

Guide to working with your Resident Manager (RM)

The Resident Manager is first and foremost your neighbor. He is hired by the Owner to help you with certain problems and make your life in The Pinedera a positive experience. He has a phone provided by the owner which will be answered from 9:00am to 6:00pm. The best way to reach them is by email to pinedera.hotline@gmail.com, which is checked by the RM as well as the property management.

DO's

1. When you have maintenance and repair issues, you can direct the problems to the RM.
2. When you are locked out of your unit, RM can open the front door and security gate for you if they know you. They may ask for your photo ID.
3. If you have an emergency especially afterhours, call the authorities. Your property manager would probably just do the same.
4. Should you decide to terminate the lease, the RM will bring prospective tenants to view your unit after obtaining your approval at a set time and date.
5. If you witness your neighbor and/or their guests not observing the terms of the lease or the house rules e.g. no smoking, parking illegally, disturbing a neighbor, please inform the RM.

DON'Ts

1. It is not a concierge service, and the RM is not your servant.
2. The RM is not a security guard, although he will look out for strangers.
3. He is not a repair man although the Owner may ask him to perform some small tasks.
4. If you are locked out of your unit at 2:00am, please don't call your RM, call a locksmith. It is not considered an emergency.