CHINOOK PROPERTIES, INC
1590 High St, Eugene, Oregon 97401 541-484-0493 800-678-2252
FAX: 541-343-7507 info@chinookproperties.net www.chinookproperties.net

MOVE-IN GUIDELINES & REFERENCE GUIDE

OFFICE HOURS
Our office hours are Monday through Friday, 9am - 5pm. We are open through the lunch hour. We are closed for New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, day after Thanksgiving & Christmas

AFTER-HOURS EMERGENCY NUMBER: 541-501-1888 - Please see: What is an Emergency Section

If we have left a "For Rent" sign or lock box at your new home, please allow us time to pick it up, if after a couple weeks, we have not been able to pick it up please send us an email letting us know it is still there. Leave the lawn sign anywhere that is visible to the person picking it up. We attempt to pick these items up as quickly as possible once a property has been rented.
During the summer months this process can take longer, as soon as we are able we will pick them up

UTILITIES
Tenant(s) must change all utilities into tenant(s) name within **24 hours** of taking possession. All utility bills from the date you took possession of the property forward, received by landlord, will be charged to the tenant's account. Utilities not transferred to the tenant within **5 days** of taking possession of the property will be automatically terminated. You will then need to contact the utility company to get serviced back on at the property. Any expense associated with the renewal of utilities will be at the expense of the tenant.

Please NOTE: You must provide us with the confirmation number(s) of the utility company you obtain service from. If the property has gas you will need to contact the gas company unless otherwise stated. Please put the confirmation number on your move in condition report.

Electric / Water / Sewer / Gas Companies:

Eugene Water and Electric Board (EWEB)	541-484-6016
Springfield Utility Board (SUB)	541-746 8451
Emerald People's Utility District (EPUD)	541-746-1583
NW Natural (Gas)	541-342-3661
Blachly-Lane CoOp (Electric)	541-688-8711
Lane Electric CoOp (Electric)	541-484-1151
Pacific Power (Electric)	800-469-3981
Rainbow Water District (Water / Sewer)	541-746-1676
City of Cottage Grove (Water / Sewer)	541-942-3346
Junction City Public Works (Water / Sewer)	541-998-2153
City of Harrisburg (Water / Sewer)	541-995-6655

Garbage Service:

Lane Apex	541-607-2042
Sanipac	541-736-3600
Junction City Public Works	541-998-2153
Cottage Grove Garbage Service	541-942-8321
Republic Services (Harrisburg)	541-928-2551

RENT PAYMENTS

Rent payments are due on the 1st of each month and late on the 5th of each month. Rent is payable to Chinook Properties by personal check, cashier's check or money order (cash **is not** accepted) and either mailed to or dropped off at 1590 High St, Eugene OR 97401. We have a 24hr secure drop box located on our front porch. **The property address and tenant's name is required to be on the check or money order. We prefer not to have the check or money order in an envelope (unless mailed).**

PAY RENT ONLINE! AVOID LAST MINUTE TRIPS TO THE RENT DROP BOX!

Pay your rent online directly from your checking account (E-Check) with **no extra charges or fees**! You can also pay rent with your Credit or Debit Card for an additional fee (this fee does not go to Chinook Properties. It is charged by the 3rd party vendor that arranges for that transaction).

How Does It Work?

1. Once you receive your activation email from our office, click on the link.
2. If you do not receive the email go to the TENANT section of our website, then click on TENANT PORTAL/PAY ONLINE. An activation email will be sent to you on the next business day.
3. Create an account, then log into your resident portal. Click the: Make a Payment button for a one-time payment OR Set-Up Auto Pay for recurring monthly rent payments.
4. When you see the pop-up dialog box asking you to select your preferred payment method, select either E-check (direct from your bank account with routing and bank account number) OR Credit / Debit Card option.
5. You will then be prompted to enter your payment amount. You can enter any amount up to $3000.
6. After entering the required information for either a credit / debit card payment or an E-check payment, click "Make This Payment Now."
7. Your payment is immediately processed and credited to your Chinook Properties tenant account. You will receive an online confirmation as well as an email confirmation.

You must notify the property manager immediately in writing only (no calls) via email or mail 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 4th of the month are delinquent, which is in violation of the rental agreement and constitutes grounds for eviction. Any rent payment accepted after midnight on the 4th of the month must be paid in full. We will not accept partial rent payments after the 4th of the month.

Residents who pay by personal check or through the online tenant portal will be assessed $35 for the bank service charge if the check is rejected by the bank for any reason (non-sufficient funds, inaccurate account information, etc.) plus the late fee (if problem is not corrected and new payment received before the 5th).

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

MOVE IN CONDITION REPORT

- 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. All questions you have about the property condition need to be listed here as well. Any item not in working condition will need to be listed. **Please highlight any items that you would like addressed (this does not guarantee that they will be repaired or replaced, but we will look in to the request)**.
- Photo documentation is best to have in your file. You can submit photos of the condition of the property by flash drive or CD.

- You have 7 to 14 days to return this form to our office. Please keep a copy for yourself and allow time for us to review and make necessary work orders. If you do not hear from us or our vendors within the first month of your tenancy please feel free to email us for an update. This process takes longer in our busy season (May – through September).
- **Some items will be considered conditional and not repaired (missing screens, nails or nail holes in walls, paint condition, carpet stains, bent blinds, etc. are examples of items that are typically items not replaced) Please still list these items on your report to document previous condition. If you would like us to check with the property owner regarding them please highlight the items.**

PET POLICIY

Please see our pet policy information on our website. An unauthorized pet found at the property will be in violation of the rental agreement. Guest's pets or visiting pets are considered an unauthorized pet and will be in violation of the rental agreement.

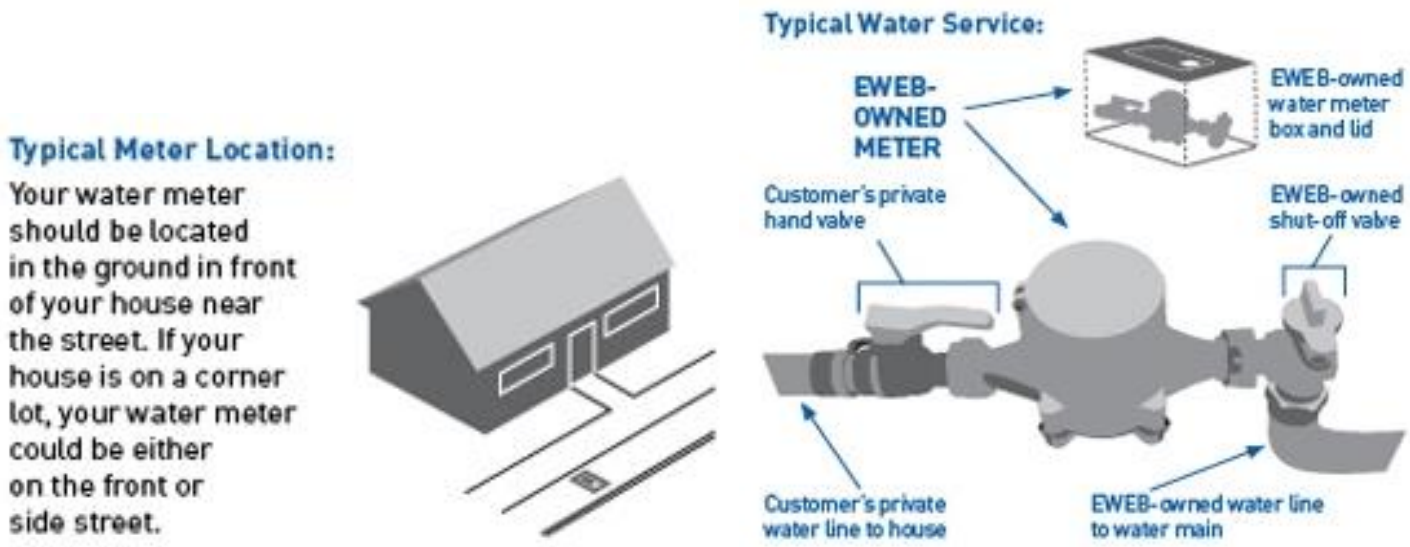
MAINTENANCE & EMERGENCIES

We strive to handle your requests for maintenance in a timely manner. Please report maintenance issues immediately. All maintenance and repair issues, except emergencies, need to be in writing. We will not accept repair items by phone.

WHAT IS AN EMERGENCY?

Call our office at 541-484-0493, option #2 (during business hours) for all emergencies. **Only after business hours call emergency number at 541-501-1888.** The following conditions are considered emergencies:

- **Fire –** Call 911 first, then our afterhours number
- **Smoke Inside Unit –** Call 911 first, then our afterhours number
- **Smell Gas Inside Unit –** Call NW Natural @ 541-342-3661
- **Burst Pipe or Any Excessive Water Leaks –** Turn off water to the home via your main water shut-off valve (see below for location) first, then our afterhours number
- **Sewage Back-Up –** Stop all water use first, then our afterhours number
- **No Heat and Outside Temperature is Below 55° –** Call our afterhours number
- **No A/C (if property has AC) and Outside Temperature is Above 90° –** Call our afterhours number



Emergency maintenance requests will be addressed as quickly as possible, based on availability of resources such as parts and/or service personnel. Completion of repair may not be same day. Anything not listed above is not an emergency.

All non-emergency maintenance requests must be in writing. You may submit maintenance requests the following way (in order of Chinook Properties preference):

- Through your Tenant Portal (you can track maintenance request status)
- Through the Tenant section of our website and use the online maintenance request form
- Email it to info@chinookproperties.net
- Fax it to 541-343-7507
- Bring in request in writing

Once you have reported a maintenance issue, we will send a work order to the vendor(s). The vendor will call you to arrange access. If you are not available to receive their call or do not have voicemail, it will be difficult to schedule a repair. If you will allow the vendor to enter your home without you being present to make the repairs, please let us know at the time the maintenance request is submitted.

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

You are required to take normal care of your rental property. Normal maintenance items that you are responsible for:

- **Smoke Detectors**: Law requires one smoke detector per floor and outside of the bedrooms. It is your responsibility to check the smoke detectors on a frequent and regular basis. Your devices should be in working order prior to you moving in. If they are not note it on your move in condition report.
    - **Smoke Detector Beeping? –** Replace the batteries. If the detector continues beeping, submit a maintenance request (you will be charged for the service call if dead or dying batteries are the cause of the problem)
- **Furnace / Air Conditioning Filters**: 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**: Report any leaky faucets, toilets or water heaters to us immediately
- **Plumbing Blockages**: You must keep your drains free of grease, hair, lint, feminine products or other such obstructions which can clog them (you will be charged for the service call if these items were found to be the cause of the stoppage). Occasionally flush drains with a good drain cleaner. The owner will pay for blockages caused by faulty construction or tree root. If you should have a blockage you are unable to eliminate, submit a maintenance request. Please note that you will be required to pay if the plumber determines that the blockage was caused by negligence or improper use by the occupants.
- **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.
    - **Ants –** The most common type of insects are 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. 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. 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.

- **Mice / Rats –** The best prevention is to keep your home free of food crumbs and garbage. If mice or rats persist we suggest setting traps and / or poisons, such as Decon. Also purchase some steel wool to fill any access holes that they are using to access the property. These items are sold in all grocery stores or home improvement stores. It costs $95 - $200 to have exterminators place traps and come back to remove the traps. They will not but steel wool in holes which allows more to enter. Exterminators do not guarantee their service. Owners are not willing to pay for this treatment, as it is often rendered ineffective by unclean situations and food sources left out.
- **Spiders –** There is not a prevention to keep spiders out. If spiders persist we suggest buying a spider spray that can be found at any grocery or home improvement store. The spray will only kill the spiders in the unit and not prevent more from entering. Exterminators spray for spiders but there is no guarantee since spiders are not pack insects. Exterminating the spiders currently in your property will have no effect on other spiders or prevent future intrusion. Spiders typically only intrude when temperatures are extremely high or low and will leave when temperatures return to average. It costs $75 - $125 to have exterminators spray for spiders. Owner are not willing to pay for this treatment, as it is ineffective and costly.

- **Lighting**: **Lights not working during your tenancy?** Ensure the bulb is compatible with the fixture. If still not working, replace the bulb. Chinook does not replace light bulbs, under any circumstances, regardless of height, location, or style. You will be charged for the service call if an incompatible or missing bulb is the cause of the problem.
- **Electric Problems:** Certain electrical problems may be due to a tripped breaker. Always check your breaker box (all breakers should be turned off and back on) before calling for service. Also check around all sinks in kitchens and baths for any tripped GFCI (Ground Fault Circuit Interrupter) outlets that may be the cause of the problem. Pressing the reset button on these outlets will often restore power to that outlet and those around it. You will be charged for the service call if a tripped breaker or GFCI outlet is the cause of the problem.
- **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 deems that your carpets are excessively dirty.
- **Locks**: You are responsible if you lock yourself out of your unit, break or lose your key. You may borrow a set of keys from the Chinook Properties office to make yourself another copy and return the originals to the office. You cannot change your locks without written consent. If consent is given your will be required to supply Chinook Properties with 3 copies of the new key. Some properties may require the use of a particular locksmith to do so. Any repair or replacement of tampered locks will be charged to the tenant.
- **Screens**: Screens will not be added or replaced by the owner. If you move into a property and there are screens missing it is considered conditional. 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. Damaged screens during your tenancy will be charged to you.
- **Lawn and Garden**: You are responsible for the care and feeding of your yard, unless the rental agreement states otherwise. 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; they are required to go through the application process as an add-on for the property. It is necessary for us to have a record of all occupants.

Failure to do so may result in termination of your rental agreement. They will need to fill out the paper application and meet all criteria. Email fd@chinookproperties.net with add-on applicant questions.

- **Vehicle / Parking:** Parking is permitted only in designated areas and violators will have their cars towed at their expense. All cars must be operational. Vehicles with expired license plates will be towed at the tenant'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 type of improvements performed by the tenants. If you have questions or suggestions regarding this, please email us for further discussion.
- **Appliances:** Ranges must be cleaned frequently to prevent spilled food from becoming baked on and to avoid a buildup 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**: Normally it is 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 a drain cleaner in the garbage disposal. If the disposal does get clogged or jammed, submit a maintenance request. Never attempt to dislodge material with your hand.
    - **Garbage Disposal won't work?** Make sure you've pushed in the reset button located on the bottom of your unit. You will be charged for the service call if a tripped reset button is the cause of the problem or if there were foreign objects found in the disposal that caused damage.
- **Dishwasher: No power to dishwasher?** Flip any nearby light switches, and check dishwasher again. You will be charged for the service call if a light switch in the incorrect position is the cause of the problem.
- **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, neighbors or police reports regarding your residence we will consider this a violation of the rental agreement. We also consider playing loud music after 10pm 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 from your property.

Move-Out

You are required to give us a written notice prior to the date you intend to terminate your rental agreement. If you are in a lease you are still required to give notice that you will not be renewing the lease and vacating. **We require at least a 30-day written notice to vacate.** Forms can be found under the tenant section of our website or in the lobby of our office. Make sure you fill out the correct 30 Day Notice form. Feel free to contact our office with questions. The form will require signatures from all tenants, regardless of whether it is one or all tenants vacating the property. If you plan to move out, but have not established a definite date, please let us know of your intentions. When moving out please:

- Remove all items from the property and clean the property thoroughly
- Pay all rent and outstanding charges. Withholding last month's rent to be taken from the Security Deposit is not allowed. If you do not pay rent you may be faced with an eviction.

- Turn in all keys and garage door openers to our office once you are finished. They can be put in our drop box on our front porch 24 hours a day, 7 days a week as long as the address is on them.
- Submit your forwarding address with your keys. The form will be mailed and emailed to you once we receive your notice to vacate. Without this form we cannot guarantee your security deposit accounting will reach you as law requires us to mail it to your last known address, without this form that would be the property you just vacated.
- Notify utility companies that you are moving. You are responsible to pay for these services through the date you turn in keys and relinquish possession of the property. If you terminate utilities early we will bill you for the balance.
- Notify the Post Office regarding your change of address.

Upon receipt of your notice we will send you a move-out information packet that will explain monetary amounts due prior to you vacating. 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 will remain with the property until all the tenants have vacated the property. By submitting your notice to vacate prior to all tenants vacating you relinquish all rights to the security deposit refund.

Your deposit will be mailed to you within 31 days from the time your keys are returned to us. If you don't have a forwarding address when you turn in your keys, 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 or until the unit re-rents. Any leasing questions should be in writing to info@chinookproperties.net

Thank you,
Chinook Properties