

Rental Policy

Welcome Home!

- Welcome to your new residence and Au Terre Properties, Inc. The following information is designed to answer frequently asked questions, minimize confusion related to caring for the property and communication with Management.

Paying Rent

- Rent is due by the 1st of each month and considered late if not received by the 3rd of the month.
- Please reference your Lease Agreement for Late Payment Penalties and Terms.
- Tenant Log-In on our website allows you to pay your rent online using a checking account or debit card. This is quite an advantage to avoid postal delays or bank holidays.
- Tenants can pay rent by money order or cashier's check, which should be made payable to Au Terre Properties, Inc. Rent payments not made online should be mailed to:

Au Terre Properties, Inc.

2973 Harbor Blvd, Suite 123

Costa Mesa, CA 92626

*** Please indicate your name and rental address on all rental payments to ensure that you are properly credited with the payment.*

*** Be sure checks/money orders are completed with names of payer & payee. AU TERRE PROPERTIES, INC. cannot be responsible for cash or incomplete money orders left on the premises.*

Maintenance Requests

- If a maintenance issue should arise, you may submit a Maintenance Request online your Tenant log-in portal, or call us at:

1 (800) 400 4855 Email: info@auterreproperties.com

- We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. You will be contacted after the work order is received to dispatch and schedule a solution.
- When making a request, be specific about the problem and remember to include your name, address and the best number(s) to reach you.

- Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.
- Please reference Lease Agreement for Trip Charge fee and Maintenance (i.e. repair deductible, scheduled cancelation fees, etc. if applicable)

Emergency Maintenance

- If you have an emergency that cannot wait until the next business day and it is before or after our regular business hours, you can contact us at:

1 (800) 400 4855 Email: info@auterreproperties.com

- An emergency is a fire, flood, or any dangerous or hazardous situation. Call 911 if it is a life or death emergency!

Locked Yourself Out?

- Please secure the keys provided to you during “move-in.”
- It’s a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, it will be Tenants responsibility. The locks will be changed during each vacancy. Tenants will be financially responsible for all lost keys and garage door and gate remotes, per inventory condition report.
- Please update Management with any alarm information for emergency dispatching. We want to make sure all systems are set to protect Tenant safety.

Heating/Air Conditioning Maintenance

- All tenants are responsible for cleaning or replacing the air filter at least once every 60-90 days. Problems caused by failure to clean/replace the filter may be the Tenant responsibility.
- Dust can accumulate on air vents. A small broom brushed across the vent openings will clear away any dust and help the air conditioner operate efficiently. Management inspections will determine if the Tenant is cooperating with required maintenance. Service fees will apply.

Power Outages

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the electric company is already aware of it, but you can try calling them to report it. If you experience an electrical fire, call 911!
- If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each

switch off then on to reset the circuits. If this doesn't solve the problem, call your electric company and notify management.

Drains & Garbage Disposal

- Avoid letting food, hair, and excess soap get down the drains. Clogged drains caused by hair, grease and soap are the Tenant responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. This can be discovered inside the garbage disposal.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry hair catchers to place in sink and tub drains that significantly help keep drains free of hair.
- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage. This is very important and will save you money.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. Never put paper, plastic, glass, aluminum foil or grease in the disposal.
- Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. If the motor buzzes, turn off the switch. Un-jam the disposal by turning the blade backwards with a wooden spoon handle or a wrench, if available. DO NOT insert hands into the device. Reset the circuit breaker on the bottom or side of the disposal (this is usually a small red or yellow button). If the unit turns manually with ease, but not with power, call Au Terre Properties, Inc. for service. Almost all disposal jams are caused by improper use, if that is the case you may be required to pay for the repair. Problems caused by users are Tenant responsibility.

Refrigerator Coils/Drip Pans

- Keep coils on refrigerators (especially sub-zeros) free of dust.
- Coils need free air flowing around them to operate efficiently. Failure to keep coils clean may cause the appliance motor to burn out. The replacement of a burned out motor due to dirty coils may be the Tenant responsibility.
- Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Oven Racks and Pans

- The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.
- **Fireplaces**
- Please burn only “Duralog” type of products in the fireplaces and woodstoves to minimize to build-up of creosote, etc. in the chimney. Creosote build-up is a fire hazard. Do not use lighter fluid to start your fires!
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from burning the floor or floor coverings.

Plumbing Fixtures

- NEVER use abrasives on brass or gold fixtures.
- It is best to wipe fixtures clean after each use.
- If brass needs to be polished, please use a product specifically designed for use on brass.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from overflows. Stopped up sewage lines will be inspected and services fees will be billed accordingly.

Water Damage

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower.
- Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.
- Notify Management of any faucet or pipe leaks.

Sliding Glass Doors, Screen Doors, and Shower Tracks

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the

wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.

- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

Mold

- Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

House Plants

- Be sure drip pans are kept under all plants. Water run-off will stain or damage most surfaces and flooring. Management inspections will be looking for flooring damage and Tenants will be accountable at present time.

Kitchen Counters

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Mini Blinds

- When cleaning mini blinds, don't soak them the finish may bubble and peel. Spray them with a mild soap & water solution and wipe them. Weekly dusting or wiping can save a lot of work later.

Smoke Detectors

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time. Please reference your Smoke Alarm Addendum for Tenant liability.

Wood Decks/Porches

- Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put feet under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

Hardwood Floors

- Never use a mop for cleaning or applying oil. Use a soft cloth only. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water.
- Periodically clean floors with Murphy's oil following the directions on the label.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and Granite

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

Thank you for selecting Au Terre Properties, Inc. for your housing needs.