



# WELCOME PACKET

**5589 Winfield Blvd. #130**  
**San Jose, CA 95123**  
**Phone: (408) 997-7100**  
**Fax: (408) 912-1675**  
info@cw-hms.com

# Cal West - H.M.S. Phone Numbers

NUMBER	EXTENSION	PURPOSE OF CALL
<b>Cal West (408) 978 - 5466</b> <b>H.M.S. (408) 997 -7100</b>	<b>Follow Prompt</b>	<b>Emergency Service</b>
(408) 997 - 7100	101	Denise Office Administrator
(408) 997 - 7100	102	Robert Broker / Property Manager
(408) 997 - 7100	103	Julie Broker/Property Manager
(408) 997 - 7100	105	Angela Accounting
(408) 997 - 7100	106	Kyle Showing Coordinator
(408) 997 - 7100	108	Kerry Accounting
(408) 997 - 7100	109	Bea Property Manager
(408) 997-7100	117	Elizabeth Property Manager
(408) 997 - 7100 <b>maintenance@cw-hms.com</b>	120	Stephanie Maintenance Department

## Cal West - H.M.S. Property Management On-Line Rent Payment

It's simple, quick, secure and free of charge. Simply go to our website at [www.calwestrents.com](http://www.calwestrents.com) and find the words "pay rent" at the top of the home page. Click the link. This will take you to our get started page. Click the get started icon. Fill out the simple form and you will receive a link with instructions to setup your account. Click the link and you will then register with AppFolio with some key bank information and you are done.

You can set up your payments to be paid reoccurring until you say stop or you can initiate the payment every month for more control. You will be able to view any charges to your account and view your payment history.

Once you have your account setup you can log in on this same page. First, determine if you are a Cal West user or an H.M.S. user. Click the blue link and enter your email and password

If you have any questions regarding this service, please call our office during business hours which are Monday through Friday, 8:30 am to 5:00 pm at 408-997-7100. We will be happy to walk you through the steps to save you time and money.



# Emergency Shut-Off Procedures

## Water

A water leak, e.g. - toilet, under sink, water heater, sprinkler system, may occur due to a broken or leaking pipe or fitting. In most cases, the water supply may be turned off locally by turning a handle valve at or near the leaking location to its full counter clockwise position. If this does not prevent the water flow, or, in the event of an earthquake, go to the main water valve located adjacent to the house. Turn the valve head to its full counter clockwise position. If you are unable to turn the water off, please call your water service for assistance then call Cal West - H.M.S. Property Management.

## Gas

If **AT ANY TIME** you smell gas, call your local utility company for instructions. For the appropriate telephone numbers in your area, please refer to the Tenant Utility Reference. In the event the pilot light on your heater or gas stove goes out and you are unable to re-light it, call your local utility company.

## Electricity

If, in the event of an earthquake you suspect any damage to electrical wiring, shut off the power at the main breaker box. Call your local electric company for further instructions. For the appropriate telephone numbers, please refer to the Tenant Utility Reference.

## **MAINTENANCE INSTRUCTIONS AND PROCEDURES**

1. **BEFORE CALLING**, take a look at item #4 - Quick Tips listed on the next page. We have listed some common complaints along with suggestions to help you trouble shoot and potentially repair the problem without a service technician coming to your home. Be sure to read these examples carefully.
2. **DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NON-EMERGENCY ITEM.**

**EMERGENCIES:** (There are few emergencies) Fire, flood, and uncontrollable water, backed up sewer, electrical problem that is potentially life threatening, gas leak.

**NON-EMERGENCY: Heat:** Cal West – H.M.S. recognizes that heat is a priority item and we will convey to our vendors the need to have the problem repaired as soon as possible. Other non-emergency items include: Air conditioning, sprinklers, and dishwashers (unless causing damage to property), etc...

- Emergencies causing immediate danger such as fire call 911
- Emergencies involving gas call PG&E at 1800 743-5000 and if necessary call 911
- Emergencies involving IMMEDIATE electrical danger, call PG&E at 1-800-743 5000
- Emergencies such as backed up plumbing or flooding, call Cal West –H.M.S. Properties and press 2 if after hours. If necessary call 911.

**PLEASE NOTE: Residents are responsible for scheduling and meeting vendor(s) for access to the property for any maintenance repairs needed.**

**3. IF YOUR PROBLEM IS NOT AN EMERGENCY, PLEASE SEE INSTRUCTIONS BELOW.**

- A. **After hour's calls:** contact Cal West at (408) 978-5466 and press 0 and leave a complete message with return phone number, contact H.M.S at (408) 997-7100 and follow prompts. Also, all Cal West – H.M.S. tenants can send a maintenance request to [www.maintenance@hmspm.com](mailto:www.maintenance@hmspm.com). Please be sure to follow up the next business day during regular office hours to verify receipt of your message.
- B. **During regular office hours:** call Cal West – H.M.S. and ask for the maintenance department and inform our representative of your problem. Our representative will start a work order for you immediately.
- After a vendor has been assigned to the work order, they will contact you. Vendors are not given keys to the property and are required to make appointments with tenants. Cal West – H.M.S. will not release keys to vendors under any circumstance.
  - Please keep in mind that a repair technician will not be available immediately for non-emergency work orders in most cases.
  - Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a back charge to the tenant for the technician's time.
  - If your non-emergency claim has not been addressed within 2-3 business days, call Cal West – H.M.S and inform our maintenance department. We will contact the vendor and follow up as to the expected service date. We will contact you with that information.
  - If a problem continues after a repair has been made, be sure to contact Cal West – H.M.S. and inform us of the continuing problem. We define a recent repair as a repair made within the last 60 days. IF YOU FAIL TO REPORT A CONTINUING PROBLEM AFTER A REPAIR IS MADE, YOU MAY BE RESPONSIBLE FOR THE COST OF DAMAGE.

**PLEASE NOTE: Residents are responsible for scheduling and meeting vendor(s)**

4. **QUICK TIPS:**

**A. The oven does not work.**

Check the time bake feature on the oven. If the oven is set on time bake it WILL NOT HEAT.

**B. Air Conditioning does not work.**

Check all circuit breakers. We find that often, during hot weather, or if the circuit breaker overloads, the A/C breaker will flip causing your unit to be unusable.

**C. Garbage disposal does not work.**

Check underneath the disposal unit and press the reset button. If something has lodged inside the unit causing the blades not to turn, you can purchase an allen wrench from your local hardware store for manually un-jamming the garbage disposal. This might break loose a small object allowing the unit to operate correctly. **Avoid putting these items into your disposal: grease, potato peels, onion skins, pasta, egg shells, celery, apple peels, coffee grounds, carrot peels, cucumber peels, fibrous vegetables (especially lettuce).**

**D. Electrical outlets and lights do not work in sections of the home.**

Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Reset the GFI plug. Usually that will solve your problem. Sometimes there are more than one GFI, so check around the house so that you are aware when an electrical problem occurs.

**E. Circuit breakers keep going off.**

Check all appliances to see if the circuits to make sure you haven't overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once.

**F. Smoke alarms and Carbon Monoxide detectors does not work.**

Check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in all smoke alarms and Carbon Monoxide detectors. If the alarm does not work after you have replaced the battery, contact our maintenance department.

**G. Fireplace**

Be sure to open vent before starting a fire. If smoke appears, extinguish the fire immediately. Do not use soft woods in fireplaces such as pine, fir, redwood or Duraflame logs. These types of woods and logs can cause a coating on the flue that can cause fires. Use woods such as oak, eucalyptus or madrone. When removing coals from the fireplace, ALWAYS BE SURE THE COALS ARE COLD. NEVER put hot or warm coals in a container such as a garbage can. Store any warm or hot coals away from combustibles and the house for at least two days before disposing of them.

**H. Invasion of ants, spiders, fleas, etc...**

Indoors – (Fleas, ants, spiders, silverfish, etc.) Insect foggers are the most reliable. Foggers can be purchased at a grocery store or local garden center. To use: follow the instructions on the can, cover all food and dishes. Remove all adults, children and animals from the inside. Most foggers require a 4-hour time period before it is safe to return.

Outdoors: (Ants, fleas, grasshoppers, etc.) Diazanone granules can be purchased at any garden supply store. Follow the instructions on the package, sprinkle around the perimeter of the house and fence. Diazanone comes in small shaker cans or in ten pound bags. They are inexpensive and very effective.

Outdoors: (spiders) Use liquid Diazanone or a premixed insecticide. Follow the instructions on the package.

Outdoors: (snails, sow bugs, slugs, etc.) Bait may be purchased at any garden supply store. Follow the instructions on the package.

**WE STRONGLY ADVISE WHEN STORING PESTICIDES, KEEP OUT OF REACH OF SMALL CHILDREN AND ANIMALS AT ALL TIMES.**

BE SURE TO TRY THESE PEST CONTROL METHODS. If problems persist, contact Cal West – H.M.S.'s maintenance department.

Rodent Control: For ordinary mice, there are several common controls which can be purchased at a grocery store or a garden supply store such as Decon. If the problem persists, contact Cal West – H.M.S.'s maintenance department.

**5. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:**

- A. Replacement of light bulbs.
- B. Replacement of furnace & air-conditioning filters at a minimum of every three months.
- C. Test all smoke alarms and carbon monoxide detectors every thirty days and replacement and batteries if necessary. If after you have replaced the batteries the detectors are still not working please report it to Cal West – H.M.S. Property Management. Normally the alarm will emit a beeping sound. Remember smoke alarms and carbon monoxide detectors are for you and your loved ones safety.
- D. Keep the dwelling clean, inside and out, free of grease, mold, mildew, cobwebs, etc...
- E. Normal insect and rodent control. Rodent control does not include rats.
- F. Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.
- G. Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water needed.
- H. If there is a pool, it is necessary to maintain the water level.
- I. Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.
- J. In kitchens, keep all food stored adequately. Do not leave out for extended periods and clean up after yourself. This will keep away ants and other pests.
- K. Clean hood vents in kitchen regularly.

- L. Clean oven regularly.
  - If the oven is a CONTINUOUS CLEAN oven, DO NOT USE OVEN CLEANER. This will alter the performance of the continuous clean feature.
  - On continuous clean ovens, turn on to 450 degrees and leave on for several hours. High heat helps the cleaning process. Then wipe out.
  - Do not leave oven on and unattended when leaving the house.
  - On regular ovens use an oven cleaner and on self-cleaning ovens, follow instructions for cleaning.
  
- M. In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove. Remove immediately. Keep bathrooms properly ventilated to prevent mold and mildew from forming. If there is an exhaust fan, USE IT, while taking showers and for an extended reasonable time afterward. If there is a window open it.
  
- N. Proper placement and removal of holiday Christmas lights are as follows: Lights are to be hung properly and carefully checked. They are only to be up during the season. Christmas trees are to be properly removed. We require that you cut the tree into 4 feet sections and place in proper receptacle.

**6. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:**

- A. If our vendor's technician makes a service call and learns that the breaker was tripped.
- B. When oven is on time bake and is not defective.
- C. When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc.
- D. Failure to report necessary repairs such as all toilet/faucet leaks, plumbing backups, inoperative Smoke and Carbon Monoxide detectors, roof leaks, heating and air-conditioning problems, broken windows and doors, faulty appliances supplied to property, mal-functioning sprinklers, any other necessary repairs or unsafe condition, major pest control items such as bees, cockroaches, rats, termites or other major infestations and fence repair could result in any and all damages being back charged to tenant(s). Please be sure to report all issues.
- E. Failure to meet a vendor at an assigned appointment.
- F. Any damage caused by tenant(s)
- G. Damage cause by tenant(s) pet(s)
- H. Repairs reported which does not require service.
- I. Batteries for smoke alarms, carbon monoxide detectors and remote control openers.

**This is only a partial list; please refer to your lease and addendums for clarification.**

<p align="center"><b>Wear and Tear is defined as: The lessening in value of an asset such as real estate due to ordinary and normal use.</b></p>	<p align="center"><b>Damage is defined as: Injury or harm that reduces value, usefulness, etc. of real estate.</b></p>
<p>Well-worn keys</p> <p>“Sticky” key Balky door lock Normal cleaning</p> <p>Depressurized fire extinguisher with unbroken seal Worn pattern in plastic counter top Rust stain under sink faucet</p> <p>Loose, inoperable faucet handle Rusty refrigerator shelf Discolored ceramic tile Loose grout around ceramic tile</p> <p>Carpet seam unraveling Threadbare carpet in hallway Scuffing on wooden floor Linoleum with the back showing through</p> <p>Rusty shower curtain rod Rust stain under bathtub spout Tracks on doorjamb where door rubs</p> <p>Plant hanger left in ceiling Stain on ceiling caused by leaky roof Normal repainting Discolored light fixture globe</p> <p>Window cracked by settling or high wind Faded shade Sun damaged carpet Sun damaged drapes Dirty window screen</p> <p>Grease stains on parking space Broken drawer guides Small nail holes</p>	<p>Any unauthorized alterations (i.e. painting, wall papering, etc.)</p> <p>Failure to report maintenance in a timely manner which could lead to further damage, such as: leaks, discoloration of linoleum and tile, blistering paint in bathrooms, defective weather stripping (these lead to sheetrock damage, carpet damage, and paint damage)</p> <p>Excessive paint preparation (crayon marks, oil, smoke, etc.) Missing keys, keys broken off inside lock Door lock replaced by tenant without management’s permission</p> <p>Depressurized fire extinguisher with broken seal (unless used to put out fire)</p> <p>Inadequate cleaning Missing faucet handle Missing or broken refrigerator shelf or door Damaged ceramic tile or bathtub/sink enamel Cracked or broken toilet tank lid Damaged shower curtain rod or towel bars</p> <p>Carpet burn or tear, stain marks on carpet Damage to wooden floor Tear in linoleum</p> <p>Scratches, holes, or gouges in any door Missing doors, missing or broken door stops</p> <p>Missing light fixture globe, burned out or missing light bulbs Damaged lenses</p> <p>Broken windows or glass Damaged vertical and mini blinds, torn shade, damaged drapes or rods Missing, bent, or torn window screen</p> <p>Pet damage, fleas from tenant’s pets, urine odor in carpet Caked grease or paint on walkways and driveways</p> <p>Broken smoke alarms or carbon monoxide alarms Removal of tenant trash and junk Any other tenant damage as determined by Walk Out/Make Ready for next tenant.</p>

Cal West - H.M.S. has an approved vendor list for most of your maintenance and cleaning needs. Please contact our office if you should need a referral.

## **Pertinent Telephone numbers:**

<b>Greater San Jose Pertinent Telephone Numbers</b>	<b>Pertinent to Santa Clara and other cities</b>
PG&E 1-800-743-5000	Santa Clara Utilities 408-615-2300
San Jose Water 408-279-7900 (Also Los Gatos)	City of Sunnyvale 408-730-7400
City of San Jose - Recycle Plus 408-535-3500	City of Morgan Hill 408-779-7221
<b>Pertinent to South San Jose</b>	Morgan Hill Recology 408-842-3358
Great Oaks Water 408-227-9540	City of Gilroy 408-846-0420
<b>Cable and Satellite</b>	Campbell West Valley Collection 408-383-9250
<ul style="list-style-type: none"> <li>• Comcast 1-800-COMCAST</li> <li>• Charter 1-877-906-9121</li> <li>• Direct TV 1-877-740-5239</li> <li>• Dish Network 1-888-284-7116</li> <li>• At&amp;t Universe 1-855-321-6355</li> </ul>	Milpitas Water 408-586-3100
	Green Valley Disposal 408-354-2100 (Los Gatos)
	California Water 650-917-0152 (Mt View, Fremont, Saratoga & Cupertino)

## **Frequently asked Questions about Security Deposits:**

**1. What do I have to do to move from the property?**

To officially begin the move-out process, you need to send a written 30-day notice to the office. The term of your lease must have expired or you must be on a month to month tenancy.

**2. When does the 30 days start?**

The notice becomes valid when it is received in our office Monday - Friday, between 8:30 AM and 5:00 PM. If notice is sent on Saturday or Sunday then the notice will take effect the next business day.

**3. When do I get my deposit back?**

It will be mailed within 21 days of official move-out (which is when all key/fobs/openers have been returned to the Cal West - H.M.S. office). An "Itemized Disposition of Security Deposit" stating the charges and remainder (if any) of your security deposit will be mailed to you. The remainder of your deposit (if any) will be sent along with the Disposition. If a balance is due to the owner, it must be submitted within 15 days or the account will be sent to collection. NOTE: Special circumstances apply when a lease is broken. Please refer to the section pertaining to break lease procedures. The security deposit may be held until a new tenant is secured.

4. **How do I dispute the Disposition?**

If you choose to dispute the “Itemized Disposition of Security Deposit”, you must do so in writing and submit it to the property management.

5. **How do I get my full Security Deposit back?**

A number of things need to take place. All wall to wall carpets, drapes, blinds, and window coverings must be professionally cleaned for entire property. Copies of all receipts must be submitted to Cal West - H.M.S. The inside and outside (including the garage when applicable) must be thoroughly cleaned. Cal West - H.M.S. does have an approved vendor list for all your cleaning needs. Please call the office at (408) 997-7100 for a list. Please check your lease, Addendum and Welcome Package given to you at the time of lease signing for further information or clarification. Refer to your move-in inspection form for conditions at time of move in.

6. **Can I move out before the 30 days are up?**

**Yes.** You are responsible for the rent for the entire 30 days unless a tenant moves in to the unit prior to that time. If this occurs, the difference will be refunded to you.

7. **Do I have to be there for the Walk-Out Inspection?**

**No.** The property managers conduct their Walk-Out inspections 9:00 AM - 4:00PM, Monday through Friday. You will be notified of the results when you receive your Disposition of Security Deposit.

## **Frequently asked questions from tenants:**

1. **Can I be charged for maintenance at the property?**

**Yes,** if the maintenance is discovered to be caused by tenant damage or neglect, you will be charged for it. Also, you will be billed for a service call if you miss your pre-scheduled appointment with a Cal West - H.M.S. vendor.

2. **Can I sub-lease the property?**

**No.**

3. **At move out can I rent a steam cleaner and clean the carpets myself?**

**No,** This item is also addressed in the lease agreement:

*“Prior to check-out, **ALL W/W CARPETS, DRAPES, BLINDS, AND WINDOW COVERINGS SHALL BE PROFESSIONALLY CLEANED AT RESIDENT’S EXPENSE**, with copies of the bills submitted to Management at check out.”*

4. **Can I get a pet after moving in?**

Not usually. Our properties are generally “NO PETS” properties. (Some of our properties will allow pets.) For more information, please refer to your lease and/or contact your property manager.

5. **What should I do in case of an earthquake?**

- First, be sure all occupants are safe. If property is unsafe then vacate immediately.
- In the event that the earthquake caused a fire or injury, call 911 immediately.
- Call your local gas company if a gas odor is detected.
- Turn off the water main if there are any broken pipes.
- Make a list of any property damages and call Cal West - H.M.S. immediately.
- In case of personal property damage, call your insurance company to file a claim.
- In the event of a major emergency, Cal West - H.M.S. will strive to contact you within 48 hours.

6. **Can I install cable and extra telephone lines?**

**Yes**, however you must first obtain written permission from Cal West - H.M.S. to do so. All costs of cable telephone installation and removal are the responsibility of the tenant.

7. **I've always paid my rent on time. Why was I served a 3-day notice when the rent was 5 days late?**

The rent is due on the first of the month and is delinquent on the third of the month. If the rent has not been posted in our office by the third, then we serve a 3-day notice. There will be an additional fee charged. Please refer to your lease and addendum for clarification.

8. **What if my roommate moves out before the lease is up?**

Should your roommate decide to move out, a written notice is to be submitted to Cal West - H.M.S. office relinquishing rights to the security deposit and requesting that the tenant's name be removed from the lease. Your file is then assessed and a determination is made whether or not the remaining tenants are financially qualified to remain in the property. If this is found to be true, and all tenants agree, the tenant is removed from the lease. Remember that the tenants are jointly and severally liable for the lease agreement. This means that tenants are jointly, and singularly liable to ensure that the rent is paid. **(It is not the responsibility of Cal West - H.M.S. to arbitrate or mediate problems within multiple tenant situations.)**

9. **Once my roommate has moved, what happens to his/her portion of the security deposit?**

The security deposit is collected as "security" for the property. If there is a collaborative effort when tendering security deposits, reimbursements to departing tenants are handled by remaining tenants. No portion of the security deposit will be refunded individually. Check will be made payable to all residents listed on the Lease Agreement.

10. **What is the procedure if one of my roommates moves out or I want a new roommate to move in?**

A new roommate must submit a completed application, along with the required supporting documentation, and the appropriate application processing fee of \$35.00. Any remaining roommates must submit proof of their current income. This is necessary to ensure you and any new roommates are financially qualified.

***Failure to report the moving in or moving out of a resident may cause your tenancy to be in jeopardy. In addition, it can cause additional liability to the persons remaining and/or the person leaving the tenancy. Call your property manager if you have any questions.***

## **New tenant 6 month survey policy**

Every new tenant receives a property survey that is scheduled to take place roughly six months after taking possession. This survey is designed to assure that all safety equipment, thermostats, plumbing and appliances are working properly. It is also an opportunity to see how the tenancy is progressing. Feel free to use this time to report maintenance issues that have been discovered during tenancy but we strongly encourage you to report problems as they occur rather than waiting for the 6 month survey. Failure to report problems in a timely manner could result in major damage to the property and those costs would be passed along to you. The survey does not involve a lengthy written document. Our representative should not need to take numerous pictures, though a picture or two may be taken as necessary. If items are discovered that require tenant action, a letter will be sent and/or notice to cure and a follow up appointment may be necessary to confirm that corrective action was taken. All normal tenant or owner maintenance will be scheduled in a timely manner based on its urgency. In most cases, a vendor will contact you to schedule maintenance.

## **Property Assessment Policy**

In the fall of each year, on an annual basis during the months of October thru January, Cal West - H.M.S. will complete an interior/exterior assessment of the property. The purpose of the assessment is to ascertain the properties condition, any deferred maintenance, and to make any recommendations to the owner of the property. The following information is provided to help you understand the process by which maintenance is completed as a result of the property assessments.

When a safety item is noted, maintenance for that item will have priority.

Deferred maintenance is maintenance which may be delayed, or subject to owner approval. For instance, we would not send someone out to repair/replace one or two door stops. This can easily wait until another repair is required.

Normal maintenance is scheduled as time permits.

We provide this service to owners to keep them up-to-date concerning the status of their properties. A copy of this report is not provided to tenants.

## **Policy Statement concerning Tenant Renovation/Alteration of Property**

It is the policy of Cal West - H.M.S. to enforce the lease provision stating that:

***“No repairs, decorating or alterations shall be done by Resident without Owner’s prior written consent. Resident shall notify Owner in writing of any repairs or alterations contemplated. Decorations include, but are not limited to, painting wallpapering, hanging of murals or posters. Resident shall hold Owner harmless as to any mechanics lien recordation or proceeding caused by resident.”(Refer to lease #16 Alterations and repairs)***

If tenants make any alterations, which upon inspection by Cal West - H.M.S. are discovered, Cal West - H.M.S. will either:

1. Remove the alterations and return the unit to its original state.
2. Provide the necessary repair to bring the renovation/alteration to acceptable and safe condition as determined by Cal West - H.M.S and current code requirements.

It is important to note that such revision performed by Cal West - H.M.S. Property Management will be billed to the tenant. (Time and materials is \$75.00/hr. plus the actual cost of materials plus a 10% coordination fee.) To avoid unnecessary charges, never alter rental property unless you have the written consent of Cal West - H.M.S. Property Management.

## **Policy When Moving Out**

**Once a 30 Day Notice to Vacate is received at the Cal West – HMS Office a detailed Move Out Packet is sent out in the mail to better assist you with your move out.**

1. **CLEANING:** Have the property clean throughout the interior and the exterior. This also includes windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, vinyl or tile floors, etc... **LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR AND TEAR.**
2. **CARPET CLEANING:** All carpets must be professionally cleaned once all personal items have been removed from the property and a copy of the receipt provided to Cal West - H.M.S. Property Management when keys, fobs, openers or passes are turned in.
  - **IF YOU HAVE A PET:** Please note, those tenants with pets must have carpets professionally cleaned and de-fleaed (must provide receipt of flea bomb if you do it yourself) after vacating the premises.
  - **YOU WILL BE CHARGED IF YOU HAVE PETS AND/OR HAVE SOILED THE CARPETS EXCEEDING NORMAL WEAR AND TEAR.**
  - **DO NOT** rent machines from a store, use home cleaning machines, or employ chemical cleaning. Only professional steam cleaning is acceptable. If you wish, please call for Cal West – H.M.S. for a list of carpet cleaning vendors. If you hire another carpet cleaner, **BE SURE** the carpet cleaner will guarantee their work to Cal West – H.M.S. Property Management satisfaction. You must produce a receipt when you turn in all keys, fobs, openers or any passes.
3. **DRAPERIES: DO NOT WASH DRAPERIES.** Draperies must be dry cleaned only. You are expected to dry clean all draperies upon move out and provide receipts to Cal West - H.M.S. If you have not kept the draperies in good condition, you may be charged replacement costs.
4. **LIGHT BULBS, FILTERS, SMOKE DETECTOR BATTERIES, and DOORSTOPS:** These items must be in place or working or you will be charged. Be sure to replace any of these missing items.
5. **PEST CONTROL:** If you have a pet, you must supply **ADEQUATE INSECT FOGGERS.** The minimum required is four (4) foggers. If you have a 3 bedroom, 2 baths, 2 car garage home or larger, you must supply a minimum of six (6) foggers. **ALL FOGGERS MUST BE LEFT UNOPENED AND GIVEN TO AGENT DURING WALK THROUGH INSPECTION.**
6. **LANDSCAPE:** Any outside areas which apply in your contract, the outside area is to be neatly mowed, trimmed, pruned and watered, and all trash debris and grease to be removed. Any animal droppings are to be picked up and removed **WHETHER YOU HAVE AN ANIMAL OR NOT.**
7. **TRASH:** If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away. All other trash is to be placed within the trash receptacles for normal trash removal.
8. **PAINTING: WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY, OR TOUCH UP PAINT UNLESS YOU ARE SURE THE PAINT WILL MATCH. IF YOU PAINT AND IT DOES NOT MATCH, YOU WILL BE CHARGED FOR UNNECESSARY PAINTING.** Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.



United States Indoor Environments Division (6609J) EPA-402-F-96-005  
Environmental Protection Office of Air and Radiation October 1996

Agency

## **Protect Your Family and Yourself from Carbon Monoxide Poisoning**

### **Carbon Monoxide Can Be Deadly**

You can't see or smell carbon monoxide, but at high levels it can kill a person in minutes. Carbon monoxide (CO) is produced whenever any fuel such as gas, oil, kerosene, wood, or charcoal is burned. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result. Hundreds of people die accidentally every year from CO poisoning caused by malfunctioning or improperly used fuel-burning appliances. Even more die from CO produced by idling cars. Fetuses, infants, elderly people, and people with anemia or with a history of heart or respiratory disease can be especially susceptible. Be safe. Practice the DO's and DON'Ts of carbon monoxide.

### **CO Poisoning Symptoms**

Know the symptoms of CO poisoning. At moderate levels, you or your family can get severe headaches, become dizzy, mentally confused, nauseated, or faint. You can even die if these levels persist for a long time. Low levels can cause shortness of breath, mild nausea, and mild headaches, and may have longer-term effects on your health. Since many of these symptoms are similar to those of the flu, food poisoning, or other illnesses, you may not think that CO poisoning could be the cause.

### **Play it Safe**

If you experience symptoms that you think could be from CO poisoning:

**DO GET FRESH AIR IMMEDIATELY.** Open doors and windows turn off combustion appliances and *leave the house.*

**DO GO TO AN EMERGENCY ROOM** and tell the physician you suspect CO poisoning. If CO poisoning has occurred, it can often be diagnosed by a blood test done soon after exposure.

**DO** Be prepared to answer the following questions for the doctor:

- Do your symptoms occur only in the house? Do they disappear or decrease when you leave home and reappear when you return?
- Is anyone else in your household complaining of similar symptoms? Did everyone's symptoms appear about the same time?
- Are you using any fuel-burning appliances in the home?
- Has anyone inspected your appliances lately? Are you certain they are working properly?

### **Prevention is the Key to Avoiding Carbon Monoxide Poisoning**

**DO** have your fuel-burning appliances --including oil and gas furnaces, gas water heaters, gas ranges and ovens, gas dryers, gas or kerosene space heaters, fireplaces, and wood stoves -- inspected by a trained professional at the beginning of every heating season. Make certain that the flues and chimneys are connected, in good condition, and not blocked.

**DO** choose appliances that vent their fumes to the outside whenever possible, have them properly installed, and maintain them according to manufacturers' instructions.

**DO** read and follow all of the instructions that accompany any fuel-burning device. If you cannot avoid using an unvented gas or kerosene space heater, *carefully follow the cautions* that come with the device. Use the proper fuel and keep doors to the rest of the house open. Crack a window to ensure enough air for ventilation and proper fuel-burning.

**DO** call EPA's IAQ INFO Clearinghouse (1-800- 438-4318) or the [Consumer Product Safety Commission \(1-800-638-2772\)](#) for more information on how to reduce your risks from CO and other combustion gases and particles.

**DON'T** idle the car in a garage -- even if the garage door to the outside is open. Fumes can build up very quickly in the garage and living area of your home.

**DON'T** use a gas oven to heat your home, even for a short time.

**DON'T ever** use a charcoal grill indoors -- even in a fireplace.

**DON'T** sleep in any room with an unvented gas or kerosene space heater.

**DON'T** use any gasoline-powered engines (mowers, weed trimmers, snow blowers, chain saws, small engines or generators) in enclosed spaces.

**DON'T** ignore symptoms, particularly if more than one person is feeling them. You could lose consciousness and die if you do nothing.

***A Few Words about CO Detectors***

Carbon Monoxide Detectors are widely available in stores and you may want to consider buying one as a backup -- *BUT NOT AS A REPLACEMENT* for proper use and maintenance of your fuel-burning appliances. However, it is important for you to know that the technology of CO detectors is still developing, that there are several types on the market, and that they are not generally considered to be as reliable as the smoke detectors found in homes today. Some CO detectors have been laboratory-tested, and their performance varied. Some performed well, others failed to alarm even at very high CO levels, and still others alarmed even at very low levels that don't pose any immediate health risk. And unlike a smoke detector, where you can easily confirm the cause of the alarm, CO is invisible and odorless, so it's harder to tell if an alarm is false or a real emergency.

***So What's a Consumer to Do?***

First, don't let buying a CO detector lull you into a false sense of security. Preventing CO from becoming a problem in your home is better than relying on an alarm. Follow the checklist of DOs and DON'Ts above. Second, if you shop for a CO detector, do some research on features and don't select solely on the basis of cost. Non-governmental organizations such as Consumers Union (publisher of *Consumer Reports*), the American Gas Association, and Underwriters Laboratories (UL) can help you make an informed decision. Look for UL certification on any detector you purchase. Carefully follow manufacturers' instructions for its placement, use, and maintenance.

If the CO detector alarm goes off:

- Make sure it is your CO detector and not your smoke detector.
- Check to see if any member of the household is experiencing symptoms of poisoning.
- If they are, get them out of the house immediately and seek medical attention. Tell the doctor that you suspect CO poisoning.
- If no one is feeling symptoms, ventilate the home with fresh air; turn off all potential sources of CO -- your oil or gas furnace, gas water heater, gas range and oven, gas dryer, gas or kerosene space heater and any vehicle or small engine.
- Have a qualified technician inspect your fuel-burning appliances and chimneys to make sure they are operating correctly and that there is nothing blocking the fume from being vented out of the house.