

Class Act Property Management LLC. Serving the Willamette Valley and Central Oregon.

Keep this handbook in a safe place
for future reference.

CLASS ACT TENANT MANUAL



Class Act Owner Manual

Table of Contents

| | |
|-----------------------------------|-----|
| Table of Contents | 2-3 |
| Welcome | 4 |
| Move In | 5 |
| Protect Your Credit | 5 |
| Orientation | 5 |
| General Rules | 5 |
| Payment Information | 5 |
| Due Dates | 6 |
| Returned Checks | 6 |
| 30-Day Notice | 6 |
| Keys and Locks | 6 |
| Trash and Recycling | 6 |
| Conduct | 7 |
| Move-In Condition | 7 |
| Inspections | 7 |
| Parking | 7 |
| Guests | 7 |
| Emergencies | 7 |
| Tenant Insurance | 7 |
| Pets/Service Animals | 7 |
| Smoke Detectors | 8 |
| Equipment Installation | 8 |
| Communication | 8 |
| Email | 8 |
| Phone/Voicemail | 8 |
| Texts | 8 |
| Mail | 8 |
| Communication with Property Owner | 8 |
| Around The Home | 9 |
| Circuit Breakers | 9 |
| Pest Control | 9 |
| Painting and Decorating | 9 |
| Maintenance | 9 |
| Tenant Responsibilities | 9 |
| “In Writing” Requirement | 10 |
| Scheduling | 10 |
| System Failures | 10 |
| Unauthorized Repairs | 10 |
| HVAC Systems | 10 |
| Landscaping | 10 |
| Irrigation Systems | 10 |
| Plumbing Systems | 11 |

Class Act Owner Manual

Table of Contents 2

| | |
|--------------------------------------|----|
| Waterbeds | 11 |
| Walls and Ceilings | 11 |
| Flooring | 11 |
| Carpet Care | 11 |
| Stoves | 11 |
| Dishwashers | 11 |
| Garbage Disposals | 12 |
| Washer/Dryer Hookups | 12 |
| Water Heaters | 12 |
| Cleaning | 12 |
| Housekeeping Standards | 12 |
| Countertops/Cabinets | 13 |
| Appliances | 13 |
| Fireplaces | 13 |
| Energy Saving Tips | 13 |
| Safety Tips | 14 |
| Vacation Checklist | 15 |
| Holiday Tips | 15 |
| Drug Free Housing | 16 |
| Frequently Asked Questions | 16 |
| Pest Control | 17 |
| Move Out | 18 |
| 30 Day Notice | 18 |
| Procedures | 18 |
| Cleaning | 18 |
| Showings | 19 |
| Move-Out Process | 20 |
| Breaking the Lease | 20 |
| Return of the Security Deposit | 20 |
| Emergency Procedures | 20 |
| Storms | 20 |
| What To Do | 21 |
| Disaster Procedures | 21 |
| Pre-Emergency/Pre-Disaster Checklist | 21 |
| Emergency Checklist | 21 |
| Non-Disaster Procedures | 22 |
| Tenant Responsibility | 22 |
| Disclaimers | 22 |
| Message/Conclusion | 22 |
| Appendix - Fire Escape Plan | 23 |

Class Act Property Management LLC

189 Liberty St NE, Suite 211A, Salem, OR 97301 · info.classactpm@gmail.com · 971-599-1440 office

WELCOME TO CLASS ACT PROPERTY MANAGEMENT

We are pleased to have you as our tenant and we would like your experience with Class Act Property Management (aka Class Act) to be a pleasant one. Along with your rental agreement, this tenant handbook is a very useful reference tool. It contains helpful information that will make your tenancy a satisfying one. The tenant handbook is designed to outline our responsibility to you and your responsibilities to us and the home. It is our sincere belief that when you, as a tenant, understand our policies and procedures, we can better serve your needs.

For the most up to date version of this handbook, check our website at www.ClassActPM.com.

Willamette Valley Office:
189 Liberty St NE, Suite 211A
Salem, Oregon 97301

Office: 971-599-1440
Fax: 541-719-1312

Building Hours: Monday - Saturday
10am-6pm

Office Hours: By Appointment Only

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 credit and rental history. 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 Class Act the pleasure of being able to provide a good reference for you when you vacate the property. Late rent payments are automatically reported to credit reporting agencies.

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 always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please contact your Class Act management team.

When You First Move In

Get to Know Your Home

When you first move in, locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breaker and the breakers for the stove/oven, water heater and air conditioner-heating system.

Locating the Water Shut-Off For the Home

The water shut-off valve is usually located in the front yard near the sidewalk or road and sometimes in a flowerbed around the perimeter of the home. Also locate the water shut off for the hot water and for under all sinks. Locating these items now may prevent or minimize water damage later.

General Rules and Regulations

Supplement to Your Rental Agreement

This Tenant Handbook is a supplement to your rental agreement. Its purpose is to clarify Class Act's policies in everyday language. Your rental agreement will always take precedence.

The Home

You have rented a home so please care for it as your own. During the term of this rental agreement, you are responsible for the home and yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments

All rents are due and payable, in advance, on the first day of each month. Payment must be submitted electronically on the tenant portal at www.ClassActProperty.com. Please request a login password from management. Checks, cashier's checks, money orders, and cash are not accepted. The tenant can pay online for FREE using a checking account, or you can pay with a credit card for a fee. Please note that Class Act does not charge for the use of a credit card. The credit card fee is charged and retained by the credit card company. If the tenant requests to pay by paper check, money order, or cashier's check, a \$5 charge shall be assessed to process a paper payment. In any case, cash is not accepted. Send paper payment to:

Class Act Property Management LLC

189 Liberty St NE, Suite 211A

Salem, Oregon 97301

Class Act will not accept cash payments, coins, or post-dated checks.

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. Also, **to avoid any misunderstanding, please put your address on every correspondence with the office.** Be sure to allow enough days when mailing your payment to assure delivery is made on time, as payment must be received by the 1st of every month. You may also pay in person, Monday through Saturday, 10am-6pm. For your convenience, there is a drop box located next to the office door.

Please be advised, mailing or delivering a payment is considered a request by the tenant and is not required by the rental agreement, or by law. Online ACH eCheck payments will NOT incur a charge. You may make online payments at our website www.ClassActPM.com.

Rents remaining unpaid after 11:59pm on the 5th of the month are subject to additional fees and you will also be responsible for the charges and fees incurred.

Any rents paid late must be in certified funds and all applicable late fees must be included with payment. No personal checks will be accepted for late payments. Class Act Property Management reserves the right to refuse third party checks.

Returned Checks

The amount of any NSF checks, plus a late fee, plus an NSF fee, must be paid in either certified funds or money order within 24 hours of notification, or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due need be paid in full at the time of notification. If a personal check has been returned for any reason, all future payments must be made by certified funds. If an online payment is returned as NSF, the online portal may be deactivated by Class Act and future payments would need to be paid by certified funds.

Contact Phone Numbers and Email Addresses

We need to be able to contact you, so please notify us whenever you change your phone, cell phone, or email address. A contact email address is required for all adults living in the property. **All tenant inquiries are required to be in writing (email, text, first class mail). Do not call the office except in an emergency.** Please include your new home and work numbers with your first rental payment after you move in, or you may send it to us via fax or email. Please include your full name and address with the phone numbers so the correct information will be placed in your file.

Default of Rental Payment

Rent is due on the 1st day of each month. If the rent is not received by 11:59pm on the 5th day of the month (regardless of holidays or weekends), you will be responsible for all late fees. A 72 hour or 144 hour Late Rent Notice will be sent in the mail. If late rent is not received by the deadline on the Late Rent Notice, an FED may be filed with the county court.

30 Day Written Notice

A minimum thirty-day (30 day) written notice (prior to your rental agreement expiration date) needs to be given to Class Act if you do NOT wish to renew the lease for another 12-month period. THE WRITTEN NOTICE IS NECESSARY EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. The notice should state a definite moving date. Any change to your initial written notice (ie: Change of Move date) needs to be re-submitted in writing to assure we are able to accommodate the change.

Keys and Locks

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the written approval of Class Act and you need to provide us keys to each lock on the home. **Class Act may access the premises and re-key any time access is denied, and charge the cost to the you.** Please return all keys to be returned to Class Act Property Management upon vacating the premises.

If mailbox keys are needed, they may be obtained from the local Post Office for a nominal charge. A copy of your rental agreement may be needed to provide proof of residence.

Trash and Recycling

All trash and recyclable materials needs to be placed in appropriate containers. Class Act does not provide trash receptacles and/or containers. You need to make arrangements to have trash picked up weekly. All containers are to be stored out of view from the front of the house. Containers should not be out of the storage area except on pick up days. Any recycling items collected should be properly contained and discreetly stored.

Condominium/Homeowner Associations

It is recommended that you obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restrictions of the condominium of homeowners association. You need to abide by all applicable rules and regulations.

The lease is subject to the approval of the condo association or homeowners association and you may need to pay any association application fees necessary for such approval (if applicable)

Should Class Act Property Management or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the costs of curing any violation.

Disturbances, Noise and Nuisance

You and your guests are expected to conduct yourselves in a way that will not offend or disturb the neighbors or passerby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for a warning notice. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-In Condition

When you rent a home from Class Act Property Management, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first 5 days of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly.

Periodic Property Inspections

Class Act will conduct periodic inspections of the premises to note its condition. We will notify you if there are any deficiencies that are tenant responsibility, and you will also be asked to correct the deficiency in a timely manner.

Parking/Vehicles

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is not allowed. All vehicles need to be registered, licensed and operable at all times. No vehicle repair is allowed on the property. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, please place a protective covering or pan under the vehicle to catch leaks.

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 10 days or less. Only those persons listed on the rental agreement have permission to occupy the premises permanently. You are responsible for the behavior of any and all guests. All portions of this manual and the rental agreement also apply to your guests.

Emergencies

An emergency exists when danger is present or property damage has occurred or is about to occur. In many cases, what one person considers an emergency is not truly an emergency.

To report an emergency only, such as a fire to premises, major water intrusion, major electrical issues, please contact us at 971-599-1440 and leave a detailed message to include your property address, contact number and description of the emergency. All other non-emergency maintenance requests need to be submitted on your tenant portal as a maintenance request. Please remember to explain your problem in detail to avoid a delay in your request and always include telephone numbers and an email address when submitting your inquiry.

If your emergency consists of fire or similar emergency, please notify the proper authorities by calling 911 before contacting Class Act Property Management.

If there is a major water leak, immediately turn off the water supply to the premises and contact Class Act Property Management.

If there is a gas leak (natural, LP, propane, etc), immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify Class Act Property Management.

See Emergency/Disaster Procedures (below) for additional procedures.

Insurance

Class Act does not require a tenant to provide proof of renter's insurance. However, it is recommended that the tenant acquire and maintain such insurance to protect against loss due to property damage or a lawsuit from someone getting injured while in the premises. The homeowner's insurance will not provide protection to a tenant in such events.

Pets

No pets, animals, snakes or birds, etc. are permissible on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have written permission from Class Act Property Management in the rental agreement (a pet addendum), and you have paid additional security deposit for the privilege of keeping a pet, and have agreed to pay additional pet rent every month. Not every property allows pets.

Should Class Act find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a non-compliance fee of \$250 per occurrence may be assessed.

You may be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your animal at ALL times. Having a **pet is a privilege and permission to have the pet on the premises may be lost if the pet and/or property is not taken care of properly.**

Service Animals

If you have a service animal or companion animal, the name, address, and phone number of your doctor/caregiver and the animal's trainer will be needed (for service animals), plus we will need an active prescription from a doctor prescribing the animal for assistance. A letter from a doctor "suggesting" an companion animal would be beneficial is not sufficient. We need all two/three forms of identification/documentation for both doctor/caregiver and trainer in order to process your application. You will also need to submit documentation of the training the animal has received to perform its duties (for service animals). Upon proof of the active status of a service animal or companion animal, no additional security deposit or "pet rent" shall be required for the animal. There is a limit of one service/companion animal per qualified person. See the rental agreement for additional details.

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Class Act if you are not able to operate them. Please check the battery regularly and replace the battery as soon as it begins to lose charge. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Your rental agreement provides written permission for contractors to install a variety of equipment. Please show the rental agreement to the contractor which contains instructions for the installer. Please provide Class Act with any security/alarm code is to be provided to Class Act within 48 hours of the activation of the system.

COMMUNICATION WITH MANAGEMENT

Email

Email is the preferred method to communicate with Class Act staff. All communications need be in writing (email, text, first class mail). You have been given your property manager's email at move-in and you should submit all questions to that email address to expediate a response. Your questions submitted to other email addresses may not be answered in a timely manner. Do not submit maintenance requests by email. Such requests need to be submitted through your tenant portal. All **accounting questions** need to be submitted to ap.ar.classact@gmail.com.

Please note that although communication by email is encouraged, Class Act does not accept move-out notices by email. Class Act requires the 30-day move-out notice in writing with a valid signature.

Phone

Please do NOT call Class Act staff for any reason other than an emergency. Messages left on Class Act voicemail may not be received. Again, all interactions between tenants and staff needs to be in written form.

Texts

Although not the preferred method, texting your property manager is permissible to receive quick answers to simple questions. Complicated or lengthy issues should be submitted by email or first class mail. Communications by text or other written form are not a modification to your rental agreement. The rental agreement will supercede all communications made between tenant and staff except agreements executed by a written addendum signed by both parties.

Mail

First Class Mail is the only official method of communication according to State and Federal law. Any important notifications should be sent to Class Act by first class mail. Please do not send Certified/Registered letters or any other package that requires a signature upon delivery. It is Class Act's policy to return all such letters and packages to the sender unopened. If you want proof that the letter was mailed, your local post office can provide a Proof of Mailing for a nominal charge.

COMMUNICATION WITH PROPERTY OWNER

Tenants are NOT to contact the owner of the property for any reason. Any attempt to contact the owner may result in a warning or a termination of tenancy.

IN AND AROUND THE HOME

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has “popped” or “tripped”. Try flipping the circuit breaker off and on a couple of times to see if power is restored. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the top plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip”, reset them.

Pest Control

Please report a pest problem within your first 5 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites or carpenter ants, is considered your responsibility. You are responsible for reporting any suspected or known insect infestation. Class Act Property Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. You may be charged for any damage caused by uncontrolled pests.

Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Class Act Property Management along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured contractor and the contractor needs to provide copies of their insurance documents. Please do not make major alterations on your own. All work needs to be inspected and approved by Class Act after completion. Lastly, these changes or modifications are your responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

That being said, it is the intent of Class Act to allow you to decorate your home in a reasonable manor. You may paint walls provided that the painting technique is done in a professional manor, masking off all wood and trim and lights as necessary, using a dropcloth to catch drips, removing faceplates and replacing them when the painting task is finished, and returning the walls to either the original move-in color or white prior to returning possession of the property to Class Act. You may use small nails and screws to attach and hang pictures. You do not need to fill in nail holes upon move-out that are smaller than 1/4” inch in diameter.

MAINTENANCE, DAMAGE AND REPAIR

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, Class Act Property Management has provided you with a tenant portal when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are your responsibility and we have listed them below:

1. Replacing smoke alarm batteries.
2. Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
3. Replacing light bulbs with the correct size.
4. Replacing furnace filters regularly (frequency depends on filter used, but monthly is recommended).
5. Reporting all necessary repairs.
6. Professional steam cleaning and spot cleaning of carpets while residing in the property.
7. Landscape cleanup if a service is not provided.
8. Reporting lack of landscape cleanup if a service IS provided in your rental agreement.
9. Landscape watering unless you live in a duplex or larger.
10. Reporting malfunctioning irrigation systems or sprinklers.

11. Disposal of all garbage in the proper receptacles and using the weekly pick up service.
12. Disposal of animal feces on the property even if you do not have a pet.
13. 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 in a container designed to hold hot ashes and coals.
14. Check to see if damper is open before starting a fire in the fireplace.
15. Disposing of toxic waste properly in accordance with local and county laws.

Maintenance Requests to be submitted via our Website/Tenant Portal.

You always need to submit your tenant maintenance requests on the tenant portal or in writing, preferably on your tenant portal at www.ClassActPM.com. Please be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Class Act so we can follow up.

Scheduling Maintenance

If you have contacted Class Act for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. You are responsible for granting the handyman access to the premises. If the handyman is not able to contact you, and you have not specifically denied entry on the maintenance request, the handyman may use a key to enter your unit and make the repair when you are not home. It is important that you keep your appointments. Class Act may bill you for a service call if you made an appointment with a handyman or contractor but failed to meet them at the scheduled time. Please be polite to the repair person. The repair person is there to help solve your maintenance problems.

System Failures

All "breakdowns", system failures, and structural defects need to be reported to Class Act immediately. If an urgent repair is needed (i.e., hot water heater leaking), you are responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Class Act will arrange with contractors to make necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs made except as allowed by law. See your rental agreement for details.

Unauthorized Repairs

Class Act needs to authorize ALL repairs and/or maintenance that the you request, except for certain emergencies . Please do not make any repairs or authorize any maintenance without written permission from Class Act Property Management. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

If you desire to make a minor repair yourself, you may purchase up to \$50 in parts in any given month, send the receipt to Class Act for reimbursement, and a check will be issued the following month. Class Act will only reimburse parts, not labor. Paint and paint supplies are not reimbursable. You do not need to get permission from Class Act prior to purchasing the parts or making the repair, if the cost is \$50 or less.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Please do not allow grass and weeds to grow up or around the condenser unit.

***Note:** An air-conditioning system failure **does not** constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds

If applicable, you are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Please report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. You need to maintain mulch cover. Please do not allow leaves to remain on grass longer than seven days.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system needs to be reported in writing to Class Act within 5 days of taking possession of premises, unless possession occurs during winter months. In such case, you would need to report sprinkler system problems at the first use in Spring. If no notice is received, Class Act will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is your responsibility to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is your responsibility to comply with water restrictions for your area.

Plumbing/Septic Systems

You are responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Please do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer.

If your property is on a **septic tank** sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property septic system. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property, and costly repairs. You need to purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product.

You may be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

You may be responsible for ANY damage caused by a waterbed or flotation-bedding device. You will need to have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Please do not wallpaper without prior written approval of Class Act Property Management. All walls, baseboards and trim need be washed and ceilings need to be dusted and free of cobwebs before vacating premises. If you are a smoker, you will be held responsible for any smoke/tar residue, odor and/or damage to the premises that result from smoking.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Please do not apply varnish, lacquer or shellac to the floor. Please do not apply any type of wax to ceramic tile floors. You may be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dry mop, sweep or vacuum floors regularly. Please do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Please do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Please do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Please do not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Please do not drag or slide furniture across the floor. You may be responsible for damage to the flooring.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned. Oregon law requires the landlord to contract with a professional carpet cleaning service prior to a tenant taking possession. Therefore, it is not necessary to hire a service yourself before moving out. A carpet cleaning company will shampoo your carpet after you move out and the cost will be deducted from your security deposit. You are responsible for having the carpet cleaned during the tenancy, and the carpets should remain spot free at all times.

Stoves

Please do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. You may be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

Garbage Disposals

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice, orange/lemon peels, banana skins, egg shells, or any other similar materials. **If the motor buzzes**, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items put into the disposal.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, **use "burst resistant stainless steel braided" washing machine hoses only**. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an **electric water heater** that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. There is also a reset breaker on each of the upper and lower thermostat controls. It may be necessary to remove the panels protecting the thermostats in order to access the breakers. The reset button is usually red in color. Press to reset. Wait at least half an hour to see if you have hot water.

If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.

CLEANING AND HOW TO'S

Class Act Property Management diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Maintenance Department who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Class Act Property Management in a timely manner.

Cleaning Standards (Expected Housekeeping)

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent bi-weekly. Do not allow grease to build up in kitchens or stovetops/hood filters.
4. Mop vinyl floors bi-weekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. (A good rule is when you pay your rent, change your filter).
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary. Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
12. Sweep out garage as needed.
13. Always put away food and wipe up food debris before going to bed each day.
14. Clean pet bowls regularly to avoid attracting ants and other pests.

15. Avoid cooking with very high heat. This will add to more grease buildup and cause damage to appliances. It can also be dangerous.

16. Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.

17. Clean toilets regularly to avoid build up of grime, rings, and mildew.

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Please do not use abrasive cleaners on counters on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans, the cooling coils under or behind the refrigerator. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you may be responsible.

Fireplaces

If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc.

When using the fireplace in your residence:

1. Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
3. Do not put anything, including paper and kindling, closer than three (3) feet to the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old holiday trees into the fireplace.
8. Do not use excessive amounts of paper or wood to create a roaring fire.
9. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
10. Notify Class Act of any problems with the fireplace.

ENERGY SAVING TIPS

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

1. Always report water leaks to Class Act as soon as possible.
2. Report water dripping under sinks.
3. Running toilets are big water wasters.
4. Report malfunctioning sprinklers.
5. Report standing pools of water.
6. Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
7. Run the dishwasher when it is fully loaded.
8. Check water hoses on washing machines for leaks; change hoses every three years.
9. Adjust the water level to match the load, using less water for small loads.

10. Avoid using toilets to dispose of ordinary trash.
11. Take shorter showers.
12. Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
13. Be sure your water heater temperature is set properly, but no higher than 120 degrees. Note: do not turn the water heater up to “hi” or “high” as this is a dangerous temperature level.
14. Counsel all children on how to prevent wasting water.
15. Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

1. 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.
2. Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
3. Replace the air filter often and with the right size, at a minimum of every three months, monthly if you purchase the inexpensive filters. A clean filter helps the air-conditioner to run more efficiently.
4. 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.
5. 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:

1. During the cooler months, keep all windows and doors tightly closed.
2. Report any major drafts to the Class Act office by submitting a maintenance request on your tenant portal.
3. Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
4. Turn the heat down during the night and use warm covers and comforters.
5. When leaving home, turn down the temperature on the thermostat.
6. 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.
7. If there is a fireplace, close the damper if you are not using it, but please be sure to open the damper if you do start a fire.
8. Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently. You may be responsible for furnace damage from not replacing filters frequently.

SAFETY TIPS

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

1. Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
2. Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
3. Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
4. Never leave water running unattended in a plugged bathtub or when leaving the residence.
5. If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Class Act.
6. Do not operate electrical appliances while standing or sitting in water.
7. Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
8. If you have small children, use child protector plugs when you are not using outlets
9. Do not overload extension cords with too many appliances.

10. Place lamps on level surfaces and use the correct wattage.
11. Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
12. If you suspect an electrical problem, report it to Class Act immediately.
13. 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.
14. Do not allow children to leave toys on walkways and sidewalks.
15. Replace outside light bulbs so you can utilize lights properly when it is dark.
16. Report any exposed tree roots to the Class Act office
17. Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
18. If you use a grill or BBQ, use common sense, never leave grills unattended.
19. 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.
20. Do not store fireplace wood against the residence.
21. Always be certain the damper is open before starting a fire in the fireplace.
22. 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:

1. If going out of town for an extended period, please notify Class Act 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.
2. 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.
3. 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.
4. Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
5. If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
6. Put garbage cans away or arrange for someone to take care of it.
7. Place valuables and jewelry in a safe deposit box.
8. Avoid leaving a message on your answering device telling people you are out of town and for how long.
9. Set timers on interior lights, to deter burglars.
10. Be sure to check all windows, window locks, and doors before leaving.
11. If you have an alarm, be sure to set it.
12. Turn off the water valve to your washing machine.
13. Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
14. Unplug TVs and computers in the event of lightning or power surges.
15. Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
16. 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.

1. Hang lights and decorations properly and carefully.

2. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
3. Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
4. Dispose of holiday trees properly; never burn them in a fireplace.
5. 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.
6. Never leave holiday lights on when leaving your residence to avoid fire danger.
6. 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

Class Act Property Management 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.

1. 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.
2. 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.
3. 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.
4. First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify Class Act of your suspicions as soon as possible.
5. Educate and train children of all ages for the signs of drug activities or a drug house.
6. Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

FREQUENTLY ASKED QUESTIONS

Class Act 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 6th 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 5th of the month passes, we begin preparing Notices to Pay or Vacate. Obviously, we served the notice before we received payment. Class Act 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. You do not need to contact Class Act Property Management prior to having phone lines installed.

Can I have a satellite dish or install cable or other electronic devices?

Yes, you can have a satellite dish. You assume responsibility for removing the dish and repairing any damage. See your rental agreement for details, installation instructions, and limitations.

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

Notify your Class Act management team of your request for a pet. Please 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 and pet rent will be required and a pet agreement signed. If the owner says no, please 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 Class Act 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 and pet rent will be required and a pet agreement signed.

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

A roommate may move out of the property at any time; however, all parties that signed the rental agreement will be responsible for all debts even after one or more parties move out. A roommate that has moved out will never be released from liability or damages that the other party may cause after the roommate leaves the premises. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. After the unit possession has been returned to Class Act and all parties have moved out, Class Act will send the security deposit refund only to the original PRIMARY tenant listed on the rental agreement.

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

The prospective roommate will need to submit an application and Class Act must approve the person PRIOR to them moving into the property. If Class Act denies the applicant, they may not move into the property. If approved, you and the approved applicant must sign new rental/lease agreements. If a change is made during the lease period, you may need to pay an additional security deposit if required by management.

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 Class Act contacted you first to set a date and time. Do not allow someone who knocks on the door to view the property if you have not heard from us first.

Pest Control

You can reduce pests by:

1. Keep your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight fitting lids.
2. Keep your garbage, including recyclables, in tight-closing hard containers.
3. Block any holes in your deck or foundation.
4. Stuff steel wool into holes around water pipes that can be found in the kitchen and bathroom.
5. Keep the grass and shrubs in your yard trimmed.
6. Make sure the cover on your basement drain is securely in place.
7. To avoid the spread of bedbugs, it is important that you do not bring any furniture or household items into your unit from dumpsters or secondhand stores.

MOVING OUT

Written Notice

1. Before notice to vacate is accepted by Class Act Property Management, it MUST be put in writing or it may not be accepted. The notice needs to include the date you plan on vacating the premises, a forwarding address, and a valid signature from all adult residents in the unit.
2. Notice must not be less than 30 days before termination. The day Class Act 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. Once Class Act receives notice from you, move-out instructions will be sent to you.
3. Class Act does not accept notices by email message because of lack of signature, however you may attach a scanned copy of the signed notice. Class Act also accepts notices by fax.
4. 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. A lease break fee of 1.5x the rent may be imposed for moving out prior to the end of your lease term.

Follow the move-out procedures to ensure the maximum return of your security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be your responsibility to:

1. Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning under and behind the appliances.
2. Dispose of all garbage and trash.
3. Close and lock all windows and doors
4. The carpet should be vacuumed and spot free. A professional carpet cleaning company will shampoo the carpet after move out, and the cost will be deducted from your deposit.
5. Cut lawn, weed the flower beds, edge, and trim the shrubs.
6. Inform all utility services and postal services of the departure date and forwarding address.
7. Turn off your ice maker (if applicable) and empty ice bucket.
8. Leave all fuses and circuit breakers in the "ON" position. Turning off the circuit breakers may result in damage for which you may be liable.
9. Turn in ALL keys and openers on the expiration date and provide Class Act with a forwarding address.
10. The electricity and water must be left on for three days after vacating the premises so Class Act can inspect all electrical outlets, lights, appliances, and so that cleaning can be performed. Failure to do so may result in a charge against your security deposit for power turn on.
11. Class Act may be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Preparing The Property For Move Out

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

Cleaning

1. Clean the property throughout the interior and the exterior.
2. 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.
3. Tenant caused dirt is not normal "wear and tear."
4. Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

1. Class Act will schedule the carpets to be cleaned once you have moved out.
2. Tenants, please note: Class Act will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

1. Do NOT wash fabric draperies.
2. 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.
3. Wipe all mini blinds – do not use harsh chemicals on the blinds.
4. Clean all windows inside and outside, except for the outsides of second story windows.

Replacements

The following must be in working order to avoid charges when moving out:

1. Burned out light bulbs
2. Non-working smoke detector batteries
3. Missing doorstops
4. Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

1. If you have a pet, professional pet pest control may be needed.
2. If a property is found infested with ants, spiders, cobwebs, fleas, etc., you may incur pest control charges.

Landscape clean up

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

Trash

1. If you have trash that exceeds the normal pickup, you need to arrange to have it hauled away at your expense.
2. Place all other trash within the appropriate trash receptacles for normal trash removal.
3. Please do not overflow trash receptacles.

Painting

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

Marketing During the Notice Period

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Class Act will make an effort to accommodate your schedule; however, the property must be available and in good condition for agents to show. You will be notified prior to showing. If there is no answer or no answering machine, we will call your work number or send an email to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits

everyone!

The Move-Out Process

Once you have vacated the premises and the keys have been received by Class Act, we will begin the Move-Out process to determine and expedite return of your security deposit. Keys **MUST** be returned to Class Act and not left at the premises. You are fully responsible for rents until the keys have been given to and received by Class Act Property Management. All utilities are to be left on for three days after your keys have been returned.

Breaking the Lease

If you find that you must move out before the end of your lease, you will need to submit a 30-day move out notice to management. The 30-day move out notice must state the date you plan to be completely moved out and your forwarding address. Be advised that you may be responsible for a lease-break fee up to one and one half (1-1/2) times the total monthly rent amount. You will also need to continue to pay rent through the date you return the keys, or through the end of the 30-day move out notice, whichever is later.

Breaking the lease does not excuse you from other obligations of the rental agreement. You will still need to follow all typical move-out procedures:

1. Remove all your property and garbage
2. Housecleaning
3. Lawn maintenance (you need to arrange that before leaving)
4. Utilities (do not disconnect power or water)

Return of the Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE. The security deposit will be refunded within 31 days of your move-out and return of keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

1. Resident has given thirty (30) days written notice prior to vacating. The full term of the Agreement has expired and tenant has complied with all other provisions.
2. All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenants obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.
3. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear, shall be paid by tenant.
4. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
5. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
6. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
7. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.

EMERGENCY/DISASTER PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for.

Floods/Heavy Snow/High Wind/Storm Watch/Storm Warning

When living in Oregon, the chances of experiencing a flood, heavy snow, or heavy storm are always possible. It is important to know and follow proper procedures to safeguard yourself and the property you live in and minimize potential risk and damage.

What You Do

Everything an owner would do to protect the property, the tenant is expected to do. The first priority is to stop additional damage. An emergency can happen at any time. Be prepared. If you choose to leave town during an emergency, you still must secure the property prior to leaving.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist, and a storm kit. Stay tuned to the local news media and follow all recommended precautions and instructions.

Pre-Emergency/Disaster Checklist:

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
- Know where the shut off valves are in your residence
- Keep copies of important papers stored in a safety deposit box
- Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries and for the right kind the flashlight
- Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged

Use This List If An Emergency/Disaster Occurs:

- A gas leak is possible during an emergency/disaster, immediately turn off the gas valve
- Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 9-1-1 only to access help and NOT to learn news. If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- Call Class Act when it is practical, but remember that Class Act will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes
- Only call people when necessary and have an emergency contact outside your area who can notify other people
- Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
- Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
- Leave a single light on to alert you that power is restored
- If you use candles and matches, do it safely – you do not want to create another problem
- Limit cell phone usage or use your car to charge batteries
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can

- Conserve water and food when disaster occurs
- If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.
- Turn off main breaker to house
- Turn off main water supply to house
- Take all recommended precautions by the local news media and storm bulleting publications.
- Do not put tape on the windows!
- Secure your pets inside. If is is not safe for you outside, it is not safe for your pets either. If you are leaving the property, do not leave your pets behind.
- Secure all outside items. Bring in the swing sets, play houses, small planters, anything that could turn into a flying object during high winds.
- Make sure Class Act Property Management has a key for your home.

TENANT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, TENANT IS EXPECTED TO DO.

NON-DISASTER PROCEDURES

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Burst, Tree Falls on House) Upon first occurrence or discovery of problem, secure from further damage immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Tenant Responsibility

Take steps to prevent additional damage immediately.

- Turn off the source of water or electricity or gas, as the situation demands.
- Notify Class Act Property Management, if it is after hours use emergency line.
- Make claim on Tenant's insurance for personal belongings.
- Notify Class Act of tenant's insurance coverage.
- Provide emergency report (police, fire, etc) to Class Act within 5 days of the incident.
- Provide access for insurance, repair people, etc. to access and repair damage.
- Notify Class Act of delays or problems with repairs.

DISCLAIMERS

This Tenant Handbook/Tenant Manual is a supplement to the rental agreement between management and tenant. In any cases where the two conflict, the rental agreement shall always superceed this document. "Class Act" as used in this document is a shorthand for the company name Class Act Property Management LLC.

OUR PERSONAL MESSAGE TO YOU

Congratulations on selecting a home with Class Act Property Management LLC. We are looking forward to having you as a tenant and want to make your new association with Class Act a pleasant experience.

Our goal, on behalf of the owner of the property, is to provide you with superior Property Management Service. In return we look forward to your being a responsible tenant who pays the rent on time, takes special care of the property, and enjoys the home you have rented.

We look forward to having you as part of the Class Act Property Management tenant family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

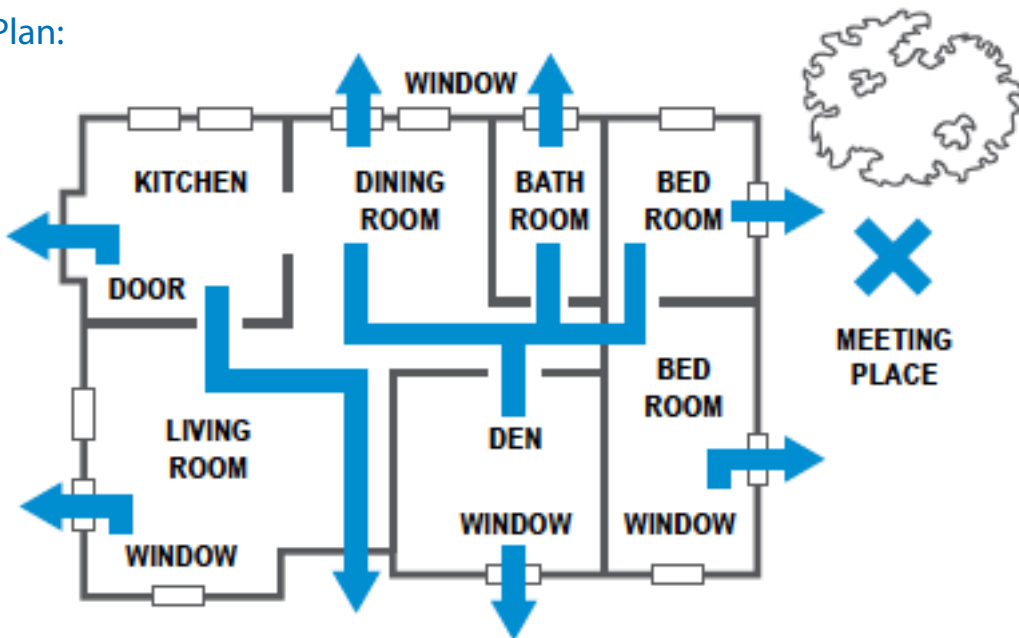
The Staff and Management of Class Act Property Management, LLC.

APPENDIX A

Your Fire Escape Plan

If you live in a building that does not already have a fire escape plan posted, use the grid below to draw a fire escape plan for your home and post it in a visible location in your unit. Note where the walls, windows and doors are and indicate all the possible escape routes. You should also indicate a meeting place outside near a tree or other landmark. When your plan is complete, practice it with every member of the household.

Sample Plan:



Your Plan:

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Class Act Property Management LLC

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updated 04-21-2016 (version)

APPENDIX B