



# Tenant Handbook

Angel Global Management  
430 W. Foothill Blvd  
Glendora, CA 91741  
626-852-0317

Welcome!

Angel Global Management welcomes you as a new resident! We have created this Tenant Handbook to guide you during your tenancy. We recommend to refer to it when you have question. You will find useful information about rental payment, safety, tenant responsibilities, maintenance guidelines and much more.

The property owner has appointed our firm to be the management company for this home. You have to contact us when need assistance. Our contacts information is listed below.

We wish you an enjoyable experience in your new residence!

Angel Global Management Team

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## Office Information

Mailing Address: 430 W. Foothill Blvd, Glendora, CA 91741

Phone: 626-852-0317

General E-Mail: [support@angelglo.com](mailto:support@angelglo.com)

Website: [www.angelglo.com](http://www.angelglo.com)

Office Hours: Monday – Friday, 8:30 am to 5:00 pm

Weekends – By Appointment

After Hours Emergency Number: 909-808-8857

## How to Reach Angel Global Management

### Telephone

Calls during office hours will be answered in person. If you are forwarded to our voicemail, this means that we are busy with another call.

### Voicemail

If you leave a message, please provide your name, return number, property address, and a detailed description of the issue

### E-Mail - Preferred Method of General Communication

You can send us email at [support@angelglo.com](mailto:support@angelglo.com) or use Angel Global Management portal to contact us.

### Change in Contact Information

Please notify our office if you change your phone number or email address.

### Emergency

During usual business hours, immediately contact us if you have an emergency. If you reach the voicemail system during or after the hours, immediately hang- up, and call the emergency number: 909-808-8857

### Maintenance Requests

If you have a maintenance issue, send a written request by:

- Use the Tenant Portal on our website to submit a maintenance request.
- Emailing or Calling our office. When leaving a voice or email message please provide your name, return number, property address, and a detailed description of the issue.

## Renter's Insurance

Neither the property management company nor the property owner shall be liable or responsible for loss or damages to articles or property belonging to the tenant. It is recommended that the tenant maintain fire and theft insurance for their personal property.

### **Liability Insurance**

It is REQUIRED that all tenants maintain a minimum of \$1,000,000 Liability Policy during the entirety of the tenancy. Proof of coverage must be provided to Angel Global Management office in the form of a copy of the current insurance policy page either entitled "Letter of Declaration" or "Certificate of Insurance".

### **Pet Liability Insurance**

It is required that any tenant who has a pet at any length during tenancy maintains a minimum Pet Liability Policy. Proof of coverage must be provided to Angel Global Management office in the form of a copy of the current insurance policy page either entitled "Letter of Declaration" or "Certificate of Insurance".

## **Paying Rent**

- Rent is due on the 1st of each month. It is considered late when received after 5 pm on the 3rd of each month,
- Make checks payable to: Angel Global Management,
- Rent may be paid online or by personal check, cashier's check and money order,
- We do not accept rent checks from anyone not on the lease,
- Most of our tenants pay rent online,
- If your rent is late and paid after the 3rd of the month you must include your late fee in the rent check or pay the late fee with a separate personal check,
- If rent is still unpaid by the 5th, Angel Global Management will begin the eviction proceedings,
- If eviction proceeding has started, rent will not be accepted without all of the late fees and administration fees being paid in full,
- If eviction proceedings have started, we will not accept personal checks,
- Pro-rated rent is due in a mid-month move in date,
- Rent is always due on the 1st when the lease is executed,
- Rent is required every month, including the last month,
- Security Deposit cannot be applied to pay rent at any time.

## **Fees**

Below is a summary of Angel Global Management tenant fees. These may or may not be in reflected into the lease.

**Late Fee** – 5% of rent (this is charged when your rent is received by our office after 5pm on the 3rd). All late fee payments are due in the month they are charged.

**Return Check Fee** - \$25.00 (this is charged for a check returned by your bank for any reason)

**Lease Violation Fee** - \$25.00 (this is charged when a 72-hour notice is given, or when any other violation of your lease is noted)

**Smoke Detector Tampering Fee** - \$250.00 (this is charged when upon a routine inspection of the property, it appears the smoke alarm batteries have been removed or the unit has been removed from the ceiling or wall, or otherwise tampered with in any way)

**Online Convenience Fee** - charged by online service provider

**Administration Fee** - \$75.00 upon delivering/posting a Notice to Tenants for any reason (i.e. 3 Day Notice, To Correct Covenant, etc.)

## Safety

Safety of you and your family is very important to Angel Global Management ! Below are a few suggestions which can help you stay safe:

- Lock the doors,
- Close your window when not in the house. Window screens are not a safety device,
- Do not leave children unattended near open windows,
- Do not remove smoke alarms, particularly if they are beeping. Ventilate kitchen properly when cooking,
- Change smoke alarm batteries when needed,
- Keep a portable fire extinguisher in the kitchen and the garage,
- If you suspect an electrical problem report it to our office immediately,
- Unplug all heat producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazard,
- Do not overload extension cords with too many appliances,
- If you have small children, use protector plugs when you are not using outlets,
- Avoid running extension cords over walkways, under rugs, or another place that could cause tripping,
- Never leave heating pads or electric blankets plugged in all the time; unplug after use,
- Place desk, floor, table lamps on level surfaces; use the correct wattage light bulbs,
- Replace outside light bulbs so you can light properly when it is dark,
- Report any exposed wires to our office,
- Never leave water running unattended in a plugged bathtub,
- Do not leave the house when water is running in plugged sink or bathtub,
- If there is an upstairs bathroom and you see water in the ceiling below, report it immediately to our office,
- Do not operate electrical appliances while standing or sitting in water,
- Do not build 'roaring' fires in the fireplace; build only fires suited for the fireplace size,
- Always be certain the damper is open before starting a fire in the fireplace,
- Dispose hot fireplace ashes and coals away from the residence,
- Do not hot fireplace ashes in garbage receptacles unless they are cold,
- Do not store fireplace wood against the residence,
- Ignite gas fireplace with grill lighter,
- Report any exposed tree roots to our office.

## Adding and Removing Tenant(s)

### Adding a Roommate

The process of adding a roommate is similar to renting a home by the tenant. Before a new person moves into the property, he/she has to complete an application and pay the \$30 Application Fee. After the roommate is approved by our office will sign the lease rental agreement or the Additional Tenant Addendum.

### Moving Out Roommate

Before moving out at any time the roommate must submit thirty (30) day notice to vacate to our office. If the general lease is still in effect, he/she will be responsible until that term expires.

### Staying Roommate After Lease Expires

If the roommate decides to remain in the residence after the lease term expires, he/she has to inform the office 30 days prior to expiration date. We will discuss lease renewal terms.

## Maintenance Clarifications, Priorities and Responsibilities

Angel Global Management provides tenants several ways to report maintenance issues. Today, the primary way to report an issue is to call Angel Global Management at 626-852-0317.

### Emergency Maintenance

For property emergency maintenance issues (threat to life, health or property), call: 909-808-8857.

Below are guiding points how we define property emergency.

#### **1. Emergency - Definition**

An emergency is anything relating to the property under the lease that is threatening to life, health or property.

#### **2. Emergency - Examples**

Flood, fire, gas odor, tree fallen on the roof, sewage back up, broken water pipes, A/C units do not work (if temperature outside is above 95 degrees). If the emergency is life-threatening, call 911 immediately!

#### **3. NON Emergency - Examples**

Power or gas are off, A/C unit is not working when outside temperature is below 95, refrigerator is not working, water heater is not working, locking yourself out of the house, oven not working, one A/C unit is not working while another functions properly



on the same property. Angel Global Management is not responsible for loss of food caused by appliance break down or power outage.

#### **4. Warning**

When there is a property emergency claim but, we discover that there is not an emergency issue we will charge the tenant the invoice amount submitted by responding contractor or service representative plus \$100 fee. Please do not call for an emergency unless there is a real emergency situation!

In addition, if tenant set an appointment but is not there when contactor or service representative arrived will be charged a \$50.00 trip charge.

### Regular Maintenance

For regular maintenance please use the Tenant portal on our website [www.angelglo.com](http://www.angelglo.com) to submit a maintenance request on call us to create a work order request.

#### **Set Up an Appointment:**

After the repair request is received and reviewed, Angel Global Management will schedule a vendor to complete the repair. The vendor will contact you to arrange a date and time of repair.

If tenant fails to keep a scheduled vendor appointment, will be charged a \$100.00 No-Show fee.

### Tenant Maintenance Responsibilities

Living in and renting single family, town house or a condo is different than renting an apartment. Houses are spread out and Angel Global Management does not have a maintenance handyman near every home and in every neighborhood. It may take more planning and time to respond to maintenance calls. Response times may differ from neighborhood to neighborhood.

There are some actions items that tenant can do. For example: cleaning clogged garbage disposals, resetting appliances and circuit breakers (GFCI switches), and other minor items as explained in this handbook.

### Tenancy Common Maintenance Clarifications

#### Minor Repairs

Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed. For example: chipped paint, missing screens, doorbells that do not work etc.

Damages caused by abuse or misuse will be charged back to tenant. We rely on the servicing contractor to explain what caused the problem.

## Plumbing

When plumbing is clogged because of household items are dropped in the toilet, we will charge the renter invoice amount submitted by the vendor which completed the work. Because this is not considered equipment failure, tenant should do everything to prevent such accidents. When they happen has to take action to resolve them. After the resident has made an effort to solve the problem, Angel Global Management will take on the challenge.

### **Examples for plumbing problems caused by the resident:**

Household items such as: brushes, toys, diapers, napkins, personal property found in the system.

### **Examples of plumbing problems covered by the home owner:**

The homeowner will pay for plumbing problems resulting from roots in the system, collapsed pipes, pipe leaks, septic tank backup and other natural (non-resident) causes.

## Security Systems

Monitoring of security systems is not handled by Angel Global Management or the owner. Tenants have to make their own arrangements to set up this service at their discretion, time and expense.

## Pest Control

We will make every effort to deliver the property to you free of pests. The tenant is responsible to maintain it. We recommend to have periodic pest treatments done by licensed professional.

## Vendors Response Times

Vendor response times depend on their availability and Angel Global Management maintenance priorities. We will make every effort to arrange with our vendor response within reasonable time.

## Maintenance Priorities and Response Times

Below is an explanation of how we are guided when responding and scheduling maintenance requests. This will clarify the order of responding to maintenance calls and estimate the approximate time to solve a problem.

### Priority #1: Emergency Maintenance

Anything related to the leased property that is threatening to Life, Health, or Property.

**Estimated Response Time - 5 to 8 hours**

Note: During peak seasonal months, target response times for HVAC relates issues may vary because of contractor overload.

**Emergency Examples:**

Fire (call 911 Immediately), Flood, Gas Odors ( call The Gas Company Immediately), Broken Water Pipes, A/C Not Working When Outdoor Temperature is Over 95, Sewage Back-Ups, Tree Falling on House.

**NON Emergency Examples:**

The Following are NOT Emergencies: Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies.

Angel Global Management is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Renter should have adequate renter's insurance to cover unforeseen personal losses.

**Priority #2: Urgent Maintenance**

Broken windows, plumbing repairs (Not clogged toilets), loose railings, wobbly decks, electrical problems.

**Estimated Response Time** - 2-4 business day service

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

**Priority #3: Normal Maintenance**

Appliance repair, garage repairs, leaky faucets.

**Estimated Response Time** - 4-8 business day service

**Priority #4: Non-Essential Maintenance**

Fence repair, gutter cleaning.

**Estimated Response Time** - 15 - 30-day service

**Priority #5: Not a Habitability Issues**

These items may or may not be approved by the owner.

**Estimated Response Time** – Point such these items during our property visits or at lease renewal time.

**Examples for Non Habitability Issues:** broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing door knob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys.

## Property Damages Caused by Tenant

Damages caused by abuse or misuse will be charged back to the tenant!

Vendors servicing the property report to us about what caused a problem. For example: if plumbing is clogged by items dropped in the toilet (toys, brushes, diapers, napkins, or any other personal items) or garbage disposal is misused. In these cases we will charge vendor invoice amount to tenant. These are not considered equipment failure. We strongly encourage the tenant to do everything he/she can to solve these issues. For example, by purchasing and using drain cleaning chemicals and plunger.

## After Hours Maintenance Charges

Vendor employees are like us. They want to be home at night and weekends with their families. If tenant demands a contractor to perform work after standard work hours Monday to Friday 8am to 5pm, should pay for “non-business hours service rate.” Emergencies are an exception.

## Scheduled Maintenance Visits

Some homeowners have contracted vendors to do proactive property maintenance. We will inform you when contractors have scheduled their property visit.

Examples for preventive maintenance: servicing HVAC, termite inspections, water leaks, gutter cleaning, check septic tank, landscaping, pool leaks etc.

## Landlord vs. Resident’s Responsibilities

Household Item	Landlord	Resident
Water system breakdowns	YES	
Clogged plumbing between house & street	YES	
Broken garbage disposals	YES	
Reset garbage disposal		YES
A/C breakdowns	YES	
Setting HVAC controls		YES
Electrical system failures	YES	
Changing furnace filters	YES	
Replace all light bulbs		YES

Clogged plumbing in house due to misuse		YES
Utilities		YES
Mandatory HOA dues	YES	
Termite treatment and rodents	YES	
Household pest control (e.g. ants, spiders, cucarachas)		YES
Maintain property fencing	YES	
Security system repairs	YES	
Security system monitoring		YES
Microwave turntable		YES
Smoke detector installation	YES	
Smoke detector batteries		YES

## Maintenance Fees Charged to Tenant

If Angel Global Management sends a vendor to do repairs due to tenant negligence, will charge renter's account. We will notify the tenant that we will place a charge in renters account in the amount of vendor's invoice.

Examples of Qualifying Items: crayons in garbage disposal, toys flushed down a toilet, circuit breakers switch not re-set and others will be considered eligible for charge by Angel Global Management.

The payment could be added to next rent check or paid with separate check when next rent is due. Failure to pay the charge will result in outstanding balance in tenant's account and late fees will continue to accumulate.

## Useful Self-Help Maintenance Advice

Renting a single family home, townhouse or a condo requires to do some small maintenance tasks such as: changing lightbulbs, smoke alarms batteries, untapping clogged toilets, resetting the garbage disposal etc. By doing this you can save time and money.

### Resetting Circuit Breakers

#### Reset HVAC (Air Conditioning)

If the A/C stops working, especially after a quick power outage or storm, most likely it needs to be reset. Please check the circuit breaker. Reset the circuit breaker. If the A/C still does not work submitted a maintenance request and turn off the unit completely.

#### Reset Circuit Breakers (GFCI) and Outlets

There is a high probability circuit breakers (GFCI) to switch off when using multiple high-power appliances are plugged in. Electrical system may experience temporary overload

when appliances such as hair dryer, portable heater and power tools are plugged and in use in addition to usual household appliances. If an outlet stops working, please check the "switched off" circuit breaker and return to ON position.

GFCI stands for "Ground Fault Circuit Interrupt". GFCI Outlets are installed anywhere in the house or within six feet of water sources. If you there is something plugged into one of these outlets and it stops working, most likely there is an overload. Usually this happens when using a hair dryer or portable heater. To reset it simply press the RESET button (white or red). If does not work from the first time push again. If the outlet continues to trip, then you are most likely plugged in appliance overloads the outlet. Unplug it and push RESET again. If it does not work at again, check the GFCI Switch. These may be located away from the room where the outlet is not working. If the reset does now work again call us create a maintenance request.

### Garbage Disposal Reset

If garbage disposal does not respond when flipping its switch (and you have already checked the circuit breaker), turn OFF the disposal, look under and look at the underside of the garbage disposal. Push the little red button to reset the system. If the disposal overheated or there was a power surge, the unit will start working. If this does not fix the problem call us create a maintenance request. We will send a contractor to fix it.

### Clogged Drains

Drains clog because of continuous normal use. Yet, often we find that they are clogged because of inappropriate use. If a drain clog resulted in tenant misuse, maintenance fees will be charged to tenant.

### Kitchen Drains Clogging

Please consider the following to prevent clogging kitchen sink drains with garbage disposal.

- Please use the garbage disposal with running cold water. Continue the water running after stopping the disposal for another minute,
- Please feed small portions to allow the disposal to do its work. Use ice cubes to clean the garbage disposal. Hard ice chips help remove scum layers that built up below the seal and in the grinder wheel,
- Please refer to the following:

#### **Good for Garbage Disposals**

Small amount of leftover food from your plate  
Small bits of food, or vegetable peelings

#### **NOT Good for Garbage Disposals**

Any leafy vegetables such as: lettuce, cabbage, celery, corn cob husks  
etc.

Potato skins or substantial amounts of potatoes

Spaghetti, hamburger meat, bacon grease, or other greases/oils

Anything NON-biodegradable (non-food)

Plastic & Metal  
Animal Bones  
Egg Shells  
Any combustible items

### Bathroom Drains Clogging

To prevent tub and shower drains from clogging, we suggest to regularly use a chemical drain opener (available in local hardware stores). This will eliminate hair and grease build-up in the drain.

### Toilet Drains Clogging

Please **DO NOT** flush non-organic/non-degradable products down the toilet such as: **baby or adult wipes (even if labeled disposable), feminine hygiene products, paper towels, napkins, etc.**

### Preventive Cleaning

Preventive cleaning would improve your tenancy experience and prevent unnecessary charges.

- Do not keep food in the open,
- Wipe food debris after finishing,
- Do not allow grease to build-up! Use a sponge and soapy water regularly on counters, stoves, and hood filters,
- Avoid cooking with very high heat. This adds to grease splatter and build-up and can cause damage to appliances,
- If you have pets clean regularly after to deter ants,
- Vacuum all flooring regularly, particularly carpets. This will save in eventual carpet cleaning cost,
- Mop tile, wood, and linoleum to avoid buildup of grime,
- Clean baseboards, door/window frame ledges, and fan or window shutter slats,
- Use only appropriate cleansers for specific surfaces,
- Clean bathroom tile, including grout, to avoid build up,
- Clean toilets regularly including the inner rim,
- Ventilate steamy bathrooms! Bathrooms without a fan are especially prone to fungal growth if not cared properly,
- Leave windows and doors open after showering and bathing to let accumulated steam/moisture to abide,
- Mold clean-up may be responsibility of the tenant if caused by his/her actions and professional cleaning is required.

### Pest Control

Tenant is responsible for controlling small rodents, sugar, or nuisance ants in the property. Use any over the counter pest control product. Keep all counters and floors free of food and water items. If you see ants' trails, spray on them and around door opening and place ant

stakes at the exterior of house foundation. Call our office if you see big (carpenter) ants, termites or large rodents.

## Important Points of the Lease

### Right of Access Leased Property

We respect the right of privacy to our tenants. And, we recommend that the tenant be present for all actions inside the home. However, we understand that this is not always possible. We will attempt to contact the tenant to schedule an appointment for all actions to include walk through and maintenance prior to visiting the property. Angel Global Management must be able to get into the property in an emergency. Thus, we will have copy of home keys and maintain the right to access as needed.

### Move-In Inspections

The Move-In Inspection is designed to document the condition of the property at the time the tenant takes possession, we encourage tenants to make their own Move-In Inspection. This will prevent of becoming responsible for pre-existing damages. You must submit your Move-In Inspection report to our office within one week of moving in. We will use it as a base to determine any charges for damages to the property at the time when tenant vacates the property.

### Lease Renewals (60 days out)

The lease renews automatically every 12-month after the expiration date. If the landlord or tenant wants to terminate it, should inform the other side in writing. Inaction means that the lease automatically renews. We begin to contact tenants 60 days from lease expiration date to find tenant intends to renew or leave. Notice to Vacate must be submitted in writing. Letters and emails to our office are acceptable as notices. Phone calls or text messages are not. Keep confirmation receipt for your records.

### Rent Increase

The lease terms and conditions clearly define rent increases and renewals. Lease term expiration date is clearly marked in Paragraph 2. For rent rate increases, Angel Global Management will send a notice regarding rate change 30 days prior to lease expiration day. Rate changes are non-negotiable and do not require tenant approval to become in effect. The main drivers behind the yearly rent increase are home insurance and property taxes. relationship with all tenants. Standard Cost of Living increases as percent of rent are normal industry practices. We always want to be respectful to our tenants.

### Subletting

Subletting is when the tenant moves in another person to share the rent (without adding them to the lease) or moves out of the home and let someone else to continue paying the rent. Angel Global Management requires written approval to subletting. We need to approve all adult residents living on the property. Contact our office when current tenant or occupant on the lease needs to move out to coordinate this action.



## Early Termination

The process of early termination is described in Paragraph 26 of the lease. Below are the steps need to be completed for successful ending. After all of them are completed and the property is returned in a good condition, we will terminate the existing agreement early and refund security deposit.

**1. Pay the Early Termination Fee as per Paragraph 26 from the lease**

This fee must be paid up front to Angel Global Management. Payment could be mailed in, or dropped off in person. The fee covers the additional marketing cost and effort to re-lease the home due to lease agreement early cancelation. No marketing or any other action will be taken by Angel Global Management before the payment is made.

**2. Provide a tentative move out date.**

Provide a tentative (no later than) date when the home will be ready for a new tenant to move in. This date will allow us to start marketing efforts.

**3. Assist with showing the home to potential tenants.**

We expect the tenant to assist with all property showings to attract new renters as soon as possible. Making the home available to any viewing request and keeping it presentable will help to rent the home quickly.

**4. New Tenant Approval Process.**

Occasionally the property manager may contact the outgoing tenant to verify move out dates, propose a move out plan and work with an incoming applicant. After a new potential tenant has completed the application process and is ready to move in then the outgoing tenant's lease can be terminated early.

**5. Vacate the home in accordance with the lease.**

The requirements of ending a lease early or normal expiration are the same. Home condition at Move-Out day has to be as per lease agreement. Security deposit refund will be made in accordance of the Move-Out Inspection report. Fees may be assessed if the home is left dirty, or there are damages to the home.

**6. Provide a forwarding address.**

Angel Global Management will send a copy of terminated lease agreement and balance of security deposits to provided forwarding address. This will complete the process of early lease termination.

**IMPORTANT: rent payments, utilities, and regular living in home maintenance are the responsibility of the tenant until the start lease date of the Angel Global Management approved new renter.**

## Important Housekeeping Items

### Pets (Authorized and Unauthorized)

Some home owners allow pets and other do not. When permitted, tenants need to have written permission and pay a pet fee. If Angel Global Management finds an unauthorized pet in the property, will assume that came on first day when the tenant moved in. We will

charge penalties and daily rates as described in the lease regardless who is the owner or how long the pet has been there.

### Yearly Property Check

Angel Global Management does an annual walk thru of all rental properties. In some occasions, owners require a bi-annual assessment. Our staff will make any effort to set an appointment for the visit far in advance. We require tenant to be present for this 30 min visit. This is a good time to show particular problems and express any concerns regarding the home. We have to report to the owner any differed maintenance issues that need to be addressed.

### Renter's Insurance

Property is insured by the homeowner. Tenant have to maintain \$1,000,000.00 liability insurance while living in the home. Angel Global Management requires yearly proof of coverage. If we do not receive proof of coverage by Move-In date, tenant(s) may be subject to a lease violation fee.

### Smoke Detectors

Each home has the necessary smoke detectors per California Property Code. We will make sure there is one on every level of the home and one in every bedroom as required. We will count the total number of smoke detectors before tenant moves in. Renters responsibilities are to check periodically each detector and replace batteries as needed. Contact the office if any does not work after changing batteries.

### Pest Control

The tenant is responsible for own pest control. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. Tenants can review the pest control policy in your lease.

### Lawn Care

In most occasions homeowner will maintain the yard. Please refer to the lease agreement to confirm that yard maintenance is not your responsibility. Failing to maintain the yard creates serious problems for the HOA and homeowner. Neighbors will complain if the lawn is not maintained property. If there is an HOA, most likely is will assess fines. Tenants will receive a \$25 charge for any complaint letters from the HOA regarding any yard maintenance issues.

### Contact with the Owner

Angel Global Management will be the only contact during your tenancy. We were hired by the owner to represent him. If the owner is planning on doing a walk thru at your home, you will be notified well in advance. If someone calls or shows up claiming to be the owner (or agent representing the owner or lender), you should be very suspicious and not invite

them into the home. Do not assume anything! Protect yourself at all times from people who claim to have some authority over the property. Do not allow them in!

## Homeowner Association Issues

Most homes belong to a community managed by a Home Owners Association (HOA). As a resident of the community the tenant needs to be familiar with the basic rules and regulations to avoid fines and penalties. Some HOAs enforce their rules and regulations very aggressively. In these cases ignoring or resisting will cause a lot of problems including stiff penalties. Please review the website for managing HOA and become familiar with their rules and regulations. If an owner is charged for any violation, the tenant will be charged for that plus Angel Global Management administrative fee.

Below are the most common issues we deal with on a continual basis:

### Front Yard Maintenance

HOAs and neighbors have an issue if the front yard is not maintained properly or there are too many items stored there for extended period of time. Tenant should maintain the yard to HOA specifications to avoid fees and penalties. If the owner receives letters about rules violations, we may charge \$25 admin fee to compensate for the time spent trying to solve the problem. Any fee caused by tenant actions we will charge to his account.

### Parking

Most communities have rules explaining where residents and guests can and can't park. To avoid violations and fines follow the HOA rules. If the tenant wants to park a commercial truck, boat, RV or a trailer, needs to pay special attention to the particular clauses addressing these items.

### Access to Community Amenities

In some communities to gain access to amenities such as pool, rooms, gym etc. the tenant needs keys, passes or codes. If there is any problem with obtaining them from HOA, contact us. HOA may require to visit their office with a copy of the lease, Identification cards (Driver's License) and sign waivers to use their amenities such as the pool or playgrounds.

### Mailbox Keys

If there is a lock on the mail box we will provide a key. However, the recommended and safest approach is to visit the local post office, to make and assign to you. This will assure that only you have access to the box.

## Property Showing

The signed lease agreement authorizes Angel Global Management to show the property for rent the last 30 days before it expires. We will make reasonable effort to inform you and schedule time for agents and potential tenants to visit.

The tenant does not need to be present at time of showing!

Thirty (30) days before the lease expires Angel Global Management will place a sign in the front yard and a lock box on the property to begin showing the property to prospective tenants.

We follow industry standards and use a weatherproof secure lock box attached in a easy to find and secure place such as fence or pipe. This container contains property keys. We share the key combination only with licensed real estate professionals to show the home to their clients.

Tenant should be aware that failure to allow reasonable times for showings as well as not keeping the home "showable", can lead to a lease default, and may lose the security deposit. If there is a security system, we need to know how to disarm it. If there are pets, they cannot interfere with showing the property. Thus, they have to be secured or taken out of the property.

There is a fee of \$50 for each unreasonably rejected, inaccessible and canceled showing.

Do not allow any prospective residents in the home unless are accompanied by their real estate agent, or Angel Global Management staff member. If some show up unaccompanied by an agent, refer them to our office to schedule an appointment to see the property.

## Move-Out

Per signed lease agreement the property needs to be a clean and undamaged at the time of Move-Out. To help the tenant receive back her deposit as soon as possible we suggest the following:

1. According to lease terms, Angel Global Management has 21 days to return the security deposit. Security deposits will be mailed to the forwarding address provided by the tenant within 21 days after the Move-Out Inspection.
2. Leave the rental property clean to avoid any charges against the deposit. Refer to the Move-Out Checklist for more information.
3. Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition.
4. To prevent the security deposit to be forfeited cooperate with agents and Angel Global Management.
5. If tenant does not allow reasonable showings during the final 30 days of the lease, this will be regarded as default of the lease.

## Preparing to Move-Out

Angel Global Management always tries to make your rental experience as enjoyable as possible. We have the following suggestions to make your Move-Out as smooth as possible.

1. You must provide the office a complete Forwarding Address.
2. All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged daily until they are turned in.
  - a. Mail Box Keys – If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.
3. The final Move-Out Inspection is conducted after all belongings and furnishings are removed, complete cleaning is done and keys are given back to Angel Global Management. We will document property current condition in the Move-Out Inspection report.

After comparing Move-In with Move-Out pictures and reports a property manager will determine if there are any charges against the security deposit.
4. Utilities must be still ON during Move-Out Inspection. If they are not, tenants will be charged a \$50 trip charge. Any delay holds up the return of renter's security deposit.
5. Tenants are not permitted back on the property after vacating.
6. Call utility companies and arrange final readings after Move-Out Inspection is completed.

## Moving Out Guidance

Below are a few suggestions which could guide you when preparing to Move-Out. Property condition evaluations are based on these. However, these should not be considered to be an exhaustive list.

### General Recommendations

1. All personal belongings must be removed from the premises.
2. Clean closets, storage spaces and shelving.
3. All walls and ceilings must be clean of decorations, hooks and nails. Charges for damages caused to the interiors depend on length occupancy and normal wear and tear.
4. Clean ceilings, corners, walls and baseboards of lint and spider webs.
5. Clean all windows from inside and out, window sills, mini-blinds and vertical blinds. Clean sliding tracks.
6. Clean all mirrors, bathroom cabinets.
7. Clean sliding glass doors inside and out and door tracks.
8. Carpet cleaning must be done by professional cleaners after the property is vacated and all belongings removed. All stains and pet marks are properly treated as needed. If any odors or pet odors appear again after leaving the property the tenant will cover the charges incurred to remove the odor.
9. Clean floors with vinyl, wood and tile surfacing including all baseboards.
10. Clean all wall switch plates and outlet covers.

11. Clean ceiling fans and light fixtures; replace broken globes
12. Replace burned or missing light bulbs with appropriate new ones
13. Smoke alarms must be in working condition. Replace batteries as necessary.
14. Clean or replace air conditioner filters with pleated filters before vacating the home.
15. Clean fireplace, hearth, mantle, remove ashes and debris. Hot ashes must be fully extinguished before disposing.

### Kitchen

1. Clean all cabinets, inside and out.
2. Clean all drawers, inside and out.
3. Clean all countertops with appropriate chemicals.
4. Clean kitchen area from accumulated grease.
5. Clean all appliances inside and out, replace burned-out light bulbs
6. Clean microwave, oven, stove, drip pans and trim rings. If drip pans and trim rings are very dirty and cannot be cleaned to a like-new condition, consider replacing them. Otherwise we have to charge for replacements
7. Clean oven/range hood vent including the filter.
8. Clean the refrigerator inside/out, all compartments inside, including freezer, rubber sealing and bottom vent.
9. Clean dishwasher including gasket, door and surrounding area.
10. Clean the garbage disposal by turning it on with running water. Return and replace missing sink stoppers.
11. Clean all sinks, faucets and sink countertops with appropriate chemicals. Return and replace missing sink stoppers.

### Bathrooms

1. Clean counter tops, sinks, soap dishes, tiles, fixtures, tubs and showers. Use appropriate chemicals to clean lime deposits, mold, mildew, soap scum, scale, rust, and oxide.
2. Clean mirrors, light fixtures and medicine cabinets.
3. Clean all cabinets and cabinet drawers inside and out.
4. Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
5. Clean and wash flooring.

### Outdoor

1. Clean lawns of debris and remove trash.
2. All trash and garbage must be removed from the premises (including curbside). If the trash exceeds the normal pickup, such as old furniture, tenant will arrange howling it away.
3. Any animal droppings have to be cleaned and disposed.
4. Repair any damage caused by pets to fixtures, plants and yard.
5. Replace all damaged screens and windows.
6. Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.

- Clean outdoor light globe(s), replace burned out or missing light bulbs.

### Charges for Incomplete Cleaning and Missing Items

This is a list of charges Angel Global Management may apply to the security deposit after tenant leaves. These are minimum charges and prices, may not include trip charges or labor.

#### General Cleaning Charges

<b>Item</b>	<b>Unit</b>	<b>Amount</b>
Carpet	Home	\$150 +
Oven	Each	\$85 +
Stove	Each	\$85 +
Vent Hood	Each	\$55+
Refrigerator	Each	\$65 +
Freezer	Each	\$20+
Counters/Cabinets	Each	\$25+
Toilet	Each	\$30+
Bathtub	Each	\$50+
Drawers/Sinks	Each	\$15+
Dishwasher	Each	\$30 +
Mirror	Each	\$15 +
Mini Blind	Each	\$20+
Window	Each	\$30 +each
Vertical Blinds	Each	\$35+
Floors	Each	\$50 +
Ceiling Fans	Each	\$35+
Patio	Each	\$55 +
Sliding Glass Door	Each	\$45+
Clean Garage	2 Car Garage	\$65 +
Cleaning Dirty Vents & Hoods	Each	\$45 +
Furniture Removal	Home	\$100 +
Cleaning walls (per wall)	Each	\$55+
Interior Trash Removal	Home	\$100 +
Exterior Trash Removal	Home	\$100 +
Wash windows and tracks	Each	\$40 +
Cleaning Fireplace	Each	\$45+
Chimney Cleaning	Each	\$150

#### Damage/Replacement Charges

<b>Item</b>	<b>Unit</b>	<b>Amount</b>
Tub stopper	Each	\$25 +
Drain cover	Each	\$25 +

Re Keying (If Keys are Not Returned)	Home	\$125+
Blind Wand	Each	\$10 +
Drip Pans	Set	\$45+
Vertical Slats	Each	\$15+
Vertical Blinds	Each	\$100 +
Light Bulbs	Each	\$10 +
Mini Blinds	Each	\$40 +
Specialty Bulbs	Each	\$20 +
Light Fixtures	Each	\$100 +
Screens	Each	\$45 +
Door Replacement	Each	\$150 +
Window	Each	\$225 +
Light Globes	Each	\$35 +
Oven Rack	Each	\$40 +
Toilet Seat	Each	\$40 +
Lost Range Pans Replacement	Each	\$50+
Switch Plates	Each	\$10 +
Reinstall Doors on Track	Each	\$45 +
Battery for smoke alarm	Each	\$10 +
Service call / Trip Charge	Each	\$75 +

#### Additional Cost and Labor Charges

If we need to do any of the following at Move-Out time, we may charge the tenant additional fee for Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair, Painting, Mow and Trim Lawn, Trim Shrubs, Trim Trees

#### Keyes Return

House Keys, Garage Door Remotes, Gate Remotes, Pool Keys and any other Access Key must be returned to Angel Global Management office at the scheduled time. Keyless Deadbolts must be unlocked.

#### Cleaning Services

Tenant may decide to hire a professional cleaning company to prepare the home for Move-Out Inspection. The contractor should be informed about our requirements. Please forward the above guide along with a list of our expectations. In our experience the fee for a 3-bedroom home cleaning and rehabs is from \$300 to \$500. Hiring a professional cleaning service (maid service) will not guarantee the home is clean.

Upon request Angel Global Management can provide cleaning service for homes that manages to both tenants and owners for a flat fee of \$300 - \$500.

The Service include:

- 1 Top to bottom – “hotel ready” maid service
- 2 Carpet cleaning



- 3 Clean all bathrooms
- 4 Clean kitchen – stove, microwave, oven, counters, refrigerator
- 5 Clean down all blinds, ceiling fans, bannisters, light fixtures
- 6 Sweep and mop all hard surfaces
- 7 Remove minor trash (Excessive trash removal will incur additional fees)
- 8 Sweep off any exterior living spaces – front and back porches

This flat rate cleaning service is not a profit center for Angel Global Management. It is an attempt to have a predictable result. And, to prevent re-cleaning after the tenant or owner.

For Move-Out tenants we can reduce the security deposit with the previously agreed flat fee amount in addition to \$20.00 admin fee.

Tenants are not permitted back on the property after vacating!

### Rental Verifications Requests

Requests from employers, mortgage companies and other landlords about rental verification and tenant's history are provided for a \$15.00 processing fee.

## Frequently Asked Questions

### **When is the Move-Out Inspection?**

It is done within a few days after tenant completely vacates the property. Please do not schedule Move-Out Inspection until completely vacated the property. We will charge a trip fee if inspector arrives but the property is not vacated.

### **Why is there a sign in front and lockbox near my door?**

The lease agreement provides us with the right to market the property during the last 30 days of your stay. We will make any effort to inform the renter as early as possible about showings to potential tenants.

### **What will happen if I limit or prevent showings?**

It is important for renter to comply with the lease agreement ( Paragraph 25 ). The property has to be available to prospective tenants during the final days of occupancy. Obstruction will lead to forfeiting the security deposit.

### **How I can get my security deposit back?**

Our goal is to return tenant's security deposit as soon as possible and in full. Renters can help accelerate the process by maintaining the home in good condition, keeping it clean, free of debris and preparing thoroughly for Move-Out Inspection. At the end we will

compare current with Moving-In condition. If there are missing items and damages beyond normal wear and tear we will make charges against the security deposit.

**How long does it take to get my security deposit back?**

It takes between 14 to 21 days to return the security deposit.

**What charges I will incur if the home is not in good condition at Move-Out?**

Cleaning and repairs are done by outside vendors. To return the home to original condition, we will charge invoice cost for cleaning, repairs and replacing items.

**Can I return back to repair issues found during Move-Out Inspection?**

After Move-Out inspection is completed you will not be allowed to return in the property.

**Where the security deposit check will be mailed to?**

The security deposit check will be mailed to the forwarding address provided by the tenant in writing. If no address is provided in within 21 days of lease end, the security deposit will be forfeited as per lease agreement.

**What will happen if I forget to return the garage door remotes?**

If the remotes are missing at Move-Out Inspection, we will charge the tenant. We understand that Move-Out is stressful and it is easy to forget to return items. If remotes are returned to our office within 5 days, we will remove the charge.

**Do I have to be present during Move-Out Inspection?**

Tenant's presence is not required at the Move-Out Inspection. It may be difficult to take time off during the work week. Move-Out Inspections are scheduled Monday to Friday between 9 am and 5pm, except holidays.

**Could Angel Global Management help with cleaning and repairing the home before Move-Out Inspection?**

Angel Global Management is happy to help. We need written request to do the job and approval that we can deduct invoice prices submitted by our vendors from the security deposit.

**How is the security deposit disbursed among roommates?**

We will disburse the funds according to written instructions signed by all tenants. If we do not receive a written notice, we issue one check to all tenants in the lease. It is written to the first person with forwarding address.

## **What responsibilities do I have about for my pet?**

Lease pet addendum provides specific items that you must do before Move-Out.

- 1 Carpets must be professionally cleaned and deodorized. Provide a prove at the time Move-Out Inspection. If a document for completed cleaning is not presented, we will charge vendor invoice amount to the security deposit.
- 2 Remove all pet evidence such as food dishes, pet hair, leashes, pet waste, holes in the yard etc.
- 3 Repair any damage caused by the pet.
- 4 Neutralize all pet related odors in the home and outside yards.

## **How to handle utilities before and during Move-Out Inspection?**

Utility must be turned ON during Move-Out Inspection. Contact utility companies and inform them about moving date including inspection day. You are responsible for your utilities until the end Move-Out Inspection day. If there are not ON we will charge \$75 per provider to turn them on.

## **What I should do if my security deposit is insufficient to cover all expenses?**

Tenant must make arrangements to settle the account within thirty (30) days of Move-Out Inspection day. We will make any effort to help pay the outstanding amount. Unsettled accounts will be reported to credit bureau and turn over to collection agencies for processing.

## **What will happen I am still on the premises after the expected moving out date?**

If tenant is still in the property after expected moving out date, he is still under the lease agreement and rent is due. If we do not clearly indicate when you will be out, we assume you are still a tenant. If we are not notified regarding the change in move-out date, tenant you will incur a \$75.00 trip charge.

## Miscellaneous

### Lockouts

If a tenant locks himself out, he is responsible for any cost incurred for emergency locksmith services. We can provide additional keys in our office during regular business hours. If tenant changes the locks, he must provide notice to Angel Global Management in writing and submit copy of the keys to the office.

### Home Warranties

Some owners have home maintenance warranty for the property. We don't control these vendors and we cannot arrange scheduling or create urgencies. Tenant has to communicate

directly with home warranty companies about covered repairs. If such contractors require payment for service the tenant has to pay them. These fees will be reimbursed by Angel Global Management after submitting a receipt. Fees at the time of service, usually are between \$50 and \$125 per contractor.

### 30-Day Notice to Vacate

We require our tenants to give us a 30-day written notice prior to moving out.

1. The 30-days count begin on the day that we receive it in our office.
2. It is tenant responsibility to deliver all keys to our office. Please write and submit your name and rental property address at the same time.
3. Leave garage door remotes in the kitchen of the home. We need them for Move-Out Inspection.