



3525 Hyland Suite 120  
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Dear Tenant

We are pleased that you have chosen our property as your new home. Please take the time to review the following Welcome Package.

The following pages contain handy hints and helpful information including phone numbers for your utility companies. Please take the time to review the following frequently asked questions.

**How do I handle repairs that may be needed?**

First, you must notify us of any repairs, no matter how minor they may seem. The responsibility of the repair will be determined by the terms of your Lease. Make sure that all repairs are reported in a timely manner. Remember that an ignored repair may become a large project, therefore subjecting you to a large expense. Any repair which goes unreported, thereby causing further damage to the Leased Premises or that of a neighboring tenant, may be construed as a nuisance and will be handled as such. This type of neglect will incur further charges to your account and may change the liability of the repair and subsequent repairs. We must have access to the Leased Premises to perform any repairs or maintenance.

**If there is an emergency please call 911, then call me.**

**Any Maintenance request please call 714-230-0078 or 657-245-3955, you may also report issues on your tenant portal.**

**What if my rent is late?**

Your rent is due and expected on the rent due date specified in your Lease agreement. Payment not received on time will be subject to late fees or other charges. It is important that rent payments are paid promptly. Remember that chronic late payments may result in eviction.

**What do I do if I lose my key?**

It is important that you take care of your entrance keys. Occasionally, you may find yourself locked out of your home or in need of a replacement key, if this occurs, there will be a \$\_\_\_50\_\_\_ charge.

**Why do I need renter's insurance?**

Under most circumstances the Landlord is not responsible for your personal property. It is important to have renter's insurance to cover your belongings in the event of an unforeseen disaster. This type of insurance is inexpensive insurance and well worth it. Please contact your car insurance as they can sometimes bundle your insurance and give you a better rate.

**What if I am having a problem or concern with a neighbor?**

It is important to try to get along with your neighbors. If you have a problem or concern with a neighbor, it is usually best to try to resolve the problem amongst yourselves. Refrain from using foul language or engaging in verbal arguments. Of course, if you are unable to resolve the problem, feel free to contact me or the local authorities.

**Can I make changes or improvements to the Leased Premises, such as painting or landscaping?**

We often welcome your improvements to your residence and yard. We ask kindly that you check with us first before making any changes. Changes or improvements to your home must be documented and most will receive verbal approval. However, some changes or alterations to the property will require written consent. It is important to read the Lease thoroughly and ask questions about anything that you may not understand.

**Below are some additional important guidelines to follow.**

- It is important to keep the leased premises in a clean, sanitary and safe condition.
- Please make sure that trash is disposed of correctly as to avoid any pest control problem.
- Make sure to check the batteries in the smoke detectors, periodically, to ensure the safety of your family.
- Candles are not recommended therefore, please be careful not to leave a lit candle unattended.
- Be considerate of your neighbors.

We want you to be happy in your home and welcome any suggestions. Please feel free to contact us with any questions or concerns regarding your home. We really appreciate having you as one of our tenants and hope that you will enjoy your new home.

Yvette Seecutt

Property Manager.

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