



VALLEY BROKERS
PROPERTY MANAGEMENT

TENANT INFORMATION AND INSTRUCTIONS

Overview

Coldwell Banker Valley Brokers Property Management would like to welcome you as a tenant. We believe the best way to avoid misunderstandings is to make you aware of our obligations, responsibilities, and policies. As a result, we will establish a relationship based on open communication and clear commitments.

Coldwell Banker Valley Brokers Property Management manages rentals on behalf of the property owner. Legal contracts bind our relationship with them, as well as with the tenant.

We as a property management company can best serve Owners interests by offering complete, courteous, and prompt service to you, their Tenants. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. You are requested to read the lease or rental agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

Coldwell Banker Valley Brokers Property Management may be required to use some or all of a Tenant's deposit for the following reasons:

1. Failure to give thirty (30) days written notice of intent to vacate the property. This required notice must be in writing. A 30-day notice form is included in the Tenant move-in packet.
2. Failure to complete the lease term.
3. Failure to leave premises "clean" when vacated.
4. Damage to property, fixtures, or landscaping through negligence, misuse, or malicious conduct.

Rent

Rent is due on the first of each month. By agreement with the property owner, A LATE FEE WILL BE CHARGED when rent is not received by close of business on the fifth of the month. The amount of the late fee is listed on your rental agreement. Our office is usually open five days per week. Rent is only accepted in the form of a money order or check and only from a person on the rental agreement.

Inspections

Our agreement with the property owner provides that we will conduct periodic inspections of the home. You will receive notice at least 24 hours before the scheduled date. You are welcome to be there, but it is not possible to make a specific appointment. If the Property Manager cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for the costs.

Maintenance

During the term or your lease, you will be required to take normal care and perform normal maintenance on the property and its equipment. The number to report after hours emergencies is 541-224-1301.

1. Forced air furnace systems: The furnace contains one or two air filters. It is your responsibility to keep these filters clean. Filters are to be removed and cleaned or replaced monthly.
2. Baseboard or wall heaters should be vacuumed once a month.
3. Plumbing: Tenants are responsible for keeping the drains free of grease, hair, lint, or food, which clogs drains if they are not flushed out occasionally with a liquid chemical drain cleaner. The Owner will pay ONLY for stoppages caused by faulty construction, such as mortar, stones or tree roots in the sewer. If you are unable to clear a stoppage, you will need to call a drain clearing service at your own expense. If the drain service determines the stoppage was caused by mortar, stones or tree roots, you will be reimbursed for the expense.

Mold and Mildew

If Tenants notice a mold or mildew problem, please contact Coldwell Banker Valley Brokers Property Management immediately so we may assess the problem.

Landscaping

Tenants are responsible for maintaining grounds in the condition it is provided. Maintenance includes watering, weeding, mowing, edging fertilizing and raking. Watering should begin before land and shrubs dry out. A lawn that has dried or turned brown will take many times the normal amount of water to revive.

Winterizing

1. Know the location of the water turn off valves for the house. It will be important to shut off the water immediately in the case of a broken pipe.
2. Disconnect all hoses on outside faucets.
3. In freezing weather, maintain heat to a minimum of 60 degrees. Open the cabinet doors under the kitchen and bathroom sinks. Open taps allowing faucets to drip slowly.
4. Turn the water off and drain any irrigation system (usually located near the meter). Open all drains. Run the system through all cycles until no water remains in the system. Turn the system off and close the drains. Any exposed pipes (not underground) should be drained of all water and wrapped to prevent freezing.

In case of frozen or broken pipes, turn water off at the main shut off valve. It may be located at the street in front of the house. If there is gushing water, you can usually obtain emergency assistance by calling the local water company or the fire department.

If you plan to be away during possible freezing weather, please arrange for someone to check your home on a regular basis. This representative should inspect the premises for water damage and maintain the dripping faucet. Please give your representative Coldwell Banker Valley Brokers Property Management's phone number and instruct them to call us in the event of an emergency. We should be contacted quickly to limit damage and make timely repairs.

The phone number to report emergencies after hours is 541-224-1301.

We would like to take this opportunity to remind you that if your property has not been appropriately prepared for winter conditions, you will be responsible for any damage. We don't want to see this happen, so take time to insure your home is ready for winter! Call us if we can help you with any questions or concerns.

Property management is our business and we firmly believe the best way to be successful is to give our Owners and Tenants professional, fair, and courteous service.