

Tenant Frequently Asked Questions

Here you can find answers to frequently asked tenant questions about our services. We want you to have all the information you need, so you can better understand our policies and procedures.

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Where can I get a list of your properties for rent?

You will find a list of our properties for rent at our website.

How can I view the inside of one of the rentals?

Review the exterior and interior photos on the website, check the map and see if the location is convenient for you. If the property is occupied, please do not disturb the current residents. Contact our office to schedule an appointment to view the property.

Do you require an application fee?

Yes. Each adult who intends to live in the rental property must complete and submit a rental application. The cost for processing the application is \$30 per adult.

What are the criteria used for approving an application?

When you submit a rental application you are allowing us to perform a background search. We are attempting to determine the likelihood of your paying the rent on time, and whether you will take proper care of the property and fulfill your lease/rent obligations. The three main factors we consider are your credit report, landlord/mortgage history, and your employment and income verifications. While your credit does not have to be spotless, it is important that you do not show a pattern of paying your bills late or not at all.

Do you require a security deposit?

Yes. We require our residents to pay the security deposit once the application is approved and before the tenancy begins.

Who pays for utilities?

Unless otherwise specifically noted in your rental contract, you are responsible for all utilities at your new home. You should contact the utility companies that serve your neighborhood to have service turned on in your name. We will have the service turned off in our name shortly after you sign your lease. So if you do not contact the utility companies, you may suffer an interruption of service.

Will I be charged for conditions that were present when I moved in?

When you first move in, do a complete inspection of the home. A move-in sheet was provided to you at the time you signed your lease. This sheet will be used at the time you move out, to make sure you are not charged for any conditions that were present at the time you moved in.

Should I purchase my own policy of renters insurance?

It is highly recommended that all residents carry enough insurance to cover themselves and their personal property. Please consult with your insurance agent for specific details.

General Rules & Regulations

Can I have a pet? Can I watch a friend's pet for a few days?

Pets are not allowed unless previously approved by Au Terre Properties, Inc. Before getting a pet please consult with our office at 1 (800) 400 4855. This includes keeping a friend's pet at the property temporarily. If we discover a pet at your property, this may be grounds for terminating the tenancy.

Can I paint or modify something in my rental property?

No. Unless you receive written permission from Au Terre Properties, Inc. prior to making a change, you may not alter the property in any way. If you desire to alter the property you should submit your request in writing, and wait until you receive written consent before making alterations.

What activities are considered "disturbances"?

All tenants, residents, and guests are expected to conduct themselves in a way that will not offend or disturb neighbors or passersby. Any activity that causes bothersome noise, traffic, or disturbance of any kind is cause for termination of lease/rent. This includes, but is not limited to, loud music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased/rented, it is considered too loud.

What are the rules with regards to having over-night guests?

Any person or persons staying for more than 3 days in one month is considered a tenant. All guests, whether they are short term or long term guests, must comply with all of the rules and regulations. You are responsible for their actions and behavior. If they break the rules, the consequences are the same as if you broke the rules. Please make sure that your guests' actions do not result in the termination of your lease.

What happens if I bounce a check?

Paying by personal check is a privilege which may be revoked if abused. Checks are presented for payment ONCE ONLY. If your check is returned by your bank for any reason, we will not accept a personal check (from you or anyone else) for payment of your rent. You must pay with money orders or cashier's checks. If this occurs a second time, all future rent payments must be made with certified funds.

If your check is dishonored, you will be charged an NSF fee. If your rent is late because your check is returned, you will also be charged the standard late fee. Please refer to your contract for specific information regarding these fees.

When are rents due and how will payment be accepted?

All rents are due and payable in advance, on the first day of the month. Monthly bills will not be sent. Payment should be in the form of personal check, money order, or certified check, payable to Au Terre Properties, Inc. For your protection do not pay in cash. Write your address, including your unit number on your payment to assure proper credit. Please mail all rent payments to:

Au Terre Properties, Inc.

2973 Harbor Blvd, Suite 123

Costa Mesa, CA 92626

Payment must arrive in the office by the third day of the month. Mail your payment early. We are not responsible for delays in the mail. We do not accept post-dated checks.

Will I ever be charged a late fee?

Your rent is due on the 1st of the month. If we have not received your full rent payment by 7:00 p.m. on the 3rd day of the month, you will be charged a late fee, according to your rental agreement. If the 3rd falls on a weekend or legal holiday, your rent will be late after 7:00 P.M. on the next business day. This means that the funds must be physically in our office, not just "in the mail." We are not responsible for postal delays. Non-payment of late fees is a breach of your lease.

This my first time paying rent late. Can you waive my late fee?

No. Au Terre Properties, Inc. does not waive late fees. Fair Housing laws require that we treat all our residents equally. Au Terre Properties, Inc. does not decide if one resident is more deserving than another of paying late fees. We enforce late fees across the board.

Where am I allowed to park?

All vehicles are to be parked in the garage, driveway, their assigned spot or on the street if allowed. You are not allowed to park on the lawn areas, sidewalks, or other areas that are not paved for parking. All vehicles must be registered, licensed and operable at all times. No repairs to vehicles are allowed on the premises at any time. No oil or fluid changes are allowed on the property. If your vehicle leaks you must place a protective covering or pan under the offending vehicle.

Will I get new locks when I move in?

All locks are re-keyed with each new tenancy. Two keys are issued at the time of possession. If you have misplaced your key and find yourself locked out of your home, you may purchase a replacement copy of your key during our regular business hours. If this occurs after business hours, there will be a \$50.00 fee for us to open up the office and get you a key if we have a copy on hand.

Can I install cable or satellite TV at the property?

Generally yes. However, you must first obtain written permission from Au Terre Properties, Inc. At some properties you may be prohibited from installing a satellite dish in any location where the dish is visible from the ground or from any other unit in the complex. Any cost of installation (or damage caused by the installation) will be an expense of the resident. Satellite dishes may not be installed on the roof. You are required to have insurance and name Au Terre Properties, Inc. as additional insured. Please refer to your lease/rent agreement.

Maintenance

How should I submit maintenance requests?

All requests for repairs MUST be submitted in writing. A maintenance request form is available at our website www.austerreproperties.com. You will be contacted regarding your request in a timely manner. However, not all requests will be acted upon immediately, depending on the nature of the request. All dangerous conditions and habitability issues will be corrected as quickly as possible.

What could I be charged if my plumbing backs up?

You are responsible for keeping all sinks and toilets open and free-flowing. Please do not allow anyone to throw anything into the plumbing system, or to use it for any purpose other than what it was designed for. You will be responsible for any damage or stoppage, unless it was caused by mechanical failure of the plumbing system or roots in the sewer lines.

What do I do if a circuit blows?

Locate the breaker box(es). Many houses have two breaker boxes, one inside a closet or in the garage, and the other one on the outside of the house. The interior breaker box contains breakers for individual rooms or areas of the house. The exterior breaker box contains the main circuit breaker for the house, and possibly other breakers for areas within the house. The main circuit breaker is generally located on the exterior of the house near the garage, on the side of the house where the wires from the utility poles come into the house.

What do I do in case of emergency?

A maintenance emergency is any of the following.

- ✓ Fire
- ✓ no heat
- ✓ no electricity to the house
- ✓ no water to the house
- ✓ no hot water
- ✓ no usable toilet in the house
- ✓ gushing water leak (not just a drip)
- ✓ roof leak
- ✓ unable to secure doors or windows

Note: In case of fire

1. **EVACUATE THE PREMISES**
2. **CALL 911**
3. **CALL AU TERRE PROPERTIES, INC. at 1 (800) 400 4855**

What if my problem isn't an emergency, but it's very urgent?

If you have an urgent, non-emergency situation, submit your written request for repair to our office. Examples of urgent maintenance situations are:

- Non-functioning appliance
- No electricity in one room or area
- Backed up sink only (no other plumbing fixtures affected)
- No water to one area of the house

What maintenance items am I responsible for?

You are expected to maintain the home and keep it in as good a condition as when you took possession. Repairs required due to normal wear and tear will be made by Au Terre Properties, Inc. You will be charged for repairs caused by misuse or neglect.

All breakdowns, system failures and structural defects must be reported to Au Terre Properties, Inc. Au Terre Properties, Inc. will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make or cause to be made.

What should I do before I call Au Terre Properties, Inc. if my garbage disposal stops working?

Garbage disposals are not for bones, greasy items, meat or large quantities of vegetable peelings, etc. 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 easily manually 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.

What should I do before I call Au Terre Properties, Inc. if the power goes out?

If there is a lack of power in the house, you should check the breakers to see if they have been tripped. Circuit breakers move slightly when tripped. It may appear to be on, but it's not. To reset, turn the breaker to the "off" position, and then back to "on." The ground fault circuit breaker (GFI) is usually located in the bathrooms and kitchen. If you lose power to a plug near a water source (sink), it is usually the GFI circuit. Press the "R" button to reset it.

Who is responsible for the smoke detectors in my home?

Locate the smoke detectors in your home. They are generally located on the ceiling or on the walls, in the hallways leading to the bedrooms. Our maintenance staff checked them shortly before you moved in to make sure they were working. If a smoke detector is not operating properly, contact our office immediately! If the smoke detector begins making a chirping noise, it means that the battery is low. Replace the battery at once. Your rental contract specifies that replacing batteries is the tenant's responsibility. If the smoke detector goes off when there is no fire (i.e. from cooking) DO NOT remove the battery! Smoke detectors must have working batteries in them AT ALL TIMES!! This is for your own protection.

Locating these items now may limit danger and damage later. If you cannot locate any of these items in your home, please call our office for further instructions.

Will I be charged for maintenance work needed that turned out to be my fault?

If a repair is needed to correct a problem of normal wear and tear, the property owner will pay for it. If the situation was caused by you or your guests, you will be responsible to pay for the repair.

Cleaning

What level of cleanliness am I expected to keep at my unit?

Walls & ceilings

Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior written approval of Au Terre Properties, Inc. Smoking is prohibited on the premises. If you or your guests smoke inside the house, you will be responsible for all smoke residue and damage.

Vinyl floor coverings/hardwood floors

With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. You will be responsible for damage done by using improper cleaning materials. You are also responsible for damage to flooring such as broken tiles or torn floor covering.

Carpets

Routine carpet care requires a thorough vacuuming at least once a week. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. Before you moved in, the carpets were professionally cleaned, and they must be professionally cleaned upon vacating. We normally have the carpets professionally cleaned after you move out, and the cost is deducted from your security deposit refund.

Stoves

Clean stove, drip pans, under drip pans, oven, oven racks, hood and filter regularly to avoid build-up of grease, dirt, or food. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets or the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers

Use at least once a week. Seals may dry and the motor may be damaged by long periods of disuse. 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 that may have fallen from the counter.

Washer/Dryer hookups

When you install your washer and dryer (if applicable), it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of a hidden leak.

Fireplaces

If there is a fireplace in your home, please do not burn wood especially pine or other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. It is absolutely forbidden to burn cardboard, holiday wrappings, pine needles, especially Christmas trees, etc.

Moving Out

How do I give Au Terre Properties, Inc. notice if I plan on moving out?

You are required to give 30 days notice (if your contract does not state otherwise) to terminate your rental contract. This notice must be in writing. We begin counting the 30 days from the day we receive the notice in our office. The notice must include the date you plan to be completely moved out, and a forwarding address. Please refer to "[Move-out cleaning checklist](#)" for guidelines on cleaning before vacating the property.

What if I need to move before the lease expires?

You should notify us in writing of your intent to move. We will make every effort to mitigate our potential loss by trying to rent the home as soon as possible. You will be held responsible for paying the rent through the end of your lease term or until the home is rented (whichever occurs first), plus you will be held responsible for any necessary painting costs, and leasing fees incurred by the property owner.

What happens if only one roommate wants to move out?

If your roommate moves out, a written notice must be submitted to Au Terre Properties, Inc. Remember that tenants are jointly and severally liable to ensure that the rent is paid. You must have written permission from Au Terre Properties, Inc. to substitute a roommate. (It is not the responsibility of Au Terre Properties, Inc. to arbitrate or mediate problems between multiple co-tenants.) Security deposit reimbursements to departing roommates are handled between the tenants. No portion of the security deposit will be refunded individually.

Can I sub-lease the property?

No. The lease/rent agreement clearly states that the resident shall not sublet any portion of the property or assign the agreement without written consent from Au Terre Properties, Inc.

How will my security deposit be handled when I move out?

THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!! If you fail to pay your last month's rent on time, we may start an eviction, even though you have given notice to move.

A complete explanation of any deductions from your deposit will be sent with your refund check, along with instructions in the event you have a question about a deduction. We will send this to the forwarding address you provide to us, within 21 days of your move-out.

What do I need to do the day I move out?

Turn the keys over to the property manager at the time of moving out. This is very important. You will continue to be charged rent for each day that we don't have the keys back, even if you are no longer living there. Be sure to have utilities turned off, and give a forwarding address to the utility companies for your final bills.

What is the move out procedure to get back my security deposit?

If you are terminating the tenancy, you must give AU TERRE PROPERTIES, INC. at least a thirty-day (30) advance notice in writing. Please contact AU TERRE PROPERTIES, INC. a few days prior to vacating the premises, to schedule a walk-through appointment. On the date of the walk-through, the premises should be completely vacated, clean, and ready for occupancy with no personal property remaining at the premises. You may also contact AU TERRE PROPERTIES, INC. to request an initial inspection of the premises before you vacate, which you may attend. The purpose of this inspection is to allow you an opportunity to remedy identified deficiencies in order to avoid deductions from the security deposit. Deductions are normally for rent that is due, necessary cleaning of the premises, and damages above normal wear and tear. Rent is usually charged up to the date that you deliver possession of the premises to our office. This is usually the walk-through date. Any discrepancies will be noted, and the cost of bringing the house back to the condition it was in at your move-in will be deducted from your security deposit refund. You will not be charged for "normal wear and tear." You will, however, be charged for the cost of removing debris, rubbish, and discarded personal belongings which are left on the premises.

If we have not answered your question, please email us at: info@auterreproperties.com