

# Frequently Asked Questions: **RESIDENTS**



## **RENTAL PAYMENTS**

### What methods of payment are accepted?

- ✓ Personal Check
- ✓ Money Order
- ✓ Cashier's Check

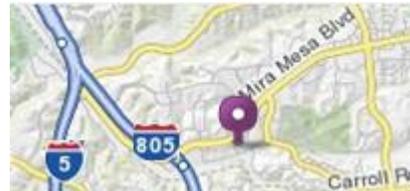
**IMPORTANT: We do NOT accept cash, credit cards, or debit cards, under *any* circumstances.**

Security Deposits must be paid by Money Order or Cashier's Check. Personal checks are not accepted.

### What are the methods of delivery for my rent?

- ✓ You have three options for your rent payments.
  1. You can **send** your rent to our corporate office via U.S. Mail.
  2. You can **hand deliver** your rent to our corporate office. *You can drop it off at our **front desk** during normal business hours, Mon-Fri 8:30am to 5:30pm.*
  3. You can **hand deliver** your rent to our corporate office. *You can drop it off at our **back door dropbox** 24 HOURS A DAY, 7 DAYS A WEEK.*

Our corporate office address is:  
**Griswold Real Estate Management**  
**5703 Oberlin Drive, Suite 300**  
**San Diego, California 92121**  
*(off the 805 and Mira Mesa Blvd.)*



For some of our HOA's we offer additional payment options for the payment of your monthly assessments. If you are interested in learning more about these options, please contact us for more details at 888.606.0617.

### Who do I make my payment out to?

Always make your Check / Money Order / Cashier's Check payable to **YOUR PROPERTY ADDRESS**.

*For example, if you live at 1548 Main Street, San Diego, California 92121, you would make your payment payable to "1548 Main Street." Please note that the city, state, and zip code are not necessary.*

**IMPORTANT:** Do not make your payment payable to Griswold Real Estate Management or your Manager.

### When is my rent due?

Rental due dates vary from property to property, but the majority of rents are due by the 1<sup>st</sup> of each month and late if not received by the 3<sup>rd</sup> of the month. However, please check your lease agreement to verify this information. If you're having trouble finding this information on your lease or if you need a copy of your lease agreement, please contact your Manager.

### How much is my late fee?

Late fees vary from property to property. Please check your lease agreement for this information.

## MAINTENANCE

### **I have a maintenance issue in my unit. How do I request a repair?**

You may request maintenance work at any time by contacting your Manager by phone or e-mail OR by filling out and sending in the form on our website. The form can be found as follows: “Residents” → “Work Order Requests.”

If you are trying to reach your Manager by phone and our offices have already closed, you can leave a message on our “general maintenance line.” OR, if it is an emergency, you can contact our answering service. Please do not call the answering service to request routine maintenance work. Again, this line is for true EMERGENCIES ONLY (i.e. a water leak).

*If there is an emergency which could result in harm to a person or property (i.e. fire, flood, criminal activity), PLEASE CALL 911 immediately.*

## INITIATING THE MOVE-OUT PROCESS

### **What is Griswold Real Estate Management’s move-out procedure?**

Residents must provide notice of their intent to move, in writing. After receiving the written notice, your Manager will send you a letter acknowledging your intention to vacate the premises. *If you do not receive a confirmation letter, please follow up with your Manager to ensure that your notice was received.*

### **How far in advance should I give my notice of intent to move?**

For month-to-month tenancies, a “Thirty-Day Notice of Intent to Vacate” is required. This notice can be found on our website: “Residents” → “Intent to Vacate Notice.”

If you are on a fixed-term lease, a Thirty-Day Notice of Intent to Vacate does not release you from any obligation of the lease, including payment to the end of the lease term.

A lease expires automatically at the end of the lease term. At this time, the lease can either be renewed before it expires (with both parties in agreement) or the Tenant can move out. If you do not plan to renew your lease at the end of the term, we request that you give your Manager a courtesy notice stating this.

If you continue living in the rental after the lease expires, and if we accept rent from you, a “month-to-month” tenancy, subject to the terms and conditions of the original agreement shall be created.

If this is the case, thereafter, the month-to-month tenancy may be terminated by Resident after serving Griswold Real Estate Management with a written “Thirty-Day Notice of Intent to Vacate.” Again, this form can be found on our website: “Residents” → “Intent to Vacate Notice.”

### **What should I include on the notice?**

Please use our “Intent to Vacate Notice” located on our website (under “Residents” → “Intent to Vacate Notice”).

If you choose not to use this form, at the very least, make sure you date the notice and state the following: your name, the property address, the date that you intend to move, and your forwarding address. If you are mailing the notice, be sure to make a copy of the notice for your own records.

### **How do I deliver the notice?**

It's best to deliver your notice to your Manager, in person. If this is not possible, we recommend that you send it via Certified U.S. Mail. In either case, you will know for a fact that we received your notice.

However, again, after receiving the notice, your Manager will send you a letter acknowledging your intention to vacate the premises. *If you do not receive a confirmation letter, please follow up with your Manager to ensure that your notice was received.*

## **DURING THE MOVE-OUT PROCESS**

### **What happens after I submit my notice of intent to move?**

After submitting your intent to move and receiving a confirmation letter, all tenants have the right to request an initial inspection of their unit. Tenants have the right to be, but are not required to be, present during that inspection.

The inspection typically takes place during normal business hours and shall occur *no earlier than two weeks before the termination of the tenancy.*

At the initial inspection, we will provide an itemized statement specifying repairs or cleaning that are proposed to be the basis for the deductions from the security deposit. However, please note that this may not be a final accounting of deductions from your security deposit.

*Again, please note that you have the right to request the initial inspection, but it is not automatic.*

### **Will you show my unit to prospective tenants prior to my moving?**

California law provides that an Owner/Agent may show the premises to prospective tenants, provided that the current Resident is given reasonable notice of Owner/Agent's intent to do so. California law further provides that 24 hours written notice is presumed to be reasonable, if the notice is personally delivered to Resident or someone in the unit, or left on or near the front door.

With that being said, we may choose to show the unit to prospective tenants during normal business hours: Monday – Friday between 8:30 a.m. and 5:30 p.m. On a rare occasion, we may also want to show the unit on a Saturday or Sunday between the hours of 10:00 a.m. and 5:00 p.m. However, no matter the case, Griswold Real Estate Management will provide you with at least 24 hour notice, prior to the scheduled showing.

### **What if I change my mind about moving?**

If you change your mind and would like to continue the tenancy, please call your Manager to discuss the situation as soon as possible. If they have not already re-rented the premises, they would be happy to work with you to accommodate your request.

### **What if I move earlier than I intended to move (before the expiration date of my 30-day notice)?**

Once you turnover full possession of the property to us, we will try to rent the unit as soon as possible. If we are able to re-rent the unit and obtain rent from a new tenant for a period prior to your termination date, you will be given a monetary credit for the number of days the unit was rented prior to your termination date.

## **AFTER YOU MOVE OUT**

### **Can my security deposit be applied to my last month's rent?**

No. Unfortunately, a resident cannot use their security deposit as their last month's rent. Rent is payable through the termination of the tenancy.

### **How long do I have to wait before I get my security deposit back?**

Per California law, no later than three weeks (21 calendar days) after we regain possession of the premises, we will provide Tenant with an itemized statement, indicating the basis for, and the amount of, any security deposit received and the disposition of the security deposit, and shall return *any remaining portion of such security deposit* to Resident. Any remaining portion of the security deposit will be returned in the form of a single check made out to all Residents listed in the rental agreement.

### **How does Griswold Real Estate Management define "regaining possession" of the property?**

A Resident's possession of the property remains in effect until all belongings are removed and all keys, remotes, etc. are returned to the Manager of said property.

### **At the end of my tenancy, what can Griswold Real Estate Management take out of my security deposit?**

California law allows an Owner/Agent (in this case, Griswold Real Estate Management) to withhold from the security deposit only such amounts as are reasonably necessary to remedy Resident defaults including, but not limited to, the following:

- a. Defaults in the payment of rent,
- b. To repair damages to the premises caused by Resident, exclusive of ordinary wear and tear, and/or
- c. To clean the premises, if necessary, upon termination of the tenancy in order to return the unit to the same level of cleanliness it was in at the inception of the tenancy, and/or
- d. To restore, replace, or return personal property or appurtenances, exclusive of ordinary wear and tear.