

PACIFIC INVESTMENT PROPERTIES

“The Largest Selection of Pet Friendly Apartments
in the Bay Area”



RESIDENT HANDBOOK San Francisco, CA

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Welcome Home!

Here are a few pointers to make settling in a little easier:

Your Resident Manager is: _____

Your Resident Manager's Phone Number is: _____

Your Resident Manager's Email is: _____

Your Resident Manager is in Apartment # _____

The Maintenance Manager's (office) phone number is 415-861-7650

Rent Checks/Cashier's Checks/Money Orders are to be made payable to:

1) Please contact your Resident Manager AT LEAST 24 HOURS before your intended move in to arrange the Move-in Walk through and obtain your set of keys. If you are unable to reach the Resident Manager please call the office immediately.

2) Please notify the Resident Manager in writing of any needed maintenance or repairs, and contact the Maintenance Manager for maintenance or repairs. For other matters, contact our Property Manager.

3) Call PG&E Customer Service (800-743-5000) right away to have an account started in your name for gas and electric service. For cable TV (not available at Jones St Apartments), contact Comcast (Tel 800-266-2278) to start service.

4) Contact AT&T (Tel 800-310-2355) to initiate phone service. If your phone is not working and you are sure your phone service has been turned on by AT&T, call your Resident Manager or the Maintenance Manager (861-7650) immediately so that the inside wiring can be checked. **DON'T CALL AT&T TO PERFORM THE REPAIRS; YOU ARE RESPONSIBLE FOR ANY CHARGES MADE BY AT&T FOR SERVICES TO YOUR INSIDE WIRING.**

5) If you have a loft in your apartment, take care not to put an excessive amount of weight in the loft. Please monitor your usage of your loft and if you notice any indications of structural strain, please notify the Maintenance Manager (Tel 861-7650) immediately.

6) There is a charge of \$25-\$50 for replacement of each lost key or key card, and it takes at least one business day. There is also a charge of \$10 each time the Resident Manager has to let you in to your apartment. Pay the Resident Manager directly each time.

7) RENT is payable via Electronic Funds Transfer only, and is due on the first day of each month. Please be sure that sufficient funds are available, as an NSF rent transaction is subject to both a late and NSF fee. For those tenants who pay via check or money order, please be sure to submit the payment to your Resident Manager by slipping it under his or her door, or place it in the rent drop box in the lobby, if one exists at your building.

8) We request your help in keeping the hallways and common areas clean and free of litter. It keeps our building a much better place to live for everyone. Thanks for your co-operation.

9) GARBAGE must be put into SMALL SEALED bags that easily fit into and slide down the garbage chute. You can also put your garbage in the dumpster in the alley. It is NOT acceptable to leave your garbage in the hallways or on the stairs near the chute or dumpster. Deposit garbage into the chute between the hours of **7am and 10 pm only** for noise control. Do not put pizza or packing boxes into the garbage chute under any circumstances. Instead, cut up or fold them flat to no larger than 2' X 2' size, tie them string and put them next to the recycling containers in the basement.

10) If you detect any rodents in your apartment, the Resident Manager has some traps you can borrow. They also have a spray insecticide that can be used against bugs or roaches. Roaches like to hide and breed in old newspapers, so put all old newspapers in the recycling bins, not your apartment. The best insurance against household pests is to make sure that there is no food source in your apartment that they can get at.

11) The elevator works (not applicable to Regent Darien Apartments); however, it is old, and needs to be treated gently. Please make sure that you close both the elevator doors firmly and completely (and gently!), when you leave. If you don't, the elevator will stop working.

12) Please remember to adequately ventilate your apartment by leaving windows open so that moisture in the apartment evaporates to the outside, rather than condensing on the colder outer walls/windows, causing mildew problems. Closets should not be too tightly packed and should be well ventilated, or the clothes and other belongings will also develop mildew problems.

13) The elevator, hallways and common areas of the building have been designated SMOKE-FREE. Please do not smoke in these areas.

14) We usually have a few AVAILABLE APARTMENTS in different buildings at any given time. We would appreciate you letting your friends and associates know that we have great apartments available. They should call our information line at 415-241-0100 or www.sfrent.net on the web for the latest information about availability. We will give you a REFERRAL FEE of \$100 for every successful referral, please see our website for current referral fee amounts.

15) After at least 6 at six month stay with us, you have the ability to request to transfer to any of our other units. You will be required to sign a new one year lease upon transfer to the new unit. Please contact our office for further details.

16) When you are ready to move out of the apartment, you must give us at least 30 DAYS NOTICE in writing. Please also let us know what kind of apartment you are looking for, since we may already have the perfect one for you! We will support you in moving to a different apartment in the same building or in another building that we manage. Prior to your move-out date, obtain the cleaning checklist from the Resident Manager. Complete the cleaning and have him perform the move-out inspection, to avoid having cleaning charges deducted from your security deposit. We recommend that you use casters under beds, couches and other furniture to avoid damage to the hardwood floors during your stay. You may borrow a vacuum cleaner from the Resident Manager if you need one. During your move-out inspection return all keys to the Resident Manager, including the mail-box key.

Staying Safe in your new Home

BUILDING SECURITY RULES

We have developed certain ground rules to increase building security. Please observe these rules for your safety and that of the other residents.

1) Do not let anyone have your front door key or key card for any reason. Please be advised that the keys and keycards are the exclusive property of the Landlord, and they should not be duplicated and/or given to any other person without first obtaining Landlord's written consent. Keys or key cards that are in the possession of a non-tenant who has not been given written consent from the Landlord will be confiscated.

2) Do not let anyone into the building who is not your guest and coming directly to your apartment.

3) Do not let anyone "follow" you in through the front door of the building after you have let yourself in. This is the most common way for building security to be breached, so it is the one for you to particularly be careful of. A common trick is for the intruder to say that they have forgotten their key or that their friend has not yet returned to let them in. The Building Rule is that if they are tenants and forgot their key, they must wait outside until the Resident Manager lets them in. If they are guests, then they must wait outside for their friend.

You are not authorized to let outsiders in.

YOU WILL BE HELD RESPONSIBLE FOR ANYONE YOU LET IN!

4) Make it your business to know the other tenants in the building. It is neighborly to ask people you see for their name and which apartment they live in. If you see someone inside that you suspect is a trespasser, for example, someone loitering in the hallway, IMMEDIATELY call the police dispatcher (in San Francisco, 415-553-0123, in Oakland, 510-777-3333) to ask for a beat car and officers to come and remove them. The police should arrive within about 20 minutes. When they arrive, you should buzz them into the building and specifically tell them that you are placing the suspected trespassers under "citizen's arrest". If the suspected trespassers cannot prove that they are bona fide building tenants, for example, with a driver's license with their address on it, they will be issued a citation and/or booked. The police will ask them for ID, and upon your request, search them to find the front door key and confiscate it. A repeat offender who has previously received a citation will certainly be taken to the station and booked. For your information, Captain Kevin Dillon (Tel 415-315-2400) is the head of the Central District police station at 766 Vallejo Street, San Francisco CA 94115, which has jurisdiction. In Oakland, Sergeant Grasso is the desk sergeant for your jurisdiction and can be reached at (510) 238-3455.

Please have a happy and safe stay.

EFT RENT PAYMENT

PIP Inc. requires that tenants enroll in the Electronic Funds Transfer (EFT) program in order to make rent payments. Such requirement is consistent with our commitment to use technology to increase efficiency, thereby simplifying all of our lives. EFT is easy, convenient and safe. Here are a few things you should know about EFT:

1. The EFT service is absolutely free of charge to you; and
2. Provided you have sufficient funds available in your account by the first day of each month, you will be guaranteed that your rent is considered “paid on time”, regardless of when the EFT rent debit actually occurs. Therefore, any risk for late payment and the subsequent assessment of late fees will be totally removed.

HOW TO REQUEST MAINTENANCE

Log on to our website at www.sfrent.net, choose the “Tenant Forms” option, and click on “Maintenance w/o Request.” You will be taken to an on line date and time stamped work order request form, which, upon completion and submission, will be received in the main office in real time.

This work order request system has three objectives: 1) getting your work order request fulfilled as quickly as possible; 2) provide a clear system by which you may follow up on your request and 3) providing a clear record of all requests.

EMERGENCY

Definition: A situation that can't wait, even a few hours. (i.e. your water pipe broke and water is pouring all over the floor.)

What to do: Call the Resident Manager. If you get an answering machine, leave a message stating the emergency. Then hang up and call our Facilities Manager (415-861-7650) and call our Director of Operations (415-861-7648). Finally, go on-line and submit a maintenance request at www.sfrent.net
For a security emergency (eg fire, robbery) Call 911

NON EMERGENCY

Definition: Anything that is not an emergency.

YOU NEED SOMETHING FIXED

What to do: Visit our website at www.sfrent.net and click on “Maintenance Request”. You will be taken to an interactive date and time stamped work order request form, which upon completion and submission will be submitted to the office in real time.

SOMEONE OR SOMETHING IS BOTHERING YOU, OR TO PROVIDE FEEDBACK OR SUGGESTIONS

What to do: Visit our website at www.sfrent.net, and click on “Incident Report”. You will be taken to an interactive date and time stamped Incident Report form, which upon completion and submission will be received by the office in real time. Fill one out each time something happens that bothers you. We do need contemporaneous documentation in writing to address these kinds of issues.

TO FOLLOW UP

If repairs are not done within a reasonable time frame:

What to do: Call our Facilities Manager at 415-861-7650.
The next step is to call our Director of Operations at 415-861-7648.

Pet Policy/Statement of Values

The management of PIP Inc wants to encourage tenants to value and enjoy their apartments as they would their own homes. We believe that tenants should be given every opportunity to pursue their interests, consistent with the rights of their fellow tenants and the property owner(s). By fostering an attitude of mutual respect and cooperation, our common interest in a safe, pleasant, and well-maintained building is best achieved.

In keeping with this philosophy and after carefully considering all the interests involved, we have adopted a pet policy that will allow tenants committed to responsible pet ownership to have a pet. In reaching this decision, we have taken into account the important contributions that pets can make to the lives of people who value and appreciate animals. We have also considered the fact that there are people who wish to avoid contact with pets and other animals. The pet policy is designed to protect both pet owners and non-pet owners, and to ensure that the animals themselves receive responsible care. The policy applies to all pets kept in the building and will be strictly enforced. All tenants will receive a copy of the policy.

Pet Policy

1. Permission to keep a pet is granted at management's sole discretion and is subject to tenant's strict adherence to all aspects of this pet policy. Any tenant who wishes to keep a pet (or get an additional pet) will first obtain management's approval and sign a pet agreement.

2. Only common household pets will be allowed. These include dogs, cats, fish, birds, rabbits and rodents, such as guinea pigs and hamsters, kept as companion animals. No tenant will be allowed to keep more than two large pets (ie. cat or dog). Requests to keep more than one pet of any other species will be approved at management's discretion.

3. In making a decision on whether to approve a tenant's request to keep a dog, management will take into account the dog's temperament and the arrangements the tenant has made for training and exercising the dog.

4. Pets are to be kept inside the tenant's apartment. Special permission may be granted on a case-by-case basis for pet access to light wells. **Dogs going in and out of the building must be on leash and under the tenant's control.**

5. Tenants are responsible for keeping all areas where pets are housed clean, safe, and free of parasites, including fleas. Dog owners must immediately pick up and dispose of, in a sanitary manner, all dog waste deposited on the street or sidewalk. Cat owners must place soiled cat litter in strong, tied, plastic bags and dispose of the bags in the garbage chute or cans provided by management.

6. All adult dogs and cats must be spayed or neutered, unless a veterinarian certifies that health problems prevent the dog or cat from being spayed or neutered. All pets must receive proper veterinary care, including all appropriate inoculations; must be well-groomed; and must be given a healthy diet and exercised according to their needs. All pets must also be maintained in accordance with applicable state and local laws. Dogs and cats must wear identification tags at all times.

(cont. on next page)

Pet Policy (cont.)

7. No pet is to be left alone in a tenant's apartment for a period longer than that which is appropriate in light of the needs of the individual pet. While this period may vary depending on the pet in question, landlord and tenant understand that, in general, dogs should not be left alone for more than 9 hours, and other pets for more than 24 hours, on a regular basis. When management has reasonable cause to believe that a pet is alone in an apartment and either that pet is creating a disturbance or any other emergency situation appears to exist with respect to that pet, management will attempt to contact the tenant to remedy the situation. If management is unable to contact the tenant within a reasonable period, management may enter tenant's apartment and make any necessary arrangements for the pet's care, including removing the pet and placing it in a temporary home, such as a boarding kennel. Any costs incurred will be deducted from tenant's pet deposit. (See 9, below).

8. Tenants are responsible for ensuring that their pets do not disturb or annoy other tenants or neighbors. Tenants whose pet(s) are determined by management to be disturbing others must remedy the situation immediately. A tenant who fails to remedy the situation after **two** warnings will receive a 30-day notice to remove the pet from the premises. If the tenant fails to remove the pet, the tenant will be considered in breach of tenant's lease or other rental agreement and may be required to vacate the premises.

9. Tenants are responsible for and must immediately pay for all damages or injuries caused by their pets. In addition, each tenant who wishes to keep a dog or cat must pay a pet deposit (\$500 for a dog; \$300 for a cat) upon signing the pet agreement. After tenant vacates the apartment, if the cost of repairing any damages caused by the pet exceeds the pet deposit, management may use funds from the tenant's regular security deposit to cover the excess. If management uses all or any portion of the pet deposit or security deposit to cover any pet-related damages or expenses incurred by management during the tenant's tenancy, the tenant must immediately restore the deposits to their full, original amounts.

10. The pet deposit is fully refundable if management determines that there are no damages or other expenses caused by the pet or the tenant upon tenant's vacating the apartment or permanently relocating the pet.

11. All Dogs must have a DOG CERTIFICATION AND REFERENCE LETTER on file with the office prior to the animal moving into the apartment. This form requires the signature of the Guardian and two references who will attest to the disposition of the animal. The form is located at the back of the handbook.

IN CASE OF FIRE USE STAIRWAY FOR EXIT DO NOT USE ELEVATOR

IF YOU ARE ABLE TO LEAVE YOUR ROOM

- Close your unit door, and take your unit key with you.
- If there is smoke, stay low to the ground.
- Use stairways to evacuate.
- Never use elevators during a fire. They could stop at floors that contain fire.
- Handicapped persons should proceed to stairwell for assistance.
- Pull the closest fire alarm and warn other people in the area.
- If there is a telephone available, dial 911.

IF TRAPPED IN YOUR ROOM

- If your front door is hot, don't open it.
 - Call the Fire Department at 911.
 - Wedge cloth material along the bottom of the door to keep smoke out.
 - Close as many doors as possible between you and the fire.
 - Block air conditioning vents if there is smoke coming in.
 - Open windows cautiously so as not to allow outside smoke to enter the room.
- Remember:** if you have broken the window, you cannot close it again if you need to.

Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks, or removes any required smoke detector shall be guilty of a misdemeanor. Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor.



This pamphlet was produced cooperatively by



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Approved by the California State Fire Marshal



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IMPORTANT Do Not Discard

Emergency Procedure Information for Tenants



This pamphlet is provided by the building management for your safety. It tells you what to do in case of fire in this building. Please read it and retain for reference.



LEAD-BASED PAINT DISCLOSURE INSTRUCTION SHEET

EPA and HUD Real Estate Notification and Disclosure Rule Questions and Answers



The Rule

Q: What is the purpose of this rule and who is affected?

A: To protect the public from exposure to lead from paint, dust, and soil, Congress passed the Residential Lead-Based Paint Hazard Reduction Act of 1992, also known as Title X. Section 1018 of this law directed HUD and EPA to require disclosure of information on lead-based paint and lead-based paint hazards before the sale or lease of most housing built before 1978. The rule would ensure that purchasers and renters of housing built before 1978 receive the information necessary to protect themselves and their families from lead-based paint hazards.

Q: When does the rule take effect?

A: The rule's effective date depends of the number of housing units owned.

- For owners of more than 4 dwelling units, the effective date is September 6, 1996.
- For owners of 4 or fewer dwelling units, the effective date is December 6, 1996.

Affected Housing

Q: What type of housing is affected by this rule?

A: This rule applies to all housing defined as "target housing," which includes most private housing, public housing, housing receiving Federal assistance, and Federally owned housing built before 1978.

Q: What type of housing is not affected by this rule?

A: Housing that is not affected by this rule includes:

- "0-bedroom dwellings," such as lofts, efficiencies, and studios.
- Leases of dwelling units of 100 days or fewer, such as vacation homes or short-term rental.
- Designated housing for the elderly and the handicapped unless children reside or are expected to reside there.
- Rental housing that has been inspected by a certified inspector and is found to be free of lead-based paint.

Q: How does this rule apply to housing common areas such as stairwells, lobbies and laundry rooms?

A: Common areas are those areas in multifamily housing structure that are used or are accessible to all occupants. The rule requires that sellers and lessors disclose available lead information about common areas so that families can be informed about preventative actions.

Q: Why doesn't this rule affect housing built after 1978?

A: Congress did not extend the law to housing built after 1978 because the Consumer Product Safety Commission banned the use of lead-based paint to be used in housing in 1978.

Q: Is my home unsafe if it contains lead-based paint?

A: Approximately three-quarters of the nation's housing built before 1978 contains some lead-based paint. This paint, if properly managed and maintained, poses little risk. If allowed to deteriorate, lead from paint can threaten the health of occupants, especially children under 6 years old. If families and building owners are aware of the presence of lead-based paint and the proper actions to take, most lead-based paint hazards can be managed. The EPA pamphlet *Protect Your Family from Lead in Your Home* provides important information for families and home owners to help them identify when lead-based paint is likely to be a hazard and how to get their home checked.

Seller and Lessor Responsibilities

Q: What if I'm selling target housing?

A: Property owners who sell target housing must:

- Disclose all known lead-based paint and lead-based paint hazards in the housing and any available reports on lead in the housing.
- Give buyers the EPA pamphlet *Protect Your Family from Lead in Your Home*.
- Include certain warning language in the contract as well as signed statements from all parties verifying that all requirements were completed.
- Retain signed acknowledgements for 3 years, as proof of compliance.
- Give buyers a 10-day opportunity to test the housing for lead.

Q: What if I'm renting target housing?

A: Property owners who rent out target housing must:

- Disclose all known lead-based paint and lead-based paint hazards in the housing and any available reports on lead in the housing.
- Give renters the EPA pamphlet *Protect Your Family from Lead in Your Home*.
- Include certain warning language in the lease as well as signed statements from all parties verifying that all requirements were completed.
- Retain signed acknowledgements for 3 years, as proof of compliance.

Q: Am I required to give the EPA pamphlet *Protect Your Family from Lead in Your Home* to existing tenants?

A: No, but when tenants renew their leases, you must give them the pamphlet and any available reports. In other words, you must give them the same information that you are required to provide new tenants.



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instruction sheet for form
LEAD1

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Thank you for taking the time to fill out this survey, please return to manager when completed

Q: What if the buyers/renters don't speak English?

A: In cases where the buyer or renter signed a purchase or lease agreement in a language other than English, the rule requires that the disclosure language be provided in the alternate language. The EPA pamphlet *Protect Your Family from Lead in Your Home* is printed in English and Spanish and will be made available to the public. EPA and HUD are considering publishing the pamphlet in other languages as well.

Q: Must I check my house for lead prior to sale?

A: No. Nothing in the rule requires that a seller conduct or finance an inspection or risk assessment. The seller, however, is required to provide the buyer a 10-day period to test for lead-based paint or lead-based paint hazards.

Q: Is the seller required to remove any lead-based paint that is discovered during an inspection?

A: No. Nothing in the rule requires a building owner to remove lead-based paint or lead-based paint hazards discovered during an inspection or risk assessment. In addition, the rule does not prevent the two parties from negotiating hazard reduction activities as a contingency of the purchase and sale of the housing.

Q: What if I know there is lead-based paint in my home?

A: If you know there is lead-based paint in your home, you are required to disclose this information to the buyer or renter along with any other available reports on lead.

Q: What if the lessor knows that there is no lead-based paint in my rental housing?

A: If your rental housing has been found to be free of lead-based paint by a certified inspector, this rule does not apply. However, landlords seeking an exclusion to this rule, must use state certified inspectors. If your state does not have a certification program, you may use a certified inspector from another state. In addition, EPA is developing certification requirements for individuals and firms conducting lead-based paint inspections, risk assessments, and abatements.

Agent Responsibilities

Q: What are my responsibilities as a agent?

A: Agents must ensure that:

- Sellers and landlords are made aware of their obligations under this rule.
- Sellers and landlords disclose the proper information to lessors, buyers, and tenants.
- Sellers give purchasers the opportunity to conduct an inspection.
- Lease and sales contracts contain the appropriate notification and disclosure language and proper signatures.

Q: What is the responsibility of an agent if the seller or landlord fails to comply with this rule?

A: The agent is responsible for informing the seller or lessor of his or her obligations under this rule. In addition, the agent is responsible if the seller or lessor fails to comply, however, an agent is not responsible for information withheld by the seller or lessor.

Purchaser and Renter Rights

Q: As a purchaser, am I required to conduct and finance an inspection?

A: No. The rule simply ensures that you have the opportunity to test for lead before purchase.

Q: Can the inspection/risk assessment period be waived?

A: Yes. The inspection or risk assessment period can be lengthened, shortened, or waived by mutual written consent between the purchaser and the seller.

Q: If I am renting, do I have the same opportunity to test for lead?

A: Under the law, the 10-day inspection period is limited to sales transactions, but nothing prevents the renter from negotiating with the lessor to allow time for an inspection before rental.

Q: Where can I find a qualified professional to conduct an inspection?

A: State agencies can provide helpful information for locating qualified professionals in your area. The EPA pamphlet *Protect Your Family from Lead in Your Home* provides the phone numbers of these state agencies. It is important to verify the qualifications of individuals and firms before hiring them.

Q: Must inspectors be certified?

A: Some cities and states have their own rules concerning inspector certification. These requirements, which may be administered at the state or Federal level, may not be in place for several years. Once these requirements are in place, professionals who offer to perform lead-based paint inspections must be certified. The certification requirements that EPA is developing will ensure that inspectors engaged in lead-based paint activities have completed an EPA-certified training program or an EPA-approved state program. Meanwhile, EPA and HUD recommend that people inspect the qualifications and training of individuals and firms before hiring them to conduct risk assessments, inspections, or abatements.

Liability

Q: Does this rule increase my liability for future lead poisoning on my property?

A: In some cases, disclosure may actually reduce the owner's liability since occupants may be able to prevent exposure from the beginning. Under this rule, however, sellers, landlords or agents who fail to provide the required notices and information are liable for triple the amount of damages.

Q: Are mortgage lenders liable under these rules if the seller or lessor fails to disclose?

A: Under the disclosure regulation, the rule does not identify mortgage lenders as liable parties. This rule does not affect other state and Federal provisions regarding the obligations and responsibilities of lenders.

Q: What if a seller or lessor fails to comply with these regulations?

A: A seller, lessor, or agent who fails to give the proper information can be sued for triple the amount of damages. In addition, they may be subject to civil and criminal penalties. Ensuring that disclosure information is given to home buyers and tenants helps all parties avoid misunderstandings before, during, and after sales and lending agreements.



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Thank you for taking the time to fill out this survey, please return to manager when completed

Sources of Chemical Exposures

California's Proposition 65 has identified hundreds of chemicals known to the State of California to cause cancer, and/or birth defects or other reproductive harm. The law requires that businesses with 10 or more employees warn you prior to knowingly and intentionally exposing you to any of these chemicals when the exposure is over a certain level. While many exposures are associated with industrial activities and chemicals, everyday items and even the air we breathe routinely contain many of these chemicals.

This brochure provides warning and information regarding exposures to these chemicals that occur in this facility. In many instances, we do not have information specific to this facility. Instead we have relied upon experts in this field to tell us where and to which chemicals these exposures might occur. For other exposures to listed chemicals, enough is known to identify specific areas of exposure.

The regulations implementing Proposition 65 offer warnings for various circumstances. Some of those warnings you may see in this residential rental property include the following:

General – Warning: This Facility Contains Chemicals Known to the State of California To Cause Cancer, And Birth Defects Or Other Reproductive Harm.

Foods and Beverages – Warning: Chemicals Known To The State of California To Cause Cancer, Or Birth Defects Or Other Reproductive Harm May Be Present In Foods Or Beverages Sold Or Served Here.

Alcohol – Warning: Drinking Distilled Spirits, Beer, Coolers, Wine, And Other Alcoholic Beverages May Increase Cancer Risk, And, During Pregnancy, Can Cause Birth Defects.



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JMBM | **Jeffer Mangels**
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The law firm of Jeffer, Mangels Butler & Marmaro LLP assisted in preparing this brochure. For more information about JMBM and its Rental Housing Industry Practice Group go to www.jmbm.com or call (310) 203-8080 or (415) 398-8080.

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California's Proposition 65 Warning

California's Proposition 65 (Safe Drinking Water and Toxic Enforcement Act of 1986) requires businesses with 10 or more employees to provide warnings prior to exposing individuals to chemicals known to the State to cause cancer, and/or birth defects or other reproductive harm.

These types of chemicals are found within this establishment. This brochure provides you with information on what chemicals are present and what your exposures to them might be.

Warning

This Facility Contains Chemicals Known to the State of California To Cause Cancer and/or Birth Defects Or Other Reproductive Harm.

Second Hand Tobacco Smoke and Tobacco Products.

Tobacco products and tobacco smoke and its by-products contain many chemicals that are known to the State of California to cause cancer, and birth defects or other reproductive harm. Smoking is permitted in certain common and private areas.

Furnishings, Hardware, and Electrical Components.

Room furnishings and building materials contain formaldehyde, which is known to the State of California to cause cancer. Furniture, foams, brass keys, electrical power cords, carpeting, carpet padding, wall coverings, wood surfaces, and vinyl, contain a number of chemicals, including lead, and formaldehyde, known to cause cancer, and/or birth defects or other reproductive harm. Their presence in these materials can lead to exposures. Certain molds that may be present contain chemicals, including sterigmatocystin, known to the State of California to cause cancer.

Combustion Sources.

Combustion sources such as gas stoves, fireplaces, and barbecues contain or produce a large number chemicals, including acetaldehyde, benzene and carbon monoxide, known to the State of California to cause cancer, and/or birth defects or other reproductive harm which are found in the air of this complex. Any time organic matter such as gas, charcoal or wood is burned. Proposition 65-listed chemicals are released into the air.

Construction and Maintenance Materials.

Construction and maintenance materials contain Proposition 65-listed chemicals, such as roofing materials manufactured with vinyl chloride monomer, benzene and ceramic fibers, which are known to cause cancer, or birth defects or other reproductive harm. Construction materials used in walls, floors, ceilings and outside cladding contain chemicals, such as formaldehyde resin, asbestos, arsenic, cadmium and creosote, which are released as gases or vapors during normal degradation or deterioration, and as dust or particulate when disturbed during repairs, maintenance or renovation, all of which can lead to exposures.

Certain Products Used In Cleaning And Related Activities.

Certain cleaning products used for special cleaning purposes such as graffiti removal and spot and stain lifters contain chlorinated solvents including perchloroethylene and urinal odor cakes contain paradichlorobenzene which are Proposition 65-listed chemicals known to cause cancer or birth defects or other reproductive harm.

Swimming Pools and Hot Tubs.

The use and maintenance of a variety of recreational activities and facilities such as swimming pools and hot tubs where chlorine and bromine are used in the disinfecting process can cause exposures to chloroform and bromoform which are chemicals known to the State of California to cause cancer.

Paint and Painted Surfaces.

Certain paints and painted surfaces contain chemicals, such as lead and crystalline silica, that are known to the State of California to cause cancer, and/or birth defects or other reproductive harm. Lead-based paint chips may be ingested and crystalline silica may be released into the air and lead to exposures.

Engine Related Exposures.

The operation and maintenance of engines, including automobiles, vans, maintenance vehicles, recreational vehicles, and other small internal combustion engines are associated with this residential rental facility.

Motor vehicle rental fuels and engine exhaust contain many Proposition 65-listed chemicals, including benzene, carbon monoxide and, for diesel engines, diesel exhaust, which are known to the State to cause cancer, and/or birth defects or other reproductive harm. In parking structures and garages, exhaust fumes can concentrate, increasing your exposure to these chemicals.

Pest Control and Landscaping.

Pests control and landscaping products used to control insects and weeds contain resmethrin, myclobutanol, trifluralin and arsenic trioxide which are known to the State to cause cancer and/or birth defects or other reproductive harm.

Mold Ventilation.

Moisture can accumulate inside an apartment dwelling if it is not regularly aired out, especially in coastal communities. Allowing moisture to accumulate can cause mildew and mold to grow within an apartment. It is important that you, as the resident, regularly allow air to circulate in your home by using bathroom fan(s), using ceiling fans where available, and regularly opening the sliding doors.

It is common for mold and mildew to grow if even a small amount of moisture builds up. You should clean up any mold and mildew with a household cleaner. If you experience any plumbing leak(s) from the ceiling or from any door or window, please notify your resident manager or the main office maintenance personnel immediately. We rely upon you to keep the interior of your apartment clean and to promptly notify us if any problem occurs.

If air is allowed to circulate in your apartment, mold and mildew should not grow. However, if you allow moisture to accumulate, mold may grow. If you notice mold growing in your apartment, please notify your resident manager or the main office personnel immediately.

In order to recognize whether you may have mold growing in your unit, notice these signs: a) water drops or stains on windows, walls, or ceilings; b) water leaks from faucets, pipes, or ceilings - WATCH FOR HOT WATER; c) loose tiles in kitchen, or elsewhere if applicable; d) too much heat - it feels hot indoors; and e) fog - your glasses fog up when you come inside.

Mold Notification. It is our goal to maintain the highest quality living environment for our residents. Therefore, know that the Landlord has inspected the unit prior to lease and knows of no presence of damp or wet building materials, or of any mold or mildew contamination. However, Resident is hereby notified that mold can grow if the premises are not properly maintained or ventilated. If moisture is allowed to accumulate in the unit, it can cause mildew and mold to grow. It is important that Residents regularly allow air to circulate in the apartment. It is also important that Residents keep the interior of the unit clean and that they promptly notify the resident manager or main office maintenance personnel of any leaks, moisture problems, and/or mold growth.

Resident agrees to maintain the premises in a manner that prevents the occurrence of an infestation of mold or mildew in the premises. Resident agrees to uphold this responsibility in part by complying with the following list of responsibilities:

- a.** Resident agrees to keep the unit free of dirt and debris that can harbor mold;
- b.** Resident agrees to look for and to immediately report to the resident manager or main office maintenance personnel any water intrusion, such as plumbing leaks, drips, or "sweating" pipes;
- c.** Resident agrees that if Resident does notice leaks, in addition to notifying the property management, Resident will immediately take all steps to control the leaks, such as turning off all faucets, or, in the event of a big leak from the roof or a ceiling, to collect the water in a container and pour it down the drain until such time as the property management can repair the leak(s);
- d.** Resident agrees to notify resident manager or main office maintenance personnel of any overflows from bathroom, kitchen, or unit laundry facilities, especially in cases where the overflow may have permeated walls or cabinets;
- e.** Resident agrees to notify the resident manager or the main office maintenance personnel of any significant mold growth on surfaces inside the premises;
- f.** Resident agrees to allow the Landlord or his agent to enter the unit to inspect and make necessary repairs;
- g.** Resident agrees to use bathroom fans while showering or bathing and to report to the resident manager or the main office maintenance personnel any non-working fan;
- h.** Resident agrees to use exhaust fans whenever cooking, dishwashing, or cleaning;
- i.** Resident agrees to use all reasonable care to close all windows and other openings in the premises to prevent outdoor water from penetrating into the interior unit;
- j.** Resident agrees to clean and dry any visible moisture on windows, walls, and other surfaces, including personal property as soon as reasonably possible;

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k. Resident agrees to notify resident manager or main office maintenance personnel of any problems with the air conditioning or heating systems that are discovered by the Resident;

l. Resident agrees to indemnify and hold harmless the Landlord and his agents from any actions, claims, losses, damages, and expenses, including, but not limited to, attorney's fees that the Landlord may sustain or incur as a result of the negligence of the Resident or of any guest or other person living in, occupying, or in any way using the premises.

The following are some additional suggestions for preventing mold and/or mildew:

- Where the unit has its own washer and dryer: dry clothes on a line outside or open a window while using the dryer in your unit
- Control heat: keep temperature at 65-72 degrees Fahrenheit; don't block heaters, don't use oven or stove to heat unit
- Avoid using heavy drapes, which tend to trap moist air in your unit
- Leave adequate space between furniture and walls - as much as a few inches where possible
- Let moist air out of bathrooms; open window after use, and don't block the exhaust fan;
- Let moist air out while cooking; use the exhaust fan, and open an window; and
- Don't overstuff closets, as mildew most often grows there - especially if the closet is next to an outside wall; if necessary, open the closet door to air it out, and put a small fan in for more air circulation.

Should you notice any mold or mildew, do not paint over it, or your paint job will be ruined. You can scrub off mildew with commercial products, and you can also make a home solution by mixing one cup of household bleach with one gallon of water. Bleach - as well as any effective commercial products for mold and mildew removal - is hazardous. Wear gloves and have good air circulation.

Thank you for taking the time to fill out this survey, please return to manager when completed

Household Pest Control Tips

Insect pests are an intimate part of every home.

In the air, carpet, counter, or cupboard every home shares its resources with these tiny, often unseen invaders. Pesticides are available for most common household insect pests, but these potent chemical compounds may be more harmful to you and the environment than the pests.

Here are some natural, non-toxic ways to control household insect pests.

Ants

The first line of defense is to remove the attractants: keep counters free of crumbs and sticky spots. Cover the sugar and put the honey jar in a plastic baggie. Cut off water sources such as drips or dishes left soaking overnight. If the ant invaders persist, try these simple measures:

- Keep a small spray bottle handy, and spray the ants with a bit of soapy water.
- Set out cucumber peels or slices in the kitchen or at the ants' point of entry. Many ants have a natural aversion to cucumber. Bitter cucumbers work best.
- Leave a few tea bags of mint tea near areas where the ants seem most active. Dry, crushed mint leaves or cloves also work as ant deterrents.
- Trace the ant column back to their point of entry. Set any of the following items at the entry area in a small line, which ants will not cross: cayenne pepper, citrus oil (can be soaked into a piece of string), lemon juice, cinnamon or coffee grounds.
- Mix one liter of water, one teaspoon of Borax and a cup of sugar. Soak cotton balls in the solution and place them in a small yogurt container with holes punched in the lids to allow ants access. Place container in a location where ants are present. Ants will carry the bait back to their colonies where it will eventually kill the colony. Important: use indoors only; must be kept away from pets and children.
- Leave a small, low wattage night light on for a few nights in the area of most ant activity. The change in light can disrupt and discourage their foraging patterns.
- Ants on the deck? Slip a few cut up cloves of garlic between the cracks.
- Clove oil-based commercial ant deterrents are available [online](#).

Dust Mites

Microscopic dust mites are everywhere in the home - in our beds, clothing, furniture, book shelves and stuffed animals. For people with allergies or asthma, dust mites are a problem.

Here's how to reduce the dust mite population in your home:

- Vacuum mattresses and pillows. For people with sensitivities to dust mite allergens, dust mite bedding is available with zippered, allergen-impermeable encasings designed to block dust mites.
- Wash bedding at 55 degrees Celsius (130F) or higher. Detergents and commercial laundry products have no effect on mites unless the water temperature is high.
- Keep books, stuffed animals, throw rugs and laundry hampers out of the bedroom of allergy sufferers. Wash stuffed animals occasionally in hot water.
- Tannic acid neutralizes the allergens in dust mite and animal dander. Dust problem areas with tannic acid powder, available at health food stores and pet centers.
- Cover mattress and pillows with laminated covers which prevent penetration by dust mites. Avoid fabric-covered headboards.
- Cover heating ducts with a filter which can trap tiny dust particles smaller than 10 microns.
- Avoid using humidifiers. Dust mites thrive on warmth and humidity.

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Cockroaches

The best defense against cockroaches is a clean kitchen and bathroom. If roaches are a problem in your home or apartment, vacuum well and wash the area with a strong soap. Dispose of the vacuum cleaner bag in a sealed container. Also try:

- It is a little known fact that roaches like high places. If you put boric acid on TOP of your kitchen cabinets (not inside), if space allows between ceiling and cabinets, the roaches will take the boric acid to their nests, killing all of them. Boric acid is toxic by mouth - keep away from children and pets.
- Diatomaceous earth is a safe alternative which can be sprinkled in areas where roaches congregate, especially hidden areas such as cabinet tops and behind appliances. Harmless to people, the tiny particles cut the waxy exoskeleton and kills the insect within 48 hours. For a week or so after the treatment, the dehydrating insects will search more actively for water. Therefore, do not be surprised if you see roaches more often after the treatment. Most roaches should be killed within two weeks of application. [more info or to purchase](#)
- Catnip is a natural repellent to cockroaches. The active ingredient is nepetalactone, which is non-toxic to humans and pets. Small sachets of catnip can be left in areas of cockroach activity. Catnip can also be simmered in a small amount of water to make a "catnip tea" which can be used as a spray to apply around baseboards and behind counters. This natural repellent should only be used in homes without cats!

(A site visitor who has tried this sends the following [comments](#))

- Keep a spray bottle of soapy water on hand. Spraying roaches directly with soapy water will kill them.
- In an empty one pound coffee can, place 1 or 2 pieces of bread which have been soaked thoroughly with beer. Place in areas known to have roach infestations.
- Leave bay leaves, cucumber slices or garlic in the affected area as deterrents.
- The fruit of the Osage orange tree, the hedgeapple, is a natural roach repellent. Leave one hedgeapple per room for effective deterrence up to two months. You can learn more about hedgeapples for pest control at [hedgeapple.com](#).
- Non-toxic roach traps are commercially available. [more info or to purchase](#)

Fleas

Fleas usually gain entry to your home through your pet or visitors' pets. For every flea on your pet, there may be as many as 30 more in the pet's environment.

Before reaching for pesticides, try these safer choices:

- Bathe and comb your pet regularly. Use mild soap, not insecticides. If fleas are found on the comb, dip the comb in a glass of soapy water.
- Citrus is a natural flea deterrent. Pour a cup of boiling water over a sliced lemon. Include the lemon skin, scored to release more citrus oil. Let this mixture soak overnight, and sponge on your dog to kill fleas instantly.
- Add brewer's yeast and garlic, or apple cider vinegar, to your pets' food. However, it is not advisable to use raw garlic as a food supplement for cats.
- Cedar shampoo, cedar oil and cedar-filled sleeping mats are commercially available. Cedar repels many insects including fleas.
- Fleas in the carpet? The carpet should be thoroughly vacuumed especially in low traffic areas, under furniture, etc. Put flea powder in the vacuum cleaner bag to kill any fleas that you vacuum up, and put the bag in an outdoor garbage bin.
- Trap fleas in your home using a wide, shallow pan half-filled with soapy water. Place it on the floor and shine a lamp over the water. Fleas will jump to the heat of the lamp and land in the water. The detergent breaks the surface tension, preventing the flea from bouncing out.
- In the yard or garden, plant fleabane (Fleabane Daisy *Erigeron speciosus*) to repel fleas. This is an annual growing 16-24" tall with violet, daisy like flowers.
- [Nontoxic flea traps](#) are available commercially.
- [Flea Control Nematodes](#) can be used to control fleas in outdoor areas your pets frequent.
- For more information, read our article: [Natural Flea Control](#)

Flies

- Use mint as a fly repellent. Small sachets of crushed mint can be placed around the home to discourage flies.
- Bay leaves, cloves and eucalyptus wrapped in small cheesecloth squares can be hung by open windows or doors.
- Place a small, open container of sweet basil and clover near pet food or any open food in the house.

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- A few drops of eucalyptus oil on a scrap of absorbant cloth will deter flies. Leave in areas where flies are a problem.
- You can make your own flypaper with this simple recipe: Mix 1/4 cup syrup, 1 tbsp. granulated sugar and 1 tbsp. brown sugar in a small bowl. Cut strips of brown kraft paper and soak in this mixture. Let dry overnight. To hang, poke a small hole at the top of each strip and hang with string or thread.
- A site visitor suggests a light spray of Pine Sol on affected areas will deter flies.
- Safe, nontoxic, pheromone-based [outdoor](#) and [indoor fly traps](#) are available.
- For outdoor infestations, the best trap you can use is the [Flies Be Gone](#) trap

Bed Bug Prevention

- Wash all bedding regularly in hot water. The water should be at least 120 degrees.
- Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- Use a plastic cover over your mattress. Bedbugs can't hide on the plastic cover.
- If you purchase used furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames.
- Check your own bed for bedbugs from time to time. Catching them early will make bedbug treatment easier if bedbugs do occur.

If bedbug prevention fails and you do wind up with bedbugs, you'll need to treat the infected areas of your home. To begin with, you'll need to identify all infected areas. Use a flashlight and search carefully. If you fail to treat any areas, they will just spread again.

To treat bedbugs, wash all bedding and vacuum as described in the bedbug prevention section. This will eliminate most, but not all, of the bugs.

You will need to apply some sort of pesticide or treatment to the infected area to kill the remaining bugs and prevent a recurrence of the infestation. You can do this yourself or you can hire an exterminator.

If you hire an exterminator, ask what type of chemicals will be used. Many chemicals can be harmful to humans and pets, and you particularly don't want harmful chemicals on or around your bed. Avoid pesticides and treatments containing Permethrins and Pyrethrins, common ingredients that can cause severe skin irritation. They are believed by some to cause cancer with prolonged exposure.

If you apply a pesticide or other chemical treatment yourself, be sure to wear gloves, long sleeves and pants, and a face mask. You don't want the chemicals to come in contact with your skin, and you don't want to breath them in.

Many people prefer to use a natural product in order to avoid the risks associated with chemical pesticides. Natural products are safer for both people and pets, and many are quite effective.

Thank you for taking the time to fill out this survey, please return to manager when completed

Ways to reduce your waste at home!

Reduce

Waste prevention means consuming and throwing away less. Source reduction actually prevents the generation of waste in the first place, so it is the most preferred method of waste management and goes a long way towards protecting the environment.

- **Reduce the amount of unnecessary packaging.** Consumers also can share in the economic benefits of source reduction. Buying products in bulk, with less packaging or that are reusable (not single-use) frequently means a cost savings. What is good for the environment can be good for the pocketbook as well.
 - Choose products with the least amount of unnecessary packaging.
 - By loose tomatoes, garlic, mushrooms, etc., instead of pre-packaged items.
 - Choose larger or economy-size items which have less packaging per unit.
 - Use concentrated products.
 - Buy in bulk.
- **Adopt practices that reduce waste toxicity.** Products, such as paints, cleaners, oil, batteries and pesticides that contain potentially hazardous ingredients require special care when you dispose of them. Improper disposal of household hazardous wastes can include pouring them down the drain, on the ground, into storm sewers or, in some cases, putting them out with the trash. The dangers of such disposal methods might not be immediately obvious, but improper disposal of these wastes can pollute the environment and pose a threat to human health.
 - Use the least amount necessary to do the job when using hazardous materials such as pesticides.
 - Use non-hazardous alternatives when possible.
 - Follow directions for disposing of hazardous products and containers.
 - Find a hazardous waste collection site in your area for items such as leftover paint, pesticides, solvents and batteries.

Recycle

Make recycling easy by setting up separate bins for the different recyclable items.

What to Re-Cycle

- **Paper** – office paper, newspaper, cardboard and other types of paper. Not only can you recycle paper, you can also purchase recycled paper. By weight, paper accounts for 35% of solid waste. Every day American businesses generate enough paper to circle the earth twenty times.
- **Glass** – bottles and jars (clear, green or amber)
- **Aluminum** – beverage containers. Recycling one aluminum can saves enough electricity to run a TV for three hours.
- **Plastic** – bottles, milk jugs, bags and detergent containers. Plastic accounts for about 11% of total solid waste. Americans go through 2.5 million plastic bottles every hour.

Reuse

Reuse is using an item more than once. This includes being used again for the same function and reuse where the item is used for a different function. Reuse can have both financial and environmental benefits. Between 2-5% of what's currently in the waste stream is potentially reusable.

- **Consider reusable products.** A coffee mug can replace styrofoam cups. Washable metal forks can be used instead of plastic. Use sponges and dishcloths instead of paper towels. Use rechargeable batteries.
- **Maintain and repair durable products.** Clothing, automobile tires and large appliances last longer with proper care. When purchasing new products, look for a longer warranty. Follow directions for proper operations and maintenance. Read and follow clothing care labels. Mend and repair clothes when needed.
- **Reuse bags, containers, and other items.** A reusable canvas tote bag is the best choice for shopping. Reuse scrap paper, ribbons and gift boxes. Plastic butter tubs can be washed and reused as storage containers for small items such as nails or buttons.
- **Borrow, rent or share items.** Consider renting or borrowing items that you don't use frequently. Before discarding, ask friends or community groups if they can use your old tools, camera equipment or other items.
- **Sell or donate goods instead of throwing them out.** One's person's trash is another person's treasure. Instead of discarding unwanted appliances, tools or clothes, try selling or donating them. Donate to a thrift store. Have a garage sale. Give hand-me-downs to family members.

I PLEDGE TO DO MY SHARE FOR GLOBAL SUSTAINABILITY!

NAME: _____ DATE: _____

Thank you for taking the time to fill out this survey, please return to manager when completed

sfrent.net New Tenant Survey

Please take a minute to help us better serve you. We value your opinion.

Date: _____ Property Address: _____ Leasing Agent: _____

How did you hear about our apartments: (select all that apply): Craigslist ☐ Referral ☐ Walk-by sign ☐

Internet ☐ (if so which site, search terms? _____) Other ☐ _____

Are you currently a local resident ☐ Relocating from another City/State ☐ Which one? _____

What were the main reasons you decided to rent from us? _____

If you called to schedule an appointment, were your calls answered courteously? Yes ☐ No ☐ Not Applicable ☐

If you emailed to schedule an appointment, were you answered promptly? Yes ☐ No ☐ Not Applicable ☐

Did the Leasing Agent provide you with the information necessary regarding the building, the apartment and the leasing process in a knowledgably and professionally? Yes ☐ No ☐ Not Applicable ☐

Did the Leasing Agent inform you of other apartments available within our company and if requested, set up appointments with the appropriate persons for you to view these units, or give you contact information? Yes ☐ No ☐

Your suggestions for our leasing process, advertising, or anything else at all: _____

We are always looking for people to join our team. Are you interested in any of the following?

Leasing ☐ Resident Manager ☐ Cleaning ☐ Maintenance/Repair ☐ Office/accounting ☐

Please list relevant experience

Can you **recommend** anyone else to us to join our team? (Name, Skill/competency, Tel, Email)

We offer a **referral fee** when your friends rent from us. Can you think of anyone else who might want to rent from us?

Thank you for taking the time to fill out this survey, please return to manager when completed

Sign Off Page

I/We have received and read the Pacific Investment Properties Resident Handbook. We agree to follow all policies and procedures outlined in the Resident Handbook in addition to any policies in our lease agreement. Further, by signing below, we indicate that we have received, read and agree to the following:

- 1) Received, read and agree to Building Safety Rules.
- 2) Received, read and agree to directions for submitting a maintenance request and Incident Report.
- 3) Received, read and agree to abide by the Pet Policies of PIP, Inc.
- 4) Received, read and agree abide by the Lead Based Paint Hazard Notice
- 5) Received, read and agree to abide by the California Proposition 65 warning.
- 6) Received, read and agree to abide by the suggestions of the mold prevention sheet.
- 7) Received, read and agree to abide by the Household Pest Control Tips.
- 8) Received, read and agree to abide by the suggestions to reduce waste.

Signing below signifies our receipt of the above addendums to the lease agreement and the Pacific Investment Properties Resident Handbook.

Address: _____

X _____
(Signature)

(Print name)

(Date)

X _____
(Signature)

(Print name)

(Date)

X _____
(Signature)

(Print name)

(Date)

X _____
(Signature)

(Print name)

(Date)