

# Welcome Letter

Dear ( Tenant Names ),

We are pleased that you have chosen ( **Property Address** ) property as your new home. Please take the time to review the information below and your Rental Agreement. The following pages contain handy hints and helpful information pertaining to your new home. Please take the time to review the following frequently asked questions.

## ***Can I pay my rent with direct deposits?***

Yes. This is the preferred method. Making direct deposits assures that your rent will be posted the day the deposit is made, in addition to saving you the cost of an envelope and stamp. **Rent deposits should be made at any ( **Bank Name** ) Bank, Checking Account, Acct # 000000000, payable to ( **landlord Full Name and Address** )**. Two deposit slips are included with this letter for your convenience. Additional deposit slips are available at ( **Bank Name** ) Bill Pay through your bank is another method for making rent payments. You may consider entering the account # in your cell phone in case you forget to fill out the deposit slip at home.

## ***What if my rent is late?***

Your rent is due and expected on the rent due date specified in your Lease Agreement. Payment not received on time is subject to late fees or other charges. It is important that rent payments are paid promptly. Remember that chronic late payments may result in legal measures that may lead to your eviction as well as affect your credit rating.

## ***What do I do if I lose my key?***

It is important that you take care of your entrance keys. Occasionally, you may find yourself locked out of your home or in need of a replacement key, if this occurs, there will be an Admin fee plus the cost of locksmith and new keys (see Lease Agreement). At no time should you try to enter the premises using other means. You may also contact a qualified locksmith.

## ***Why do I need renter's insurance?***

Under most circumstances the Landlord is not responsible for your personal property. It is important to have renter's insurance to cover your belongings in the event of an unforeseen disaster. This type of insurance is inexpensive insurance and well worth it.

## ***How do I get my mail?***

Mail is delivered to mailbox #00 which is located at the curb in front of the house. A key for the box was included with the keys to the house. You will need to notify the US Postal Service to have your mail transferred to your new address.

## ***How do I get TV and/or Internet service?***

( **Enter info on how to contact cable tv and internet** )

## ***Where do I place my household garbage?***

( **Enter info on who to contact** in (whose name) name. **Place cans at curbside the evening before pick-up day.**

## ***Do I need to place the Water and PG&E service in my name?***

**Yes.** For water service, contact the City of ( **Name.** ) PG&E can be reached at 800-743-5000.

## ***How do I turn off the water to the house?***

You probably will never have to do this. However, should you need to turn the water off, it's located to the left of the front entry door. Make sure all the inside water valve/faucets are turned off before turning the main valve back on.

***My hot water is too hot. What should I do?***

The hot water tank is located in the garage. You will need to adjust the temperature control on the hot water tank. The control is located in front of the tank near the bottom.

***How do I maintain the shine on the kitchen cabinets and clean counter top?***

Approximately every 6 months wipe the kitchen cabinets with a Wood Cleaner and Polish, only. This should remove the grime that accumulates from cooking. DO NOT USE Water or Abrasive Cloth. Formica kitchen countertop should be cleaned using a clean damp cloth that is nonabrasive. Add dish detergent if necessary.

***Does the bathroom tub and vanity require special cleaners?***

Clean the bathtub, bathtub walls and vanity top using a "Soft Scrub" cleaner, only. DO NOT USE an abrasive cleaner or material. Clean the vanity with a Wood Cleaner and Polish.

***What should be used to clean the vinyl floors?***

Wash with a vinegar/water mixture (1/3 cup Vinegar to 1 quart water), only. This can be purchased premade, such as Windex with Ammonia DO NOT USE commercial cleaners or abrasives material.

***What's the best way to clean carpeting?***

These few tips can keep rugs looking new for as long as possible. Rugs and carpets eventually get dirty. Weekly vacuuming is ideal. For a really thorough cleaning that gets rid of stains, spills, and mud, you'll need a good steam cleaning carpet cleaner. Professional companies offer this service and are able to come into your home and do a very complete job of steaming your carpet clean. Be aware that it is not advised to use carpet shampoos or sprays! Carpet shampoos if not rinsed out thoroughly, leave a soap residue and usually end up attracting more dirt.

Many rugs are treated to be stain resistant which delays the stain setting in, giving you a chance to act. The key is to treat the stain or spill quickly before it is absorbed by the rug and dries. Make sure that you clean up spills as soon as they occur. Blot or scrape the spillage up depending on the type of spill. Blot using a clean dry towel and pressing down very hard from the outside towards the middle. Do this repeatedly, turning the folded towel over and over until you have absorbed as much moisture as possible. If the spillage is milk care must be taken to rinse the area thoroughly with mild detergent and water to prevent souring of the residue. Other types of soils such as sugar-based drinks and greasy spills will require careful cleaning and rinsing with appropriate cleaners as well.

***How do I handle lawn maintenance?***

Lawn mowing and edging is included in the rent. However, you are responsible for maintaining the vegetation and watering.

There is 1 timer for watering. Located in the garage on the laundry room wall near the hot water tank, it waters the front and backyard, including plant area.

***How do I handle repairs that may be needed?***

First, you must notify us of any repairs, no matter how minor they may seem. The responsibility of the repair will be determined by the terms of your Lease Agreement. In the event that the Landlord is responsible for the needed repair, please be aware that all repairs will be prioritized, and emergencies will be handled first. Make sure that all repairs are reported in a timely manner.

Remember that an ignored repair may become a large project, therefore subjecting you to a large expense. Any repair which goes unreported, thereby causing further damage to the Leased Premises or that of a neighboring tenant, may be construed as a nuisance and will be handled as such. This type of neglect will incur further charges to your account and may change the liability of the repair and subsequent repairs. We must have access to the Leased Premises to perform any repairs or maintenance.

***Is there a water connection for an ice maker?***

Yes (?)

***What if I am having a problem or concern with a neighbor?***

It is important to try to get along with your neighbors. If you have a problem or concern with a neighbor, it is usually best to try to resolve the problem amongst yourselves. Refrain from using foul language or engaging in verbal arguments. Of course, if you are unable to resolve the problem, and depending on the severity of the problem, feel free to contact us or the local authorities.

***Can I make changes or improvements to the Leased Premises, such as painting or landscaping?***

We often welcome your improvements to your residence and yard. We ask kindly that you check with us first before making any changes. Changes or improvements to your home must be documented and most will receive verbal approval. However, some changes or alterations to the property will require written consent.

It is important to read the Lease Agreement thoroughly and ask questions about anything that you may not understand. Below are some additional important guidelines to follow.

- It is important to keep the leased premises in a clean, sanitary, and safe condition.
- Please make sure that trash is disposed of correctly so as to avoid any pest control problem.
- Make sure to check the batteries in the smoke detectors, periodically, to ensure the safety of your family.
- Candles are not recommended. Therefore, please be careful not to leave a lit candle unattended.
- Be considerate of your neighbors.

We want you to be happy in your home and welcome any suggestions. Please feel free to contact us with any questions or concerns.

We really appreciate having you as one of our tenants and hope that you will enjoy your new home.

Sincerely,

( Landlords Name )

Landlords

(Landlords Full Address and Phone # )

**By signing below, Tenant(s) acknowledge that he/she/they have received a Welcome Letter.**

Date: \_\_\_\_\_

\_\_\_\_\_  
Tenant's Signature

\_\_\_\_\_  
Tenant's Signature

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Tenant's Signature

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Tenant's Signature