

MOVE-IN LETTER

Dear Tenant,

Welcome to Pinebora. We hope you will enjoy living here.

1. Rental Agreement:

- Rent is due and payable on the first of every month. There is no grace period for the payment of rent (see paragraph 3B for details).
- To terminate your tenancy after the lease, you must give at least 30 days' written notice. Landlord may also terminate the tenancy, or change its terms, with 30 days' written notice.
- Your security deposit is only to be applied, by the Landlord, to costs of cleaning, damages or unpaid rent after you move out. You may not apply any part of the deposit, during your tenancy, toward any part of your rent in the last month of your tenancy. (See paragraph 4B of the lease agreement).

2. Landlord/Tenant Checklist: You should walk-through your unit to check the condition of all walls, blinds, flooring, appliances, etc. These are all listed on the checklist form which you should carefully go through, sign, and return. When you move out, we will ask you to check each item against its original condition as indicated on the checklist.

3. Maintenance/Repair: **For maintenance request, please go to the Tenant Portal from Pinebora.com.** Please note that consumables e.g. water filter and light bulbs are your responsibility.

You have a right to expect repairs to be made promptly. However, you will be billed for repairs caused by you or your guests' abuse or negligence. Common problems include the garbage disposal stops working due to metal objects fallen into the sink; or plugged toilet due to foreign objects other than toilet paper being flushed. We asked that you bring any problems and potential safety hazards to our attention promptly. We ask that you maintain your unit in a sanitary manner, and pay special attention to potential water damages by observing a few things:

- Keep bathroom floors dry. Standing water around walls can cause damage to underlayment.
- Report unusual stains (black marks) on the ceiling (usually caused by leaking)

4. No Smoking: Please observe the "No smoking" policy of Pinebora. Smoking is a breach of the lease agreement and is subject to termination. (see paragraph 14)

5. Insurance: Tenants are required to purchase Renter's Insurance or at least \$300,000 in liability to cover:

- your valuable property lost through theft or fire.
- you could be sued if someone is injured on the premises you rent.
- If you damage the building itself (say you start a fire in the kitchen and it spreads; or you forget to turn off your faucet and it flooded your unit as well as the units beside you and below you), you could be responsible for large repair bills.

Contact your insurance agent for information on renter's insurance. Please contact us for referrals.

6. Moving Out: It's a little early to bring up moving out, but please be aware we have a list of items that should be cleaned before we conduct a move-out inspection. If you decide to move out, please review our Move-out letter on Pinebora.com explaining what is required and describing our procedures. A good rule of thumb is to leave the unit the same condition as you moved in except normal wear and tear.

7. **Telephone Number/email Changes:** Please notify us if your phone number/email changes, so we can reach you promptly in case of an emergency.
8. **Safety:** Please take a minute to check where the fire extinguishers are located in your unit as well as in the common area.
9. **Trash/Recycling:** There are recycling bins in the trash rooms. Please “flattened” your cardboard boxes before putting in the special green color cardboard bin. Double bag leaky bags to prevent leaking onto corridor. Clean up after yourself or you will be charged for the cleanup costs.
10. **Mail/Package Delivery:** In lieu of a USPS mailbox, each unit is assigned a package locker located in the main lobby for your USPS mail. For small to medium size packages, it will be delivered to the aforementioned package locker.
11. **Visitors:** Your visitors will call you from the access panel located next to the front lobby door by punching your unit number on the keypad. The system will ring your phone. You can then talk to the visitor from your phone. While you are on your phone, you can hit “9” to open the door. **Pinebora management strongly discourage tenants to allow visitors to enter the building while they are not home.**
12. **Losing your Keys:** If you lost your keycard, please call and/or email the hotline ASAP. We will disable the key fob or remote control and issue a new one to you. Lost mailbox keys, will cost \$20 plus an administration fee of \$100.
13. **Protect the floor:** You will be charged for scratches that we have to repair, since deep scratches are not considered normal wear and tear. A general rule of thumb is that scratches or damages less than 0.5 mm in width and less than 1 inch in length are considered normal wear and tear. After you moved in, it is a good idea to use area rugs to protect areas where furniture may be moving e.g. chairs.
Do not let water sit on the floor. Wipe it off with a towel or paper towel. You will be charged for such water damages.

14. **Elevator dimension (inches)**

Door width – 42”
Cabin – 75” x 61”
Height – 98”

15. **Elevator Use during Move-in**

DO NOT use any objects to block an elevator door from closing as it will cause the elevator to shut down. That may require a service technician to come out to reset it. Such services will be charged to you.

16. **Internet**

To be determined.

17. **Drilling**

You can hang things on the wall as long as you patch and paint any holes when you move out. Under no circumstances should you drill on the floor especially if you live on the first floor.