



# CIRCUM PACIFIC PROPERTIES, LLC

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## WELCOME!

We are pleased that you have chosen one of our properties as your new home! Please take some time to read through the following information and instructions to help make the move-in process as smooth as possible. Thanks!

**Tenant Portal** - Set up your tenant portal for online rent payment and maintenance requests. If you have not received the email from us with the link to do this yet, please go to Circum-Pacific.com, go to the 'Tenant Portal' section and click on 'Get Started'.

**Utilities** - Transfer the utilities into your name before move-in. You must call to have the utilities established in your name, by the time of move-in, or keys will not be given:  
**Electric:** Portland General Electric 800.542.8818 or Pacific Power & Light 888.221.7070  
**Gas:** NW Natural Gas 800.422.4012

**General Information about Moving In** - At move-in, your manager will walk you through all the rental contracts, give you the keys, and make sure you are familiar with your apartment and building. Your manager will go into much greater detail, however, the following are some of the highlights.

**Moving In** - Please check with your building manager about specific moving requirements, particularly for buildings with elevators. Elevators and front doors cannot be blocked off at any time for moving purposes, nor is it permissible to block parking. Moving should be done during daytime or early evening hours and never between 10PM and 9AM. Any damage to the building occurring during the move is your responsibility. All boxes must be broken down for recycling. It is your responsibility to properly dispose of all unwanted items.

**Payments** - We do not accept cash or partial payments. Rent must be paid in full. Rent is due on the 1<sup>st</sup> of each month and considered late after the 5<sup>th</sup>. Late fees are \$100. Payments returned by the bank for any reason will incur a charge of \$35.00 plus bank charges, plus the late fee. All rent payments must be made online through your portal. The payment system is hosted by AppFolio. ACH (e-check) payments are not charged a fee. If you choose to use a credit/debit card for payment, there is a fee from AppFolio for the service. On-site managers do not collect payments. If a check must be written, it has to be received (not postmarked) at the Circum Pacific Properties main office by the 5<sup>th</sup> of the month.

**Renters Insurance** - We highly recommend getting a renter's insurance policy. You can purchase renters insurance through most insurance agents or in your tenant portal.

**WiFi** - Most buildings offer free basic WiFi provided by FastMesh. Simply find the best connection point in your WiFi settings and set up an account for free basic WiFi. Faster options are available for a low monthly rate and no contract.

**Recycling** - Recycle as much as possible. The bins are clearly labeled and your manager is happy to answer any questions you might have. Remember to break down cardboard boxes and to keep the area clean.

**Maintenance** - Maintenance requests must be submitted online via your tenant portal. If the maintenance technician or vendor is denied entry into the unit, the resident(s) will be charged the actual cost of time and overhead for the trip. Do not paint anything in the apartment. If replacing light bulbs, use a 60 watt light bulb or less. Do not use drain cleaning chemicals such as draino or liquid plumber. Make sure you have a hair catcher in your bathroom sink and tub. Make sure you have a kitchen sink strainer as well and dispose of food in your compost bin or trash rather than in the sink. Do not pour grease down the drain.

**Emergency Maintenance** - Emergency maintenance typically falls into the categories of "Fire, Flood or Blood". If the maintenance issue is not a true emergency and can wait until the next day, please do so, and contact your manager during normal business hours. In the event of an emergency, contact your manager and the emergency maintenance technician asap. The emergency cell phone number is located on the community bulletin board. If the emergency is life threatening, call 911 immediately.

**Lockouts** - Lockouts are the sole responsibility of the resident. Locking yourself out of an apartment does not constitute emergency maintenance and will not be addressed as such. Should you be locked out of your apartment, it is your responsibility to contact a locksmith to gain access. If your manager is available to allow you entry, they will do so as a courtesy and not as their responsibility.

**Water Conservation** - Faucets should be turned off firmly to prevent dripping water. If your faucet is dripping or toilet is running, please submit a maintenance request immediately. Drips can quickly turn into larger leaks. As stated in the lease, it is your responsibility to notify management of all needed repairs.

**Smoke and Carbon Monoxide Detectors** - When your smoke alarm and / or carbon monoxide alarm is low on batteries, it will begin to beep every few minutes. Residents are responsible for replacing smoke alarm and/or carbon monoxide alarm batteries and ensuring that they are in good working order. When replacing batteries, it is required that you use a 10year lithium battery. Tampering with any alarm will result in a \$250 fee per alarm.

**Quiet Enjoyment** - Quiet hours are from 10pm-7am. No sounds can be made that could be heard outside of your unit. Please use common courtesy during the other hours.

**Smoke Free** – All of our properties are smoke free. No Smoking within 25 feet.

**Laundry** - If your building has on-site laundry, please help keep it clean. Your manager does not keep cash, so we cannot provide change for the machines. Many accept cards.

**Authorized Entry** - Do not let strangers in the building. All tenants have their own keys. Please keep the back and front doors closed at all times.

**Roommates** - If you ever decide to get a roommate: they must first apply, be approved and added to the contract before they can move in.

**Pets** - If you ever decide you'd like a pet: please talk with your manager to see if it is an option first. If approved, there will be a form to sign and a pet deposit to be paid.

**Common Area** - If you make a mess in any common area, please clean it up. Please do not leave any unwanted items in the building. Either donate your items or dispose of them properly.

**Pest Control** - Bed bugs have made their way to Portland. The most common way to introduce bed bugs to your apartment is from used furniture and clothing. If you are going to buy anything used, please inspect it thoroughly. Google 'bed bugs' so that you know what to look for. If you ever suspect that you have bed bugs, let us know immediately.

**Lead Based Paint / Asbestos** - Apartments built before 1978 may contain lead based paint. A pamphlet containing information on lead based paint will be given to you upon move-in. Asbestos was commonly used in plaster, pipe insulation and in some floor coverings. While we are unsure whether your unit contains any asbestos, you need to take extra care not to disturb any suspected surfaces.

**Notice to Vacate / Lease Break Fee** - Please remember, you must submit your notice to vacate in writing to your manager at least 30 days before the end of your lease. If you are breaking your lease early, contact your manager about a move-out date and pay the lease break fee which is 1.5X the rent amount. Be sure to provide us with your forwarding address.

**Sublet / Vacation Rentals** - Subletting is not permitted. Such activity, including offering space through Air BnB or other vacation sites, is not permitted and grounds for eviction.

**Air Conditioners** – Window air conditioners are not permitted. Portable air conditioners are recommended.

**Other potential services of interest** -

WiFi - FastMesh WiFi (in most buildings) fastmesh.com 503.893.8638

Phone - Century Link 800.244.1111

Cable - Comcast 503.816.8824

Parking - Parking Permits 503.823.2777 (google "Portland parking permits Zone")

Mail - Change your address with the post office online at [www.usps.com](http://www.usps.com)

For a complete list of policies and procedures, please refer to your rental agreement. If you have any questions, please contact your building manager.

Thanks again for choosing one of our properties as your home!