

We are Humboldt Property Management, a division of Humboldt Realty, Corp. Our main offices are centrally located in downtown Arcata, which allows us to serve the area from Trinidad in the North to Rio Dell in the South and East to Redwood Valley.

**Our licensed and experienced Property Managers** and support team attract and retain high quality tenants. The following is a list of the services we can offer you. Of course we can tailor a program to meet your specific needs. Just ask.

**Marketing:** We advertise in the Times-Standard newspaper, have a pre-printed list of all our vacancies available to the public at all times and have a website at [www.HumboldtRentals.com](http://www.HumboldtRentals.com). Our vacancies are also picked up by rental listing services at no cost to you, the owner.

**Showings:** We do all showings to prospective tenants in person. If the tenant decides that they would like to apply for the property then they fill out an application. There are three steps we take in processing the application. First we review their rental history. Second, we verify their employment and income. Lastly, we run a credit check on all prospective tenants.

**Rental Contracts:** California's rental laws these days are slanted in favor of the tenant. This being the case we use very clear and concise forms for our contracts which are approved by the California association of Realtors.

**Move-In and Move-Out Inspections:** A complete walk through is made of the property with the tenant at move in to verify any pre-existing conditions then the same is done at move out to determine if there are any

charges to the security deposit. The tenant signs off on both inspections so that there can be no doubt as to the move in and move out condition of the property.

**Rent Levels:** We are constantly keeping up to date on current market rent levels. We're continually reviewing all our properties to make sure that the rent levels remain consistent with the current market trends therefore maximizing the income on your property.

**Collection of Rents:** We collect all rent monies from the tenant in the beginning of the month. Rent is due on the first and if it is not paid by the fifth then a late charge is assessed to them. We will serve three-day notices to pay rent or quit to the tenants if the rent becomes delinquent.

**Accounting Procedures:** We provide a complete financial accounting to our owners each month. This report will detail the daily activity of the account along with a complete overview of all receipts and expenses for the month. At the owners option we can pay all of the property bills from the operating account of the property including mortgages, taxes and insurance. By paying all of the bills through the account you will receive a very easy to read year-end statement detailing all income and expenses for the year. Also please note that all of our fees are fully tax deductible.

**Maintenance:** We do have a 24-hour emergency maintenance hotline so that the tenants can report any problems to us right away. We have dealings with a wide array of different vendors and since we do a large volume with them they generally offer us a good discounted rate. Of course if an owner has a particular vendor which they prefer it is not a problem for us to call them when the need arises.



The Humboldt Property Management (HPM) staff

### How can we help you?

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# Landlord/Investors

Fall 2006

Newsletter



Presented by Humboldt Property Management

Management - Leasing - Maintenance

## Property of the Month: New luxury in Arcata Plaza

Built in 2005, these units are some of the newest and most luxurious apartments in Arcata. The 3rd floor units have nice views of the Arcata Plaza. The 1,2 & 3 bedroom units all include tile counter tops and stainless steel appliances with hardwood floors in kitchen, tiled bathroom's, laundry hookups, large livingrooms, alarm system and security entrance with elevator.



Humboldt Property Management  
954 H Street  
Arcata, CA 95521

Deliver To:

## Written condition reports are vital documents in relationship with tenants

This quarter I would like to stress the importance of documenting the condition of rental units when tenants are moving in or out of rental units.

When a new tenant moves into a unit a complete written condition report should be filled out which is signed by both the landlord/property manager and the tenant. This form should be broken down into each individual room and detailed notes made about any blemish's on the floors, walls, doors, windows etc.

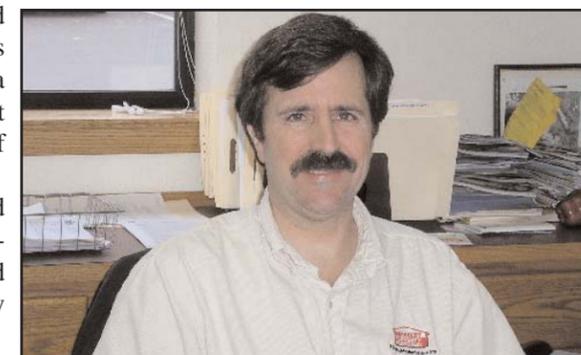
Condition of any appliances should also be noted. The more accurate and detailed a report is the easier it is to prove whether a tenant is responsible for any damage when they vacate the property.

When a tenant moves out a new report should be filled out and then compared with the report done at move in. Any damages not noted on the move in report can

then be clearly determined and charged against the tenant's deposit. It is also a good idea to take pictures at move out especially if there are a lot of repairs and cleaning needed.

If you ever have to defend yourself in court a picture certainly is worth a thousand words and will go a long way towards proving your case.

One last note regarding move outs. When you receive a 30 day notice from one of your tenants, did you know that you were required by law to offer them in writing that they have a right to request a pre-move out inspection? It is very important that you do this as we have seen small claims cases go against owners just for the fact that this was not offered to them in writing.



Alan Gunn  
Senior Property Manager

It did not matter that they had done damage to the unit--they got their full deposit back just because they were not offered the inspection.

If you follow these tips you will have a much easier time when your tenants vacate.

**Property Maintenance Tips:**  
Bathrooms could use attention after heavy traffic summer months



**Norman Day, Maintenance Technician**

Check the joint where the tub/shower stall meets the sheet rock. This area is an all too common place for water damage. Make sure the caulking is in good order, and caulk again, if necessary, with a good 100% silicone caulk.

A good coat of paint in the bathroom will also keep out moisture. I would recommend the use of an anti-mildew additive in the paint because of the constant high levels of humidity.

Install a bathroom fan that comes on with the light switch, so air is circulated every time someone is in the room. The fan is a major factor in reducing the moisture in the bathroom, especially for hot showers and baths.

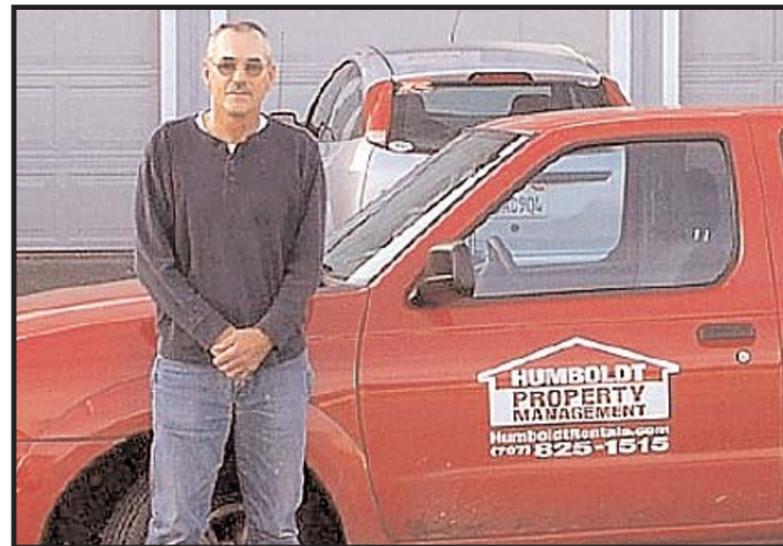
Any new repairs to toilets or sink faucet should include an anti-seize compound to any nuts, bolts and screws. I can't count the number of times when a simple wax ring replacement turned into a larger project. The bolts may have to be cut off, and you could end up with a broken toilet flange. Use new flange bolts coated with anti-seize compound, and you can even get one step further by using stainless steel nuts and fender washers in place of the zinc coated nuts and oval washers that come with the kit. It is inevitable that they will rust.

Another good place for anti-seize compound is the basin nuts that hold the faucet in place. If an old faucet needs to be removed, a lot of costly time is added to the job, if the nuts are stuck and need to be removed with a nut splitter.

[www.humboldtrentals.com](http://www.humboldtrentals.com)

**Call Us**  
**(707) 825-1515**

**Serving Northern California Since 1962**



**FEATURED TEAM MEMBER**

**BRUCE MATHESON**

I moved to California in 1953 and graduated from Ferndale High School in 1964. I attended College of the Redwoods for two years, and owned my own business in Eureka for twenty-one years.

I have worked in the rental maintenance field since 1988 and for the last two years have worked in the office of Humboldt Property Management as the maintenance coordinator.

**Humboldt Property Management**  
Residential Commercial Lt. Industrial  
HumboldtRentals.com

Home Showings Notify Me Maps Forms Utilities How to Apply Maintenance Commercial

Sort By: Rent Printable Version Filter Listings Clear Filter

OUR LIST IS CONSTANTLY BEING UPDATED AS AVAILABILITY CHANGES. IF WE CURRENTLY DO NOT HAVE ANYTHING WHICH MEETS YOUR SPECIFICATIONS GO TO **NOTIFY ME** AND WE WILL AUTOMATICALLY E-MAIL YOU WHEN A NEW PROPERTY BECOMES AVAILABLE.

PROPERTY MANAGEMENT OFFICE HOURS: MONDAY - FRIDAY 10:00 AM TO 5:00 PM  
\*\* OUR RENTALS REQUIRE: APPLICATION FROM ALL TENANTS (WITH A \$10.00 NON-REFUNDABLE APPLICATION FEE), SECURITY DEPOSIT, REFERENCES, CREDIT REPORT, ONE YEAR LEASE, NO SMOKING AND NO PETS UNLESS OTHERWISE NOTED BELOW. ALL AVAILABLE DATES SUBJECT TO CURRENT TENANT VACATING PREMISES. ALL UNITS SHOWN BY APPOINTMENT. PLEASE DO NOT DISTURB EXISTING TENANTS.

List Updated 8/28/2006  
**CURRENTLY AVAILABLE**

**HOUSES**

**1700 STROMBERG, ARCATA (Map)**  
3 BDRM 1 BATH Rent: \$1,400 Deposit: \$1,500  
STOVE, DISHWASHER, REFRIGERATOR, GARAGE, DOUBLE GARAGE, LAUNDRY HOOKUP, STORAGE SHED, NEW PAINT, FENCED YARD, FORCED HEATING UNIT, WINDOW COVERINGS, FIREPLACE  
Showings: 8/28/2006 10:45 AM  
Click For Full-Size Photo

**3527 GREENWOOD HEIGHTS, KNEELAND (Map)**  
X-Street: REECER  
3 BDRM 2 BATH Rent: \$1,300 Deposit: \$1,400  
STOVE, DISHWASHER, REFRIGERATOR, LAUNDRY HOOKUP, FORCED HEATING UNIT (HOLD NOT DRIVE BY THIS PROPERTY!!!!!! THE GATE IS LOCKED AND YOU WILL BE TRESPASSING YOU MUST BE GUIDED BY AN AGENT TO VIEW THIS PROPERTY!!!!!! THIS IS A RURAL PROPERTY RUNS OFF PROPANE TANK, WELL WATER & EVERYTHING RUNS OFF ELECTRICAL. EXTRA ROOM COULD BE OFFICE OR EXTRA BEDROOM, LARGE DECK, BREAKFAST AREA HAS WOOD STOVE & LIVINGROOM HAS FIREPLACE. GARBAGE DISPOSAL  
Showings: 8/29/2006 3:00 PM  
Click For Full-Size Photo

**2506 PINE STREET, EUREKA (Map)**  
X-Street: BUHNE PETS CONSIDERED  
4 BDRM 2 BATH Rent: \$1,250 Deposit: \$1,350  
STOVE, REFRIGERATOR, WASHER/DRYER, GARAGE, LARGE FENCED YARD, NEW PAINT, FENCED YARD, FORCED HEATING UNIT, TENANT MAINTAINS YARD, WINDOW COVERINGS, NORTH-TO-NORTH BASIS  
WOODSTOVE, DINING ROOM HAS HARDWOOD FLOORS. PETS CONSIDERED  
Click For Full-Size Photo

See Our Website. Updated Daily

**Letter: HPM's maintenance team saves the day, and BBQ party**

I wanted to write and thank you for all the fantastic customer service I have received from your office at Humboldt Property Management, both Alan and the front office team and Bruce and his maintenance crew.

This letter in particular is about an incident that occurred last month in which everyone came to my rescue and literally "saved the day" And the party I was throwing that evening.

I am an older (and exhausted) returning student to HSU. I had spend the morning at classes, and then spent several hours shopping for food and decorations for a birthday BBQ I was hosting for a friend that evening.

I arrived home with only three hours to spare before guests were to begin arriving. Needless to say I was already in a panic over time and was rushing in the house with my hands full of groceries when the sound of running water met my ears. I froze in my tracks trying to figure

out where the sound was coming from. I thought the toilet must be overflowing. I dropped the groceries and ran to the bathroom.

Well there was water everywhere, but not from the toilet bowl. I'm not sure what happened but somehow the back tank sprung a leak. So everytime it drained on to my floor, the tank filled back up and drained back onto the floor again. I can't even imagine how many hours this went on. It resembled a biblical flood.

I grabbed the phone and called HPM and asked the girl who answered to put me through to the maintenance line. (I know that even when I get a recording I am always called back immediately, so I wasn't concerned about leaving a message. I love Bruce and the boys.)

Anyway, the girl could tell I was on the verge of a breakdown and asked me to tell her what was going on instead. She put me on hold for maybe one minute,

and Alan got on. I was in tears at this point and told him what happened. He stepped me through turning off the water, and told me to sit tight and not worry.

Considering the service I have always received in the past, I took Alan at his word and started mopping up. Within 15 minutes of my call, two pickup trucks pulled up in front of my house. The guys went in and looked at my 1940s era toilet, laughed, and decided it needed to be replaced. One guy left to get a new toilet as the other began to remove the old one.

Literally from the time I called HPM's Arcata office until the time my new toilet was installed and the guys left, ***it had been less than one hour.*** I always brag about what a great management company I have. This one is really above and beyond great customer service. Thank you so much. You saved the day and definitely my friend's birthday party.

**Sheila Ryan**  
**Eureka, July 2006**

*Please call us, if you would like to advertise in a future issue.*

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