

Emergency Phone Numbers:

Police, Fire & Medical Aid call **911**

Note: Do not call 911 for power outages and non-emergency items -- Do Call 911 for downed trees, utility lines down or other emergencies.

Tacoma Public Utilities	(253) 502-8600
Repair - Report outages	(253) 502-8602
Tacoma Water Quality	(253) 502-8207
Click! Internet/TV	(253) 502-8900
Puget Sound Energy	1(888) 225-5773
Lakewood Water	(253) 588-4423
Nights, Sunday or Holiday	(253) 588-2296
Parkland Light & Water	(253) 531-5666
Family Real Estate	(253) 475-1884
e-mail:	steve@familyrealestate.net
Steve's Cel #	(253) 312-9911
Marty's Cel #	(253) 720-2864
Ed's Cel #	(253) 722-9087

If not listed above --write in:

(Your Power company) _____

(Your Water company) _____

(Your phone/cable provider) _____

Visit us online at...
familyrealestate.net

Smoke Detectors & CO Detectors:

The Fire Department recommends that you change the battery in each smoke detector and CO detector at least twice a year. We recommend changing when you change clocks back & forth for Daylight Savings Time. If you haven't done so, now is a good time to change the batteries.

You should also test each detector once a week. Report problems to the office.

Please note that it is illegal to remove or disable a smoke or carbon-monoxide detection device in your unit.

Other suggestions:

It is extremely important that you take a few minutes to gather the necessary items in case of earthquake or other natural disaster. Preparedness is key to survival. Inventory your emergency supplies, check for fresh batteries, and practice emergency drills with your family at least twice per year.

Also, be sure that you and everyone who lives in the house knows where to find your electrical service panel or fuse box, gas meter, and water meter/shutoff valve. Be sure to keep the area in front of service panel, hot water tank and gas meter clear of personal items and debris to allow easy emergency access. Outside panels need to be kept clear of any weeds, shrubs, etc. that can block access and should be kept unlocked.

If you have any questions or comments, please call the office at (253) 475-1884

Emergency Preparedness!

Always be prepared for any emergency - earthquake, severe weather, etc.

1. ALWAYS keep at least enough food and drinking water in your house to last 3-7 days. Rotate food so emergency supplies stay fresh.
2. Keep a little money (cash) hidden away somewhere, just in case ATM's or Point of sale systems are not working.
3. Always keep candles, matches, battery-operated radio, flashlights, etc. ready - but keep them safe and away from small children. Do not leave lanterns, candles or fires unattended.
4. Keep a first aid kit available in your house and in the car — restock older kits as needed.
5. Keep phone lines free so that real emergency calls can get through.
6. Remember that many electric items such as cordless phones, electric can openers, etc, will not work in a power outage—
7. Do NOT use generators, barbecues, fuel burning lanterns, etc indoors due to Carbon Monoxide and fire hazards.
8. For more information visit this website:
<http://emd.wa.gov>

Family Real Estate Service, Inc.

Winter Information 2017-18 Rental Updates

EMERGENCY CONTACT INFORMATION

CALL 9-1-1 for police, fire or medical emergencies—then call us!

The phone number to call for **REPAIRS & SERVICE** is:
(253)475-1884

IF IT IS AN EMERGENCY Choose #2

for after hours repairs.

We will be paged that your message is waiting. If you do not hear from someone within 1 hour, call Steve at:
(253)312-9911.

- Please follow any directions given for emergency repairs & problems.
- Be sure to leave a detailed message including the exact problem, your name, address and phone number.

High Winds & Wind Storms:

Wind can damage trees, roofing, fencing, etc. During high winds, please note any problems or hazards and report them to the office. Take a few minutes to secure, relocate or put away any loose items, tarps, etc. that could be damaged or blown away.

Tenants are responsible for timely cleanup of debris left in yards, etc. Please check with your local refuse service for special pick ups for yard waste and storm debris.

- Speak slowly and clearly!
- ANSWER your phone when called back.

Due to a large volume of calls, please be patient--calls will be answered based on the nature of each call.

Report **ALL** problems as they occur to the office. Delaying your call can make a small problem become a disaster which may inconvenience you more or make you responsible for any damages.

Non-emergency requests can be left on Marty or Steve's voicemail or sent through your Tenant Portal.



NOVEMBER 2017

USE our Tenant Portal to view your account balance, make payments and submit repair requests.
Contact STEVE to set up your access today!
<http://familyrealestate.net>



Find important info about your address—nearest schools, garbage days, city council rep & more!
<http://govme.org>
Then click on MyTacoma & enter your address.

AFTER HOURS EMERGENCY CALLS

When you call in, we will try to resolve the emergent situation on the phone. You may need to check certain things or take steps to stop the emergency. If someone needs to come out, the purpose is to STOP the emergent problem, not fix the problem. A follow up repair will be scheduled to fix it during normal business hours when stores are open to get supplies.

For Renter's Insurance visit:
Taylor-Thomason & Associates
<http://ttib.net>
Or call (253)284-7900



Precautions to take...

Tenants are responsible for taking necessary and reasonable precautions to avoid problems due to cold weather. Failure to take precautions will result in the tenant being responsible for repairs and any damages caused. Here are some suggestions:

1. Be sure that the heat is on and working in all rooms of the house. Water pipes may run through walls or ceilings as well as under the house. 55 F. is the recommended minimum for each room.
2. Remove any in-window air conditioners, close windows and storm windows
3. Hot and cold water should be left running slowly at each faucet and at each bathtub or shower during severe or long term freezing temperatures. Special attention should be given to plumbing faucets on the North side of the house during ALL freezing weather.
4. Outside faucets should be wrapped with dry cloth and covered with plastic or use foam faucet covers. Hoses should be disconnected and stored.
5. Cabinet doors under each sink should be left open to allow heat to circulate.
6. Interior doors should be left open to allow heat to circulate from room to room.
7. Close outside doors and windows. During cold and windy weather, place a rolled towel or blanket at the base of doors and windows to cut down drafts. Keep curtains/blinds closed.
8. When the fireplace is not in use, close the damper and cover the opening with a piece of wood or cardboard.
9. Charcoal grills, gas grills, camp stoves & generators must only be used outside and away from building, carport and garage due to the fire hazard and toxic fumes emitted when these are used.
10. **Follow all burn-ban restrictions!** <http://www.pscleanair.org/airq/status.aspx>

Note: If you use a fireplace to heat - use dry firewood on a grate, be sure damper is open during use and be sure fireplace screen is being used to prevent sparks and cinders from leaving the firebox and NEVER leave a fire unattended! Do NOT burn trash or yard waste. Only dry untreated wood and non-coated paper may be used in a fireplace.



Failure to take precautions will result in the tenant being held responsible for any damages!

Heating Safety & Efficiency...

Before using your heat, we recommend that all baseboards or ducts be cleaned out and vacuumed to remove excess dust and any debris. Doing this will help heat the house more efficiently, reduce the risk of a fire and lower heating costs.

Baseboard heat-- Be sure there is 6 to 10 inches of clearance between heater and furniture, clothing, or drapes. Also be sure that toys and other items are not placed in or on the heaters.

Furnace -- Change the air filter every 3 months. Also, plastic air deflectors are available to help direct the air outward along the floor rather than up the wall or curtains. Be sure that there is plenty of space around the furnace for free air flow and that no flammable items are stored on or next to the furnace. Tenant's must change filters and vacuum out ducts and air returns!

Electric forced air wall heaters - shut off power, then remove front grill and vacuum out coils & fans. Be sure area in front of each heater is clear of furniture and other flammable objects. 1 foot clearance is recommended.

Be sure that heat is on and working in all rooms of the house. Water pipes may run through walls and in the ceilings as well as under the house. 55 F. minimum is recommended for each room.

If you have oil heat, make sure your supply is ready for the winter.

If you have GAS Heat and smell gas, call Puget Sound Energy at 1-888-225-5773 then contact the office.. Also contact PSE to relight pilot lights and to diagnose problems with gas appliances.

While you're away...

If you are going to be away from the house, please arrange for someone to check your house every few days while you are gone. Also be sure to take the precautions listed before you leave. Our office and emergency numbers should be supplied to whomever is taking care of the house.

Please advise the office of the name & phone number of the person checking the house or staying at the unit so we can contact them should we discover a problem. The office must be advised whenever you will be gone more than a few days.



Power Outages &

Before you call the office to report a problem with your electricity, please check with your neighbors to see if the outage is affecting the whole neighborhood or just your home. Tacoma Public Utilities has information available on winter preparedness, power outages - how to protect your electronics from power surges, and saving energy.

We recommend that all electronic items be unplugged when an outage is discovered. We also recommend the use of UL Listed surge protection devices on all

FIRE — call 911

If any type of fire occurs at your home, **call 911** immediately! Then notify the office. All fires must be reported to the office!

Everyone should know at least 2 exit routes in case of fire!

Have a plan & practice it!

All doorways & stairways must be kept clear of furniture, clothing & other stuff to allow access for an emergency exit, should it be needed.

Only locks which can be opened from inside a room may be used.



Whenever you call the office be sure to provide your name, full address & phone number as part of every phone message! The on-call person may not recognize your voice or have access to your records to look up the information.

After you call us— keep line free for a return call and be sure to answer the phone! You might not recognize the number we are calling from—so answer all calls until you hear from us!

Plastic Window Coverings may save you money by lowering costs...

If you plan to cover your windows with plastic, please note the following:

- At least one window on each floor should be left uncovered for ventilation. This should be on the south or west side of the house because cold weather usually blows from the north and east.

- Plastic covering can obscure vision through windows. For security reasons, be sure you can still see anyone who is coming up to your house.
- Also try using heavy or lined curtains and keep them closed during cold weather.

Rental Agreement Highlights

The following items may or may not already be included in your existing rental agreement... however, this mailing serves as the required notice as changes to your rental agreement. **Effective January 1, 2018 or the first day following the expiration of a current lease term, the following provisions shall be included in your rental agreement:**

This item is an update to your Residential Rental Agreement:

RENTER'S INSURANCE IS NOW REQUIRED FOR ALL TENANTS, SEE SPECIFIC LANGUAGE BELOW WHICH IS ADDED TO YOUR RENTAL AGREEMENT:

RENTER'S LIABILITY INSURANCE: All tenants shall provide owner/agent with proof of liability/renter's insurance with minimum of \$300,000 per occurrence limits and shall name FAMILY REAL ESTATE SERVICE, INC, 608 S WASHINGTON STREET, TACOMA, WA 98409 as a Certificate Holder on said policy. Tenant shall pay all costs related to this coverage and shall maintain uninterrupted coverage of this insurance until unit is vacant and this agreement is terminated. Tenant shall provide proof of insurance coverage to the office by January 1, 2018 to be in compliance with this provision.

The section USE is revised to read as follows:

USE: The premises shall be used exclusively as a residence for no more than ___ people as named above. Guests staying more than a total of 20 days in a calendar year will be considered unauthorized occupants, trespassing on the property; subject to removal by law enforcement. Guests are defined as "visiting the resident(s)" not "visiting the property". Exceptions made when guest resides more than 100 miles from property and are temporarily visiting (out of town relative). Other exceptions must be approved by the Landlord in advance

Safety Tips

DO NOT USE DRANO or other chemicals in your drains: These chemicals are corrosive and cause damage to the pipes which can cause them to fail and leak and also damage any equipment used to clear the line. Should your drain become clogged you should use a home snake to try to clear the line. These are available for less than \$10 at Lowes. If you do use any chemicals in the line, the sewer/rooter company will NOT attempt to clear the line for at least 24 hours, and will schedule your job on the next business day (not after hours or weekend) after the 24 hours has expired.

WHY IS RENTER'S INSURANCE NECESSARY: This insurance is an affordable way to protect your family from losses due to fire, theft, property damage and liability. Should there be a fire or your property is damaged—the owner's insurance does NOT cover your things! It also can cover expenses should you not be able to stay at your unit due to damage to the rental unit. Contact TOM TAYLOR at (253)284-7902 or any insurance agency to get quotes to protect your family today!

More information is available at: <http://www.familyrealestate.net/renters-insurance/>

New Car, New License plates, New Phone number, new cell number, new email, new employer???

Be sure to complete an update form and return it to the office with your next payment.

Policy Reminders

Marijuana and other drugs:

Marijuana may be legal in Washington State but it is NOT permitted to be smoked or grown at the rental property. We want to remind you that your rental agreement requires compliance with all federal, state and local laws and ordinances. Being marijuana remains classified as an illegal drug under federal law, you may not possess or consume any illegal substances in your home or on the property.

Excerpt from your rental agreement:

MARIJUANA USE PROHIBITED: Regardless of State law: Tenant agrees to refrain from smoking, growing or using any marijuana on the property at any time. Tenant shall NOT have any related paraphernalia stored on the property at any time. This includes all occupants and guests!

Medical exception: Should a legal resident have an appropriate prescription for medicinal marijuana use: the tenant/occupant shall provide a copy of prescription to the landlord. Tenant further agrees that ONLY alternative forms of ingestion will be permitted on the property. Marijuana may never be smoked or grown on the property for any reason

For those who may have a medical marijuana permit: We will allow the following as reasonable accommodation to the above policy:

1. Current documentation (copy of prescription, etc.) that states that a legal tenant or occupant has been authorized a medical need for marijuana.
2. No plants may be grown on the property.
3. Marijuana may NOT be smoked inside any residence or on your rental property - you may use alternate forms of ingestion to accommodate your need.
4. If you have a regular guest with a medical need, they must comply with this policy.

The tenant(s) and occupants of the property are liable for full compliance with this policy and will be subject to a 3 day eviction notice for any violation or suspected illegal activity. If, at any time, illegal drugs or associated paraphernalia be found on the property (tenant, resident or guest) - the tenant will be subject to eviction.

Section 8 tenants are also reminded that their rent is federally subsidized and violating federal law can result in termination from the Section 8 program.

GUEST policy:

We define "guests" as people who are visiting you or your family while you are at home, with the exception of a possible out of town guest being there when you have to go to work or attend to something. Local guests who are "just visiting" should only be on the property when you are actually home.

As a reminder, you may only have a guest for 20 days per calendar year. Tenants do not have the authority to allow people to move in or stay beyond the guest allowance without prior written consent of the landlord. Anyone who regularly visits over the 20 day limit must go through our screening process and be listed as an authorized occupant. Note that a "once a week" visitor would be 52 days, and therefore must be approved by the landlord. Any part of a day is considered a "visiting day".

Guests with pets must comply with all rules and restrictions of your rental agreement. If no pets are allowed, then no "visiting pets" are allowed either.

EMAIL: The best way to communicate with us!

While official notices still must be written and signed (notice to vacate, compliance notices, and notices to enter the unit), we prefer to use email as an additional way to communicate between the landlord and tenant. Please provide us with your email address and notify us should it change. Please add:

steve@familyrealestate.net
marty@familyrealestate.net
cathy@familyrealestate.net
edriley@familyrealestate.net
teresa@familyrealestate.net

to your address books, so that any mail from us is delivered to you. Email can be used to let us know about changes in your household, request non-emergency repairs, discuss payment arrangements and to schedule or reschedule inspections. If you send us an email - be sure you get a response. Sometimes things get lost in the "cloud" and we don't receive your message. **If you experience an emergency that requires immediate action, please be sure to call on the phone at (253) 475-1884 and use option #2 for after hours emergency calls. Do NOT text message, email or call Steve directly unless you haven't received a response from whoever is monitoring the on-call line.**



Landlord is notified of your unpaid utility bill: Why we care and how it will affect you...

We have been participating in a program with local utilities to be advised when a tenant has not paid their utility bills. I would like to explain why we are doing this and how you will be affected as a tenant.

It is a city ordinance that makes occupying any property without water, electricity and heat illegal. Your rental agreement requires that the tenant maintain these utility services at all times at the tenant's expense. Should code enforcement or the police department discover the rental is occupied without proper utilities, they may board up the house and immediately vacate any occupants. Not only is this very inconvenient to the tenant, it also is very costly to the owner. For these reasons, we have implemented policy to ensure utilities remain turned on.

Should the power be shut off, it creates an unsafe living environment - no heat, no cooking appliances and no refrigeration. Even homes with gas heat require electricity to operate the fan portion of the furnace. Without heat during winter months can cause extensive property damage should water pipes freeze/burst. Often times when there is no heat or available stove to cook, people will resort to unsafe use of outdoor grills or generators being brought indoors creating extreme fire, carbon monoxide and safety hazards.

Water being off presents a health hazard, where waste cannot be properly disposed creating unsanitary living conditions.

Some tenants have voiced concerns over privacy issues regarding payment of bills, etc. I can assure you, we aren't concerned about your credit standing with the utility company -- we are only concerned should services be interrupted, especially if the tenant causes the interruption.

This is how we will handle these notifications:

- If we receive a notice of delinquency, you may get a phone call or reminder postcard from the office.
- If we are notified that any bill is 45 days or more delinquent, you will get a reminder from the office.
- Should we receive an actual notice of scheduled or pending disconnection, **we will send you a letter that requires a response.** The letter will direct you to pay the bill immediately and provide proof of payment or other arrangements in writing to the office. It also will notify you of a house inspection to verify compliance and that utilities are, in fact, on and working. We will cancel the inspection, if we receive the proof mentioned above, however - if we have to make a trip to enforce the contract, we may add a \$40 service fee as per your rental agreement.
- If we find utility service is off at time of the inspection/verification, you will be given a 3 day eviction notice for committing waste on the property. If you have other concerns or comments, please contact the office.

Current Identification required to be on file for all ADULT occupants

Many times children grow up and become adult residents living with family members. It is important that all residents age 18 & over provide picture ID and a copy of their social security card to the office. If your child has "become of age", please scan/email us these documents or provide copies with your next rent payment. Has your license or ID been renewed or updated since you moved in? If so, we need current copies of your ID on file as well.

If you come to the office, we will gladly copy these for you. You may also photograph the ID and SS card with your phone and email to steve@familyrealestate.net if that is easier for you.

Proper Storage and Disposal of Batteries

Did you know that there is enough electricity left in a battery after it is removed from a smoke detector, toy, remote control or other device to cause a fire? People often just toss them in the trash—but that is dangerous!

New batteries usually come in packages where all the batteries are lined up so that they cannot touch another one end to end. This is for safety! It is very important that we keep “new” and “used” batteries in the same fashion... Be careful not to toss them loosely in a drawer where they can touch each other or other items that can cause the battery to short-circuit, spark or ignite causing a fire.

Used batteries should be taped together and 9 volt (or similar) batteries should have the terminal end taped over to prevent contact with other metallic objects that could short-circuit and cause a spark or heat that can lead to a fire.

SAFE USE OF BARBECUES, SMOKERS, GRILLS, GENERATORS, etc.

Your rental agreement requires that use of any device that burns wood, charcoal, propane, gasoline or other fuel such as your barbecue or generator... must be used OUTDOORS in UNCOVERED areas that are at least 10 feet away from the building/structure, any shed, garage or fence. You may store these items when not being used after they have been properly cooled in carports, garage or sheds—but you may not use them when they are in the carport, garage or shed. Propane tanks must be shut off and other fuels stored in proper containers. Excessive amounts of fuel, propane or flammable liquids may not be stored on the property at any time.

Do you have a dishwasher?

Many homes and apartments have the added convenience of a automatic dishwasher as one of the appliances. Unfortunately, not everyone has experience using them and end up with dirty dishes and wasted effort. Here are a few tips on how to properly use the dishwasher in your unit:

- **Prepare the Dishes for the Dishwasher**
 - Scrape off any excess food from the dishes before placing them in the dishwasher. If the food has hardened, you may need to let the dish soak first. There aren't any scrubbers inside your dishwasher. All washing is done is through spraying water and chemicals in the dishwasher soap. Most rental grade dishwashers do not have food grinders... so all excess food should be scraped and rinsed off before dishes are put inside the dishwasher.
- **Check to make sure the dishes are all dishwasher safe.** Certain items, such as plastic, silicone bakeware, etc. have restrictions. Check each item to see if it is either “dishwasher safe” or “top rack only”.
- **Organize the Dishwasher**
 1. Place glassware in the top rack.
 2. Put silverware in the silverware rack.
 3. Put plates in the bottom of the dishwasher—making sure they don't touch each other
 4. Place pots, pans, and bakeware around the other dishes, but do not block the water sprayer.
 5. Place detergent designed for dishwasher use in the soap dispenser.
 6. Add rinse agent to prevent water spots if your dishwasher has that functionality.
 7. Close door.
- **Choose wash cycle for your dishes.**
 - If you are washing mostly pots and pans, a heavy cycle will work best.
 - Normal is the most used setting
 - Heated Dry—uses electricity and the heat elements in the unit to dry your dishes. Plastic and other items might still be wet — open the door after cycle has ended to vent out any remaining moisture.
 - Air Dry—or no-heat—saves electricity, but you will need to open the door to get air into the unit to help dry things... as dishes will be wet when cycle ends.
- **If you have a garbage disposal**—be sure to run the disposal for 10-15 seconds with cold water running—this clears the drain for your dishwasher so dirty water doesn't back flow into it.
- **Start the dishwasher.**
- **At the end of the cycle—open the door carefully**—heat and steam may cause burns. Let items cool and dry before unloading and putting things away.
- Hint: A few scoops of Orange Tang put inside (no dishes) and run a full cycle will help keep the inside of the unit and motors & pumps clean. Try this every 2-3 months.