

BRATTON PROPERTY — MANAGEMENT —

Tenant FAQ's

Important Information for All Tenants:

For better security, always lock your doors.

Also, please remember that management and/or ownership are not responsible for the contents of your unit/home.

We strongly recommend getting renter's insurance

MOVE-IN & MOVE-OUT:

- Do you accept pets?
- Are stoves and refrigerators included with the home?
- What fees are required for move-in?
- What is the procedure for renting an home with a roommate?
- What is the procedure for moving out of my home?

RENT & LIVING IN THE HOME:

- Am I allowed to make "improvements" to my home?
- Is there a "curfew" on noise-levels?
- What kind of security is there?
- What do I do about a noisy neighbor, or other neighbor complaint?
- What should I do if I'm going to be out of town when rent is due?
- On what day is rent considered late?
- What happens if my rent check bounces?
- What is a "Three Day Notice to Pay Rent or Quit"?
- Will you accept a rent check from someone other than me?
- If there is a matter in dispute with the management company, can I withhold my rent until it is settled?

UTILITIES AND PARKING:

- What utilities am I responsible for paying?
- When should I have utilities put in my name?

REPAIRS:

- What do I do when my garbage disposal is clogged?
 - What do I do when my sink, tub, or shower is clogged?
 - What do I do if there is a leak in my roof?
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MOVE-IN & MOVE-OUT:

Do you accept pets?

We are a pet-friendly company, but different Homeowners have different rules for each home that we manage. Pets are assessed and allowed on a case-by-case basis, usually with a pet deposit. If you are considering getting a pet and are already in one of our homes, please check with us first to avoid any disputes later on.

Are stoves and refrigerators included with the unit/home?

Stoves are, but refrigerators are on a case-by-case basis, depending on the home.

What's the procedure for renting an apartment/home with a roommate?

Please go [here](#) to review our FULL "**FAQ on Roommates**". A rental application and credit-check is necessary for each person moving into the unit, whether it is when the unit is first rented, or later. Security deposits are usually split between the roommates. Security deposit refund upon the move-out of a single roommate will be due that roommate from the person remaining in the unit, NOT from Bratton Property Management.

What fees are required for move-in?

Generally, we ask for a security deposit, and first month's rent. Again, this is on a case-by-case basis depending on the home.

What is the procedure for moving out of my unit/home?

If your lease is about to end, that does not mean you are required to move, or that we anticipate a move-out. You **MUST** mail, fax, or email us a written "30 Day Notice" of your intent to vacate. Follow this with a call to the office to confirm receipt of the notice. **Please Note:** We request that move-outs be scheduled for the end of the month **ONLY**. Any days you remain in your unit past the end of the previous month (e.g.: August 5 move-out, instead of July 31) will be charged on a pro-rated basis, which **MUST** be paid at the beginning of the month.

RENT & LIVING IN THE UNIT/HOME:

Am I allowed to make "improvements" to my unit/home?

All improvements (shelves, paint, etc.) must be approved by the management company. Any improvements that result in the unit needing to be returned to pre-move-in conditions (wall-color, shelves, etc) may lead to deductions from your security deposit.

Is there a "curfew" on noise-levels?

Refer to your lease and/or City Ordances. Generally, we ask that tenants not make any loud noise (music, television, conversation) **after 10 p.m. and before 9 a.m.**, out of respect for their neighbors.

What kind of security is there?

Different homes have different security measures, including secure entry or security gates, but they are not necessarily standard to all homes. We recommend that all tenants make use of the **locks** on their doors and windows. We also recommend placing some kind of barrier on the track of **sliding doors and/or windows**, to prevent them from being opened from the outside. We also recommend that tenants invest in Renter's Insurance. **Bratton Property Management and the individual Home owners assume no responsibility for the safety of the contents of tenants' units.**

What do I do about a noisy neighbor, or other neighbor complaint?

Handle it directly with the neighbor in question, and in a neighborly manner. If the problem persists, contact your local police department (for a noise complaint) and then the management company.

What should I do if I'm going to be out of town when rent is due?

Plan in advance! Send us a check before you leave town, and we will hold it until the day your rent is due. Late rent is late rent, regardless of the reason.

On what day is rent considered late?

Please refer to your individual lease. In most cases, however, rent is considered late if it is not received in our office by **12pm on the fifth day** of the month, when rents are being prepared for deposit. Bratton Property Management also has a drop box at the back entrance of the building, located at 418 Clovis Ave, Clovis, CA 93612. If you would like to drop off your rent check please have your rent check in the box **no later than the fifth day of the month. It is your responsibility to get your rent to us on or before the due-date.** If you know you will be unable to pay rent on time, **let us know**. We always try to work with our tenants in these matters, but if no word is received from you in advance, you may receive legal notices as well as late fees (refer to your lease for late fee information).

What happens if my rent check bounces (NSF)?

You are responsible for the bank's **Nonsufficient Funds (NSF)** fee. The NSF fee is \$25.00 for the first NSF and \$35.00 for any additional NSF's, plus any late fees incurred due to time lapse of rent being paid.

What is a "Three Day Notice to Pay Rent or Quit"?

A "3 Day Notice" is a legal document served to a tenant when rent has either been returned due to NSF, or if it has not been received by the due date. Once this notice is served, if rent is not paid, **it can be used as the beginning of an eviction process.**

Will you accept a rent check from someone other than me?

No. Rent checks will only be accepted from those persons whose names are on the lease.

If there is a matter in dispute with the management company, can I withhold my rent until it is settled?

No. According to **California law**, you **cannot** withhold rent from the person to whom it is owed, in order to influence matters under dispute. You also cannot deduct any amount from your rent, without first clearing it with the management company or owner, in cases where you have handled repairs or other matters by yourself. In such cases, it is standard for us to **reimburse** a tenant after they have paid their **full** rental amount.

Landscaping Requirements and who does what?

Refer to your lease as each property is different. However, if the tenant is responsible for landscaping it is the tenants' responsibility to maintain the property in the same condition they took position of the property. If Bratton Property Management finds that the landscaping is not kept in a proper condition, Bratton Property Management reserves the right to hire a landscaper/gardener and charge the tenant no less than \$100.00 per month for the maintenance and care of the landscaping.

UTILITIES AND PARKING:

What utilities am I responsible for paying?

Refer to your lease. Each Property is different.

When should I have utilities put in my name?

Before you move into the unit. The utility company can set service up to begin on or before your move-in date.

REPAIRS:

To whom do I request Repairs?

You can email us at info@brattonpropertymanagement.com or you can fax a request to us at 559.325.5738 or you can call us at 559.325.5754. If it is an "after hours emergency" our phones will be immediately transferred to the Manager on call.

What do I do when my garbage disposal is clogged?

Clear *all* substances from the drain. **Never place your hand inside the garbage disposal to check for, or retrieve, objects!** Check for any small, hard particles caught in the bottom of the disposal. Move the parts in the garbage disposal around with a broom or mop handle. After removing the broom or mop (or other tool), press the little "RESET" button under the garbage disposal. Next, try turning the garbage disposal on by using the regular switch. If it still does not work, call us and we will call a plumber to fix it. If you are found to be responsible for the clog, you will be charged for the plumber's visit.

What do I do when my sink, tub, or shower is clogged?

Call us. If you are found to be responsible, the bill for the plumber will be passed onto you.

What do I do if there is a leak in my roof?

We suggest finding the lowest point in the ceiling -- generally, where the leak is found -- and then inserting a sharp object (nail, etc.) to make a small hole. Be sure you have a bucket or other

container in place, to catch the water. This should limit the amount of water-damage to the ceiling. Then call the office and we will arrange for repairs A.S.A.P.

Tenant Signature: _____ Date: _____

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Bratton Property Management Representative Date: _____