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**Disclaimer:** This Tenant Guide is provided for information purposes only and does not constitute a portion of your rental agreement (Lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or additional information you need. The intention of this Tenant Guide is to help clarify the tenancy process and provide general information.

## Welcome Letter

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this Tenant Guide is to assist you with caring for you're home, as well as answering common questions you will have while working with a property management company.

Please take a moment to look through this packet; it will give you basic, resourceful information you will need while settling into your new home. If after looking through, you still have questions, feel free to call our office or come in and someone will be happy to answer any questions or concerns you may have.

NRB Property Management's standards are the highest in the industry and our clients remain satisfied year after year. Our management company strives to provide excellent service for our owners, tenants and contractors. We are dedicated professionals that want to make your stay enjoyable and carefree.

We look forward to a long continued relationship with you.

Sincerely,

NRB Management Team

## **Paying Rent**

### **When rent is due:**

- ✓ Rent is due on the 1<sup>st</sup> of each month and is considered late after (5:00 PM) on the 5<sup>th</sup>. Please note this timeline includes weekends and holidays.

### **How to pay rent:**

- ✓ Rent can be paid by check, money order or cashier's check (No cash), made payable to home owner, unless otherwise specified by NRB Property Management.
- ✓ Rent can be paid by mail, but it must be physically received in our office by (5:00PM) on the 5<sup>th</sup> of each month. Please address mail to NRB Property Management, PO Box 624, Spanaway, WA 98387.
- ✓ Rent can be paid in person during normal business hours or after hours by placing your rent beneath the main office door. Be sure the envelope is properly labeled with your address for proper credit.

### **Important Notes:**

- ✓ Place your name and property address on the check or money order to ensure you are properly credited with your rental payment.
- ✓ Review your check or money order and ensure it has the names of payer and payee.
- ✓ Leaving cash, an incomplete check or money order on the premises is not the management company's responsibility.
- ✓ If a rent check is returned due to insufficient funds (NSF), all charges including NSF and late fees will be charged to you. NSF charge is \$35.00 per occurrence plus \$75.00 late fee for a total of \$110.00.

## The Basics

### Important Policies:

- ✓ **Rental Agreement:** The duration of your rental agreement is fixed and specified in your lease agreement. Any early termination or extension must be discussed with the property manager prior to vacating the property.
- ✓ **Security Deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent. The Property Manager has sole authority and determines how much of the security deposit is refunded after appropriate cleaning and repairs are completed or estimated. Please reference your lease agreement for more details.
- ✓ **Pets:** Animals are only allowed with prior approval of the owner and NRB Property Management. There is a \$250 non-refundable pet fee for each pet. Each animal must be 30 pounds or less and older than 12 months, unless otherwise approved by property owner and management company.
- ✓ **Keys:** If you lose or lock yourself out of your home during office hours there will be a \$25.00 fee to make a copy of our backup set of keys.
- ✓ **Yard & Ground Maintenance:** You are responsible for maintaining your yard's upkeep of flower beds, lawn care and maintaining other parts of your yard. Further care should be taken to keep the grounds looking the way you received them. Please consult the rental agreement for more details.
- ✓ **Vehicle parking:** Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details.
- ✓ **Guests:** A guest (s) staying longer than 14 days will be required to fill out an application and be approved by the management company. Consult your rental agreement for more details.
- ✓ **Noise:** You are subject to all laws pertaining to noise and your rental agreement.
- ✓ **Routine Maintenance:** As you become settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
  - ✓ Replacement of light bulbs
  - ✓ Regular yard and lawn maintenance (if applicable)
  - ✓ Replacement of batteries in smoke detectors and CO2 detectors

## **FINDING OUR OFFICE: NRB Property Management, LLC**

Address: 15413 1<sup>st</sup> Ave Ct S, Suite G6, Tacoma WA 98444

### **Directions:**

#### **From Highway 512 West:**

- head west on WA 512 W
- Take the exit toward WA-7/ Pacific Ave/parkland/Spanaway
- Turn left at 108<sup>th</sup> St S
- Take the first left onto WA-7/pacific Ave
- Turn left at Military Rd S
- Take the first right onto A St
- Turn left into storage unit complex, Office suite # G6

### **Numbers:**

253.537.6500 - Office

253.537.6505 - Fax

425.681.9563 - Randy

253.778.0162 - Nash

253.297.6111 - Brian

### **Email:**

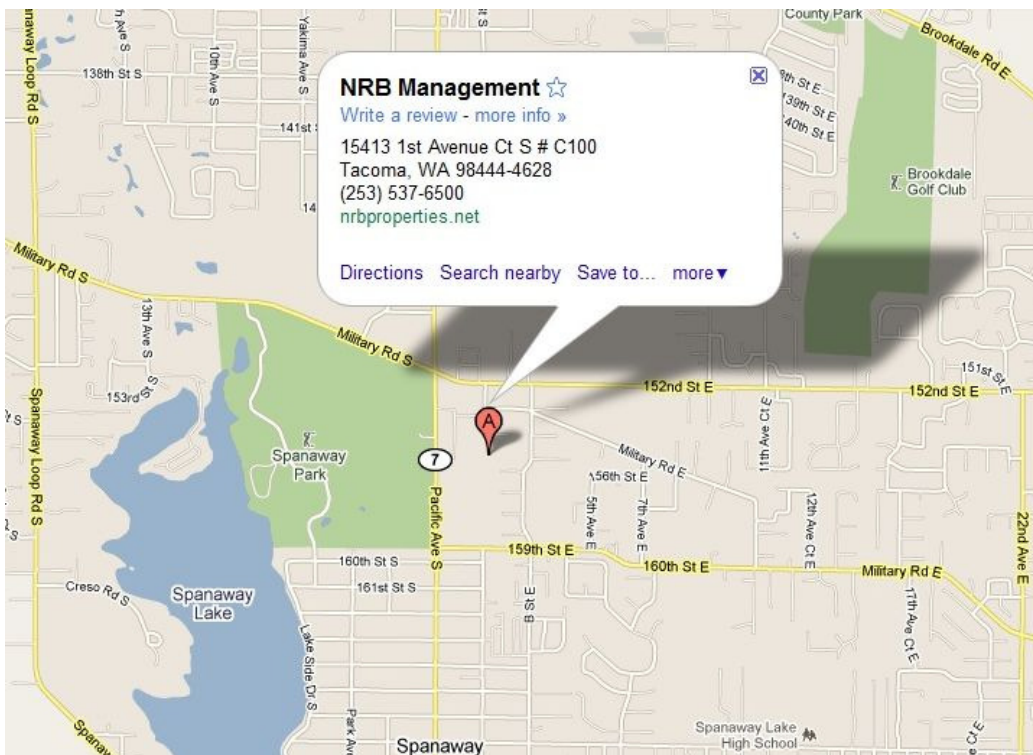
**[Nash@Nrbproperties.net](mailto:Nash@Nrbproperties.net)**

**[Randy@Nrbproperties.net](mailto:Randy@Nrbproperties.net)**

**[Brian@Nrbproperties.net](mailto:Brian@Nrbproperties.net)**

**[Phyllis@Nrbproperties.net](mailto:Phyllis@Nrbproperties.net)**

**[Amber@Nrbproperties.net](mailto:Amber@Nrbproperties.net)**



## Utility Service Information

<b>Utility Company</b>	<b>Address</b>	<b>Phone Number</b>
<b>Water Company:</b>		
Fruitland Mutual Water Co.	4001 9th St Sw, Puyallup WA 98373	253-848-5519
Summit Water & Supply Co.	9701 50th Ave E, Tacoma WA 98446	253-537-7781
Valley Water District	14515 Pioneer Way E, Puyallup 98372	253-841-9698
City of Puyallup	333 S. Meridian, Puyallup WA 98371	253-841-5550
Parkland Light & Water Co	12918 Park Ave S, Tacoma 98444	253-531-5666
Tacoma Utilities	3628 South 35th St. Tacoma 98409	253-502-8600
Bonney Lake Water and Utilities		253-862-8602
Spanaway Water Co.	18413 B St E, Spanaway WA 98387	253-531-9024
Lakewood Water Co.	11900 Gravelly Lake Dr Sw, Lakewood	253-588-4423
Firgrove Mutual Water	10408 144th ST E, Puyallup 98374	253-845-1542
Rainer View Water Co	5410 189th St E, Puyallup 98374	253-537-6634
City of Yelm	105 Yelm Ave W, Yelm 98597	360-458-3244
City of Fife	5411 23rd ST E, Fife WA 98424	253-922-2489
City of Sumner	1104 Maple St, Sumner 98390	253-299-5546
City of DuPont	1700 Pacific Dr, WA 98327	253-912-5398
<b>Garbage:</b>		
Murrey's Disposal Co.		253-922-6681
Pierce County Refuse (Lemay)	13502 Pacific Ave S, Tacoma, WA	253-537-8687
<b>Power/Gas Company:</b>		
Puget Sound Energy Power & Gas		888-225-5773
Tacoma Power	3628 South 35th St. Tacoma 98409	253-502-8600
Elmhurst Mutual Power & Light	120 132nd St S, Tacoma 98444	253-531-4646
Parkland Light & Water	12918 Park Ave S, Tacoma 98444	253-531-5666
Lakeview Light	11509 Bridgeport way Lakewood 98498	253.584.6060
<b>Sewer Company:</b>		
Pierce County Sewer	98500 64th St W, University PL 98467	253-798-4020
<b>Septic Company:</b>		
Affordable Septic Services		253-948-5002

## **Submitting a Maintenance Request:**

- ✓ If a maintenance issue should arise, please complete a maintenance request by submitting a work order online at [www.Nrbproperties.net](http://www.Nrbproperties.net) , for emergency maintenance issues please call: (253) 537-6500 or (253) 297-6111.
- ✓ We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the issue.
- ✓ When preparing your work order please remember to complete the section on how to enter the property. If you need to be present, remember the maintenance department schedules appointments
- ✓ Tenants are responsible for securing any pets that may be encountered on the visit to the property.

## **Emergency Procedures**

**In case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you, always call your local emergency number or 911.**

**Maintenance emergency procedures:** If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- ✓ The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addresses immediately could cause damage to the property or your personal well-being (E.G, no heat in the winter, gas leak, flooding).
- ✓ An Emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- ✓ If the situation is considered a maintenance emergency and occurs on normal business hours, Please call our office at 253.537.6500 and then follow up with a work order request.

## **Emergency failure check steps (prior to contacting property manager):**

### **Electric Heat:**

- ✓ Check the thermostat to see that the controls are set properly
- ✓ Check all the fuses and circuit breakers
- ✓ Check the access panel to the blower compartment to ensure the panel is securely closed
- ✓ Check the filter and ensure has been replaced in the last six months

### **Gas Heat:**

- ✓ Check the thermostat to see that the controls are set properly
- ✓ Check all the fuses and circuit breakers
- ✓ Check the access panel to the blower compartment to ensure the panel is securely closed
- ✓ Test any other gas appliances to determine if the service has been interrupted

### **Oil Heat:**

- ✓ Make sure the emergency shut off switch is in the “on” position
- ✓ Check oil level in the fuel tank
- ✓ Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation (see above)

In all cases, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

**Water related issues:** If water is running onto floors from any appliances, fixture or pipe, close the shut-off valve for appliance/ fixture or shut-off the main valve for the property. If you reside in a location that has on-site management, contact them and this office immediately.

## **Maintaining fixtures and appliances**

### **Furnace and wall heaters:**

- ✓ All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/ replace the filter will be the tenants responsibility.
- ✓ Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- ✓ Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the “emergency heat” setting which activates the resistance heat mechanism.

## **Gas wall heaters:**

- ✓ If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the gas company immediately.

## **Humidifier:**

- ✓ Ensure that the water supply valve is open and set the control to your comfort level. Set it to the “off” position during the cooling season and shut off the water supply valve.

## **Central Air conditioning:**

- ✓ Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum twice a year.

## **Window Air conditioning:**

- ✓ These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

## **Power:**

- ✓ If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- ✓ If the power is only out in your house/ unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

## **Drains:**

- ✓ Avoid letting food and hair get down the drains. Clogged drains caused by hair or grease, are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in machine.
- ✓ An excellent drain cleaning/ clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- ✓ Hardware stores carry “hair catchers” to place in sink and tub drains that significantly help keep drains free of hair.

## **Garbage disposals:**

- ✓ ALWAYS run water while disposal is operating to avoid damage to the unit. Let water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sounds the machine makes when completely free of garbage.

- ✓ Disposals are designed to grind up organic items only. Never put paper, plastic, glass, aluminum foil or grease in the disposal.
- ✓ If the unit becomes inoperable, always be sure to check the power switch first (usually under sink), then try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsible.

## **Refrigerator coils and drip pans:**

- ✓ Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

## **Fireplace:**

- ✓ Please burn only hardwoods in the fireplace and woodstoves to minimize buildup of creosote, etc. In the chimney. Creosote build-up is a fire hazard.
- ✓ Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

## **Stove or oven:**

- ✓ Be aware of the various bake, broil, time bake, and self-cleaning controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning, ovens use soap and water to clean. Please never use oven cleaners or abrasives as this will ruin the finish.

## **Plumbing fixtures:**

- ✓ Never use abrasives on brass or gold fixtures. It is best to wipe fixtures clean after each use.
- ✓ If brass needs to be polished, use a product specifically designed for brass.
- ✓ Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

## **Water Damage:**

- ✓ Tenants must be cautious when avoiding water damage caused by allowing water to sit on the counters and floors.
- ✓ Care must be taken to ensure that shower curtains are inside the tub and that shower doors are completely shut when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. **Please be aware that the rubber back mats can discolor vinyl floors and the tenant could be charged to replace the floor at move-out.**

## **Sliding glass doors, screen doors and shower tracks:**

- ✓ It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on the sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- ✓ Please do not use oil or WD40 to lubricate slider door or screens. They only attract dirt and gum up the wheel mechanisms.
- ✓ In order to slow the growth of mold in the tracks and at the bottom of the shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

## **Mold:**

- ✓ Please refer to the mold addendum provided during lease signing.

## **House plants:**

- ✓ Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

## **Kitchen counters:**

- ✓ To avoid costly damage from nicks and cuts in the counter tops, please use a cutting board at all times.
- ✓

## **Ceramic tile- Tub and shower walls:**

- ✓ Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- ✓ Never use scrubbing cleaners like comer or AJAX on fiberglass tub surrounds, these products will permanently scratch the surface.

## **Mini Blinds:**

- ✓ Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

## **Wood decks and porches:**

- ✓ Potted plants and flowers add beauty and appeal to a property. Please put "feet" or saucers under them to prevent water run-off from rotting or discoloring the deck.

## **Hardwood floors:**

- ✓ For cleaning or applying oil to hardwood floors use a soft cloth. It is best to sweep and dust regularly.
- ✓ Kitchen areas only: once every 3 months clean floors with a small amount of vinegar water.
- ✓ Use throw rugs in front of sink and the stove to protect these areas from water or grease.

## **Marble and granite:**

- ✓ Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and sponge with a small amount of dishwashing liquid.
- ✓ Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

## **Seasonal maintenance**

### **Interior:**

#### **Furnace:**

- ✓ Clean or replace air filter regularly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be tenant's responsibility.
- ✓ Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during winter.
- ✓ Inspect all supply and return vents for cleanliness and obstructions.
- ✓ For radiant heat systems, inspect for leaking valves or radiators.

#### **Fireplace:**

- ✓ When not using the fireplace ensure that the damper is in good operating condition and closed.
- ✓ Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended; however, this is typically a tenant expense.

### **Exterior:**

#### **Lawn and shrubbery:**

- ✓ Maintain the lawn and shrubs surrounding your unit. Remove leaves and fallen branches in the fall.

#### **Gutters:**

- ✓ Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation.

#### **Winterization: Faucets and outlets:**

- ✓ Wrap all outside faucets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- ✓ Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

## **Vacating checklist**

We understand that moving can be a stressful and busy time. However there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact your property manager and be sure to reference the checklist provided in your rental agreement.

### **General:**

- ✓ Provide a written notice of your intent to vacate within a MINIMUM of 30 days prior to the end of the month. The written notice must be received in the office and signed by all the tenants on the lease within this 30 day time frame.
- ✓ Complete change of address cards for post office and provide our office with a forwarding address.
- ✓ All utilities must remain on, but it is your responsibility to cancel any garbage, cable, phone, etc. services.
- ✓ If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.

### **Refrigerator:**

- ✓ Defrost freezer if needed. DO NOT use sharp tools to pry ice off.
- ✓ Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- ✓ Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- ✓ Wash and dry outside of refrigerator and vacuum back and lower grills.
- ✓ Sweep down cobwebs on wall and ceiling.
- ✓ Replace light with an appliance bulb, if necessary.

### **Stove:**

- ✓ Remove racks and broiler pan; soak in hot water and clean, dry well.
- ✓ Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- ✓ Wash and dry outside stove.
- ✓ Replace oven light with appliance bulb if burned out.
- ✓ Replace burner pans.
- ✓ Move stove out and clean wall and floor.

### **Cabinets and Drawers:**

- ✓ Wash cupboards inside and out.
- ✓ Wipe out drawers with damp rag.
- ✓ Clean sink, baskets and counter tops well.
- ✓ Make sure garbage disposal is empty and clean.

## **Miscellaneous in and near kitchen:**

- ✓ Wash all light fixtures in warm water and soap. Clean switch plates.
- ✓ Clean inside and out of dishwasher.
- ✓ Wash range hood and clean filter. Change appliance bulb if necessary.
- ✓ Wash windows, blinds and screen and window sills.
- ✓ Scrub kitchen floor, including under movable appliances and baseboards.

## **Living Room:**

- ✓ Clean light fixtures and switch plates.
- ✓ Sweep down cobwebs.
- ✓ Clean out fireplace, wash screen and doors.
- ✓ Vacuum carpet and clean baseboards.
- ✓ Clean drapes/ blinds.

## **Bedrooms:**

- ✓ Sweep down cobwebs.
- ✓ Wash light fixtures.
- ✓ Wash windows and window sills.
- ✓ Vacuum carpet and clean baseboards.

## **Bathrooms:**

- ✓ Clean bathtub, tile around tub, sink, door and fixtures.
- ✓ Clean inside and outside of toilet. These should be free of soap scum.
- ✓ Clean inside of medicine cabinet.
- ✓ Wash mirror.
- ✓ Clean fan.
- ✓ Clean inside drawers.

## **Miscellaneous:**

- ✓ Replace furnace filter
- ✓ Wash inside and outside of front and back doors
- ✓ sweep garage and sweep cob webs
- ✓ Mow and weed yard
- ✓ Clean out all floor vents
- ✓ Haul away all trash

## **Final:**

- ✓ Return ALL keys to include mail box keys and garage door openers to our office when completely done and by no later than 5pm on last day of the month.

**Tenant Acknowledgement**

**Reminder:** please reference the cleaning checklist provided with your rental agreement. Note that carpets are required to be professionally steam cleaned and sprayed for pests upon vacating. Where applicable the chimney must be cleaned and inspected (refer to rental agreement).

**Disclaimer:** Management has the final authority to determine how much of the deposits shall be refunded in accordance with the conditions set forth in the rental agreement.

I HAVE READ AND UNDERSTAND ALL TERMS AND CONDITIONS ASSOCIATED WITH THIS TENANT GUIDE. I HAVE A COPY OF THIS TENANT GUIDE IN MY POSSESSION AND WILL CONFORM TO REQUESTS ASKED BY NRB PROPERTY MANAGEMENT IN ACCORDANCE WITH THIS TENANT GUIDE. A COPY OF THIS ACKNOWLEDGEMENT WILL BE IN MY PERMANENT TENANT FILE.

X \_\_\_\_\_

Print Name: \_\_\_\_\_

X \_\_\_\_\_

Print Name: \_\_\_\_\_

X \_\_\_\_\_

Property Manager – NRB Property Management, LLC

**Tenant Acknowledgement**

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X \_\_\_\_\_

Print Name: \_\_\_\_\_

X \_\_\_\_\_

Print Name: \_\_\_\_\_

X \_\_\_\_\_

Property Manager – NRB Property Management, LLC