



raising the standard

bb management group
7150 sw fir loop, suite 100
tigard, or 97223
office: 503.620.1333
fax: 503.620.3111
web: www.bbpx.com

Tenant Information and Instructions

It is our pleasure to welcome you as our tenants. We believe that most misunderstandings can be avoided and, consequently, a better working relationship will be established between us.

We believe we can best serve the interests of our tenants by offering complete, courteous and prompt service. However, both parties to any lease or rental transaction have certain obligations and responsibilities.

Your rent is due on the first (1st) day of each month, payable to BB Management Group. If your rent is not received at the mailing address provided for rent payments by 12:00 midnight on the fourth (4th) day of the month, a LATE FEE ACCORDING TO YOUR RENTAL AGREEMENT WILL BE ASSESSED. If any check is returned to us for insufficient funds, there is a \$35.00 NSF FEE. If there is an NSF FEE assessed to you, future rent will be accepted by certified funds only. If the home is occupied by more than one person, rent is only payable with one (1) check. We cannot accept business checks or checks from someone other than a tenant named on the rental agreement.

The first Walk Through Inspection of the property will be scheduled approximately two (2) months after you move in, and then normally every six (6) months thereafter. Part of our service to the Owners of the homes we manage is to provide photographs and a report of the homes condition during our Walk Through Inspections. Many of our Owners live out of the area and wish to see visually on a regular basis how their home is being taken care of. If you have personal items you do not wish to be included in the photograph, please place them in an area such as a closet during our Inspection, as we will only take general interior room photographs and photographs of the yard. These photographs only go to the Owner of the home. We will notify you a minimum of 24 hours in advance of when we will be arriving for the Walk Through Inspection.

In cold weather it is your responsibility to take precautions to protect the pipes from freezing. Turn off and drain the outside pipes and wrap water faucets. If temperatures get below 32 degrees, leave the inside water faucets dripping to keep the water flowing. If you experience broken pipes due to freezing, it is your responsibility to repair them. You will also be required to replace faucet washers and faucet seals. This requires only three tools, and they are usually found in every home – a screwdriver, adjustable wrench and a faucet seal wrench. You must keep drains free of grease, hair, lint or foods which can clog them. Once a month use a good drain cleaner (that will not harm the pipes) or a cup of household bleach down each drain. This should keep them running smoothly under normal use, unless you have a septic system.

If you have a garbage disposal, be sure to run it long enough to work properly. Once a week, run HOT water and a tablespoon of dish soap to cleanse the pipes of any grease buildup.

If the maintenance of the lawn and flower beds is your responsibility, this includes mowing, watering, weeding, etc. Failure to maintain the yard will result in a fourteen (14) day notification to complete the work. If this notification is not heeded, a professional landscaper will be hired to complete the work and you will be billed.

Resident shall be responsible for testing smoke/detector, changing the battery when necessary, and reporting in writing any malfunction to the Owner/Agent. Owner/Agent shall not be held liable in any civil action for damages or death or injury to persons or property resulting from the mechanical failure of a smoke detector required under Oregon Law.

If the mailbox is keyed and the tenant misplaces or loses the key, tenant is required to arrange and pay for a key through the post office. If you are in a condominium, please contact BB Management and we will coordinate this on your behalf with the HOA at your expense.

To insure there are not furniture indentations left in the floor coverings after you vacate, we require that you place felt pads under furniture that is placed on hardwood and/or vinyl floors. Please place plastic or similar casters under furniture placed on carpeted floors.

Please email all requests as listed below or call 503-620-1333:

Maintenance: repairs@bbpdx.com

Administration: admin@bbpdx.com

Inspections: inspections@bbpdx.com

Accounting: Darbey Budd, Ext. 106, darbey@bbpdx.com

Broker: Brandy Budd, Ext. 102, brandy@bbpdx.com

AFTER HOURS EMERGENCY REPAIR: Call 503-620-1333, Option 3

At the end of your tenancy, we will make arrangements to have the home professionally cleaned. Attempting to clean on your part, will not preclude us from sending professional cleaners to the home to complete a thorough clean and sanitize for the next tenant.

At times we are forced to use some or all of the tenants deposit for one of the following reasons: failure to give thirty (30) days written notice when you intend to vacate the property; damage to the building or built-in appliances through negligence, misuse or maliciousness; cleaning not done to proper standard; oil tank (if applicable) not measured at move-out; yard not maintained; all keys and remotes not left in a kitchen drawer at last date of occupancy.

Please keep this information and your copy of our agreement after you read them. Do not hesitate to ask questions. We prefer to have a clear understanding at the outset rather than a misunderstanding later. Also, if you are aware of a repair that needs our attention, please let us know. We can only take care of items that we are aware of and we appreciate your letting us know. Any and all requests for work to be done need to be in writing and turned in to our office.

As a company policy, BB Management Group does not conduct move out inspection with the tenant present. If you have any questions about the inspection procedures, please contact our office.

We firmly believe that the best way to be successful in property management is to give tenants fair, businesslike and courteous service. If you have any suggestions on how we may improve our service, please feel free to give us a call.

Thank you,

BB MANAGEMENT GROUP

