

Mainlander Property Management, Inc.
PO Box 2028 ▪ 3927 Lake Grove Avenue ▪ Lake Oswego, OR 97035
503 635-4477 FAX 503 635-6508 www.mainlander.com

TENANT INFORMATION AND INSTRUCTIONS

Please read and retain for future reference.

We look forward to the approval of your application and welcoming you as a Mainlander Tenant. We believe the best way to avoid misunderstandings is to make you aware of our obligations, responsibilities and policies. As a result, we will establish a relationship based on open communication and clear commitments.

Mainlander Property Management manages rentals at the behest of the property Owner. Legal contracts bind our relationship with them, as well as with the Tenant.

We can best serve Owners interests by offering complete, courteous, and prompt service to you, their Tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. You are requested to read the lease or rental agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

Deposit

All Tenants will post a deposit. This deposit indicates good faith that you will abide by all covenants of the lease or rental agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the Owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be held responsible for the balance.

Mainlander Property Management may be required to use some or all of a Tenant's deposit for the following reasons:

- (1) Failure to give thirty (30) days written notice of intent to vacate the property. This required notice must be in writing. A 30-day Notice Form is included in the Tenant move-in packet.
- (2) Failure to complete the lease term.
- (3) Failure to leave premises in same condition as provided (normal wear & tear excepted).
- (4) Damage to property, fixtures, or landscaping through negligence, misuse, or malicious conduct.

Rent

Rent is due on the first of each month. Per the rental agreement with the Owner/Agent, **A LATE FEE WILL BE CHARGED** when rent is not received by close of business on the fifth day of the month. The amount of the late fee is listed on your rental agreement. Our office is usually open five days per week. A mail slot is provided for after-hours payments. Payment must be in the form of a personal check, cashier check or money order. Cash will not be accepted nor will partial payments, multiple checks, or two party checks. Rent will be only accepted from a person on the rental agreement.

Inspections

Our agreement with the property Owner provides that we will conduct periodic inspections of the home. You will receive notice at least 24 hours before the scheduled date. You are welcome to be there, but it is not possible to make a specific appointment. If the Property Manager cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

Maintenance

During the term of your lease, you will be required to take normal care and perform normal maintenance on the property and its equipment.

Heating Systems:

1. Forced air furnace systems: The furnace contains one or two air filters. It is your responsibility to keep these filters clean. Filters are to be removed and cleaned or replaced monthly. The entire burner area and pilot light area are to be thoroughly vacuumed annually. If this is not done, the furnace will operate sporadically or run too frequently, resulting in excessive heating costs.
2. Baseboard or wall heaters should be vacuumed once a month.

Plumbing:

Tenants are responsible for keeping the drains free of grease, hair, lint, or food, which clog drains if not flushed out occasionally with a liquid chemical drain cleaner. The Owner will pay ONLY for stoppages caused by faulty construction, such as mortar, stones or tree roots in the sewer. If you are unable to clear a stoppage, you will need to call a drain clearing service at your own expense. If the drain service determines the stoppage was caused by mortar, stones or tree roots, you will be reimbursed for the expense.

Mold and Mildew:

If Tenants notice a mold or mildew problem, please contact Mainlander immediately so we may assess the problem.

Landscaping:

Tenants are responsible for maintaining grounds in the same condition as provided. Maintenance includes watering, weeding, mowing, edging, fertilizing and raking. Watering should begin **before** lawn and shrubs dry out. A lawn that has dried or turned brown will take many times the normal amount of water to revive.

Winterizing:

1. Know the location of the water turn off valves for the house. It will be important to shut off the water immediately in the case of a broken pipe.
2. Disconnect all hoses on outside faucets. Shut off hose valves (usually located under a sink or in the garage). Turn on outside faucets to drain the lines.
3. In freezing weather, maintain heat to a minimum of 60 degrees. Open the cabinet doors under the kitchen and bathroom sinks. Open taps allowing faucets to slowly drip.
4. Turn the water off and drain any irrigation system (usually located near the meter). Open all drains. Run the system through all cycles until no water remains in the system. Turn the system off and close the drains. Any exposed pipes (not underground) should be drained of all water and wrapped to prevent freezing.

In case of frozen or broken pipes, turn water off at the main shut off valve. It may be located at the street in front of the house. If there is gushing water, you can usually obtain emergency assistance by calling the local water company or the fire department.

If you plan to be away during possible freezing weather, please arrange for someone to check your home on a regular basis. This representative should inspect the premises for weather damage and maintain the dripping faucet. Please give your representative Mainlander's phone number and instruct them to call us in the event of an emergency. We should be contacted quickly to limit damage and make timely repairs. The phone number to report emergencies after-hours is: (503) 251-4466.

We would like to take this opportunity to remind you that if your property has not been appropriately prepared for winter conditions, you will be responsible for any damage. We don't want to see this happen, so take time to insure your home is ready for winter! Call us if we can help you with any questions or concerns.

Property management is our business and we firmly believe the best way to be successful is by providing Owners and Tenants with professional, fair and courteous service.