



A & D PROPERTY MANAGEMENT TENANT HANDBOOK

A & D PROPERTY MANAGEMENT



TENANT MANUAL

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303 Bonifacio Place • Monterey, CA 93940 • Bus (831) 372-1464 • FAX (831) 372-1494
adpropertymanager@gmail.com www.montereycountyrentals.com

A&D Property Management Welcomes You

A & D Property Management welcomes you as a new resident. ADPM is an abbreviation used in lieu of the full company name, A & D Property Management and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the ADPM Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property has retained A & D Property Management (ADPM) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact ADPM when you need assistance and we have listed how on pages 4, 5, and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. ADPM is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.



Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting ADPM know what you need.

Use the telephone, email, the ADPM website, email access, or written correspondence to contact us. What is important is that you **DO** contact us when you need assistance. Remember ADPM is here to help you

Voicemail

If, during the day you reach our voice mail system, leave a message, complete with your name and the telephone numbers where ADPM can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

We have a voicemail system that will allow you to leave a message for us 24 hours a day, 7 days a week. If your problem is an emergency, there are instructions for you to follow in our message.

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the ADPM voice mail system during office hours or after the office has closed you will be instructed to call our emergency number which is **(855)559-5525**. To clarify if this is an emergency please refer to page 10-11 under "If this is an emergency."

Change of information

It is important that you notify ADPM of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and ADPM will put your email address in our database. This will enable us to contact you quickly and efficiently when needed.

Website

The ADPM website, www.montereycountyrentals.com, contains important information for tenants.

General Office Information



Address information		
P.O. Box 4018	P.O. Box 4018	
	Monterey, Ca. 93942	
Street Address	303 Bonifacio Place	
	Monterey, Ca. 93940	
Telephone	A&D Office	
Business #	(831) 372-1464	
FAX #	(831) 372-1494	
Internet		
Email	adpropertymanager@gmail.com	
Website	www.montereycountyrentals.com	
Office Hours		
	Monday – Friday AM	10 - 12
	Monday – Friday PM	1 - 4
	Saturday	Closed
	Sunday	Closed
	Holidays	Closed
After Hours Emergency	Call (855) 559-5525	



Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give ADPM the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, either via email or a hard copy, in accordance to your preference. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call.

Utility/Cable Companies

When you rented the property, ADPM cancels the utilities, in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. This handbook contains the telephone numbers of the utility services.

Rental payments

Rent is due on the first of each month and late if not received by midnight of the fifth. If you know that you will have a delay or problem paying by the due date, please contact our office so we are aware of any problem in this matter.

ADPM receives rental payments by:

- US mail- to PO BOX
- In the ADPM office- available 24/7 through mail slot in the front door.
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the ADPM bank, saving you time. This service is free to all of our tenants

ADPM does accept rental payments in cash through all 7/11 Convenience stores and CVS:

Cash payments for rent can be paid through our software system. This is convenient for our residents without bank accounts Pick up a form from our office and you can go to any 7/11 or CVS and pay rent in cash. The 7/11 clerk will scan the form provided by A&D and give you a receipt for your rent payment. Fees apply for this service \$3.99 for any rent payment transaction up to \$1500.00

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the ADPM late fee will be imposed if rent is not received by midnight on the fifth of the month.



- Service fee – the ADPM service fee is \$75.00, if a notice to pay or quit is served or any other lease violation.
- Maintenance charge – ADPM will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If ADPM receives a service call billing, you are responsible for reimbursement.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If you are uncertain about any of the above items, contact A & D Property Management for help.

Maintenance

Tenant Renovations/Alterations

It is the ADPM policy that tenants do not do repairs or alterations. You agreed to this in the ADPM rental agreement/lease.

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. We want you to report maintenance items. Additionally, please do not wait until Friday afternoon to call in work orders. Also, do not use Drano to attempt to fix drainage issues, we found that this method does not work. Finally, please report issues as soon as they are apparent, problems do not get better if they are not treated and certainly do not fix themselves.

However, there are items that are the tenant's responsibility and we have listed them

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 3 months.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice



- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company PG&E at (800) 743-5000 and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service PG&E at (800) 743-5000 or 911,
- After contacting one of the above sources, then call the ADPM office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the ADPM office number 372-1464, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat, but ADPM recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

Non-emergencies:

- Call ADPM with the information needed for repairs. We will assign a vendor to contact you
- If you are not available to be at your residence for repairs, with your permission we will provide the vendor with a key to complete required work.
- Vendors are required to make appointments with tenants unless other, arrangements (giving vendor permission to enter), is a better solution for you.
- Remember, this is a NON-EMERGENCY item but in most cases, the vendor will make an appointment for repairs in a timely fashion.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the ADPM office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 2-3 business days, call the ADPM office to let us know that a vendor has not contacted you.
- We will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call ADPM and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.



Preventative cleaning tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous. Do not wrap stove drip pans or stove hoods with aluminum foil.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to ADPM as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “high,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.



- Report any major drafts to the ADPM office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up. Not only does renters insurance protect your property it also insures against any liability you or your guests might create.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.** There is also an option to obtain renters insurance through our software program Appfolio

Safety Tips

The safety of you and your family is important to ADPM and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to ADPM.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.



- If you suspect an electrical problem, report it to ADPM immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the ADPM office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify ADPM how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as the post office or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.



- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies

- Maintenance emergencies:
 - Please follow the maintenance instructions and call ADPM when appropriate.
 - ADPM requests that you treat the ADPM staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - ADPM requests that you call emergency services first in a disaster.
 - Then notify the ADPM office as soon as possible what has happened.
 - ADPM will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the ADPM office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

ADPM has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify ADPM of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Frequently asked questions



ADPM has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent before the 5th of the month?

- As outlined in this Handbook, the rent is due on the 1st and late if not received by midnight of the **5th** of the month. Once the 5th of the month passes, we begin preparing Notices to Pay or Quit. ADPM serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify ADPM and obtain written permission to install the lines.

Can I have a satellite dish?

- No, unfortunately we do not allow tenants to have satellite dishes due to the obstruction it causes to the building it attaches to. However, you have the option to put a satellite dish on a pedestal that causes no obstruction to the building.

I did not have a pet when I moved in; can I have a pet now?

- Notify your ADPM management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your ADPM management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. ADPM will need documentation from you to show you can support the property by yourself. ADPM will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the ADPM Partial Notice to Vacate and we also require a letter giving up the right to a .

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and ADPM must approve the person PRIOR to them moving into the property. You can obtain applications at the ADPM office. If ADPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements which will require a \$50.00 rewrite fee.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. ADPM tenants are required to give a **30 day** notice prior to moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.



- If you need to move and you are still committed to a lease period, contact your ADPM management team to discuss your options.
- Notices must be in writing. The day ADPM receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- ADPM does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to ADPM to give out rental references.

Setting up your move out appointment

- After you submit your Notice to Vacate, ADPM will send you a move out letter with instructions. This will instruct you on what to do during the notice period, and how to set up your move out appointment. You will be charged rent until all keys and possession of the unit has been returned to ADPM.
- ADPM only performs a final move out after the tenant has vacated and turned in all of their keys to the property.
- It is the responsibility of the resident to deliver all keys and openers to ADPM, either at the move out appointment or delivery to the ADPM office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your ADPM management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

- Have the property cleaned throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out-including screens.

Replacements



- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.
 - Keyed bedroom door knobs

Pest control

- If you have a pet, you will be required to have the carpets professionally cleaned and also treated for fleas.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles and make sure you do not leave full trash cans for the next residents.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. ADPM remits security deposit transmittals within **21 days** in accordance with the state landlord/tenant law. Remember, ADPM wants your move out to be a pleasant and successful process.

We hope that you have found the *ADPM Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your ADPM management team.



Have a successful residency