



The
GARCIA
Group

GarciaGRP.com

GREAT RENTAL PROPERTIES LLC

Resident Handbook



Tel: 503-595-4747 Ext. 1

Team@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.**



CCB: 225881

Mailing Address for Rent Payments:
P.O. Box 999
Lake Oswego, OR 97034

For Maintenance Requests
Visit our Website & Click this tab:
[Current Residents](#)
www.GarciaGRP.com

For **EMERGENCY** After-hours Repair Service, PLEASE **CALL**:
503-595-4747 Ext. 9

For all general inquiries, please email us at: Team@GarciaGRP.com

Portland, OR Address:
4710 S. Kelly Ave
Portland, OR 97239
OR Lic: 200506145



Vancouver, WA Address:
4400 NE 77th 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.garciagrp.com/utilities)
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 360° “unit condition photographs.” We will email a Move-In / Move-Out condition checklist to sign and return to our office within 7 days of possession. There may be items overlooked 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 for the 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 Resident's Benefit Package **See Backpage**



Our business demands that we facilitate the living experiences of residents; the property's maintenance through vendors; and financial accounting for the owners' income and expenses. Every day offers new challenges. With that in mind, we are happy to introduce our Resident Benefits Package or **RBP**. Simply put, we believe the Resident may ultimately be the most important person in the relationship. Our goal is to manage Great Rental Properties with Great Residents who enjoy their quality of life and know they are valued.

We want our RBP to be more than a “RAP”. To that end, our staff maintain several documented steps to ensure we walk our talk, including our Internal Review Panel and our array of concierge services to help mitigate unexpected costs and headaches and relieve unnecessary tension during the rental term. We hope you recognize and appreciate these intentional customer service efforts we 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.garciagrp.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 + \$35 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). 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. (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. (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 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 issues.

For short video instructions go to www.garciagr.com and click on the Tenant FAQ [Quick Links Tab](#)

- 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
- Water shut-off valves below the sinks & behind toilets
- Method of cleaning the oven so you use the right products

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 provide reasonable accommodations when they will give a person with disabilities an equal opportunity to use and enjoy the housing. We are not required 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 oneself, 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 - Go to the [Submit Repair Request link in the Current Resident tab](#) of our website.
- By phone: Call our office at **503-595-4747 Ext. 9**. This line is monitored 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 \$50.00.

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.



Clogged Drains

To prevent tub and shower drains from clogging, we suggest a product called Hair Away. This will eliminate hair build-up in the drain. Hair Away is available at most hardware stores.

For kitchen sink drains with garbage disposals, please see *What Goes Down Garbage Disposals*. Most maintenance calls can be avoided by having this knowledge. If a service call is made, and it's determined that the problem is resident caused, you will be charged.



What Goes Down Garbage Disposals

- Small amounts of leftover food from your plate
- Small food bits
- Carrot peelings

What Does *Not* Go Down Garbage Disposals

- Anything that is not biodegradable food
- Anything combustible
- Plastic and metal
- Bones from any animal
- Hamburger
- Spaghetti
- Bacon grease or other grease
- Egg shells
- Potato skins or large amounts of potato
- Corn cobs or husks, lettuce, asparagus, and other fibrous fruits and vegetables
- Pasta and rice



More Notes

1. Whatever you wash down the sink must make it to the road (city pipes). If it's doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.
2. Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will ensure that you get the longest life possible out of your disposal.
3. Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot down the disposal, you're asking for a repair bill.
4. This old standby is right on: "When in doubt, throw it out."
5. Consider running ice cubes in the unit to "clean" the unit. The ice chips help knock down scum layers that build up below the seal and in the grinder wheel.
6. The only things that should go into a garbage disposal are things that are left over after scraping your plate into the garbage can.
7. The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels, and won't do well at all with onion skins, sections of onion, or stringy vegetables like asparagus. Best to toss these in the garbage!
8. We make one exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get a little smelly.
9. To combat the smell, try grinding the peels from a piece of fruit like orange, grapefruit, lemon, or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels' citric acid is a natural cleaning agent that gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

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 money on 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 written 30-day notice prior to moving – which can be done through email: Log onto our website 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 team@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:
4710 S Kelly Ave. Portland, OR 97239

Please make sure to include your name and your rental property address. Garage door remotes can be left in the unit's 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 as it often takes more time to determine if conditions exist that are or are not billable to the deposit. As you may be entitled to attend the walk through, you will be contacted by our team to let you know the date and time. Security deposits are refundable by law, less any damages or past bills or rent due. They are 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 WAY



WRONG WAY



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 may be marketing the unit to re-rent and will provide you with any 24-hour showing notices.

Resident Benefit Package*

Request More Information at info@garciagrp.com

The Garica Group is creating a Resident Benefit Package for our renters in an effort to help Residents take care of costly items often overlooked. As expenses rise, we want to make every effort to educate renters and minimize potential costs. Often simple things like burned out light bulbs or old furnace filters can cost quite a bit to identify, purchase, install and discard the old. This plan helps to buffer some of the unintentional costs and risks of being a renter.



Free Online Payments

Save time and money. No more postage stamps, money orders, or checks lost in the mail!



Secure 24/7 Resident Portal

A password protected portal, with double authentication for your security. View payment history, repair requests, view documents.



Free Utility Set Up

Save time setting up utilities and other services like, telephone, cable, and more. Inquire here: myfreeconnection.com



Fair and Clear Lease Agreements

Prepared by a leading law firm for accuracy and fairness, designed to be transparent and clear.



Internal Review Panel

Disputes can happen. We maintain a monthly independent panel of peers to review and help settle conflicts to reach fair and equitable resolutions.



Property Inspections

We inspect your property during your lease to ensure there are no outstanding repair issues.



Renters Insurance

We sign you up for Rental Liability Insurance in the amount of \$100,000 Personal Liability and \$50,000 property damage. NO additional charges, time or effort on your part.



No Lease Change Fees

When adding a roommate or pet, there will be no charge for Tenants on the Resident Benefit Package.



One Free Late Fee

During your tenancy, we will waive one late fee for you.



24-Hour Repair Hotline

You will always talk to a live person who can provide guidance.



Quality Repairs

Our preferred vendors are prescreened and are professional, knowledgeable, friendly, clean and leave your home in good shape.



Survey to Ensure Quality

We send you a survey after each maintenance request to give us your honest thoughts on how the team performed.



Preferred Resident Credit

Receive a onetime \$50 credit on any tenant caused damage, including at move out.



Free Light Bulbs

When you move out, we replace the light bulbs for free. This is an expense many tenants are frustrated with as it is more costly than you think to have someone change out lightbulbs.



Filter Change

When you move out, we will replace your filter(s) for free. Including, Fridge and HVAC filter. You are responsible to change them during your lease.



Security Deposit Protection

If for whatever reason your property is foreclosed on, we will guarantee the protection of your security deposit.



Home Buyer Assistance

The Brokers at The Garcia Group Real Estate Services are experienced and dedicated specialists who can assist you in navigating your move, relocation and/or your transition into homeownership making it a reality. Begin your search by clicking on the **Brokerage** Tab at www.garciagrp.com.

*** This RBP may be subject to change and/or cancellation upon renewal of terms.**

The 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 also introduce our Real Estate Sales Division that provides more access to homes and resources to all of our residents.

You can work with The Group Real Estate Services as your dedicated specialists to assist you make that transition into homeownership a reality.

Having the professional representation with someone who understands both life as a resident as well as the real estate buying process can give you the opportunity to invest in yourself – and taking control of your living space. There is a first home for every homeowner and the 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 Information on Buying your Home Contact Us At:



sales@garciagrps.com

503-595-4747 Ext. 7

