

**KTB Property Management  
Tenant Handbook**

**8880 Cal Center Drive  
Suite 400  
Sacramento, CA 95826**

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## I. INTRODUCTION

**Congratulations** on your new home and thank you for choosing KTB Property Management as your property management company. We want to make your association with our firm a pleasant experience. Our hope is that this Tenant Handbook will help to establish a professional relationship between the two of us.

We are associated with NARPM (National Association of Residential Property Managers), CALNARPM (California Chapter of the National Association of Residential Property Managers) and SACNARPM (Sacramento Chapter of the National Association of Residential Property Managers). If you need a property manager in another location to manage your home, we will be happy to provide you with the name of a NARPM member.

If you decide to purchase a home in the area, it would be our pleasure to assist in any way possible. We are full service Real Estate Brokerage and by having earned our CRS (Certified Residential Specialist) and GRI (Graduate of the Realtor Institute) designations we are among the top 5% of all Realtors nationwide. If you wish to purchase the home you have rented, we will be glad to speak with the owner of the property on your behalf.

As Professional Property Managers, we have obligations to both you, as the resident and to the owner of the home. This handbook, WHICH IS PART OF YOUR LEASE, outlines your responsibilities to us and to the home. Please read it carefully.

Please keep this handbook in a handy spot and refer to it with any questions you may have. Of course, we are available to answer your questions and to provide quality service.

- **Office hours:** Monday – Friday 8:30am-5:00pm
- **Phone:** 916.217.9180
- **Fax:** 916.668.7001
- **Emergency Number 916.217.9180 after hours only**
- **Email:** bob@ktbpropertymgmt.com
- **Address:** 8880 Cal Center Dr. Suite 400  
Sacramento CA. 95826

## II. TENANT RESPONSIBILITIES

You have rented a home. . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Owner and you are expected to care for and maintain the premises accordingly.

This tenant handbook is part of your rental lease and is legally binding. Please keep this handbook where you can find it.

### A. Rental Payments

- Rent is due on the first and late thereafter. Payments will be accepted in personal check, money order or certified funds and should be made payable to KTB Property Management. We do not accept cash payments for the safety of our office staff. We also have on line access for you to pay your rent. You will find that information in your tenant paperwork.
- You may mail or deliver your payment to our office address. Please write your address on the memo line of your check to insure proper credit. For after hour convenience, there is a drop slot to the right of the front door of our office building. Please enclose the check in an envelope and put our name on the front of the envelope. **DO NOT LEAVE CASH.**
- **LATE FEES: Late fees will begin to accrue beginning at the close of business on the 3<sup>rd</sup> of the month. The late fee is \$95.00 for the first day plus \$5.00 per day thereafter.** Week-ends and holidays **DO NOT** extend the grace period. Unpaid late fees will be charged against your security deposit when you vacate. Continued failure to pay rent on time will result in termination or non-renewal of your tenancy.
- **NSF CHECK FEE-\$45.00.** If your check is returned for Non Sufficient funds, your rent will be considered late and you will be charged for late fees as outlined above up until the funds are made good.

### B. Phone Number

- You are required to have telephone accessibility and to:
  - a) provide us with home, work and cell numbers
  - b) if your numbers change, you must provide us with the new numbers

**C. Garbage and Recycling**

- You are required to use the proper waste management service.
- Use appropriate containers.
- Set out at appropriate time.
- Do not accumulate trash in and around the home.

**D. Disturbances, Noise and Nuisance**

- Tenants should conduct themselves in a way that will not offend or disturb neighbors or passersby. This includes extreme or excessive noise and includes loud or lewd music and vulgar or profane language.
- Above are considered violations of the lease. One written warning will be given. Further violations are cause for termination of lease.

**E. Parking/Vehicles**

- Park in designated areas, i.e. garage, carport, driveway or street.
- Parking in yard, sidewalk or over drain fields is not permitted.
- No major vehicle repair allowed.
- If your vehicle leaks fluid, place protective pan under vehicle.
- All vehicles on premises must be maintained in running order and have current registration.
- Maximum of **TWO** vehicles on property without express written consent for additional vehicles.
- Boats, travel trailers and motor homes must be in compliance with Homeowners Rules, Regulations and Covenants for the property.
- Condos and Townhomes frequently have guest parking spaces. These spaces are reserved for the use of guests of all residents and not to be used for tenant vehicles.

**F. Guests**

- Guests staying more than 2 weeks will be considered tenants unless prior written permission is obtained.
- You are responsible for the behavior of your guests.

**G. Emergency Maintenance and Repairs**

- An emergency is when danger is present or property damage has occurred or is about to occur. Please do not abuse the emergency system with other types of calls.
- For a fire emergency, contact 911 FIRST, then call us.
- For a gas leak contact PG&E at 1.800.743.5000, then call us.

**H. Pets**

- No animals of any kind are allowed without written permission in the way of a pet addendum, and an increased security deposit. The

additional deposit becomes part of your security deposit and is not limited to your pet damage. The entire deposit is refundable according to terms of the security deposit agreement and pet addendum.

- We **DO NOT** accept Rottweiler's, Doberman Pinschers, Pit bulls or Chows due to their liability. **WE ALSO DO NOT ALLOW** snakes or ferrets.
- A portion of the deposit may be held for 21 days following your departure to assure there are no fleas.
- Damages caused by pets are the sole responsibility of the tenant. The entire security deposit may be used to repair the damages. Any additional costs will be billed to you including the cost of carpet replacement damaged by pet and urine odors.
- Bringing a pet into the home without approval is grounds for eviction.

**I. Renters Insurance**

- Insurance is highly recommended. Proof of insurance should be provided to KTB Property Management in case of an emergency.
- Insurance should be kept current while you reside in your rental.
- Neither KTB Property Management nor the owner of the home is responsible for damage or loss of your personal property.
- Insurance must include liability coverage for damage to the residence of \$300,000.00.

**J. NO Smoking in the Home**

- Smoking by the tenant or their guests may be done outdoors only. This also includes no smoking in the garage.
- Smoking in the home will cause you to be charged beyond the security deposit in order to remove the smoke odor and nicotine staining. This may include, but is not limited to additional carpet cleaning and deodorizing, professional drape and blind cleaning and washing and painting of walls and ceilings.

**K. Antennas and Satellite Dishes**

- Installation of these must have written permission.
- May not be attached to siding or roof.
- Must be removed when you vacate the property.

**L. Combustible Fluids**

- May be kept on the premises only in small quantities for lawn mowers and weed-eaters.
- Must be kept in approved containers.

**M. Utilities**

- Tenant is responsible for all utilities unless otherwise specified in the lease.

- Failure to keep water and sewer bills current may result in termination of the lease.

**N. Illegal or Unauthorized Activities**

- Using the residence for illegal activities such as the manufacture or distribution of drugs and/or drug paraphernalia, manufacture or distribution of pornographic material and prostitution are considered grounds for immediate eviction.
- Home operated businesses must be approved in writing by management.
- Day Care operations are not allowed due to homeowner liability issues.

**O. Open Burning**

- It is strictly prohibited to have open burning of yard waste or any other items on any of our rental properties.
- Portable or already existing fire pits are permitted for cooking purposes only. Portable fire pits may not be placed on grass, decks or close to house. There must be a protective material (such as bricks) between a portable fire pit and concrete patio.

**P. Heat**

- Change furnace filters monthly during heating season.
- Keep area around furnace clear of all stored items. Furnaces need adequate ventilation to operate.
- Do not store flammable materials in the immediate vicinity of the furnace.
- If it is oil heat and there is a maintenance contract on the furnace, you are required to purchase oil from the company that holds the contract.
- Oil tanks must be kept at a level of no less than 8". You are responsible for repairs that are due to not enough oil or fuel.

**Q. Smoke and Carbon Monoxide Detectors**

- Smoke detectors are in all homes, carbon monoxide detectors are also in all homes.
- It is tenant responsibility to replace batteries twice a year.

**R. Extermination**

- Any pest control problems are to be reported within 3 days of move-in.
- Future infestations except for carpenter ants and termites shall be your responsibility. This includes rodents and spiders.

**S. Paint, Wallpaper, etc.**

- Any changes to the house must be submitted to KTB Property Management in writing along with samples of colors, drawings, etc.



- Changes **MUST BE APPROVED** prior to any alterations. You will receive written confirmation if approved.
- Any changes/improvements will be inspected after completion.

**T. Circuit Breakers**

- A circuit breaker may appear on even if it is off. If you have a partial power outage in the home, check the breakers. Flip completely off, then back on.
- Bathroom or garage and outdoor outlets are probably on a GFCI. If you lose power near a water source it is usually a GFCI. These are usually located at the bathroom outlet or at the breaker box and are usually a red or yellow reset button.

**U. Lawns and Grounds**

- Unless specified that lawn service is provided, you are required to care for the lawn and grounds and keep them in as good a condition as when you moved in.
- Includes, watering, mowing, fertilizing, trimming and weeding.
- Keep shrub growth away from siding, roof and eaves.
- Report to management any tree growth over roof or around fireplace chimney.
- January is the best time for pruning flowering trees, and roses.
- Do not leave hoses connected to the outdoor faucets with the water turned on when not in use.
- Disconnect hoses from spigots for winter months.

**V. Light Bulbs**

- At move-in all fixtures will have the proper bulbs in place.
- Tenant is responsible for all bulb changes during occupancy. Do not use higher wattage bulbs than recommended to prevent fires.
- At move-out, all fixtures must have correct number of bulbs with correct wattages. Decorative bulbs must match.

**W. Plumbing/Septic Systems**

- Damage or stoppage after 5 days of occupancy will be your responsibility unless it is a mechanical failure.
- Throw nothing into the plumbing system other than what it was designed for.
- If on a septic system carefully follow the listed procedures in your rental paperwork.

**X. Waterbeds and Aquariums**

- ANY damage caused by waterbeds or aquariums is tenant responsibility.
- Insure that your renters insurance covers these items.

**Y. Hanging Pictures, etc.**

- You may hang pictures on the walls. Please do not use molly bolts.
- **DO NOT** fill holes with spackle or other compound when you vacate.
- **DO NOT** paint spots where holes or pictures were hanging. This leaves “freckles” on the walls.
- A charge may be assessed for extreme numbers or extra large holes due to molly bolts or wall anchors.

**Z. Broken Doors, Windows and Screens**

- These items are generally due to negligence and are the responsibility of the tenant.

**AA. Vacations**

- Please notify us if you will be gone for an extended period of time so we can drive-by the home during your absence.
- Notify a friend or neighbor of how to reach us in case of an emergency.

**III. TENANT TIPS**

**A. Maintenance Requests**

- Put all maintenance requests in writing and submit said request to the office, by email. Include your work and home phone numbers so our repair company can reach you to schedule the repair.
- Be specific about the problem, i.e. model numbers for appliances, which bathroom has the problem, etc.
- You must report all system breakdowns and structural defects.
- All repairs must be authorized by management even if you wish to do the repair yourself.
- Take action yourself: if it is a serious leak stop the water source, if electrical, turn off the breaker involved.
- Call if you are not notified by a repair company within 48 hours of your work request not including week-ends and Holidays.
- You will be charged for all repairs due to misuse or neglect.
- A charge will be assessed to the tenant for service calls if you fail to keep an appointment, a circuit breaker has tripped or a power switch is turned off.
- **CALL FOR ALL EMERGENCY REPAIRS.**
- **DO NOT HIRE REPAIR PEOPLE ON YOUR OWN. YOU WILL PAY THE BILL IF YOU DO.**

**B. Tenant Maintenance Responsibilities**

- Replace light bulbs.
- Replace heat or air conditioner filters monthly.
- Replace Smoke and carbon monoxide detector batteries twice a year.
- Relight gas or furnace pilot lights.
- Routine cleaning should include vacuuming, washing floors, bathrooms, stove top and oven cleaning. Keeping your home clean

while living there will make preparing for your move-out inspection easier.

**C. Repairs For Which You Will Be Held Responsible**

- Hot water heating elements if caused by empty tank.
- Clogged drains and toilets due to foreign objects. (Hair is a foreign object.)
- Broken or damaged disposals due to excessive or improper food stuffs being placed in them
- Broken water pipes caused by freezing weather when our winter guidelines are not followed. (Please see section VII)
- Damage or extraordinary wear on floors, walls, ceilings due to smoking or any unusual or unreasonable use.
- Broken or damaged yard sprinklers
- Damage to fences, outside walls, shrubs, trees, plantings, yard.
- Broken glass.
- **Damage due to unreported water leaks.** Watch for any water on bath and kitchen floors and caulking that needs attention.

**D. Stoves**

- Oven or broiler not working? Check the timer-it may need to be turned until it pops out. Make sure it is on Bake and not Timed Bake.
- DO NOT use oven cleaner on self-clean or continuous clean ovens.

**E. Dishwashers**

- Use at least once a week to keep seals from drying out.

**F. Garbage Disposals**

- Not working? Check for re-set button on the unit. Check circuit breaker.
- Always have water on while running the disposal.
- May be un-jammed by turning blades backwards with wooden spoon or broom handle, only while turned off. (Never use your hands). If this does not work, call for service.
- Do not use for bones, grease, eggshells, onion skins, celery. Do not overload.

**G. Washer/Dryers and hook-ups**

- Check hoses and washers when you are installing your units.
- When on vacation, turn the water off to you washer.
- Check wall and floor frequently for evidence of a hidden leak.
- Clean your dryer vent after each use. The dryer vent hose may also get clogged and needs to be checked periodically.

**H. Fireplaces and Woodstoves**

- Be safe when burning
- DO NOT burn cardboard, holiday wrapping, plastic or garbage.

- DO burn properly aged and dry firewood. Using wet or green firewood builds up creosote which will cause chimney fires.
- Most fireplaces have dampers. Ensure the damper is open before starting a fire and close only when the fire is completely out.
- When cleaning out ash, use only non-combustible containers and ensure that the ash is cold.

#### **I. Locked Out?**

- If you are locked out of your home Monday through Friday from 8:30 to 5:00, you may borrow a key from KTB Property Management. There will be a charge of \$25.00 for any borrowed key not returned within 24 hours.
- If you are locked out at a time that is not during regular office hours, you will be charged \$125.00 for us to open your home.

### **IV. Moving Out**

#### **A. Put It In Writing**

- Give notice at least 30 days prior to the next rent due date by law.
- Home will be marketed during the notice period. There will be a sign in the yard. You will be given 24 hours notice prior to a showing. Showings will generally occur between 9:00 a.m. and 5:00 p.m. Please keep the house and yard neat and clean during marketing. A home that shows well will rent more quickly!
- Keys are to be turned in no later than 5:00 p.m. on the day you gave notice to vacate. If keys are not turned in, your rent will continue to be charged until they are returned.
- Garage door openers are to be left at the house in a kitchen drawer.

#### **B. Move-out Inspection**

- Follow the specific cleaning requirements exactly and thoroughly. There is a house cleaning requirements sheet in this book (Appendix A) and you will be sent another when you give notice to vacate.
- KTB Property Management will complete the inspection within 2 working days after your move-out.
- Carpets must be professionally cleaned by a company with truck-mounted steam equipment.
- We are happy to refer you to company's for house cleaning and carpet cleaning. Anyone you hire should be paid by you prior to you leaving the area.
- Cleaning not completed will be completed and charged to your security deposit.
- Damages to the home will be charged to your security deposit.
- There is a maintenance administration charge of 15% or \$25.00 per work order, whichever is greater.
- Any costs not covered by your security deposit will be billed to you.

- Unpaid costs not paid by you within 30 days, **will be sent to collections.**
- **WE LIKE TO RETURN SECURITY DEPOSITS!!!** Life is much simpler that way. Please help us!!

### C. Return of the Security Deposit

- **The Security Deposit may NOT be used as the last months rent. This is against the law.**
- The Security Deposit will be mailed to you not later than the 21st day after the return of your keys.
- Following are the requirements for a full refund.
  - a) Completed lease term and given proper 30 day notice.
  - b) Have left the premises clean and undamaged and per the cleaning requirements.
  - c) Have removed all debris, rubbish and personal property from the premises.
  - d) Paid all charges and rents due.
  - e) Provided a forwarding address.
  - f) **PLEASE NOTE:** Final water and sewer bills are paid from your security deposit because these are lienable utilities and the utility companies will not send separate billings. If you live within the Sacramento city limits, your final garbage bill will also be paid from your security deposit.

## V. What If I Break My Lease?

### A. By signing a lease you agreed to pay the rent and expenses of the home for the full term of the lease.

- If you move before the end of the lease you must pay rent, utilities and yard care for the balance of the term of the lease.
- Your obligation stops when a new tenant takes possession of the home or the lease term ends, whichever comes first.
- You will be required to leave the home clean and undamaged.
- You will be required to pay all advertising costs involved in securing a new tenant.
- Failure to pay all costs associated with breaking your lease will result in collections.
- A check-out inspection will be conducted when you vacate and turn in your keys.
- **Because rents are based on long-term occupancy, should you vacate before your lease has elapsed, your entire Security Deposit will be forfeited.**

### B. Military Clause

- If you are in the military, have a military clause and provide military orders showing transfer outside of the Puget Sound area, you will be released from your lease.

- You must still give the proper 30 days notice in writing prior to the next rent due date along with a copy of your orders.

## VI. Moving In

### A. Inspections

- An inspection will be completed prior to move-in by the property manager.
- You will have five (5) days after move-in to make any additional notations on the inspection addendum.
- All homes are re-keyed for each new tenant. Two sets of keys are issued at the time of move-in.
- If you need to re-key during your tenancy for any reason, it will be at your expense and copies of new keys must be provided to management.

## VII. Winter Requirements:

### A. When temperatures drop to 30 degrees and below, we start having water pipes freeze.

- **DO** disconnect all hoses from spigots.
- **DO** leave cabinet doors under sinks open overnight if they are on an outside wall.
- **DO** leave faucets that are located on an outside wall dripping overnight so they do not freeze.
- **DO** make arrangements with friends or neighbors or your Property Manager if you are going to be gone during winter months.
- **DO** leave your heat on even if you will be gone an extended time over the winter months. This should be a minimum of 50-55 degrees.
- If you are on a well and there is a light bulb in the well house, make sure it is working. The small amount of heat generated may keep your pump from freezing.
- **NOTE:** The cost to repair frozen pipes that break due to failure to follow these guidelines will be billed to you.

## VIII. Management Responsibilities:

### A. Repairs

- Repairs will be handled as quickly as possible. Safety issues are addressed first. These include things like heat, refrigeration and hot water.
- Unusual, unnecessary requests will need to be approved by property owner prior to us issuing a work order.
- Examples of repairs to be made by management at no expense to you:
  - a) Repairs to heating systems from normal use.
  - b) Replace heating units for hot water tanks from normal use.
  - c) Repair leaking roofs.

- d) Replace/repair any part of plumbing which fails from normal use.
- e) Remove broken electrical components.
- f) Treat for termites/carpenter ants. You must notify us if you notice a problem.

**B. Periodic Inspections**

- Routine Inspections are done at 6 months and annually thereafter unless there is indication that more frequent inspections need to be made.
- The reason for these inspections will be to check for plumbing leaks, check the status of smoke detectors and to be aware of any potential hazards and necessary maintenance items. Verification of compliance with all terms and conditions of the lease will also be noted. Advance appointments will be made.

**IX. SUMMARY**

- A. This Handbook Is For You – In the excitement of moving, we often don't remember all the instructions and requirements of the rental agreement or lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is in the handbook. If you find something you think would be helpful to others, but are not included, please notify your property manager. We are always looking for additional ways to serve you.
- B. Welcome to KTB Property Management – Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Sacramento region. We look forward to a pleasant relationship and a happy renting experience.

## **APPENDIX A**

### **CLEANING GUIDELINES FOR MOVE-OUT CONDITION**

The following is a list of cleaning requirements to be followed when vacating your residence.

#### **KITCHEN**

##### **Oven:**

Oven and oven racks are to be cleaned and free of all baked-on matter. Continuous clean and self-cleaning ovens are **not** to be cleaned with oven cleaner. Clean continuous clean ovens with soapy water only. Follow directions usually printed on the oven door for self-cleaning ovens or call the office for instructions.

##### **Stove:**

Burner knobs, burners, drip pans, rings and under drip pans are to be cleaned and free of grease. If the stove is not built-in, it is to be pulled out and cleaned underneath. Clean exhaust fans and filter. Clean bottom drawer and underneath. Exhaust fan and surrounding surface should be completely free of grease and light bulb working.

##### **Refrigerator:**

Clean inside and out. This includes all surfaces inside and underneath storage. Pull out and clean underneath and behind the refrigerator.

##### **Cabinets:**

To be cleaned inside, outside and on top. Free from food and grease residue.

##### **Dishwasher:**

To be cleaned and free of soap scum and mineral deposits inside and clean the Outer edges, as well as the front of the dishwasher.

##### **Sink & Counters:**

To be scoured and cleaned of as much stain as possible.

##### **Floor:**

Wash and rinse thoroughly.

#### **BATHROOMS**

##### **Fixtures:**

Scour all fixtures: sinks, faucets, shower and toilet. Use a non-abrasive cleanser for fiberglass surfaces.

##### **Tiles, Walls & Ceilings:**

Clean any mildew from surfaces.

##### **Ceiling Fans:**

Clean surface, as well as blades.

##### **Cabinets:**

To be cleaned inside and out.

##### **Floor:**

Wash and rinse thoroughly.

##### **Mirrors & Medicine Cabinet:**

Wash and clean inside and outside including shelves and mirrors.



## **ALL OTHER AREAS AND ROOMS**

### **Windows:**

Wash inside and outside and remove mildew and dirt from window tracks.

### **Walls & Woodwork:**

Spot clean. Clean baseboards, dust doors, tops of doors and stair rails. Remove finger prints and food stuffs. Remove all cobwebs. **DO NOT SPACKLE HOLES OR TOUCH UP PAINT.**

### **Lights:**

Clean light fixture globes/covers inside and outside. All light bulbs must be left in working order and be the appropriate bulb for the fixture.

### **Closets:**

Clean out and wipe down shelves. Vacuum inside and remove any cobwebs.

### **Window Coverings:**

All that are washable are to be washed, ironed and re-hung. If in doubt, look for a washing instruction tag on the hem or top of curtains or call the office. Vacuum other drapes and wipe down all curtain rods. Blinds must be cleaned and free of dust, dirt and grime. Pleated shades and other shades must be vacuumed.

### **Carpets:**

**MUST** be professionally cleaned by a carpet cleaning company with truck mounted steam cleaning equipment. We will be happy to recommend a cleaning professional to you. Please make arrangements to have them done so they are dry during our inspection. Please provide a receipt that the carpet cleaning has been completed and paid for.

### **Hardwood Floors:**

Clean using products approved for use on hardwood floors.

### **Radiators & Heaters:**

Vacuum and replace furnace filters; clean cold air returns and floor heating ducts.

### **Garage/Carport:**

Clean and remove grease from the floor as much as possible, remove cobwebs from ceiling and walls. Wipe down shelves. Remove all trash.

## **OUTSIDE**

### **Lawn & Flower Beds:**

Mow, trim and weed as necessary.

### **Decks, Patios, Porches & Sidewalks:**

Sweep and hose down.

## **UTILITIES**

### ***Puget Power:***

Have the power removed from your name effective the last day of your agreed upon rental period or the last day of your home occupation, whichever is later.

### ***Cascade Natural Gas:***

Have the gas removed from your name effective the last day of your agreed upon rental period or the last day of your home occupation, whichever is later.

**NOTE: Do not have the power or gas turned off. The utility company will put them into KTB Property Management's name when you remove them from your name.**

**Garbage:**

Have the garbage service stopped after the last trash pick-up day for you.

**Cable TV:**

Have the service discontinued when you vacate.

**NOTE: KTB Property Management will handle water and sewer bills. Your final water and/or sewer bill will be paid from your security deposit as they are lienable utilities.** If you live in the city limits, your final garbage bill will also be paid from your security deposit.

The residence must be completely emptied of all personal items, debris and cleaning utensils before a checkout inspection is made. Checkout is done by KTB Property Management staff. **Keys are to be returned by 5:00 p.m. on the date you have given notice to vacate by.** The deposit disposition will be sent on the 21st day after keys have been turned in. The disposition will include explanations of damages and cleaning and any cost incurred. Occasionally, we will not have final bills in by the 21st day, but an explanation will still be mailed detailing what the security deposit is being held for. When the final bills have been received, a final disposition will be sent to you. This will include a check if we owe you money. If you have a balance owing, the amount will be noted and funds will be expected from you within 30 days.

## **EMERGENCY/DISASTER PROCEDURES**

- A. Make Your Plan Now! – The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.
- B. Two Types of Emergency – The first type is one that is specific to the property you rent (i.e. a tree falls on the house or a hot water heater bursts. The Non-Disaster Emergency section directly follows.

### **NON-DISASTER EMERGENCY PROCEDURES**

(i.e. kitchen fire, hot water heater leak, burst water pipe, tree on house, etc.)

**Upon first occurrence or discovery of problem, take steps to prevent further damage immediately.** If the emergency is life-threatening, you should vacate the premises immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team.

## RESIDENT RESPONSIBILITY

- \* Take steps to prevent additional damage immediately.
- \* Turn off the source of water, electricity or gas, as the situation demands.
- \* Notify KTB Property Management – if it is after hours, use emergency line.
- \* Make claim on Renter’s insurance.
- \* Notify KTB Property Management of Renter’s insurance coverage.
- \* Provide emergency (police, fire, etc.) reports to KTB Property Management within two (2) days of the incident.
- \* Provide access for insurance, repair people, etc. to assess and repair damage.
- \* Notify management of delays, “no show” appointments, problems with repairs.

## KTB Property Management’s Responsibility

- \* Notify the Owner, insurance company and repair companies.
- \* Take pictures of damage for Owner report.
- \* Inspect and take pictures of finished work.
- \* Handle complaints/conflicts between Tenant and repair company.

You will be contacted within 48 hours by the insurance company. They will assess the damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday, and may require several days to complete. The repair company will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with your property manager for key check-outs.

After the repairs are complete, management should call you to set up a time to re-inspect. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the inspection. Your help is vital to this process.

You are responsible for any loss to the Owner due to Tenant negligence. If the damage was caused by a current Tenant or a guest, please be aware all charges not covered by insurance will be billed to you.

1. The second type of emergency is an area-wide disaster (i.e. an earthquake, etc. If you decide to leave town in an emergency, you still must secure the property prior to leaving.. The Area Wide Disaster plan immediately follows.

## Area Wide - DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and a storm kit. This kit should include emergency lighting (i.e. batteries, battery-operated radio, lanterns, flashlights, etc.), a fresh supply of drinking water, non-perishable foods, a supply of medications needed, etc.
2. Please complete the Disaster Plan-Tenant Form (APPENDIX C) in the back of this booklet, and
3. Fax or deliver the Tenant Form to the office of KTB Property Management – Fax (916) 668.7001. If the information changes, please update it for us.

4. If you cannot get through, call the office and read the information from the completed form to the answering machine or call our answering service at 1-916.217.9180. Then mail the form immediately.
5. Stay tuned to the local news media and follow all recommended precautions and instructions. The local governments have a thorough Disaster Plan and the news media will keep us all informed.
6. If necessary to leave your house, please be sure to:
  - a. Turn off the main breaker to the house.
  - b. Turn off the main gas line to the house (call PG&E Company for instructions).
  - c. Turn off the main water supply to the house (normally found in the garage in newer homes).
  - d. Take all recommended precautions by the local news media.
  - e. Secure your pets inside. If it is not safe for you outside, it is not safe for your pet either!
  - f. Secure all outside items. Any item that may turn into a flying object should be secured.
  - g. Secure the house against damage: follow all recommendations by the local news and the Emergency Preparedness teams in the area.
  - h. Make sure management has a key for your house. Have you changed your locks lately? Or locked yourself out and borrowed the office key?
  - i. If you are leaving town, call the office at a convenient time to let us know the home is vacant and before returning to verify the house is safe to return to. Take your pets if you leave the house.

**YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE EXPECTED TO DO.**

Revised: January 2015

The following pages  
are not considered to  
be part of your lease,  
but are provided for  
your information  
and/or safety.

# Earthquake Preparedness

*The following information is a compilation of FEMA and Los Angeles fire department web sites to be prepared for earthquakes. It is intended strictly for your information. Please know that there is a great deal more information available on the web.*

## Take Protective Measures

### Before an Earthquake

The following are things you can do to protect yourself and your family in the event of an earthquake:

- Place large or heavy objects on lower shelves. Fasten shelves, mirrors, and large picture frames to walls. Brace high and top-heavy objects.
- Store bottled foods, glass, china, and other breakables on low shelves or in cabinets that fasten shut.
- Locate safe spots in each room under a sturdy table or against an inside wall. Reinforce this information by moving to these places during each drill.
- Hold earthquake drills with your family members: Drop, cover, and hold on!

### During an Earthquake

Minimize your movements during an earthquake to a few steps to a nearby safe place. Stay indoors until the shaking has stopped and you are sure exiting is safe.

If you are	Then:
Indoors	<p>Take cover under a sturdy desk, table, or bench or against an inside wall, and hold on. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.</p> <p>Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.</p> <p>Stay in bed - if you are there when the earthquake strikes - hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.</p> <p>Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.</p> <p>Stay inside until shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects when entering into or exiting from buildings.</p> <p>Be aware that the electricity may go out or the sprinkler systems or fire</p>

	alarms may turn on.  DO NOT use the elevators.
Outdoors	Stay there.  Move away from buildings, streetlights, and utility wires.
In a moving vehicle	Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.  Proceed cautiously once the earthquake has stopped, watching for road and bridge damage.
Trapped under debris	Do not light a match. · Do not move about or kick up dust.  Cover your mouth with a handkerchief or clothing.  Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort - shouting can cause you to inhale dangerous amounts of dust.

### **After an Earthquake**

- Be prepared for aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Stay away from damaged areas unless your assistance has been specifically requested by police, fire, or relief organizations.
- Be aware of possible tsunamis if you live in coastal areas. These are also known as seismic sea waves (mistakenly called “tidal waves”). When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach.

### ***EARTHQUAKE TIPS:***

Create a Family Earthquake Plan.

- \_ Know the safe spot in each room .Under sturdy tables, desks or against inside walls.
- \_ Know the danger spots. Windows, mirrors, hanging objects, fireplaces, and tall furniture.
- \_ Conduct practice drills. Physically place yourself and your children in safe locations.
- \_ Learn first aid and CPR (cardiopulmonary resuscitation) from your local Red Cross or other community organization.
- \_ Decide where your family will reunite if separated.
- \_ Keep a list of emergency phone numbers.
- Choose an out-of-state friend or relative whom family members can call after the quake to report to.

## ***FAMILY & HOME PLANNING***

### ***INDIVIDUAL & FAMILY READINESS***

#### ***HOME PREPAREDNESS***

- \_ Learn how to shut off gas, water, and electricity in case the lines are damaged.
- \_ Secure water heater and appliances that could move enough to rupture utility lines.
- \_ Keep breakable and heavy objects on lower shelves.
- \_ Put latches on cabinet doors to keep them closed during shaking.
- \_ Keep flammable or hazardous liquids such as paints, pest sprays or cleaning products in cabinets or secured on lower shelves
- \_ Maintain emergency food, water, medicine, first aid kit, tools and clothing.

#### ***SAFEST PLACE IN THE HOME:***

During an earthquake, stay away from heavy furniture, appliances, large panes of glass, shelves holding heavy objects, and masonry veneer (such as the fireplace). These items tend to fall or break and can injure you. Usually, a hallway is one of the safest places if it is not crowded with objects. Kitchens and garages tend to be the most dangerous. Also, know the safest place in each room. It will be difficult to move from one place to another during a severe earthquake.

#### ***EXITS AND ALTERNATIVE EXITS:***

Always know **all** the possible ways to exit your house and work place in emergency situations. Try to discover exits that would only be available to you in an emergency (windows).

#### ***LOCATION OF SHUT-OFF VALVES:***

Know the location of the shut-off valves for water, gas, and electricity, and how to operate the valves. If you are not sure, contact your utility company.

#### ***PLAN TO REUNITE:***

Make a plan on where and how to unite family members. Choose a person outside the immediate area to contact if family members are separated. Long distance phone service will probably be restored sooner than local service. Remember, don't use the phone immediately after an earthquake, and make local calls only for emergencies.

## ***SAFE DRINKING WATER***



## ***WATER IS THE MOST IMPORTANT ITEM TO STORE***

### ***HOW MUCH SHOULD I STORE?***

Loss of safe drinking water can be deadly. Most people, with few exceptions, will be feeling the effects if they do without water for more than 36 hours. Dehydration occurs much quicker than starvation. Our bodies can tolerate the loss of food much better. With an ample water supply, starvation is delayed many days, even weeks. The City water supply is vulnerable to the effects of a large earthquake. Contaminants can get into the drinking water supply through ruptures in the pipes, through the mixing up of sediments, through the adulteration of filtering systems, etc. Now, we take our water for granted. That will be dangerous after a big quake.

A good rule of thumb is: **5 GALLONS PER PERSON (MINIMUM)**

***NOTE:*** *Treat your pet as a family member when thinking about how much to store.*

### ***WATER SOURCES:***

\_ Bottled Water from the Store - 1- and 2-gallon sealed containers (***NOTE:*** *The 1- and 2-gallon containers you purchase in your local store are **not** designed for long-term storage and will begin to leak/fail after about 6 months.* )

\_ 1- and 5-Gallon Sealable Containers - From camping or survival stores. Be sure to sanitize container and treat the water that you are storing. Old bleach bottles, clearly marked, make good containers for water storage.

\_ 20-oz. to 1-Liter Designer Water Containers - Are usually marked with an expiration date, but are generally good for about two years

\_ 5-Gallon Water Bottles from Private Water Companies - Water companies claim their water and containers are good for up to five years, if still factory sealed & correctly stored in a cool dark location.

### ***DO NOT STORE ANY PLASTIC WATER CONTAINER DIRECTLY ON CONCRETE.***

*The concrete will leech chemicals into the water, contaminating it and also degrading the plastic bottle, causing failure.*

Food is as important as water for post-quake survival. Psychologists tell us people who have experienced a severe emotional trauma may give up on life and can even die from the depression which follows. Psychologically a normal and healthy diet can lessen the emotional trauma of a disaster. Therefore, we recommend that people store supplies for a disaster that are as close as possible to their normal fare. The food must be of a type that stores well. The minimum time that food should be able to last without refrigeration is 6 months.

### ***ROTATING SUPPLIES***

Rotating supplies every 6 MONTHS is the key. Not because everything will go bad in six months. But, because you need to make rotating supplies part of your

normal habits. The easiest way to remember to rotate is to change your supplies every time you change your clocks for "daylight savings time". Remember, *when you ROTATE YOUR CLOCKS, you ROTATE YOUR SUPPLIES.*

The easier it is for you to think about doing it, the more apt you are to do it continuously. When you rotate your supplies, don't throw them out, put them in the pantry and use them. Nothing has to go to waste.

REMEMBER: Your supplies rotation should include (but is not limited to), Batteries, Food, Water, Medications (prescribed and over-the-counter). Don't forget to check and shake that fire extinguisher while you're at it.

### ***FOOD ITEMS***

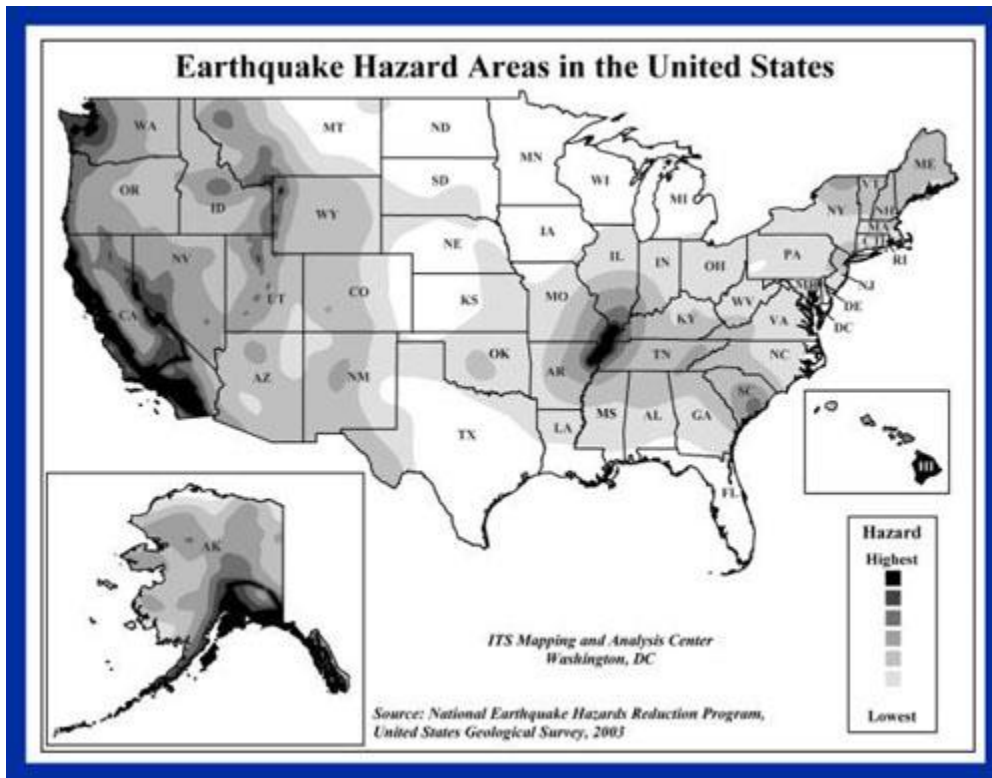
You need to stockpile at least *7 DAYS WORTH OF SUPPLIES PER PERSON PLUS enough for PETS.* These supplies should be non-perishables with long shelf lives. They should also be stored in a cool, dry & dark place. Heat and moisture speed the spoilage of food.

Remember to consume what you have in your refrigerator first, then your freezer, then your stored goods.

### **Are You Ready?**

#### Earthquakes

One of the most frightening and destructive phenomena of nature is a severe earthquake and its terrible aftereffects. An earthquake is a sudden movement of the earth, caused by the abrupt release of strain that has accumulated over a long time. For hundreds of millions of years, the forces of plate tectonics have shaped the earth, as the huge plates that form the earth's surface slowly move over, under, and past each other. Sometimes, the movement is gradual. At other times, the plates are locked together, unable to release the accumulating energy. When the accumulated energy grows strong enough, the plates break free. If the earthquake occurs in a populated area, it may cause many deaths and injuries and extensive property damage.



## Know the Terms

Familiarize yourself with these terms to help identify an earthquake hazard:

### Earthquake

A sudden slipping or movement of a portion of the earth's crust, accompanied and followed by a series of vibrations.

### Aftershock

An earthquake of similar or lesser intensity that follows the main earthquake.

### Fault

The fracture across which displacement has occurred during an earthquake. The slippage may range from less than an inch to more than 10 yards in a severe earthquake.

### Epicenter

The place on the earth's surface directly above the point on the fault where the earthquake rupture began. Once fault slippage begins, it expands along the fault during the earthquake and can extend hundreds of miles before stopping.

### Seismic Waves

Vibrations that travel outward from the earthquake fault at speeds of several miles per second. Although fault slippage directly under a structure can cause considerable damage, the vibrations of seismic waves cause most of the destruction during earthquakes.

## **Magnitude**

The amount of energy released during an earthquake, which is computed from the amplitude of the seismic waves. A magnitude of 7.0 on the Richter Scale indicates an extremely strong earthquake. Each whole number on the scale represents an increase of about 30 times more energy released than the previous whole number represents. Therefore, an earthquake measuring 6.0 is about 30 times more powerful than one measuring 5.0.

## For More Information

If you require more information about any of these topics, the following are resources that may be helpful.

### **FEMA Publications**

Avoiding Earthquake Damage: A Checklist for Homeowners. Safety tips for before, during, and after an earthquake

Preparedness in High-Rise Buildings. FEMA-76. Earthquake safety tips for high-rise dwellers

Learning to Live in Earthquake Country: Preparedness in Apartments and Mobile Homes. L-143. Safety tips on earthquake preparation for residents of apartments and mobile homes

Family Earthquake Safety Home Hazard Hunt and Drill. FEMA-113. How to identify home hazards; how to conduct earthquake drills

Earthquake Preparedness: What Every Childcare Provider Should Know. FEMA 240. Publication for teachers and for presentation to children. Available online at [www.fema.gov/kids/tch\\_eq.htm](http://www.fema.gov/kids/tch_eq.htm)