



# Monthly Newsletter

August 2012

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## Dealing with noise problems in San Luis Obispo: Please contact California West about any noise violation notices that you receive

Being a college town, San Luis Obispo has a city ordinance that prohibits excessive noise by residents. When there is a violation of this ordinance, it results in a citation and fine to both the tenant and to the property owner. San Luis Obispo Municipal Code § 9.12.050 provides for fines as follows to tenants and owners:

1st Violation: \$350.00

2nd Violation: \$700.00 for a second violation within a 12 month period

3rd Violation: \$1,000.00 for third and subsequent violations within a 12 month period

Part of California West's screening process for new tenants is to ask previous landlords whether a prospective tenant has ever received a citation for violating this ordinance. However, even with the best screening procedures, some of California West's tenants still occasionally violate this ordinance.

Therefore, as part of California West's standard rental agreement, residents must agree to pay the owner's fine and also pay an additional \$300 fee to California West for the administrative costs in dealing with a citation.

Unfortunately, tenants often do not take citations seriously until we contact them. This is partly because the citations are usually handed out by a student group called the "Student Neighborhood Assistance Program" (or "SNAP") and not by actual police officers.

For better or worse, and despite California West's best efforts, tenants often do not appreciate the seriousness of their offense when they are merely handed a notice of violation by a student. After the "SNAP" notice, the police then mail notice of a violation directly to the property owner and not to California West.

**Therefore, if you ever receive notice of a violation, it is very important to let California West know immediately so we may contact the tenants. Failing to immediately contact them may then result in multiple violations and much greater expense.**

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## Environmental hazard disclosures

California and federal law requires that landlords provide various disclosures to residents regarding toxic mold, carbon monoxide, lead, and other environmental hazards.

To comply with these various disclosure requirements, California West provides its tenants with a "Combined Hazards Book" that the California Association of Realtors publishes and makes available to its members.

As members of the California Association of Realtors, we are able to provide our tenants with this required information.

Furthermore, Tenants must initial a paragraph in their rental agreement or lease acknowledging receipt of the "Combined Hazards Book" so that we have a written record proving that the disclosures were provided to each tenant.

If our owners ever wish to review the "Combined Hazards Report" for their own sake, please do not hesitate contact one of our property managers.

*To comply with various state and federal disclosure requirements, California West provides its tenants with a "Combined Hazards Book" that the California Association of Realtors publishes and makes available to its members.*

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## Testimonials about California West from satisfied clients

Here are a few comments from satisfied clients of California West:

- *"In my experience, California West's strength is that problems are dealt with in a timely and professional manner." - Jane F.*
- *"We were undecided about moving back into our house and made a last minute change against it. Johnnie worked with us and the tenants and she was very understanding and accommodating." - James W.*
- *"Always get a quick response to a question of Ellie via email or phone call." - Jim H.*
- *"Repairs taken care of and complaints answered promptly." - Clarence R.*
- *Very professional and competent. Ellie Malykont has done a great job of getting the property in shape, helping us to set appropriate rents, and maintaining 100% occupancy." - Rob K.*

**San Luis Obispo Office**  
1380 Broad Street #1  
San Luis Obispo, CA 93401  
Ph: (805) 543-9119  
E-mail: [slo@calwest.com](mailto:slo@calwest.com)

**Arroyo Grande Office**  
145 S. Halcyon #H  
Arroyo Grande, CA 93420  
Ph: (805) 489-9400  
E-mail: [ag@calwest.com](mailto:ag@calwest.com)

[www.california-west.com](http://www.california-west.com)

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