

## Resident Policies

### **I. GENERAL**

1. This document is an Addendum and is part of the Rental/Lease Agreement, dated \_\_\_\_\_ between \_\_\_\_\_ (Owner/Agent) and \_\_\_\_\_ (Resident) for the premises located \_\_\_\_\_
2. Guests who stay more than **10 days in a 30-day period constitute a breach of the Rental/Lease Agreement**. If said guest wishes to become a tenant, guests may be required to go through the application process and, if approved, must sign a Rental/Lease Agreement. At the discretion of the Owner/Agent.
3. Resident may be assessed a charge for the actual costs, including out of pocket expenses, incurred by the Owner/Agent for any lock-out.
4. Upon vacating, tenant shall provide a written 30-day notice. Emails will count as written notice and shall be sent to: [customerservice@collinspropertymanagement.net](mailto:customerservice@collinspropertymanagement.net)
5. Tenant must notify landlord within 7 days of any changes in contact information, emergency contact information and/or vehicle information.
6. Tenant understands and accepts that for each person that is removed or added to the lease, a charge of \$100.00 per person will be billed to the tenant being added or removed. All security deposit funds will remain with Collins Property Management until occupancy is handed back to the property manager.
7. Interior inspections will be conducted every 6 – 12 months to check smoke and carbon detectors, filters, gutters and to check for leaks.

### **II. HOUSE RULES AND INFORMATION**

1. Resident shall not make or allow any excessive noise in the unit nor permit any actions which will interfere with the rights, comforts, or conveniences of other persons, including neighbors.
2. Resident shall not play musical instruments, television sets, stereos, radios, and other devices at a volume which will disturb other persons.
3. Resident shall refrain from activities and conduct outside of the unit (in common areas, parking areas, or recreational facilities) which are likely to annoy or disturb other persons.

4. Resident shall refrain from creating, or allowing to be created, any noise that is disturbing to other residents between the hours of 10:00 p.m. and 8:00 a.m.
5. Tenant understands that with certain weather conditions pipes may freeze. It is the tenant's responsibility to leave water dripping in one faucet under freezing conditions to assist in avoiding pipes breaking. Tenant to cover hose bibs with covers.
6. Tenant understands that ice and/or snow removal on the rental property is their responsibility to handle. Landlord and/or property manager will not pay for this service.
7. Tenant is aware that there are burn days when homeowners are allowed to burn yard debris which may result in smoke in the air which the landlord/property manager can do nothing about. Burning is not allowed on this property.
8. Tenant is aware that there are wild animals that are native to the area. Landlord and/or property manager are not responsible for any disruption or damaged caused by wildlife.
9. Tenant is advised that access to Hi-Speed Internet through phone, cable or satellite may not be available. Tenant is advised to investigate access to internet that fulfills their needs.

### **III. CLEANLINESS AND TRASH**

1. Resident shall keep the unit clean, sanitary and free from objectionable odors at all times.
2. When needed resident shall be responsible for replacement of smoke alarm and CO2 alarm batteries. If smoke or CO2 alarm is out of reach, please contact Owner/Agent for battery replacement.
3. Resident shall ensure that papers, cigarette butts and trash are placed in appropriate receptacles so that litter is not created on or about Resident's unit.
4. Resident shall ensure that trash and other materials are not permitted to accumulate so as to cause a hazard or be in violation of any health, fire or safety ordinance or regulation.
5. Resident shall ensure that garbage is not permitted to accumulate and that it is placed on a daily basis in the trash containers provided for that purpose. Resident shall ensure that large boxes are broken apart before being placed in the trash containers. Resident shall be responsible, at Resident's expense, for hauling to the dump those items too large to fit in the trash containers.
6. Resident shall ensure that furniture is kept inside the unit and that unsightly items are kept out of view.
7. Resident shall refrain from leaving articles in the hallways or other common areas.
8. Resident shall refrain from shaking or hanging clothing, curtains, rugs, and other coverings and cloths from any ledge, deck, balcony or outside or inside of any window.
9. Resident shall not dispose any combustible or hazardous material in trash containers or bins.
10. Resident shall not bury any combustible or hazardous material on property.

#### **IV. SAFETY AND SECURITY**

1. Security is the responsibility of each Resident and each guest. Owner/Agent assumes no responsibility or liability, unless otherwise provided by law, for Resident's and guests' safety and security, or for injury or damage caused by the criminal acts or negligence of other persons.
2. Resident shall ensure that all doors are locked during Resident's absence. Resident must notify Owner/Agent if locks become inoperable.
3. Resident shall ensure that all appliances are turned off before departing from the premises.
4. When leaving for more than one week, Resident should notify Owner/Agent how long Resident will be away.
5. Prior to any planned absence from the unit, Resident shall provide Owner/Agent with the name of any person or entity permitted by Resident to enter the unit.
6. Resident shall refrain from using or storing gasoline, cleaning solvent or other combustibles in the unit.
7. Resident shall ensure that no personal belongings, including bicycles, play equipment or other items shall be left unattended in the halls, stairways or about the building.
8. No trampolines on property without written permission from owner and a signed addendum providing authorization.
9. No pools of any size on property without written permission from owner and a signed addendum providing authorization.
10. Firewood is not to be stacked within 30 feet of any building, wood siding, wood framing or deck.
11. Tenant acknowledges that landlord and/or property manager cannot control PSPS (Public Safety Power Shutoffs) or natural power outages and are not liable for any personal injury, damage to tenants' personal property and/or loss of food.
12. Any use of a generator must be in compliance with local building codes and city/county ordinances. Tenant is not to connect generator directly to the electrical panel.

#### **V. MAINTENANCE, REPAIRS AND ALTERATIONS**

1. Resident shall advise Owner/Agent of any items requiring repair, such as light switches or dripping faucets. Resident shall make repair requests as soon as defect is discovered. Not all requests will be repaired, some deemed normal wear and tear.
2. Resident shall not make service requests directly to maintenance personnel.
3. Resident shall not make any alterations or improvements to the unit without the written consent of Owner/Agent.
4. Resident shall not use adhesives, glue or tape to affix pictures or decorations.

5. Resident shall obtain the approval of Owner/Agent before using any window covering visible from the exterior of the building.

6. Resident shall Never put feminine-sanitary products and/or hand wipes/baby wipes down any drain or toilet even if package states, "flushable".

7. Cost of clearance of stoppages in waste pipes or drains, water pipes or plumbing fixtures are the responsibility of the Resident unless it is determined to be caused by defective plumbing parts or tree roots invading sewer lines. If it is determined to be caused by the Resident, the Resident will cover the cost.

#### **8. How to report a maintenance request:**

-Call 530-265-0625 AND/OR email: [Maintenance@CollinsPropertyManagement.net](mailto:Maintenance@CollinsPropertyManagement.net) and leave a message. **Can also Call/Text 530-615-8829.**

-During business hours **PLEASE** allow for a response time of 2 hours. During the weekends and holidays **PLEASE** allow for response time of 4 hours.

-If you do not receive a call back within the stated times above **OR** it's a **MAJOR emergency that falls into 1 of the categories below, you may call a service provide; see list below for MAJOR EMERGENCIES.**

#### **Major Emergencies (Water/Sewer/Gas/Heat)**

**A. Water Leak** – Turn off the water to stop leak. This may require shutting off water main. Mop up the water. Call a plumber from our list.

**B. Sewer backing up into the house** – Stop using the sewer system. Call a plumber from our list.

**C. No heat source** – Call appropriate service provider from our list.

**D. Smell Gas?** Call PG&E or Propane Company, or a plumber IMMEDIATELY and report!

PG&E: 800-743-5000. Do not stay inside the house.

#### **Service Providers:**

1. Plumbing: Comfort Plumbing 530-470-8761. Craig Johns Plumbing 530-274-7275.

3. Plumbing, Sewer Back-up: Roto Rooter 530-273-3714.

4. Woodstove/fireplace: Sweep n' Company 530-272-8251.

5. HVAC: All Phase HVAC 530-274-9955.

*Please Note: We do not consider HVAC break downs to be a major emergency unless documentation in lease states there is a medical condition. If it is not an emergency and tenant chooses to have a repair completed over the weekend, it must be with one of our service providers and tenant is responsible for cost.*

## **VI. PARKING**

1. Number of parking spaces assigned to Resident's unit \_\_\_\_\_. Only one vehicle may be parked in each space.

2. Resident shall only use assigned parking spaces and shall ensure that guests park only in unassigned areas or designated guest parking areas. Resident shall ensure that posted and designated fire zones or “No Parking” areas remain clear of vehicles at all times. Resident shall refrain from parking in unauthorized areas or in another resident’s designated parking space. (Vehicles parked in unauthorized areas or in another resident’s space may be towed away at the vehicle owner’s expense.)

3. Only currently registered vehicles, boats, or recreational vehicles may be parked on the property which are reflected in the lease. A vehicle that lacks an engine, transmission, wheels, tires, doors, windshield, or any other major part or equipment necessary to operate safely on the highways, are not to be stored on property and are subject to tow under California Vehicle Code 22658. Vehicles parked in violation of local laws/ordinance are subject to tow.

**Resident is responsible for any violation of these rules by Resident’s guest(s).**

**The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.**

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Date:                      Tenant:

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Date:                      Tenant:

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Date:                      Owner:

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Date:                      Owner: