

# Stott Property Management

A Division of Stott Real Estate, Inc.

970 N. Kalaheo Avenue C114

Kailua, Hawaii 96734

808-254-5558 or 1-800-922-6811 or [stottpm@aloha.net](mailto:stottpm@aloha.net)

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Aloha, and thank you for renting from Stott Property Management. We hope your new home is everything you hoped it would be. The property owner has hired us as their agent to represent them in handling and protecting this investment for them. While your rental agreement and the Landlord-Tenant Code are fairly complete we feel it is important to further outline and clarify rights and responsibilities of both you as a resident and Stott Property Management as landlord.

I consider you a resident who deserves a quality of lifestyle as if you owned this home. I want to keep this home in *as good or better* condition as on the day of your checkin. It is your responsibility to inform me of any breakdowns, leaks, malfunctions or other problems that can arise in any home. I assure you that I will handle any concerns of yours in a timely and professional manner.

Please read the following few pages thoroughly as we have found that doing so prevents many future misunderstandings. If you have any questions or suggestions please do not hesitate to call me at 254-5558.

Welcome again,

Mike Stott  
Property Manager

## General Items

**Payment of Rent** must be made to our office on or before your due date as written in paragraph 7 of your Rental Agreement. Make checks payable to Stott Property Management and please write down the address of your home on the check. We prefer not to accept cash but will accept cashiers checks, money orders and personal checks (providing there have been no "bad checks.") If you have a problem paying your rent on time please call us and discuss the circumstances. Open lines of communication are essential in resolving any differences. Failure to pay the rent or returned checks/insufficient funds will result in additional late and/or legal fees charged to you. If you plan to pay in person or stop by at our Kailua office please call ahead to make sure someone will be available to help you. If your check is returned by your bank you will be charged \$20 and Stott Property Management will not accept personal checks; you must pay with a money order or cashiers check.

**Your Security Deposit** is held in an escrow account here in Hawaii. **The security deposit may not be used to pay rent under any circumstances!** When your lease is terminated and your checkout is completed and all keys/openers have been returned your deposit will be returned to you less any charges against it (see paragraph H on the reverse of your Rental Agreement and sample charges in this booklet) within fourteen (14) days . It may *not* be used as your last months' rent.

**The Inventory and Condition Form** is very important as it will be used in checking you out of this property. Any damaged or broken items not listed on the inventory and condition form at check-in will be assumed to have been caused by you and you will be responsible for the repair/replacement of such items. Normal wear and tear are not your responsibility. You have ten (10) days from the date of occupancy to change or amend your inventory and condition form. If you find any problems in your home please let us know within the ten day period.

**Insurance** for your personal belongings is strongly encouraged. Owners insurance does not cover any of your personal property under any circumstance. A *Renters' Insurance* Policy is easily and inexpensively obtained and will protect you from loss. If you have a waterbed it is required that you obtain waterbed insurance (approximately \$100 per year) to protect yourself from liability should your waterbed rupture.

**Periodic Inspections** will be made approximately every six months to protect your and the owners' interests. This inspection should take between thirty minutes and one hour and is normally coordinated around the lease renewal. A video or photos may be taken at this time.

## Emergency Procedures

Occasionally an emergency will occur. A prompt and proper response by you will save you, the owner, and Stott Property Management time, money and frustration.

**Water cut off valves:** are located under each sink, by each toilet, and by the washer if a particular leak occurs. For a burst pipe there is generally a water shut off valve outside the house / unit . Please become familiar with the location and operation of these shut offs.

**The Circuit Breaker** or fuse box is used for shutting down electrical power. Become familiar with the location and switches.

**If there is a fire** use a fire extinguisher or call the fire department immediately. Then call Stott Property Management at 254-5558

**If an appliance breaks it is generally NOT an emergency. Emergencies are burst pipes, a burst water heater, and/or a fire.**

Try to call Stott Property Management at **254-5558** if a problem occurs. If there is an emergency and you can't reach us please use common sense in handling it. The following are some sample "emergencies" and recommended responses.

<b><u>Problem</u></b>	<b><u>Is this a Real Emergency?</u></b>		<b><u>"Emergency" Solution</u></b>
Burst Water Pipe	Yes	Call Stott	Call a Plumber
Broken Refrigerator	No	Call Stott	Buy styrofoamcoolers, Neighbors' Refrig? Rent an appliance
Ruptured Water Heater	Yes	Call Stott	Call a plumber
Broken Disposal	No	Call Stott	Don't use until fixed
Clogged Toilet/Drain	No	Call Stott	Don't use until fixed
Roof Leaks	Depends	Call Stott	Move valuables, install a bucket
Excessive Noise	No		Call the Honolulu Police Department

*Please use "common sense" when any problem occurs feel free to call us Monday through Friday 8:00 until 5:00 p.m. if you have any questions.*

## General Questions and Answers

### **1) Something breaks what do I do?**

Call us during normal business hours and discuss the problem with us. General maintenance and wear/tear items (light bulbs, stovetop drip pans, window cleaning, yard watering) are the tenant's responsibility. Big items (like those covered on the emergency list) are generally the owners' responsibility. In many cases clogs and disposal jams are tenant caused and therefore your responsibility. If there is an item needing replacing (a toilet seat or a screen) we can often times have the owner pay for the materials if you'll provide the labor.

### **2) You are sending out a repair person - are you going to let them into my home?**

In most cases we won't be going out unless the repair/improvement is a big job. On minor repairs the repair person will schedule with you.

### **3) We want to renew our lease what do we need to do?**

Call us and assuming it fits the owner's plans and you have proven to be a reliable tenant we'll coordinate the new lease.

### **4) We want to end our lease early what are the penalties?**

You are responsible for the terms of your lease. If you are on a fixed lease you may be liable for the full rent owed. We try to work with you in finding a replacement tenant but there will be advertising and vacancy costs. On a month to month lease you need to give us 28 days written notice prior to vacating. If you are in the military and you get orders to move you must give us 28 days written notice and a copy of your orders.

### **5) We have lots of bugs- what do we do?**

If you've just moved in call us and we'll discuss remedies. If you've been in the unit for awhile it is your responsibility to care for. We suggest the roach motels, bait traps, and the fumigators available at the local stores.

### **6) We're going out of town for a few weeks, do we need to notify you?**

Yes, F7 on the reverse of your rental agreement states that you must notify us in writing for any absence longer than 5 days.

### **7) We're getting ready to check out - do we need to do anything special?**

Our checkin and checkout procedures are fairly extensive. If requested we will send you a "Suggested Checklist for Vacating Tenants" form. You must clean the unit thoroughly including all windows, screens, appliances(inside and out), and ceiling fans.

## Tenant Move Out Information

When the home is completely vacated a complete checkout/inspection will be done. Please arrange the formal checkout after the the home in good order and completely cleaned. If this is not done deductions from your security deposit will be made. The following is a listing of sample deductions:

Complete cleaning of home	\$400
Windows not cleaned	\$15 per window
Dirty Stove	\$35
Dirty refrigerator	\$35
Large hole in wall (3" or larger)	\$50 per hole
Excessive nail holes not patched & painted to match (not marked on Inventory & condition form)	\$10 per hole
Excess debris/rubbish	\$50
Removal of furniture	\$30 per piece
Lost pool or security key (fee varies widely)	\$100
Changing locks	\$40 per lock
Damage to doors/trim	\$35
Home painted or papered w/o permission	\$250 per room
Damages to hardwood floors or coverings	As per invoice bid
Uncleaned tile floors	\$15
Broken louvers cranks	\$25 each
Broken windows	As per invoice bid
Damaged Screen	\$15 per screen
Chips in appliance or porcelain finish	\$40 per item
Decals	\$20
Missing light bulbs	\$2.50 per bulb
Fire extinguishers missing or damages	\$35
Smoke detectors damaged or missing	\$35
Carpets not cleaned	As per invoice bid
Flea Treatment not done (if required)	\$180
Unpaid late charges or fees	Amount unpaid as per lease
Lawn/Yard Damage	As per invoice bid
Pool care not done (if required by lease)	As per invoice bid
Other tenant damage	As per invoice bid

# Important Information

**Stott Property Management**  
**970 N Kalaheo Ave C114**  
**Kailua, HI 96734**  
254-5558 (office)  
254-3166 (fax)  
stottpm@aloha.net (email)

Unless otherwise indicated on the front page of your lease you are required to transfer/start service for all utilities for your rental. The following are numbers you may need to call:

<b>GTE Hawaiian Telephone</b>	643-3456
<b>Board of Water Supply</b>	527-6184
(also includes sewer service for houses with sewer service)	
<b>Hawaiian Electric Company</b>	548-7311
<b>Oceanic Cable</b>	625-8100
<b>The Gas Company</b>	526-0066
<b>Trash Pickup Days</b>	523-4685
<b>Bulky Item Pickup</b>	In front of phone book

## **Resident Manager**

Must call 24 to 48 hours before planned move - may not be able to move on Sundays or after hours.

## **Emergency Plumber**

A1 Budget Plumbers	262-3747
	377-3747
	526-3747
	627-1919