



CHINOOK PROPERTIES, INC

1590 High St. Eugene, Oregon 97401 (541) 484-0493 (800) 678-2252 FAX: (541) 343-7507

MOVE-IN GUIDELINES

Office Hours

Our office hours are 9 a.m. to 5 p.m. Monday through Friday, open through the lunch hours

Phone number 541-484-0493

After hours emergency number 541-501-1888

If we have left a "For Rent" lawn sign or lock box at your new home, please call us and we will pick it up. Leave the lawn sign any where that is visible to the person picking it up. Please do not place the sign behind a fence or in the garage.

Utilities

You must contact the utility companies 24 hours before you take possession of your home. Failure to put utilities in your name within 24 hours will result in the utilities being turned off within 5 days of the start of your tenancy. You must phone our office immediately with the confirmation number(s).

For homes in Eugene, please contact EWEB, in Springfield contact SUB.

Power, sewer and water

Eugene Water and Electric Board (EWEB)	541-484-6016 – Phone Chinook when
Springfield Utility Board (SUB)	541-746 8451 you receive EWEB/
Northwest Natural Gas	541-342-3661 SUB confirmation #
Cottage Grove Utilities (Water)	541-942-3346

Rural Lane County Utilities

EPUD	541-746-1583
Blachly-Lane	541-688-8711
Lane Electric Coop	541-484-1151

Garbage Service

Sanipac	541-736-3600
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Rent

Please make your rent payments payable to Chinook Properties, Inc. (we can not accept cash) and mail them to us at: 1590 High St., Eugene OR 97401. We do not pick up rent at your property.

The rent is due in our office and payable on the first day of each month. Payment must be in the form of a personal check, cashier's check or money order. You must notify the property manager immediately if you foresee some unusual circumstances arising which may prevent you from paying your rent on time. The property manager will help you establish a reasonable date upon which the rent must be paid. If the rent is not paid on or before said date, including the late fee if applicable, the appropriate legal action will be initiated.

Rent payments not received by the first of the month are delinquent, which is in violation of the rental agreement and constitutes grounds for eviction. Any rent payment accepted after the 4th of the month must be accompanied by the late fee stated in your rental agreement. Therefore on the 5th of the month, full rental amount is due PLUS the \$50.00 late fee.

Residents who pay by personal check will be assessed \$35.00 for bank service charge if the check is returned by the bank for non-sufficient funds (NSF).

After two bounced checks, you will be required to pay by money order or cashiers check for six months in order to resume payment by personal check.

Pre-Condition Move-in Check List

A blank move-in page is enclosed in your rental agreement. We ask that as you are moving in you note on this page any stains, holes, tears, scratches, broken anything you'd like us to be aware existed prior to your move-in. You have 7 days to return this form to our office where it will be made a part of your file. Please keep a copy for your self.

Pet Policies

No animals may be kept on the property without management's written authorization, and that includes animals that belong to your guests. If your pet is not specifically mentioned on your original rental agreement, you would need to have advance written permission from Chinook Properties to add any pet. We usually do not allow the addition of pets after you have signed the original rental agreement. If we allow you to add a pet, you may have to pay an additional pet fee and/or an additional security deposit. We do not allow kittens, puppies, as well as certain breeds and sizes of dogs; such as Pit Bulls, Rottweilers, Dobermans or German Shepherds. We require a completed Pet Agreement and a picture of your pet(s).

Maintenance

We strive to handle your requests for maintenance in a timely manner. Please do not let maintenance and repairs go without mention. We take pride in keeping our properties in good repair and we require that you do too.

If you have a maintenance request, please call our office. If it is an after-hours emergency and requires immediate attention, please call our emergency number at 541-501-1888. Please use this line for emergencies only. An emergency is defined as anything life threatening or harmful to the building or yourself. Emergency calls will be handled right away.

Once you have reported a maintenance request, you will be notified as to when you can expect a repair person to arrive. If you are not available to receive this notification or do not have an answering machine, it will be difficult to schedule a repair. If you will allow us to enter your home without you being present to make the repairs, please let us know.

Please do not expect our maintenance workers to repair items which are not on their work order. If you have additional requests, you must call the office.

You are required to take normal care of your rental property and its equipment. Here are the normal maintenance items that you are responsible for:

Smoke detectors: It is your responsibility to check the smoke detectors on a frequent and regular scheduled basis. We assure that these smoke alarms are functioning prior to your move in. It is your responsibility to replace dead batteries. If you have any problems with the smoke detectors, call us immediately.

Furnace and air conditioning filters: If you pay for the heat, it is your responsibility to keep these filters clean. We suggest you replace filters monthly. This will keep your utility bills lower and prevent any damage to the furnace. When doing routine inspections in your unit, if we find that the filters have not been cleaned or changed, we will proceed to do so and bill you for it.

Faucets/Water Heaters: Please report any leaky faucets, toilets or water heaters to us immediately.

Plumbing stoppages: You must keep your drains free of grease, hair, lint or other such obstructions which can clog them. Occasionally flush drains with a good drain cleaner. The owner will pay for stoppages caused by faulty construction or tree roots. If you should have a stoppage you are unable to eliminate, call us. However, please note that you will be required to pay if the plumber determines that the stoppage was caused by the negligence or improper use by the occupants. Some stoppages are the result of occupant error. Most common types are hair build-up in drains and improper garbage disposal operation.

Pest Control: Our properties should be clean and free of pests when you move in. The tenants of a single dwelling unit shall be responsible for the extermination of any pests on the premises and every occupant of a unit in a multi-unit dwelling shall be responsible for the extermination of any pests on the premises; and every occupant of a unit in a multi-unit dwelling shall be responsible for extermination within the unit whenever that unit is the only one infested. Ordinary cleanliness and care, particularly picking up after your pets, will prevent insect problems. It costs \$125 - \$175, or \$35 - \$60/month to have exterminators spray for ants. It is nasty stuff sprayed in and around the house and it will slow ants down for a while, but it does not get at the nest like Terro®. Exterminators only guarantee their service for 3 months. Owners are not willing to pay for this treatment, as it is often rendered ineffective by unclean situations and food sources left out for the ants. Almost every home in Eugene is prone to, or has had an ant problem at one time or another.

The most common type of insects is little black sugar ants. The best prevention is to keep your home free of food crumbs and garbage. If ants persist we suggest using the product Terro®. It is sold in all grocery stores. It is a thick, clear, liquid that you place on a little piece of cardboard. Put this in the known path of the ants. Ants will be attracted to this lethal nectar and return it to their nest. Once the stuff has been consumed, replenish and wait for next wave of ants. Please remember to keep Terro® out of reach of kids and pets. Do this for 2-3 weeks and the problem should be solved.

Lighting: You will be responsible for replacing light bulbs and fuses.

Floors: Floors should be wiped clean with sponge mop and mild soapy water on a regular basis. Please use mild soaps and waxes. Do not use strong abrasive products as they can severely damage the floor.

Carpeting: Carpeting should be vacuumed frequently to prevent a build-up of dirt. In most cases you have paid a carpet cleaning fee so you will not be responsible for having the carpets cleaned when you move out. However you may be required to have your carpets professionally cleaned during your tenancy, if Chinook Properties, Inc. deems that your carpets are excessively dirty.

Locks: You are responsible if you lock yourself out of your unit, break or lose your key. We will not come over to let you in. You can either come to our office during normal business hours and buy a new copy or hire a locksmith. You cannot change your locks without written consent of the agent. Any repair or replacement of tampered locks will be charged to the tenant.

Screens: Screens will not be added or replaced by the owner. Existing damaged screens during your tenancy will be charged back to you. If you wish a screen(s) for a window we suggest the sliding type you can put in and take with you on move-out. You can find these at Wal-Mart, Jerry's and most home improvement stores.

Lawn and garden: You are responsible for the care and feeding of your yard. This means watering, mowing and weeding. We expect that the yard be kept and left in the same condition as when you moved in. If you are unable to keep the lawn in satisfactory condition, we will hire professional yard service and you will be billed for their services.

Occupancy

It is our policy that a guest staying with you longer than 7 days is no longer a guest but a roommate. This person will need approval from Chinook Properties, by filling out an application and paying a \$20.00/\$30.00 application fee and be screened. This is necessary so that we know who we have living in the property. Failure to do so may result in termination of your rental agreement.

Vehicle/Parking

Parking is permitted only in designated areas, and violators will have their cars towed at their expense. All cars must be operational. Expired license plates indicate a stored vehicle and such vehicles will also be towed at the vehicle owner's expense. Please do not park cars on grass or any other surface not specifically designed for parking.

Renter Insurance

As a renter, you are responsible for obtaining your own Personal Property and Liability Insurance. We are not responsible for any damages, loss to your personal property or personal injury to you, family or guests. Therefore we strongly recommend that you contact your insurance agent regarding coverage.

Decoration

Often residents want to improve their home by painting and or installing wallpaper or new floor covering. We do not allow any types of improvements performed by the tenants. If you have questions or suggestions regarding this, please contact us.

Appliances

Ranges must be cleaned frequently to prevent spilled food from becoming baked on and to avoid a build up of grease which may create a fire hazard. The exhaust fan filter should be cleaned regularly in warm soapy water.

For efficient operation, refrigerators which are not frost free must be defrosted when frost gets ½ inch thick. To defrost, remove the contents from the freezer turn the control knob to defrost or off, and place a pan of warm soapy water in the freezer compartment for 20-30 minutes. Repeat as necessary to loosen ice. Do not scrap ice with sharp or pointed instruments.

Garbage disposals: Garbage disposals are normally trouble free if used properly. Never overload the disposal. If by accident you do, the safety overload switch will shut the motor off. Always run cold water when operating the disposal and completely flush out the unit. Never put drain cleaner in the disposal. If the disposal does get clogged or jammed, call us. Never attempt to dislodge material with your hand.

Disturbances

Parties are not allowed in the properties we manage. Everyone is entitled to peace and quiet. If we get noise complaints from other tenants or neighbors regarding your apartment or house we will consider

this a breach of your contract and we may evict you. We also consider playing loud music after 10:00 p.m. as acts that could disturb the right to peace and quiet for the other residents. Please be considerate. We also request if other residents are disturbing you that you please contact us. If you feel that the police need to be involved in the disturbance, please call them and then call us. Your neighbors have been informed that if loud disturbances are occurring, that they should notify the police. If the police arrive at your home due to any such disturbance, you could be fined by the police as well as evicted.

Move-Out

You are required to give us a written notice prior to the date you intend to terminate your rental agreement. We require a 30-day written notice to vacate. If you plan to move out, but have not established a definite date, please let us know of your intentions. When moving out please:

1. Clean your home thoroughly.
2. Pay all rent and other charges which may be outstanding .Withholding the last month's rent from the Security Deposit violates the law.
3. Turn in all keys and garage door openers to our office.
4. Give us your forwarding address
5. Notify telephone and all utility companies that you are moving.
6. Notify the Post Office regarding your change of address.

Upon receipt of your notice we will send you a move-out information packet. Please note, if not all tenants are moving out at the same time you will not receive this packet. In addition, any additional Security Deposits obtained from add-on tenants for any reason will remain with the property until all the tenants have vacated.

Your deposit will be returned to you as soon as possible. By law we have 31 days from the time your keys are turned over to us to get the deposit back you. If you don't know your forwarding address when you send your notice to vacate, please call us when you have your new address.

We will clean the carpets at the end of your tenancy. This will come out of your security deposit. We suggest that you do not clean the carpets at the time of move out. In nearly all cases, some cleaning will be necessary at move out, regardless of how much cleaning you do. When this cleaning is done it will be deducted from your security deposit.

If you vacate the property prior to the end of the lease term, you will be responsible for the rent during the remaining term of the lease. However, we will do our best to try and lease the property.