

## MOVE-IN LETTER

Dear Tenant,

Welcome to The Pinedera. We hope you will enjoy living here.

### 1. **Setting up Services:**

PG&E (Electricity and Gas) 1-800-743-5000 (You only need to switch the account to your name)

AT&T (Phone, internet) 800-300-5099 (No TV service)

Comcast (Phone, internet, TV) 800-934-6489

WaveG (Phone, internet, TV) 855-971-1252

DirecTV, Dish Network (TV) Please contact the leasing office first. Dish on the balcony is prohibited.

### 2. **Rental Agreement:**

- Rent is due and payable on the first of every month. There is no grace period for the payment of rent (see paragraph 3B for details). We only accept electronic payment through our tenant portal.
- To terminate your tenancy after the lease, you must give at least 30 days' written notice. Landlord may also terminate the tenancy, or change its terms, with 30 days' written notice.
- Your security deposit is only to be applied, by the Landlord, to costs of cleaning, damages or unpaid rent after you move out. You may not apply any part of the deposit, during your tenancy, toward any part of your rent in the last month of your tenancy. (See paragraph 4B of the lease agreement).

### 3. **Water and Sewage Bill:**

You will be billed every two months for your actual usage. You can monitor your water usage by tapping on the water meter outside your front door. It shows the water usage in gallons.

### 4. **Landlord/Tenant Checklist:** You should walk-through your unit to check the condition of all walls, blinds, flooring, appliances, etc. These are all listed on the Checklist (available on "Pinedera.com/Forms", which you should carefully go through, sign, and return. When you move out, we will ask you to check each item against its original condition as indicated on the checklist.

### 5. **Maintenance/Repair:** For maintenance request, please use the tenant portal. Please note that consumables e.g. water filter and light bulbs are your responsibility after the first 6 months. We have a handyman to help you free of charge with replacing these consumable items on the first and third Saturday of each month between 10 – 11am. There is a \$50 trip charge if you want these replaced at other times. You will pay for the material cost in either case. There is a price list for different bulbs in the appendix.

You have a right to expect repairs to be made promptly. However, you will be billed for repairs caused by your abuse or negligence. Common problems include the garbage disposal stops working due to metal objects fallen into the sink; or plugged toilet due to foreign objects other than toilet paper being flushed. We asked that you bring any problems and potential safety hazards to our attention promptly. We ask that you maintain your unit in a sanitary manner, and pay special attention to potential water damages by observing a few things:

- Keep bathroom floors dry. Standing water around walls can cause damage to underlayment.
- Report unusual stains (black marks) on the ceiling (usually caused by leaking)
- Re-caulk around bathtub, and shower stall when necessary.

6. **No Smoking:** Please observe the “No smoking” policy of the Pinedera. Smoking is a breach of the lease agreement and is subject to termination. (see paragraph 14)
7. **Insurance:** Tenants are required to purchase Renter’s Insurance on or before they move in. Tenants also need to renew their renter’s insurance policy annually.
  - You could lose valuable property through theft or fire.
  - You could be sued if someone is injured on the premises you rent.
  - If you damage the building itself (say you start a fire in the kitchen and it spreads), you could be responsible for large repair bills.Contact your insurance agent for more information on renter’s insurance. Please contact us for referrals.
8. **Moving Out:** It’s a little early to bring up moving out, but please be aware we have a list of items that should be cleaned before we conduct a move-out inspection. If you decide to move out, please review our Move-out letter (under Pinedera.com/Forms) explaining what is required and describing our procedures. A good rule of thumb is to leave the unit the same condition as you moved in except normal wear and tear.
9. **Telephone Number/email Changes:** Please notify us if your phone number/email changes, so we can reach you promptly in case of an emergency.
10. **Safety:** Please take a minute to check where the fire extinguishers are located. It is also a good idea to keep one inside your kitchen.
11. **Recycling:** There are recycling bins in the trash rooms in the underground garage. You will be issued a key to go in. Please “flattened” your cardboard boxes before putting in the special green color cardboard bin.
12. **Mail/Package Delivery:** Your mailbox is located on the commercial level towards California Drive. For small USPS packages, the mailperson will put it in the small package mailbox on the bottom row and the key will be put into your mailbox. For Fedex and UPS delivery, the delivery person will deliver the package to your front door using an access code provided by us. For USPS large package that does not fit, they will probably just leave a note for you to pick up at the local post office.
13. **Entering the Building:** You will need a remote control to open the underground garage gate. You need a key fob to use the elevator or open the stairway doors.
14. **Visitors:** Your visitors will call you from the access panel located next to the mailboxes by punching your unit number on the keypad or search your name by pressing the “A” or “Z” button followed by pressing the "Call" button. The system will ring your phone. You can then talk to the visitor from your phone. While you are on your phone, you can hit “9” to call the elevator to the commercial level and open the door. Your visitor has 1 minute to get in and push the floor button. Only the floor button of your floor will work. **Pinedera management strongly discourages tenants to allow visitors to enter the building while they are not home.**
15. **Losing your Keys:** If you lost your keys, key fobs, or remote control, please call and/or email the hotline ASAP. We will disable the key fob or remote control and issue a new one to you. If you lose your front door key, we will need to rekey your unit after giving temporary access. Lost key, key fobs, and remote control will cost \$10, \$20, and \$60 respectively plus \$100 administration fees. Rekeying costs \$100.

16. **Protect the hardwood floor:** Whether you are moving in yourself or hiring a moving company, it is important to remind everyone that deep scratches are difficult to repair in the hardwood floor. You will be charged for scratches that we have to repair, since deep scratches are not considered normal wear and tear. A general rule of thumb is that scratches or damages less than 0.5 mm in width and less than 1 inch in length are considered normal wear and tear. After you moved in, it is a good idea to use area rugs to protect areas where furniture may be moving e.g. chairs.

Do not let water sit on the hardwood floor. Wipe it off with a towel or paper towel. Standing water can get into the seems and cause the wood to expand. You will be charged for such water damages.

17. **Elevator dimension (inches)**

Elevator 1 (near California Dr)	Elevator 2 (near El Camino Real)
Door width 38.5	Door width 40
Cabin 74 x 63.5	Cabin 77 x 46.5
Height 86	Height 86

18. **Elevator Use during Move-in**

Elevator has a feature called “Hold Open”. “Hold Open” will hold the elevator door open until the “Close Door” button inside the cabin is continuously pressed until the door closes and the cabin starts moving. Please make arrangement with the resident manager to activate this feature during your move-in.

DO NOT use any objects to block an elevator door from closing as it will cause the elevator to shut down. That may require a service technician to come out to reset it. Such a service call would cost hundreds of dollars which will be charged to you.

19. **Garbage Chute**

Garbage chute - is located on each floor in the north east corner of the building next to the elevator near California Dr. To open the chute, push the latch down and pull open.

Please do not leave garbage in any common areas. Littering is subject to fines.

20. **Phone/Internet Installation**

A wiring hub (1 foot square white metal box) is recessed into the wall of your walk-in closet. It may have a white metal cover. Please show this to the installer. The installer may also ask for the point of entry. Arrange with the resident manager ahead of time to unlock the communication room door.

**APPENDIX**

Light Bulb price list:

Kitchen and bath fluorescent tube	\$20.00
Kitchen pendant light	\$20.00
Bedroom overhead light	\$20.00
Recessed light	\$40.00
Range hood light	\$20.00
Refrigerator light	\$20.00
Refrigerator GE MWF water filter	\$50.00