



Welcome Home

It's our pleasure to serve you

Dear Residents,

Congratulations, on your new home!

What to expect next:

- Your deposit is due within 48 hours and you have set the move in date. We also offer an option to use **Rhino** to help pay for your deposit without upfront cost, you will receive more information on a separate email.
- Your payments must be in certified funds; Cashier's Check or Money Order. Payable to Jamison Management Company and you may coordinate the payment drop off with the manager.
- Electronic payment of your deposit is not available because we need at least one week for the payment to clear your account before your move in date.
- Please provide copies of your ID and Social Security card when submitting your security deposit.
- Renter's Insurance is required within 10days of taking possession of the unit. More information on this is included in your lease package.

Next, you will receive a second email from us with a link to set up a password to access the Tenant Portal. Once logged in, please sign the **Deposit Receipt and Offer to Rent form**. Please make sure to save the password, as you will need it to continue access to your Tenant Portal.

You will receive your **Rental Agreement** by within 5 days of your approval and it will be available on your Tenant Portal for you to sign electronically.

*If you have not done so already, please schedule utilities to be turned-on or transferred into your name on your lease commencement date. Our FREE concierge Utility Service, Citizen Home Solutions, will be contacting you by phone to help you setup your utilities. This is a FREE service to assist you with connecting utilities, cable and internet according to your area. Please be aware that it is *your responsibility* to ensure your power, gas, water etc. have been connected into your name by the start date of your lease agreement. This will ensure you do not have any disruption of utility services when you move in.

We hope that this email was helpful. We look forward to serving you and hope that you enjoy your new home.

Jamison Management Company

Important Contact Information

We are excited that you chose one of our properties as your new home and we look forward to serving you. Below is a list of contact information that will help you reach someone from our management team. **If you have an on-site manager, they should be your first point of contact with any questions or maintenance requests.** However, if they are not available, please contact our corporate office at the numbers below.

- **MANAGEMENT COMPANY:** Jamison Management Company www.jamico.com
- **ON-SITE MANAGER:** _____ TELEPHONE: _____ EMAIL: _____
- **OFFICE ADDRESS:** 107 W. Torrance, Blvd., Suite 104 Redondo Beach, CA 90277 M-F 8:30 A.M. -5:00 P.M.
- **AFTER HOURS EMERGENCY:** 310-798-9154, ext. 3 or 310-993-2580
- **OFFICE TELEPHONE:** (310) 798-9154 OFFICE FAX: (310) 798-9164
- **MAINTENANCE REQUESTS:** submit a request through your tenant portal or electronic form that can be found on our website Info@Jamico.com
- **CASH PAY LOCATIONS:** www.paylease.com/cashpay/locations (in lieu of online payments)
- **TENANT WEB PORTAL:** www.jamico.com; under Login/Tenant or <https://jamison.twa.rentmanager.com/> Web Portal you can pay your rent online, enter work orders, and check your balance due. You must email info@jamico.com for a link to set-up to set-up your login credentials

Partners We Work with To Better Serve You



Renter's Insurance is required within 10 days of taking possession of the unit. If you do not provide proof of insurance within the first 10 days of your tenancy or you **Opt-In** during the lease signing process, you will be automatically enrolled into our Landlord policy for \$13 per month. If you prefer to find your own policy and **Opt-Out**, you will need to provide proof of insurance within the first ten days of your tenancy and enroll your policy by loading it to www.APenroll.com and emailing a copy to info@jamico.com.

Rhino

Rhino provides an affordable insurance policy in lieu of paying an upfront deposit. Enrollment is easy. You'll receive an email inviting you to learn more about Rhino and how to sign up online is less than a minute. Every Rhino renter receives personalized pricing and flexible payment options. Ask us more about how Rhino works or visit the link below.

www.sayrhino.com



Citizen Home Solutions is a concierge service that can assist with utilities set up, such as water, gas and electricity. They can help facilitate and shop for the best deals. This service is free to our residents. Citizen can help eliminating the hassle of utility connection for every client every day. Visit the link and a service representative will get in touch with you within 24 hours.

www.citizenhomesolutions.com

flex.

Flex (provides flexibility on when you make rent payments) Flex allows you to split up your rent into smaller, stress free payments throughout the month or pay on a later date for \$19.99/month.

<https://getflex.com/>

Tenant FAQs

When is Rent Due? Rent is due the 1st day of each month. A late fee of 6% of the total balance due is assessed after the 3rd of each month.

How do I make a rent payment?

- **Online via the Tenant Portal:** The best way to pay rent is through your Tenant Portal. You can access the Tenant Portal via www.jamico.com and click on the Login tab, then select Tenant. Click on forgot password if you need assistance with your login credentials. We also accept payments via check and money order.
- **Cash Pay Card:** In lieu of using a money order (since money orders can be easily lost), Rent may also be paid in person at our CashPay Locations. Please contact your manager for a card. See link for locations in your area www.paylease.com/cashpay/locations.
- **Auto Debit:** Rent can be automatically withdrawn from your checking account on the 1st weekday of every month for no fee. You can set the auto debit through your Tenant Portal account or you can email us at info@jamico.com for more details.
- **By Check or Money Order:** Payments may be dropped off with your Resident Manager, mailed or dropped off at our Corporate office in Redondo Beach. Payments must be received or postmarked by the 3rd to avoid late fees. NOTE: Include your name, apartment number and property name on the payment to ensure your payment is properly applied to your account.
- If a rent check is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you.

How to Submit a Maintenance Request? We ask that you submit any maintenance request in writing. For the quickest response time, please use one of the first two options listed below:

- Your Tenant portal (quickest response) or
- The Maintenance Request Form found on our website at www.jamico.com, (quickest response) or
- Email Info@jamico.com
- Complete a Repair Request form which can be found outside your Onsite Manager's unit. Please remember to include your apartment number.

If you need to be present, remember that the maintenance department schedule is Monday-Friday, from 8:00 a.m-5:00 p.m.

If it is an emergency or your request needs urgent attention after hours, you can dial our office number at (310) 798-9154 option 3 or the direct number at (310) 993-2580. However, remember to inform your manager as well, in case there's any follow up needed.

Important Reminders

Rental Agreement: The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the property Manager. A guest(s) staying longer than 15 days will require approval by the leasing office. Under no circumstance should you loan, or give your keys, keycard, or code to another individual. This is a violation of our policy and everyone's safety.

Pets: Animals are only allowed with prior approval of the office and indicated on your lease. Details regarding pets will be outlined on your lease and Pet Addendum, if applicable. To create a Pet/Animal Profile go to <https://jamico.petscreening.com>

Keys: As stated in your lease, you are responsible for the safekeeping of your keys. Upon move-in, you will receive keycards or keys to your building and apartment. You will also receive one(1) mailbox key per apartment. For replacement of lost keys or keycards, you must submit maintenance request or stop by our offices with identification.

Noise: Residents, visitors, and guests must be considerate of their neighbors. Excessive noise is prohibited. If disturbances are reported, you will be notified. Repeated disturbances are a violation of your lease agreement. Guests in the building are the responsibility of the resident they are visiting. Please keep apartment entrances closed at all times – do not ever prop open.

Vehicle Parking: Only approved and operational vehicles in designated areas are allowed. Unauthorized Parking is subject to towing at vehicle owner's expense.

Smoking/Drinking: Smoking and drinking is prohibited in the common areas of all the buildings. Your property is a non-smoking property. Therefore, smoking is prohibited inside your unit or in any of the common areas. You will be expected to smoke off site.

Pool Rules/2020Schedules: To follow social distancing rules, only 5 Residents will

be allowed in the pool area at a time. NO Guests allowed. Pool area is to be used for 1.5 hours max per day, per resident. Residents will need to remain a minimum of 6 feet away while inside the pool area. Please make sure that all other Pool Rules listed on your Rental Agreement must also be followed. Please use the sign-up sheet located on our website prior to entering the pool <https://www.jamico.com/about-us/pool-sign-ups>

Fire Sprinklers: If your unit has fire sprinklers, please DO NOT HANG ANYTHING FROM THEM OR HANDLE THEM IN ANY WAY. REPORT ANY DAMAGED OR RUSTED SPRINKLERS TO OUR OFFICE IMMEDIATELY.

When It Is Time to Move Again: If you plan to vacate at the end of your lease term, you **MUST** submit a 30 Day Advanced notice in writing. You can email our office at info@jamico.com or submit your notice to your on-site manager. You can also find the Tenant Intent to Vacate form on our website, www.jamico.com under Tenant Forms. Please make sure to the following when giving notice:

- your name(s)
- property address
- reason for moving
- expected move out date
- forwarding address.

We understand that moving can be a stressful, however, there are some important items to consider when moving.

Please allow our staff to schedule a pre-move out inspection to help avoid any delays or unexpected charges. Scheduling a pre-move inspection also allows our staff coordinate vendors and makes the process easier for everyone.

Keep in mind that there is a level of cleaning that is required to return the unit to a rentable condition, so we recommend that you allow us to handle the general cleaning for you or you may hire a professional and provide a receipt of the service to management. Cleaning is not considered normal wear-and-tear.

Any items that are out of normal wear and tear will be billed back to you.

Security Deposit Refunds will be processed within 21 days of your move out date and mailed to the last known address provided to management. Please ensure to provide your forwarding address to avoid any delays or lost mail.

Your security deposit cannot be used to pay last month's rent or any other month's rent.

Helpful Tips prior to contacting the office

Your Heater Not Working?

- Check the thermostat to see that the controls are set properly and that the pilot light is on
- If the pilot light is not on, Contact the Gas Company to have a technician inspect the unit and turn the pilot on. We recommend having this done in the fall to avoid any delays in the busy winter months.

Power Outage

- Check breaker box located inside your unit. This box is usually located in a hallway or behind a bedroom door. If flipping the breakers back on does not fix the problem, please contact the Electric Company for local power outages or our maintenance department for repair.
- Light bulbs are not replaced by management

Garbage Disposal

- If the disposal will not turn on, push the reset button located on the garbage disposal
- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when it is completely free of garbage.
- Disposals are designed to grind up minimal organic items only. **DO NOT DISCARDED THE FOLLOWING DOWN THE DISPOSAL:** banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato or carrot peels, bones or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal. **These items can seriously damage a disposal; and, as a result, become a costly repair for you.**

Lost Keys

- If locked out of your unit, CALL A Locksmith. If one of our employees unlocks your apartment, a fee will be charged.
- If you replace your locks, you must provide a copy of your new key to your on-site manager or the management office.

Toilets

- Use plunger for clogs
- Do not flush sanitary napkins or tampons
- Toilet seats are not replaced by management

Smoke Detectors and CO Detectors

- Do not dismantle
- Test the detectors every six months
- Replace batteries, as needed

Pest Control Information

- Report the pest issue to Our office IMMEDIATELY, by any one of the ways noted in the section above, *How to Submit a Maintenance Request*.
- Your Onsite Manager or the Office will call the pest control company to schedule the first available appointment.
- Your Onsite Manager or the Office will confirm the service date and provide you with a copy of the preparation sheet. We ask that you follow all the recommendations and be prepared for the service when the Pest Control technician arrives.
- After your first service, please work with your Onsite Manager or the Office to schedule a follow-up session every three to four weeks until the situation has been resolved.
- If patching work is needed, your Onsite Manager or the Office will schedule the work with our maintenance team.
- Pictures may be taken during this process to ensure that your request was completed and add them to your file.

Disclaimer: This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.