



Aloha
PROPERTY MANAGEMENT

**ALOHA PROPERTY MANAGEMENT
TENANT HANDBOOK**

**ALOHA PROPERTY MANAGEMENT
TENANT MANUAL**

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6315 Ustick Road • Boise, ID 83704

208.629.8814

www.AlohaPros.com

APM Welcomes You

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

To achieve a successful tenant/management relationship, we prepared the APM 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.

We have also included forms for you to use when necessary. APM wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Aloha Property Management (APM) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact APM 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. APM is here to help you.

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



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APM Personnel

We have a complete staff to assist you. APM has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, contact us for more information.

- **Management Team:** APM has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- **Office Team:** APM requests that you contact the Management Team regarding questions concerning Tenant issues. However, the APM office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.

Team	Position	Name	Phone + Ext.	Email
Mgmt Team	President	John Davidson	208-957-5864	John@alohapro.com
	Property Manager	Lydia Mathie	208-957-5214	Lydia@alohapro.com
	Leasing Agent/Showing Agent	Brittany Pease	208-957-5288	Brittany@alohapro.com
	Maintenance Coordinator	Lisa Greer	208-957-5212	lisa@alohapro.com

Tenant Communication

On the next page, we have provided general office information, and we have just covered the APM teams on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting APM know what you need.

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

Telephone calls during office hours

During office hours, listed on page 7, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

Voicemail

If, during the day you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where APM 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

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the APM voice mail system during office hours, or after the office is closed, leave a message for the appropriate party and one of our maintenance staff will return your call.

Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the APM website, www.alohapros.com, at the APM office, and in this tenant handbook.

Change of information

It is important that you notify APM 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 we request that you send your email address to info@alohapros.com. APM will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information. In addition, you will receive our company email newsletter.

Please note that although communication by email is encouraged, **APM does not accept notices to vacate by email**. APM requires the Notice to Vacate in writing, and this form is included in the back of the *APM Tenant Handbook*.

Website

The APM website, www.AlohaPros.com, contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily download a work order request.

General Office Information

(Aloha Property Management) General Information		
Mailing Address	6315 Ustick Rd	
	Boise, ID 83704	
Street Address	6315 Ustick Rd	
	Boise, ID 83704	
Telephone		
Toll Free #		
Business #	208-629-8814	
FAX #	208-377-1331	
Internet		
Email	info@alohapros.com	
Website	www.AlohaPros.com	
Office Hours		
	Monday – Thursday AM	10-12 pm
	Monday – Thursday PM	1-5 pm
	Friday-Sunday	By appointment only
	Holidays	By appointment only
Emergency information		
	Call 208-629-8814 for emergencies	

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 APM 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, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your APM management team.

Moving Checklist

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this handbook. **Please return this form within two weeks.**

Utility/Cable Companies

When you rented the property, APM 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. The move in checklist 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 the fifth. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

APM receives rental payments by:

- US mail
- In the APM office
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the APM bank, saving you time.

APM does NOT accept rental payments in:

- Cash
- Rolled coin
- Post-dated checks

Fees/charges

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

- Late fee – the APM late fee is **\$35.00 the first day and \$15 everyday after** if rent is not received by the fifth.
- Maintenance charge – APM will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If APM receives a service call billing, you are responsible for reimbursement.

Maintenance reimbursement

Generally, APM assigns a vendor to perform work you request in your residence. However, if you have contacted APM and requested to perform a minor maintenance item and APM has agreed to reimburse you:

- Pay the bill and send the receipt to APM. APM will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

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
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your APM management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. APM has more tips in this handbook.

Tenant Renovations/Alterations

It is the APM policy that tenants do not do repairs or alterations. You agreed to this in the APM rental agreement/lease. If you want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by APM
- APM will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - Sign an APM agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, APM has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the 5-page maintenance addendum for more details on the list below):

- 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.
- Disposing of toxic waste properly in accordance with local and county laws

Procedures for requesting maintenance

Before calling APM

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

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 and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the APM office and report the problem.
- Emergencies such as backed up plumbing, flooding, call APM, **208-629-8814**, and listen for emergency instructions and if necessary, call 911.
- Examples on NON-EMERGENCY situations are:
 - Heater not working
 - Air-conditioner not working
 - Dishwasher not working
 - Sprinklers not working, etc
- APM recognizes that while these are important, such as the heater not working , and APM will make it a priority with vendors to have the heat working as soon as is possible, it does not fall into the emergency category.

Non-emergencies:

- Fill out a tenant “work order” request form. Fax, mail, email, or bring the request to the APM office.
- Work orders are available on the APM website and in the APM office.
- An APM representative will assign a vendor to contact you.
- APM does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show up at an appointment can mean a charge to you. Therefore, be certain to call the APM office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 5 business days, call the APM office and inform your management team or a staff person that a vendor has not contacted you.
- An APM staff member 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 APM 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 tips were included in the maintenance addendum with your rental/lease agreement. Here are more 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.
- 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, and particularly if you have pets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

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 APM 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 “hi,” 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 air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the APM 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.

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 and I have provided a pamphlet in the package. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

The safety of you and your family is important to APM 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 APM.
- 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 APM 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 APM office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- 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 APM 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 your next-door neighbors, the paper delivery person, 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.
- Turn your water heater to low or “vacation” setting, but **do not turn the water heater off.**
- 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.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.
 - Keep all fireworks away from any dry grass, trees, or roofs.
 - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Drug free housing

APM 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 APM 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

APM 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 on the **date** of the month?

- As outlined in this Handbook before, the rent is due on the **1st** and late if not received by the **5th** of the month. Once the **6th** of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. APM 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 APM and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to APM and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your APM management team for details.

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

- Notify your APM 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 APM 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. APM will need documentation from you to show you can support the property by yourself. APM 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 APM Partial Notice to Vacate included in this handbook.

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

- The prospective roommate will have to submit an application and APM must approve the person **PRIOR** to them moving into the property. You can obtain applications at the APM office. If APM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why APM contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. APM tenants are required to give a **30 day** notice prior to moving. We have provided in this information a “Notice to Vacate from Tenant Form” to be used when you anticipate 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 APM management team to discuss your options.
- Notices must be in writing. The day APM 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.
- APM does not accept notices by email because of lack of signature; APM does receive notices by fax.
- APM 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 APM to give out rental references.
- The APM Notice to Vacate from Tenant contains the authorization for allowing APM to give out rental references. This form is included with this information.

Setting up your move out appointment

- After you submit your Notice to Vacate, APM will send you a letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- APM only performs move out appointments during weekdays, **9 am to 5 pm**.
- It is the responsibility of the resident to deliver all keys and openers to APM, either at the move out appointment or delivery to the APM 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.
- Use the APM Moving Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your APM 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 clean 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.

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.

Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- APM will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

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.

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.

A few other tips

1. Clean from room to room.
2. Clean top to bottom. Clean ceiling, then light fixtures, then window & blinds, walls, and the floors last.
3. Use Pledge or Old English Polish on wood cabinets after you have cleaned them with pine-sol/water solution.
4. Vacuum out drawers and cabinets first, and then wash them out with pine-sol & water solution.
5. Wash metal floor vents in dishwasher first, and then use pine-sol/water solution to wipe them out.
6. Use a dry toothbrush to clean switches, outlets, phone & cabinet jack crevices.
7. Use Pine-sol with warm water to wash down 90% of the interior.
8. Use soft scrub and a toothbrush to clean around faucet handles.
9. Use soft scrub to clean bath fixtures and showers. Then buff with a dry towel or glass cleaner to get streak free mirror finish on chrome.
10. Use Pumas stone to remove hard water stains in toilets.
11. Vacuum window & patio door tracks, then use solution with toothbrush to clean well.
12. Vacuum carpets & treat stains.
13. Use self clean feature of oven first, then use oven cleaner. After applying oven cleaner, set the oven temperature to warm to expedite the drying of the oven cleaner solution. Then use a dry towel to remove the residue from the oven cleaner. This may take several attempts.
14. Use degreaser and a scrub brush to remove oil from driveway, garage, and storage.
15. Roll the refrigerator out and clean behind/underneath; pull out stove drawer to clean underneath.
16. Goo-B-Gone works to remove gum & stickers.

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. APM remits security deposit transmittals within **21 days** in accordance with the state landlord/tenant law. Remember, APM wants your move out to be a pleasant and successful process.

APM Additional Tenant Forms

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the APM office. We have also included a copy of your rental agreements with your handbook.

- Utility numbers
- Cable/satellite/TV request
- Notice to vacate
- Cleaning Instructions

Conclusion

We hope that you have found the *APM 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 APM management team.

Have a successful residency



Aloha
PROPERTY MANAGEMENT

Aloha Property Management



30 Day Notice To Vacate

Current Date: _____ Address: _____

Reason for moving: _____

I (we), _____, do hereby give notice to vacate the Property stated above. I (we) do acknowledge that I (we) **are responsible for rent for 30 days from the day this notice is received by management, or until the end of my (our) lease period, whichever is longer. If the term of the lease is not fulfilled I (we) understand that a Termination Fee may apply.** If other roommates on the lease agreement are staying I (we) understand I (we) are not receiving any portion of the deposit back. I (we) will be completely moved out and will turn in the keys to a **representative** no later than _____. If keys are not surrendered by this day I (we) understand I (we) will be charged for rent for each day until keys are returned. Any changes to the move out date must be submitted in writing. During the period of this notice I (we) are aware that will be showing the property to possible future tenants, providing reasonable notice is given.

PLEASE MAIL DEPOSIT RETURN STATEMENT TO:

Street address _____ City _____ State _____ Zip _____

Resident's signature _____ Phone # _____

Resident's signature _____ Phone # _____

Resident's signature _____ Phone # _____

Resident's signature _____ Phone # _____



6315 Ustick Road • Boise, ID 83704

208.629.8814

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CLEANING INSPECTION CHECKLIST

This is just a suggestion but not limited to...

1. Clean from room to room.
2. Clean top to bottom. Clean ceiling, then light fixtures, then window & blinds, walls, and the floors last.
3. Use Pledge or Old English Polish on wood cabinets after you have cleaned them with pine-sol/water solution.
4. Vacuum out drawers and cabinets first, and then wash them out with pine-sol & water solution.
5. Wash metal floor vents in dishwasher first, and then use pine-sol/water solution to wipe them out.
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10. Use Pumas stone to remove hard water stains in toilets.
11. Vacuum window & patio door tracks, then use solution with toothbrush to clean well.
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15. Roll the refrigerator out and clean behind/underneath; pull out stove drawer to clean underneath.
16. Goo-B-Gone works to remove gum & stickers.



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INSTALLATION OF CABLE OR SATELLITE DISH BY: _____

To Whom It May Concern

Aloha Property Management, the agent for the owner of the said real property of

Hereby is given permission for the cable or satellite company, listed above to install the necessary items, such as any extra telephone jacks for the operation for any cable or satellite cable or dish system, at the tenant's expense. Only the above company is allowed to install services at the above address. The following method's are to be used: NO **DRILLING THROUGH FLOORING**, cable must be drilled up into wall with the appropriate cable jack. (2) **NO RUNNING OR ATTACHING CABLING ON THE EXTERIOR OF THE BUILDING FOR MORE THAN TWO FEET**. Cable must be run in the crawl space or attic. **NOT ON THE EXTERIOR OF THE BUILDING**. (3) **SATELLITE DISHES ARE ALLOWED TO BE MOUNTED ON THE BUILDING OR THROUGH SHINGLES ON THE ROOF AT TENANTS EXPENSE**. Dishes must be mounted on a pole in a bucket or on a tripod that is removed when the tenant vacate. The poles cannot be commented into any common ground area (4) **SATELLITE DISHES CAN NOT BE IN THE FRONT OF THE BUILDING AND MUST BE OUT OF SITE FROM THE STREET SIDE**.

Or as follows(5)_____

ALOHA PROPERTY MANAGEMENT must receive a deposit of \$130.00 (I will wave this fee, if it is done correctly, ALL tenants will be responsible). This deposit is due prior to the release of this authorization form from the tenant to cover any expenses that may occur due to repairs after the tenant vacated the property. Once the deposit is received, it is added to the total security deposit and therefore, will not be released to the tenant until after all tenants have vacated the property and until the itemized deposit statement has been completed on said property. Tenant understands the availability of these services and is aware that if they are unable to receive the service due to the restrictions stated in this agreement, that they will not receive the deposit prior to all tenants vacating the property and the itemized deposit statement has been completed on said property.

**Tenant understands that if the unit is in a PUD, condo community or other area restricted by a Homeowners Association, this permission must to submitted for approval by the governing body of that community.

However, ANY damages caused by this install, to include, but not limited to, the roof, the exterior siding, inside walls or other install damages exceed this deposit, will be the responsibility of the tenant to pay these costs. If it is found that installation company caused damages, and tenant accepted installation, the tenant will proceed, if they choose, against the installation company. They will hold the Owner and management liable for any of these costs.

Have read this agreement and agree to abide by these terms.

By: _____

Print: _____

Date: _____



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UTILITIES

ELECTRICITY

Idaho Power 388-2323

GAS

Intermountain Gas 377-6840

SEWER

Bench Sewer 345-5363
Boise City Water & Sewer 384-3735
Owyhee Sewer 362-1949
Eagle Sewer 393-0132
Kuna Sewer 922-3397
Meridian W, S, & T 888-2191
Northwest Boise Sewer 344-5991
West Boise Sewer 375-8521
City of Nampa 468-6000

TRASH

Ada County 364-2233
Boise City 384-3735
Eagle 345-1265
Garden City 377-1831
Kuna 922-3313
Meridian 888-3999
BFI 345-1265
Dump Gate 853-1296

WATER

United Water Corp 362-1300
Eagle 393-0242
Garden City 375-3194
Meridian 888-4433
South County Water 375-1130
Capitol Water Corp 375-0931
City of Caldwell 455-3000x1
Kuna 922-5546

GENERAL INFORMATION

EDUCATION

Boise School Admin 338-3400
Meridian School Admin 888-6701
Kuna School Admin 922-1000

HOSPITALS

St. Alphonsus Boise 658-2279
St. Luke's Boise 381-1200
St. Alphonsus Eagle 938-9817
St. Lukes Meridian 381-1200

IRRIGATION DISTRICTS

Boise – Kuna 922-5608
Nampa – Meridian 466-7861
New York Canal 378-1023
Settlers Canal 343-5271

CABLE / SATELLITE TV

Cable One 375-8288
DirecTV 1-800-347-3288

TELEPHONE

Qwest 1-800-244-1111
Cable One 375-8288

POLICE

Emergency 911
Boise 377-6790
Meridian 888-6678