

www.deanbrunner.com

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Phone 805-685-5904

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IMPORTANT MOVE- IN INFORMATION

1. To protect yourself, a condition report is provided to you with your keys when you check in. To be valid, it needs to be completed, signed and returned to our office at the address above within **three days (3) of occupancy**.
2. You will need to have the utilities turned on. Please reference your lease. It will tell you what utilities are paid for by our company. You are responsible for anything NOT included on your lease. If the utilities are on when you move in, you will need to have them transferred into your name. If you do not do this, they will eventually be turned off and you will have to call for service anyway. Sometimes with a very long wait. Helpful phone numbers:

Cable, Internet, Phone

www.cox.com

www.frontier.com

877-618-5822

877-331-4818

Electric (SCE)

So Cal Gas**

Goleta Water*

Trash (Marborg)

800-684-8123

800-427-2200

805-964-6761

805-963-1852

***It is noted in your lease if you pay for water**

****6715 Pasado and 6720 Trigo are Electric Buildings. You will NOT need Gas service.**

3. The best way to get repairs done efficiently is to submit them in writing via a maintenance request through your rentcafe' portal. If it is a water emergency (flood, or broken pipe, etc.) please call the office and/or the emergency number referred to on the answering machine at 805-685-5904. For fire call 911 and then report it to our office.
4. If your garbage disposal stops working: First, TURN IT OFF then stick a broom handle down the sink and gently turn the blades to free up whatever is clogging it and dispose of it in the trash. Also, underneath the disposal is a reset button that sometimes needs to be pushed to start it working again.
5. **DO NOT PUT GREASE DOWN THE SINK.** If you have a disposal, don't overload it with food, especially potato, pasta, rice or vegetable peelings. They will clog the disposal. (Carrot, lettuce cores, pasta, egg shells, glass and beer caps are the most common source of clogs) **DO NOT USE DRANO!** (It ruins the pipes and causes damage to tools)
6. If the toilet gets backed up, plunge it first and let it sit for 1 hour then try again. If it does not clear the line, then call the office. **DO NOT continue to flush the toilet if the bowl is full. It will OVERFLOW!!** (It is a good idea to purchase a plunger to have on hand). **DO NOT flush Tampons or wipes (even flushable ones) down the toilet.** They do not dissolve and you will be responsible for the plumbing bills to clear the line. Hair is the main cause of tub/shower clogs. Remove it, do not wash it down the drain.
7. Running toilets and leaking faucets can cause a huge jump in your water bill. If you flush your toilet and it continues to run (water continuously fills or you have to jiggle the handle to make it stop), let us know. This is a wear and tear issue that can happen at any time and will be fixed at no charge to you, but we cannot fix a problem if you don't make us aware of it. This includes leaky faucets.
8. Clean up spills on the carpet IMMEDIATELY! BE VERY CAREFUL when using bleach. Bleaching items in your apartment can be very expensive if it gets on the carpet. Red wine may also turn your carpets white. We suggest bleaching items at a Laundromat. Be careful about tracking in tar.
9. Please vacuum your carpet regularly. If you don't it may cause costly damage to the carpet and you may be charged for its replacement. You should purchase a vacuum if you do not have one.
10. When weather gets colder, **you may need to have the pilot lit on your heater.** You can call our office or The Gas Company (Phone 1-800-427-2200. Lighting a pilot is done at no charge to you..
11. Light bulbs are supplied by the tenants. This includes appliance lightbulbs for refrigerators and ovens. You are not responsible to replace necessary bulbs but we will not do this for you. If you want the light to work, try the bulb first before filing a repair request. Burnt out lightbulbs do not affect your security deposit refund. Keep in mind that you may be charged for any damages to the apartment. Some of the common charges against Security Deposits are for tenant damages such as broken doors and windows, bent screens, key locks put on doors by tenants and not replaced with original when you move out, drain clogs, and other damages not caused by normal wear and tear.
12. Some months of the year are warmer than others and you may want to open your windows to allow the air to circulate. You do not have air conditioning. Remember that window screens do not lock and though they are a deterrent, they are not theft resistant. If you live in a ground-level apartment, make sure to close windows and doors and lock them before leaving. Management is not responsible for items lost due to theft.

ALERT! The frequent use of candles/incense and string lights causes smoke damage to walls & ceilings resulting in charge to security deposit due to extra cleaning and/or painting that must be done.