



**HappyDoors**<sup>SM</sup>  
Property Management

## TENANT MANUAL

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## **HAPPYDOORS WELCOMES YOU**

HappyDoors Property Management LLC welcomes you as a new resident. HappyDoors is an abbreviation used in lieu of the full company name, HappyDoors Property Management LLC and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the HappyDoors Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

HappyDoors wants you to be prepared throughout your tenancy. Therefore, we want to provide important information that you may need in the future. If you have questions or special requests such as adding tenants, making improvements to the property, whether or not its possible to add a pet, please do not hesitate to contact us.

The owner of the property has retained HappyDoors Property Management LLC (HappyDoors) as their Property Management Company and representative to manage the property you are renting. Please keep in mind that in certain cases, we much review information with the property owner. Our relationship with the owner allows us to make certain decisions, but there are limitations.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. HappyDoors is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**

## HAPPYDOORS PERSONNEL

We have a complete staff to assist you. HappyDoors has found team management effective for assisting tenants during their residency.

- **Management Team:** HappyDoors has assigned a management team consisting of a Property Managers and Assistant Property Manager. They focus on showing on processing applications, renting, managing all the many facets of tenancy, and handling the details when the tenant moves.
- **Office Team:** The office team supports all HappyDoors Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your management team.
- **Sales Team:** HappyDoors also has a separate sales team, Agora Hawaii, that can assist you with Real Estate, buying or selling. The sales team consists of experienced and licensed Real Estate agents. There is no obligation when you ask for a market analysis for the value of your current property, information for purchasing a new investment property, or available financing.

## TENANT COMMUNICATION

On the next page, we have provided general office information, and we have just covered the HappyDoors teams on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting HappyDoors know what you need.

Use email, telephones, the HappyDoors website, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember HappyDoors is here to help you

### Telephone calls during office hours

During office hours, listed on the next page, there is normally a live person to answer your call. Please reference your property address and state the reason for your call so that someone can assist you, or direct your call to the right party. Our team may not be available or in the office. If this is the case, please leave us a message as detailed below.

### Voicemail

If during the day you reach our voice mail system, this is usually because our team is assisting other customers. It's important to leave a message, complete with your name, property address, brief description why you are calling, and the telephone number(s) where HappyDoors can reach you. Why monitor voice messages and emails periodically and someone will get back to you. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

### Emergency calls

During normal office hours, immediately state if you have an emergency. Please listen to our phone system as it will help direct you to our maintenance department which can assist with emergencies. If you reach the HappyDoors voice mail system during office hours, or after the office is closed, its important to leave a message as referenced above. Emergencies include, but not limited to, ongoing water leaks that cannot be stopped or flooding. For fires or robberies, please contact 911 first and then follow up with our office to report the incident. Other emergent issues such as no hot water or AC are important to us. However, they do not impose an immediate threat to you, the property, other others, are important to us. Theses types of issues do not require immediate/instant response as they do not pose imminent damage to the property or affect health and safety in the same sense as a fire or flood. Such items that will be processed the next business day.

## **Maintenance requests**

Please remember that all Work Orders should be in writing, unless it is an emergency. You can access a work order online at the HappyDoors website, [www.happydoorspropertymanagement.com](http://www.happydoorspropertymanagement.com), at the HappyDoors office, and in this tenant handbook.

## **Change of information**

It is important that you notify HappyDoors of any changes in telephone, fax, cell numbers, or email.

## **Email**

Email is a great way to communicate and we request that you send your email address to [customerservice@happydoorspm.com](mailto:customerservice@happydoorspm.com). HappyDoors will put your email address in our database. This enables our team to contact you quickly and efficiently, and when needed, send you important information.

## **Website**

The HappyDoors website, [www.happydoorspropertymanagement.com](http://www.happydoorspropertymanagement.com), contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily submit a work order request, pay your rent, download important documents, and more. Please note that these services are provided by an independent third party and are subject to change. You can send emails to HappyDoors directly at [customerservice@happydoorspm.com](mailto:customerservice@happydoorspm.com).

## GENERAL OFFICE INFORMATION

<b>Address information</b>		
Mailing Address	<b>1253 S Beretania St #1800</b>	
	<b>Honolulu, HI 96814</b>	
<b>Telephone</b>		
Phone	<b>(808) 800-4152</b>	
FAX	<b>(808) 800-4154</b>	
<b>Internet</b>		
Email	<a href="mailto:customerservice@happydoorspm.com">customerservice@happydoorspm.com</a>	
Website	<a href="http://www.happydoorspropertymanagement.com">www.happydoorspropertymanagement.com</a>	
<b>Office Hours</b>		
	Monday – Friday	<b>9 am – 5 pm</b>
	Saturday - Sunday	<b>Closed</b>
	Holidays	<b>Closed</b>



## PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give HappyDoors the pleasure of being able to provide a good reference for you when you vacate the property.

### Lease rental agreement

You should have received a copy of your lease rental agreement (agreement), including maintenance instructions, move in checklist, and any other necessary documentation. If you did not receive this or you need a copy, please contact us immediately or download a copy from your tenant portal which can be accessed through [www.happydoorspropertymanagement.com](http://www.happydoorspropertymanagement.com). We recommend that you keep this paperwork along with this Handbook for easy reference. Please always remember your agreement is a binding. If you have any questions regarding your lease, please call your HappyDoors management team.

### Moving checklist

1. Transfer utility services.

Hawaiian Electric	(808) 548-7311
Honolulu Board of Water Supply	(808) 748-5000
Hawaii Gas	(808) 535-5933
Spectrum (cable)	(808) 643-2337
Hawaiian Telcom (phone and DSL)	(808) 643-3456
2. Notify the post office of your new forwarding address.
3. Update your renters insurance policy.
4. Change the mailing address for important service providers such as doctors, banks, credit cards, loan providers, etc.

### Utility and cable companies

When you rented the property, HappyDoors may cancel the utilities on the 1<sup>st</sup> day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of the utility services.

### Rental payments

Rent is due on the 1<sup>st</sup> of each month by 5:00 pm and late if not received by this time. If you know that you will have a delay or problem paying by the due date, contact our team immediately. Late and notice fees may apply. Lack of communication can affect your payment record.

HappyDoors receives rental payments by:

- Online via your tenant portal which can be accessed through [www.happydoorspropertymanagement.com](http://www.happydoorspropertymanagement.com).
- US mail.
- At our dropbox location, Hawaii Mailbox 1253 S Beretania St #1800, Honolulu, HI 96814.
- Automatic payment program - this automatically takes your rental payment directly from your bank and deposits it into the HappyDoors bank, saving you time and avoiding late fees/penalties as long as you have sufficient funds in your account.

HappyDoors does NOT accept cash payments. In addition, if you submit 2 or more NSF payments in a 6 month period, you may be required to submit all future rent payments in the form of certified funds such as money order or certified check.

### Fees and charges

HappyDoors goal is to have a positive working relationship with all of it's residents. Our hope is for tenants to follow applicable laws, community rules, and the terms of the lease rental agreement. However, situations arise were a resident may not be in compliance. If such incidents occurs, you could incur penalties due to non-compliance. This includes, but not limited to:

- Late fee – the HappyDoors late fee is can be found in your Agreement if rent is not received by 5:00 pm on the 1<sup>st</sup>.
- NSF fee – in then event a payment is returned due to non-sufficient funds, whether it be to not having enough money in an account or incorrect bank information, you may be charge an NSF fee as described in your agreement
- Additional notice fee – if HappyDoors sends a notice but a resident does not respond, the resident may be charged an additional notice fee.
- 5 day notice fee for non-payment of rent – when rent is not received on time, Hawaii State Law requires the landlord to serve a 5 day notice for non-payment of rent. A fee is charged to a tenant when such notice is served/given/provided.
- Eviction coordination fee – if HappyDoors has to file for summary possession / eviction proceedings, an eviction coordination fee will be charged to the tenant in addition to any other legal fees, attorney fees, late fees, notice fees, etc.
- Utility coordination fee – As mentioned earlier in this Handbook, residents are to transfer utilities into their name by the 1<sup>st</sup> day they take possession. HappyDoors may charge a utility coordination fee in the event that utilities are not transferred in a timely manner.
- Missed appointment fee – residents are charge for any missed appointments, canceling/rescheduling an appointment with less than 24 hours notice.
- Reinspection or inspection fee – there may be inspection fee charge if there is a need to re-evaluate the Property, or if an evaluation is needed to follow up on a complaint or alleged violation in the terms of this agreement in which such complaints or alleged violations are found to be true.
- Maintenance/repair fee – Maintenance charge – HappyDoors will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If HappyDoors receives a service call billing, you are responsible for reimbursement.

- Community/HOA fine – when a fine/fee is imposed by an HOA or governing body due to a resident’s failure to comply with community rules, such fees/fines will be charged to the resident.
- Unauthorized pet fee – all pets must be approved by the landlord in writing prior to them being brought onto the premises. This includes pets belonging to guest, invited or not.
- Unauthorized occupant fee – additional occupants must be approved by the landlord in writing prior to them moving into the property. In certain cases, there may be an increase in rent. Anyone over the age of 18 must submit a rental application and will be subject to a background check. Approval may be subject to the results of the background check.
- Rekey coordination fee – residents must return all keys, remotes, transponders, fobs, etc. when moving out at the time possession of the property is transferred. Failure to do so may result in a rekey coordination fee.
- Carpet cleaning fee – all residents are required to have the property professionally carpet cleaned by and IICRC certified carpet cleaner once and year AND when vacating the property. Failure to do so may result in a carpet cleaning coordination fee.
- Cleaning coordination fee – professional cleaning from a pre-approved service provider is required when a tenant is moving out of a property. Please contact HappyDoors for a list of pre-approved cleaners. Failure to have the property professionally cleaned by a pre-approved provider may result in a cleaning coordination fee.
- Break lease/early termination fees – if a resident terminates a lease and/or vacates prior to the termination of the agreement without written consent from the landlord, they may be responsible for a break lease, any referral fees paid to Agent in order to secure a new tenant, advertising costs, management fees through the end of the agreement, and any applicable leasing fees.
- Repair coordination fee – if the gross repair cost to complete repairs in order to restore the property to it’s original condition after a resident has moved out exceeds \$1,000, they may be subject to a 10% coordination fee based on the gross amount for all maintenance/repair items.
- Holdover rent increase – if the a resident continues in possession after the date of termination without the landlord's consent, pursuant to HRS 521-71, the tenant may be liable for a sum not to exceed twice the monthly rent amount which will be calculated based on a daily basis.
- Collection fees – in the event a resident is sent to collections, they will be responsible for all collection and legal fees. Note that collection fees are often a percentage of the total amount owed. This amount varies.

### **Maintenance reimbursement**

Generally, HappyDoors assigns a vendor to perform work you request in your residence. However, if you have contacted HappyDoors and requested to perform a minor maintenance item and HappyDoors has agreed to reimburse you:

- Pay the bill and send the receipt to HappyDoors. HappyDoors will reimburse the amount due to you upon verification that this work has been complete.
- Do NOT deduct the amount from your rent.

Note, you must obtain prior written consent before any work is performed is you want to be reimbursed. If work is completed without prior written consent, HappyDoors cannot guarantee that you will be reimbursed.

## CARE OF THE PROPERTY

### Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out.
- Gas shut off valve (when applicable) – turn off during emergencies/disasters for safety.
- GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, laundry area, exterior outlets or garage fail to work.
- The main water shutoff valve in case of major flooding.
- Water shutoff valves below the sinks and behind toilets in case of water leaks.

It's also important to know proper cleaning techniques and what chemicals are designed/safe to use on different surfaces. While all purpose cleaners are convenient, they are not necessarily the best product to use. Before applying any products, please review the product label to 1) verify it can be used and applied to the type of surface you are working with, and 2) review all proper use, handling, and storage instructions. Here is a list of a few different types of surfaces that you may encounter:

- Granite, corian, quartz, laminate/formica, and tile countertops.
- Exterior of oven, microwaves, refrigerators, and dishwashers.
- Interior of ovens, microwaves, refrigerators, and dishwashers.
- Fiberglass tubs and tub/shower enclosures.
- Cast iron/porcelain tubs.
- Tile enclosures for tubs and shower.
- Carpet, wood, wood laminate, vinyl/linoleum, natural tile, and ceramic/porcelain tile.
- Flat paint, satin paint, and semigloss paint.
- Sealed concreted, unsealed concrete, and asphalt.
- Vinyl window/door frames, metal window/door frames, and wooden window/door frames.

If you are uncertain about any of the above items, contact your HappyDoors team for help.

## MAINTENANCE

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. HappyDoors has more tips in this handbook. You should always exercise due care to protect yourself, the property, and others.

### Tenant renovations and alterations

It is the HappyDoors policy that tenants do not do renovations or alterations without prior written consent. You agreed to this in the agreement. If you do want to make a special request for renovation or alterations to the property:

- Submit your request in writing before making any changes.
- Do not proceed with any work until you are notified by HappyDoors.
- HappyDoors will consult the owners to see if the request is acceptable to them.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.

### Tenant maintenance responsibilities

The property owner has a duty to maintain your residence in accordance to Hawaii State law. Tenants are responsible for any repair related items that are due to misuse, negligence, and/or damage, regardless of whether or not it was 1) accidental or intentional, and/or 2) caused by a guest, invited or not.

We want you to report maintenance items. A tenant should immediately report maintenance items outside of their responsibility or that they are not comfortable doing on their own. Here are items that are the tenant's responsibility which includes, but not limited to, the following:

- Replacing smoke alarm batteries
- Providing fire extinguishers
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Replacing light bulbs with the correct size and proper style
- Replacing or cleaning AC filters, if applicable, every month unless otherwise specified by the manufacturer
- Make a reasonable effort to clear gutter drains and request gutter maintenance if gutters are either to high or difficult to unclog
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet

- Professional steam cleaning and spot cleaning of carpets while residing in the property once a year and before vacating the property.
  - Carpet cleaning must be performed by and IICRC certified carpet cleaner
  - Pet treatment must be used if a pet was brought onto the property
- Normal insect and pest control, to include, but not limited to:
  - Ants
  - Roaches
  - Beetles
  - Centipedes
  - Lizards
  - Mice
  - Rats
- Yard and landscape maintenance (*see Landscape Services Section if included in rent*)
  - Watering grass, bushes/shrubs, and trees
  - Cutting and edging grass weekly or every other week depending on type of grass
  - Trim and shape bushes/shrubs
  - Remove weeds in planter areas, growing in between rocks, as well as cracks in walkways/driveways
  - Replace sprinkler/drip heads
  - Report malfunctioning irrigation systems
  - Report unhealthy looking plants or sections of grass
- Toilet maintenance:
  - Flapper
  - Fill valve
  - Handle
  - Seat
- General maintenance
  - Tighten/secure loose cabinet hinges, towel bars, toilet paper holders, and door hinges
  - Replace cracked switch plate and outlet covers
  - Lubricate door knobs and hardware; tighten if loose
  - Tighten loose ceiling fan blades
  - Clean faucet aerators
  - Replace shower heads (*with like/similar kind*)
  - Lubricate window cranks/tracks, sliding door tracks, door hinges, and garage door tracks
  - Adjusting/aligning garage door sensors
  - Replacing appliance filters
  - Clean or replace stained stove/cooktop drip pans
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals
  - Do not dispose of coals from inside the fireplace until they have cooled outside for a week

- Check to see if damper is open before starting a fire in the fireplace
- Disposing of hazardous or toxic waste properly in accordance with local and county laws; examples include, but not limited to:
  - Car batteries
  - Oil
  - Paint (unless it came with the property)

### **Landscape services**

Some properties include landscape service as part of the agreement. However, the tenant is responsible for ensuring that plants are getting sufficient water and that the yard is being maintained. If the lawn or plants do not appear to be getting enough water or are not being maintained properly, you should inform the landscaper/gardener and notify us immediately. In between services, the tenant is responsible for keeping the yard free of rubbish, weeds and/or clutter.

### **Plumbing clogs and stoppages**

Tenants are responsible for knowing how to use plumbing systems properly. If a clog or stoppage is caused due to improper use by a tenant, then the tenant will be responsible for the cost to have the clog or stoppage removed. Here is a list of the most frequent types of clogs and stoppages:

Flushing incorrect items down a toilet: Only human waste and a reasonable amount of toilet tissue should be flushed down a toilet. Common toilet clogs are due to the flushing of feminine products, disposable or non-disposable wipes, too much toilet paper, Kleenex, sanitizing wipes, and food products.

Clogged garbage disposals: These are only designed to handle small, soft and easy to break down foods like orange peels, egg shells, coffee grinds, etc. Things that should not be put into a garbage disposal include foods with high fat, fiber, or starch content such as rice, asparagus, potato skins, bones, greasy/fatty foods, pastas, etc.

Clogged bathroom sink or tub/shower drains: The most common causes include, but not limited to, dental floss, hair, and sand. Dental products such as floss, toothpicks, and tooth brushes should be thrown away. It's strongly recommended to use hair strainers in bathroom sinks, showers, and tubs. In addition, if sandy, its recommended that a person rinses off outside before entering the property as excess sand can build up and clog pipes.

### **Procedures for requesting maintenance**

Before emailing, calling, or submitting a service request online:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.
  - a. If its an item in which you are responsible for, complete the needed repair if you are comfortable and knowledgeable on how to do so. If you are not comfortable or

knowledgeable, you can either submit a service or hire a qualified repairperson to complete the repair which will be done at your expense.

- b. If its an item that the owner is responsible for maintaining or you are not sure, submit a maintenance request to our office.

### **If there is an emergency**

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water leaks, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call HappyDoors and report the problem.
- Emergencies such as backed up plumbing, flooding, call (808) 800-4152, and listen for emergency instructions, and if necessary, call 911.
- Examples of non-emergency but urgent issues include, but not limited to, no hot water, no AC, plumbing stoppages (unless its backing up into the home) do not require immediate response. HappyDoors recognizes that these are important and will make it a priority to follow up on the next business day.

### **Non-emergencies:**

- Submit a service request online, by email, phone, or fax.
- A HappyDoors representative may attempt to troubleshoot the problem and if we are unable to do so, we will assign a service vendor.
  - Vendors will be given your contact information.
  - You should be given the vendors contact information, but if not, request it immediately.
  - If a vendor has not contacted the tenant within a few hours, a tenant should contact the vendor directly to setup an appointment.
    - Vendors are often busy assisting other customers and usually do not spend much time in their office; therefore its important for tenants to be proactive and call/text the vendors.
- Vendors often times work during normal business hours and you may have to make changes to their schedule to accommodate the vendor.
- Tenants need to coordinate with the vendor to provide access, which can include, but not limited to:
  - Tenant making themselves available to meet with the vendor.
  - Having a friend or family member meet with the vendor.
  - At the tenant's discretion, give the vendor access to the property by:
    - Leaving a key hidden somewhere
    - Providing the vendor with a garage door code
    - Using a lockbox
    - Meet with the vendor somewhere to give them a set of keys
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 2 – 3 business days, contact HappyDoors and inform them that a vendor has not contacted you.



- After a repair has taken place, if you have trouble, contact HappyDoors and state you had a recent repair but there is still a problem.
- Recent repair means within the last 60 days and recent pest control work means within 30 days.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per the agreement.

## TIPS AND SUGGESTIONS

### Preventative cleaning tips

Cleaning is easier when you use a proactive and preventative approach. Here are some tips:

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and can cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Wipe up spills right away.
- Do not allow water or chemicals to sit on top of wood, wood laminate, or other porous surfaces.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets.
- Regularly pick up debris and pet feces in outside areas.
- Clean up accidental marks on floors, walls, and other surfaces right away before they cause a stain.

### Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. In addition, they can be better for the environment than commercial products. However, commercial products may be needed to clean certain surfaces or if the tip(s) below are not cleaning sufficiently enough.

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, one thing to try is pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops and bathroom enclosures:

- To clean ceramic tile, where mildew can accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Alternatively, regularly clean tile surfaces by using a spray bottle mixed with ½-cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the odor may not come out.

### Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to HappyDoors as soon as possible:
  - Report water dripping under sinks.
  - Running toilets are big water wasters – usually caused by a bad flapper or fill valve.
  - Replace sprinkler heads and report malfunctioning sprinkler systems.
  - Report standing pools of water.
  - Check for dripping faucets.
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
- Run the dishwasher only when it is fully loaded.
- Adjust washing machine water level to match the load size.
- Check water hoses on washing machines for leaks.
- Adjust the water level to match the load, using less water for small loads.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Talk to children about how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

#### **To lower AC bills:**

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace or clean the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid/cool state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

#### **To lower electric bills:**

- Turn off lights and ceiling fans when your not in a room. Ceiling fans circulate air which makes air feel cooler on the body. However, ceiling fans do not actually reduce temperature. Therefore leaving a ceiling fan running all the time does not help keep the home cool; it only increases your electric bill.
- Use energy efficient light bulbs.
- Use blackout or heat reflective curtains/drapes and have them closed during the day to help reduce the need to use AC.
- Turn off electronic devices when not in use.

## Safety Tips

The safety of you and your family is important to HappyDoors and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Do not run wash machines, dishwashers, or dryers unattended. If the appliance fails while you are not around, significant damage can occur and a tenant could be held liable for some of a damage.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to HappyDoors.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to HappyDoors immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed and if the smoke detect continues to beep but there is no evidence of a fire (or carbon monoxide, when applicable), the smoke detector may be faulty. Report faulty smoke detectors to HappyDoors immediately.
- Do not allow children to leave toys on indoor/outdoor walkways, stairways, sidewalks, or in the yard.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots that may be a tripping hazard to HappyDoors.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended and turn off gas/propane when not in use.
- If you have a fireplace:
  - Be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
  - Do not store fireplace wood against the residence.
  - Always be certain the damper is open before starting a fire in the fireplace.
  - Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for more than 14 days, please notify HappyDoors how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

## Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- Be careful what you put down the garbage disposal. They are only designed to handle small, soft and easy to break down foods like orange peels, egg shells, coffee grinds, etc. Things that should not be put into a garbage disposal include foods with high fiber or starch content such as rice, asparagus, potato skins, bones, greasy/fatty foods, pastas, etc.

- Toilet and bathroom clogs can be very common this time of year especially if you have guests over and the toilets are being used more than normal. Be mindful of how much toilet paper is being used and it's important to only flush human waste and toilet tissue down the toilet. You should avoid flushing things like Kleenex, sanitizing wipes, feminine products of any kind, etc.
- Appliances tend to be used more frequently during the holidays and for longer periods of time. The increased use of appliances can result in tripped electrical breaks and GFI outlets. If you experience a power outage, please be sure check your breaker panel and GFI outlets before contacting us. You may need to stagger the use of appliances based on the amount of energy that is being used to prevent a breaker from tripping.
- Please be mindful of your neighbors. Often times more than one family is having a holiday party which could be taking place around the same time. Parking and loud music/noise can sometimes become a cause of concern. We ask that you keep this in mind when having guests over.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.
  - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

### **Drug free housing**

HappyDoors has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in the agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify HappyDoors of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## EMERGENCY/DISASTERS

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies

- Maintenance emergencies:
  - HappyDoors outlined earlier in this handbook.
  - Please follow the maintenance instructions and call HappyDoors when appropriate.
  - HappyDoors requests that you treat the HappyDoors staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - HappyDoors requests that you call emergency services first in a disaster.
  - If you are unable to occupy the property, contact your renters insurance company to discuss temporary displace. Then notify the HappyDoors office as soon as possible what has happened.
  - HappyDoors will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
  - When contacting the HappyDoors office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

### Hurricanes

Our hope is that this does not happen, however, we want to review some general steps to assist you in the event a hurricane does impact the island.

#### Before:

1. Contact your renters insurance provider to verify that you have proper coverage. It's important to ensure that they will offer you assistance in terms of alternative housing and other possible displacement coverage such food allowances in the event you are unable to occupy or return to the property right away.
2. Make an emergency plan with family, friends co-workers, etc. of where to go and meet before during, as well as after a hurricane. It's possible that phones and other communication devices may not work during or after a hurricane. Knowing where to meet in advance can be helpful. Having a primary meeting place and a backup meeting place may also assist if you are unable to access the primary location.
3. Stock up on general supplies such as food, water, flashlights, and medical supplies.
4. If temporarily leaving or evacuating the property, please turn off breakers at the breaker panel, gas at the gas meter as well as the gas appliances (when applicable) and water shut off valves (at sinks, toilets, washer/dryer, and main water shutoff if it's accessible). It may be good practice to do this even if you choose to stay at the property.
5. Assist in preparing the property by 1) clearing/cleaning rain gutters, 2) store and secure outdoor furniture/amenities, 3) take reasonable measures to support windows and doors.



### During:

1. It's recommended to stay indoors away from windows and glass doors.
2. Close all interior doors.
3. Close all curtains and blinds.
4. Take refuge in a small interior room, closet, or hallway on the lowest level, excluding basements or areas that may be below ground level.
5. Lie on the floor under a table or another sturdy object.
6. Listen to the TV, radio, or other forms of announcements either from trusted news sources or local authorities.
7. If flooding or significant damage occurs to your property, it is possible that you may need to evacuate during the storm. Exercise extreme caution before making this decision.

### Evacuation:

If flooding or significant damage occurs to your property, it is possible that you may need to evacuate during the storm. Exercise extreme caution before making this decision. You may want to consider evacuation:

1. If you are directed by local authorities to do so. Be sure to follow their instructions.
2. If you live in a high-rise building—hurricane winds are stronger at higher elevations.
3. If you live on the coast, on a floodplain, near a river, or on an inland waterway.
4. If you feel you are in imminent danger.

### After:

1. Continue to listen to the TV, radio, or other forms of announcements either from trusted news sources or local authorities.
2. Call 911 or contact local authorities in the event of injury/trauma, or the health and safety of someone is in danger or there are imminent dangers to the property such as gas leaks or fire.
3. Contact your renters insurance provider if 1) your personal property has been damaged or destroyed, and/or 2) if the property is in an unsafe or uninhabitable condition.
4. Check electric, gas, and water lines before turning them back on.
5. Verify that food and water is safe before consumption.

If a hurricane does affect the Island of Oahu, it's important to keep in mind that it's possible that more than one property will be affected. We will do our best to follow up on property damage in a timely and efficient manner. It's also important to understand that there may be many things beyond our control such as power outages, down communication lines, road closures, the overall number of properties affected, etc. Such items can delay our ability to follow up on damages.

In the event the property is damaged and you are unable to occupy it, please contact your insurance provider first to discuss temporary displacement. Homeowners insurance policies do not always offer this type of coverage which is why it's important for you to verify that you have coverage through your insurance provider before the storm occurs. After discussing temporary displacement with your insurance provider, please contact us to let us know about the situation. If possible, we ask that you take and provide pictures.

## RENTERS INSURANCE

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. In addition, they generally do not cover tenant displacement or reimbursement for added food expenses. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents and to also cover displacement costs in the event you are unable to occupy the home.

HappyDoors requires all tenants to have renters insurance. The purpose of this is to help protect your interest in the event something happens at the property. Examples include, but not limited to:

- Refrigerator malfunction – A renters insurance policy may offer reimbursement for food spoilage. A property owner does not have a legal or contractual obligation to reimburse a tenant for food spoilage.
- Water leaks – Leaks can be complicated. If a leak is due to tenant’s misuse or negligence, intentional or not, they may be found liable for the damage caused. Other possible issues that could arise is being unable to live in the property during repairs and damage to the tenants personal belongings. These are items that can be covered through a renters insurance policy which isn’t normally offered through the owners insurance policy.
- Fire – Similar to water leaks, a renters insurance policy can offer coverage for tenant liability, personal belongings, and displacement.
- Break-ins/burglary – In the event a tenant’s personal belongings are stolen, renters insurance can help with the cost to replace stolen or damaged property.
- If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

The above examples all reference situations in which a landlord’s insurance policy generally does not offer coverage and situations which the landlord may not be obligated to compensate the tenant for.

Contact an insurance agent if you do not have renters insurance. If you have a car insurance policy, it may be beneficial to speak to your existing insurance agent to find out whether or not you qualify for a discount. You can also find insurance agencies the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Here are some things you may want to ask your insurance agent about:

- Liability and property coverage due to mold and microbial contamination.
- Property damage due to sewage backups.
- Hurricane insurance.
- Flood insurance.

# MOVE OUT PROCESS

## Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. HappyDoors tenants are required to give a 45 day notice prior to moving.

Before giving notice:

- Check your agreement to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease. Upon completing the term of the lease, it is then either renewed or month to month. Depending on the term of your lease, this can affect your eligibility.
- If you need to move and you are still committed to a lease period, contact HappyDoors management team to discuss your options. Pursuant to Hawaii State Law and the agreement, you may be responsible for
  - Break lease fee
  - Leasing fee
  - Rent until a new tenant is secured
  - Difference in rent value through the end of your agreement if replacement tenant is paying a lower rent amount
  - Cost for advertising, when applicable
- Notices must be in writing. The day HappyDoors receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- Notices should be sent via mail. HappyDoors may, at its discretion, accept notices by email.

## Setting up your move out appointment

- After you submit your Notice to Vacate, HappyDoors will send you an instructional letter along with a checklist. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- HappyDoors only performs move out appointments during weekdays, 10 am to 4 pm. Weekend appointments are not available.
- Tenants are encourage to schedule their appointments in advance. A tenant may be responsible for additional rent in the event the final walkthrough has to be postponed if HappyDoors is unable to accommodate a requested move out appointment date and time.
- It is the responsibility of the resident to deliver all keys, remotes, transponders, and fobs to HappyDoors, either at the move out appointment or delivery to the HappyDoors office. If mailing or delivering these items, they must be received at the time or prior to transferring possession of the property.
- Failure to deliver all keys, remotes, transponders, and fobs may result in additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the HappyDoors Moving Checklist so you remember important details.
- In order to evaluate the property during the final walkthrough, the utilities must remain on in your name until the day after walkthrough.

- Your last month's rent is still due on the 1st, pursuant to Hawaii State Law, the security deposit cannot be used towards last month's rent.

## Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your HappyDoors management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

## General Cleaning

The property must be left in clean condition and ready for the next tenant to move-in. Please ensure that appropriate cleaning products are used as using cleaners incorrectly can cause damage.

- Tenants are required to have the property professionally cleaned using a company that has been approved by HappyDoors at the tenants expense.
- Have the property clean throughout the interior and the exterior. If the property is not cleaned thoroughly and if its not professionally cleaned, there may be additional charges.
- Tenant caused dirt, scuff marks, finger prints, stains, cobwebs or dust is not normal wear and tear.
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.
- Sweep out driveway, car ports, garages, lanais, balconies, and porches removing any chemical or grease stains
- Plate covers and face plates around light switches, outlets, etc. should be free of smudges, dust, and finger prints
- Sanitize/clean toilets, faucets, tubs, showers, sinks, and other water fixtures removing films or mineral deposits
- Clean inside cabinets and drawers; removing any hairs, crumbs, etc. as well as loose shelving paper or liners.
- Walls, doors, baseboards, and trim/woodwork should be free of smudges, dust, and finger prints
- Windows, blinds, tracks, sills, and screens should be free of dust, finger prints, and smudges
- Light fixtures and ceiling fans should be free of smudges, dust, dirt, and debris
- Professionally clean drapes and any other fabrics that came with the property
- Wipe down and clean/polish floors and countertops
- Clean all appliances, inside and out, including underneath
  - Refrigerator: Clean all inside shelves, vacuum coils, defrost the freezer if needed, wipe down the exterior, replace water filter, remove all ice and turn off the ice maker
  - Oven/Range/Cooktop: Clean drip pans, under drip panes, inside oven/range compartments, wipe down the exterior, and remove any food/grease buildup
  - Microwave/Vent hood: Wipe down the exterior and clean filters, inside walls, shelves, plates, removing any food/grease buildup
  - Washer/Dryer: Remove any lint, dust, dirt, debris, cleaning up any detergent, films, mineral buildup, fingerprints, and smudges
  - Dishwasher: Clean any accessible filters and remove any film or mineral build up

## **Carpet Cleaning**

- Carpets must be professionally steam cleaned using an IICRC certified carpet cleaning company at the tenant's expense. If there was a pet or service/emotional support animal at the property, it must be pet treated.
- Carpet cleaning should be done after all personal belongings have been removed from the property.
- Tenant's are responsible for any marks or stains in carpets.
- If there was a pet at the property, please have the carpet treated to completely remove all pet odor and damage.
- Stretch the carpet if it has loose areas or has "rolls".
- Repair any loose or damaged seams.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable IICRC certified company is accepted.
- Contact HappyDoors for a recommendation on a carpet cleaner.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of HappyDoors.
- If the carpet is not cleaned thoroughly and if its not professionally cleaned per the agreement, there may be additional charges.

## **Draperies/window coverings/windows**

- Do NOT wash draperies.
- You are expected to dry clean draperies/curtains.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows, including screens, inside and out.

## **Repairs**

Any items that may have been damaged or are your responsibility to repair should be completed before the final walkthrough. Some common repair items include, but not limited to:

- Change out any cracked or damaged face plates and outlet covers
- Securing any loose towels bars or toilet paper holders
- Replacing any burnt out light bulbs or bad batteries
- Cleaning or replacing all air filters
- Patching large holes in drywall
- Replace leaking toilet flappers
- Missing doorstops

## **Landscape clean up**

The yard must be left in a clean and "manicured" condition. Please be sure to:

- Trim and prune any plants and grass at the property
- Replace any damaged sprinkler and drip heads
- Remove any trash or debris in the yard
- Replace and dead or missing plants
- Clean out any debris in gutters
- Pull any weeds
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

### **Trash**

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

### **Your security deposit refund**

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. HappyDoors remits security deposit transmittals within 14 days in accordance with the state landlord/tenant law. Note that the deposit, along with a statement detailing any applicable deductions will be mailed by the 14<sup>th</sup> day and HappyDoors cannot guarantee how long it will take the USPS or other carrier to deliver this to a resident. Remember, HappyDoors wants your move out to be a pleasant and successful process.

## FREQUENTLY ASKED QUESTIONS

HappyDoors has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the **2nd** of the month?*

- As outlined in this Handbook before and the agreement, rent is due on the 1<sup>st</sup> and late if not received by **5 pm on the 1<sup>st</sup>** of the month. Once the 1<sup>st</sup> of the month passes, late fees may be assessed and we begin preparing notices for non-payment of rent. Obviously, we served the notice before we received payment. HappyDoors serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning by an IICRC certified company to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary and if the wrong chemicals or technique is used, permanent damage could be caused to the carpet.

*Can I install extra cable and telephone lines?*

- You can install extra cable and telephone lines if you pay the expense and disconnect them when you leave. However, if structural modifications are needed to add such lines, you must notify HappyDoors and obtain written permission in advance.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, they must be in compliance with building and community rules. The satellite dish must be removed as well as patch and paint all holes/marks at your own expense.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why HappyDoors contacted you first in an attempt to set a date and time. However, in the event you are not available, the owner does have the legal right to require access after providing a 48 hours notice to enter the property.

### Change in Tenants/Roommates/Occupants

*My roommate/cosigner wants to move, but I want to stay. What do I do now?*

- Your roommate/cosigner needs to submit a partial notice to vacate and you also need to notify HappyDoors of your intent to stay. HappyDoors will need documentation from you to show you can support the property by yourself such as providing copies of one month worth of paystubs. HappyDoors will not partially refund part of the security deposit to your roommate since it is a condition of the agreement. You and your roommate will have to settle any funds owed to each

other, including any or all of the security deposit. An addendum is needed to remove your roommate/cosigner.

*Can I replace a roommate/cosigner?*

- Notify HappyDoors of your request. The person(s) who is moving out must provide a partial notice to vacate and you must inform us of your intent to stay. The replacement roommate/cosigner must submit a rental application and will be subject to a background check. In addition, HappyDoors will need documentation from you to show you and the proposed roommate/cosigner can support the property as providing copies of one month worth of paystubs. We will contact the owner and submit your request. If approved, we will draft an addendum to make the change. Please note that the owner may make modifications to the lease terms which can include, but not limited to, a new lease contract, increase in rent, additional deposit, etc.

*I want to add a roommate, now what do I do?*

- The potential roommate/cosigner must submit a rental application and will be subject to a background check. In addition, HappyDoors will need documentation from you to show you and the proposed roommate/cosigner can support the property as providing copies of one month worth of paystubs. We will contact the owner and submit your request. If approved, we will draft an addendum to make the change. Please note that the owner may make modifications to the lease terms which can include, but not limited to, a new lease contract, increase in rent, additional deposit, etc.

*How do we split up rent, the security deposit, and other responsibilities between roommates/cosigners?*

- Each tenant is independently and collectively responsible to abide by all the terms within the agreement. This means that one person is responsible not only for themselves, but everyone else. You and your roommate(s)/cosigner(s) will have to settle any funds owed to each other, including any or all of the security deposit, rent, or cost for maintenance/damages. We recommend signing a roommate agreement in advance that clearly defines each person's roles and responsibilities. HappyDoors does not provide nor do we enforce roommate agreements. This is something that is handled independently by tenants. We recommend speaking to an attorney to discuss the potential risks and to aid you with the preparation of any roommate agreements.

## **Pets**

*I did not have a pet when I moved in; can I have a pet now?*

- Notify HappyDoors of your request for a pet. Do not move a pet into the property without permission. We will contact the owner and submit your request. You will be required to provide us with a picture of the pet, information about the type/breed, weight/size, and whether or not the pet is/will be spayed or neutered. Note that if a property was advertised as pet friendly but a pet was not part of the original agreement, the owner can deny the request to add a pet. If the owner does approve your request, an increased security deposit will most likely be required and a pet agreement must be signed. The pet addendum and any required deposits must be finalized before the pet can be brought on to the premises.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- Not normally. All security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way for HappyDoors to check the entire property thoroughly in order to verify whether there was pet damage.



*What happens if my pet dies or runs away, can I have another pet?*

- It depends. If the pet will be of similar type/breed, size, then yes. Please notify HappyDoors of the change. Note that if your previous pet was spayed or neutered, then the new pet must also be spayed or neutered.

*What happens if I want another pet?*

- If you live in a building or communication that has an association, contact the association first to find out whether or not they will permit an additional pet. If they will allow an additional pet, notify HappyDoors of your request for a pet. Do not move a pet into the property without permission. We will contact the owner and submit your request. You will be required to provide us with a picture of the pet, information about the type/breed, weight/size, and whether or not the pet is/will be spayed or neutered. Note that if a property was advertised as pet friendly but a pet was not part of the original agreement, the owner can deny the request to add an additional pet. If the owner does approve your request, an increased security deposit will most likely be required and a pet agreement must be signed. The pet addendum and any required deposits must be finalized before the pet can be brought on to the premises.

*Who is responsible for pet waste removal?*

- Tenants are responsible for cleaning up all pet waste on the premises immediately. If the property comes with a landscaping service, it is still the tenant's responsibility to clean up pet waste. If a landscaper has to clean up after a pet and a fee is charged, then the tenant will be responsible for the charge.

*What if I have a service animal?*

- By law, we cannot make a determination whether or not to accept a pet based if there is a need for a tenant to have a service or emotional support animal. Such animals must be specifically trained for the individual in need of assistance and the tasks performed must be directly related to that person's disability. In addition, to qualify for a service animal in the state of Hawaii, the disability must substantially limit one or more major life activities.
- Disabilities are a very sensitive matter and we do respect your privacy. However, we do need some general background information from you in order for us to validate whether or not your service or emotional support animal meets the minimum requirements outlined by the ADA and state of Hawaii.
- A physician or medical practitioner must provide a letter stating whether or not you have a disability that substantially limits one or more major life activities and that you are in need of a service or emotional support animal. A general recommendation to have a service or emotional support animal does not qualify. There must be an established need that is verified by a medical practitioner who is qualified to make such determinations. The letter needs to be signed by the practitioner, state their qualifications, and it also must indicate that the appointed service animal has been specifically trained to carry out your needs. Please note that we are not looking for a medical diagnosis or a description as to why you need a service animal.

## CONCLUSION

We hope that you have found the *HappyDoors Tenant Handbook* useful and informative. It is our goal to have pleasant, successful tenancy and a smooth move-out, whenever this occurs. If you have any questions on the enclosed information, please contact your HappyDoors management team.

Disclaimer: Please note that steps and recommendations are not comprehensive. There may be other precautions that can be taken and we encourage you to exercise due care to research the different things you can do in to help maintain the property as well as your safety.



***Welcome to our Ohana!***