



8401 NE Halsey St  
Suite 201  
Portland OR 97220  
Phone 503-280-0241  
[www.or.purepm.co](http://www.or.purepm.co)

## Basic Information

### **Your Property Manager is:**

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PURE Property Management Oregon is located at 8401 NE Halsey St, Suite 201, Portland, OR 97220. Our office is open Monday-Friday from 9AM to 4:30 PM (by appointment only). If the office is closed, please use the dropbox at the right hand side of the main door for notices or turn in keys; please be sure they are properly labeled.

### **Rent Collection Policy**

Rent is due on the first of each month. NO EXCEPTIONS for weekends, holidays, or postage delays. We have given you a grace period through midnight of the 4<sup>th</sup>. Please include a \$100 late fee with all late payments made after midnight on the 4th.

All payments are to be made payable to PURE Property Management of Oregon.

All Payments must include your rental address.

No cash accepted.

No partial payments will be accepted without prior authorization and proper forms signed.

ONLY 1 CHECK WILL BE ACCEPTED PER UNIT. You may submit multiple money

orders. We will not hold post dated checks.

Secured funds are required to cure a NSF check.

We will only accept a maximum of 2 months advance rent at a time.

On the 8<sup>th</sup> of each month a 10 day notice for nonpayment will be issued. If you do not comply with the notice, PURE Property Management Oregon may begin eviction proceedings.

Personal checks from persons whose name is NOT on the lease agreement WILL NOT BE ACCEPTED.

### **Payment Methods**

Please pay your rent online through our tenant portal. You can set up auto-payments or one-time payments, with a checking account. Rent reminders can be emailed to you, and you have real-time updated access to your account. Visit [www.or.purepm.co](http://www.or.purepm.co) and make a payment through our website. We must have your email address on file before you can set up an account.

You can mail your check or money order to our mailing address: **PO Box 645, Spokane, WA 99210.**

Credit/debit cards can be used through our third party payment processor for a fee (Credit: 3.49%, Debit: \$9.99, e-checks \$2.49 per transaction). *Note that they determine/collect the fee; we do not.*

PayNearMe allows cash payments (for a small fee) at 7-11, CVS, ACE and Walgreens Cash Express locations, and . Contact us for your personalized scan code.

### **Maintenance requests**

Do you have a non-emergency maintenance issue? Please review the troubleshooting guide which may resolve your issue. The troubleshooting guide is also available on our website. If this does not help you, submit a maintenance request via your online portal. If you do not use the portal, please complete a maintenance request form available at [www.or.purepm.co](http://www.or.purepm.co) and fill in all of the necessary information. You can send it regular mail, or email it to [portland@purepm.co](mailto:portland@purepm.co).

You are expected to maintain the home and keep it in as good or better condition as when you took possession.

When you complete a maintenance request form, be sure to write legibly, leave your name, phone number, address and specific description of the problem. Be specific when describing the problem: when did it start, how severe is it, has it been addressed in the past, etc. Leave the best number to contact you. Please be prepared to wait 24-48 hours to receive a response from our maintenance staff. Also keep in mind that we are under the control of the owner, and as such, can only fix things when the owner approves them. The owner does have the right to say no if it is not affecting the means of life. We will do everything we can to convince the owner of the necessity of the repair. This may require us to obtain several estimates for big-ticket items.

Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

You must be prepared to give permission to enter or make yourself or a representative available to let a vendor or repair person into the unit to make repairs. By allowing permission to enter, things will go much faster.

Do not expect cosmetic corrections. If it does not affect your lifestyle, it may not get corrected.

All damages caused by accident, misuse or abuse will be billed back to you. We rely on our vendors to tell us if the damage was caused by normal wear and tear.

Before placing a service request determine whether you have an emergency or a non-emergency.

**After Office Hours:** If there is an emergency after office hours, please call our main office number at 503-280-0241 and follow the prompts for the emergency line.

### **Maintenance Emergencies**

#### **If the Emergency is Life Threatening Call 911 Immediately**

Maintenance Emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the integrity of the property.

The following are examples of a maintenance emergency: Fire, flood, broken pipe or sewage back-up, gas odor, furnace out (if below 45 degrees).

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please submit your request in writing. If after hours, call the emergency phone line at 503-280-0241 ext 5 and make sure to leave a detailed message.

Warning: If you claim you have an emergency and one does not really exist, you will be charged back the cost of having someone respond. Please do not call in an emergency unless one really exists.

### **Non-Emergency/Routine Maintenance**

The following are not emergencies: annoying noise, minor leak, refrigerator out, locking yourself out of the house, clogged toilet or drain, no hot water, power or gas off, a/c not working, oven not working and pest control. PURE Property Management Oregon is not responsible for loss of food or for alternative lodging due to appliance failure. Tenants need emergency preparedness for their own families (cooler, space heaters, etc).

# General Maintenance, Care, and Troubleshooting

## **Smoke & Carbon Monoxide Detectors:**

Tenants are responsible for keeping fresh batteries in smoke and carbon monoxide detectors. Removing or tampering with a smoke alarm is punishable under Oregon Law (ORS 479) with fines up to \$250 per occurrence.

Press the test button or test with approved smoke detector smoke spray monthly. If your smoke detector only beeps once or does not make any noise, replace the battery with a 10 year lithium battery.

## **Garbage Disposal**

Garbage disposals are designed to grind up organic material only. Banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grounds, egg shells, bones or any item that is tough should not be put in a garbage disposal. NEVER put plastics, glass, aluminum foil, paper, or grease into your garbage disposal.

You should always run water for 10 seconds before, during, and 10 seconds after starting your disposal.

There are a couple of troubleshooting steps needed before I can send a repair tech. Be sure the disposal is off before taking these steps.

The first step is to push the reset button on the bottom of the disposal, this is usually a red button and can trip if the disposal gets overloaded. After resetting the disposal, try it again.

If this doesn't work, then insert the disposal tool into the bottom of the disposal and manually turn the disposal both ways to clear the disposal. If there is no tool, a 1/4-inch Allen wrench will work. After manually moving the disposal, press the reset button again and try the disposal again.

Let PURE Property Management Oregon know if this clears and fixes the issue or not. We're happy to send a tech out there so please let us know. If the technician comes out and only needs to reset the disposal the service call will be charged back to your ledger.

## **No Hot Water:**

**Electric water heater:** Check and reset breaker in electric panel or some properties have fuses. Check to see if a fuse needs replaced. Push reset button on water heater.

**Gas water heater:** Check to see if the pilot is lit on the gas hot water tank. If it is, push the reset button. If not, you can call NW Natural gas and they will assist w/lighting the water heater. Contact them directly at 1-800-422-4012.

## **Plumbing or Fixtures Leak:**

Turn off water at the supply line under the sink or behind the toilet, or at the water heater. Contact PURE Property Management Oregon.

## **Toilet is Clogged:**

Plunge and test. If the toilet is overflowing, turn water off at the knob behind the toilet and mop up any excess water. If this is the only toilet and it is still plugged, call PURE Property Management Oregon or submit a maintenance request via your online portal.

Many homes and apartments now have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low flow toilets tend to clog or back up if too much paper etc. is flushed. Never put sanitary napkins, diapers, handy wipes, napkins or paper towels down the toilet. A plunger should always be kept on hand and tenants are expected to plunge their own toilets.

You will be billed back for all toilet clogs unless tree roots are found in the line.

## **Pest Control:**

We do not treat for ants infestations.

### **Drains Are Clogged:**

Avoid letting hair, grease, or other foreign objects go down the drain.

Be sure to scrape all dishes of excess food before loading them into the dishwasher.

After bathing make sure to remove any excess hair left in the drain catcher to help avoid clogs.

A safe homemade drain cleaning solution can be made from 1 cup salt, 1 cup baking soda, and 1 cup vinegar followed by 8 cups of very hot water. Allow the salt, baking soda, and vinegar to sit for 5-10 minutes before following with the very hot water. This solution will foam up. Please be careful and try not to burn yourself with the hot water.

Hardware stores will also carry "hair catchers" to place in sinks and tub drains to help keep drains free of hair.

### **No Heat:**

It is not a bad idea to always keep a space heater available for **emergencies**.

Almost every heat source has a filter or needs to be cleaned. Tenants are responsible for changing filters every 3 months or cleaning the heat source. Problems caused from the failure to clean/replace filters may be the tenants' responsibility.

No matter what kind of heat source you have, you should always check to see if a circuit breaker is tripped (or a fuse is blown). To reset a tripped breaker, move the switch all the way to "OFF," then all the way back to "ON" position. Check to see if any fuses have burned out and change them. To replace a screw-type fuse, turn the fuse counterclockwise until it screws all the way out, like a light bulb. Replace it with a new fuse of the same ampere rating (such as 10A, 15A, and so on) as the old fuse. DO NOT use a new fuse with a higher rating - this could damage your home's wiring or cause a fire! (not all properties have fuses).

**Electric Heat:** Check thermostat setting. Press reset on the furnace. For electric wall heaters vacuum coils or remove the front panel and press reset. Make sure that nothing is blocking the return vent.

**Gas Heat:** Check thermostat setting. Check to see if the pilot is lit, press reset. If that does not work, call NW Natural and have them come to check the furnace.

**Oil Heat:** Check thermostat setting. Check the amount of oil you have in your oil tank. If you run your tank too low you will require a service call for re-priming your tank. This will be at your expense.

**Radiant Heat:** Check thermostat for on offsetting.

### **No Electricity:**

Check to see if the whole area is without power. If it is out in the entire area, call the local electric company.

Check to see if a circuit breaker is tripped (or a fuse is blown). To reset a tripped breaker, move the switch all the way to "OFF," then all the way back to "ON" position. Check to see if any fuses have burned out and change them. To replace a screw-type fuse, turn the fuse counterclockwise until it screws all the way out, like a light bulb. Replace it with a new fuse of the same ampere rating (such as 10A, 15A, and so on) as the old fuse. DO NOT use a new fuse with a higher rating - this could damage your home's wiring or cause a fire! (not all properties have fuses).

**No power to plugs or switches:** Check and reset all GFI (Ground Fault Indicator) outlets located in all areas of your house (kitchen, bathrooms, utility rooms, and garages). Check if the plug works off a wall switch.

**Light not working:** Check light switch, check light bulb (ladder may be needed or light bulb extension pole). Tenants are responsible for bulb replacement.

### **Dishwasher Won't Drain:**

Clean food out of the bottom of the dishwasher or check for any obstruction. If the dishwasher grinds or no water is coming in, turn off. If no water is on the bottom pour two large glasses of water into the bottom and re-start.

### **Refrigerator Problems**

Check if the thermostat in the refrigerator is set correctly. Make sure the door is closing correctly.

Keep coils on refrigerators free of dust.

Most refrigerators have a drip pan under them. If not kept clean, an odor may develop. It is normal for the drip pan to accumulate water.

### **Stove not working:**

Make sure the stove is plugged in. Check all breakers or fuses (if you have them).

If the burner coil is not working, make sure it is in the socket correctly.

### **Washing Machine:**

Check breakers and make sure load is balanced.

If the washing machine is leaking water; make sure all fittings are tight. Check that the drain hose is secure and pushed in the drain correctly. Check for unbalanced load.

### **Dryer:**

Dryer not working check breaker, make sure dryer is plugged in and clean dryer vents.

### **Air conditioning not working:**

Not all properties have units included.

Check to make sure that the circuit breaker is not tripped.

Filters must be changed regularly.

Do not turn the A/C too low (this will cause it to freeze up), keep at about 68-72 degrees during hot weather. Some thermostats have A/C settings but A/C may not be equipped for the home.

Make sure that the outside unit is clear and unobstructed and that the vent openings are clear (using a brush or small broom will accomplish this).

### **Weatherization:**

If you feel cold air through windows- please contact your local power company for weatherization hints. You can also purchase weatherization kits at your local home improvement store.

Cold air under door- purchase weather strip roll for under door drafts or use rolled up bath towels.

### **House Plants**

Be sure that drip pans are kept under all house plants. Water runoff will stain or damage most surfaces.

### **Kitchen Counters**

To avoid nicks and cuts, use a cutting board at all times.

For Granite counters, do not use an abrasive cleaner or even vinegar. It is best to use warm water and a sponge with liquid dishwashing soap.

Many countertops are made of porous materials. Use care in letting cleaning products or liquids sit for too long. Extended contact may cause stains or discoloration.

### **Wood Decks and Porches**

Potted plants and flowers add beauty and appeal to the property. If you have planters or pots, please put "feet" under them so that they are raised up off the deck to allow for air flow beneath the pot, and to prevent water run-off from rotting the deck. If moss starts to build up, we recommend a granular zinc moss treatment. This is available at most home improvement stores. Patio, porches and decks keep clean and free of clutter.

### **Lawn and Shrubbery Maintenance**

Landscaping includes mowing, edging, watering, trimming of shrubbery and trees, and all facets of yard care. Grass shall not exceed 6 inches. Weeds shall be kept out of the yard and flowerbeds.

No shrubs or trees will be removed or planted without written permission.

Tenant shall remove all debris/litter/garbage from premises promptly, keep all vehicles off the lawn

Other than for winterization purposes, sprinkler timers should never be turned off. Brown spots from lack of water and any loss of lawn will become the tenant's responsibility.

### **General Cleanliness**

It is important to keep your unit in a clean and sanitary condition.

Take your trash out immediately to appropriate containers. Do not leave trash outside your doors. These will attract bugs and unwanted pests.

Always discard cigarette butts in proper containers, never the ground.

### **Fireplaces**

You should burn only hardwoods in the fireplaces or stoves to minimize the buildup of creosote in the chimney. Be sure to use a fireplace screen at all times to prevent hot ashes from burning the floor or other floor coverings.

### **Sliding Glass Doors, Screen Doors and Shower Tracks**

Dirt and debris should regularly be cleaned out of the sliding door tracks. Failure to keep tracks clean can cause damage to the wheels.

Oil and WD-40 should **not** be used to lubricate tracks. It only attracts more dirt and "gums up" the wheel mechanisms.

In order to retard the growth of microbial growth in the tracks and at the bottom of shower doors, keep the tracks clean. We recommend using an old toothbrush and cleaning tracks monthly.

If there are not any screens on your windows or doors, we do not have to provide them.

### **Microbial growth**

A page was included with your move in paperwork about how to prevent and clean microbial growths. Please refer to that hand-out for any specific questions.

Bleach is the best product for removing microbial growths that form around the edge of showers, tub tile walls, metal windows, and anywhere else there is moisture. The easiest way to remove microbial growth is to cut paper towels in half and fold them into one inch strips. Dip the strips into the bleach bottle. Lay the bleach-soaked strips directly on the microbial growth and leave them there for several hours. Remember to always use rubber gloves and to properly ventilate the room.

### **Mini Blinds**

To clean mini blinds DO NOT soak them. The finish may bubble and peel. Spray them with a mild soap and water solution and wipe them.

### **Hardwood Floors**

Do not use a mop to apply oil. Use a soft cloth or Swiffer product. Do not keep house plants on the floor. Use throw rugs in front of doors, sink and stove. This will help with damage from dirt, grease and water.

### **Carpet Care**

Carpets should be vacuumed at least once a week to remove the dirt from the carpet and to help keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as abrasive on the fiber. You must have a motor driven brush and beater type of vacuum cleaner if the home you rent has carpet.

To pretest a stain removal solution, pick an inconspicuous area such as a closet corner. Apply a couple drops of solution to a clean white towel and rub a small spot of the carpet. If the color transfers to the cloth or the carpet

color changes, stop immediately.

React immediately to stains. Always use a pre-tested spot removal solution. Blot (do not rub) up spills with a clean white material such as tissue or cloth. Work from the outer edge of the spot towards the center to prevent spreading or rings. Treat the area with spotting solutions until the stain is removed. Rinse the area with water and then absorb the remaining moisture with clean white towels.

## During your Tenancy

### **Locked Out?**

PURE Property Management Oregon keeps a key copy for each unit. During regular business hours, it may be possible to come down to the office and pick up a loaner key. Picture id will be required before a key is released and the key must be returned within 72 hours. If PURE Property Management Oregon is not available or does not have a copy of the key, you will need to call a locksmith at your expense. PURE Property Management Oregon will not reimburse you.

You may want to consider leaving a spare set of keys with a friend or neighbor. It is your responsibility to pay for any rekeying if you become concerned about who has a copy of your keys.

### **Restrictions**

Tenants shall obtain written permission before installing: signs, insignia, air conditioners, antenna, or any other devices to the exterior or interior walls, windows, or roof of the premises.

### **Painting**

Tenants must obtain permission **in writing** from the landlord before painting any walls. Walls should be returned to the original color before moving out. Failure to restore walls to original color may result in the tenant being charged for labor and materials to restore wall color. *DO NOT PATCH NAIL HOLES UNLESS YOU CAN SUCCESSFULLY PAINT THE WALLS THEIR ORIGINAL COLOR. You may be charged for painting.*

### **Insurance**

PURE Property Management Oregon highly recommends obtaining a renters insurance policy. This can be done through the same insurance company that you have auto insurance through or through the Resident Benefits Package with PURE Property Management Oregon. The landlord's insurance does not cover any of the tenant's personal property from fire, theft, hurricanes, roof or plumbing leaks, and other occurrences that may damage your personal property.

### **Smoking**

All of our rental properties are smoke-free. Please be courteous to neighbors. Please reference your rental agreement or smoke-free addendum for more clarification of smoking policy.

### **Bulbs**

Tenants shall replace all broken glass and light bulbs at their own expense.

### **Winterization**

During the winter months it is important to guard against property damage due to freezing weather. Keeping your unit warm and well ventilated will reduce the risk of microbial growth buildup. Please use the following tips:

- Keep your heat above 50 degrees when you will be gone for more than 24 hours;
- Open cupboard doors to expose plumbing to heat. If your pipes break, IMMEDIATELY shut off water; and call PURE Property Management Oregon.
- Keep a steady drip flow in the faucets when temperatures are below 32 degrees;
- Cover foundation vents;
- Disconnect water hoses and place freeze guards on outside water spigots (PURE Property Management Oregon will tend to this at multi unit properties.)
- Check your smoke detectors monthly and change your furnace filter every 90 days.

### **Snow & Ice**

Please remember that times of snow and ice require some pre-planning regarding your rent payment. Please

take into consideration extra travel time and delayed postal service. During times of snow and ice we will make our best effort to clear common walkways, however, porches and entryways will remain the tenants' responsibility. We recommend that you purchase a bag of de-icer so that it is readily available for you and your family.

### **Space Heaters**

Space heaters are for emergency use ONLY. Left unattended, space heaters are a huge fire hazard. DO NOT use space heaters to heat your home on a regular basis and please do not leave them unattended or plug them into power strips.

### **Winter Vacations**

If you are planning a trip that will be more than a weekend long please let PURE Property Management Oregon know. We do not watch your home, but we can go and check on it, if needed.

### **Garbage Service**

Please keep in mind that during inclement weather, trash service may be delayed. Please call your garbage provider for their schedule. If you do not know which company provides your service, check the can or call Metro at (503) 234-3000. With the holidays quickly approaching please keep in mind that extra garbage charges are the tenant's responsibility. All extras, including Christmas trees, will be billed back to your account.

### **Roommate Change Policies**

Please call your manager and work directly with them through all roommate changes. All roommates must be screened and approved before moving in. Failure to comply with roommate change policies may result in termination of your rental agreement. The following are the steps involved in processing a roommate change:

- The exiting tenant must supply a 30-day written notice to vacate to the PURE Property Management Oregon office including any forwarding information as well as current contact information.
- A copy of the Roommate Change Policy will be sent to all the residents of the property informing them of the steps needed to remain as residents with PURE Property Management Oregon.
- A confirmation letter will be sent to the exiting tenant notifying them that any and all deposits shall remain with the property.
- Remaining tenants must submit new applications, as well as current pay stubs, for in-house screening to verify qualification to remain in residence per current rental criteria.
- If there is to be a replacement roommate, that person must submit a completed rental application and pay a \$45.00 application fee. Once the application is approved, they will need to pay an additional \$55.00 Roommate Add-on Fee.
- In the event that the incoming roommate qualifies but with an 'Additional Deposit', the new additional deposit amount will be charged to the tenant ledger and the new roommate must pay the additional charge BEFORE move in.
- An interior inspection of the residence may be completed, at Manager's discretion, within 5 business days of receiving the 30-day written notice to vacate.
- Remaining and new tenants MUST receive your property manager's final okay over any and all changes of tenancy.
- Once qualified, the remaining tenants, as well as the new roommate, must sign a new lease agreement that will meet or extend the current lease term BEFORE the new roommate moves in and BEFORE 30-day notice expires.

### **Moving Out**

You must give 30 days' notice to vacate by email, letter, or fax. Please provide us with the date you will move out and your forwarding address. Please make sure that your balance is current if you wish to receive a positive recommendation. PURE Property Management Oregon will not provide a rental reference to a tenant who has not given notice, so please make sure that we are aware of your intent to move before you ask for a recommendation. You are responsible for the 30 days of rent, even if you move out sooner. PURE Property Management Oregon will send you a confirmation of receipt letter that you wish to vacate. This will include your move out prorated charges, a 24 hour notice to enter for inspection the day after you plan to vacate, and a ledger of your balance due.

If you are breaking a lease you will need to pay the lease-break fee at the time you give notice.

Please do not patch nail holes. If you patch and it does not meet our standard, you may still be charged for the repairs.

Your deposit amount CAN NOT be used for last month's rent.

Leave the house clean. This includes the fireplace, appliances, cabinets, floors, crawl space, attics, and garage. Remove nails, but do not patch nail holes.

Remove all of your personal property, trash, and firewood. We charge for removal. Removing things like grills, oil, propane tanks, chemicals, and tires will cost more for disposal.

If applicable, mow the lawn, rake leaves, and weed the beds.

**Message:** Doing it yourself is cheaper.

The day after you move out, please contact all utility companies that you were responsible for paying. Let them know that you have moved out and are no longer financially responsible for the bill. The utility company will verify the date with PURE Property Management Oregon. PURE Property Management Oregon is not responsible for tenants' failure to notify utility companies of a change in billing responsibility. We will notify you in writing no more than 31 days after receiving the keys to your unit of the charges against your deposit. Refund checks will be mailed in the names of ALL tenants on the agreement. If you do not leave a forwarding address, we will mail it to the current rental address.