

MIKE SEGAL PROPERTIES, INC TENANT HANDBOOK

Welcome to your home and Mike Segal Properties! The information contained herein addresses various aspects of tenancy and is meant to serve as a general guide and reference point during your tenancy. Feel free to call or email us with any questions.

RENT PAYMENT

- Rent is due on the 1st of each month. You may pay your rent with a money order, cashier's check, money order or personal check. You may also pay your rent online via debit or credit card at www.mikesealproperties.com. Call the office at 408-379-9039 if you need help with this option. *Mike Segal Properties will not be responsible for cash or incomplete money orders left on the premises.*
- Make your check payable to Mike Segal Properties at the address listed on your rental contract. Your name and rental address should be clearly indicated on the check, money order or cashier's check.
- There is a 4-day grace period for rent payment. The rent is considered late if received after 6 PM on the 5th of the month. If the 5th of the month lands on a Sunday or holiday, the rent must still be in our mailbox to be considered on time. After that time, a late fee will be assessed.

EMERGENCY OR NON-EMERGENCY

- An emergency is a fire, flood or any dangerous or hazardous situation such as an electrical problem or gas smell. **Call 911** for emergencies causing immediate danger. **Call PG&E, 1-800-743-5000**, for emergencies involving a gas smell or immediate electrical danger. **Call Mike Segal Properties, 408-379-9039**, for a plumbing emergency. If you are calling **after office hours on weekdays**, the emergency telephone number is **408-989-2145**. This is a pager, so please speak slowly and clearly leaving your name, telephone number and address of your residence. Someone will return your call promptly. If you are calling on a **weekend or holiday**, the emergency telephone number is **408-301-1477**.
- An emergency is **NOT** a non-working heater, air-conditioner or appliance. These are priority items and will be dealt with as quickly and efficiently as possible.

MAINTENANCE REQUESTS

- To report a maintenance issue, complete a maintenance request available online @ www.mikesealproperties.com. You may mail the request to the

address listed on your rental contract, fax the request to 408-378-1151 or email the request to mike@mikesegalproperties.com. Please cc: sheila@mikesegalproperties.com. You may also call our office at 408-379-9039 to verbally report your maintenance issue, and follow it up with a written request.

- After you have reported your maintenance request, we will dispatch a vendor appropriate to your request. Please be prepared to schedule a time and make yourself available to let a vendor or repairperson into the property.
- Failure to show at a scheduled maintenance appointment can generate a charge to your account. Be sure to call if you are unable to meet the repairperson at a scheduled maintenance appointment.
- If you do not hear from a vendor within 7 days after your maintenance request, contact us, and we will research the cause of the delay and let you know when you can expect a response to your maintenance request.
- If the maintenance problem recurs or you continue to have problems after a repair has been done, contact Mike Segal Properties, inform us of the recent repair and that the problem still exists.
- It is the responsibility of all tenants to report all repairs/maintenance problems when they occur. **Failure to report needed repairs or maintenance problems in a timely manner could make you responsible for damages.** The following list of items need to be reported to Mike Segal Properties as soon as the problem is noticed:
 - Report any sign of mold in the property immediately
 - All toilet & faucet leaks and any plumbing backup
 - Electrical problems
 - Heating & air-conditioning problems
 - Inoperable smoke detectors
 - Faulty appliances supplied with the residence
 - Roof leaks
 - Fence repairs
 - Malfunctioning sprinklers
 - Major pest control items such as bees, cockroaches, rats or termites
 - Any other necessary repairs or unsafe conditions
- **BEFORE** reporting a maintenance problem, please check the following:
 - If the oven does not work. Check the time bake function to make sure the settings on the unit are not preventing the oven from turning on. An oven set on time bake WILL NOT HEAT.
 - If the air-conditioner does not work. Check ALL circuit breakers often during hot weather; if a circuit breaker overloads, it will trip off the circuit A/C breaker. Often it is difficult to see that the breaker is

tripped, and it will look like it is not. Each breaker must be turned all the way off and all the way on again. The breaker must be turned all the way off, because it will not “reset” itself to correct the problem.

- If the garbage disposal does not work. Check underneath on the disposal unit for the red reset button; push the button to attempt to reset the disposal. If something is stuck & the blades do not turn, try putting a broom handle down the disposal, and give it a twist. This will often break the disposal loose for it to work again. Be sure garbage disposal is turned OFF while doing this.
- If the electrical does not work in part of the house.
 1. Check for the GFI plug, usually located in the garage, patio, kitchen or bathroom
 2. Reset the GFI plug; that usually restarts the electrical
 3. Check for more than one GFI in the house.
- If the circuit breaker continually goes off. Check all appliances to see if the circuits are being overloaded with appliances such as irons, microwave, toaster, curling irons or blow dryers.
- If the smoke detector doesn't work.
 1. Check to see if batteries need replacement; if a 9-volt battery does not work, send in a work order. Tenants are responsible for the replacement of batteries.
 2. Normally the smoke detector will emit a beeping sound when the batteries are not working or losing their charge.
 3. Test smoke detectors every thirty days and report to Mike Segal Properties if the smoke alarm is not working. Remember a smoke detector is for your safety; it is very important to check it regularly to make sure it is working.

Tenants will be responsible for the following repair charges:

- A service call where the problem is a tripped breaker.
- A service call for an oven on time bake (ie. the oven is not defective)
- A sewer stoppage caused by tenant placement of debris in the line (examples are toys, tools, diapers, rags, sanitary napkins and extensive toilet paper)
- Tenant failure to report necessary repairs
- Tenant failure to meet a vendor at an assigned appointment with a subsequent vendor charge.
- Tenant or tenant's guest or invitee(s) cause damage to the property
- Tenant report of a repair that doesn't require service with subsequent vendor charge
- Tenant failure to replace battery in smoke detector or remote door opener causing a service call for battery replacement
- Carpet cleaning while living in the property
- Damage to the walls, woodwork or flooring as a result of doors or windows left open to the weather elements (rain or wind, for example) by the tenant

- Replacement of doors, jambs, broken glass and/or windows due to forced entry, unless a police report is provided detailing the cause of the problem

ROUTINE MAINTENANCE (TENANT RESPONSIBILITY)

Smoke Detectors/Light Bulbs/Furnace Filters

- Smoke Detectors:
 - Generally, a smoke detector will emit a beeping sound when the battery is losing its charge or not working. Tenants are responsible for the replacement of batteries. The standard smoke detector battery is a 9-volt battery. Submit a work order if a 9-volt battery does not work in your smoke detector.
 - A smoke detector is for your safety, and it is important to check it regularly to assure that it is working. Test smoke detectors once per month and report to Mike Segal Properties if your smoke detector does not work properly.
- Light Bulbs:
 - Replace burned out light bulbs with the correct wattage.
 - Check the wattage requirement inside the light bulb receptacle. If the wattage is too high for the receptacle, the entire electrical fixture can short out, and it's a potential fire hazard.

Furnace/Wall Heater Maintenance

- General Maintenance:
- Furnace Filters:
 - Replace annually, preferably at the beginning of the fall or winter, with the correct size. The size is stamped on the side of the filter. An arrow indicates the direction of the airflow. Problems caused by failure to clean or replace the furnace filter may be the tenant's responsibility.
 - Replace more often if you smoke.
- Furnace/Fan Vents:
 - Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

Waste Disposal

- Regular garbage and recyclables are to be placed in their appropriate containers for pickup. Your garbage pickup day is available from your garbage company.
- Toxic wastes such as motor oil, antifreeze, batteries and solvents have special disposal requirements. Check with your garbage company if you are unsure of proper disposal methods.

- Holiday light and decorations are to be removed at the end of the holiday season. Christmas trees require proper disposal.

Cleaning and Interior Maintenance

- Kitchen
 - Keep all food items cleaned up regularly for pest control.
 - Clean and degrease oven/stove hood vents regularly.
 - Clean ovens regularly. Determine the type of oven you have...continuous cleaning, self-cleaning or a regular oven...then clean appropriately. For continuous clean ovens, do not use an oven cleaner. Turn the oven on to 450 degrees and leave on for several hours, and then wipe out. (High heat helps the cleaning process.) For self-cleaning ovens, follow the manufacturer's directions. For regular ovens, use an oven cleaner such as Easy Off available at grocery stores.
- Bathrooms
 - Prevent mildew and mold from accumulating.
 - The best prevention is ventilation. Use a bath exhaust fan or open window while showering.
 - Should mold or mildew appear, use bleach or a product such as Tilex or X-14.
- Floors and Carpeting
 - Keep floors vacuumed
 - Use only hardwood floor cleaners on hardwood floors.
 - Do not use wax on vinyl or tile.
 - Have carpets steam cleaned or chem.-dried when appropriate.
- Windows and Window Coverings
 - Clean windows and coverings as appropriate.
 - Do not wash draperies. Call Mike Segal Properties for the proper maintenance of specific window coverings.
 - Close windows against weather elements to prevent damage to interiors.

Watering and Exterior Maintenance

- If indicated on your rental agreement, maintain the exterior landscape by mowing, trimming, weeding and fertilizing.
- Keep all landscaping consistently watered unless a homeowner's association controls it.
- If you have an automatic sprinkler, monitor water requirements for the landscaping, and adjust the sprinkler timer as necessary. Contact Mike Segal Properties for additional help or instruction.
- Pick up all pet droppings if applicable.
- For swimming pools, it is important to monitor the water level. If there is a problem maintaining the water level, report the problem to Mike Segal Properties.

Fireplace Maintenance

- Open the vent before starting any fire.
- If smoke is coming out of the fireplace, put out the fire immediately and vent the house.
- Burn hard woods, such as oak, almond or walnut in the fireplace. Soft woods (pine, fir, redwood and Duraflame type logs) cause a coating in the flue, which can cause a fire.
- Do not overfill the fireplace and create a blazing fire that could damage the firebox or cause a fire.
- Use a fireplace screen at all times when using the fireplace to prevent damage to the carpet.
- When removing coals from the fireplace, be sure the coals are cold.
- NEVER put hot or warm coals in a container such as a garbage can, paper bag or any other container.
- Store any warm or hot coals AWAY from any combustibles or the house for at least two (2) days before disposing of them, and check them before disposal.

Insect Control

- Tenants are required to do normal insect maintenance.
- At all times, when storing pesticides, tenants are to be careful of the safety of children and pets.
- Indoor insects - fleas, ants, spiders, silverfish, for example
 - Insect foggers are the most reliable. They can be purchased at grocery & garden stores.
 - To use: follow the instructions on the can, cover all food & dishes, remove all adults, children and pets from the interior of your home, and leave for approximately four hours.
- Outdoor insects – ants, fleas, grasshoppers, for example
 - Diazanone Granules or similar granules can be purchased at any garden supply store. Diazanone comes in small shaker cans or in 10-pound bags. It is very economical to buy and very effective.
 - Follow the directions on the package, sprinkle around the perimeter of the house and fence.
 - Spiders – use liquid Diazanone or a pre-mixed insecticide. Follow the directions on the package
 - Snails, sow bugs and slugs – bait may be purchased at garden supply stores. Use as directed.
 - Rodent control – for ordinary mice, Decon or another similar control method is available at grocery or garden supply stores.
 - If an insect or rodent problem persists, call Mike Segal Properties.

MOVE OUT GUIDELINES

When you are ready to move, a 30-day written notice of your move-out date is required. A 30-day notice is available on our website at www.mikeseagalproperties.com. After receipt of your move out notice, we will send you forms that give you the right to schedule an initial inspection. At the initial inspection, we identify items that need to be taken care of to affect the full return of your security deposit. In general, the following cleaning is required.

- GENERAL:
 - Clean windows and screens inside and out
 - Clean window coverings
 - Clean window sills and door casings
 - Clean fireplace, if applicable
 - Have carpets professionally cleaned
 - Sweep & mop all floors including baseboard ledges
 - Sweep front porch if applicable
- KITCHEN:
 - Clean oven inside & out and scrub stainless steel burner rims
 - Clean refrigerator & freezer completely
 - Clean kitchen cabinets inside and out; replace shelf paper if torn/dirty
 - Clean sink, faucets and all counter tops
- BATHROOMS:
 - Clean & disinfect shower stall including stainless steel tracks
 - Wipe down bathroom walls
 - Clean mirrors
 - Scrub sink/counter top; polish stainless steel
 - Clean toilet
- GARAGE OR CARPORT
 - Sweep floor and remove all debris
- YARD
 - Perform general cleanup, if applicable
- REPLACE
 - Light bulbs, filters, smoke detector batteries, doorstops
 - These items must be in place or working or you will be charged

On your move-out day, you must make arrangements with Mike Segal Properties to do a walk-out and transfer of keys and any remote control devices. If your move-out occurs on a weekend, your walkout and key return will be scheduled for the next business day.

VERY IMPORTANT: Please provide us with your forwarding address for your security deposit refund