



The  
GARCIA  
Group

GarciaGRP.com

GREAT RENTAL PROPERTIES LLC

# Resident Handbook



**5331 S Macadam Ave. Suite 361, Portland, OR 97239**

**Tel: 503-595-4747 Fax: 503-719-7149**

[info@GarciaGRP.com](mailto:info@GarciaGRP.com)



# Welcome to Your New Home



The GARCIA Group welcomes you as a resident.

To achieve a successful resident/management relationship, we prepared this Resident Handbook. We recommend that you keep it accessible so that you can refer to it easily.

It contains maintenance guidelines, rental payment instruction, general information and resident responsibilities.

The owner of the property has retained our firm as their property management company and representative to manage your home. Therefore, please contact us when you need assistance.

Our contact information is listed below. **We wish you a successful and enjoyable tenancy.**

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**Oregon Phone:** 503-595-4747    **Washington Phone:** 360-836-4744    **Fax:** 503-719-7149



**The Roses Team Ext. 1**  
[roses@garciagr.com](mailto:roses@garciagr.com)



**The Bridges Team Ext. 2**  
[bridges@garciagr.com](mailto:bridges@garciagr.com)



**The Cascades Team Ext. 3**  
[cascades@garciagr.com](mailto:cascades@garciagr.com)



**The Office Team Ext. 0**  
[office@garciagr.com](mailto:office@garciagr.com)



**24/7 Maintenance Request Ext. 9** [GAP@garciagr.com](mailto:GAP@garciagr.com)

Mailing address (Rent collection / Invoices):

**P.O. Box 999**  
**Lake Oswego, OR 97034**  
[www.GarciaGRP.com](http://www.GarciaGRP.com)

Portland, OR Address:  
**5331 S Macadam Ave., Suite 361**  
**Portland, OR 97239**  
**OR Lic: 200506145**  
**OR CCB: 225881**

Vancouver, WA Address:  
**4400 NE 77<sup>th</sup> Ave Site 275**  
**Vancouver, WA 98662**  
**WA Lic: 0018822**

We Are Proud Members of:



Rental Housing Alliance Oregon



National Association of Residential Property Managers

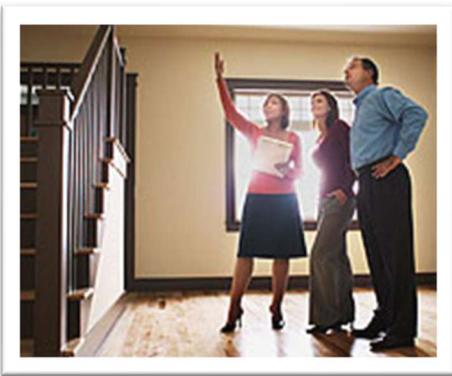
## Move-In Checklist

1. Notify applicable utility companies immediately to avoid service shut off:  
Electric / Gas / Garbage / Water and sewer / Cable and Phone  
\*See the Utility Directory on our website ([www.garciagr.com](http://www.garciagr.com))
2. Provide updated Resident's Insurance Policy to the management company
3. Notify US Post Office—New Occupancy
4. Notify current and new schools
5. Notify magazine companies and/or newspapers
6. Send “just moved” announcements to friends and relatives
7. Notify banks, credit union, savings and loans
8. Notify doctors, dentists, etc.
9. Re-register to vote
10. Notify DMV of address change



## Take Possession of Your Home

We will perform a walk-through prior to your taking occupancy, complete with many “unit condition photographs.” We will leave you a Move-In / Move-Out condition checklist to fill in and return to our office within 7 days of possession. There are often items overlooked and that residents identify and want to make note of to avoid any potential conflicts when it is time for the final security deposit accounting. All of our properties are professionally cleaned between tenancies, and we aim to ensure that the various components of the home are in good working order.



Our policy is to maintain the “health, safety, and welfare” of the unit and its occupants and to fix broken components and remedy unsafe conditions. However, we are not capable of eliminating all property defects. Hence, it is important to understand that the resident accepts the unit in its “*present as-is*” status. Chips and cracks and wear and tear are normal, and we are diligent to document these issues through our move-in and move-out procedures.

## Renters' Insurance

Neither the management company nor the owner shall be liable or responsible for loss or damages to articles or property belonging to the resident. The rental contract requires that residents have fire and theft insurance for their personal property as well as liability insurance coverage to the extent allowed by law.

## The Garcia Group RAP

Our business demands that we facilitate the living experiences of residents; the property's maintenance through vendors; and account for the owners' income and challenges. Every day offers new

With that in mind, we are proud to announce Philosophy, or **RAP**. Simply put, we believe important person in the relationship. Our goal with Great Residents who enjoy their quality

We want our “RAP” to be more than rhetoric. several documented steps to ensure we walk appreciate the customer service efforts we



expenses. Every day offers new our Resident Appreciation the Resident is ultimately the most is to manage Great Rental Properties of life and know they are valued.

To that end, our staff maintain our talk. We hope you recognize and provide.

## Paying Your Rent

Rent is due on the 1st of the month. It is considered late if it's *not postmarked by the 5th of the month*.

FOR BEST RESULTS, SIGN UP FOR OUR ONLINE RENT PAY PROGRAM. Activate your Resident Portal from the Resident Information tab on our website ([www.garcigrp.com](http://www.garcigrp.com)).

- Rent may be paid by personal check, cashier's check, or money order.
- We do not accept rent checks from anyone not on the lease.
- We only accept 1 rent check for the unit (unless a portion is paid by an authorized Voucher).
- Make checks payable to **The GARCIA Group**.
- Rent checks should be sent by US Mail to **PO Box 999 Lake Oswego, OR 97034**
- *We do not accept hand-delivered rents unless you have a prearranged appointment.*
- If your rent is paid after the 8th of the month, or if it returned as NSF we require a cashier's check or money order. You can include your late fee (and NSF fee) in this check or pay the fees with a separate check.



## Fees

To review and clarify our fee structure with you, these fee amounts are written into your lease:

- **Late rent = \$100** (this is charged when your rent is received by our office after the 5th)
- **Return check = \$25 + \$15 bank fee** (charged for a check returned by your bank for any reason)
- **Smoke detector and carbon monoxide tampering fee = \$250** (this is charged when upon a routine inspection of the property, it appears the alarm batteries have been removed or the unit has been removed from the ceiling or wall or otherwise tampered with in any way)
- **Lease termination fee = 1.5 times the monthly rent** (this is due prior to vacating the unit)
- **Late payment of utilities, failure to clean up pet waste, improper use of vehicles, or smoking in a designated nonsmoking unit or premises = \$50**
- **Unauthorized pet = \$50 for 1st offense and \$250 for second offense**

## Change in Contact Information

Please notify our office if you change your phone number or email address. This is very important in handling repairs and maintenance issues in a timely manner.



## Change in Tenancy

**Adding a new resident:** Before any new person is allowed to move into the property, they're required to then sign the rental agreement. The admin expense for this procedure for the unit is \$250.00.

**Roommate moving out:** If you have a roommate moving out, a *30-Day Notice to Vacate* form must be submitted to our office.

**During a lease:** Except for extreme cases (such as domestic violence), adding or subtracting residents during a lease is *not* permitted. If a lease for a term is still in effect, a vacating resident will continue to be legally responsible until that term expires.

## Resident Responsibilities

The following items are the responsibility of the resident and their expense while living at the property. (NOTE: Many residents find YouTube videos helpful for instructions in performing necessary items. Some are found on our website at [www.garciagr.com](http://www.garciagr.com)). Here is a list that you should review:

- Replacing light bulbs with the correct wattage.
- Replacing or cleaning furnace and air conditioning filters every 3 months.
- Replacing carbon monoxide and smoke alarm batteries. The property must have working smoke and carbon monoxide alarms at **all times**.
- Reporting nonfunctioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam and spot cleaning of carpets while living in your home.
- Normal insect and rodent control (bees, spiders, sugar or nuisance ants, mice, etc.).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers.
- If you have a pet, all pet droppings need to be disposed of regularly.



## Pets

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets, so if you want to **add** a pet to your family, contact our office for prior approval. All pets must be approved through our vendor at [www.petscreening.com](http://www.petscreening.com). (There is a \$20 application fee required). If approved, you will be required to fill out the *Pet Agreement* form and pay an additional refundable security deposit. You are responsible for pet damages and pet behavior while they reside on the premises.



## Service Animals

If you have a service or companion animal at the time you sign the lease, we need a picture of your animal to put in your file. All animals must be approved through our vendor at [www.petscreening.com](http://www.petscreening.com). (There is NO application fee required for service/companion animals). You will be required to fill out the *Service Animal Agreement* form on the animal. You are responsible for animal damages and animal behavior while they reside on the premises.

## Ants and Pests

You are responsible for sugar or “nuisance” ants. We suggest a product called Terro, which has the same ingredient that most professional exterminators use. An alternative brand is called Orange Guard. Keep all counters and floors free of water and food items. Spray Orange Guard around door openings and anyplace you see a trail of sugar ants. Check [www.orange-guard.com](http://www.orange-guard.com) for a store list. Ant stakes should also be placed at the exterior foundation. Call our office if you see carpenter ants, termites, or rodents.





## Get 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 following:

- Main circuit breaker in the event that the 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 shut-off valve in case of major flooding (usually in the street)
- Water shut-off valves below the sinks and behind toilets in case of water leaks
- Method of cleaning the oven so you use the right products
- Time bake knobs on the oven (if it won't work, these may not be set properly)

## Alterations

It is our policy that residents *do not* do repairs or alterations. If you want to make a special request for renovation or repair to the property:

1. Submit your request in writing before making any changes.
2. Do not proceed with any work until you receive written authorization to do so.
3. We will consult the owner to see if the request is acceptable to them. We will then notify you in writing of their decision.

## Reasonable Accommodations



Pursuant to Federal Fair Housing laws, we are required to make reasonable accommodations when they will give a disabled person an equal opportunity to use and enjoy the housing. We are not required, on the other hand, to approve accommodations that are a matter of convenience or preference only, and we are not in the practice of doing so.

Under federal law, a person is defined as handicapped or disabled if they suffer from “a physical or mental impairment which substantially limits one or more major life activities” or if they have a “record of such an impairment” or are “regarded as having such an impairment.” This definition does not include current illegal use of controlled substances.

The term “major life activities” means “functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.”

Residents bear the responsibility for the costs to reasonably modify the premises. In these situations, we can discuss the available options as they may arise.

# Maintenance Requests

As the owners' agent, we are tasked with handling repair issues on the behalf of others, using funds that are in state-regulated trust accounts. By law, we can't authorize owner funds to be spent unless we have them in the bank. Owners agree to maintain balances and give us some latitude to handle incidentals that arise. Our contracts state that if the repair problem affects the health, safety, or welfare of the premises and occupants, they must give us permission to proceed or risk the termination of our services.



It is not our intent to frustrate residents who are facing a maintenance or repair problem. However, it often takes cooperation, patience, and flexibility to get the best results. Sometimes, just locating the vendor with the availability to do the job can be the most difficult part of the task.

Maintenance requests are classified as Urgent, Normal, and Low.

**Urgent** needs are considered emergencies and generally initiate immediate action. While some issues are "important," they may not be considered emergencies. Our staff regularly reviews these protocols.

**Normal** issues are handled in our office daily. Work orders are created. Vendors are selected and instructed to contact the resident directly for access. Our goal is to process these submissions as fast as possible and to get the work done properly and in a timely manner.

**Low** priority often means the resident is responsible (such as replacing furnace filters, buying ant traps, etc.). It could also refer to resident requests such as painting a room or addressing a yard care item.

There are two ways to submit a maintenance request. *Please submit only a single request.*

- Online (**PREFERRED**): Go to the "Maintenance Request" link in the Resident Information tab of our website.
- By phone: Call our office at 503-595-4747 and select Extension 9. This line is monitored 24 hours a day – after hours by our call center who will create a work order necessary for us to proceed.

**IMPORTANT: Our vendors schedule all repairs directly with our residents. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call billed by the vendor. If it is a Garcia Group Maintenance Technician, the missed service call cost is \$35.00.**

## Emergency Calls—IMPORTANT INFORMATION

Emergencies happen. *If you are threatened in any way, please call 911.* Otherwise, by selecting **Ext. 9** on our phone system, your call is routed to our maintenance dept, After-hours it goes to our **24-hour call center** personnel who are trained to handle disasters and we will be notified of the situation.

**Emergencies include but are not limited to the following:**

- Fire—Call the fire department.
- Flood—Shut the water off.
- **Smell gas—Turn off gas EXIT THE HOUSE and call: Northwest Natural Gas (503) 226-4214.**
- IMMEDIATE electrical danger—Shut off main breaker in breaker box and call our office.
- Backed up plumbing—Stop using, dry it up with towels or mops, and call our office.





# Preventative Cleaning Tips

Here are some helpful cleaning tips:

- 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 build-up 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 build-up of grime.
- Do not use “cleaning products” on tile.
- Do not use abrasive towels or cleanser on stainless steel appliances. Shop for suitable products.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- Call our office if you have questions.



# Safety Tips

Here are some tips to follow:

- Window screens are not a safety device.
- **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely. 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 the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in 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.
- Don't run extension cords over walkways, under rugs, or any place that may cause tripping.
- If you suspect an electrical problem, report it to our office 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.
- Replace outside light bulbs so you can use lights properly when it is dark.
- Report any exposed tree roots to our 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, and never leave grills unattended. Do not set grills up against the house, because it is a fire hazard.
- If you have a fireplace, 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 that the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build a reasonable fire suited to its size.



# Termination

Eventually, you will move, and we want you to be prepared when this is necessary. You are required to give a 30-day notice prior to moving. You can log onto our website ([www.garciagr.com](http://www.garciagr.com)) and download the *30-Day Notice to Vacate* form. Fill it out, sign it, and send it back to our office. The notice must be signed by all occupants. Your Final Accounting will be mailed to you within 30 days after vacating.

You can email it to [office@garciagr.com](mailto:office@garciagr.com) or mail it to us at PO Box 999 Lake Oswego, OR 97034.

***The 30-day period begins on the day we receive it in our office. NOTE: IF YOU LAST MONTH'S RENT IS A PRO-RATED AMOUNT, IT CANNOT BE PAID ON-LINE, SO PLEASE PLAN ACCORDINGLY TO AVOID AN UNWANTED LATE FEE.***

It is the responsibility of the resident to deliver all keys to our office between 9 and 5, weekdays at:  
**5331 SW Macadam Ave., Suite 361 Portland, OR 97239**

Please make sure to include your name and your rental property address. Garage door remotes can be left in the kitchen. It is important to provide your forwarding address so that we can mail the final accounting.

We will do a final inspection *after* the unit is vacant. We do NOT do a walk-through with the residents, as it often takes more time to determine if conditions exist that are or are not billable to the deposit. Security deposits are refundable by law, less any damages or past bills / rent due and mailed out within 31 days in Oregon and 14 days in Washington. A good rule of thumb is to leave the property in the same condition as when you moved in, remove all personal items from the premises, deliver the keys on time and provide your forwarding address. Our staff works hard to both fairly and accurately assess the final accountings.

**RIGHT**



**WRONG**



## Before You Vacate the Property

*After you have given notice to vacate, please remember to do the following:*

- Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs any additional information from our office.
- Leave the heat set at 55 degrees if you are vacating in the months of October through March.
- Please leave the property in as clean of condition as possible (at least “broom clean”). The property will be professionally cleaned, and the carpets will be cleaned at the expense of the security deposit, per your lease. Extra cleaning beyond reasonable wear and tear could be additionally charged to your deposit.
- If you are responsible for yard care, please return the yard to “move-in” condition.
- Remember to stop your newspaper or any periodical services to the property address.
- Know that if you leave excess garbage to be hauled away it will be charged to your deposit.
- Your security deposit refund statement will be sent to your new address within 31 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all residents.
- We will be marketing the unit to re-rent and will provide you with any 24-hour showing notices.

# Introducing Garcia Group Real Estate Services

## When it's Time to Invest in Yourself and Your Future:

You already know The Garcia Group as your community-based property management company. We are pleased to announce we also have a Real Estate Sales Division that provides more access to homes and resources to all of our residents.

Matt Williams and the Bison Properties Team work with Garcia Group Real Estate Services as our dedicated specialists to assist you make that transition into home-ownership a reality.

Working with someone who understands both life as a resident as well as the real estate buying process can give you an opportunity to invest in yourself by controlling your living space. There is a first home for every homeowner and an opportunity to "re-start" for many others. We help you find the right balance between timing, affordability, neighborhood and experience.

If you would consider beginning an investment in your own home we would love to hear from you. We'll be sending out our newsletter regularly to provide information on the market, living choices and general information. There will be new listings, market updates and some homes BEFORE they hit the market so keep an eye out. We hope you find value in this information and we know you will think of us first to help you move on to the next level.

For Sales Information Contact:  
Matt Williams, Principal Broker: 503-208-2991





## Pre-Appointment COVID 19 Questionnaire

### *The Garcia Group*

To prevent the spread of infectious disease such as COVID 19 and reduce the potential risk of exposure to our vendors, staff and residents, we are conducting this simple screening questionnaire before entering occupied housing units for maintenance or inspections. Your participation is important to help us take precautionary measures to protect you and others.

Thank you for your consideration.

1. Have you traveled in the last 14 days?

Yes          No

2. Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?

Yes          No

3. Have you been in contact with anyone who has traveled within the last 14 days?

Yes          No

4. Have you experienced any cold or flu-like symptoms in the past 14 days (to include: fever, cough, sore throat, respiratory illness, & difficulty breathing)?

Yes          No

5. Are you currently practicing Social Distancing?

Yes          No