



**JENSEN**  
**PROPERTIES**  
SAN DIEGO, INC.

# WELCOME!

Dear Resident,

As your new property management team, we'd like to welcome you to your new home. We're happy you have chosen to live with us. This welcome packet is designed to help you as you move in and during your tenancy with us. It will provide some useful information for you, but isn't a substitute for the official lease you signed. If you have further questions after reading this packet, please refer to your lease which will have all details regarding your tenancy with us. If this packet doesn't answer a question you have, please give us a call at our office and we'll help you find the answer you're looking for.

This packet will provide some basic information about the following things:

1. Paying Rent
2. Your Online Tenant Portal
3. Basic Housing Rules
4. Emergency Maintenance
5. Standard Maintenance Requests
6. How to Prevent Mold and Mildew
7. Moving Out

## **Corporate Office Information**

Mailing Address:

Jensen Properties San Diego  
PO Box 3396  
Ramona, CA 92065

Phone:

(858) 449-7294

Email:

Office@JensenPropertiesSD.com

## **On-Site Office Information**

Phone:

Email:



Rent is **due on the 1st** of every month and your rent charges are posted on that same day. Please check your lease to find out whether you have a grace period or not and how long it is. If you fail to pay rent during your grace period, you will be charged a late fee (see your lease for the amount) and served a 3 day notice to pay rent or quit. If the end of the grace period lands on a weekend or holiday, you must pay on the next business day at the latest. If your account is found to have insufficient funds, you will be charged an NSF fee as well as a late fee if the payment is rejected after the grace period.

**REMEMBER: RENT IS DUE ON THE 1ST**

## HOW TO PAY RENT

- **Online** via Direct Deposit (preferred method)
  - Through your tenant portal on your smartphone or computer, you can enter your bank account and routing numbers to set up online payments. There is ***no service charge*** for direct deposits and it's the easiest, safest, and most secure way to pay rent. Credit card payments will charge a fee. Manual or auto payment options are both available. All payments are controlled 100% by you and there is no way we can withdraw money from your account.
- **In Cash** at a 7-Eleven or CVS Express with a reusable barcode
  - Please contact the Jensen Properties office if you want to know more about this method of payment. We can provide you with a unique and reusable payslip with a barcode to use when making cash payments at participating locations. The cost to make an electronic cash payments is \$3.99 for up to \$1,500.00 in cash.

If you are paying rent with a personal check, cashier's check, or money order, make sure that it is clearly marked with your name, address, and unit # so that we can easily recognize whose rent payment we should process. If you have an on-site management office, you can drop off checks there or send them to our corporate office.

Make all checks out to: **Jensen Properties San Diego, Inc.**

If mailing, send checks to:  
Jensen Properties San Diego  
PO Box 3396  
Ramona, CA 92065



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# ONLINE TENANT PORTAL



Your online tenant portal is a great resource for you during your tenancy. You can access everything you need from your computer or smartphone. Below are some of the online portal features that you can enjoy after setting it up. If you have questions about using the online portal, please visit the website\* at the bottom of this page. If the websites don't answer your question, send us an email at [Office@JensenPropertiesSD.com](mailto:Office@JensenPropertiesSD.com)

The online tenant portal allows you to...

- View and pay your bills anytime (24/7) and from any computer/device with internet connection
- Set up automatic payments
- Submit maintenance requests that are automatically entered in our system
- View past maintenance requests and see updates and notes on them
- View documents shared with you by Jensen Properties
- Sign up for automatic reminder emails
- Review your payment history

## SETTING UP YOUR ONLINE PORTAL

To set up your online tenant portal for the first time, please follow these steps:

1. Visit [jensenproperties.appfolio.com/connect](https://jensenproperties.appfolio.com/connect) (the link below).
2. Click on "Request access to the portal" on the bottom.
3. Fill out the information needed and you will be sent an activation link via email.
4. When you receive the email, click the "Activate Now" link and bookmark the webpage so you can use it in the future.

## ACCESSING YOUR ONLINE PORTAL

If you have already set up your online tenant portal, you can use the website URL below to access it from any device that has internet connection. Remember to bookmark it!

**[jensenproperties.appfolio.com/connect](https://jensenproperties.appfolio.com/connect)**

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\*To watch a video and view more details about setting up or using your tenant portal, please visit the website below.

English - [www.appfolio.com/help/online-portal](http://www.appfolio.com/help/online-portal)

Español - [www.appfolio.com/help/online-portal-es](http://www.appfolio.com/help/online-portal-es)



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# BASIC HOUSING RULES

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Your lease includes a section of Jensen Properties House Rules and Regulations. This will provide you general information about some of the rules that we have as a property management company. The following list highlights sections in your lease as well as some general reminders. Please read your entire lease carefully.

- 1. Contact Information:** Please make sure that we have your up-to-date phone number and email address. We send most notices via email. We also use your phone number to text and call you.
- 2. No Smoking:** All our properties are non-smoking properties. This means no smoking of any kind is permitted in the unit or on the entire premises or property. This includes vaping as well.
- 3. BBQ's:** For Multifamily Properties: Barbecues or outdoor cooking of any kind is not permitted. For Single Family Homes: Firewood is not to be stored near the building. Barbecue areas must be maintained in a clean and orderly area... Charcoal barbecues are not permitted.
- 4. Pets:** No dogs, cats, birds, fish, or pets of any kind are permitted to occupy the premises unless otherwise specifically agreed upon in writing and in the contract.
- 5. Visitors:** Guests staying more than a total of 15 days in a calendar year or 2 days consecutively without written consent of Landlord, shall constitute a violation of the lease. Please contact us if you plan on having visitors stay in your unit. Visitors are expected to follow the same house rules in your tenant lease.
- 6. Cleaning and Maintaining the Unit:** It is the tenants' responsibility to keep the unit clean and maintained.
- 7. Vehicles and Parking:** If you live in a multifamily complex, you are not allowed to work on, fix, or wash your car on the property. Non working vehicles cannot be stored on the property. Please contact your manager if you have any questions regarding your parking situation. Guests can only park in "visitor" or "guest" parking spots that are marked.
- 8. Adding & Changing Tenants/Roommates:** If you are considering adding tenants or changing roommates, please contact the office as soon as possible. If a resident turns 18 during tenancy, please contact the office as well.
- 9. Trash and Dumpsters:** Do not leave trash next to your front door, outside of or next to the provided dumpster, or in any common area trash receptacle (or laundry room). If trash is left out, you may be charged for the haul-away or clean up cost.
- 10. Pool Rules:** Gates must stay closed at all times. Be respectful of neighbors. No food or alcohol inside pool area. All children under 14 years old must be accompanied by an adult 18 years or older. No reservations of pool area. No pets in the pool area. No parties in the pool area. There is no lifeguard on duty, so all tenants and guests swim at their own risk.



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# EMERGENCY MAINTENANCE



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## EMERGENCIES

**Fire/Smoke/Gas** - For emergencies causing immediate danger, call **911**.

**Electrical/Gas** - Shut off power or gas and call SDG&E **1-800-411-7343** or your local utility service.

**Plumbing/Water/Sewer** - For uncontrollable water or flooding, shut off water and call the Jensen Properties office at **(858) 449-7294** and follow the emergency instructions. Water shut offs can be located behind toilets, under sinks, or outside for your water main. It is a good idea to familiarize yourself with these shut off locations in case you experience a plumbing emergency.

In the case of an emergency, please follow the instructions above and call the necessary number(s). After you have called in your emergency, please follow up with an online maintenance request or voicemail on our office line. We want to be aware of all emergencies that happen after hours.

## NON-EMERGENCIES

The following things are NOT emergencies, but will be addressed during the next business day or as soon as possible:

- **Heat/Air Conditioning** - We recognize that this is a priority, and will make it a priority with the vendors to have the heat working as soon as is possible.
- **Air Conditioning** - See details about heat above.
- **Appliances** - If an appliance stops working, please give us as many details as you can to speed up the repair or replacement of the unit.
- **Clogged Drain** - Call the emergency plumber and explain the situation. They will help determine whether or not the clogged drain is an emergency. In some cases, sitting water is not considered an emergency since it is normally controllable.



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# MAINTENANCE REQUESTS



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## WHY SHOULD I SUBMIT MY MAINTENANCE REQUEST ONLINE?

The best and most effective way to submit a maintenance request is through your online tenant portal. We use this as our preferred method for reporting requests for the following reasons:

- Your request is automatically turned into a new work order in our system and viewable by everyone within Jensen Properties.
- Multiple Jensen Properties employees receive email notifications that show your submitted request and we can begin to work on it more quickly.
- It serves as written evidence for both you and us that we have officially received the request.
- You can **add photos** that are automatically attached and linked with the work order.
- Nothing is lost in email chains or missed over the phone. Everything you write in the request will be received by us.

If your maintenance request is an emergency, please be sure to follow the emergency guidelines on the previous page in this packet. Please make sure that you are familiar with the Procedures for Requesting Maintenance section in your lease. This will have much more detailed information about maintenance that is your responsibility, potential charges, and suggestions to try before requesting maintenance.

## MAINTENANCE TIPS AND TRICKS

### Plumbing

- Use a hair catcher or guard for your drains to prevent hair or other objects from entering.
- If you have a clog, use a plunger or a zip-it drain cleaner to try and get it out yourself. We recommend that every tenant owns a plunger.
- Do not flush any cotton swabs, diapers, sanitary wipes, feminine hygiene products, paper towels, or other foreign objects down your toilets. This applies even if the product claims to be “flushable”.
- Garbage disposals are not made to process bones, rice, egg shells, coffee grounds, grease, pasta, or potato peels. If the disposal stops working, try the reset button underneath or try resetting the GFCI outlet or breaker for the disposal.

### Electrical

- Be aware of where your GFCI outlets and breakers are. Most of the time, you will just need to reset an outlet or breaker to fix the problem.

### Other

- Keep your house clean and dry. This will prevent insects, rodents, mildew, and excessive wear and tear to your unit.
- Change the filter for your heater or air conditioner regularly. This will keep them running well.
- Be aware that you are responsible for replacing HVAC filters, light bulbs, and batteries for smoke or CO detectors. Some smoke detectors may have a sealed battery. If yours has a sealed battery, but is making noise, exit your home and call Jensen Properties.



The first key to keep your unit free of mold and mildew is prevention. As the tenant, you will need to educate yourself of ways you can prevent mildew and mold. Keeping your unit clean and dry will greatly reduce the chance of mildew. The following points are suggestions to help you prevent moisture in your home. Please read your lease for more information on mold, mildew, and their prevention.

## **PREVENTING MILDEW**

### **Bathroom: Keeping It Clean and Fresh**

- Use proper cleaning supplies and clean your bathroom regularly.
- Make sure your bathroom is ventilated properly. Anytime you use the shower, you will want to use the exhaust fan, open a window, or even keep the bathroom door open slightly.
- Wash your shower curtain regularly.
- Wipe down the shower walls after use.

### **Kitchen and Other Parts of the Home**

- Use dehumidifiers, fans, and open windows to reduce moisture in your home.
- Wash fabrics regularly and keep them nice and dry.
- Use exhaust fans, vents, or open windows while cooking.
- Vacuum and dust regularly.
- Open blinds or windows to allow natural light to enter the home.
- Mop up spills and thoroughly dry any areas affected by the spill.

## **REPORT MAINTENANCE ISSUES PROMPTLY**

As the tenant, it is your responsibility to *promptly* notify Jensen Properties in writing of the following conditions. If you fail to report any of the following in a timely manner, you could be held responsible for damages and/or cost of repairs.

- Water leaks, excessive moisture, or standing water at or near the property.
- Water leaks, excessive moisture, or standing water in any community common area.
- Mildew or mold growth in, at, or near the property that persists after you have tried several times to remove it with household cleaning solutions, disinfectants, mildew remover, or a combination of water and bleach.
- Malfunction in any part of the heating, air-conditioning, or ventilation system at the property.



When it comes time to move out, please follow the instructions below to help your move-out process be as easy as possible. If you have any questions about the move-out process with Jensen Properties, talk to your manager. The following points are taken from our Move-Out Guidelines\*.

- ❑ **Give a written 30 day notice - at least 30 days before move-out date:** You will be financially responsible for the unit for 30 days after your written notice is given. Please make sure that you give written notice either by letter or email.
- ❑ **Pay all utilities until move-out:** Make sure all utilities (if applicable) are left in your name until the final day of your rental term. If you do not pay all your bills, the amount will be deducted from your security deposit.
- ❑ **Schedule move-out inspections:** Call or email the office to schedule a move-out inspection.
  - ❑ *Pre Move-Out Inspection:* You can have a move-out inspection no earlier than 14 days before your final move-out day. This inspection will help inform you of anything that could potentially be charged to you upon move-out. We encourage you to take advantage of a pre move-out inspection.
  - ❑ *Final Move-Out Inspection:* A final move-out inspection must be scheduled with our office on or before your final day. A final move-out inspection will be completed and you will return your keys at that time. Keep in mind, this final move-out inspection will be the last time you enter the unit. The unit should be clean and empty.
- ❑ **Give the office your forwarding address:** Please provide this so that we can make sure we get your security deposit disposition and possible refund back to you in a timely manner. We will have your security deposit disposition postmarked and then mailed to the provided forwarding address within 21 days.
- ❑ **Clean the unit completely\*:** Make sure that the unit is cleaned. If your unit is not cleaned to the inspection standards, it will be professionally cleaned and the amount taken from your deposit.
- ❑ **Return all keys and remotes in functioning order:** We aren't able to fully take possession of the unit until we have all keys returned. If keys aren't returned, you might be charged a fee.
- ❑ **We do not pro-rate last month's rent:** If you want to pro-rate your payment, divide your actual monthly rent by 30, then multiply that amount times the number of days you will occupy the unit - this includes the move-out day. - If you do not pro-rate the rent, and therefore pay the full amount of the rent, the overpayment will be processed with your security deposit.

\*Please ask your manager for a complete version of the Move-Out Guidelines. Our Move-Out Guidelines packet includes some cleaning tips for things that are often missed while moving out. We try to provide this to tenants as a courtesy. There are also points in your lease about moving out. Please make sure you read your entire lease.