



Dear Resident,

Welcome to your new home! Skyline Property Management is excited to be your new management company and we look forward to serving your property related needs. This letter is to explain what you can expect from the management company and what we'll be looking from you. We hope the following information will make your move-in as smooth as possible.

MONTHLY RENT:

The monthly rent is due on the **1st day** of each month. Per the terms of your lease, rent is considered late and is subject to a 7% late fee if not paid in full by the 5th day of the month. We do not accept partial payments or post-dated checks.

HOW TO PAY YOUR RENT:

****First month's rent and security deposit must be paid by cashier check or money order****

1. Pay Online. Most likely we have already send you an email and text message inviting you to set up your Tenant Portal. From the portal, you will be able to set up online payments, as well as other functions.

2. Pay by Personal Check, Cashier Check, or Money Order:

You can mail or personally deliver your rent payment to our office. Please write your property address on the memo line of the check. Checks returned for non-sufficient funds will result in additional Late Fee and bank charges.

Office Address:

SKYLINE PROPERTY MANAGEMENT
6116 Bellflower Blvd
Lakewood, CA 90713

Office Hours:

Monday -- Friday 9:00am - 5:00pm

Phone: (562) 920-2440

UTILITIES:

Make sure you immediately switch the utilities that you are responsible for into your name so you aren't stuck in the dark or without water. A list of all the utility companies is available.

MOVE-IN INSPECTION:

There will be no formal "move-in" inspection when you take possession of the unit. You will have 7 days after the start of the lease to notify the management company of any damages/maintenance concerns within your unit so they can be noted and addressed. It is your responsibility to return the Move-In Inspection form addressing any concerns regarding the property. The list will be used to assess damage charges when you vacate the property. After 7 days, the management company is no longer responsible for present damages within the unit and you may be charged for such items when you vacate. It is recommended that you take pictures of the interior of the property prior to moving in.

MAINTENANCE ISSUES & REPAIRS (INCLUDING EMERGENCIES):

We are determined to maintain a clean and safe residents for all of our tenants. To help us make repairs promptly, we ask that you submit all maintenance requests ONLINE (tenant portal) as soon as you notice them.



In case of an "after-hours" property emergency, please call (562) 618-9909 and leave a detailed message. Someone will get back you shortly.

PLUMBING STOPPAGES:

Per the lease terms, we will cover any stoppages that happen within the first 30 Days of your lease. After that, the tenants are responsible for all stoppages (toilet, bathtub, sinks, etc) unless the cause is determined to be tree roots or other system failures. You can request our plumber to be sent out, just be advised that you will be responsible for the service call.

CHANGES IN YOUR CONTACT INFORMATION:

Please notify us if your home, work, or mobile phone numbers change so we can reach in case of an emergency.

RENTER'S INSURANCE:

We require that you obtain and provide proof of a Renter's Insurance Policy. The owner's property insurance will not cover the replacement of your personal belongings if they are lost due to fire, theft, flooding, or any other cause.

PROPERTY INSPECTIONS:

To help keep the residence safe and in compliance with local, state, and federal regulations, we will conduct a semi-annual or annual inspection of the property. We will notify you of this inspection by a written 24-hour Notice of Entry.

LOCKS & KEYS:

If you lock yourself out of your unit or lose your keys, it is NOT the responsibility of the landlord or management company to let you in. If we are available, we will try to accommodate you one time. Otherwise, you will need to call out a locksmith at your own expense. Please do not change the locks without our prior approval. As a matter of company policy, we re-key every property between tenants.

We hope you enjoy living at your new home and we look forward to making your tenancy as enjoyable as possible.

The Skyline Team