



**EQUITY ASSETS, INC.**  
REAL ESTATE | ASSETS | LAND

# RESIDENT HANDBOOK

WELCOME to the Residences of Real Equity Assets Inc. (REA)

We hope you will enjoy your new home and the surrounding community. This handbook is written in order to assist you with your housing needs. We want each and every resident to be happy, comfortable and satisfied about where they live. We are committed to the principles of fair housing and providing a cohesive community and healthy living environment.

REA is a full service property management company that specializes in the property management and resident services of small residential properties, here in San Diego, California.

When we rent or lease a home, condo or apartment to you, we assume that you will treat the property as if it were your own and protect the property from harm. That means when there are maintenance items that need to be addressed you will report them in a timely manner. If water leaks are creating waste, report them. If vandalism or damage occurs to the property, report it. We are also here when you would like to improve the property or make your home more pleasant, please contact us and together let's make it happen. When you need assistance on any housing needs, contact us to help you.

Continuous quality improvement is a never-ending process at Real Equity Assets, Inc. and is 1 of our 4 core values.

Therefore; we welcome your suggestions for improvements. Please speak with your REA property manager, give us a call, drop us a note, or contact us through our website at [www.realequityassets.com](http://www.realequityassets.com).

Within these pages, you will find useful information about your residence, policies and procedures related to your residency, and information about the surrounding community. We hope the information will help you become acquainted with your new home, and will serve as a good resource for you during your residency. If you have any comments or questions about this Handbook, or any suggestions for topics we should add, please contact the Manager from Real Equity Assets Inc.

## **CHECK LIST FOR NEW RESIDENTS**

- Holding deposit received
- Remaining move-in payment prior to move-in. (Rent and security/pet deposit in cashiers check, money order or cash)
- Sign rental agreement and provide appropriate copies
- Sign and return move-in / move-out inspection form within 3 calendar days of beginning rent
- Keys/remote controls/access codes
- Distribute Resident Handbook
- Provide e-mail, mobile phone and work phone and mailing address information
- Complete Emergency Contact & Resident info Sheet
- Confirm Gas & Electric service transfer
- Utility shut-off process
  - Valve location
  - Shut off procedure
- Report change of address at Post Office
- Your new mailing address is: \_\_\_\_\_  
(Fill – in) \_\_\_\_\_  
\_\_\_\_\_

**MANAGEMENT OFFICE**

The office is open Monday thru Friday from 8:30 a.m. to 5:00 p.m. If you have any problems or need any information about your apartment and neighborhood, local services, etc. please feel free to give us a call. Phones are answered from 9:00 a.m. to 5:00 p.m. Monday thru Friday.

**EMERGENCY CONTACT INFORMATION**

The following are the most updated channels of communication for your property management needs.

**LIFE THREATENING EMERGENCY**

Such as a physical accident, or life threatening or security incident

**CALL 911 and**

After contacting the appropriate 1<sup>st</sup> responders,

Text or call Kreigan at 619-804-0115

**Maintenance EMERGENCY** (Issue that presents imminent, accelerated or excessive property damage, loss of use or loss of resource/utility such as a plumbing leak, fire, smoke or other building related calamity)

Call and leave an URGENT message at: 1-800-377-7173 or (619) 238-7325 ext. 32

(Either will be forwarded to the appropriate active manager)

**Other Essential Contacts**

Maintenance issues or rental issues/questions that do not present imminent, accelerated or excessive property damage, loss of use or loss of resource/utility

Email the property manager at: [reamanagement@reassets.com](mailto:reamanagement@reassets.com)

OR

Faxing your manager at: (619) 238-4353

OR

Calling and leaving a voice message at 1-800-377-7173 or  
(619) 238-7325 ext. 31

OR

If your 1<sup>st</sup> attempts to contact your property manager went 48 hours without any response, please contact Kreigan at: [kreiganb@reassets.com](mailto:kreiganb@reassets.com)

**General Correspondence with property management**

E-mail your property manager at [reamanagement@reassets.com](mailto:reamanagement@reassets.com)

Call and leave property management a message at 1-800-377-7173 or  
(619) 238-7325 ext. 31

Fax a message to property management (619) 238-4353

## OTHER PERTINANT CONTACT INFORMATION

There are so many details to moving into a new home or apartment. Here are some important phone numbers to help ease your mind. Click on the link to go to their official website.

**Emergency**                      Police – 911                      Fire – 911                      Sheriff – 911

### Non-Emergency Police and Fire

- San Diego Police Department – (619) 531-2000
- San Diego County Sheriff's Department – (858) 565-5200
- San Diego Fire Department – (858) 573-1300

### Utilities

All utilities not included, as part of the rental agreement are the responsibility of the resident. Included are a few phone numbers, which will assist you in getting your service transferred:

- San Diego Gas & Electric (SDG&E) – (800) 411-7343
- AT&T – Local phone & long distance – (800) 310-2355
- Cox Cable - (619) 262-1122
- Time Warner Cable - (858) 695-3220
- Water Department – (619) 515-3500
- California Public Utilities Commission – (619) 525-4217

There are so many details to moving into a new home or apartment. Here are some important phone numbers to help ease your mind. Click on the link to go to their official website.

### City Information

- Visitors Bureau – (619) 236-1212
- City Information Center – (619) 236-5555
- Downtown Information Center – (619) 235-2222

### School Districts

- San Diego Unified School District – (619) 725-8000

### Newspapers

- San Diego Business Journal – (858) 277-6359
- San Diego Daily Transcript – (619) 232-4381
- San Diego Union Tribune – (619) 299-3131
- Star News – (619) 427-3000

### Transportation

- Airline Information – (619) 231-2100
- Public Transportation – 800-COMMUTE or (800) 266-6883
- Orange Cab Co – (619) 291-3333
- Yellow Cab – (619) 444-4444
- Cloud 9 Shuttle – (858) 505-4900
- Amtrak – (800) USA-RAIL or (800) 872-7245
- Alamo Rent-A-Car – (619) 297-0311
- Budget Car and Truck Rental – (800) 826-2090
- Enterprise Rent-A-Car – (858) 457-4909
- DMV – (800) 777-0133
- California Department of Transportation – (619) 688-6699

### Other

- State Farm Insurance (Renter's Insurance) – (619) 296-6505
- San Diego Public Library – (619) 236-5800
- Convention Center Information – (619) 525-5000
- California Superior Courthouse - County of San Diego – (619) 531-3141

**SECURITY and PET DEPOSIT**

The security deposit is collected and deposited into a trust account or turned over to the owner. This deposit is held to cover costs to repair any damages or neglected cleaning or maintenance caused by the resident at rental turnover. **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!** If no rent deficiency or damages exist, it is fully refundable within twenty-one (21) calendar days after vacating the premises and returning the keys and remotes to REA.

**PETS, PET AGREEMENT AND DEPOSITS**

**Allowable approved pets require a pet agreement as part of the overall rental agreement and additional pet deposit as stipulated within the rental criteria. If you bring a pet onsite (even for a visit) please verify if you are allowed to have pets on the property.** Visiting pets are required to be leashed and accompanied by their owner. Pet waste must be picked up, placed in a plastic bag and disposed of in the dumpster. you are thinking about getting a pet, please put your request in writing (e-mail is okay). If pets are allowed, you will have to sign a pet addendum and pay the corresponding additional security deposit. Service animals that assist residents with physical disabilities are exempt from pet deposits.

**If unauthorized pets are found to be in or on the property without permission, you in breach of your contract and can be evicted.**

Approved pets that are allowed are the sole responsibility of the resident. The initialed agreement states that you are and will be responsible for your pet. Your deposit covers any damages caused by your pet. At the termination of tenancy, you will be responsible for the deep cleaning and deodorizing of carpets, for spraying for fleas and/or any necessary repair or cleaning caused by the pet. If you fail to do this, you will be charged and it will be deducted from your pet deposit. If the expenses exceed the pet portion of the deposit it can be recovered from the remaining total security deposit.

**MONTHLY RENTAL PAYMENTS**

All rents are due and payable, in advance, **on the first day of each month.** Payments should be in the form of a personal check, money order, cashiers check or cash and made payable to: **Real Equity Assets, Inc.** or Kreigan Brink **WRITE YOUR ADDRESS** on your payment to assure proper credit. We do not accept post-dated checks or Credit Cards. **Your rent will be considered late if it is not received in our office or at our mailing address by the 5<sup>th</sup> day of the month. On the 6<sup>th</sup> of the month, a \$50.00 late charge will be automatically applied against your account.**

**Personal checks returned by the bank will cost you \$25 for the first NSF and will require you to make all future payments in the form of a money order or cashiers check. In addition, your rent is then considered late and a late charge of \$50.00 will also be due. All amounts due must be paid in full at time of notification.**

Tenants shall pay to Landlord your monthly rent due and payable in advance on the first (1<sup>st</sup>) day of each month, except when that day falls on a weekend or legal holiday, in which case rent is due on the next business day. Rent shall be made payable to **Real Equity Assets, Inc. or Kreigan Brink** and mailed or delivered to the **MAILING address** listed immediately below,

at the UPS Store located at: Real Equity Assets, Inc.  
302 Washington Street #152  
San Diego, CA 92103

Or you may physically drop off your monthly rental payment at 529 20th Street, San Diego, CA 92102 at anytime in the rental drop box.

## HOUSE RULES

### PHONE & CONTACT INFORMATION

All residents are required to have telephone accessibility and provide REA with their work AND home or mobile ph. #'s. *GO TO OCCUPANT INFORMATION FORM.* Please be sure to notify REA when these contact numbers of yours change.

Even unlisted numbers must be provided to REA. An Occupant Information sheet is included within your RESIDENT HANDBOOK included with your move-in package and should be returned with your first rental payment after you move-in or you can send it to us via fax 619-238-4353, or scanned in your information and e-mail to us at kreiganb@reassets.com.

### WATER / SEWER USAGE

We all share in the responsibility of water conservation and payment of corresponding water/sewer bills. You should contact us immediately if you notice any water waste on the property due to disrepair or abuse. Your water usage and conservation is considered an important part of being a responsible resident, maintaining a cohesive community by helping to better manage utility costs. You are also expected to cooperate with any reasonable conservation methods that are initiated by the governing Authorities.

### RENTERS INSURANCE AND HOLD HARMLESS

We recommend that residents obtain renters insurance to protect them in the event of loss due to flooding, water damages, fire, smoke damage, earthquake, theft and vandalism, accidents from visitors, acts from nature, etc. Most insurance policies covering the property will not cover you or your possessions. The hold harmless clause states that you do not and will not hold the owner or their agent(s) responsible for any damages or injury.

### DISTURBANCES, NOISE AND NUISANCE

All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive repetitive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music or vulgar or profane language. **If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.** We want all residents to know that it is appropriate to call the police in order to maintain peace and quiet in your community. **Police Department: 619-531-2000.**

## HOUSE RULES

### GRILLS & BBQ'S

Every three years, California cities update their building and fire safety codes. In 2007, the California Building Standards Commission adopted most of the rules from the International Fire Code. Part of those new codes included restrictions on the storage and use of barbecues at multifamily dwellings. Specifically, the rules are:

California Code of Regulations, Title 24, Part 9

Section 308.3.1 Open-flame cooking devices

Charcoal burners and other open-flame cooking devices shall not be operated on combustible balconies or within 10 feet (3048mm) of combustible construction.

Exceptions:

1. One- and two-family dwellings
2. Where buildings, balconies and decks are protected by an automatic sprinkler system

Exceptions: 1. One – and two – family dwellings

308.1.1 Liquefied-petroleum-gas-fueled Cooking Devices

LP-gas burners having an LP-gas container with a water capacity greater than 2.5 pounds [nominal 1 pound (0.454 kg) LP-gas capacity] shall not be located on combustible balconies or within 10 feet (3048 mm) of combustible construction.

### PARKING/VEHICLES

All vehicles shall be parked in designated and assigned spaces (garages, carports, parking space etc) or on the public street where allowed. You **are not allowed** to park on **lawns**, sidewalks, driveway entry ways and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair is allowed on-site at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluid, place a protective covering or pan under the vehicle to catch the leaks.

### GUESTS

Any person or persons staying more than three weeks in a three-month period will be considered tenants, unless prior written permission (e-mail is okay) is obtained from REA. Only persons listed on your rental agreement have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.

### SECURITY

For your safety, the front common entrance door is locked for all common areas, and only residents and staff may have keys for this door. DO NOT RELEASE THE FRONT DOOR FOR ANYONE UNLESS YOU HAVE DETERMINED THEIR IDENTITY AND THAT THEY ARE COMING TO VISIT YOU. If you are in the common area lobby and a stranger is at the front door, do not open the door for them. All visitors should be allowed entrance by the person they are visiting.

We encourage all residents to report any unusual noises or occurrences to Management. We firmly believe that our security is only as good as each resident makes it.

All locks are re-keyed with each new resident. Keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers or other attachments to the interior or exterior of doors requires prior written approval from REA. REA must have keys to each lock on the property. REA may gain access and re-key if at any time access is denied, and charge the cost to the tenant. Copies of the new keys will be available at the office during posted office hours. All keys and remotes are to be returned to REA upon vacating the premise.

## HOUSE RULES

### PERIODIC INSPECTIONS

All apartments must be maintained in a clean and uncluttered condition to protect the health and safety of all residents. From time to time an inspection of your property may be necessary for insurance, mortgage or maintenance reasons or to conduct routine surveys of the condition of the property. You are required to allow access during reasonable business hours. If the date or time is in conflict to your schedule, contact our office to see if a change is possible.

### MAINTENANCE

**You are expected to maintain the property and keep it in as good as condition a when you took possession.** Only repairs required because of normal wear will be made by REA. You will be charged for repairs or cleaning work required caused by the tenants misuse, neglect or not following the proper cleaning or maintenance recommendations. You will not be charged for proven failed engineering.

Put all routine requests in writing via mail, fax or email. Be specific about the problem. Write clearly and legibly. If the repair needs a quicker response, please call our office at 619-238-7325 ext. 31, or you may fax your requests to 619-238-4353 or email REA at [rentalrepair@reassets.com](mailto:rentalrepair@reassets.com)

When you call or fill out the service request, you need to let management know if it is permissible for maintenance to enter if you are not home. If you do not want maintenance to enter without someone being home you need to provide us with a convenient time during normal business hours to schedule repairs. In order to serve you better, our maintenance staff will make three attempts to contact you and arrange to complete your requested service. If we do not succeed in contacting you after three notification attempts, we will enter your apartment to perform the necessary maintenance. This procedure ensures that the work gets completed in a timely manner.

### EMERGENCIES

*If the emergency involves a fire or similar life threatening emergency, please **notify the proper 1<sup>st</sup> responders** at: **911**, then immediately contact your property manager or Text or call Kreigan at 619-804-0115.*

### EMERGENCY MAINTENANCE

An emergency is defined as:

- Gas leak ■ Fire ■ Smoke ■ No heat ■ Major water leaks (roof, windows, etc)
- Overflowing plumbing fixtures, tubs, toilets or sinks
- Total electric failure (before calling in an electrical failure, first check your units individual circuit breakers)

If it is after hours or the weekend, please call 619-804-0115. In most cases a return call will be generated within the hour.

If there is water leaking, attempt to turn off the water by turning a water shut-off valve. Most sinks (under sinks) and all toilets (under tank) have shut-off valves. (Angle Stops) at their point of use.

If the toilet is plugged, do not flush. If you feel it may overflow, attempt to bail out the water to another drain or bath tub or mop up the spill.

If the refrigerator stops or is failing to keep cold, do not open the refrigerator door. Most refrigerators will maintain the food for up to 12 hours. Be prepared to transfer all frozen foods to a cooler, ice chest or neighbors refrigerator. Please make a list of all food.

**You are responsible for stopping further damage from occurring.** If possible, if there is a leak, follow maintenance emergency notes, stop the water source immediately by shutting off valves, faucets, etc. If the problem is electrical wait for the repairman to arrive after making contact with REA. REA will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make without prior notification and approval.

All service requests are prioritized by category and completed by our maintenance staff.

Some examples of maintenance the resident is expected to do at your own expense:

- Replace HVAC supply diffuser filters
- Replace refrigerator water filters
- Replace light bulbs
- Replace batteries in smoke detectors every six months or as needed. (Please notify REA if smoke detector does not work properly.)
- Replace batteries in ceiling fan remote controls as needed.
- Clean microwave filters.

Examples of repairs management will make include:

- Repairs to heat/AC systems from normal use
- Repair hot water heaters from normal use
- Repair torn or damaged screens
- Repair leaks in roof, windows and doors
- Repair or replace any part of plumbing which fails from normal use
- Remove or repair broken electrical components and devices

## **UNAUTHORIZED REPAIRS**

*Please do not make any repairs or authorize any maintenance without written permission from REA. All repairs must be authorized by REA except maintenance item examples noted above by resident. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from rent.*

Examples of repairs for which you will be held responsible:

Repairing any unusual damage or extraordinary wear on any of the floors, walls, ceilings, doors, trims, finished surfaces, window blinds and shades, disposals, toilets, drains, dishwasher, items caused by pets, animals, children, guests, smoking or any unusual or unreasonable use. Common area, damage to fences, entry slate, outside walls, shrubbery, trees or plantings, railing, porches, landings

**CLEANING RECOMMENDATIONS:****GENERAL****DETAILED**

GENERAL - Dusting	DETAILED – Window screens
GENERAL – Surface wipe down – drs/cabinet	DETAILED – Window jamb & sill
GENERAL – Surface wipe down – elec devices	DETAILED -- Windows
GENERAL–Surface wipe down–flr bse, trim, drs	DETAILED – Horizontal Window blinds
GENERAL–surface wipe down–walls / ceilings	DETAILED – Bathroom – tile & grout
GENERAL – Kitchen & bathroom cabinets wipe	DETAILED – Shower doors, tub, faucets & toilet
GENERAL MAINT --replace bulbs	DETAILED – Walls/ Ceiling repaint
GENERAL MAINT --replace broken valance clips	DETAILED-Carpet/linoleum cleaning at str (if appl)
GENERAL MAINT – fill small holes with spackle	DETAILED – Appliances –degrease & wipe down
GENERAL MAINT – touch-up paint @ spackle	DETAILED - Wood & Pergo floors (Murphy's)
GENERAL MAINT – touch-up paint @ wall ding	DETAILED – Under sink touch-up
GENERAL MAINT – touch-up paint @ dirty wall	DETAILED MAINT—Touch-up trim/base/drs

Here are a few of our favorite cleaning tips to easily keep your place fresh and clean.

**-- GENERAL CLEANING --****FOR ALL ROOMS****DUSTING**

Eighty percent of the dirt in your house walks in through the door on people's feet. The right kind of mats placed inside and out of all entrances will help cut down on cleaning time. Vacuum mats regularly or shake them outside. Hose them down and scrub with an all-purpose cleaner as needed. It's important to always hang them until completely dry so that moisture isn't trapped under the vinyl backing.

Feather dusters typically don't do much but spread dirt around. If you are using a feather duster on some surfaces, consider looking at alternative cleaning options. Instead maybe use a spray glass window cleaner with some paper towels, after dusting loose dirt.

Dusting areas include any horizontal open area such as:

top of cabinets, window sills & jamb, horizontal window blinds (both sides), top of refrigerator and all appliances, top of door and window trim around door and window openings, top of valences over window blinds, built-in shelving, top of floor base, top of doors, door jambs and threshold, door hinges and door hardware, light fixtures, ceiling fans, top of medicine cabinet, and outlet and light switch trim plates

Remove cobwebs with high dusters from the corners of rooms up high, like closets, ceiling fans, light fixtures, transoms and high shelving.

**SURFACE WIPE DOWNS****Door and cabinet hardware and hinges**

Wipe down all door handles and hardware and cabinet hardware handles, knobs and hinges, with a degreaser and paper towels. (See below for suggestions)

**Electrical outlet and light switch device cover plates & remote controls**

Wipe down all electric outlets & light switch trim plates with a degreaser & paper towels (See below for suggestions)

**Floor Base, Door & window trim, and doors, window sills & jambs**

Wipe these surfaces with a degreaser and paper towels (See below for suggestions)

Other recommended cleaning products:

- 409 all-purpose anti-bacterial kitchen cleaner
- 409 Heavy Duty degreaser commercial
- Fantastik all-purpose cleaner

**CLEANING RECOMMENDATIONS:****SURFACE WIPE DOWNS** (continued)**Painted walls and ceilings**

The type and quality of the paint greatly affects how you clean a wall and how easily dirt comes off. Generally, there are four types of paint finishes:

1. Baked enamel (most appliance finishes), epoxy enamel and automotive paints.  
These paints are durable and stain-resistant, and usually found on ovens, microwaves, dishwashers and refrigerators. Dirt typically cannot penetrate the hard finish. These surfaces can withstand scouring with mild abrasives, and can also handle heavy-duty cleaners and degreasers. With these finishes, be most careful of scratching or dulling the finish by using harsh abrasives, steel wool, colored scrub pads and strong solvents.
2. General-purpose enamels.  
Most often found on interior walls, especially kitchen and bathroom walls, this surface is stain-resistant and can handle moderate scrubbing. Do not use abrasive substances or colored scrub pads, which can scratch the finish. Use a neutral cleaning solution and a white, nylon-backed scrub sponge. Only use heavy-duty cleaners or abrasive cleansers when you're willing to take your chances on ruining the paint. If you have latex enamel paints, avoid leaving them wet for more than a minute or so. Oil-based enamels are more water-resistant. Keep in mind that gloss enamels are the most durable and washable, followed by semi-glosses and then satin finishes.
3. Latex flat.  
The most common household paint, flat latex is not as washable as enamels. Heavy-duty cleaners or hard scrubbing can remove the paint along with any dirt. Use mild detergents and gentle scrubbing, and don't let any solution sit on the surface for more than a minute.

Other recommended cleaning products: - 409 all-purpose anti-bacterial kitchen cleaner

**-- GENERAL CLEANING --****KITCHEN AND BATHROOM CABINETS**

Most cabinets are factory manufactured and finished, and even wood cabinets have enough varnish or other protective coating so that you can use a cleaning solution. The oil slick that builds up on cabinets - especially around the handles - is a combination of kitchen grease, food smears, skin oil and hand lotion transferred to the cabinet. All-purpose cleaners aren't equal to the challenge.

If your cabinets are plastic laminate (Formica or other plastic), metal, painted metal or glass, you can wash them all over with a strong alkaline cleaner, which is available at a janitorial supply store. Or use a heavy-duty degreasing cleaner from the supermarket. Mix according to directions and apply the solution with a sponge. Let it sit a minute or two, then take a white, nylon-backed sponge and scrub wherever necessary. Remove the grimy suds from the sponge by squeezing it into the sink or a slop bucket, never back into your cleaning solution. Then rinse with a damp cloth and wipe dry with a terry cleaning cloth to remove any last traces of scum and leave the cupboards clean and glowing.

Never use acids or powdered cleansers on cabinets. A good overall washing once a year should be enough. Keep a spray bottle of all-purpose cleaner handy the rest of the time and spot-clean after heavy kitchen use. On wooden cabinets, take a gentler approach. To get off stubborn dirt, wash around all handles and any other grease zones first with hand dishwashing detergent. Then wash the entire cabinet, including the handle areas, with an oil soap solution. Just wipe lightly with the solution and buff dry immediately with a terry cleaning cloth. Always wipe dry with any grain or pattern. Seldom do you need to add any polish because the surface has its own sheen when clean. If your cabinets are dull from wear or age, spray furniture polish very lightly once a year or so to fill in the pores and bring back some life.

Other recommended cleaning products:

- 409 all-purpose anti-bacterial kitchen cleaner
- 409 Heavy Duty degreaser commercial
- 409 Orange cleaner degreaser commercial
- Fantastik all-purpose cleaner

<b>CLEANING RECOMMENDATIONS:</b>
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**-- GENERAL CLEANING --****STORAGE ROOMS & GARAGES**

Provide general sweeping, replace burned out light bulbs, and repair damaged drywall, doors, frames and hardware (if applicable)

**-- DETAILED CLEANING --****FOR ALL ROOMS****WINDOW OPENINGS****Windows**

You may need a professional-quality squeegee and a window wand. If you'll be cleaning high windows, you also will need an extension pole. The basic process is simple - apply the cleaning solution with the window wand & pull the dirt and water off with the squeegee with these steps:

--. Mix your window cleaner to the ratio as specified by the manufacturer into a bucket. Dip your window scrubbing wand or a sponge 3/4 of an inch into the solution, picking up just enough water to wet the window without flooding it. Wet the entire window then go back over it once to loosen any stubborn soil. Last, run the scrubber against the frame on all sides of the window to pick up any dirt you've pushed against the frame.

-- Dampen the squeegee blade before you start and wipe it with a damp cloth between strokes. A dry blade will skip and jump on the window instead of gliding smoothly. Tilt the squeegee at an angle so that only about an inch of the rubber blade presses lightly against the top of the window glass. Then pull the squeegee across the window horizontally. This will leave a 1-inch dry strip across the top of the window. By squeegeeing across the top first, you eliminate drips running down. Finish with a horizontal stroke across the bottom & wipe any water off the sill.

Other recommended cleaning products:

- 3M glass cleaner or Johnson – Windex window cleaner
- Clorox professional 409 glass and surface cleaner

**Windows Screens**

Remove window screens. Spray glass cleaner on both sides of screen, then wipe down BOTH sides paper towels. Then let dry and re-install. (See below for suggestions)

Other recommended cleaning products:

- 3M glass cleaner
- Johnson – Windex window cleaner
- Clorox professional 409 glass and surface cleaner

**Horizontal – window blinds and control wand**

Dust both sides of horizontal window blinds, top of valence and control wand. If greasy dirt, then wipe down BOTH sides of horizontal window blinds with glass cleaner and paper towels. This eliminates the static that causes dust to stick. (See below for suggestions)

Other recommended cleaning products:

- 3M glass cleaner
- Johnson – Windex window cleaner
- Clorox professional 409 glass and surface cleaner

**-- DETAILED CLEANING --****BATHROOM and KITCHEN****Toilet bowl cleaning**

The earlier you attack this problem, the easier it will be to remove the ring. A thorough cleaning with a commercial acid-based bowl cleaner may do the trick. If the bowl cleaner doesn't work, try using a green, nylon-backed scrub sponge along with the acid. Once you've gotten rid of a ring, weekly cleanings should keep it from coming back.

Other recommended cleaning products:

- 3M heavy duty bowl cleaner
- Lysol disinfectant bowl cleaner
- Clorox bowl professional cleaner

**Soap scum in tubs and showers**

Since preventing soap scum build-up is a lot easier than cleaning it, squeegee water off shower walls and doors after every use or wipe them down with a towel. For tile walls or frosted shower doors, apply a light coating of lemon oil periodically to help prevent build-up. For a porcelain tub, apply a light coat of boat or car wax to the sides (never the bottom) of the tub.

Other recommended cleaning products:

- Clorox Disinfecting bathroom
- Ajax chlorine cleanser scouring
- Tilex mildew remover commercial
- Tilex soap scum remover commercial
- Soft scrub with bleach commercial
- Easy off lime remover

**Hard water spots on faucets, shower heads, shower doors & frames, tub spicket, stainless steel sinks, stainless steel dishwasher, tile, tubs & bowls**

Hard-water deposits are alkaline, so an acid-based cleaner is the best way to clean them. Phosphoric acid works well and is safe for most surfaces. Grocery store cleansers with phosphoric acid contain 4 percent to 6 percent acid. You can purchase lime scale removers at janitorial supply stores that contain 8 percent to 12 percent acid to get the job done faster. A higher concentration of acid is safe on most household surfaces as long as you rinse the surface to remove all traces of the acid after the cleaning is complete. Let the acid sit for a few minutes after you apply it to let it work. Tough hard-water deposits may take more than one application. Scrub the applied areas with a white, nylon-backed scrub sponge. Make sure you read any manufacturing warnings before applying phosphoric acid solutions to surfaces in your home.

Other recommended cleaning products:

- Comet bleach
- Easy off grime and lime
- Soft scrub with bleach commercial
- Lime away

**-- DETAILED CLEANING --****SPECIFIC AREAS/ITEMS****Ceramic tile and grout flooring**

Just sweep and mop on a regular basis and they stay clean and shiny. Mop floors with clear water or just a dash of liquid dish soap. Be sure to change the water when it gets cloudy. Too much soap or dirty water will make floors dull or sticky. Don't use scrub pads on ceramic tile floors or you might scratch them. Our professional cleaners wash most floors by hand, cleaning and drying a small area at a time.

Other recommended cleaning products:

- Tilex soap scum remover
- Tilex mildew remover

## Grout

Old grout may need cleaning with a wax stripper or heavy-duty cleaner plus a grout brush. Use a bleaching cleanser on tough spots. For mildewed grout in tubs or showers, use a grout brush with a 1:5 solution of chlorine bleach and water, or grout cleaner. Clean colored grout with a heavy-duty cleaner and a grout brush, but don't use bleach because this may remove the color from the grout. Be sure never to use a bleaching solution on colored grout. Never use bleach in combination with any ammonia-based product and be sure the area is well-ventilated.

When you've finished cleaning, rinse the area well to remove all traces of bleach. Once the grout is as clean as you can get it, rinse it well. When it's thoroughly dry, apply a coat of grout sealer

### Other Common cleaning products:

- Tilex soap scum remover
- Tilex mildew remover

## No-wax/linoleum floors - (if applicable)

Regular vacuuming or sweeping is the best way to maintain the finish. Then damp mop with plain water or add just a drop of liquid dish soap. If the floor has some tough spots to clean, use a white, nylon-backed scrub sponge. This will keep soil from wearing away the surface. However, if time and traffic eventually dull the glossy top layer, you may want to add a floor finish or wax to restore the shine. Choose any good commercial floor polish or try a self-polishing, metal-interlock floor finish available from a janitorial supply. Traffic areas may need finish applied more often than the rest of the floor. It's a good idea to keep doormats at all the entrances to your home, as they will catch much of the dirt that could eventually damage your floors.

### Other Common cleaning products:

- Tilex soap scum remover
- Tilex mildew remover

## Appliances:

**Stove / Oven** -- Use spray oven cleaner inside and outside & under burners, and broiler.  
(Make sure to properly ventilate fumes)

### Other recommended cleaning products:

- Easy-off fume free oven cleaner
- Mr. Muscle oven cleaner

**Microwave** -- Use degreaser, paper towel or wiping rag, and clean outside and inside surfaces (all 5 sides, and inside face of door). Use degreaser to clean filters at underside of microwave, and sides of microwave and over light. (See below for suggestions)

**Refrigerator** -- Use anti-bacterial cleanser, like formula 409, inside and outside, on top & under refrigerator. Move refrigerator to clean behind & under it and remove all removable shelving to thoroughly clean. (See below for suggestions)

**Disposal** -- Use self dissolving freshener for inside the disposal (See below for suggestions)

**Exhaust Fans** -- Dust and wipe down with degreaser (See below for suggestions)

**Ceiling Fans** -- Dust and remove hair, cobwebs, etc. & wipe down light fixtures with degreaser (See below for suggestions)

**Wall heaters** -- Dust and wipe down all sides and top with degreaser (See below for suggestions)

### Other recommended cleaning products:

- Fantastic orange action by Johnson Diversey
- 409 heavy duty degreaser commercial
- 409 orange cleaner degreaser

**-- DETAILED CLEANING --****SPECIFIC AREAS/ITEMS****BEDROOMS, CLOSETS, LIVING and DINING ROOMS****Wood floors**

Vacuum and dust mop regularly to prevent dirt from building up and damaging the surface. Any wood floor can be cleaned with a quarter-cup of apple cider vinegar mixed with a gallon of warm water or Murphy's oil and water. Wood floors are best cleaned on your hands and knees because you should only clean a small area at a time and then dry it and move on. Never get wood floors too wet or allow them to dry naturally. Finished wood floors often can be cleaned just with water. However, the finish will eventually wear off, and you'll either have to re-finish the floors or start waxing them.

Other recommended cleaning products:

- Murphy's oil soap multi-use wood floor cleaner with orange oil
- Murphy's oil soap

**Pergo wood floors**

The manufacturers of Pergo recommend damp mopping at least once a week and sweeping or vacuuming with an attachment more often if you are concerned about scratches.

Do not use soaps or detergents because they may leave a film, dulling the floor. Difficult spots like nail polish, markers, tar and cigarette burns can be removed with acetone or nail polish remover. Pergo floors must never be waxed, polished, sanded or refinished.

**Floor base and flooring**

To remove pet hair and grime from floor base and trim, use broom, Murphy's oil and water mixture with static cling mop.

**Pet stain removal from carpets on stairs**

First, blot up any liquid by putting towels or absorbent rags over the spot and stepping on them. Start with gentle pressure and increase it up to putting your full weight down. Change to fresh rags or towels, until no more liquid comes up.

For fresh stains, apply a bacteria/enzyme digester from a pet store, following the directions - it's the only way to deal effectively with both the stain and the odor. Bacteria/enzyme digesters work slowly, so leave the solution on as long as the directions say. Urine has probably penetrated into the carpet and pad, so use enough solution to reach as far down as the stain. Apply the solution, put plastic over it, and step on the spot several times until the area is well saturated. Then, leave the plastic on the whole time the digester is working to make sure the spot doesn't dry out.

Old or dry stains are hard - sometimes even impossible - to remove, but try the bacteria/enzyme digester. If it's a popular accident site, the bacteria may produce enough ammonia in the course of breaking down the stains to create a super-alkaline situation that interferes with its own action. In this case, you may need to neutralize the spot after the digester has been working for about four hours. Mix a solution of one cup of vinegar to a gallon of warm water. Rinse the area with this solution and apply a fresh batch of bacteria/enzyme solution.

If the stain or odor remains, call a professional deodorizing specialist. A complete cure will probably involve cleaning the entire carpet by extraction and replacing the pad underneath, if not replacing the carpet.

Other recommended cleaning products:

- WD-40 Spot shot professional carpet cleaner
- Resolve procure carpet spot cleaner
- Eliminator carpet spot & stain remover

**RESIDENT TURNOVER OF RENTAL UNIT** **THIRTY DAYS WRITTEN NOTICE**

A thirty-day (30) written notice must be submitted to REA before vacating the premises (e-mail is okay with phone confirmation). **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.**

The 30-day notice shall be effective from the date it is received by REA. The notice must include the date you anticipate having the property ready for your move-out inspection, and can be submitted via U.S. Mail or e-mail with phone confirmation. One day after the day REA receives the written 30 day notice to vacate, is when the counting begins for determining the correct 30 days of rental obligation the vacating resident will be required to pay prior to vacating the residence, per California State Law.

**❖ SHOWING PROPERTY DURING NOTICE TO VACATE PERIOD**

After you have given written notice that you have intended to move, the property will be listed for rent. The most probable showing hours will be between 9 a.m. and 7 p.m. M thru F and 11am to 4pm Sat. and Sunday, unless alternate viewing times have been coordinated and scheduled with REA. The property must be available and in presentable condition during these viewing times. You will be notified by phone, e-mail or posting 24 hours prior to showing, unless an alternative time-frame is coordinated between REA and the vacating resident.

**❖ MOVE-OUT CONDITION / INITIAL (PRE) WALK THRU AND FINAL INSPECTION**

It is your responsibility to schedule the INITIAL (PRE) walk-thru inspection and final move-out walkthrough inspection. You are not required to attend either of the Initial (pre) or final walk-thru inspections, but it is recommended especially for the initial pre-walkthrough. If desired by the resident, to have an initial walk-thru completed, then it must be scheduled to occur within 14 days prior to vacating the unit and turning it over to REA. If you are planning on attending the walk-throughs, then please confirm these schedules with REA as soon as possible, especially if you are going to be moving out during the last week of the month. A final walk through inspection is made only after you have completely vacated the premise and you have turned over or are ready to turn over the keys at the final walk-thru inspection. If keys are not returned within 1 week after vacating the rental unit, and a final inspection date was never scheduled with REA, REA will consider the unit abandoned and will switch-out all associated locks and charge back all appropriate costs and fees against the vacated residence's deposit.

**RESIDENT TURNOVER OF RENTAL UNIT****❖ MOVE-IN/MOVE-OUT CONDITION REPORT**

Included in your move-in package is a MOVE-IN/MOVE-OUT ITEMIZED STATEMENT. REA Inc. provides this form so that you can note the baseline condition of the premises at the time of your acceptance and move-in into the rental unit. The form is to be used to identify and list the existing defective items at the time the resident takes occupancy of the unit. Please sign your name, date it and return it to REA within 3 calendar days of beginning tenancy. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, within 3 calendar days after the initial rental time begins, the property will be assumed to be in an acceptable condition as REA notated on the form just prior to move-in and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made.

 **EARLY LEASE TERMINATION -- (condos & detached single family homes)**

From time to time a resident that is bound by a long-term rental agreement of a single family homes & condos (six months or longer) may need to be released early from their financial obligation. The following conditions must be met by the tenant(s) requesting relief from their obligation and fall within the acceptable parameters to do so:

1. There must be a justifiable economic and financial reason for the early release of the terms of the lease. Written supporting documentation will be required.
2. Written approval from the property supervisor permitting an early release.
3. The Resident understands they are financially responsible for their entire leased obligation of rent, plus advertising costs, etc. until the property is re-rented.
4. Resident must cooperate & assist REA in showing the unit to prospective residents if the unit remains occupied.

 **EXTENDED ABSENCES AND ABANDONMENT**

- A. Notice of Extended Absence. A household must notify management in writing if all members of the household intend to be absent from the site for more than fourteen (14) consecutive days.
- B. Limits on Extended Absence. A household may not be absent from the site for longer than 30 consecutive days, or 90 days if the absence is due to medical reasons, without losing its right to tenancy in the unit. If households exceed the limit for absences, management will take appropriate legal action, including termination of assistance and eviction. A household may request in writing to have a longer absence approved, but only if there are extenuating circumstances.
- C. Abandonment. If management does not receive notice from a household of an extended absence, management shall consider the household to have abandoned its unit if:
  - a. Management believes the unit has been unoccupied for more than 30 consecutive days.
  - b. The household's rent is past due and the household has not acknowledged or responded to demands for payment within 15 days of the landlord giving such notice.

- D. Inspection and Notice. If management considers a unit to be abandoned, management will:
  - a. Enter the unit to conduct an emergency inspection; and
  - b. Attempt to notify household members that it considers the unit abandoned by sending notice to the household's address at the site and to the addresses of any emergency contacts the household gave to management.
  
- E. Legal Action. If household members do not respond to management's written notice within 15 days of the date of the notice, management will take appropriate legal action, including termination of assistance and eviction.
  
- F. Storage and Disposal of Abandoned Property. Once management has gotten an eviction order, it will take written and photographic inventory of any abandoned property in the unit and store it for 30 days. If the household does not claim the property during that period, management will then give the property to a charity it designates. If the charity refuses to take the property, management will throw it out.

## Useful Local Links - San Diego TOURISM

### Tourist Information

- Downtown San Diego – Neighborhood info [www.sandiegodowntown.info/dtsd.html](http://www.sandiegodowntown.info/dtsd.html)
- Downtown San Diego – Live Webcams [www.sundiegolive.com/](http://www.sundiegolive.com/)
- San Diego Convention & Visitor's Bureau [www.sandiego.org/nav/Visitors](http://www.sandiego.org/nav/Visitors)
- Tijuana, BC Mexico [www.visitmexico.com/wb/Visitmexico/Visi\\_Tijuana](http://www.visitmexico.com/wb/Visitmexico/Visi_Tijuana)

### Cultural Arts

- Balboa Park – Museums & Cultural Events [www.balboapark.org/](http://www.balboapark.org/)
- La Jolla Playhouse [www.lajollaplayhouse.org/](http://www.lajollaplayhouse.org/)
- Museum of Contemporary Art San Diego [www.mcasd.org/](http://www.mcasd.org/)
- San Diego Opera [www.sdopera.com/](http://www.sdopera.com/)
- San Diego Symphony [www.sandiegosymphony.com/](http://www.sandiegosymphony.com/)
- The Starlight Theatre [www.starlighttheatre.org/](http://www.starlighttheatre.org/)

### Outdoor Activities

- Beaches [www.sandiego.org/nav/Visitors/WhatToDo/BeachesParks](http://www.sandiego.org/nav/Visitors/WhatToDo/BeachesParks)
- Balboa Park [www.balboapark.org/](http://www.balboapark.org/)
- Maritime Museum – Star of India [www.sdmaritime.com/](http://www.sdmaritime.com/)
- Mission Bay Park [www.sandiego.gov/park-and-recreation/parks/missionbay/index.shtml](http://www.sandiego.gov/park-and-recreation/parks/missionbay/index.shtml)
- Harbor Cruises [www.sandiegotours.us/](http://www.sandiegotours.us/)
- San Diego Harbor Excursions [www.sdhe.com/](http://www.sdhe.com/)
- San Diego Bay Recreation – Port of San Diego [www.portofsandiego.org/](http://www.portofsandiego.org/)

### Theme Parks

- San Diego Zoo [www.sandiegozoo.org/](http://www.sandiegozoo.org/)
- San Diego Wild Animal Park [www.sandiegozoo.org/wap/index.html](http://www.sandiegozoo.org/wap/index.html)
- Legoland CA [www.legoland.com/california.htm](http://www.legoland.com/california.htm)
- Seaworld CA [www.seaworld.com/sandiego/](http://www.seaworld.com/sandiego/)
- Belmont Park [www.belmontpark.com/](http://www.belmontpark.com/)

### Transportation

- San Diego Transit System – Bus, Trolley, Train [www.sdcommute.com/](http://www.sdcommute.com/)
- Airport – San Diego International Airport [www.san.org/](http://www.san.org/)
- Train – Amtrak [www.amtrak.com](http://www.amtrak.com)
- Bus – Greyhound [www.greyhound.com/home/](http://www.greyhound.com/home/)
- DMV – California Department of Motor Vehicles [www.dmv.ca.gov/](http://www.dmv.ca.gov/)

## Useful Internet Links -- San Diego RESOURCES

### Local Flavors & Favorites

- Downtown San Diego – Neighborhood Info [www.sandiegodowntown.info/dtsd.html](http://www.sandiegodowntown.info/dtsd.html)
- City of San Diego [www.sandiego.gov/](http://www.sandiego.gov/)
- Café Influx [www.influxcafe.com/](http://www.influxcafe.com/)
- Pizzeria Luigi's [www.pizzerialuigi.com](http://www.pizzerialuigi.com)
- Turfs Supper Club (619) 234-6363
- Krakatoa (619) 230-0272
- Golden Hills Coffee Shop (619) 239-7464
- Mission Café (619) 232-7662
- Giorginos Deli (619) 234-9141 [www.giorginosdeli.com](http://www.giorginosdeli.com)
- South Park Bar & Grill (619) 696-0096 [www.southparkbarandgrill.net](http://www.southparkbarandgrill.net)
- Vagabound Kitchen (619) 255-1035 [www.vagaboundkitchen.com](http://www.vagaboundkitchen.com)
- Alchemy Restaurant [www.alchemysandiego.com](http://www.alchemysandiego.com)
- Golden Hill Recreation Center [www.sandiego.gov/park-and-recreation/centers/goldenhill.shtml](http://www.sandiego.gov/park-and-recreation/centers/goldenhill.shtml)
- Balboa Golf Course [www.sandiego.gov/park-and-recreation/golf/bpgolf.shtml](http://www.sandiego.gov/park-and-recreation/golf/bpgolf.shtml)
- Socalfreenet.org [www.socalfreenet.org](http://www.socalfreenet.org)
- Greater Golden Hill Community Development Corp [www.goldenhillcdc.org](http://www.goldenhillcdc.org)
- Starbucks (619) 231-7637 [www.starbucks.com](http://www.starbucks.com)
- Sherman Heights Community Center <http://shermancenter.org/>
- Urban Spoon [www.urbanspoon.com/r/27/314674/restaurant/Golden-Hill-South-Park](http://www.urbanspoon.com/r/27/314674/restaurant/Golden-Hill-South-Park)

### Federal Government Offices

- CDC – Centers for Disease Control [www.cdc.gov/](http://www.cdc.gov/)
- US Customs [www.cbp.gov/](http://www.cbp.gov/)
- US Citizenship & immigration Services [www.uscis.gov/portal/site/uscis](http://www.uscis.gov/portal/site/uscis)

### Newspapers & Local Publications

- San Diego Reader [www.sandiegoreader.com/home/](http://www.sandiegoreader.com/home/)
- San Diego Union Tribune [www.signonsandiego.com/](http://www.signonsandiego.com/)

**Resident's - FREQUENTLY ASKED QUESTIONS (FAQ's)****How do I apply for an apartment?**

Select an apartment from within a specific building and apply by directly contacting the identified rental representative. They will assist you in viewing the apartment and completing the necessary paperwork.

**What is the best part of town to live in?**

The best part of town is the part of town that best meets all of your needs. What do you need to be living near? Your employment? Your school? Is commuting and convenience a concern?

**What rental selection process or criteria do you use?**

We consider the number of occupants applying for the apartment, we are careful not to exceed our occupancy limits. We also review rental history, public records, length of employment, income amount, credit history, criminal history and monthly debt payment-to-income ratios. Please refer to our specific applicant screening criteria for details.

**Will you rent to me if I have been evicted?**

Our rental decision will depend upon the date the eviction occurred, the reason for the eviction and if any debt is still owed to the previous landlord.

**Do you take Section 8 recipients?**

The lease terms for the properties that Real Equity Assets, Inc. manages do not meet the section 8, 1 year lease requirements.

**I want to move out, what do I do?**

You must give a 30-day notice in writing, verbal notice is not acceptable. Contact your Rental Representative and fill out and sign a 30-Day Notice to Vacate form. The form is available for printing from this website. Please be sure to include your accurate forwarding address. Your Rental Representative will explain all the details.

**How much is the security deposit?**

The security deposit amount is determined based upon the results of the applicant screening process and is charged and payable at the time you move in. We review public records, credit history, employment stability, rental history, criminal history, income amount and monthly debt payment-to-income ratio prior to making a decision about the amount of the security deposit. Guarantors of prospective residents must own real estate in the state of California or reside in the City of San Diego, are sometimes acceptable in lieu of an increased security deposit and must meet their guidelines as described in the applicant screening criteria.

**When I rent, is it a lease?**

The initial term is a 3 month lease; it then converts to a month-to-month rental agreement.

**How much does it cost to move in?**

The security deposit, prorated rent, and other charges and fees are payable prior to moving in.

**Do you screen your prospective residents and how much does it cost?**

Yes, we review criminal history, public records, rental history, employment stability, credit history, monthly debt payments-to-income ratio on each prospective resident. The applicant screening fee is \$35.

**Do you accept pets? How much does it cost?**

Please refer to the applicant screening criteria for pet policy details.

**Is the apartment's wheelchair accessible?**

Unfortunately, most of our properties are older and have stairs. Some of our duplexes, triplexes and four-plexes may be accessible. Please contact the Rental Representative responsible for the apartment, in which you have interest, that are best equipped to help you.

**Prospective Clients**

Do you offer electronic deposit and online account access? Not available at this time.

**Prospective Tenants**

How can I apply for a property?

Download and fill out this form, and send it back to us with \$35.00 cash per adult applicant to initiate your screening.

**REAL Equity Assets Inc.  
OCCUPANT INFORMATION SHEET 2009**

	Tenant 1	Tenant 2	Tenant 3
Name			
Property Address:			
Parking Space/Garage Number			
Home Phone			
Work Phone			
Cell Phone			
Pager			
Other			
Email at Home			
Email at Office			
Best Method and Time to Contact			
Emergency Contact Name:			Relationship:
Phone Number ( )			

**Please list names of All Household Occupants including children:**

Occupant's First and Last Name	Date of Birth	Relationship	SS#

**Please List ALL Vehicles Kept at the Rental Property**

Vehicle Year, Make and Model	Color	License Number	State of Registration

**Amenities in Unit, Please circle all that apply:**

A/C      Fireplace      Laundry Hook-up      Skylight      Patio/Balcony      Ceiling Fan      View

Vaulted Ceilings      Extra Storage      Microwave      Dishwasher      Hardwood Floors

**RESIDENTIAL LEASE AGREEMENT**

*This is a legally binding agreement, please read carefully*

OCCUPYING RESIDENTS:

Date printed: \_\_\_\_\_

OWNER/ or OWNER's AGENT: KREIGAN BRINK

Unit Address \_\_\_\_\_

**MOVE-IN / MOVE-OUT ITEMIZED INSPECTION STATEMENT**

**General Notes:** Please refer to the unit cost on pages 12-13 from the rental agreement if it is not listed below for items from "Initial (Pre) and final inspection" of move-in/move-out form. Referenced Tenant(s) agree that failure to file any written notice of defects (including e-mail or the move-in/move-out itemized inspection statement) with the Owner or Owners Agent within (3) three calendar days of taking possession of said premises, will be legally binding proof that the premises is and was in aesthetically, good, operationally functional, safe and habitable condition at the time of taking possession and for the duration of occupancy.

<b>GENERAL CLEANING - applicable to all rooms</b>	<b>quantity</b>	<b>move-in inspection</b>	<b>initial (Pre) inspection<sup>(WITHIN 2 WEEKS OF FINAL)</sup></b>	<b>final inspection</b>
Rooms/area include: patio entrance, living area, kitchen, dining area, bathroom(s), bedroom(s), closet(s), hallways, stairwell, storage room, and overhead storage				
Dust corners (high/low)				
Dust horizontal surfaces				
Dust mop wood floors				
Sweep/mop flooring				
Remove cobwebs				
Dusting of both sides of window blinds				
Wipe down ceiling fans				
Wipe down light fixtures, switches, remotes and outlets				
Wipe down all window jambs between screen and still with degreaser				
Clean interior of all windows with glass cleaner				
Wipe down all window screens with glass cleaner or similar				
Wipe down all mirrored surfaces with window cleaner				
Wipe down all countertops and shelving				
Wipe down outside and inside of all cabinetry				
Wipe down to of cabinets with degreaser				
Wipe down all baseboard with degreaser				
Wipe down all wood trim, doors, window trim with degreaser if painted/with Murphy's oil if stained				
Dust and wipe down exhaust in bathroom				
Wipe down, degrease heat registers and / or vent/heat grilles				
Wipe down all door, window and cabinet hardware and hinges with degreaser				
Wipe down all shelving				
Dust/wipe down top of door and window trim				
Wipe down handrails at stairs with degreaser				
<b>Owner/Agent Initials</b>				

**RENTAL UNIT CONDITION DURING POSSESSION—COMMENT LEGEND:**

DWDI=dust wipe down item    DWDA=dust wipe down area    CEI=clean entire area    SCI=spot clean item  
RBI=replace broken item    RDI=repair damaged item    RTP=repair & touch up paint    TUP=touch up paint

**RESIDENTIAL LEASE AGREEMENT**

*This is a legally binding agreement, please read carefully*

Page \_\_\_ of 31  
of rental agreement

OCCUPYING RESIDENTS:

Date printed: \_\_\_\_\_

OWNER/ or OWNER's AGENT: KREIGAN BRINK Unit Address \_\_\_\_\_

**MOVE-IN / MOVE-OUT ITEMIZED INSPECTION STATEMENT**

**Page 2 of 6**

**General Notes:** Please refer to the unit cost on pages 12-13 from the rental agreement if it is not listed below for items from "Initial (Pre) and final inspection" of move-in/move-out form. Referenced Tenant(s) agree that failure to file any written notice of defects (including e-mail or the move-in/move-out itemized inspection statement) with the Owner or Owners Agent within (3) three calendar days of taking possession of said premises, will be legally binding proof that the premises is and was in aesthetically, good, operationally functional, safe and habitable condition at the time of taking possession and for the duration of occupancy.

<b>DEEP CLEANING - most for kitchen and bathroom, but some applicable to all rooms</b>	<b>quantity</b>	<b>move-in inspection</b>	<b>initial (Pre) inspection<sup>(WITHIN 2 WEEKS OF FINAL)</sup></b>	<b>final inspection</b>
<b>***KITCHEN***</b>				
Remove all food debris, crumbs and spills from all surfaces				
Remove grease and dirt from switch and outlet trim plates				
Remove all food debris, crumbs and spills from all surfaces				
Remove all hair from floor and base surfaces				
Wipe down walls if dirty				
Wipe down light fixtures				
Clean window sills in room and between screen and window				
Degrease microwave filters and under microwave above stove				
Use oven cleaner to clean range top and under range top around burners				
Use oven cleaner to clean inside and outside (sides) ovens				
Use oven cleaner to clean inside broiler (if applicable)				
Move appliances (oven, refrigerator and dishwasher - if applicable and clean behind and under them)				
Degrease and clean the sides of cabinets especially near stove				
Clean inside of microwave (all walls, ceiling within micro & filters at underside of microwave)				
Remove all food, food particles, spills, grease, stains, growths etc. from refrigerator and freezer				
Use Formula 409 or similar cleaning product to disinfect refrigerator				
Pull out food drawers and clean behind them in refrigerator				
Degrease ceiling and walls where grease may have been cooked on from range				
Remove soap scum and hard water stains from all faucets and sink				
Clean and remove grease from all cabinets, handles and knobs				
Clean inside and on top of cabinets				
Degrease top of cabinets and under the upper cabinets				
Dust and clean both sides of window blinds and shades				
Murphy's Oil all wood flooring surfaces				
Clean both sides of window screens				
Polish sink bowl and tub				
Degrease and clean face of appliances, refrigerator, oven and microwave				
Degrease and wide down vent hood over range				
Wipe down light at underside of microwave and test fan & light				
<b>Owner/Agent Initials</b>				

**RENTAL UNIT CONDITION DURING POSSESSION--COMMENT LEGEND:**

DWDI=dust wipe down item	DWDA=dust wipe down area	CEI=clean entire area	SCI=spot clean item
RBI=replace broken item	RDI=repair damaged item	RTP=repair & touch up paint	TUP=touch up paint



**RESIDENTIAL LEASE AGREEMENT**

*This is a legally binding agreement, please read carefully*

Page \_\_\_ of 31  
of rental agreement

OCCUPYING RESIDENTS:

Date printed: \_\_\_\_\_

OWNER/ or OWNER's AGENT:                     KREIGAN BRINK                     Unit Address \_\_\_\_\_

**MOVE-IN / MOVE-OUT ITEMIZED INSPECTION STATEMENT**

**Page 4 of 6**

**General Notes:** Please refer to the unit cost on pages 12-13 from the rental agreement if it is not listed below for items from "Initial (Pre) and final inspection" of move-in/move-out form. Referenced Tenant(s) agree that failure to file any written notice of defects (including e-mail or the move-in/move-out itemized inspection statement) with the Owner or Owners Agent within (3) three calendar days of taking possession of said premises, will be legally binding proof that the premises is and was in aesthetically, good, operationally functional, safe and habitable condition at the time of taking possession and for the duration of occupancy.

<b>DEEP CLEANING - most for kitchen and bathroom, but some applicable to all rooms</b>				
	<b>quantity</b>	<b>move-in inspection</b>	<b>initial (Pre) inspection<sup>(WITHIN 2 WEEKS OF FINAL)</sup></b>	<b>final inspection</b>
<b>***Deep cleaning items applicable to all rooms listed below***</b>				
Dust for cob webs, lint, top down cleaning				
Remove all hair from all surfaces, floor and base surfaces				
Wipe down/dust all horizontal/wall surfaces that collect dust/hair such as fixtures, ceiling fans, walls, ceilings, frames, base, sills, shelves, cabinets and trim plates				
Degrease/clean all oily/smudge/grease marks on walls, trim, doors and windows frames, sills, switch plates, hardware and base				
Professionally clean (steam clean) all fixed carpeted surfaces				
Clean mirrors and windows and screens				
Wipe down walls and door, window and cabinet hardware				
Sweep and vacuum floor as needed.				
<b>***MAIN LIVING/DINING AREA***</b>				
<b>***BEDROOM #1***</b>				
<b>***BEDROOM #2**</b>				
<b>***STORAGE ROOM/LAUNDRY ROOM/CLOSETS**</b>				
<b>***STAIRWELL/HALLWAY/&amp; OR OTHER ROOMS**</b>				
<b>***DECK/BALCONY/PATIO/ENTRY LANDING**</b>				
<b>Owner/Agent Initials</b>				

**RENTAL UNIT CONDITION DURING POSSESSION—COMMENT LEGEND:**

CNAN = CLEAN - NO ACTION NEEDED DWDI = dust wipe down item    DWDA = dust wipe down area    CEI = clean entire area    SCI = spot clean item RBI = replace broken item    RDI = repair damaged item    RTP = repair & touch up paint    TUP = touch up paint	ONAN = OLD - NO ACTION NEEDED
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**RESIDENTIAL LEASE AGREEMENT**

*This is a legally binding agreement, please read carefully*

Page \_\_\_ of 31  
of rental agreement

OCCUPYING RESIDENTS:

Date printed: \_\_\_\_\_

OWNER/ or OWNER's AGENT:                     KREIGAN BRINK                     Unit Address \_\_\_\_\_

**MOVE-IN / MOVE-OUT ITEMIZED INSPECTION STATEMENT**

**Page 5 of 6**

**General Notes:** Please refer to the unit cost on pages 12-13 from the rental agreement if it is not listed below for items from "Initial (Pre) and final inspection" of move-in/move-out form. Referenced Tenant(s) agree that failure to file any written notice of defects (including e-mail or the move-in/move-out itemized inspection statement) with the Owner or Owners Agent within (3) three calendar days of taking possession of said premises, will be legally binding proof that the premises is and was in aesthetically, good, operationally functional, safe and habitable condition at the time of taking possession and for the duration of occupancy.

<b>MAINTENANCE &amp; REPAIR (all rooms)</b>				
	<b>quantity</b>	<b>move-in inspection</b>	<b>initial (Pre) inspection<sup>(WITHIN 2 WEEKS OF FINAL)</sup></b>	<b>final inspection</b>
<b>MAINTENANCE &amp; REPAIR (all rooms)</b>				
Spackle all nail or pin holes in walls, ceilings and touch up pain over spackle				
Touch up paint all scratches, dings, chips or where paint was removed by cleaning product				
Adjust loose/non-closing doors so they close				
Re-hang bi-fold and or pocket doors so they close properly				
Touch-up paint all built-in shelving, door trim, window trim that has been chipped or paint previously removed				
Tighten all loose handles, knobs, hardware, hinges, etc				
Tighten all bathroom wall accessories (towel holders etc.) - maybe reattached with new bolts, etc				
Touch up paint closet hanger rod, and at all spackle touch				
Repair any scratches, chips, dings or cracks in wood or tile floors				
Replace any broken blind valence attachment clips				
Repair/replace any window blind closing sticks				
Repair/replace horizontal window blinds that cannot be lowered or raised evenly				
Repair/replace blind adjustment rod if broken				
Repair/replace window blind operating adjustment				
Confirm functioning disposal with disposal tool and water				
Patch, repair and touch up paint any and all holes in walls and ceilings (including storage room)				
Repair or replace broken window or screen				
Repair or replace broken windows or mirrors				
Make sure all door stops and bath accessories are attached to the wall firmly				
Make sure toilet flushes ok and check flapper in tank				
Clean and sanitize sink, faucet and disposal				
Clean and sanitize toilet bowl, bath tub, vanity and flooring				
Touch-up paint floor base				
Replace all burned out bulbs				
<b>Owner/Agent Initials</b>				

**RENTAL UNIT CONDITION DURING POSSESSION—COMMENT LEGEND:**

CNAN = CLEAN - NO ACTION NEEDED DWDI = dust wipe down item    DWDA = dust wipe down area    CEI = clean entire area    SCI = spot clean item RBI = replace broken item    RDI = repair damaged item    RTP = repair & touch up paint    TUP = touch up paint
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RESIDENTIAL LEASE AGREEMENT

This is a legally binding agreement, please read carefully

Page \_\_\_ of 31 of rental agreement

OCCUPYING RESIDENTS:

Date printed: \_\_\_\_\_

OWNER/ or OWNER's AGENT: KREIGAN BRINK Unit Address \_\_\_\_\_

MOVE-IN / MOVE-OUT ITEMIZED INSPECTION STATEMENT

Page 6 of 6

General Notes: Please refer to the unit cost on pages 12-13 from the rental agreement if it is not listed below for items from "Initial (Pre) and final inspection" of move-in/move-out form. Referenced Tenant(s) agree that failure to file any written notice of defects (including e-mail or the move-in/move-out itemized inspection statement) with the Owner or Owners Agent within (3) three calendar days of taking possession of said premises, will be legally binding proof that the premises is and was in aesthetically, good, operationally functional, safe and habitable condition at the time of taking possession and for the duration of occupancy.

According to state law:

Any security shall be held by the landlord for the tenant who is party to the lease or agreement. The claim of a tenant to the security shall be prior to the claim of any creditor for the landlord. (Civil Code Section 1950.5(d)). According Civil Code Section 1950.5(b), the security deposit may be used by the owner for any purpose, including, but not limited to, any of the following:

- 1. The compensation of a landlord for a tenant's default in the payment rent.
2. The repair of damages to the premises, exclusive of ordinary wear and tear, caused by the tenant or by a guest or licensee of the tenant.
3. The cleaning of the premises upon termination of the tenancy necessary to return the unit to the same level of cleanliness it was in at the inception of the tenancy.
4. To remedy future defaults by the tenant in any obligation under this rental agreement to restore, replace, or return personal property or appurtenances, exclusive of ordinary wear and tear, if the security deposit is authorized to be applied thereto by the rental agreement.

From the time of the initial inspection until the termination of tenancy, the tenant may remedy the deficiencies identified in the initial inspection, in a manner consistent with the rights and obligations of the parties under the rental agreement, in order to avoid deductions from the security deposit.

The law allows the Owner/Agent to use the security deposit for legal deductions itemized in this statement that are not corrected by the Resident prior to the termination of the tenancy or that were not identified due to the presence of the Residents' possessions during the time of the initial inspection. It also allows Owner/Agent to use the security deposit to correct any damages that occur to the unit/premises between the time of the initial inspection and termination of the tenancy.

An itemized statement will be sent to you within 21 calendar days after the Owner/Agent has regained possession of the premises.

Move-In Inspection:

Table with 4 columns: Resident, Date, Resident, Date. Rows for Resident, Owner/Agent.

Initial Inspection (Pre-move-out inspection):

Table with 4 columns: Owner/Agent, Date, Resident (Optional), Date.

Move-out Inspection:

Owner/Agent Date

RENTAL UNIT CONDITION DURING POSSESSION-COMMENT LEGEND:

Legend table with 4 columns: CNAN = CLEAN - NO ACTION NEEDED, ONAN = OLD - NO ACTION NEEDED, DWDI = dust wipe down item, DWDA = dust wipe down area, CEI = clean entire area, SCI = spot clean item, RBI = replace broken item, RDI = repair damaged item, RTP = repair & touch up paint, TUP = touch up paint.

**RESIDENT'S MAINTENANCE / SERVICE REQUEST FORM**

Resident's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt No. \_\_\_\_\_

Request: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

You Are \_\_\_ Are Not \_\_\_ authorized to enter if no one is at home.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**FOR OFFICE USE ONLY**

Work Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Charge Cost to Resident:  Yes  No

Reason to Charge \_\_\_\_\_ Amount \$: \_\_\_\_\_

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THIRTY-DAY NOTICE OF RESIDENT(S) INTENT TO VACATE**

TO: \_\_\_\_\_ (Owner/Agent)

You are hereby given notice that \_\_\_\_\_ (Resident(s))

intend(s) to terminate the tenancy and to move from the premises located at:

\_\_\_\_\_, Unit # (if applicable) \_\_\_\_\_  
 \_\_\_\_\_, CA \_\_\_\_\_  
 \_\_\_\_\_, CA \_\_\_\_\_  
 (Street Address) (City) (Zip)

as of \_\_\_\_\_ (Date).

It is understood as follows:

- a. that a Thirty-Day Notice of Intent to Vacate is required by Section 1946 of California Civil Code for month-to-month tenancies;
- b. for a Resident on a fixed-term lease, a Thirty-Day Notice of Intent to Vacate does not release Resident from any obligation of the lease, including payment to the end of the lease term;
- c. Resident's possession of the unit remains in effect until all belongings are removed and all keys returned; and
- d. except as provided by law, rent is due and payable up to and including the final date of possession, or thirty (30) days after service of this notice to Owner/Agent, whichever is later.
- e. Resident cannot use the security deposit as last month's rent. Rent is payable through the termination of the tenancy.

The Resident's reason(s) for terminating the Rental Agreement is as follows: *(optional)*

Forwarding Address: \_\_\_\_\_

New Phone Number: \_\_\_\_\_

**NOTICE OF RIGHT TO INITIAL INSPECTION:**

I understand that I have the right to request an initial inspection of my unit and to be present during that inspection, which shall occur no earlier than two weeks before the termination of the tenancy and during normal business hours. I also understand that at this initial inspection, the Owner/Agent will provide an itemized statement specifying repairs or cleaning that are proposed to be the basis for the deductions from the security deposit. I understand, however, that this may not be a final accounting of deductions from my security deposit. I understand that no later than three weeks (21 days) after Owner/Agent has regained possession of the premises, Owner/Agent shall provide me with an itemized statement, indicating the basis for, and the amount of, any security received and the disposition of the security and shall return any remaining portion of such security deposit to Resident.

*(Check only one option below)*

- I decline the initial inspection.
- I request the initial inspection of my unit, and I wish to be present.
- I request the initial inspection of my unit, but I will not be present.

Contact me to arrange for the inspection. \_\_\_\_\_ (phone)

*(If requesting initial inspection, check only one option below)*

- I waive my right to 48-hour notice by the Owner/Agent prior to his/her entry of the unit to perform the initial inspection, as allowed by Civil Code section 1950.5(f)(1)
- I want Owner/Agent to provide 48-hour notice prior to his/her entry of the unit to perform the initial inspection

_____	_____	_____	_____
<i>Date</i>	<i>Resident</i>	<i>Date</i>	<i>Resident</i>
_____	_____	_____	_____
<i>Date</i>	<i>Resident</i>	<i>Date</i>	<i>Resident</i>

**OWNER/AGENT ACKNOWLEDGEMENT OF RESIDENT(S)  
THIRTY-DAY NOTICE OF INTENT TO VACATE**

1. Receipt of Resident(s) Thirty-Day Notice of Intent to Vacate the above unit, effective \_\_\_\_\_ (date), is acknowledged.
2. Your tenancy will be terminated as of \_\_\_\_\_ (date).
3. Please note that you cannot use the security deposit as last month's rent. Rent is payable through the termination of the tenancy.
4. Rent must still be paid in advance on the normal rental date, prorated to the end of the tenancy as follows:  
From \_\_\_\_\_ (date), to \_\_\_\_\_ (date),  
for \_\_\_\_\_ days at \$ \_\_\_\_\_ per day, for a total of \$ \_\_\_\_\_.

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*Date*

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*Owner/Agent*

# RESIDENT HANDBOOK RECEIPT

## RULES AND REGULATIONS

You have agreed to the basic rules and regulations that you are expected to honor. Rules are established for everyone's protection, please respect and follow them. If you are found in violation of a rule, please correct your behavior. If you repeatedly violate a rule, your agreement could be terminated and you could be asked to relocate. If a fine is imposed by a local association, you will be responsible for paying the fine.

This handbook is for you. In the excitement of moving, we often don't remember all the instructions and requirements of the rental agreement. This handbook was written to be used as a reference for you. Please keep it handy and attempt to review the Resident's Handbook first for answers to your questions prior to contacting REA's office

**WE WANT TO PROVIDE YOU WITH A NICE PLACE TO LIVE AND LOOK FORWARD TO A SUCCESSFUL RELATIONSHIP TOGETHER. WE HOPE THAT AS LONG AS YOU CHOOSE TO RENT IN SAN DIEGO, YOU WILL CHOOSE ONE OF OUR PROPERTIES, TO MAKE YOUR HOME.**

I hereby acknowledge that I have received a copy of the handbook of policies. I agree to abide by these policies and procedures.

\_\_\_\_\_  
Resident Signature (Head of Household)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Spouse or Co-Head Signature

\_\_\_\_\_  
Date