

## **RESIDENTIAL PROPERTY MANAGEMENT, INC.**

10725 SW Barbur Blvd., Suite 390  
Portland, Oregon 97219  
Phone: 503-245-8022 Fax: 245-5586

### **TENANT INFORMATION AND INSTRUCTIONS**

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It is our pleasure to welcome you as our tenants. We believe that most misunderstandings can be avoided and consequently, a better working relationship will be established between us.

We believe we can best serve the interests of our tenants by offering complete, courteous and prompt service. However, both parties to any lease or rental transaction have certain obligations and responsibilities.

At times we are forced to use some or all of the tenant's deposit for one of the following reasons: failure to give thirty (30) days written notice when you intend to vacate the property; damage to the building or built-in appliances through negligence, misuse or maliciousness; cleaning not done, yard not maintained; all keys and remotes not left in a kitchen drawer at last date of occupancy.

Your rent is due on the first (1st) day of each month, payable to Residential Property Management, Inc. If your rent is not received at the mailing address provided for rent payments by 12:00 midnight on the fourth (4th) day of the month, a LATE FEE ACCORDING TO YOUR RENTAL AGREEMENT WILL BE ASSESSED. If any check is returned to us for insufficient funds, there is a \$25.00 NSF FEE. If there is an NSF FEE assessed to you, future rent will be accepted by certified funds only. If the home is occupied by more than one person, rent is only payable with one (1) check. We cannot accept business checks, or checks from someone other than a tenant named on the rental agreement.

The first Walkthrough Inspection of the property will be scheduled approximately two (2) months after you move in, and then normally every six (6) months thereafter. Part of our service to the Owner's of the homes we manage is to provide photographs and a report of the home's condition during our Walkthrough Inspections. Many of our Owners live out of the area and wish to see visually on a regular basis how their home is being taken care of. If you have personal items you do not wish to be included in a photograph, please place them in an area such as a closet during our Inspection, as we will only take general interior room photographs and photographs of the yard. These photographs only go to the Owner of the home. We will notify you a minimum of 24 hours in advance of when we will be arriving.

In cold weather it is your responsibility to take precautions to protect the pipes from freezing. Turn off and drain the outside pipes and wrap exterior water faucets. If temperatures get below 32° degrees, leave the inside water faucets dripping to keep the water flowing. If you experience broken pipes due to freezing, it is your responsibility to repair them. You must keep your drains free of grease, hair, lint or foods which can clog them. Once a month use a good drain cleaner (that will not harm pipes) or a cup of household bleach down each drain. This should keep them running smoothly under normal use, unless you have a septic system.

If you have a garbage disposal, be sure to run it long enough to work properly, and once a week run HOT water and a tablespoon of dish soap to cleanse the pipes of any grease build-up. The only stoppages the owner will pay for are those that are caused by faulty construction, mortar, stones, or tree roots. If you should have a stoppage that you are personally unable to eliminate, OR ANY OTHER REPAIR PROBLEM, PLEASE FILL OUT A MAINTENANCE REQUEST FORM AND SUBMIT IT TO OUR OFFICE. We will send out a repair person who will analyze the problem. We will then determine who is responsible for the repair bill.

The maintenance of the lawns and flower beds is your responsibility. This includes mowing the grass, necessary weeding, and watering. If the yard is not maintained, you will be notified and given fourteen (14) days to complete the work. If not done, a professional landscaper will be hired and you will be billed.

No dogs, cats or other pets are allowed without written consent of the Owner/Agent. If the Resident keeps a pet in violation of the rental agreement, the Owner/Agent may terminate the agreement as provided in ORS 91.822.

Owner/Agent shall not be liable for damages or Residents' losses of any kind caused by lack of heat, refrigeration or other services to the premises arising out of any accident, act of God or occurrence beyond the control of the Owner/Agent.

Resident shall be responsible for testing smoke alarm/detector, changing the battery when necessary, and reporting in writing any malfunction to the Owner/Agent. Owner/Agent shall not be held liable in any civil action for damages or death or injury to persons or property resulting from the mechanical failure of a smoke detector required under Oregon Law.

Residents will be required to discard garbage in sealed plastic garbage bags in order to insure sanitary conditions.

If the mailbox is keyed, tenant is required to arrange for and pay for a key through the post office.

To insure there are no furniture indentations left in the floor coverings after you vacate, we require that you place felt pads under furniture that is placed on hardwood and/or vinyl floors, and plastic or similar casters under furniture placed on carpeted floors.

**Please fill out Maintenance Request Forms through our website, or use the printable Maintenance Request Form available on our website [rpmidx.com](http://rpmidx.com)**

At the end of your tenancy, we will make arrangements to have the home cleaned. Attempting to clean on your part, will not preclude us from sending professional cleaners to the home to complete a thorough clean and sanitize for the next tenant.

Please keep this information and your copy of our agreement after you read them. Do not hesitate to ask questions; we prefer to have a clear understanding at the outset rather than a misunderstanding later. Also, if you are aware of a repair that needs our attention, please let us know. We can only take care of items that we are aware of and we appreciate your letting us know. Any and all requests for work to be done need to be in writing, and turned in to our office.

**Regarding Move-in documentation of the condition of your home, we allow a total of two weeks from your lease signing date to send additional documentation to our office.**

We firmly believe that the best way to be successful in property management is to give tenants fair, businesslike and courteous service. If you have suggestions on how we may improve our service, please feel free to give us a call.

PROPERTY ADDRESS:

TENANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

TENANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

\_\_\_\_\_  
RESIDENTIAL PROPERTY MANAGEMENT, INC. DATE \_\_\_\_\_