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## **TENANT MANUAL**

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Property Management of Southern California  
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## **Tenant Welcome**

Property Management of Southern California [hereinafter PMOSC] welcomes you as a new tenant. To achieve a successful tenant/management relationship, we prepared this PMOSC Tenant Manual 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 PMOSC as their property management company and representative to manage the property you are renting/leasing. Therefore, you need to contact PMOSC when you need assistance and we have listed how in this manual.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. PMOSC is here to help you. We wish you a successful and enjoyable tenancy in your new residence.

## **Organization**

PMOSC operates in the Southern California, specializing in full-service property management and real estate sales. PMOSC has been operating since 2013, and is actively involved in the community.

## **Mission Statement**

It is the mission of PMOSC to serve 100% of the Southern California real estate market in an ethical and moral manner in accordance with the State of California Department of Real Estate and the National Association of Realtors (NAR) Code of Ethics.

## **Goals**

It is our goal to be the known name in Southern California for quality property management and real estate sales.



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## **Objectives**

While achieving these goals, PMOSC objectives are to do the following:

- To provide quality services to all persons and clientele associated with PMOSC
- To provide quality services and support to the community
- To uphold the guidelines of the State of California Department of Real Estate
- To maintain the ethics and standards outlined by the NAR and the National Association of Residential Property Managers (NARPM).
- To abide by and support Federal Fair Housing
- To uphold the standards of an Equal Opportunity employer
- To associate with, and use, only competent workmen
- To maintain a positive work environment for all personnel
- To encourage Personnel growth and promote education for all personnel

## **Company Specialization**

PMOSC specializes in the management of single-family residence, condominiums, and townhomes in the Southern California.

## **Legal Identity**

PMOSC is a State of California legal entity.

## **Commercial Location**

PMOSC is located at 28236 Via Alfonse, Laguna Niguel CA 92677

## **Ownership**

John F. Rennie is the owners of PMOSC. John F. Rennie is the Broker of Record.



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## **PMOSC Personnel**

When you work with PMOSC you will be interacting with many members of our team.

### **Broker**

The PMOSC Broker, also called the Broke of Record holds a broker's license and is legally responsible for supervising and directing all staff activities, reviewing all property management agreements and documentation relating to PMOSC and reviewing all real estate transactions.

### **Property Manager**

A PMOSC Property Manager oversees all property management activities and interacts with the property investors, tenants, vendors, and public. PMOSC Property Managers interact with, and when directed by Management, can supervise property management personnel and assistants. Property Managers are licensed real estate agents or brokers in the State of California

### **Assistant Property Manager**

An PMOSC Assistant Property Manager assists the Property Manager with overseeing all property management activity. They interact with the property investors, tenants, applicants, vendors, and public.

### **Showing Agent**

The Showing Agent oversees the marketing and showing of all properties for lease. Showing Agents are licensed real estate agents or brokers in the State of California

### **Marketing/Advertising**

The Marketing/Advertising staff are responsible for all aspects of marketing and advertising for both the properties for lease as well as PMOSC as a whole.

### **Bookkeeper**

The Bookkeeper is responsible for performing bookkeeping functions and maintaining bookkeeping files for PMOSC as directed by the Broker.

### **Sales Agent**

Sales Agents are responsible for recruiting new investors and properties for lease by PMOSC.

The following chart contains a list of names and telephone numbers of team members.

Position	Name	Phone + Ext. / E-mail
Broker	John Rennie	949-215-5000
Property Manager	John Rennie	949-215-5000

### **Communication**

Communication is key to the success in any relationship. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – investors, tenants, vendors, buyers, sellers, prospective clients, and the public.

#### PMOSC Website

PMOSC stays current with business technology. The PMOSC website – [www.PropertyManagementofSouthernCalifornia.com](http://www.PropertyManagementofSouthernCalifornia.com), has proved to be a tremendous benefit to our clients. Take the time to review our website for general information on our company as well as the Tenant's Page tab for any specific items

#### Company Communication

PMOSC personnel communicate with tenants by telephone, fax, and e-mail as appropriate. When possible, we prefer to communicate in writing to help avoid misunderstandings.

### **Office Information**

#### Address

Mailing address	28236 Via Alfonse
	Laguna Niguel, CA 92677

#### Telephone Numbers

Business	949-215-5000
Fax	949-249-1717

#### Standard Business Hours

Weekdays, Mon-Fri	9:00 a.m. – 4:00 p.m. (lunch 12:00 p.m. – 1:00 p.m.)
Saturday and Sunday	By appointment
Holidays	By appointment

#### Sales Agent Hours

Owing to meetings with clients, and outside marketing obligations, Sales Agents set their own hours and appointment times and may not always be in the office during standard business hours.

#### Property Manager Hours

Owing to meetings with clients, and outside obligations, Property Managers set their own hours and appointment times and may not always be in the office during standard business hours.

#### Email/Internet

E-mail:	<a href="mailto:john@pmosc.com">john@pmosc.com</a>
Website	<a href="http://www.PropertyManagementofSouthernCalifornia.com">www.PropertyManagementofSouthernCalifornia.com</a>

#### Holidays

PMOSC recognizes many federal and state holidays including:

- New Year's Day
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- Thanksgiving and day after
- Christmas Day

### **Protect Your Rental and Credit History**

Some day you will eventually 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 PMOSC the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/Lease Agreement

Upon move-in you received a copy of all documents that you signed. We recommend that you keep this paperwork, along with this manual, for easy reference. A rental lease agreement is a binding agreement on both parties. If you have any questions regarding your lease, please call your PMOSC management team.

### Rental Payments

Rent is due on the first of each month and late if not received by midnight of the third. No special allowances are made for holidays or weekends. If you know that you will have a delay or problem paying by the due date you should contact PMOSC immediately. Lack of communication can affect your payment record.

PMOSC receives rental payments by:

- US mail
- In the PMOSC office
- On-line through our website.

PMOSC does NOT accept rental payments in:

- Rolled coin
- Debit cards
- Post-dated checks

PMOSC does accept credit cards for rent payments subject to the following terms:

- The cardholder must be the person on the lease.
- The cardholder must come to our office to use the credit card.
- A 5% handling charge will be added to all credit card transactions.

### Fees/Charges

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

- Late fee – the PMOSC late fee is 10% of rent if rent is not received by the third day of each month.
- Maintenance charge – PMOSC will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If PMOSC receives a service call billing, you are responsible for reimbursement of same.

#### Maintenance Reimbursement

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

- Pay the bill and send the receipt to PMOSC.
- PMOSC 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
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your PMOSC management team for help.

### Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. PMOSC has more tips in this Manual.

#### Tenant Renovations/Alterations

It is the PMOSC policy that tenants do not do repairs or alterations. You agreed to this in the PMOSC 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 PMOSC
- PMOSC 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

#### Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. We want you to report maintenance items. However, there are items that are the tenant's responsibility and we have listed them again:

- Return the home back to the landlord in the same or better condition as when you took possession (paint, carpet, etc.).
- Maintain the home free of pests or insects. Per the Los Angeles County Department of Health, it is not the landlord's responsibility to eliminate ants. You can try using an over-the-counter product or you may hire a professional pest control company. If the problem persists, please contact our office.
- If your lease provides that you are responsible for the maintenance of the landscape, it is your responsibility to maintain all landscaped areas in the same condition as when you took possession.
- If your lease provides you with a gardening service and the grounds are not being maintained properly, please contact our office.
- Please contact our office if water from the irrigation system is spraying the house. Excess water can penetrate the window frames and damage the underlying wall boards causing a potential water problem in the home.
- Replace air filter to the furnace 2 to 3 times per year, especially prior to winter and summer months. Some units have multiple filters. If you are unclear as to the location of the filters, please contact our office.
- Report any water leaks or needed repairs immediately. If repairs are not reported in a timely manner, they can lead to collateral damage, and you may be held responsible for the cost of repair for the collateral damage.
- 
- You are responsible for clogged drains, including but not necessarily limited to kitchen sinks, bathroom sinks, toilets, laundry room sinks, washing machine drains, unless such clog is the result of tree roots blocking the main drain line. Caution should be taken with what, and how much, you put down the drains or garbage disposal. You may be able to clear the line with a

plunger. If you call us, we send someone to clean the drain, and the clog is not from tree roots, you will be charged for the service call and repair.

- You are responsible to keep yard drains free of debris.
- It is your responsibility to keep mildew cleared off of walls. Mildew is not a normal condition. If exhaust fans or windows are placed in bathrooms, please use them in order to prevent the build-up of mildew.
- It is your responsibility to use all fixtures properly. If we discover that the problem is due to misuse or improper operation, you will be responsible for the cost of repair/replacement.

#### Procedures for Requesting Maintenance

##### Before calling PMOSC:

- Determine if there is a true emergency or a non-emergency.
- 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 PMOSC office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the PMOSC office and report the problem and if necessary, call 911.
- An emergency is NOT heating and/or air-conditioning, but PMOSC recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.

##### Non-Emergencies:

Contact your property manager about the requested repair. A PMOSC representative will assign a vendor to contact you.

- PMOSC does not give vendors keys to the residences.
- 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 the PMOSC office as soon as possible if you are unable to make the appointment.

- If you do not hear from a vendor or repairperson within 5 – 7 business days, call the PMOSC office and inform your management team or a staff person that a vendor has not contacted you.
- A PMOSC staff member 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, call PMOSC and state you had a recent repair but there is still a problem.
- Recent repair means within the last 60 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.” Here are more tips:

- 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.
- Do not use “cleaning products” on 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

#### 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.

Washing machine:

- A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors

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 PMOSC 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, monthly if you smoke. 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.
- Report any major drafts to the PMOSC office.
- 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 three months. A clean filter helps the furnace to run more efficiently

#### Renters Insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. To avoid a loss, acquire renters insurance now.

#### Safety Tips

The safety of you and your family is important to PMOSC 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, report the leak immediately to PMOSC.
- 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 PMOSC immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to 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 the PMOSC 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 PMOSC how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come

home to a late notice and charges.

- 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 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.
- Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
- 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

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.
- For fireworks celebrations:
- Do not use illegal, dangerous, or explosive devices.

- Only buy legal fireworks and check where you can use them.
- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

#### Emergency/Disasters

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

#### Maintenance emergencies:

- PMOSC outlined in the Tenant Handbook that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc. We have also reviewed them in this manual.
- Please follow the maintenance instructions and call PMOSC when appropriate.
- PMOSC requests that you treat the PMOSC 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:

- Be prepared and use the PMOSC Emergency/Disaster checklist enclosed with this information.
- 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.
- PMOSC requests that you call emergency services first in a disaster; then notify the PMOSC office as soon as possible what has happened.

PMOSC will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible. When calling the PMOSC office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

### **PMOSC Emergency/Disaster Preparedness List**

Take the time to review and implement this list – it could be a lifesaver.

Pre- Emergency/Disaster Checklist:

	Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
	Know where the shut off valves are in your residence, review page 9 in the PMOSC Tenant Manual, “getting to know your residence”
	Keep copies of important papers stored in a safety deposit box
	Make sure your renters insurance is current at all times
	Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
	Plan escape routes in the event of fire and inform every resident of the routes, including children
	Teach children how to use 911 or call for other services
	Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.
	Have a portable radio with plenty of extra batteries and the right kind for the radio
	Have two or more flashlights with the extra batteries and for the right kind the flashlight
	Have large long-burning candles and matches available
	Have an adequate first aid kit and replace items when necessary
	Keep your cellular phone charged

Use this list when an emergency/disaster occurs:

	In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve
	Keep your car in the driveway, if it is practical, for any necessary evacuation
	Call 9-1-1 only to access help and NOT to learn news
	Call PMOSC when it is practical, but remember that PMOSC will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes
	Only call people when necessary and have an emergency contact outside your area who can notify other people
	Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
	Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
	Leave a single light on to alert you that power is restored
	If you use candles and matches, do it <u>safely</u> – you do not want to create another problem
	Limit cell phone usage or use your car to charge batteries
	If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
	If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
	Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
	Only open freezers and refrigerators when necessary to avoid losing food as long as you can
	Conserve water and food when disaster occurs
	If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.



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### Drug Free Housing

PMOSC has 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 from the lowest income neighborhood to the highest. 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 PMOSC of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

### **Frequently asked questions**

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

Q1: Why did I receive a notice when I paid the rent on the 5<sup>th</sup> of the month?

A1: As outlined in this Manual before, the rent is due on the 1<sup>st</sup> day of the month, and late if not received by the 3<sup>rd</sup> day of the month. Once the 3<sup>rd</sup> day of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. PMOSC serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Q2: Why can't I clean the carpet myself?

A2: We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Q3: Can I install extra telephone lines?

A3: You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify PMOSC and obtain written permission to install the lines.

Q4: Can I have a satellite dish?

A4: Yes, you can have a satellite dish. However, you must submit a request to PMOSC and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your PMOSC management team for details.

Q5: I did not have a pet when I moved in; can I have a pet now?

A5: Notify your PMOSC 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 and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

Q6: What happens if my pet dies or runs away, can I have my increased security deposit back?

A6: 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.

Q7: What happens if I want another pet?

A7: Notify your PMOSC 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 and a pet agreement signed.

Q8: My roommate wants to move, but I want to stay. What do I do now?

A8: Your roommate needs to submit a partial notice to vacate. PMOSC will need documentation from you to show you can support the property by yourself. PMOSC will not partially refund part 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.

Q9: I want to add a roommate, now what do I do?

A9: The prospective roommate will have to submit an application and PMOSC must approve the person PRIOR to them moving into the property. You can obtain applications at the PMOSC office. If PMOSC denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Q10: Why do the owners want to see the property?

A10: The owners are showing responsibility toward the maintenance of the property and the condition of 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 PMOSC contacted you first to set a date and time.

### **When it is time to move**

#### Giving Your Notice

Eventually, you will move, and we want you to be prepared when this is necessary. PMOSC tenants are required to give 30-days' notice prior to moving. We have provided herein a "Notice to Vacate from Tenant Form" to be used when you anticipate moving. A copy may also be found on the Tenant page of our website [www.PropertyManagementofSouthernCalifornia.com](http://www.PropertyManagementofSouthernCalifornia.com).

#### Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can 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 your PMOSC management team to discuss your options.
- Notices must be in writing. The day PMOSC receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- PMOSC does not accept notices by e-mail because of lack of signature; PMOSC does receive notices by fax.
- PMOSC does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to PMOSC to give out rental references.
- The PMOSC Notice to Vacate from Tenant contains the authorization for allowing PMOSC to give out rental references. This form is included with this information.

#### Setting Up Your Move-out Appointment

After you submit your Notice to Vacate, PMOSC will send you a three-page letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.

- PMOSC only performs move out appointments during weekdays, 9 am to 5 pm.
- It is the responsibility of the resident to deliver all keys and openers to PMOSC either at the move out appointment or delivery to the PMOSC office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the PMOSC Moving Checklist so you remember important details.

### **Preparing the Property**

When you are ready to move, if you have questions on how to prepare your residence, please call your PMOSC management team, and 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

- Have the property cleaned throughout the interior and the exterior.
- 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

- Carpets should be vacuumed.
- Carpet cleaning will be required if the condition exceeds normal wear and tear.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- The carpet cleaner must perform their work to the satisfaction of PMOSC and a receipt is required.
- PMOSC will not reimburse for any carpet cleaning contracted by tenants.

#### Draperies/Window Coverings/Windows

- 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.
- 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.

#### Pets

If you had a pet, upon vacating the premises you will be required to:

- Have the carpets (if any) professionally cleaned and chemically deodorized
- Have professional pest control for all possible animal borne pests including, but not necessarily limited to, fleas and ticks.
- If you fail to provide receipts for the above services we will perform them at your expense and the costs for said services will be deducted from your pet and/or security deposit.

#### 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 touch up paint unless you are sure the paint will match.
- Charges will 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.



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## 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. PMOSC remits security deposit transmittals within 21-days in accordance with the state landlord/tenant law. Remember, PMOSC wants your move out to be a pleasant and successful process.

## **Conclusion**

We hope that you have found the PMOSC Tenant Manual 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 PMOSC management team