:888-285-6884). Someone is there to take your call 24 hours/day, 7 days/week

- An emergency is **not** heat, but we recognize this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.



## Non-Emergencies:

Contact our office via email or complete and submit a tenant “work order” request (preferable). Work Orders can be submitted online via your tenant portal or on our website, [www.pminorthbay.com](http://www.pminorthbay.com).

- We will assign a vendor to contact you
- Vendors are required to make appointments with tenants.
- Remember, this is a **non-emergency** item and, in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call our office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 2 – 4 business days, call our office and inform your management team that a vendor has not contacted you.
- We will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, contact our office and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

## Preventative Cleaning Tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products:

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors





- Drains:
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators:
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

## Energy Saving Tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to our office as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “high,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees; a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every six months. A clean filter helps the furnace to run more efficiently

## **Renters Insurance**

Renter's insurance with a liability of \$100,000 is required to rent any property from PMI Northbay. You must maintain a renter's insurance policy (at your cost) protecting you against claims for bodily injury, personal injury and property damage arising out of your use, occupancy or maintenance of the Residence. You may not do anything or allow any action that invalidates the policy. The renter's insurance may be issued by any company of your choice, provided that the carrier is licensed or admitted to transact business in California, and maintains during the policy term a "General Policyholders Rating" of at least a B+, V, in the most current issue of "Best's Insurance Guide." We must be listed as an "additional insured" (if this type of coverage is available from the insurance company) or as an "interested party" (if your insurance company will not name us as an "additional insured") under the insurance policy. Before the Commencement Date, you must deliver to us a certified copy of the insurance policy or certificates of insurance evidencing the existence and amounts of the required insurance.

## **Safety Tips**

The safety of you and your family is important to us and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, immediately report the leak to our office.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms or Carbon Monoxide Alarms, particularly if they are beeping. These alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## Vacation Checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify our office of how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence, there is someone for us to contact.
- Check your rent payment to ensure it will not become delinquent.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device/social media telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

## Holiday Tips

Please note if you live in a multi-unit community, the HOA may not allow decorations of any sort either on the exterior of the residence or balcony of the property.

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- Do not use fireworks in or around your residence.



## Emergency/Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies:

- Maintenance emergencies:
  - Please follow the maintenance instructions and call our office when appropriate.
  - We request that you treat the office staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - We request that you call emergency services first in a disaster; then notify our office as soon as possible about what has happened.
  - We will assign priorities of work during an area emergency/disaster and will work to assist you as much as possible.
  - When calling our office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## Illegal Drug Use/ Drug-Free Housing

We have a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents in any neighborhood. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high-security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify our office of your suspicions as soon as possible.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## Frequently Asked Questions

We have put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Can I install extra telephone lines?*

- You must first notify our office and obtain written permission to install the lines. You may then install the extra telephone lines if you pay the expense and disconnect them when you leave.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, the pet will need to be registered with our third-party pet screening partner, and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your PMI management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, the pet will need to be registered with our third-party pet screening partner, and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. We will need documentation from you to show you can support the financial obligation of property by yourself (3x rent amount for a single-family residence & 2.5x rent amount for an apartment/condo). We will **not** process a partial refund of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate submit his/her notice to vacate to our office. A formal lease addendum will need to be signed releasing the party from the lease obligation if approved by all.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and our office must approve the person PRIOR to them moving into the property. Applications are online at [pminorthbay.com](http://pminorthbay.com). If our office denies the applicant, he/she cannot move into the property. If approved, you and the approved applicant must sign appropriate documentation for the new resident.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why we will always contact you first to set a mutually agreeable date and time

## **Giving Your Notice**

Eventually, you will move, and we want you to be prepared when this is necessary. PMI Northbay tenants are required to give a **30-day** notice prior to moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact our office to discuss your options.
- Notices must be in writing (can be submitted via tenant portal as well). The day PMI Northbay receives the notice is the date the notice begins.
- Any request for rental history from a third party must be accompanied by a signed release from you authorizing us to disclose such information.

## **Setting Up Your Pre-Move Out Inspection**

After you submit your Notice to Vacate, per the Notice of Resident's Option to Request Pre-Move-Out Inspection provided with your lease documents, you have the right to request a pre-move out inspection. The inspection must be made no sooner than two weeks before you vacate. Final determination regarding condition of property/disposition of security deposit will be made once the property is fully vacated and possession turned over to PMI Northbay.

- It is the responsibility of the resident to deliver all keys and garage-door openers to us.
- Failure to deliver keys and openers may subject you to additional charges.
- Remember to supply a forwarding address and any updated telephone number(s) for your security deposit refund.



## Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your management team to discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

### Cleaning

- Clean the property throughout the interior and the exterior using Move-Out Guidelines presented with your lease documentation.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

### Carpet Cleaning

- Professional carpet cleaning is required upon vacating and noted in your lease agreement.
- Do not rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional cleaning from a reputable company is accepted.
- Call PMI Northbay for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of PMI Northbay, and a receipt is required during the walk through inspection.

### Draperies/Window Coverings/Windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.





## Replacements

- The following must be in working order to avoid charges when moving out:
  - Burned out light bulbs
  - Non-working smoke detector batteries
  - Missing doorstops
  - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

## Pest Control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the procedure for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- PMI Northbay will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

## Landscape Clean Up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

## Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

## Painting

- We request that you do not spackle, putty, or touch up paint.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

## Your Security Deposit Refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. PMI Northbay remits security deposit transmittals within **21** days in accordance with the state landlord/tenant law. Remember, we want your move out to be a pleasant and successful process.

## **Conclusion**

We hope that you have found the *PMI Northbay Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your management team.

***Have a Successful Residency***