



Hawk Mgmt, Inc.
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West Hills, CA 91307
Office: (424) 777-9848
Monday - Friday 9:00 AM to 5:00 PM

TENANT HANDBOOK



Tenant Portal:

<https://www.hawkmgmt.com/tenant-portal.html>

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HAWK MGMT, INC. WELCOMES YOU!

This Tenant Handbook is incorporated into your lease agreement and is legally binding. The Handbook will be updated from time to time as needed, and the most current version will always be available on our website at: www.hawkmgmt.com/tenant-handbook.html It is your responsibility to make sure you have the most recent version of this document.

You have leased a home...think of it as your own. During the term of this Lease, you are in possession of the dwelling and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premises.

TENANT COMMUNICATION VIA ONLINE TENANT PORTAL + EMAIL



The online Tenant Portal streamlines your communication with us. It allows you to pay rent and submit routine maintenance requests online. If you have not received an email with a link to set up your Tenant Portal account, please contact us. Follow the link in the invitation email, set up your own password and your account is activated.

EMAIL is the preferred method of communication. Rent reminders, payment receipts, notices, maintenance and general correspondence will utilize this method of communication.

MOVE-IN REMINDERS

Move in Inspection: Your move in inspection will be conducted on the day of move in.

Keys/garage remotes: You will receive your keys and garage remotes, if applicable, after completing your move in inspection. Make sure you keep your keys and remotes in a safe place, as you will be charged to replace them.



TENANT RENOVATIONS + ALTERATIONS

It is policy that Tenants do not perform repairs or alterations. If you do want to make a special request for renovation or repair to the property, email your request to us and we will send it to the Owner for approval. **DO NOT** proceed with any work until you have received written approval from us!

PAYING RENT

1. Pay rent online: <https://www.hawkmgmt.com/tenant-portal.html>
2. Make checks, money orders, or cashier checks payable to: Hawk Mgmt, Inc. 6700 Fallbrook Ave. Suite 221 West Hills, CA 91307
3. You can pay cash using the "Pay by Me" option. If you would like to use this option, please reach out to our office and we will provide you with a barcode that you can use at 7/11, CVS, and other retailers enrolled in the program.
3. Rent is due on the 1st of each month.



REPAIR REQUESTS

Repair requests should be made via the online tenant portal. First click on “Maintenance” and then click the “Request Maintenance” button and follow the prompts. You will see a box in which you can enter your issue(s). Please include as much information about the issue(s) as you can so that we can send the proper vendor(s) with the proper equipment. This will help us get your problem solved faster. If you have numerous issues, please number them. Attach pictures if possible and include your availability.



Third party vendors and Tenants coordinate the service call jointly. Please be polite to the vendor.

If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call and fine of \$75.00!

You will be charged the full cost of repair + a \$40.00 admin fee for a repair request caused by misuse, neglect or tenant damage. Examples, include, but are not limited to:

- Non-functioning dishwasher due to excess food debris (i.e. air gap or pipe clogged).
 - Clogged toilet that could be resolved with a plunger.
 - The problem was caused by improper use of the provided facilities. Classic cases include flushed objects or other items (baby wipes) that results in a clogged sewer line.
 - Alignment of garage door sensors that were bumped by something (i.e. trash can).
 - Minor irrigation repairs after your first 90 days of tenancy (i.e. leaking sprinkler/drip system repair).
 - Tenant caused damage (i.e. dirty filters causing AC unit to freeze up).
- Tenant requested service which was resolved by resetting a breaker or GFCI to restore electrical power and/or replacement of batteries on a thermostat for non-functioning HVAC.

MAINTENANCE EMERGENCIES

If the emergency involves a fire, medical, criminal, or similar emergency, notify the proper authority or call 911 prior to calling us.

For maintenance emergencies, please follow the following guidelines:

- 1) Call our 24/7 call center at (424) 239-7041.
- 2) Please call our office at (424) 777-9848 X 6 several times in a row. If we don't answer, please leave us a clear voice message. Make sure you repeat your name, address, and phone number twice and clearly state your issue. Keep trying to reach us every 15-20 minutes until you get hold of us.
- 3) Email us at contact@hawkmgmt.com. Make sure you mark your email as urgent.
- 4) Submit a work order though the tenant portal at Tenant Portal - Hawk Management (hawkmgmt.com).

5) See if there is anything you can do in the meantime to prevent the problem from becoming more severe. For example, if you have a leak from the ceiling, put a bucket underneath it to prevent further water damage. See our DIY Maintenance page for tips and instructions on things you can do yourself.

6) If after following all the instructions above, you do not receive a response within a reasonable amount of time and the situation is getting worse, please call a vendor to come out and stop the issue from becoming more severe (If time permits, please try to shop around and get the best price you can). Make sure the company you hire is licensed and insured. However, do not have them do any repair work other than stop the problem from becoming more severe. For example, if there is a hole in a pipe that is flooding the property have them either turn off the water or clamp the pipe, but do not have them replace the entire pipe as we can handle that later. Make sure you get a receipt from the vendor so that we can reimburse you. To clarify, **this policy is only for DIRE EMERGENCIES and should not be used for normal repairs**. If you hire someone to do work, and it is later deemed that the issue was not an emergency, or that the work was not necessary, you will not be reimbursed. Make sure you use common sense and wise judgement when determining if an issue is an emergency or not.

Emergencies include, but are not limited to:

- Backed up plumbing/sewage: Stop using and call us.
- Fire, Medical, Criminal: Call 911 or the local authorities.
- Smelling Gas: Leave the house & call the gas company. Southern California Gas: (800) 427-2200
- Flood Leak Inside: Shut the water off using controls in garage or at the street.

EMERGENCY WATER FLOOD

1. Immediately turn off the main water supply **(in garage, or at street)**
2. Dry up the wet areas.
3. Report it to our office.

If you are unable to turn off the main water line to stop the water - and unable to reach us within 30 minutes - for your health & safety, you are authorized to call a plumber directly so that they can stop the water from leaking (**do not have them proceed with repairing the issue**). You may call any emergency plumber (Google or Yelp). Please make sure they are licensed and insured and that their costs are reasonable. **This only applies to SEVERE water leaks/issues that are causing damage to walls and flooding the floors.** This does not apply to a simple drip/leak from your sink or bathtub faucets.



Also, if you cannot fully dry the area immediately, and you are unable to reach us within four hours, please call a carpet cleaner or restoration company to vacuum suck up the water. They may also leave some floor fans. Please air out your unit as much as you can by opening windows and doors and turning on the heat. Again, via Google or Yelp. Please make sure they are licensed and insured and that their costs are reasonable.

EMERGENCY BREAK-IN

If there is a break-in, call the police immediately. Owner is responsible to repair damage to doors, casings, handles, or other structures, but is not responsible for tenant's belongings (see section on Renter's Insurance below).



Within 72 hours of incident, email us the police report and photos of the damage. If no police report is received, Tenant will be responsible for all damage. Theft or damage to your personal property is covered under your renter's insurance policy. Please review your policy to see coverage details.

If the break in happens after hours, and Tenant needs immediate help to secure the home, there are after hours companies that help with 24-Hour emergency board up to secure the safety of you, your family and the property. Again, via Google or Yelp. Please make sure they are licensed and insured and that their costs are reasonable.

RENTER'S INSURANCE

Tenant must maintain a fire and theft insurance policy for personal property as well as liability insurance coverage.

Neither the property management company **nor** the owner shall be liable or responsible for loss or damages to articles or property belonging to the tenant.



LANDSCAPING MAINTENANCE



may be held financially liable for replacement of any landscaping that dies due to inadequate water.

You are responsible for general landscaping clean-ups, pulling weeds, blowing dry leaf, cutting/maintaining the lawn (unless otherwise noted in your lease) and ensuring all landscaping is receiving adequate water to survive.

You are responsible for setting the irrigation timer in the garage. If you need help setting the irrigation timer, please hire a landscaper or google the brand for an online user's manual. You



IRRIGATION FLOOD? EXTERIOR ANTI-SIPHON SHUT-OFF VALVE

If your irrigation system is causing the yard to flood the exterior irrigation anti-siphon valve will need to be turned off until a landscaper can be dispatched to repair/replace.

The green arrow in the picture points to the water shutoff valve in the closed or "OFF" position.



PETS | SERVICE ANIMALS | COMPANION ANIMALS



Tenant are required to keep an active profile on file with the 3rd party company Pet Screening.com. An annual profile renewal is required for all pet(s), service animal(s) and companion animal(s).

Not all our properties allow pets so if you plan to add a pet to your family, contact our office for prior approval. You will be required to fill out a pet screening profile on the pet, and if approved, you will be required to sign a Pet Addendum and pay an additional refundable security deposit and monthly pet rent.

Contact our office if a Service or Companion animal is being added to the household as a free animal profile will be kept on file.



DID YOU KNOW?



An **upside-down outlet** in a room typically corresponds to the **switch** on the wall.



TENANT RESPONSIBILITIES

The following items are the responsibility of the Tenant, at their expense, while living at the property (not all inclusive):

- Unclog toilets using a plunger.
- Removing hair caught in tub/shower drain.
- Replacement of light bulbs with the correct wattage.
- Replacement of HVAC filters every month (low to mid-grade recommended)
- Replacement of refrigerator filters and range hood vent filters.
- Replacement of smoke alarm batteries, CO2 batteries and thermostat batteries.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must always have working smoke alarms.
- Report and schedule all repairs, all maintenance items and all water leaks in a timely manner.
- Professional steam cleaning and spot cleaning of carpets as needed, throughout lease term.
- Minor irrigation repairs after the first 90 days of tenancy (i.e. leaking sprinkler/drip system repair).
- Normal pest control (bees, spiders, scorpions, ants, etc.).
- Normal rodent control (mice or rats).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you have a pet, all pet waste needs to be disposed of regularly.
- Operation and setting of the landscape irrigation clock based on watering needs.
- General cleaning of the unit.

For instructions on how to handle some of these issues, please refer to our website at [DIY Maintenance - Hawk Management \(hawkmgmt.com\)](http://DIY Maintenance - Hawk Management (hawkmgmt.com)) or find a video yourself on YouTube.



CARE OF PROPERTY: GETTING TO KNOW YOUR RESIDENCE

When you move into a property it is critical to know where important items are located. When you discover a problem, you will need to know these functions for your safety and responsibility of securing the property.

Take the time to locate the following:

- 1) Water shut-off locations: toilets, sinks, water heater, main shut-off and exterior irrigation.
- 2) Main electrical breaker box.
- 3) GFCI switches inside home.

WATER SHUT-OFF LOCATIONS

Toilet:

Behind the base of toilet
inside cabinet

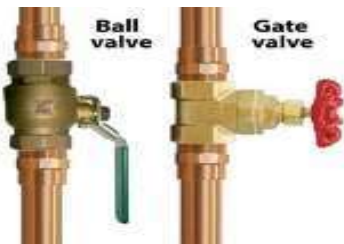


Sink Faucet:

Underneath sink



Water Heater: Top of Water heater. Gate or Ball valve





Entire House Main:

- 1) IN GARAGE: along wall, knee/waist height. Could be gate valve or ball valve.
- 2) AT STREET: on sidewalk, rectangle lid 8"X20", close the two loops. A tool may be needed.



Garage



Street



Street

ELECTRICAL PANEL (breaker box) + CIRCUIT BREAKERS

The electrical circuit breaker is the main distribution point for electrical circuits in your home. A **circuit breaker** is an electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when “tripped”.

To reset, turn the breaker to the OFF position, then back ON.



GFCI

Most homes have GFCI outlets in the kitchen, the garage and bathrooms. If you lose power in a bathroom check the GFCI in the bathroom and the garage as a single GFCI can control multiple areas and outlets.

When these “trip” simply reset the breaker by pressing the “reset” button (sometimes **RED**) located in the middle of the outlet.

WHAT GOES DOWN THE GARBAGE DISPOSAL

The most important rule of thumb: **“WHEN IN DOUBT, THROW IT OUT!”**. A garbage disposal is not a trash can; it is for small amounts of food scraps only. Nonfood items can damage the blades and motor.



for

GARBAGE DISPOSAL

Mistakes to Avoid



WHAT NOT TO DO:

Put a lot of food down the disposal at once.
It's better to put the food gradually.

Run hot water when grinding up food waste.
Cold water is better.

Turn off the water or motor too soon.
Make sure the grinding is complete.

FOOD & ITEMS TO AVOID

 <p>GLASS, METAL, PAPER, OR PLASTIC Can damage the disposal's blades.</p>	 <p>FAT, OIL, OR GREASE Cause clogs in the drain and could also damage your septic drain field.</p>	 <p>FIBROUS VEGETABLES The fibers from celery stalks, onion skins, corn husks, or artichokes can cause tangles and clogs.</p>
 <p>POTATO PEELS The starches are going to turn into a paste and might cause the blades to become sluggish.</p>	 <p>RICE & PASTA Foods that can expand in the pipes will often cause clogs in the drain.</p>	 <p>NON-FOOD & COMBUSTIBLE ITEMS Such as cigarette butts, sponges, plant clippings, etc.</p>
 <p>BONES & PITS These are too solid and can't be broken down by your disposal unit.</p>	 <p>EGG SHELLS The shells have a thin membrane that can get caught up inside and cause problems.</p>	 <p>COFFEE GROUNDS The consistency of this item makes it easy to get stuck in both the drain and disposal.</p>

- Run disposal on a regular basis
- Run **COLD** water for 30 seconds after food goes down. This helps items get through the plumbing system out to the road/city pipes.
- Swipe food into trash before washing dishes.
- Occasionally run small ice cubes in the disposal with hot water running to help clean scum build up inside.

FIX YOUR GARBAGE DISPOSAL



1. Check to see if there is something in the drain jamming the disposer.



2. Use wrench on bottom of disposer to free up blades.



3. Check that the GFI outlet has not tripped.



4. Press red reset button on bottom of disposer.

TOP 4 "NOT WORKING" FIXES

QUICK FIX TIPS:

DO NOT STICK YOUR FINGERS DOWN THE DISPOSAL UNDER ANY CIRCUMSTANCE!!!

AIR FILTERS: AIR CONDITIONING + HEATING (HVAC)

Change your air filters **REGULARLY** with low to mid-grade filters. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.



How to change your air filters:

1. Unlatch the register's cover grille and swing it out of the way or remove it. Remove the old filter and immediately put it in the outdoor trash. Use a damp rag to remove dust from the grille and the surfaces of the register—both inside and out. It is advisable to wear a mask and gloves.
2. Clean dust off the return-air's grille before installing the replacement filter. Be careful: The hinge side can easily unlatch on some types!
3. Position the new replacement filter in the register with the airflow arrows pointed in toward the ductwork. Replace the grille and latch it. **Pro Tips: 1)** mark the date on the filter's frame so you know when it is time to change it **2)** It helps to have the thermostat ON when installing the air filter.



GARAGE DOOR INOPERABLE

If there is no power to the door, first reset the GFCI in the garage. If it still is not working, check to make sure the garage sensors are aligned and that nothing is obstructing them. The sensors are located toward the bottom of the garage door on the inside of your garage. If these actions do not solve the issue, submit a maintenance request.



If you need to manually close your garage door, here are the steps to do so:

1. Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
2. It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/bend the track!
3. Make sure there is nothing obstructing the doors path to the floor.
4. **CAREFUL** Once disengaged, some doors will no longer have any tension and will immediately fall to the ground, it is important to have a second person or a sturdy object securing the door and ensuring it doesn't prematurely fall to the ground without aid.
5. After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit.



HOA GENERAL RULES

Below is a helpful list of common HOA rules. This is just a general guideline. Note: You can review your exact community's CC&R's/Rules & Regulations in your lease. If you cannot find them, please contact the property manager to obtain a copy. If Tenant does not contact the property manager to request a copy, it will be understood that Tenant has them for review and compliance.

11 MOST COMMON HOA RULES:

1. Street Parking: some associations do not allow street parking.
2. Landscaping: to be in good, clean, and attractive order (no weeds, leaves/needles on ground, overgrown shrubs/trees).
3. Trash: all garbage to be kept in lidded trash receptacles, stored concealed from street view, placed out no more than 12 hours before and after pickup.
4. Vehicles: must be operable and registered at DMV.
5. Vehicles Not Allowed: boat, golf cart, jet ski, motor home, trailer, camper, bus, commercial vehicles (e.g. dump truck, cement mixer truck, fuel truck, delivery truck).
6. Holiday Decorations: may be installed no more than 30 days prior, must be removed within 14 days following the holiday.
7. Antennas & Satellite Dishes Not Allowed: may request install by submitting a design change form to board.
8. Street Visible Improvements Alterations Not Allowed: may request install by submitting a design change form to board. Examples: exterior motion lights, security doors, garage doors, screen doors, landscape changes.
9. Unsightly Articles Not Allowed: garage door open when not in use, inoperable vehicles, basketball hoops, clotheslines, equipment.
10. Nuisance: no unreasonably loud noises (music speakers, whistles, pets, motorcycles), no trash odors to accumulate on the lot, no personal property items stored outside.



PREVENTATIVE CLEANING TIPS

Helpful cleaning tips...

- Clean the inside of your trash can when smelly or sticky.
- Always put food away and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants, rodents, and other insects.
- Do not allow grease to build up in the kitchen; use a sponge and soapy water regularly on the counter tops, stovetop, and hood filter.
- Avoid cooking with very high heat. Very high heat will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Use the dishwasher at least once a week. The appliance seals may dry out and the motor may be damaged by long periods of non-use.
- Avoid mildew by venting bathrooms properly, particularly after baths and showers. If your mirror is fogged up after a shower your fan should be on.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Following use of the shower, remove any residual water from the glass enclosure with the squeegee while the area is still wet.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use a lot of water when cleaning laminate flooring.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Improve the efficiency of your Heating, Venting and Air Conditioning (HVAC) equipment and avoid costly heating and cooling bills by changing your air filters regularly. Low to mid-grade filters are recommended. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.
- Avoid a potential fire hazard by cleaning your dryer's lint trap filter after each use. This also helps extend the life of the dryer.
- Regularly pick up debris and pet waste in outside areas.
- Unique Accidents (wine, chocolate, butter, mustard, tomato, gum peanut butter, crayons, ink, permanent marker, etc.)? Google is best way to find out ways to remove them!



SAFETY TIPS

The following are several tips to ensure the safety of you and your family in your home:

- **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS:** window screens are not a safety device!
- **If young children are present:** use child protector plugs when you are not using outlets.
- **If young children are present:** keep all window covering cords well out of the reach of children and eliminate any dangling cords.
- **If young children are present:** move all cribs, beds, furniture and toys away from windows and window cords, preferably to another wall.
- Keep all objects at least 3 feet away from the water heater. Never store items in a water heater closet.
- Unplug all heat-producing small appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave a burning candle unattended.
- Turn heating pads and electric blankets off when you leave the room to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom, and you see water in the ceiling below, report the leak immediately.
- Do not operate electrical appliances while standing or sitting in water.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard.
- Never use multiple extension cords or power strips together. This is a common cause of electrical fires. Do not overload extension cords or outlets.
- If you suspect an electrical problem, report it immediately!
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact us immediately. Smoke alarms are for safety and removing them can endanger all residents and guests.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen, garage and all levels of the house; they are available in most hardware supply stores.
- If you use a grill or BBQ (check your lease to see if permitted), use common sense and never leave grills unattended. Do not set grills up against the house. You could start a fire.



HOME DISASTER PROCEDURE

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Leak, Tree Falls on House)

Upon discovery of the problem, secure from further damage immediately!



Following is a summary of what to expect. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team.

Tenant Responsibility:

1. Take steps to prevent additional damage immediately: reference pages **X + X** of this Tenant Handbook.
2. Turn off the source of water, electricity or gas, as the situation demands: reference pages **X + X** of this Tenant Handbook.
3. Notify Hawk Mgmt, Inc.: at (424) 777-9848. If you have a maintenance emergency and the office is closed, ***call us several times in a row at (424) 777-9848 X 6 and email us at contact@hawkmgmt.com. Then submit a work order through the tenant portal.***
4. Make claim on Tenant's insurance for personal belongings.
5. Notify Hawk Mgmt, Inc. of Tenant's insurance coverage.
6. Provide emergency (police, fire, etc.) report to Hawk Mgmt, Inc. within 3 days of incident.
7. Provide access for insurance adjusters, repair people, etc. to assess, quote & repair damage.
8. Notify us of delays or problems with repairs.

CITY-WIDE DISASTER PROCEDURES

(Earthquake, Flood, Wind etc.)

- 1) Have an emergency preparedness plan, a checklist and an emergency kit. The emergency kit should be able sustain you for a minimum of 72 hours.
- 2) Stay tuned to the local news media and follow all recommended precautions and instructions.
During the disaster or before leaving the residence, please be sure to:
 - a. Turn off main breaker to house.
 - b. Turn off main gas line to house.
 - c. Turn off main water supply to house.
 - d. Take all recommended precautions by the local news media and emergency bulletin publications.
 - e. Secure your pets.



MOVE-OUT INSTRUCTIONS AND INFORMATION

Security Deposit Transmittal + Refund check:

We are required by law to process the security deposit transmittal within 21 days. You can help speed this process by making sure you have attended to everything on this list. If you leave a damaged and dirty property with trash/junk and overgrown landscaping, your security transmittal will reflect that.

Move-out Date you provided: You must be out of the property and have the keys to our office by no later than 5PM of the last day of your lease. No extra or holdover days will be allowed beyond your move-out date.

Trash and Personal Belongings: You must take all your trash and personal belongings with you.

Trash cans must be empty upon your departure. Do not leave your trashcan full in the garage or at the street. Do not leave the inside of your trash can smelly or stick. Clean it out with soap and water and let it dry. If you do leave anything behind, it will all be deemed trash and we will send a junk removal company. You will be charged for the cost to remove any trash or items that you leave behind.

Landscaping: Upon move-out your landscaping should be free of weeds, dry leaf and any debris. The bushes and trees should be trimmed and irrigation timer in garage set to correct season. If the landscaping is not cleaned, we will hire a landscaper to do this and deduct the cost from your deposit.

Light Bulbs + Ceiling Fans + Air Filters: All light fixtures and ceiling fans should be clean and dust free. All light bulbs must be in working order (replace any burnt out bulbs) and matching as to style and wattage. Upon move-out all air filters should be new and dated, return air vent cover cleaned and dust free. If not done, we will hire a handyman to do this and deduct the cost from your deposit.

Satellite Dishes: Tenant installed Satellite dishes (only if authorized per your lease) need to be removed from the property. If not done, we will hire a quality handyman handle and deduct the cost from your deposit. If you need our help, please let us know.

TV's on Walls: If a TV was hung on the wall the hardware needs to be removed, holes patched, and *entire* wall painted to bring it back to the original condition. If not done and/or not done correctly, we will hire a quality handyman to handle and deduct the cost from your deposit. Email us if you have installed TVs on your wall as we can be of assistance.

Picture Hanger Holes: Do **NOT** fill small picture framing holes in your walls with spackle and do **NOT** spot paint. Just remove the picture hanging hardware and we will handle the rest. We have had to completely repaint interiors that were otherwise in good shape after tenants created dots throughout the entire house by filling numerous small holes with spackle and/or trying to cover with incorrect paint.

If you have caused excessive wear and tear to the walls such that they will need to be touched up or prematurely repainted (TV on wall), or if you painted walls a different color, email or call us about that. An incorrectly painted or touched up wall can lead to the entire wall needing repainting.

Carpet: Upon move-out a receipt from a professional carpet cleaning company is required per the lease. Include the carpet cleaning receipt with your key return. If you do not provide a receipt from a professional carpet cleaning company, the carpets will be cleaned, and the cost deducted from your security deposit. We do not allow 'supermarket' cleaners.

Pets: If there is or ever was a pet in your property, we will have the property checked for pet damage. The actual cost of damage will be deducted from your deposit. Please pick up *all* pet droppings from the yard before you leave, otherwise we hire a service to do this and deduct the cost from your deposit.

Utilities: Pursuant to your lease agreement, leave *all* utilities on *through* the end of your lease term, regardless of whether you move out sooner. Most leases end the last day of a month, so schedule your utilities to go off on the first day of the following month. Otherwise, we will have the service reinstated and you will be charged turn-on fees, the cost of which will far surpass any savings you may realize by turning utilities off too early.

Cleaning: Moving is a very tiresome event. Please consider carefully whether you will have the time and energy, after moving, to thoroughly clean your place. Most commonly, tenants have every intention of leaving the property clean, usually boasting to us, *"it will be cleaner than when we moved in"*, but then they simply run out of time or are too exhausted after hauling boxes. Unless the unit is extremely clean, we will hire a cleaning service, and the cost deducted from your security deposit

Repairs: Take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair (i.e. TV on wall)? Have you painted walls a different color that need to be returned to the original color? If you think of anything, please let us know in writing so we will not be surprised.

Keys and Forwarding Address ****All keys and garage remotes must be returned to our office by 5PM on your move-out date.** If keys and remotes are not surrendered by 5pm additional rent charges will be due. Returning the keys constitutes the formal act of "surrendering possession" back to us. We do not meet you at the property to collect the keys or perform a final walk-through with you. A forwarding address is required, *and* it must be in writing.

Marketing Process: Our team may place the home on the market 3-4 weeks prior to your move out. We will inform you if we do this and may schedule to show the unit while you are home.

Charges: Consider hiring a professional cleaning service and/or junk removal company if you do not know for sure that you are going to be able to return the property to us in a good and clean condition.

The following most common charges that are taken from the security deposits of our tenants after they move out.

- **Cleaning**
- **Repairs from Tenant Damage**
- **Dirty A/C Filter and/or Return Air Vent**
- **Trash and/or Junk removal**
- **Burnt out light bulbs**

SECURITY DEPOSIT DEDUCTIONS TO AVOID:

- Missing or burned-out light bulbs
- Dirty Air Filters
- Missing or chirping smoke detector/CO2
- No receipt for professional carpet cleaner
- Carpet damage due to spills, heavy soiled foot traffic, rough use, pets, etc.
- Failed to clean all areas of the home in the cleaning checklist
- Extensive wall paint scuffs, marks, chips, and holes. Holes from flat screen TV wall mounts
- Landscape not trimmed, weeded and cleaned up
- Missing house keys/remotes/FOBS/pool keys
- Trash left out on front curb, trash cans full
- Garage/driveway has grease and oil spots
- Damage that is not considered Normal Wear & Tear (see list below)

Normal Wear & Tear vs. Actual Damage

Normal Wear and Tear		Actual Damage	
CARPET & FLOORING			
Carpeting slightly worn or faded		Torn, stained or burned carpeting, or pet odors	
Furniture marks in carpet or matted carpet in high traffic areas		Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.	
Minor scuffing on wood floor		Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)	
Vinyl flooring worn thin		Tears, holes, or burns in vinyl flooring	
Faded tiles, grout lines darkened		Excessive grime so that tiles & grout un-cleanable	
Minor darkened baseboards on high traffic areas		Water damage, deep gouges, pet chewing on baseboards, or molding	
WALLS & CEILINGS			
Minor marks or nicks on walls		Excessive nicks and marks on walls	
Few nail holes		Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up	
Faded, yellowing, or small chips in paint		Crayon marks, writing on walls, unapproved paint color	
Drywall cracks from settling		Holes in walls from doorknobs, holes in walls from accidents, moving	
Loose wallpaper from seam or age		Ripped, torn or marked up wallpaper, unauthorized wallpaper installed	
Stains on ceiling from leaking roof or plumbing		Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.	
BLINDS, WINDOWS & DOORS			
Blinds discolored or warped behind a hot window facing the sun		Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords	
Sticky windows		Broken window, broken or missing locks, torn or missing screens	
Closet door off track		Damaged or missing closet door, or bent tracks, missing closet guides	
Loose or worn hinges, door handles, warped doors		Doors with broken glass, holes, or forced entry, broken hinges, including door frames	
Hard to turn locks, sticky keyhole tumblers		Broken keys in locks, front/side/back door locks not	

PIPES, FIXTURES, AND PLUMBING	
Drain clogs from normal use, lines clogged by tree roots or deterioration	Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushable baby wipes, or trash
Worn out motor on garbage disposal	Clogged lines from popsicle sticks, bottle caps, rocks, & foods not fit for disposals (look up online for list)
Loose faucet handle/spout	Unreported active leaking faucet, causing cabinet damage
PIPES, FIXTURES, AND PLUMBING cont.	
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum, build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains, remotes
APPLIANCES, CABINETS, COUNTERTOPS	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken or cracked shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns, cuts or food/cooking oil stains in countertop
GARAGE, EXTERIOR, AND LANDSCAPING	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture, Toys, etc. left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces

Wear and Tear Allowance

a) Cleaning

Upon the Lessee vacating, the cleanliness of the unit must be in the same condition, including but not limited to the stove/oven, refrigerator, floors, carpets, windows, window coverings, sinks, toilets, shower, bathtubs, as the condition in which the Lessee moved into the unit. If the unit is not 100% professionally clean, the Lessee will be charged for a complete cleaning of the unit by a professional cleaning company.

b) Paint

The life expectancy of a paint job is three years. As such, if the unit needs to be repainted, you will be billed a prorated amount of the bill (based on the remaining useful life of the paint) from a professional licensed painter amount, based on the table below:

1-12 months of occupancy	Full cost of repainting the unit
12-24 months of occupancy	$\frac{1}{2}$ cost of repainting the unit
24-36 months of occupancy	$\frac{1}{4}$ cost of repainting the unit
36 months or more of occupancy	No charge

c) Carpet

The life expectancy of a carpet is five years. As such, if the unit needs a new carpet, you will be billed a prorated amount of the bill (based on the remaining useful life of the carpet), from a professional licensed flooring company, based on the table below:

1-12 months of occupancy	Full cost of new carpet
12-24 months of occupancy	$\frac{4}{5}$ cost of new carpet
24-36 months of occupancy	$\frac{3}{5}$ cost of new carpet
36-48 months of occupancy	$\frac{2}{5}$ cost of new carpet
48-60 months of occupancy	$\frac{1}{5}$ cost of new carpet
60 months or more of occupancy	No charge

d) Miscellaneous

You will be billed actual costs for labor and material of any damaged or missing items.

30-Day Notice to Vacate



Per the terms of your lease, you are required to provide us a 30-day notice to vacate. You can do this in one of the following ways:

- 1) Email us at contact@hawkmgmt.com
- 2) Via your tenant portal at <https://www.hawkmgmt.com/tenant-portal.html>
- 3) Send us a letter in the mail to
Hawk Mgmt, Inc.
6700 Fallbrook Ave. Suite 221
West Hills, CA 91307

Please make sure you provide us your forwarding address!

This will help expedite the return of your security deposit!