

## **FAQ - TENANT**

**1. How do I report a maintenance item?**

If you need maintenance at your rental please visit our website at [www.WestViewProperty.com](http://www.WestViewProperty.com) or call our office at (619) 708-7034 or (530) 748-7999 to report the problem, you may use this same number for after hours emergencies. For police or fire emergencies, dial 911 before calling WestView.

**2. What do I do in an emergency?**

If there is an emergency, please call our office 24 hours a day at (619) 708-7034 or (530) 748-7999. For police or fire emergencies, dial 911 before calling WestView.

**3. What is considered an emergency?**

The following are examples of maintenance emergencies: main sewer line back up, active water leaking, flooding, fire, gas leak etc.

**4. When is my rent due and where can I pay my rent?**

Rent is due on the 1<sup>st</sup> of each month and is considered late at midnight on the 5<sup>th</sup>. If payment has not posted by the 5<sup>th</sup> a \$50.00 late fee will be assessed. Rent can be paid by mail or in person to:

**San Diego**

WestView Property Management, Inc.  
13465 Camino Canada, Suite 106  
El Cajon, CA 92021

**Sacramento**

WestView Property Management, Inc.  
1390 Broadway, Suite B  
Placerville, CA 95667

Please specify your rental address in the memo field of your check.

Acceptable forms of rent payment are Personal Checks, Cashiers Checks or Money Orders.

**5. What am I responsible for maintaining?**

Tenants are responsible for maintaining heating filters and fresh smoke detector batteries at all times. This may mean changing them at least twice each year or more frequently as needed. Light bulbs that are easily accessible also need to be maintained by the tenants. In certain situations, yard maintenance may be required. Please refer to your individual Residential Rental Agreement.

**6. Can I be charged for maintenance at the property?**

Yes, if tenant damage or neglect causes the maintenance problem, you will be charged for it. Also, you can be billed for a service call if you miss an appointment with one of our maintenance contractors.

**7. Do I need renter's insurance?**

It is highly recommended that all tenants carry enough insurance to cover themselves and their personal property. Please consult with your insurance agent for specific details.

**8. Do I need approval to paint or change something in the home I am renting?**

Any and all changes or modifications to the property must be requested in writing to WestView.

**9. Can I install cable or satellite TV at the property?**

Generally yes. However, you must first obtain written permission from WestView. At some units you may be prohibited from installing a satellite dish in any location where the dish is visible from the ground or from any other unit in the area. Any cost of installation is at the expense of the tenant. Any damages to the property caused by the installation will be the responsibility of the tenant. Satellite dishes may not be installed on the roof.

**10. Can I install extra telephone lines?**

Generally yes. However, you must first obtain written permission from WestView. All costs of installing extra phone lines are the responsibility of the tenant as well as any damages caused by the installation.

**11. Can I sub-lease the property?**

No. The Residential Rental Agreement clearly states that the resident shall not sublet any portion of the property or assign the agreement without written consent from WestView.

**12. What happens if I need to move before the end of my lease?**

Please refer to your copy of your Residential Rental Agreement. Contact WestView as soon as possible to discuss this situation in detail.

**13. What happens if only one roommate wants to move out?**

Contact WestView directly for the necessary forms to remove one roommate from the rental paperwork and/or have a new roommate added. Your property manager will discuss the Residential Rental Agreement as well as the procedures for handling the security deposit.

**14. When and how should I give my notice to vacate?**

It is important to refer to your Residential Rental Agreement for the specific terms. In most cases, notice to vacate must be received in writing on or before the 1<sup>st</sup> of the month with a minimum 30-day notice. You can complete this from on our website at [www.WestViewProeprty.com](http://www.WestViewProeprty.com) or call us at (619) 708-7034 or (530) 748-7999.