



Tenant Handbook

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Welcome

Welcome to your new home and American Heritage Properties. We are excited to have you as a tenant!

We have prepared this Tenant's Handbook to help you become familiar with the way we operate. This handbook is meant to help tenants understand our company policies, our role as a manager for the homeowner and what your obligations are as a tenant. It is important to us that the experience of renting a property from us a pleasant one.

We hope you will find this handbook helpful. If there are any questions that are not answered here, please do not hesitate to contact your property manager.

Company Address

Our office is located in Scripps Ranch on the corner of Scripps Ranch Boulevard and Hibert Street. Our address is:

American Heritage Properties Inc.
9988 Hibert Street Suite 300
San Diego CA 92131

Main line 858-695-9400
Main Fax 858-695-1643

Office Hours

Our regular office hours are Monday through Friday from 9:00 am to 5:00 pm and closed for lunch between 12:00 pm and 1:00 pm. Our leasing department is open on Saturdays with the same hours.

We have a 24 hour emergency hotline. You can reach this emergency hotline by calling our main number 858-695-9400

Holiday Hours

Our office is closed on the following holidays:

New Year's Day
Easter
Independence Day
Thanksgiving Day
Christmas Day

Our office is open with modified hours on the following days:

Memorial Day
Labor Day
Day after Thanksgiving
Christmas Eve
New Year's Eve

During the holiday season our activity slows down drastically; particularly around the Christmas and New Year's holiday. We typically modify our hours to adjust to the work flow. Since the activity of our office is evaluated each year at this time, we do not have a set schedule to provide ahead of time. We will always have someone on call to respond to emergencies when our office is closed.

Website

This handbook and other forms/information are available 24 hours a day on our website:

www.renthomes.com

You can also find us on Facebook. We encourage you to "like" our page to be aware of any information or updates that may be of interest to you.

Our Role as Agent for the Owner

American Heritage Properties has been hired by the owner of the property to manage their home. We are compensated by the owner, and for all intents and purposes, we are their employee.

Our primary role is to give the owner a recommendation and follow their instructions. There are times when a homeowner does not follow our recommendations, but we are contractually obligated to follow their instructions; even if we do not agree.

Some Benefits of Renting through us!

- You can always use us as a rental reference. We keep your history on file for as long as our system will store the information. Currently, we can go back over 10 years.
- You will always be able to get a hold of someone in case of an emergency; even on the holidays or in the middle of the night
- Your lease is kept on file and we can easily send you copies whenever you may need one
- You can pay your rent online

- We have knowledge and experience in this field since 1981
- We know the laws--many individual landlords do not know what is required of them as a landlord

Emergencies

A member of our staff is on call for emergencies when our office is closed. If you have an emergency such as a flood when our office is closed, someone from our office is on call to handle the emergency. They will first determine if the situation is an emergency, and then take the proper action. Emergencies are determined by the possibility of property damage and health/safety issues.

If you have an emergency after hours, please call **858-695-9400** and follow the prompts to report the emergency.

Who to Contact

The property you are renting is managed by a team of three property managers:

Senior Property Manager: The Senior Property Manager is the supervisor of the team, and is responsible for legal issues. They handle rent collections, pre-move out walk throughs, move out walk throughs, deposit disposition preparation, and evictions. Due to the nature of this position, a large percentage of their job is conducted outside of the office.

Property Manager: Your Property Manager is primarily in the office. Some of their specific tasks include application processing, lease preparation and renewals, and HOA violations.

Assistant Property Manager: Your Assistant Property Manager is typically in the office. Their primary task is to handle maintenance. They will take all incoming maintenance requests and follow established procedures.

Requesting Maintenance

You may request routine maintenance by phone, emailing your Assistant Property Manager, submitting a maintenance request from our website, or by submitting a request from your tenant portal. **Do not** report emergencies by any form of electronic submission. **You must always call our office to report emergencies.** If

the Assistant Property Manager is not available, you may speak with anyone that is available. Please let whomever answers the phone know that you are calling with a maintenance emergency.

Since we work for the Homeowner, we are contractually required to follow their instructions regarding maintenance. Many of our clients give us a limit on how much we are allowed to spend on maintenance, and anything over that amount requires their approval before we can proceed. Since it is their money, we cannot make the decisions for them. We understand this is sometimes frustrating for tenants, as it can be frustrating for us as well. We will always do everything in our power expedite the process.

The Homeowner is required to repair habitability issues. Any other maintenance may be on a case by case approval basis. Many repairs that will maintain the property will most likely be approved while cosmetic items may be denied. For example, if there are brown curtains and you want them changed to red, the owner will likely not approve this request. However, if the curtains are old and becoming sun damaged, they will likely approve the request.