

Select 1 Realty
Maintenance Instructions for Tenants

- OFFICE HOURS: Monday thru Friday 8:00 am to 5:00 pm.
Call 925-706-9000 and ask to speak with the maintenance department at ext. #25.
- AFTER HOURS: Call 925-706-9000 and leave a message at ext. #25 and someone will return your call.
- AFTER HOURS EMERGENCY: Call 925-777-6385 and the manager on duty will be paged. Please speak clearly and leave your name, phone number, property address and nature of emergency and someone will call you back.

1. DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY.

PLEASE CALL 911 IF FIRE, DANGER, OR SMELL OF GAS (P G & E WILL ALSO HANDLE SMELL OF GAS)

EMERGENCY - Fire, flood, uncontrollable water, sewer back up, electrical problem endangering life. If no heat, Select 1 Realty recognizes this is a priority item and will make every effort to get the heat repaired as soon as possible.

NON-EMERGENCY - Air conditioning, non-working dishwasher, sprinklers, refrigerator and any minor repairs will be handled during normal business hours.

2. The following are problems you need to always check and handle before calling:

The oven does not work,
Check the time bake to be sure that settings on the unit are what's not preventing the oven to turn on. An oven set on time bake will not heat.

Air conditioner does not work,
Check all circuit breakers, often during hot weather or if a circuit breaker overloads, it will flip off the circuit breaker to A/C.

3. AT ALL TIMES, WHEN STORING PESTICIDES, BE CAREFUL OF THE SAFETY OF CHILDREN AND ANIMALS.

RODENT CONTROL - For ordinary mice, there are several common controls, which can be bought at the grocery or garden supply stores such as Deacon. If the problem persists, call Select 1 Realty.

4. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING:
- A. Replacement of light bulbs.
 - B. Replacement of smoke alarm battery. Normally the smoke alarm will emit a beeping sound when needing a new battery.
 - C. Test smoke alarm every thirty days and report to Select 1 Realty if it is not working. THIS IS FOR YOUR SAFETY.
 - D. Keep the dwelling clean, inside and out, free of grease, mildew & cobwebs.
 - E. Normal insect & rodent control. Rodent control does not include rats.
 - F. Proper disposal of toxic waste such as oil, antifreeze, batteries, solvents.
 - G. Maintain exterior landscaping by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water.
 - H. If there is a pool, it is necessary to maintain the water level.
 - I. Pick up all pet droppings on the property. Keep pets, if applicable from causing damage.
 - J. In kitchen, keep all food cleaned up, hood vent cleaned & oven cleaned regularly. If oven is a continuous clean DO NOT USE AN OVEN CLEANER. This will only ruin the continuous clean oven. Follow the instructions for self-cleaning. On regular oven use and oven cleaner.
 - K. Keep bathroom properly ventilated to prevent mildew. Use exhaust fan while on showering & leave on for a reasonable time afterward.
 - L. Christmas lights are to be displayed only during the holiday season.
 - M. Keep yards and side yards free of debris and unsightly junk and weeds. If sprinkler system does not cover entire yard area, tenant will be responsible for water the remainder by hand. **Management has the right to hire a monthly gardening service at the tenants expense if the yard is not maintained to the standard and satisfaction of management, with a 30-day notice to tenant.** Tenant understands that all exterior yard areas are subject to a monthly inspection without prior notice.
 - N. Pools: It is the tenant's responsibility to maintain the pool, unless a monthly pool service has been provided and is stated in the lease. Maintenance of the pool includes, but is not limited to, keeping the correct chemical balance, water level, and vacuuming and cleaning pool weekly. Keeping pool or pool equipment in proper working order.

Management has the right to hire a pool service at the tenants expense if the pool is not maintained to the standard and satisfaction of management with a 30-day notice given to the tenant.

O. INVASION OF ANTS, SPIDERS, FLEAS, ETC.

Indoors - Fleas, ants, spiders, and etc. insect foggers are the most reliable. They can be purchased at any store, follow the instructions on the package. Leave property for several hours or longer if instructions suggest.

Outdoors' - Ants, fleas, grasshoppers, snails, slugs, etc. can be controlled by any repellent that can be purchased at any hardware store. Be sure to follow directions on the package.

5. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

- A. If there is a service call and a breaker is tripped.
- B. When an oven is on time bake and is not defective.
- C. When sewer stoppage is caused by tenant placement of debris in the line such as toys, tools, rags, diapers, feminine products, extensive toilet paper, etc.
- D. Failure to report necessary repairs.
- E. Failure to meet a vendor at the assigned appointment.
- F. Tenant caused damage.
- G. Damage caused by tenant and or tenant pet or guest.
- H. Repair reported which does not require service.
- I. Battery for smoke detector or battery for remote door opener.

6. IT IS THE RESPONSIBILITY OF ALL TENANTS TO REPORT ALL REPAIRS OR PROBLEMS IN THE PROPERTY. FAILURE TO DO SO CAN MEAN TENANTS MAY BE RESPONSIBLE FOR INCREASED MAINTENANCE DUE TO FAILURE TO REPORT PROBLEMS. ITEMS TO BE REPORTED ARE THE FOLLOWING:

- A. All toilet & Faucet leaks.
- B. Plumbing problems.
- C. Electrical problems.
- D. Inoperative smoke detectors.
- E. Roof leaks.
- F. Heating & Air Conditioning problems.
- G. Broken window & doors.
- H. Faulty appliances supplied in property.
- I. Mal-functioning sprinklers.
- J. Any other necessary repair or unsafe condition.
- K. Major pest control items such as bees, cockroaches, rats, & termites.
- L. Needed fence repair.

THESE MAINTENANCE INSTRUCTIONS HAVE BEEN MADE A PART AND
CONDITION OF YOUR AGREEMENT TO RENT OR LEASE.