

Resident Handbook

- Introduction..... 1
- Know When Your Rent Is Due..... 2
- Public Utilities Phone List..... 3
- Water Conservation..... 4
- Maintenance Request Priority of Response..... 5
- Maintenance Request Checklist..... 6
- House Rules 7
- Swimming Pool Policies..... 9
- Overcrowding 10
- Noise Disturbances 10
- Renter's Insurance 11
- Your Security Deposit..... 12
- General Information..... 14
- Letters of Instructions to Departing Resident..... 17

INTRODUCTION

Welcome to California-West, Real Estate Management, Inc.! We, at Cal-West, will make every effort to keep your home a well maintained environment at a fair market rent.

To enable a better resident/landlord relationship, we have provided the following information. We have tried to answer often asked questions that most of you have.

We have provided information to help your move-in and move-out process, along with guidelines for your occupancy.

Throughout this book we have used excerpts from the "Landlord Resident-Answers to Resident Questions" booklet put out by the Department of Consumer Affairs and Fair Employment and Housing. Should you want a complete copy of this booklet, please write to:

California Department of Fair Employment and Housing
1201 "I" Street
Sacramento, California 95814

Again, we are happy to have you as our resident!
Should you have any questions, do not hesitate to call us.
Our telephone number in San Luis Obispo is 543-9119.
Our Arroyo Grande phone number is 489-9400

KNOW WHEN YOUR RENT IS DUE

Your rent is due on the FIRST day of EVERY month. Rents are received at our San Luis Obispo office. Upon move-in, you will be given envelopes to send in your rent. Should you run out of envelopes, please contact our office and we will provide you with more. Payments made after normal hours can be put through our drop slot in the front door.

Late charges are assessed on all rents not received by the first. Should you have a problem getting your rent to us by the first, please call our office as soon as possible.

Residents whose rents are not received on time will be notified via a Three-Day Notice to Pay Rent or Quit and will be expected to pay the late fee. Please save yourself money and stress by paying your rent on time !!

PAYMENT POLICIES

NO CASH, PLEASE!

It has become necessary to request that payments to California-West be made in the form of a personal check, money order or cashier's check only. This is to insure your payments are credited properly and to insure our safety.

USE YOUR ADDRESS

To insure you get credit for your rent, please remember to put the address and apartment number of your unit on your check. If someone else pays your rent, it is even more important that they put your name, address and unit number on their check. ACCOUNTING CREDITS ALL RENTAL PAYMENTS BY ADDRESS AND UNIT NUMBER.

CHECKS RETURNED BY THE BANK FOR ANY REASON

CALIFORNIA-WEST, INC. DOES NOT ACCEPT POST-DATED CHECKS. CHECKS RETURNED TO CALIFORNIA-WEST, INC. FROM THE BANK FOR ANY REASON WILL NOT BE REDEPOSITED.

THERE IS A \$25.00 CHARGE FOR ALL RETURNED CHECKS AND WHEN THE RENT IS LATE AS A RESULT OF A RETURNED CHECK, A \$25.00 LATE FEE WILL ALSO BE ASSESSED, FOR A TOTAL OF \$50.00 IN CHARGES. IF YOU BRING US A MONEY ORDER OR CASHIER'S CHECK FOR A CHECK YOU KNOW WILL BE RETURNED BY THE BANK BEFORE THE BANK NOTIFIES US, THEN WE WILL WAIVE THE \$25.00 LATE FEE AND YOU WILL ONLY HAVE TO PAY THE \$25.00 RETURNED CHECK FEE

ANY CHECK RETURNED BY THE BANK WILL BE HELD AT CALIFORNIA-WEST, INC FOR FIFTEEN (15) DAYS. DURING THIS PERIOD RESIDENTS WILL BE NOTIFIED THAT A CHECK HAS BEEN RETURNED AND THAT PAYMENT IS REQUIRED. IF RESTITUTION IS NOT MADE WITHIN 3 DAYS, THE CHECK MAY BE TURNED OVER TO THE DISTRICT ATTORNEY'S OFFICE FOR PROSECUTION THROUGH-THE SAN LUIS OBISPO BAD CHECK PROGRAM, YOU MAY ALSO BE SUBJECT TO AN UNLAWFUL DETAINER PROCEDURE.

WHEN PAYING ANY CHECK THAT HAS BEEN RETURNED BY THE BANK, CALIFORNIA WEST, INC. REQUIRES THAT YOU PAY THE ORIGINAL AMOUNT PLUS FEES INCURRED WITH A CASHIER'S CHECK OR MONEY ORDER FOR THE FULL AMOUNT

PUBLIC UTILITIES PHONE LIST

TV/CABLE/INTERNET

San Luis Obispo Area Representative:
Harriet Green(805) 431-4115
270 Bridge Street, San Luis Obispo

ELECTRICITY

Pacific Gas & Electric(800) 743-5000
406 Higuera Street, San Luis Obispo

GARBAGE (Call WATER COMPANY First)

Atascadero Waste Management..... 466-3636

South County Sanitary.....A.G. 489-3534

874 Grand Avenue, Grover Beach.....G.B. 489-4246

San Luis Obispo Garbage..... 543-0875
974 Monterey, Suite A. S.L.O.
(Includes services for: Morro Bay, Los Osos, Cayucos, Cambria)

GAS

Southern California Gas CO.(800) 427-2200
1314 Broad, San Luis Obispo

TELEPHONE/DSL

AT&T(800) 310-2355

WATER

Arroyo Grande	214 E. Branch St473-5438
Atascadero	5005 El Camino Real.....466-2428
Grover Beach	154 South 8th.....473-4550
Los Osos	Golden State Water.....528-1626
	Baywood Park Water.....528-9371
Morro Bay	595 Harbor.....772-6222
Nipomo	148 S. Wilson.....929-1133
	Cal-Cities Water.....1-800-999-4033
Oceano	1655 Front Street.....481-6730
Paso Robles237-3996
Pismo Beach	760 Mattie Road.....773-4655
San Luis Obispo	990 Palm.....781-7133
Santa Maria925-0951 ext 217

LETTERS OF INSTRUCTIONS TO DEPARTING RESIDENT

We, at California-west, Inc., are always sorry to see one of our residents terminate their residency with us. In departing we ask that you leave your unit as clean as possible in order to avoid any unnecessary charges for cleaning. The cleaning requirements are listed below.

If you wish to request a preinspection of your unit, please notify our office to schedule a time. The scheduled time must be no earlier than two weeks prior to your move-out. If you do not respond to our office, you will waive your right to a preinspection.

In order to avoid any scheduling problem or additional rent charges, it is our expectation that you will move out by the day you have stated in your "Notice of Intent to Vacate". To assist us in making refunds due you promptly, we ask that you review the "Statement of Security Deposit" term of your Rental Agreement. Please return all sets of keys to our office at the time of vacancy. **RENT WILL BE CHARGED UNTIL THE KEYS ARE RETURNED TO US: DROP THEM THROUGH THE SLOT IN OUR DOOR IN AN ENVELOPE WITH YOUR NAME & ADDRESS IF YOU HAVE TO!**

Thank you for your continued cooperation as we prepare for your departure. If you have any questions, please don't hesitate to call on us.

KITCHEN

1. Clean refrigerator, shelves, crisper and floor under refrigerator. Vacuum coils.
2. Clean all cupboards, tile, fan and faucet fixtures.
3. Clean range, burners, knobs, oven, drip pans, rangehood and filters.

BATHROOMS

1. Clean toilet and toilet tank.
2. Clean chrome fixtures, fan and mirrors.
3. Wipe inside of medicine cabinet.
4. Clean floor, tile and baseboards.
5. Clean shower, shower door tracks, bathtub and grout.

LIVING ROOM, DINING ROOM & BEDROOMS

1. Clean base boards.
2. Wipe fingermarks and other scuff marks off walls and doors.
3. Remove picture hanger hooks.
4. Wipe drapery rods.
5. Wash mirrors, windows, window sills, and window tracks. Dust screens.
6. Vacuum and dust closets and shelves. Remove hangers.
7. Clean sliding door tracks.
8. Remove all boxes, litter and debris from premises.

If, during your tenancy, you have had fur bearing animals as pets, you will be expected to have your unit professionally treated for fleas and provide California-West, Inc., with a receipt at the time you vacate the premises.

If any of the above mentioned items are not attended to at the time you vacate your unit, they will be subject to performance by California-West, Inc., at your expense and will be deducted from your security deposit as set forth in your Rental Agreement.



We need your cooperation in this water saving effort.
A few ways you can help include...

WATER CONSERVATION

This letter is to remind all tenants the drought is still with us. California-West, Inc. fully supports the San Luis Obispo city's mandatory Water Conservation Program and encourages all our tenants to use water wisely.

If your unit has landscaping for which we are responsible, we will endeavor to conserve water in the maintenance of that landscaping.

There are many ways to conserve water, and California-West, Inc. is doing its part. The following are some conservation tips and ideas to help you keep water consumption to a minimum.



General Suggestions

1. Report leaks, dripping faucets, running toilets or other water problems immediately to the manager or owner.
2. Ask the landlord or manager to provide you with a low flow shower head and sink faucet aerators. They don't cost much and are easy to install.
3. Avoid letting water run down the drain; catch in a bucket and use to water house plants.
4. Realize that every drop of water used must be treated twice; first to a high degree of purity for consumption, and second, at your local sewage treatment plant.



Kitchen Area

1. Use your automatic dishwasher for full loads only. Every time you run your dishwasher you use about 25 gallons of water.
2. Instead of rinsing dishes in the sink before you put them in the dishwasher, scrape them clean and let the machine do the rest.
3. If you wash dishes by hand, don't leave the water running for rinsing. If you have a double sink, fill one side with soapy water and the other with rinse water. If you have a single sink, you can use a separate dish pan and dish rack for rinsing.
4. Keep a bottle of drinking water in the refrigerator. That way water won't have to rundown the drain while you wait for it to get cool enough to drink.
5. Instead of using running water to thaw frozen foods, plan ahead and take them out of the freezer earlier. Most microwave ovens have a setting you can use to defrost food.
6. Don't let the faucet run while you clean vegetables.



Laundry

1. Wait until you have a full load before using an automatic clothes washer. It can use 30-35 gallons in a cycle. That's a lot of water to waste on just a few t-shirts.



Bathroom

1. Take shorter showers.
2. Don't let the faucet run while brushing your teeth or shaving.
3. When you use the bathtub, don't fill it as full.
4. Don't use the toilet as a trash basket to get rid of tissues or cigarettes. Every flush can use 5 or more gallons of water.
5. Try not to flush as often. Some people say "If it's yellow, let it mellow. If it's brown, flush it down." If you can be comfortable with that, it will save a lot of water.
6. Remember to turn the faucets off completely - running water is wasted water.
7. Check toilets for leaks and listen for running (a hissing sound) five minutes after flushing. If you suspect a leak, drip a few drops of food coloring into the tank. If the bowl fills with color, report the leak to the manager or owner.



Outdoors

1. Instead of washing your car with a running hose (that can waste hundreds of gallons) take your car to a commercial car wash that recycles its water.
2. Use a broom instead of washing down walks, patios or driveways with a hose.
3. Water your lawn only when it needs it. Step on grass. If it springs back up when you take your foot off, it doesn't need to be watered. Remember in foggy areas, your landscape needs a lot less water because it evaporates slower.
4. Water during early morning hours.
5. Don't let children play with the hose & sprinklers.

Please note curbside recycling is now available in most areas. Contact your garbage company for more details. You may also take recycling goods to the following:

Grover Recycling	202 So. 3rd. Grover City	489-5544
2117 Riverside Avenue	Paso Robles	238-4678
ECOSLO	45 Prado Rd. SLO	543-4296

or use your yellow pages for more specific recyclers.

MAINTENANCE REQUEST PRIORITY OF RESPONSE

California-West, Inc. is responsible for approximately 1000 residential units in San Luis Obispo County. A request priority system has been developed to ensure that work requests are responded to in an orderly and reasonable manner. The following information will help you when you have a work request need.

SUBMITTING A WORK REQUEST See your resident manager or call California-West, Inc. or submit your request on our website: www.california-west.com
Our office hours are M-F, 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m.

**OUR SLO OFFICE 24 HOUR EMERGENCY MAINTENANCE PHONE NUMBER IS
(805) 543-1357.**

**OUR A.G. OFFICE 24 HOUR EMERGENCY MAINTENANCE PHONE NUMBER IS
(805) 489-9400.**

1. EMERGENCIES:

Anything that has immediate potential to harm life, limb, or property, i.e.:

- Sinks or toilets clogged and nonfunctional without alternatives.
- Water flowing which will cause damage and cannot be contained by bucket, towel or suitable container.
- Electrical sparking which may cause fire.
- Stoves which are leaking gas; **FIRST CALL THE GAS CO. (800) 427-2200!**
- Major drain clogs.
- Outside lighting not accessible and needing replacement.

2. NEXT DAY SERVICE: Any non-life-threatening SITUATION which could become a potential emergency, i.e.:

- Plumbing and non-electrical emergencies that can wait for the next day.
- Apartment doors which don't lock.
- SUBSTANTIAL ceiling leaks.
- Large window breaks.

3. PRIORITY: 2 - 5 Day Service: Scheduled maintenance work request which has a high priority but must be attended to along with others, i.e.:

- Inside door knobs which have broken or become nonfunctional.
- Weather stripping replacement where leaking is occurring.
- Refrigerator not cooling food. **USE ICE IN A COOLER TO MAKE IT THROUGH THE WEEKEND!**
- Mailbox repair.
- Severe insect problem needing special attention.
- Garbage disposal repair or replacement.
- Noisy refrigerator.
- Screen replacement.
- Cabinet handle repair.
- Faucet repair/cold water.
- Etc.

THANK YOU FOR YOUR COOPERATION - CALIFORNIA-WEST, INC.

GENERAL INFORMATION

CAN MY LANDLORD ENTER MY APARTMENT WITHOUT MY PERMISSION?

You have a basic right of privacy which your landlord should respect. Your landlord may enter your place only in the following cases:

- In an emergency
- To make necessary or agreed upon repairs, decorations, alterations or improvements; supply necessary or agreed upon services; or show the unit to prospective buyers, residents or repair workers.
- When you have abandoned or given up the premises.
- As a result of a court order.

Unless it is an emergency or impractical, your landlord should give you reasonable notice of his/her plans to enter, and enter only during normal business hours. Twenty-four hours is usually considered reasonable notice.

GENERAL INFORMATION

CAN I BE FORCED TO MOVE?

A Landlord can give several types of written notices. Usually written notice must be given at least 30 days in advance, yet in certain circumstances, three days' notice is all that is required.

- A three-day notice is given in such cases as when you have not paid the rent, have destroyed or damaged the property, or have violated the rules or regulations of the lease or rental agreement. A three-day notice must state why you are being asked to leave, and if the problem is correctable what you must do to stay. If you correct the problem or if the landlord changes his/her mind and agrees to overlook the problem, the three-day notice is cancelled (and the lease or rental agreement continues in effect) and you do not have to move.

- A 30-day notice is given if the landlord simply wants to end the rental agreement. A 60-day notice is required if tenants have lived in the rental unit for more than one year. The landlord does not need to give a reason unless you live in a federal or state subsidized housing development. A 30-day notice is required if your place has been involuntarily sold (for example, at a judgement or foreclosure sale), unless you have a rental period that is shorter than one month (such as a week-to-week rental, in which case you need to be given only seven days advance notice). However, If your landlord *voluntarily* sold your place, the new landlord assumes the same terms and conditions (for example, the rental agreement or lease) which you had with the previous landlord.

Written notice is only the first step. If you don't move, your landlord cannot turn off your utilities, prevent you from entering your place by locking you out, remove the outside door or windows with the intention of making you move, or remove your personal property from the premises. If the landlord does, you may call the police and file a lawsuit. If you win in court, you may receive actual damages plus reasonable attorney's fees, and up to \$100 for each day of the violation.

When a landlord wants you to move from a month to month rental, the landlord first must give you written notice. If you don't comply with the written notice, the landlord's second step is to sue you in court. A landlord legally cannot walk into your residence and physically remove you or lock you out if you do not comply with a written notice. A landlord must use the courts.

THE EVICTION PROCESS

There are five steps to the eviction process:

1. You receive a written notice from the landlord asking you to move.
2. If you don't move, your landlord files a lawsuit called an "unlawful detainer." In most cases you have only five days to respond.
3. You and your landlord go to court and explain your stories to a judge or jury.
4. There is a court decision.
5. If you lose your case, you must move. If you don't move, the landlord is granted a "writ of possession." Five days after the sheriff has delivered a notice to you or posted it on your door, the sheriff can evict you if you do not voluntarily move out. This is the only way the landlord can have you physically removed from the property.

MAINTENANCE REQUEST CHECKLIST

TOILETS

- Running?
 - If yes, turn off supply line located at back of toilet and call California-West Inc.
- Clogged?
 - Did you try a plunger? Did you flush an object down?
- Leaking?
 - Around the base
 - Between tank & bowl
 - From under lid
 - From supply line
 - Location

GARBAGE DISPOSER

- Clogged or jammed?
 - If yes, clean out, turn with broom handle (gently)
 - Turn with wrench, if available
 - Reset breaker on bottom of unit
- Leaking?
 - Through bottom of unit
 - From drain lines

SINKS

- Clogged?
 - Did you try a plunger?
- Leaking?
 - Dripping from spigot
 - Around faucet handles or spigot
 - From drain pipes
 - From supply lines or shutoff valves

DISHWASHER

- Not washing properly?
 - Use at least 1 time per week or motor may freeze
 - Run LimeAway through cycle when empty to remove hard water deposits
 - Try detergent that works well with hard water

WINDOWS

- Broken?
 - Wood or metal frames
 - Screens O.K.?

HEATING

- Gas?
 - Pilot light lit
- Electric
 - Radiant (ceiling) or wall

HOUSE RULES

1. Nails, tacks, brads, or screws shall not be driven into the woodwork, walls or floors of said premises, nor shall there be any boring or marring of the woodwork or plastering without the express permission of the apartment manager and or management company. Lessee shall be responsible for damage occasioned by violations of this rule. In addition to the above, lessee shall not install anything without approval in advance of the Lessor.
2. Tenants are responsible for replacing light bulbs in their unit.
3. Children are not to play or be unnecessarily in the entrance, stairways, or if applicable, in or near the swimming pool without parental supervision.
4. In consideration of others, tenants or their guests are not to make any disturbing noise at any time. Before 9:00 A.M., and after 10:00 P.M., singing, playing on a musical instrument or operating a television set, stereo or radio is not permitted, if disturbing to other occupants. No loud talking, unnecessary noises or boisterous conduct is permitted at any time. (See City of San Luis Obispo Noise Ordinance 9.12.050).
5. The vestibules, hallways, stairways and other public passages shall not be obstructed by Lessees or their guests, or used by them for any purpose other than to enter or exit their respective apartments.
6. Television antennae or satellite dishes may not be placed on the property without prior written consent of the management and must be installed and removed only by a licensed television installer or management maintenance personnel. Upon removal of antennae, Lessee will be held liable for any damage to the roof
7. No sign, advertisement, notice, door-plate or other similar device shall be inscribed, painted, engraved, or affixed to any part of the outside or inside of said premises.
8. The work of the custodian, janitor, or employees shall not be interfered with.
9. No right of storage is given by the rental agreement. Upon request a limited amount of storage space may be provided if available by the management without charge, at Lessee's risk Carports are for motor vehicle parking only. All other personal property must be enclosed in storage cabinets.
10. Lessees are to pay for broken, damaged or missing articles and for damages caused to the building, its fixtures, furniture and equipment by them, their guests, and/or agents, and/ or employees. The cost for repairing plumbing stoppages caused by tenant disposal of inappropriate items down toilets, sinks, tub, or shower drains, will be charged back to tenant. Tenants are advised not to use any off-the-shelf products to clear drains. Any damage to pipes due to drain cleaners will be charged to tenants.
11. Tenants are expected to keep their units in clean and sanitary condition. Please use bleach if necessary in order to prevent the accumulation of mold and mildew
12. Lessor will not be responsible for loss of property of Lessees through theft or otherwise.

YOUR SECURITY DEPOSIT

HOW DO I GET MY DEPOSIT BACK?

Your security deposit ensures that your rental unit will be in good condition for re-rent when you move out. Any cleaning & excessive painting, repairs or other expenses incurred during your tenancy above and beyond normal wear and tear only will be deducted from your security deposit.

You should inspect your apartment when you move in and fill out a check list describing the condition of things. A check list has been provided for your use.

MAY I USE MY SECURITY DEPOSIT FOR MY LAST MONTH'S RENT?

Your security deposit is **NOT** a last month's rent payment and may **NOT** be used as such.

WHAT IF THERE'S SOMETHING WRONG WITH THE APARTMENT BEFORE I MOVE IN? WILL YOU TAKE THAT OUT OF MY SECURITY DEPOSIT?

When you move in, you will be given a property condition form to fill out. Be sure that any problems are noted on this property condition form. This condition form is a statement of the condition of your unit when you move in. This protects you upon move out. Please return this sheet within 5 days after MOVE IN. If you do not return your move in property condition form, we will use our move in condition form from our walk thru inspection.

WHAT IF I MOVE OUT BEFORE MY ROOMMATES DO? DO I GET MY SECURITY DEPOSIT BACK?

California-West, Inc. does not split-up security deposits. If you should move out and your roommates continue to live in the unit, you and your roommates should negotiate your share of the security deposit and they should return it to you. When there is a change in tenants the appropriate office must be notified. New tenants must ALWAYS be approved by California-West, Inc. BEFORE they move into the property.

HOW MUCH NOTICE DO I HAVE TO GIVE WHEN I DECIDE TO MOVE?

First, always give written notice of your plans to leave. Oral notice is not legally valid even if you have an oral rental agreement. If you don't give proper written notice, you may have to pay additional rent. Normally, If you pay rent once a month, you should give your landlord a written notice that you intend to move 30 days in advance. However, it is possible for you and your landlord, at the time you move in, to agree to a shorter notice period.

Your notice of departure does not have to correspond to a due date for rent. You can pay rent on June 1, give 30 days notice on June 10, and move out July 10. Of course, you still have to pay the first 10 days of rent for July. You have to pay for every additional day you remain on the premises. If you move out early, you should try to make an arrangement with your landlord that if someone else moves in, the new resident will pay the remaining portion of the rent, and you will receive that portion back.

WE'RE ALL MOVING OUT AT THE SAME TIME, BUT ONE OF MY ROOMMATES DID LOTS OF DAMAGE AND WE DON'T WANT TO BE PENALIZED.

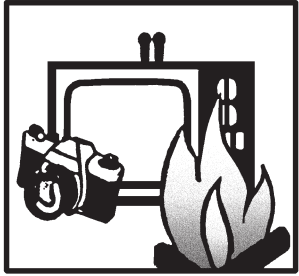
Again, California-West, Inc. will not split up security deposits nor get involved in disputes between roommates. The security deposit refund check will be made out to ALL the roommates on the rental agreement unless prior written approval has been received from ALL the residents. You and your roommates will be responsible for negotiating how your refund will be split.

CAN I GET INTEREST ON MY DEPOSIT?

Current California laws do not require that you be paid interest on your deposit.

RENTER'S INSURANCE

If you rent..... you need special protection



Get protection against loss of furniture, clothing, or most other personal possessions, and for your personal liability too.

California-West urges all residents to acquire renters insurance for all your personal belongings. Should your unit have a fire, smoke damage, earthquake, power surge, high winds, tornado, hail, flood, explosion, damage from vehicle or theft and vandalism, ect., the owners insurance does not cover your personal items. Their insurance covers the building only.

You may obtain renters insurance through any insurance company. The cost varies on the amount of coverage you will need to cover your property.

YOUR BELONGINGS ARE VALUABLE -- PROTECT THEM

HOUSE RULES

13. Any drape or curtain rod (bracket or track), or any blind, carpeting, lighting fixture, or any other item whatsoever installed in or upon the premises by Lessee, after first having obtained the consent in writing of Lessor, shall become a part of the realty and shall not be removed by the Lessee unless he/ she obtains the written approval in advance of Lessor. Lessor reserves the right to instruct Lessee to remove all or any of those items heretofore mentioned and upon termination of this lease, if Lessee is so instructed to do, Lessee shall so remove such article or articles and place the premises back in the same condition they were prior to the installation of said article or articles.
14. Any vehicle maintenance conducted on the premises is strictly prohibited. Disposing of any toxic or environmentally hazardous vehicle material on or about the property is not permitted; violators will be subject to the municipal regulations administered by the local government authorities. All vehicles parked on the property must be operative.
15. Lessee shall not keep pets on the premises without approval in writing of the Lessor.
16. Prior agreements may exist. Any addendums to this list must be presented to resident manager in writing.
17. No Sublets! (Refer to rental agreement)
18. Abuse of regulations may result in being asked to leave the rental unit.

SWIMMING POOL POLICIES

Your assistance is needed to make our pool fun, safe and sanitary. Cooperation in following these swimming pool policies will allow pleasant relaxation and recreation for all.

1. Pool hours are 9:00 a.m. to 10:00 p.m.
2. The pool use is reserved exclusively for residents and their guests. Residents are responsible for the conduct of their guest.
3. No food, glass or alcoholic beverages are allowed in or around the pool area.
4. No running & jumping or other noisy, disruptive or dangerous behavior is allowed in or around the pool area. NO DIVING.
5. Please exercise common courtesy when using radios, cassette players or other musical instruments in or around the pool.
6. Please protect the pool furniture from suntan oils or lotions by using towels or other covers and be sure that you shower and are reasonably "oil free" before entering the pool.
7. Management is not responsible for the loss of or damage to personal belongings. Please take all personal articles with you when leaving the pool area.
8. Diving off the roof or balcony walkway into the pool is strictly forbidden, and will result in immediate termination of residency.
9. Please do not hang wet towels or swimsuits over the balcony railings or pool fence to dry.
10. Please exercise due care and caution in and around the pool area. Persons using the pool do so at their own risk. NO LIFEGUARD IS ON DUTY. Safety equipment is to be used for emergency purposes only.
11. THE MANAGEMENT RESERVES THE RIGHT TO DENY USE OF THE POOL TO ANY PERSON.

OVERCROWDING

Do overcrowded conditions exist at the residence? You may be forced to move out if overcrowded conditions violate zoning or safety codes.

If you rent or lease a home in the R-1 or R-2 zones, certain standards apply. These standards include number of bathrooms, parking requirements and square footage per person. A permit is required if over five adults occupy the residence.

NOISE DISTURBANCES

SAN LUIS OBISPO MUNICIPAL CODE 9.12-050

A. Noise disturbances prohibited.

No person shall unnecessarily make, continue or cause to be made or continued, or permit or allow to be made or continued, any noise disturbance in such a manner as to be plainly audible at a distance of fifty feet from the property site, building structure, or vehicle in which it is located and shall be considered prima facie evidence of a violation of this section.

NOISE CITATION FINES: \$300 - \$1000

The new City Noise Ordinance goes into effect **Friday March 5th, 2010**. There will be significant changes in how the San Luis Obispo Police Department responds to noise complaints.

- Residence will be eligible to receive **only 1 noise warning** or DAC
- Residences will then be on the Premise list for **9 months** (previously 6 months)
- While on Premise list, SNAP does not respond and officers responding can issue citations for further violations. Noise citation fines remain the same:
 - First Violation: \$350
 - Second Violation: \$700
 - Third Violation: \$1000

Other changes to the new Noise Ordinance include:

- Property owners will receive a notice when their tenants have received a DAC and they will receive their own citations and **fin**es if they allow further noise violations at the residence.
- **First time** noise citation recipients have a community service option, rate of \$10 per hour, total 35 hours served within three months or pay a monetary fine.

For more information go to the SLOPD website at slopd.org or SLOPD Facebook page "City of San Luis Obispo Police Department," or contact the SLOPD Neighborhood Services Manager at 805.781.7186