



TENANT HANDBOOK



**AU TERRE PROPERTIES, INC.
TENANT MANUAL**

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Au Terre Properties, Inc., 2973 Harbor Blvd, Suite 123 Costa Mesa, CA 92626. Tel. 1 (800) 400 4855
website www.austerreproperties.com, e-mail address: info@austerreproperties.com

Au Terre Properties, Inc. Welcomes You

Au Terre Properties, Inc. welcomes you as a new resident.

For the most up to date version of this handbook, check our website at: www.austerreproperties.com

Office Hours: Monday – Friday
9.00am – 5.00pm

Emergencies:
Ph. (800) 400 4855

To achieve a successful tenant/management relationship, we prepared the Au Terre Properties, Inc. Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. Au Terre Properties, Inc. wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Au Terre Properties, Inc. as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact Au Terre Properties, Inc. when you need assistance and we have listed how on the following pages.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. Au Terre Properties, Inc. is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.

Au Terre Properties, Inc. Personnel

Our staff is here to assist you.

- **Office Team:** Au Terre Properties, Inc. requests that you contact the Management Team regarding questions concerning Tenant issues. However, the Au Terre Properties, Inc. office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.

Team	Position	Name	Phone + Ext.	Email
Management	President, CEO	Ed Eberhard	(800) 400 4855	info@auterreproperties.com

Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting Au Terre Properties, Inc. know what you need.

Use the telephone, email, the Au Terre Properties, Inc. website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember Au Terre Properties, Inc. is here to help you

Telephone calls during office hours

During office hours, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party.

Voicemail

If, during the day you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where Au Terre Properties, Inc. can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the Au Terre Properties, Inc. voice mail system during office hours, or after the office is closed, immediately choose the emergency option, **# 2**.

Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the Au Terre Properties, Inc. website, www.austerreproperties.com

Change of information

It is important that you notify Au Terre Properties, Inc. of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and we request that you send your email address to info@austerreproperties.com. Au Terre Properties, Inc. will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, Au Terre Properties, Inc. does not accept notices to vacate by email. Au Terre Properties, Inc. requires the Notice to Vacate in writing. This form is part of tenant welcome package.

Website

The Au Terre Properties, Inc. website, www.austerreproperties.com contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily download Moving checklist/utility numbers, Emergency/disaster checklist, Work order request, Add roommate request, Cable/satellite/TV request, Request to add pet, Partial notice to vacate, Notice to vacate, etc.

General Office Information

Address information		
Mailing Address	2973 Harbor blvd. Suite 123	
	Costa Mesa, CA 92626	
Telephone		
Toll Free #	(800) 400 4855	
Business #	(800) 400 4855	
FAX #	(949) 791 8018	
Internet		
Email	Info@auterreproperties.com	
Website	www.auterreproperties.com	
Office Hours		
	Monday – Friday AM	9 - 12
	Monday – Friday PM	1 – 5
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergency information		
	Call (800) 400 4855 choose emergency option, # 2	

Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give Au Terre Properties, Inc. the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your Au Terre Properties, Inc. management team.

Rules and Regulations

You have agreed to the rules and regulations that you are expected to honor. Rules are established for everyone's protection; please respect and follow them. If you are 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 imported by the homeowners association (if applicable), you are responsible for paying the fine.

Moving Checklist

There is a great checklist added with this package for when you are moving. You will find the Moving Checklist in Tenant welcome package.

Utility/Cable Companies

When you rented the property, Au Terre Properties, Inc. cancels the utilities, in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains, but is not limited to the telephone numbers of the local utility services.

Rental payments

Rent is due on the first of each month and late if not received by the third. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

Au Terre Properties, Inc. receives rental payments by:

- US mail
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the Au Terre Properties, Inc. bank, saving you time.

Au Terre Properties, Inc. does NOT accept rental payments in:

- Cash
- Rolled coins
- Credit cards
- Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the Au Terre Properties, Inc. late fee is **6%** if rent is not received by the third.

- Maintenance charge – Au Terre Properties, Inc. will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If Au Terre Properties, Inc. receives a service call billing, you are responsible for reimbursement.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If you are uncertain about any of the above items, contact your Au Terre Properties, Inc. management team for help.

Pets

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from Au Terre Properties, Inc. in the rental agreement (a pet addendum), and tenant has paid a refundable pet deposit. Should Au Terre Properties, Inc. find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement. Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your animal at ALL times. Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.

Pest Control

Please report a pest problem within your first 3 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation. Au Terre Properties, Inc. assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Tenant will be charged for any damage caused by uncontrolled pests.

System Failures

All “breakdowns”, system failures and structural defects must be reported to Au Terre Properties, Inc. immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the

repairman arrives. Au Terre Properties, Inc. will arrange with vendors to make necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made.

Unauthorized Repairs

Au Terre Properties, Inc must authorize ALL repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from Au Terre Properties, Inc.

Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed at lease every 90 days. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit. *Note: An HVAC (AC) system failure does not constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds

Tenant is expected (when applicable) to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. Tenant must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system (if applicable) must be reported in writing to Au Terre Properties, Inc. within 5 days of taking possession of premises. If no notice is received, Au Terre Properties, Inc. will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of the tenant to comply with water restrictions for your area.

Plumbing/Septic Systems

Tenant is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer. If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Tenant must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product. Tenant will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Tenant will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Do not paint or wallpaper without prior written approval of Au Terre Properties, Inc. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. If you are a smoker, you will be held responsible for any smoke/tar residue, odor and/or damage to the premises that result from smoking.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Tenant will be responsible for damage to the flooring.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A receipt is required at the time the keys are returned.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

Garbage Disposals

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items put into the disposal.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use “burst resistant stainless steel braided” washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. If you have a gas water heater, the pilot light may have gone out. Check manufacturer’s instructions or contact the gas company.

Keys and Locks

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the written approval of Au Terre Properties, Inc. and you must provide us keys to each lock on the home. Au Terre Properties, Inc. may access the premises and re-key any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Au Terre Properties, Inc. upon vacating the premises. Extra Mailbox keys and gate clickers are available for additional fee.

Trash and Recycling

All trash and recyclable materials must be placed in appropriate containers.

Disturbances, Noise and Nuisance

All tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passerby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Parking/Vehicles

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair is allowed at anytime. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch leaks.

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 3 days. Only those persons listed on the rental application have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. Au Terre Properties, Inc. has more tips in this handbook.

Tenant Renovations/Alterations

It is the Au Terre Properties, Inc. policy that tenants do not do repairs or alterations. You agreed to this in the Au Terre Properties, Inc. rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by Au Terre Properties, Inc.
- Au Terre Properties, Inc. will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - Sign an Au Terre Properties, Inc. agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, Au Terre Properties, Inc. has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 3 months
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided (if applicable)
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement (if applicable)
- Landscape watering unless there is a homeowner's association (if applicable)
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association (if applicable)
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet (if applicable)
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Procedures for requesting maintenance

Before calling Au Terre Properties

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the Au Terre Properties, Inc. office and report the problem.

- Emergencies such as backed up plumbing, flooding, call the Au Terre Properties, Inc. at **(800) 400 4855**, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat, but Au Terre Properties, Inc. recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

Non-emergencies:

- Fill out a tenant “work order” request form. E-mail, mail the request to the Au Terre Properties, Inc. office.
- Work orders are available on the Au Terre Properties, Inc. website www.austerreproperties.com
- Au Terre Properties, Inc. representative will assign a vendor to contact you.
- Au Terre Properties, Inc. does not generally give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the Au Terre Properties, Inc. office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 5 – 7 business days, call the Au Terre Properties, Inc. office and inform your management team or a staff person that a vendor has not contacted you.
- Au Terre Properties, Inc. staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call Au Terre Properties, Inc. and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people

who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to Au Terre Properties, Inc. as soon as possible

- Report water dripping under sinks
- Running toilets are big water wasters
- Report malfunctioning sprinklers
- Report standing pools of water
- Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills (if applicable).
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “high”, this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the Au Terre Properties, Inc. office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

The safety of you and your family is important to Au Terre Properties, Inc. and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Au Terre Properties.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Do not run extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Au Terre Properties, Inc. immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the Au Terre Properties, Inc. office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation checklist

When going on vacation, here are items (but not limited) to check before leaving:

- If going out of town for an extended period, please notify Au Terre Properties, Inc. how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.

- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of Christmas trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave Christmas lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.
 - Keep all fireworks away from any dry grass, trees, or roofs.
 - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. Tenant welcome package includes a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

What You Do in emergency/disaster situation

Everything an owner would do to protect the property, the tenant is expected to do. The first priority is to stop additional damage. An emergency can happen at any time. Be prepared. If you leave, you still must secure the property prior to leaving.

We are also providing you with our “**Resident Emergency/Disaster Handbook**.” There you will find a wealth of information on how to handle a true emergency or disaster.

There are different emergencies

- Maintenance emergencies:
 - Au Terre Properties, Inc. outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
 - We have also reviewed them on page 9 of this handbook.
 - Please follow the maintenance instructions and call Au Terre Properties, Inc. when appropriate.
 - Au Terre Properties, Inc. requests that you treat the Au Terre Properties, Inc. staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - Be prepared and use the Au Terre Properties, Inc. Emergency/Disaster checklist enclosed with this information.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - Au Terre Properties, Inc. requests that you call emergency services first in a disaster.
 - Then notify the Au Terre Properties, Inc. office as soon as possible what has happened.
 - Au Terre Properties, Inc. will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the Au Terre Properties, Inc. office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

Au Terre Properties, Inc. has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify Au Terre Properties, Inc. of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Frequently asked questions

Au Terre Properties, Inc. has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the fourth of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 3rd of the month. Once the 3rd of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. Au Terre Properties, Inc. serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify Au Terre Properties, Inc. and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to Au Terre Properties, Inc. and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your Au Terre Properties, Inc. management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your Au Terre Properties, Inc. management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your Au Terre Properties, Inc. management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. Au Terre Properties, Inc. will need documentation from you to show you can support the property by yourself. Au Terre Properties, Inc. will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the Au Terre Properties, Inc. Partial Notice to Vacate included in this handbook.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and Au Terre Properties, Inc. must approve the person PRIOR to them moving into the property. You can obtain applications at the Au Terre Properties, Inc. website. If Au Terre Properties, Inc. denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why Au Terre Properties, Inc. contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. If you plan to vacate your property, please use the "NOTICE TO VACATE" form included with Tenant welcome package and also available at our website www.austerreproperties.com to notify Au Terre Properties,

Inc. that you will be vacating the premises. If you have a month-to-month tenancy, you must provide at least 30-days advance notice in writing, unless a different notice period was agreed to in the Lease or Rental Agreement (please refer to your Lease or Rental Agreement). If you have a fixed-term lease agreement, this notice does not release you from any obligation of the lease, including payment of rent to the end of the lease term. We have provided in this information a "Notice to Vacate from Tenant" form to be used when you anticipate moving.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required written notice. You must continue to pay the monthly rent each month until the property is re-rented or your rental obligation ends, whichever comes first. Forfeiture of your security deposit does not excuse you from other obligations of the rental agreement. You must follow all procedures for marketing, cleaning and move-out. The most common charges for breaking a lease are:

- a) A re-leasing and/or breaking lease fee.
- b) Rent until the new lease takes effect.
- c) Lawn maintenance (you need to arrange for that before leaving)
- d) Utilities (keep them on in your name until notified of a new tenant)
- e) Advertising

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your Au Terre Properties, Inc. management team to discuss your options.
- Notices must be in writing. The day Au Terre Properties, Inc. receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- Au Terre Properties, Inc. does not accept notices by email because of lack of signature; Au Terre Properties, Inc. does receive notices by fax.
- Au Terre Properties, Inc. does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to Au Terre Properties, Inc. to give out rental references.
- The Au Terre Properties, Inc. Notice to Vacate from Tenant contains the authorization for allowing Au Terre Properties, Inc. to give out rental references. This form is included with this information.

Setting up your move out appointment

- After you submit your Notice to Vacate, Au Terre Properties, Inc. will send you a letter, which will instruct you on what to do during the notice period, and how to set up your move out appointment.
- Au Terre Properties, Inc. only performs move out appointments during weekdays, **9.00 am-5.00 pm**.
- It is the responsibility of the resident to deliver all keys and openers to Au Terre Properties, Inc., either at the move out appointment or delivery to the Au Terre Properties, Inc. office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the Au Terre Properties, Inc. Moving Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your Au Terre Properties, Inc. management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Marketing During the Notice Period

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Au Terre Properties, Inc will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified prior to showing. If there is no answer or no answering machine, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call Au Terre Properties, Inc. for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Au Terre Properties, Inc., and a receipt is required during the walk through inspection.
- Tenants, please note: Au Terre Properties, Inc. will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- Do NOT wash draperies (if applicable).
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs

- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. Au Terre Properties, Inc. remits security deposit transmittals within **21 days** in accordance with the state landlord/tenant law. Remember, Au Terre Properties, Inc. wants your move out to be a pleasant and successful process.

Au Terre Properties, Inc. Additional Tenant Forms

We have put together the following forms that could be useful to you in the future, these are available at www.auterreproperties.com follow links to Tenant Document and Forms. If you need more forms, contact the Au Terre Properties, Inc. office.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Work order request
- Add roommate request
- Cable/satellite/TV request
- Request to add pet
- Partial notice to vacate
- Notice to vacate

Conclusion

We hope that you have found the *Au Terre Properties, Inc. Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your Au Terre Properties, Inc. management team.

We wish you a successful residency

