

Renters Handbook

Version 2018 - 1

For Anita's Rentals

405 NW North Street
Pullman, Washington
99163

509-332-8602, emergency only 509-432-4002

anita@anitasrentals.com
www.anitasrentals.com

This Handbook contains answers to frequently asked questions, and procedures and policies to guide you during your lease period with Anita's Rentals.

Anita's Rentals is owned and managed by Anita Hornback, John Chapman, and Aaron Yokomura. We have been in operation since 1989.

How to contact us:

By phone - 509-332-8602. You may call between 9 a.m. and 9 p.m., seven days a week, unless it is an emergency. Emergencies are loss of heat in the winter, fire, gushing pipes, etc. The Emergency number is 509-432-4002. Our phone is in our family home, and we will hear it ring at night. We have voice mail, which may pick up even if we are home - on the phone with someone else, or just don't get to the phone on time- so be sure to leave a message.

E-mail - you may send e-mail to anita@anitasrentals.com. E-mail is appropriate for messages that do not need immediate attention. Several days may go by before the e-mail is checked. E-mail is good when you are away from Pullman, for routine repairs, or to ask questions that occur to you in the middle of the night.

Mail - thru the U.S. Post Office to 405 NW North Street, Pullman, Wa. 99163, or come by and leave a note in the drop box (box on Garage, on way to front door at North Street, or for residents of 1510 NW Turner, the box in Lobby from the first to the fifth of any month.)

Paying Rent:

Your rent is due on the **first** of each month, with a grace period of five days. Rent received on the seventh of the month or later is considered late, and will be assessed a late fee. In unusual circumstances we will waive the late fee if we have been notified by the 6th of the month in question that there will be a delay in rent payment.

It is your responsibility to pay the rent without reminders, and to keep track of payments you have made. I can provide you with a payment statement if requested.

You will be provided with an online Tenant Portal where rent can be paid using an ACH transfer for a small fee. This is the recommended method of payment. Checks, Money orders or Cashier's Checks are also acceptable, however we reserve the right to start charging a processing fee of \$10 per transaction for payments not made thru the tenant portal. **Please note your rental address somewhere on the check – this is your “Account Number”**. Please keep a note of rent payments in your check register.

Several months rent may be paid in advance if you desire.

Rent may alternatively be mailed in, or dropped in the rent drop box at 405 NW North Street. Residents of 1510 NW Turner may use the drop box in the lobby of the building from the 1st to the 5th of each month. Checks need not be in an envelope to go into the drop box, but if you like, a recycled envelope may be used. Cash payments will require you to make an appointment to receive a receipt. Please do not drop cash into the drop box.

When several persons are signed on a lease together, they are all responsible for paying the rent. Each tenant is responsible for paying the rent together (jointly) and separately (severally) in total. Notices of rent due will come addressed to all occupants, including the ones up to date with their rent. It is then your job to arrange for the rent to be paid in some manner. It is the joint responsibility of all tenants on a lease to find a replacement

tenant when one tenant leaves, since you are signed onto one lease. It is the responsibility of all tenants to clean the common areas of the unit for inspection before the replacement tenant moves in.

Repairs/Maintenance

We would like to be able to immediately repair the items in your unit which need service, and will do so whenever we can. The reality of the situation, however, is that the people who perform the work are independent contractors or part-time employees and it can sometimes take some time to schedule the work to be done. Whenever possible we allow Tenants to decide to be there when work is done. My preference is for the tenant to meet the workman, explain the problem, and know the results of the repair. When a Handyman is performing a long list of small repairs he may borrow a key from me so that he can perform the work in a timely manner (It may not be possible to work only when the tenant can be there).

For repairs that need immediate attention - those that involve water/plumbing, electrical service, heat in the winter, etc., please call as soon as you notice a problem. Leave a detailed message if you get the voice mail, including when someone will be at the unit. Remember that a call at 6 p.m. on Friday may not get attended to until the next Monday. Most of the independent contractors set their schedules by about 9 a.m. on weekdays, and getting anything squeezed in after that is problematic. Enter our phone number in your cell phone and call or email between classes if necessary. Don't depend on your roommate to do the calling - do it yourself!!

For other repairs, call or place a note in the mail, drop box, or with your rent, or e-mail me and we will take care of it as soon as possible. Again, be as specific as possible - when did it start, how often does it occur.

Do not perform repairs yourself. Please allow our repair people to do the work. It is not okay to repair something yourself and then deduct the cost from rent (except as described in the Landlord Tenant Act). On rare occasions I have given a tenant permission to purchase something which I will reimburse them for. When this permission is given, the tenant is reimbursed with a check from us, the amount is not deducted from rent. Rent is income, repairs are expenses. **Painting is considered Damage** – do not paint the Unit yourselves. We determine when and if a Unit needs painting, and arrange for the work to be done by a professional and with the correct paint. Do not use a hammer, screwdriver, or any power tool on any part of the property that I own without specific written permission.

All repairs should go thru us first - do not call a repair person on your own unless you plan to pay for it. The exception to this is when we are on vacation and you experience an emergency. We will notify you by e-mail if we will be on vacation, and indicate the procedures to follow. We call-in for messages when we are away.

During the winter months you are required to leave your thermostat at 60 degrees minimum. Less than that could cause freezing pipes, and the accompanying charges and inconvenience. When you leave for vacation in the winter leave the doors open to cupboards that have pipes running thru them which are also on outside walls. If your pipes freeze you are responsible for any damage to your unit, AND to any adjacent units that receive damage from your frozen/burst pipes. Your Renters Insurance might cover this damage – ask them. Renters Insurance is required!

You are required to have electrical service always. It is not okay to turn the electrical service off for the summer months because you are gone. Leave the service on and unplug anything you aren't going to use (except the refrigerator). I require the refrigerator to be on always. The refrigerator can have containers of a liquid put inside of them and turned to the lowest setting, but not turned completely off.

Circuit Breaker Box

There will be a Circuit Breaker Box in your unit which controls the electricity. It is recommended that you familiarize yourself with the breaker box location and how to reset a breaker. You need to use common sense and caution when resetting a breaker. If a breaker trips, there may be an overload on the circuit. Before you switch a breaker back on, check for devices that may be causing the overload – hair dryers, space heaters, electrical resistance heaters (space heaters), computers or other devices that use a lot of power. Unplug the device before you reset the breaker. If the breaker trips a second time – call me and we will have an electrician look at it.

Most breakers flip to an “off” position when an overload occurs. The breaker will not actually flip all the way over – it will just be slightly out of line with the other Breakers. For these breakers, you flip the switch completely off and then back to the “on” position. Some breakers also have a little window that shows a red “flag” when the breaker is tripped. Other breakers flip to a center position when tripped. The handle will be halfway between “on” and “off”. You will need to look carefully to find this type of tripped breaker. You will need to move the breaker handle to the “off” position and then back to the “on” position to reset this breaker. We also have some units with “Push-A-Matic” breakers that turn on and off by pushing in firmly. These have a small box showing a red **off** and a white **on** to indicate if the breaker is on or off.

Please test your Ground Fault Circuit Interrupter (GFCI) outlets monthly. Push the test button, and the GFCI will trip. Reset a GFCI outlet by pressing the reset button on the face of the outlet. These outlets are generally in kitchens and bathrooms. A tiny imbalance in the power and neutral lines will trip the GFCI. The imbalance indicates potential current leakage that could deliver a shock.

Garbage Disposal

If your unit has a garbage disposal installed in the kitchen sink you must run it on a regular basis. Run a strong flow of cold water and start the disposal before you feed any waste into it. Do not put banana peels, onion skins, orange or citrus peels, bones, or grease into the disposal. Never put your hand into the disposal. Use tongs or some other tool to remove items that mistakenly fall into the disposal. If you switch the disposal on and nothing happens (not even a hum), the thermal overload may have tripped. Under the sink, check the body of the unit for a small red or black button that may be marked “reset” or “overload”. Turn off power to the disposal by flicking off the “light switch” above the kitchen counter and then push in this button. Now try the unit again. If it just hums without running, it is stuck and needs to be cleared. To clear the unit, turn off the power again. Look inside the unit for foreign objects, and if you see any, remove them with tongs. Next, look under the sink for a small six-sided wrench (quarter inch Allen Wrench). If there is one there, insert the bent end of the tool into the recessed hole at the center bottom of the disposal. Turn the wrench several revolutions in both directions until the shaft spins freely. Remove the wrench, turn the power back on, and try the unit again. If it still doesn’t work call it in and I will send a handyman or plumber. The appliance repair guys also recommend running a few ice cubes down the disposal on a regular basis to clean the blades.

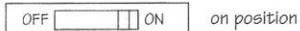
If I send a Handyman to your unit and the problem turns out to be something you have washed into the garbage disposal that should not be there (shot glass, broken glass, bottle cap) then you will be charged for the service call.

Circuit Breaker Resets

Methods to reset typical breakers:

SAMPLE A

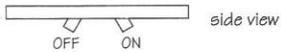
To reset move switch to on position



on position



off or tripped position



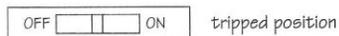
side view

SAMPLE B

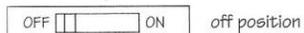
To reset move switch to off position
and then to on position



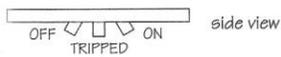
on position



tripped position



off position



side view

SAMPLE C

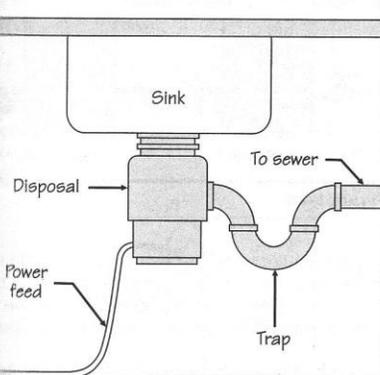


tripped position

Red flag appears when tripped

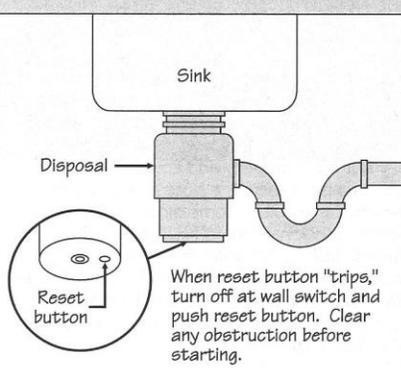
Garbage Disposal

Control switch
on wall

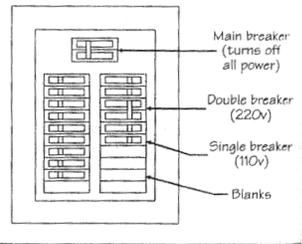


Garbage Disposal Reset

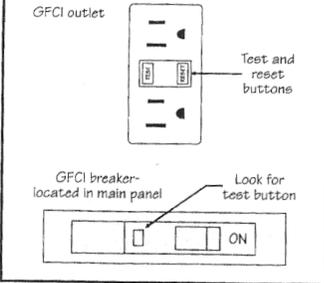
Control switch
on wall



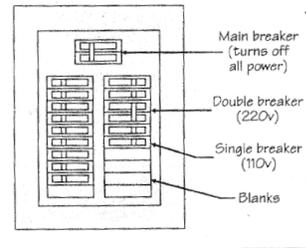
Electrical Main Circuit Breaker Panel



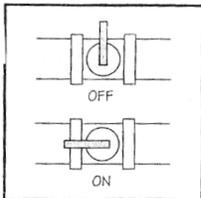
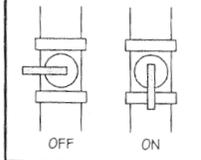
Ground Fault Circuit Interrupter (GFCI)



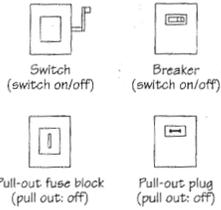
Electrical Main Circuit Breaker Panel



Gas Shutoff Valve



Types of Exterior Disconnects



(A second disconnect will be located inside at the main electrical panel)

Refrigerator

The coils that cool the refrigerator need to be vacuumed on a regular basis. They can be underneath the refrigerator or on the back. A couple times a year pull the refrigerator away from the wall or remove the front grill and vacuum, using a soft brush to loosen the dirt. Refrigerators need air to be moving inside to keep the food cold. Over loading the refrigerator and/or freezer may reduce its ability to cool the food, and you may notice that ice cream is soft or that food is not as cold as you would like. Try to remove some of the items and move the rest of the food to allow for more air movement.

It is required that refrigerators remain running even during breaks to keep the Freon moving. You may turn the setting to a low setting if you want to save electricity. Filling empty milk jugs with water will keep the refrigerator from working so hard to stay cold.

Smoke Alarms and Carbon Monoxide Detectors

You need to keep working batteries in the installed smoke alarms and CO Detectors. The Smoke Alarms should also be vacuumed on a regular basis. Press the test buttons on smoke alarms to make sure they are functioning. Please report to me if a Smoke Alarm or a CO detector is malfunctioning.

Miscellaneous

The filters from the exhaust fan above the range can accumulate grease, decreasing their efficiency. Remove the filters from the exhaust fans and clean with soap and water or in the dishwasher.

If your unit has a dishwasher, then you need to run it on a regular basis, at least once a week, to keep the seals from drying out.

If you have a forced air furnace there will be **filters** that need changing about every two months. It is also important that the filter be the correct size for the furnace. Jot down the size on the furnace that is in the unit, and purchase them yourself or call me to get some for you.

If your unit has a fireplace in it, you must use it carefully and use good common sense in what to burn, how often, and only when it can be watched until the fire goes out. Using wood to heat the unit IS NOT ALLOWED. Extremely large fires, although fun to watch, can crack the firebox and/or start a fire in the chimney. Use well dried wood or a presto-log, not kitchen waste, wrapping paper, plastic or glass, or anything else not intended for the fireplace. Someone must stay around and awake until the fire goes out. Clean out the ashes on a regular basis. In general, fireplaces are not the best way to heat a house. They often pull warm air from the unit and up the chimney. A small fire to enjoy for watching on an occasional basis is more appropriate than every day burning. Fireplaces have a damper, which should be opened while the fire is burning, and then closed after the fire has gone out, or the heat from the house will escape up the damper.

Candles are not allowed, nor any type of open flame. I don't even want to see unlit wax candles in the unit – take them home or give them away. Use plug-in air fresheners or sprays or wax warmers.

Smoking of any kind (including Marijuana, Hookahs, and incense) is not allowed inside of the units.

You are not allowed to have fires outside of your unit. Do **not** build or bring on to the premises a fire pit. In Pullman you need a permit to have a fire outside, and if you are a renter they will ask if you have permission from your landlord. You do not have permission.

Dartboards are not allowed to be hung on the walls of the unit.

No signs, posters, flags, banners, wind socks, or holiday decorations are allowed attached in any way to the outside of the building without written permission from Anita.

Utilities

The tenant is expected to pay for their own gas and electric bills. The landlord pays for the Water/sewer bill and limited Garbage. The number of garbage cans paid for by Landlord is listed on your lease. Excessive trash will be charged to the tenant. We are charged for recycling, whether you use it or not, but we would like to encourage all tenants to recycle.

If you live in a house or duplex, we ask that you help by watering shrubs, and trees. The plants just need to be watered enough to keep them alive, not replenish the aquifer. Water in the cool parts of the day and when there is little wind to cut down on evaporation.

Phone, Internet and Cable connections and maintenance is entirely up to the tenant, inside and outside of the unit. Requests for satellite dish installation will be considered on a case by case basis. They are not permitted to be attached to the outside of the dwelling. They can be mounted in the yard on a post. You will need written permission from me to have a dish installed.

Renters Insurance

The owners' insurance policy only covers the structure and surrounding land. Your personal belongings are not covered, including your car. Liability for damages caused by you is not covered on our policy. Renters Insurance is required on your personal belongings and for personal liability. Contact a local Insurance Company, look online, or consider being on your parents' policy, if appropriate. Please list Anita's Rentals as an "Additional Insured" or "Additional Interest", and get coverage for \$100,000 liability.

Storage

All personal items must be contained inside of the unit or inside your storage room if you have one. The exception is BBQ's or grills, which should be used at least 10 feet away from the building sides, but stored close to the building, preferably covered for winter storage. 1510 NW Turner, 960 NE B Street, and 615 SE Holbrook have assigned places where BBQ's can be used and stored. Do not use them anywhere except in these assigned spaces. Outdoor type furniture is appropriate in some locations: upholstered furniture is not allowed to be outside at any time, according to City Code. Also, bicycles, strollers, or other equipment should be stored inside of your unit or your storage room if you have one, or tucked away out of walkways, and with a minimum of visual impact from the street or to other tenants. Residents of 1510 Turner can store bicycles in the main lobby. It is recommended that items in the storage rooms at 960 NE B St and the NE Gaines duplexes be placed on pallets or bricks in case of water leakage. Other items require Landlord permission to be left outside of the unit.

Common areas of multi-unit buildings are for moving about the building, and should not be used for storage of personal items, storage of trash, or for entertaining. Please be considerate of your neighbors.

Laundry Facilities

For multi-unit buildings with shared coin-op laundry facilities, I will ask that you be considerate of the other residents in the building about leaving of your laundry in the washer or dryer. If someone has checked a machine, and an hour later the same clothing is in it, they have permission to carefully remove the clothing and to put it in a laundry basket if one has been left there, or in a clean plastic bag, and then proceed to use the machine.

Equipment failure or malfunction should be reported to the number posted on the machine so that prompt repairs may be made.

Animal and Pets

Written permission is **required** from the Landlord to have any kind of **animal** at your unit for any period. Please do not bring an animal home without **PRIOR** written permission. Written permission for one animal does not imply that any/all animals are okay. There is a \$100 penalty for each occurrence of having an un-approved animal at any rental unit, inside or out. We allow Cats at most of our rental units. We allow Dogs at the State Street duplexes (as well as cats). The City of Pullman ordinances only allow a maximum of three cats per dwelling unit, maximum of three dogs per dwelling unit, and a total of cats and dogs of four animals. We currently charge an annual NON-REFUNDABLE Animal Fee of \$100 per animal for Dogs, and \$50 per animal for Cats. Cat litter boxes must NOT be placed on carpeting. If the only space available is a carpeted area, then put a piece of plastic at least 4 feet by 4 foot under the litter box area and keep the plastic cleaned up. Small caged animals are permitted within reason, and do not require a pet fee, but will require written permission. If noise or smell affects neighboring units, or if noise, smell, or damage is noticed during an inspection, then you may be asked to remove the animal(s) permanently. An aquarium is okay, but also requires written permission. Ferrets, rabbits, skunks, iguanas, and Boa constrictors are not allowed inside or outside any of our units.

The visiting dog policy is as follows: If you have a friend who owns a dog, and the friend comes to visit, the dog can be on the property if the owner accompanies the dog. If the owner leaves the property, then the dog leaves the property. This includes short trips to the store or longer lengths of time. Owner leaves = dog leaves. That may mean the dog is in the owner's car, but not in the rental unit. Dog-sitting is not permitted for any period.

Indoor Plants

There will be a limit of 10 indoor plants per unit. Excessive indoor plants can cause mold, and can rot the subfloor under the area where the plants are kept. You are not allowed to grow Marijuana on the premises, indoors or out.

Vehicles

No vehicle belonging to a resident or a member of the resident's family, guest, or employee shall be parked in such a manner as to impede passage in the street or on the sidewalk, or to prevent ready access through an adjoining alley or driveway. Cars, trucks, and motorcycles are not to be driven on the lawns or in any area other than parking areas, streets, or driveways. Lessor is not to be held responsible for any damage caused to one vehicle by the vehicle of another tenant or tenant guest, or any other action of a tenant or tenant guest. At the 1510 NW Turner property each unit is to park a maximum of two vehicles in the parking lot at any one time, including guest vehicles – one in the assigned slot, and one in an un-assigned slot. A boat or motorcycle shall count as one vehicle. Parking is assigned at 960 NE B ST and 615 SE Holbrook, and one spot per unit is assigned at 1510 NW Turner.

Maintaining your Unit

Humidity can build up in your unit during the winter when the windows and doors are shut. If you see condensation on your windows, then you have too much humidity in the air. You need to run the bathroom fan after each shower for at least 15 minutes; run the kitchen fan after boiling water; run bath or kitchen fan if you do several loads of laundry in the unit. It is okay with me for you to use the shrink-tight plastic on the windows, where you put a double stick tape around the window frame, put up the piece of plastic, and then use a hair

dryer to shrink the plastic until it is taut. This eliminates the condensation, and should save on your heating bill too. If mold develops in the window tracks or in your shower you need to clean it with a mild bleach solution, ½ cup bleach to one gallon of water.

To avoid noise transference from an upper unit to a lower unit please keep vibration producing electronics off the floor, or use vibration mounts available at the hardware store.

Sub-letters and new roommates

All sublets, assignments and roommate changes need to be approved by me with applications and reference checks, and be signed onto the lease.

If a roommate is changing at the turnover of a new lease then they are not a sub-letter, they are a new roommate on a new lease. If a roommate change during an actively running lease is permanent it is a “assignment”, and fees of up to \$100 per person shall apply to the roommate leaving. Someone taking over for several months during the Summer or for one Semester is a “Subletter”. There will be a \$200 penalty for having Un-approved subletters.

When a new roommate signs on to a lease at changeover, or when there is an Assignment or a Subletter, then the unit will need to be inspected at the time that the old roommate(s) have moved out and before the new roommate(s) have moved in. The bedroom(s) of the previous roommate(s) must be empty, clean, and free of damage. **ALL** common areas must be clean and free of damage. Please see the full move-out instructions for the level of cleanliness required. Furniture in the common areas can remain but floors and windows need to be clean, carpets professionally steam cleaned (receipt required). Cupboards do not need to be empty, but should have been cleaned out, shelves wiped, and then contents put back. I should be able to see that this has been done. The range needs to be clean top to bottom, inside and out. Bathrooms need to be fully cleaned. The inspection requires an appointment with Anita or someone she designates to do the inspection.

The following is the procedure for subletting all or a portion of your rental unit during the fixed term lease period.

If, during the lease you find that one or more people in the unit need to leave then they and the people staying need to work on getting replacement tenant(s) or the tenant(s) on the lease need to agree to pay full rent. I will not place a new person in the unit without permission from the tenant(s) who are continuing the lease. Tenants should show the unit to potential tenants, or can request that Anita show the unit. There will be a sublet fee – please see your lease for the amount. In 2015 this fee is \$100 per person. This fee will need to be paid when replacement tenant applications are presented for reference checking. Please follow the full-page instructions of “Renters moving out/other roommates are staying” which are included in this handbook.

Another common scenario is the summer sublet. For a summer sublet I will need to get an application and application fee for the person, check references, and their obligation for rent must be documented on the lease. A \$100 refundable Security Deposit will be collected to ensure that they perform their obligations. Inspections by Anita are required and will incur a \$20 fee for each inspection trip. You should contact me within 14 days after the subletter vacates if the subletter has caused damage, left behind belongings, or left considerable cleaning. If your subletter will be the first person entering your rental unit on a new lease, then you must designate them as the person doing the check-in for you, and accept their comments and signature as the official check-in.

To: Renters moving out/other roommates are staying

Spring 2014

Re: Getting your Security Deposit back

To get all your security deposit back you need to do the following:

- All the rent for your unit must be paid to date (this includes any rents due by roommates)
- You must remove all your personal belongings from the unit, including from any storage areas, kitchen cupboards, linen closets, exterior of unit, etc.
- Switch any utility accounts into the name of someone staying on in the unit – do it as soon as you know you are leaving, there is no advantage to waiting.
- Make arrangements to pay for any bills that will come after you have moved.
- You must clean your bedroom top to bottom.
 - All nails and screws removed, holes spackled, walls washed, woodwork wiped down
 - Interior of window glass clean, window sills, window tracks clean, window screen back in place and dusted
 - light switches, baseboard heaters, closet shelves dusted and clean
 - Replace burnt out light bulbs and clean light fixture covers – no bugs in them
 - Wipe each slat of the mini-blinds clean, Wash fabric drapes and rehang
 - Closet doors rehung if they were removed
 - Sweep, vacuum, mop, steam clean the carpets if carpeted
 - If a locking bedroom door the key must be IN the door knob to the bedroom
- The common areas of the unit must be clean
 - Range (oven and cooktop) must be thoroughly clean, inside and out, the floor under the range, the drip pans, under the drip pans, complete oven interior.
 - Refrigerator cleaned out, shelves wiped down, floor under the fridge clean.
 - Bathrooms clean – toilets, tubs, showers, sinks, floors
 - Kitchen cupboard fronts must be clean. Be sure to remove any of your pots and pans that you brought into the unit, and also remove any food items
 - Counters and floors clean all throughout the unit, swept and moped or vacuumed.
- All damage to the unit needs to be assessed
- Return any entry keys to me, Anita.
- Give me a forwarding address to use for Security Deposit Return; emailing the address to me is preferred. I have 14 days after the last day of the lease to return Security Deposits. The last day of a roommate lease is recorded as the replacement tenant is signed on, so ask me if you don't know.
- Roommate(s) staying on and NEW roommate should verify that all of the above has been accomplished, and I should be called for an inspection, and the verification must be done before the 14 days from the date of the new roommate's date of responsibility.

Anita Hornback, Anita's rentals

405 NW North Street

Pullman, WA. 99163-3632

509-332-8602

anita@anitasrentals.com

www.anitasrentals.com

Check- Out Procedures

In order to receive your full Security Deposit back, you must move all of your belongings out of the Unit, and leave it as clean, or cleaner than it was on the first day of the original lease (multiple roommate changes may result in the people moving out at the end being different than the people who initially moved in, perhaps years before. But it must still be as clean as when handed over in the first lease). This must be done before noon/midnight of the last day of your lease. If you use the following checklist you should have no problems. Keys should be labeled and dropped into my rent drop box, and the Unit left locked.

The major problem I have seen with room-mates and move-out has been when one roommate moves out before another and does not do their share of cleaning. I suggest that the list be divided up before anyone moves out, and insist that the person do their part before leaving. Some chores like cleaning the oven can be done ahead. The oven might need a touch-up cleaning at the end, but will take a fraction of the time. The same holds true with a thorough cleaning of the bathroom or kitchen cupboards or refrigerator. All items must be removed from the unit at the end, even if they belonged to your roommate.

If you know of any damages, you can contact me before moving out. Some damages may be repaired before you leave, and may incur a smaller charge than when we must estimate the charges after you move.

If you find that a large amount of trash is collecting, please contact me so that an alternative method of disposal can be pursued. I may be able to have a truck remove the trash or items and therefore reduce charges from Pullman Disposal, saving us both some money. The excess trash charges will be taken from your Security Deposit.

Furniture and other usable items need not end up in the trash. Many charities will pick up large items and multiple bags; call ahead and then label the items. A few places may even pay you for good furniture, microwaves, kitchen appliances, sets of dishes, etc. If you need help with this let me know.

Cardboard, glass, aluminum cans, recyclable items should be taken to Pullman Disposal Recycle Center.

Please arrange for all utilities in your name to be stopped on the last day of your lease (which may be later than the last day you occupy the unit). The electricity will remain on, in my name, in case repairs need to be done. Arrange for your mail to be forwarded. Make arrangements for all final bills to be forwarded to you.

Give me a forwarding address, in writing. An email works best. Without one I will send refund/letter to parents address or to the address of the unit you rented, hoping that you have put in a forwarding order. I am required to put into the US Mail your Security Deposit within 21days after the last day of the lease, or send you a letter as to why I am not returning all or part of the Security Deposit within 21 days. I cannot return Security Deposits on the same day as check-out, as I must consult my records and record the process completely.

Tenants who have not vacated their rental unit by the agreed upon lease ending date will be charged \$100 per day holdover rent.

Moving Out of your Rental Unit – 2015 Version

Enclosed are move-out and cleaning instructions for moving out of your rental unit. To receive your full Security Deposit back all rent must be paid, all other charges and fees paid, all damages repaired; you must remove all of your personal belongings from the unit, and leave it as clean or cleaner than it was on the first day of your first lease. This must be done before midnight/noon of the last day of your lease (_____). If you use the following checklist you should have no problems. **One copy of this list must be left at the unit on the kitchen counter or an automatic \$50 will be charged.** Receipt for professional carpet cleaning must be left on the kitchen counter or the carpets will be cleaned again, and you will be charged. Cleaning charges will be \$30 per hour for any cleaning that we have to do. Repair charges will be whatever the repair person charges me, or what can be estimated if repairs cannot be done immediately.

In some units I have had decorative curtain rods installed above the windows, giving the tenant the option of putting up their own curtains. Please leave these installed! If you added your own rods and are willing to leave them for the next person, then this is okay.

Please discuss move-out with your roommates. I suggest that the list be divided up before anyone moves out, and insist that each person do their part before leaving. If one roommate is planning to leave before the others they should take on a couple of tasks that can be done early, like cleaning the range, wiping out the refrigerator, and giving the bathroom a really good scrub, as well as taking care of all of their own possessions in the unit and cleaning their bedroom. However, everything will need to be done in the end, regardless of which roommate is responsible. You might have roommates contribute money to the carpet cleaning cost before they leave.

The City of Pullman and Pullman Disposal are sponsoring a Spring Clean-Up on April __, 201_. From 8 am to 1 pm on Saturday April __ general spring trash, broken furniture, appliances, TV or Computer monitors, yard waste materials, and car tires can be dropped off at Pullman Disposal, 135 NW Harold Drive (off Wawawai Road and Davis Way). The charge is carloads \$5, pickup loads \$7, trailers \$8. Be prepared to unload your own vehicle. These charges are much less than I would have to charge if we had to haul it away, or if excess trash charges were taken from your security deposit. Excess trash would be anything over the weekly amount allowed in your lease, and I will be looking at the bills from April and May to determine this. I sent the flyer to you as an email.

Recycle items such as cardboard, glass, aluminum cans, tin cans, paper can be taken to Pullman Disposal Recycling, 135 NW Harold Dr. or to the Moscow Recycling Center. TV's and Computer Monitors need special processing at Pullman Disposal. Motor oil and Antifreeze can be taken to the local O'Reilly Auto parts store for disposal. Please take care of this before the day you move.

Also, please take advantage of the Move Out and Pitch In program, where unwanted items can be donated to local charities from approx May 1 to June 1, 2015. They will have temporary drop off locations around the College Hill area. Look for advertisements for this in the local papers and on signs around town.

Palouse Treasures behind Dinsmore's will take almost anything as a donation. The Goodwill donation location is now in the south portion of Grand Avenue in town.

I appreciate hearing from people when they are done in their units and have no plans to return, and so I can do my walk-thru and start arranging for any additional cleaning or repairs that need to be done to the unit. 509-332-8602. I am willing to walk thru as you are cleaning to offer tips if you invite me.

Security Deposits and/or letters describing charges will be posted with the US Post Office within 21 days after the last day of your lease, and not before. Please provide me with a forwarding address by email – anita@anitasrentals.com . (You could do this right now!) If I do not get one from you I will use the Emergency address on your rental application, or I will send it to the property address and hope that you submitted a forwarding address to the Post Office.
Anita's

This is what you need to do to get all your Security Deposit Back:

One month before moving out:

- Check your supply of cleaning products. Mostly need window cleaner, oven cleaner, cleanser, SOS pads, and Tri-sodium Phosphate. Also purchase a pumice stone for the toilet ring and lightweight spackle for nail holes. A Swiffer hand duster is great for shelves and the cobwebs in the corners.
- Clean out closets and storage areas. Take items to donation dropoffs (ie Goodwill, Palouse Industries behind Dissmores)
- Remove as much trash as possible. Ask me if you need to know locations of my dumpsters. Electronic waste, like TV's and Computer Monitors should be taken to PDS -334-1914
- Arrange for carpet cleaning by a professional carpet cleaner (I recommend George's Carpet Cleaning 509-332-5546). Tell him you rent from Anita, and your address. Ask for a return call with an estimate.
- Turn in a change of address to the Post Office. <http://moversguide.usps.com>
- Contact me with your forwarding address, by phone 509-332-8602, or email anita@anitasrentals.com

Three weeks before moving out:

- Clean the range. This will take about 2 hours. Clean the oven with oven cleaner and SOS pads. Clean drip pans (if you would rather replace them please go to Largent's Appliance on Grand Ave. with the old ones and get the proper size, they are not all the same, and do not throw away the old ones, leave them for me), clean the rings that hold up drip pans, clean under the stove top by lifting the top or by going thru the burner openings, clean the racks and broiler pan if present. Pull the range out and clean the sides of the range and the floor under the range. You may need to do a touch-up cleaning with SOS pads on the day you move, but you will have a lot less to do. Do NOT cover the drip pans with foil – it is a fire hazard.
- Pull the refrigerator out and clean sides, clean the floor under the fridge, and brush and vacuum the coils.

Two weeks before moving

- Launder drapes, according to the label instructions, if there are any in your unit, and re-hang them. Remove hooks before cleaning, look at how they are inserted so you can replace the hooks after cleaning, and re-hang them.
- Wipe down the slats of the mini-blinds with window cleaner, each slat!!
- Clean the window tracks (the channels that the windows slide in). Vacuum them first, then use wet paper towels folded to scrub out the grime.
- Clean the window glass
- Clean the screens by brushing them or with a damp cloth (or hosing off from outside with the windows closed), get all window screens back up if they are off
- Clean out the ashes in the fireplace if you have one.

One Week before moving:

- Remove pictures and posters from the walls
- Spackle any nail or push-pin holes in the walls. Use a lightweight spackle, apply with your finger, and then wipe off excess with a damp rag.
- Remove any tape residue from walls
- Remove any food splatters, spider webs, etc, from the ceilings
- Use a bleach/water solution on any bathroom mold
- Use the pumice stone to remove the mineral ring in the toilet bowl
- Replace burnt-out light bulbs
- Clean light fixture covers
- Call Avista to let them know the last day of your lease and the address for them to send the last bill. 800-227-9187

In the week before moving out:

- Pack up all personal items
- Take extra food to a Food Bank (Stadium Way and Grand)(CAC 350 SE Fairmont, behind the Ace Hardware)
- Return any Cable/Satellite boxes. Remove satellite dishes from structure.

On the day of the move:

- Get all furniture, boxes, and ALL personal items out of the unit, including any storage areas or garage. Everything Out.

Start Cleaning

For a One-bedroom unit it will take about 8-10hours	
For a two bedroom	10-14 hours
For a Three bedroom	14-18 hours
For a four bedroom	18-22 hours

- Do ALL of the previously listed items if they have not been done
- Remove any remaining nails, hooks, screws, and fill holes with spackle, wipe extra spackle off with wet rag.
- With a big bucket of Tri-sodium Phosphate solution or another mild cleaner wipe down all of the walls, woodwork, trim, baseboards, light switches, window sills, heater vents/heater fronts, bath fan cover
- Kitchen:
- Remove all food from the refrigerator
- Defrost the freezer if not frost-free. Put hot pans of water inside to soften up ice, don't use any sharp objects.
- Wipe down all interior surfaces of the refrigerator with a mild cleaner, including under the crispers. Wipe the exterior of the refrigerator.
- Turn the refrigerator to it's lowest setting and leave it plugged in and running.
- Empty all cupboards and drawers. Pull the drawers out and make sure nothing is behind them (plastic bag hideaway)

- Vacuum and wipe out all drawers and cupboard shelves of crumbs and spills
- Wipe off the fronts of all drawers and cupboards, especially around handles
- Wipe off all countertops, cutting boards, and backsplashes
- Re-clean/ clean range – oven and stove top – drip pans with SOS pads. Wipe down outside and the floor under range.
- Clean the kitchen sink and faucet with cleanser
- Sweep and mop the kitchen floor
- Bathroom:
- Clean out and wipe out all the drawers, cupboards, and medicine cabinets of hair, spilled toiletries, etc.
- Clean the toilet from top to bottom, front and back, crevices around toilet seat, and the walls and floor around the toilet. Use the pumice stone to get rid of the mineral ring in the toilet bowl
- Clean tub/shower from top to bottom. Remove hair from drain. Use cleanser to scrub shower walls and the tub surface. Scrub the handles. Clean the window if your shower has one in it.
- Remove used shower curtains – leave the rings in place.
- Use a bleach/water solution to remove any bathroom mold
- Scrub the sink and faucets with cleanser, wipe countertops.
- Clean the mirror and window with glass cleaner
- Sweep and mop the bathroom floor and any other hard surface floors in the unit.
- Other:
- Wipe out any other shelves or drawers in the unit not already addressed
- Wipe down outside surfaces of washer and dryer, remove lint from lint catcher, and vacuum around and behind the appliances.
- Vacuum all the carpeting, especially the edges
- Hire a professional Steam Cleaner to clean the carpets
- Sweep any porches or decks
- Make sure any storage areas are empty and swept clean
- If there are items that belong with the unit leave them there
- Re-hang any closet doors that were taken down
- Pick up any trash in the yard
- Put all trash in cans/dumpster for pick-up
- Return keys to Anita's Rentals. Leave a list of anything you know that needs repair.

Anita Hornback
 Anita's Rentals
 405 NW North Street
 Pullman, WA. 99163-3632
 509-332-8602, 509-432-4002
 anita@anitasrentals.com
 www.anitasrentals.com

Here is a link to the City of Pullman Welcome Booklet. It includes a list of city and emergency contacts as well as a list of the important ordinances.

www.pullman-wa.gov/about-pullman, then go to tab on left for “Welcome to Pullman”

Checking Into Your Unit

You will need to contact me about moving in to your unit. All deposits and pre-paid rents must be fully paid before anyone moves in. You must make arrangements to pick up keys from me. If keys are picked up before the official lease beginning date, then Security Deposit is due on that date, check-in sheet must be signed, and the 2 days allowance for amendments to the check-in sheet begins at that time. Once one roommate moves in that is the check-in time. Roommates who arrive later do not have an option of filling out a new check-in sheet – the egg can only be cracked once. Someone moving in is everyone moving in.

You will need to make arrangements ahead of time for the electric/gas bill to start up in your name as of the first day of your lease. They are set up to revert to my name when the accounts are closed, so the power might be on when you move in, but not in your name yet. Reading the meter and reporting that to the Gas/Electric Company (currently Avista, 800-227-9187) will give you an accurate start.

Phone service is completely up to the tenant. Cable service is completely up to the tenant. Internet connection is completely up to the tenant.

As you move in you will be required to sign a check-in sheet. You will have two days to amend the check-in sheet if you find it to be inaccurate. Anything that concerns you must be reported in that first two days. If you feel strongly that more cleaning is needed, you must contact me immediately so that I can hire someone to do the cleaning and charge the previous tenant. If you do the cleaning yourself then you forfeit the right to additional cleaning and are still required to leave the unit in a clean condition at move-out. You will be expected to leave the unit in the same or better condition as you find it, other than normal wear and tear. If your lease starts on June 1 and you are not there to do a walkthrough you might find that the unit has become dusty. You are responsible for your unit from the first day of your lease. I will have taken extensive notes as I walked thru on the condition and cleanliness of the unit.

For questions about the Washington State Landlord Tenant Law you can access the web site <http://www.atg.wa.gov> .

For good general information about being a renter you might sign up for the e- newsletter at <http://apartments.about.com> .

Check-In Sheet Date: _____ Unit Address _____ P 1 of 2
Filled out by: _____

Room: Living Room

Vinyl floors, free of debris, mopped Y/N
Carpet, free of debris, holes, stains Y/N
Walls, sound, holes filled Y/N
Windows, crack free, glass clean inside, sills, tracks Y/N
Window screens present Y/N
Window Coverings, blinds clean, drapes washed Y/N
Light Fix – bulbs working, bugs out of cover Y/N
Doors working, knobs work, no holes in door Y/N
Fireplace if one, ashes cleaned out Y/N/NA
Other

Room: Kitchen (and dining room if there is one)

Vinyl floors, free of debris, mopped Y/N
Walls, sound, holes filled Y/N
Windows, glass clean inside, sills & tracks clean Y/N
Window Screens present Y/N
Window coverings, blinds clean, drapes washed Y/N
Light fix, bulbs working, bugs out of cover Y/N
Doors working, knobs work, no holes in door Y/N
Range, clean on top, drip pans, oven drawer Y/N
Clean under range , hood/fan clean Y/N
Refrigerator, clean inside, under drawers Y/N
Clean under fridge Y/N
Sink – clean, draining well, faucet sturdy Y/N
Disposal working Y/N
Cabinets, shelves clean Y/N
Countertops, clean, any dings or burns Y/N
Dishwasher if present, all okay Y/N
Other

Room: Bathroom

Vinyl floor free of debris, mopped Y/N
Walls, sound, holes filled Y/N
Windows, crack free, clean inside, sills, tracks Y/N
Window screens present Y/N
Window coverings, blinds clean, drapes washed Y/N
Light fixture, bulbs working, bugs out Y/N
Door, working, knob working, no holes Y/N
Tub/Shower, clean, faucet work, drains OK Y/N
Toilet, clean, no ring, flushes OK Y/N
Initials of all tenants: _____

Bathrooms continued:

- Sink, clean, faucet works, drains OK Y/N
- Cabinets, clean inside, fronts wiped off, no holes Y/N
- Countertops, clean, any dings or stains Y/N
- Towel bars, good condition, firmly attached Y/N
- Other
- Repeat if more than one bathroom

Room: Bedroom	#1	#2
Floors, free of debris, vacuumed or mopped	Y/N	Y/N
Walls, sound, free of holes	Y/N	Y/N
Windows, crack free, clean inside, sills, tracks	Y/N	Y/N
Window Screens present	Y/N	Y/N
Window Coverings, blinds clean, drapes washed	Y/N	Y/N
Light Fixture, bulbs work, cover bug-free	Y/N	Y/N
Closet doors present, #___, work okay	Y/N	Y/N
Door working, knobs work, no holes in door	Y/N	Y/N
Smoke alarm for each sleeping area, works	Y/N	Y/N
Other		
Repeat for each bedroom		

Room: **Halls**, Storage room, Utility room, or other room
 Free of items and free of debris

Room: **Garage** or outside storage
 Free of items and debris Y/N
 other

Exterior of dwelling
 Debris/Trash picked up Y/N
 Free of other items that don't belong to the Unit Y/N
 Other

Keys Issued # _____

Tenant Signatures and date:
