

## MOVE-IN LETTER

Dear Tenant,

Welcome to The Pinefino. We hope you will enjoy living here.

1. **Setting up Services:**

PG&E (Electricity and Gas) 1-800-743-5000 (You only need to switch the account to your name)  
Comcast (Phone, internet, TV) 415-755-5702 Jose Maurice Campos, Account Executive  
WaveG (Phone, internet) 925-391-5734 Mallory Dixon, Regional Account Manager  
DirecTV, Dish Network (TV) Please contact the leasing office first. Dish on the balcony is prohibited.  
AT&T and Sonic is not available at this time  
Please see paragraph 23 for how to setup your unit once you got a modem from Comcast, and how to connect to WaveG.

2. **Rental Agreement:**

- Rent is due and payable on the first of every month. There is no grace period for the payment of rent (see paragraph 3B for details).
- To terminate your tenancy after the lease, you must give at least 30 days' written notice. Landlord may also terminate the tenancy, or change its terms, with 30 days' written notice.
- Your security deposit is only to be applied, by the Landlord, to costs of cleaning, damages or unpaid rent after you move out. You may not apply any part of the deposit, during your tenancy, toward any part of your rent in the last month of your tenancy. (See paragraph 4B of the lease agreement).

3. **Water and Sewage Bill:**

You will be billed every two months for your share of the bill. It is prorated based on the number of bedrooms in your unit.

4. **Landlord/Tenant Checklist:** You should walk-through your unit to check the condition of all walls, blinds, flooring, appliances, etc. These are all listed on the Checklist (available on "Pinefino.com/Forms", which you should carefully go through, sign, and return. When you move out, we will ask you to check each item against its original condition as indicated on the checklist.

5. **Maintenance/Repair:** **For maintenance request, please go to the tenant portal website.** Please note that consumables e.g. water filter and light bulbs are your responsibility.

You have a right to expect repairs to be made promptly. However, you will be billed for repairs caused by your abuse or negligence. Common problems include the garbage disposal stops working due to metal objects fallen into the sink; or plugged toilet due to foreign objects other than toilet paper being flushed. We asked that you bring any problems and potential safety hazards to our attention promptly. We ask that you maintain your unit in a sanitary manner, and pay special attention to potential water damages by observing a few things:

- Keep bathroom floors dry. Standing water around walls can cause damage to underlayment.
- Report unusual stains (black marks) on the ceiling (usually caused by leaking)
- Re-caulk around bathtub, and shower stall when necessary.

6. **No Smoking: Please observe the "No smoking" policy of the Pinefino. Smoking is a breach of the lease agreement and is subject to termination. (see paragraph 14)**

7. **Insurance:** Tenants are required to purchase Renter's Insurance or at least \$300,000 in liability to cover:

- your valuable property lost through theft or fire.
- you could be sued if someone is injured on the premises you rent.
- If you damage the building itself (say you start a fire in the kitchen and it spreads; or you forget to turn off your faucet and it flooded your unit as well as the units beside you and below you), you could be responsible for large repair bills.

Contact your insurance agent for more information on renter's insurance. Your auto insurance carrier will be glad to help too. Please contact us for referrals.

8. **Moving Out:** It's a little early to bring up moving out, but please be aware we have a list of items that should be cleaned before we conduct a move-out inspection. If you decide to move out, please review our Move-out

letter (under Pinefino.com/Forms) explaining what is required and describing our procedures. A good rule of thumb is to leave the unit the same condition as you moved in except normal wear and tear.

9. **Telephone Number/email Changes:** Please notify us if your phone number/email changes, so we can reach you promptly in case of an emergency.
10. **Safety:** Please take a minute to check where the fire extinguishers are located. It is also a good idea to keep one inside your kitchen.
11. **Trash/Recycling:** There is one trash chute per floor. We recommend using no bigger than 13 gallon trash bags. Do not put recyclable material or cardboard boxes inside the trash chute. There are recycling bins in the trash rooms in the trash room in the garage. Please “flattened” your cardboard boxes before putting in the special green color cardboard bin. Double bag leaky bags to prevent leaking onto corridor. Clean up after yourself or you will be charged for the cleanup costs.
12. **Mail/Package Delivery:** Your mailbox is located in the lobby at the corner of Airport Blvd and Baden Ave. For small USPS packages, the mailperson will put it in the small package mailbox on the bottom row and the key will be put into your mailbox. For Fedex, UPS, and other delivery, the delivery person will either deliver the package to your front door or leave in the package room near the front lobby door. Landlord and property manager will not responsible for loss and/or damage of the your mail and package.
13. **Visitors:** Your visitors will call you from the access panel located next to the front lobby door by punching your unit number on the keypad. The system will ring your phone. You can then talk to the visitor from your phone. While you are on your phone, you can hit “9” to open the door. **Pinefino management strongly discourage tenants to allow visitors to enter the building while they are not home.**
14. **Losing your Keys:** If you lost your keys, key fobs, or remote control, please call and/or email the hotline ASAP. We will disable the key fob or remote control and issue a new one to you. Lost mailbox keys, key fobs, and remote control will cost \$10, \$40, and \$80 respectively plus an administration costs of \$100.
15. **Protect the floor:** Whether you are moving in yourself or hiring a moving company, it is important to remind everyone that deep scratches are difficult to repair in the floor. You will be charged for scratches that we have to repair, since deep scratches are not considered normal wear and tear. A general rule of thumb is that scratches or damages less than 0.5 mm in width and less than 1 inch in length are considered normal wear and tear. After you moved in, it is a good idea to use area rugs to protect areas where furniture may be moving e.g. chairs.  
**Do not let water sit on the floor. Wipe it off with a towel or paper towel. You will be charged for such water damages.**

16. **Elevator dimension (inches)**

Door width – 42”
Cabin – 75” x 61”
Height – 98”

17. **Elevator Use during Move-in**

DO NOT use any objects to block an elevator door from closing as it will cause the elevator to shut down. That may require a service technician to come out to reset it. Such a service call would cost hundreds of dollars which will be charged to you.

18. **Comcast/WaveG Installation**

A wiring hub (a tall white metal box) is recessed into the wall of your walk-in closet or laundry room. Please show this to the installer. The installer may also ask for the point of entry. This is in the communication room/closet located on each floor opposite to unit x06 where x is the floor number.

19. **Car Lift**

Those getting a car lift parking space should take special notice. Drive the car you are going to park in the garage during the appointment for you to get your keys. Expected to spend at least 45 minutes to an hour. The car lift space is SPECIALLY MODIFIED to fit your car ONLY. DO NOT let your family member or your friends or visitors park their car in your car lift space. The car lift is good for cars up to 4400 lbs and less than

6' 7" in the lower space and 5' 9" for the upper space. NEVER EVER backup your car into the car lift. That will possibly break the system and you may be responsible for an EXPENSIVE repair bill. When in doubt, call the property manager, Onerent hotline for help. You will be assigned a specified numbered space at your initial appointment, and you will always park your car in the same numbered space. Car Lift are numbered from 1 to 66. DO NOT swap or rent your space to another tenant. If you need an additional space, call the property manager to set that up. After you park your car in the assigned space and you walk out and use your key fob to close the door, DO NOT rush into the lift system before the door completely closed to retrieve any forgotten items in your car including a baby or a kid. This action will stop the door and close down the lift system and the system needs to be reset by the manager. This system is carefully designed to ensure the safety of its user to use it properly. This will also cost you \$20 for the first offense and \$100 subsequently every time you accidentally close down the system plus any repair cost charged by the manufacturer service department. Let the door close completely, then use your fob to open it again. Best way is to let all passengers out and all your groceries and other personal items out before driving your car into the car lift system. DO NOT litter anywhere inside the car lift system as empty bottle or other objects may get stuck in between the platforms and shut down the system.

**20. Exterior Storage**

Those units with exterior storage shall keep the storage area clean, and free of odor. Do not storage flammable material or open food items. Check the room at least once a month.

**21. Drilling**

You can hang things on the wall as long as you patch and paint any holes when you move out. Under no circumstances should you drill on the floor especially if you live on the first floor.

**22. Dog Run**

Please clean up after your dog and hose it down to keep the area clean and odor free.

**23. Comcast and WaveG setup**

Locate the white cabinet with an upper and lower door usually in a closet.

For Comcast: Call Jose with the number above. You should be able to do self install and save on installation cost.

For WaveG: Locate the white "IN" CAT5 wire and plug into the "Internet" port of your (wireless) router. Plug the rest of the white CAT5 wires into the "Ethernet" ports of your (wireless) router. Now you have a local area network in your unit.

**24. Pigeons and other bird dropping**

Your balconies and patio are cleaned before you move in. Pigeons and other birds are known to rest on the railings of the balconies and patios, or even nest behind air conditioning units. Please clean your balconies and patios from time to time. Bird droppings create odors and attract other bugs. It is the tenants' responsibility to keep their balconies and patios clean. Landlord has no control over where wild birds land and nests. When cleaning your balconies, do not spill dirty water over the edge that may reach your downstairs neighbors' patio, or pedestrians below. Use a damp mop or scrub to remove any dirt. You may also pay the building janitors to do the cleaning.

**25. Resident Manager**

You can reach your Resident Manager (RM) at 650-392-9599 during office hour from 9am to 6pm, or [pinefino1@gmail.com](mailto:pinefino1@gmail.com). Your RM is the go to person for non life threatening emergencies, or issues that requires immediate assistance. Examples include but not limited to losing your fobs, neighbors disturbing the peace, vehicles parked in your assigned space, smoking and other violations of house rules, locking yourself out during business hours, etc. For life threatening emergencies, please call the authorities immediately. For regular day to day leasing, maintenance, and repair issues, go to tenant portal and submit a maintenance request.