



# WELCOME!

We are excited to be your new management company, and we look forward to serving your property-related needs.

This packet explains what you can expect from the management company and what we'll be looking for from you. We hope the following information will make your move-in and stay as smooth as possible.



## POINTS OF CONTACT

### PRIMARY CONTACT

#### MANAGER NAME

Wilshire Properties

#### MANAGER NUMBER

(323) 467-3945

#### MANAGER EMAIL

office@wilshireprop.com

#### OFFICE HOURS

Tues - Thurs 9:00 AM to 5:00 PM

Monday & Friday 9:00 AM to 4:00 PM

Closed weekends

#### OFFICE LOCATION

5150 Wilshire Blvd,

Suite 100,

Los Angeles, CA 90036

#### OFFICE NUMBERS

Phone: 323-467-3945

Fax: 323-289-8266

Email: office@Wilshireprop.com

### IMPORTANT PHONE NUMBERS:

Call: 311 or Go to: [myla311.lacity.org](http://myla311.lacity.org)

#### Collection of Bulky Items

If you have furniture or large boxes that need to be picked up, please contact 311 for city assistance.

#### Animal Control

If you see an abandoned animal or need assistance from the city for any animal-related issue.

#### Recolección de artículos voluminosos

Si tiene muebles o cajas grandes que deben recogerse, comuníquese con 311 para obtener ayuda de la ciudad.

#### Control de animales

Si ve un animal abandonado o necesita asistencia de la ciudad para cualquier problema relacionado con los animales.

## HOW TO PAY RENT

The monthly rent is due on the 1st day of each month. Per the terms of your lease, rent is considered late and is subject to a 6% fee of your monthly rent after 12:01 AM on the 5th of the month. This is a 5-day grace period to allow tenants some flexibility to submit their rents in a timely manner. We highly encourage tenants to use our online payment portal to avoid being late.

All fees and charges must be paid at this time. Additional payment options are provided for the tenant's convenience, but the tenant is 100% responsible for making sure that their rent is paid on time.

1. **Check or Money Order** You can mail your payment to our address or deliver it in person to our office location. Please write the property address and your unit number on the memo line. **NO CASH IS ACCEPTED AT THE OFFICE**
2. **Online Payment** Please contact our office at 323-467-3945 and we will set up your online tenant portal. A valid email address is required. Please note, online payments come with associated fees.
3. **PayNearMe** Pay your rent at a nearby store, call the office at 323-467-3945 to get set up.

## CÓMO PAGAR SU ALQUILER

1. **Cheque o giro postal** Puede enviar su pago por correo a nuestra dirección o entregarlo en persona en nuestra oficina. Escriba la dirección de la propiedad y el número de su unidad en la línea de nota. **NO SE ACEPTA EFECTIVO EN LA OFICINA**



2. **Pago en línea** Comuníquese con nuestra oficina al 323-467-3945 y configuraremos su portal para inquilinos en línea. Se requiere una dirección de correo electrónico válida. Tenga en cuenta que los pagos en línea vienen con tarifas asociadas.
3. **PayNearMe** Pague su alquiler en una tienda cercana, llame a la oficina al 323-467-3945 para configurarlo.

## START YOUR UTILITIES SERVICES

In LA County, there are a few services that you may need to contact for your utilities. Depending on your lease, you may be responsible for setting up utilities under your name. If your lease does not have owner-paid utilities, you should contact one of the local service providers as stated below to set up your account. Upon tenant move-in, Wilshire Management disconnects services from the company's name with the local utility provider. You must provide proof that you have started your services to your manager on the date of move-in. Your keys will not be released to you if you have not started service in your name. **Please have the Account Number, Name on the Account, and Date of Start of Service ready to provide to your manager. Please review your lease to identify what services you must start.**

Once your services have been set up, you should advise your manager and provide them with a copy of the bill, showing the start date of service. Make sure you switch the utilities into your name so you aren't stuck in the dark or without water or gas.

### ELECTRICITY:

LADWP (800) 342-5397  
EDISON (800) 655-4555

### GAS:

SOCAL GAS (800) 427-2200

### INTERNET & PHONE:

AT&T 844-505-3815  
SPECTRUM 844-602-3865

Please note that if your lease states that you pay for your trash services, you will be able to find the bill for this in your LADWP bill. If your lease advises that Wilshire pays for your trash services, please notify your manager as soon as possible.

If you install a cable or satellite provider service, please notify your manager and ask if there are any limitations or requirements for installation.

## OTHER PROPERTY SERVICES

### LAWN CARE/LANDSCAPING

Although Wilshire provides services to maintain and upkeep common areas, including cleaning, pruning, and maintaining property vegetation, tenants are responsible for any flowerbeds or bushes located in private spaces. Furthermore, tenants may not store any personal items in common areas, including bicycles, shoes, potted plants, and decorations. These may be removed and disposed of by our landscaping service without any notice.

### PEST CONTROL

If you have a problem with pests within two (2) weeks of move-in, please notify us, and we will do a one-time spray. After that period, tenants are responsible for the care and maintenance of their unit unless otherwise stated on their lease. The property does maintain a regular pest control schedule, and the pest control will periodically provide us with a courtesy service in conjunction with our regular common area service. If you would like to see if there is an available courtesy service, please contact your manager at least one week prior to the end of the month so that they may add you to the Pest Control Schedule for the following month.



## MOVE-IN DAY



A move-in inspection will be completed when you take possession of the unit. The Manager will take a Vacancy Checklist to review all items that we are turning over to you. If any defects are found, the manager will make a note of it, will then have you sign off on the checklist. The manager will then request and coordinate the remediation of any issues. Once those are completed, you will sign off on a list a final time. Any additional damages and maintenance concerns that tenants identify after move-in should be reported within seven days to your manager. If you note more than one issue, please compile a comprehensive list of all items in a single email. It is advised that tenants take pictures to provide their manager to reference what issues need to be repaired. You may email this to your manager or to [office@Wilshireprop.com](mailto:office@Wilshireprop.com)

It is your responsibility to notify management of any additional repairs that you identify. If the management company does not receive additional repair requests, it will be assumed that the unit was acceptable and no repairs are necessary. After seven days, the management company will assume any damages reported in the unit were caused by tenancy, and you may be charged for such items when you vacate unless otherwise agreed with management.

### CHANGES IN YOUR CONTACT INFORMATION

It is key that Wilshire properties is able to communicate with our tenants whenever there are any emergencies in a building. Thus, for this reason, we require that you provide your manager updated contact information whenever it changes. Please notify us if your home, personal or work phone number changes so we can reach you in case of an emergency. Also, please provide us with your latest email address so we can provide you access to an online tenant portal.



### RENTERS INSURANCE ADVISORY

It is required that you purchase renter's insurance.

The building property insurance policy will not cover the replacement of your personal belongings. Residents are hereby required to obtain their own insurance policy to cover any personal losses.

### PARKING

If you were not assigned a parking location on your lease, please be aware that there are sections of the city where permit parking is required. Please reach out to the city to find out more information regarding parking regulations in your area.



## PET RULES AND MAINTENANCE

If you have an agreement in your lease to have a pet on-site, please be aware that there are policies and rules. If a pet agreement has been added to your lease, please review the details. Additionally, please read the care and maintenance rules for onsite pets below.

1. Pets must be confined to the pet owner's unit and must not be allowed to roam free or be tethered.
2. Pets must be under a caregiver's supervision and leashed whenever traversing the common area.
3. Pets being walked should be cleaned after by the caregiver by discarding securely bagged pet droppings.
4. Pet caregivers are responsible for any damage caused by their pets or any damage caused by an attempt to fix the issue.

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5. Pet shall not be allowed to become a nuisance or create any unreasonable disturbance.
  - a. Pets whose unruly behavior causes personal injury or property damage.
  - b. Pets who make noise continuously and/or incessantly for a period of 10 minutes or intermittently for 2 hours (s).
  - c. Pets who exhibit aggressive or other dangerous or potentially dangerous behavior.
  - d. Pets who are conspicuously unclean or parasite-infested.



Pet owners will be provided a warning for their first offense unless immediate expulsion is necessary due to danger to other residents at the property. Any continued offenses will be cause for termination of lease.

Not all properties allow pets within their premises. Should a tenant request to have a pet at one of our units, they should seek prior approval and written agreement from management prior to attaining such a pet. Upon consensus, an addendum and an additional security deposit for having a pet will be secured by the management property. No additional pets may be attained without notifying management first. Should a pet pass away during tenancy, this does not mean that the tenant may replace the pet, with a secondary pet. Agreement from management must be received again. Should a pet cause any damages to a property, the tenant will be held responsible for remediation.

Please do not obtain a new pet and then ask for approval. Approval is based on breed, weight, and quantity. Wilshire Properties does not accept the following breeds: Rottweiler, Doberman, or any dog known as "Pit Bull" [American Staffordshire Terrier, American Pit Bull Terrier, American Bully, American Bulldog Terrier, etc]. Wilshire Properties reserves the right to deny any exotic and/or aggressive pets.



## SERVICE ANIMALS

Service animals are allowed, per the American Disability Act (ADA). If a tenant has a service animal, they must provide a letter from their physician on company letterhead with the doctor's phone and address advising of the status of a service animal. The letter must certify and identify 1) tenant or occupant with a disability 2) the need for the animal to assist that person with a specific disability, 3) that the animal in question is assigned to assist with a disability.

If a property has a no pet policy but an animal is seen on site, this does not mean that this policy is not enforced. Due to ADA laws, service animals must be allowed for any tenants with a disability. Please be aware that service animals are not considered pets. Also, any damages by a service animal is considered to be damage done by the tenant.

## HOUSE RULES

Wilshire Properties would like to provide a friendly and enjoyable stay at our property for all our residents. After years of management, the following list of house rules was created to minimize conflict between neighbors who live within very close proximity to each other. Following these rules will help ensure that your stay is pleasant for both you and your fellow tenants.

1. No unnecessary noise due to loud talking, radios, televisions, stereos, or musical instruments are permitted.
2. Hours for the quiet and reasonable enjoyment of the unit in consideration of all residents are 10:00 p.m. to 8:00 a.m.
3. No persons, pets, or animals of any kind are permitted to occupy the premises other than those listed on the original rental agreement without the express prior written consent of the owner or his agent.

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4. Disruptive behavior, illegal activity, or causing a nuisance to quiet enjoyment of a property is subject to eviction
5. No roller skating, skateboarding, or riding bikes on the premises.
6. All personal items of all occupants and/or guests, including but not limited to, recreation, health, sports and/or hobby equipment, tools, brooms, cleaning supplies, recyclables, etc. shall be kept out of view. No rugs, towels, articles of clothing and/or linens, or any such items shall be hung on the exterior of the building, on balconies, or in hallways. No mops, brooms, or rugs are to be shaken from the same, or from open windows.
7. Highly combustible items such as gasoline are prohibited and shall not be used or stored anywhere on-premises.
8. Residents are to park vehicles in space assigned to them by the owner/agent. Any unauthorized parking on premises is subject to towing at the vehicle owner's expense. No extensive repair or washing of vehicles is allowed on the premises.
9. It is against company policies to have any type of open flame cooking device (grill) on balconies or within ten (10) feet of any structure. Any violations of this law will be noted and attended to accordingly by Property Management.

## **GUESTS**

Please notify Wilshire Properties within seven (7) consecutive days that any guests staying longer than 7 days will require approval from the Property Manager. You are responsible for the conduct of any guests at your rental unit. Persons not listed as occupants will never be given a key or allowed access to your home. Residents are responsible for the conduct and cleanup of their invitees and guests. Subletting to roommates without prior consent from management is grounds for eviction.



## **RESIDENT MAINTENANCE RESPONSIBILITIES**

Wilshire Properties will handle all necessary maintenance. You may not authorize any maintenance on the owner's or manager's behalf unless you receive permission in writing from the management company. The following are examples of routine maintenance that ARE the responsibility of the tenant.

1. Replacement of burned-out light bulbs, AC Filters, Carbon Detection/Smoke Alarm Batteries, Thermostat Batteries
2. Properly disposing of trash, waste, recyclable materials, and any personal property tenant is disposing of.
3. Regular cleaning and maintenance of all appliances to prevent mold and other substances from occurring.
4. Regular cleaning and maintenance of carpets, flooring, windows, and window blinds.
5. Damages, abuse, or neglect caused by tenants' actions to owners' property will be billed to the tenant.
6. Managing and cleaning after pets or service animals, including properly disposing of animal waste, and maintaining control of within property premises.
7. Reporting all maintenance issues to your manager within a timely manner to allow for management remediation.
8. The resident is responsible for the cost of repairs to plumbing, plumbing fixtures and appliances should damage be caused by negligence or misuse. Foreign items causing stoppage of waste, jamming of mechanisms is considered improper use, and repair costs shall be paid for by residents.
9. Damage to the apartment and/or building and its equipment and furnishings, above and beyond ordinary wear and tear, shall be paid for by the resident.

## **LOCKS & KEYS**

A: 5150 Wilshire Blvd Suite 100 Los Angeles CA 90036   T: (323) 467-3945   W: [www.Wilshireprop.com](http://www.Wilshireprop.com)

If you lock yourself out of your unit or lose your keys, it is NOT the responsibility of the landlord or management company to let you in.

**You must contact a licensed locksmith to provide you entry. Payment is due by TENANT to LOCKSMITH service upon completion of work.** Tenant (Self) is **Responsible** to replace missing keys, including the key to your unit, common area, pool, laundry room, or mailbox.

**The tenant is responsible for notifying management and providing a copy of the key if the lock is changed.**



## SAFETY INSPECTION

To help keep the residence safe and in accordance with local, state, and/or federal regulations, we may conduct a semi-annual or annual inspection of the building systems including fire alarms and/or carbon monoxide detectors in your unit. We will notify you of this inspection by a written 24-hour Notice of Entry.

## MAINTENANCE REQUEST & REPAIR

We are determined to maintain a clean and safe residence for our residents. To help us make repairs promptly, **we ask that you submit all maintenance requests as soon as you notice them.** The longer you wait, the worse the issue will get, and you will impair our ability to maintain an enjoyable living environment.

To make a maintenance request:

Call your manager at 323.894.9615 or (323) 467-3945 or submit a request online at [www.Wilshireprop.com](http://www.Wilshireprop.com) or via your tenant portal.

- **After business hours:** call Property Manager at \_\_\_\_\_ or (323) 467-3945. Select to leave a voice message and leave a complete message with RETURN telephone numbers. Be sure to follow up during daytime hours in the event the voice mail system fails, or you fail to record your message.
- **During business hours:** Call Property Manager \_\_\_\_\_ or (323) 467-3945 and submit your maintenance via the portal. Do not ask for a specific party - this will slow the process of your request.

Explain your problem clearly and calmly, giving your name, telephone number, and address. Remember, this is a NON-EMERGENCY item, and, in most cases, the manager may not be able to make an appointment immediately.

After a repair has taken place, if you have problems, call the Property Manager and state you had a recent repair but there is still a problem. **Recent repair means within the last 60 days and pest control work means within 30 days.** If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

## MAINTENANCE URGENT REQUEST OR EMERGENCY

In case of a maintenance emergency or urgent request, please call (323) 467-3945 and select to speak to the Emergency Line Operator. This number is monitored 24/7 and will connect you to a live operator. The operator will assist the tenant in resolving Urgent and Emergency situations only. Non-Urgent Requests will be prompted to call in the next business day.

## MAINTENANCE EMERGENCY VS URGENT VS NON-EMERGENCY



- **Emergency:** A life-threatening situation such as a building fire, gas leak, roof/ceiling/structural collapse, etc.
- **Urgent Request:** A situation in which attention is required for immediate remediation but is not life-threatening.
- **Non- Urgent Request:** A situation in which repair or attention is required but waiting until the next business day will not cause damage to the safety of occupants and property structure.

<b>Emergency – Call 911</b>	<b>Urgent Request – Call Wilshire Urgent</b>	<b>Non Urgent Request – Call during day</b>
Fire	No Electricity, Water or Gas	No Heat/ AC
Gas Leak	Exterior Gate/ Door Issue	Locked out
B&E /Robbery	Flooding/ Broken Pipes	Appliance Not Working
Roof/Celling/ Collapse	Stoppage (Toilet, Sink, Tub)	Beeping Alarm
Structure Collapse	Elevator Issues	

**In the case of a life-threatening situation, please call 911.**

## END OF LEASE PROCEDURES

Upon termination of your lease, you will have several steps to take prior to your move out. If you decide to move, please contact your manager to review procedures for inspection and returning your deposit. Please review the procedures and what will be expected from you.

### NOTICE END TENANCY

To terminate a tenancy, you must give a 30-day written notice. We have a written form available for this purpose. We may also terminate the tenancy, or change its term, on a 30 days' notice, you will still be financially responsible for rent for the balance of the 30-day period.

### LAST MONTH'S RENT

Please be aware that your security deposit may not be used in place of your last month's rent. If you move out of your unit mid-way through the month your rent will be prorated. Proration is calculated as the total amount due divided by standard thirty-day month to calculate a per day charge. This is then multiplied by the number of days the tenant is still in the unit that month. Should you fail to pay your rent or partial final month's rent, this will be deducted from your security deposit. If any additional charges are still pending the management company will submit the unpaid monies to a collection agency.

### PRE INSPECTION

Request a move-out inspection from your manager to find if there are any pending repairs that you will be liable for prior to move out. You will be given the opportunity to remediate these deficiencies to avoid a deduction from your security deposit.

If you forgo your pre-inspection, your move-out inspection will be conducted on the day you turn over keys to your manager. The manager will review the Vacancy Checklist and confirm any issues pending are new and not from your move-in. The manager will then document any and all deficiencies found in the unit. Not all of these will be tenant-related, as normal wear and tear is absorbed by the owner of the property. Please discuss with your manager what issues you will be held responsible for.

It is key that you provide your manager an updated mailing address as all communications will be sent to this location after your move out. A forwarding address is required for the management company to send out your security deposit.

### DISPOSITION LETTER & SECURITY DEPOSIT

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The management company will review the inspection report provided by the manager and any charges reported. They will then complete a move-out report and deduct those charges from the security deposit. The remainder, if any, will be mailed to the tenant's last known address if none was provided. Per regulation, the management company has 21 days to mail and provide you a disposition letter of what was charged to your security deposit and provide you with the remainder. If there are charges above the total security deposit you will be billed for that amount.

### **MOVING OUT**

The unit should be left free of any and all personal items. Upon turning the keys over to your manager, you are declaring anything still in the unit abandoned and it will be disposed of by the management company. Should you forget an item in error it is advised that you contact the management quickly as we move to re-lease the unit quickly and thus will likely dispose of everything within a short period of time.