

Stott Property Management
A Division of Stott Real Estate, Inc.
970 N. Kalaheo Ave., C-114
Kailua, HI 96734
Office: 808-254-5558
Fax: 808-254-5205
E-mail: stottpm@stott.com

Aloha, and thank you for renting from Stott Property Management. We hope that your new home meets your needs. The property owner has hired us as their agent to represent them in handling and protecting their investment. While the rental agreement and Landlord – Tenant Code are fairly complete, we have included some additional information to help clarify your role as a tenant and our role as a property manager.

We consider you a resident who deserves quiet enjoyment of the home throughout the term specified in the lease. It is your responsibility to keep this home in as good or better condition as on the day that you were checked in. That means that you are to inform us of any breakdowns, leaks, malfunctions, or any other problems that arise.

Please read the following pages thoroughly and keep this document handy for future reference. Reading this document now will help prevent future misunderstandings. If you have any questions or concerns, please call us at 254-5558.

Sincerely,

Tim Kelley
Property Manager

General Items

Payment of Rent:

Rent must be received by our office on or before the due date as written in paragraph 7 of your rental agreement. Make checks payable to Stott Property Management and please write the address of your home on the check. If you must pay in cash, please deliver the money to the office during normal working hours (M-F 9:00 am – 5:00 pm). Do not mail cash or slide it under the door. We are not responsible for the money until we provide you a written receipt.

If you have a problem paying your rent, please call us ahead of time and explain the circumstances. If you are late and we can't contact you, then we may be forced to start eviction proceedings and those costs will be passed on to you.

If your check is returned to us for insufficient funds, you will be charged \$20 and all future payments must be made by money order or cashier's check.

Stott Property Management applies late fees and interest to all tenants as stated in the lease. Those fees will be detailed in a letter and are due by the 5th of the following month. Failure to pay in full can result in further charges, damage to your credit history, refusing to renew the lease, and difficulty in finding a new rental. If you have any questions about the fees, please contact us.

Security Deposit:

Your security deposit is held in a separate account while you are renting from Stott Property Management. You may not use the security deposit to pay the last month's rent or prorated rent under any circumstances. If we don't receive the last month's rent by the due date described above, then you will be charged the applicable late fee.

Inventory and Condition Form:

When you check out, any broken or damaged items not noted on the inventory and condition form will be considered damage caused by you unless a defect in the property caused the damage. Normal wear and tear is not your responsibility. You have ten days from the date of your occupancy to change or amend the inventory and condition form. If you find any problems in your residence, please let us know within the ten-day period.

Renter's Insurance:

The owner's insurance does not cover your belongings. We strongly encourage you to obtain renter's insurance to cover any damage to your personal property including but not limited to loss from fire, theft, flooding, or water damage caused by plumbing problems.

Periodic Inspections:

We will be making periodic inspections at least once per year to protect both you and the owner. The inspection will take about thirty minutes to one hour. We are looking for signs of wear that could lead to more serious problems (water leaks, wood rot, etc.). Photos and video may be taken during the inspection. This inspection does not eliminate your responsibility to call us if you notice any problems with the property that require attention.

Repairs:

If something in the unit breaks, call Stott Property Management at **254-5558**. If you call after hours or reach our answering machine, please leave your name, address, valid daytime phone number, and a brief description of the problem. We will get back to you no later than the next business day if you call after hours.

In most cases, clogs and disposal jams are tenant caused and therefore your responsibility. If the damage is not tenant caused, then the owner will pay to fix the appliance or fixture.

General maintenance (Replacing light bulbs, removing lint from the dryer filter, cleaning, etc.) is the tenant's responsibility.

Occasionally, some tenants will want to handle simple repairs themselves rather than schedule an appointment with a repair-person. Any reimbursements **MUST** be approved prior to starting the work. Please do not start any home improvement projects or repairs without getting our approval **FIRST**. Most owners will reimburse tenants for materials but rarely will tenants be paid for labor.

Circuit Breakers:

The circuit breaker and fuses are designed to protect you in case of an electrical problem. Become familiar with the location and operation of these switches.

If an appliance or outlet is not working, please make sure that the circuit breaker has not tripped before asking for a service call. Try resetting the breaker if it tripped. If the breaker continues to trip, then there could be a problem with the appliance, the electrical circuit could be overloaded, or there could be a problem with the breaker itself. Check to make sure that you have not plugged too many electrical devices into any of the outlets.

If we send an electrician out to fix the problem, and it turns out that a breaker just needed to be reset or if there were too many devices plugged into an outlet, Stott Property Management will send you the bill. If it is a true electrical problem, then the owner will pay the electrician bill.

Emergency Procedures

If an appliance breaks, it is NOT an emergency in most cases. Emergencies are events like burst pipes, a burst water heater, flooding, and/or a fire. If the property will suffer additional damage if the problem is not fixed immediately, then it is an emergency.

Occasionally, a problem will occur that requires your immediate attention. A prompt and proper response by you will save you time, money, and frustration.

Burst Pipes:

Water cut off valves are located under each sink, toilet, and by the dishwasher. There is usually a shut off valve for the entire house or unit outside the dwelling. Please become familiar with the location and operation of these valves.

If you experience a burst pipe or water heater, call Stott Property Management immediately at **254-5558**. In the event that nobody answers, call a licensed plumber to fix the problem as soon as possible. Once arrangements have been made, notify Stott Property Management of the leak and that you hired a plumber. The owner will reimburse you for any charges related to the emergency.

Fire:

If there is a fire and you can't immediately put it out with water or a fire extinguisher, then call 911. Once the fire has been put out, please notify Stott Property Management of the fire so that we can notify the owner and check out the damage to the property.

Stott Property Management Emergency Number:

If you are unable to find a contractor and the property will suffer additional damage, then call **286-5013**. This cell phone is not to be used for routine business.

General Questions and Answers

What do I do if something breaks?

Call Stott Property Management at **254-5558**. If you call after hours or reach our answering machine, please leave your name, address, valid daytime phone number, and a brief description of the problem. We will get back to you no later than the following business day if you call after hours. If an appliance or fixture provided by the owner requires repair and the damage is not caused by the tenant, then the owner will pay the bill.

Please refer to the **Emergency Procedures** if you think the problem needs immediate attention to prevent further damage to the property.

Is Stott Property Management going to meet the repair-person at the property?

In most cases, the repair-person will schedule a time with you to fix the problem. If it is an emergency repair and you can't be there, then Stott Property Management may be able to meet the repair-person at the property.

What do we do if our lease is going to expire and we want to renew?

Call Stott Property Management and request a lease extension. If you have paid your rent and bills and proven to be a reliable tenant, then there is a good chance the owner will approve a lease extension.

What do we do if we want to break our lease?

You are responsible for the rent through the length of your lease. Call Stott Property Management and we will work with you to find a qualified tenant as quickly as possible. You will be charged for the time the unit is vacant, any difference in rent through the end of the lease if we can't rent it out for the amount specified in your lease, advertising costs, and credit report fees.

If you are in the military and receive orders to leave the island, then you must give Stott Property Management 28 days written notice and a copy of your orders.

If you are a month-to-month tenant, then you must provide 28 days written notice.

What do we do if we have lots of bugs?

If you have just moved in, then call Stott Property Management at **254-5558** and we'll discuss remedies. If you have been living there for a while, then it is your responsibility to take care of the problem.

If you suspect that the bugs are termites, please call Stott Property Management at **254-5558**. We will have someone check out the problem and if it is termites, will coordinate remedies with you and the owner.

What do we do if we are going to be out of town for a few weeks?

The lease requires that you notify us if you are going to be out of town for more than five days.

If you are going to be out of town for a few weeks, please make sure you mail your rent check ahead of time if you plan on returning after the due date. Traveling is not a valid reason for paying your rent late.

What do we need to do to prepare for a checkout?

Stott Property Management's check-in and check-out procedures are fairly extensive. You must clean the property thoroughly and leave the property in the same condition that it was in when you moved in minus "normal wear and tear." Please note that dirt and stains are not "normal wear and tear."

May we use the deposit as last month's rent?

No.

The lease specifically forbids you from using the security deposit as last month's rent. If we don't receive the last month's rent by the due date, then you will be charged a late fee. Stott Property Management will hire a collection agency if you fail to pay any bills and fees.

Most Property Managers run credit and background checks and will not rent to prospective tenants that owe previous landlords.

Important Information

Stott Property Management

970 N Kalaheo Ave C114

Kailua, HI. 96734

254-5558 (office)

254-5205 (fax)

stottpm@stott.com

Unless otherwise indicated on the front page of your lease you are required to transfer/start for all utilities for your rental. The following are numbers you may need to call:

Hawaiian Telcom	643-6111
Board Of Water Supply	748-5000
Hawaiian Electric Company	548-7311
Oceanic Time Warner Cable	625-8100
The Gas Company	535-5933
Trash Pick Up Days	523-4685
Bulky Item Pick-up	check the front of the phone book for number for exact area.

Resident Manager

Must call 24-48 hours before planned move- may not be able to move on Sundays or after hours.

Emergency Plumbers

A-1 Budget Plumbing 262-3747

Action Plumbing 672-3758