

# WELCOME TO



## NEW TENANT WELCOME GUIDE

Thank you for renting from PPG! We are excited to have you as a tenant and look forward to a great relationship throughout your tenancy. This packet will help answer any and all questions and streamline your experience.

[PPGPROPERTYMANAGEMENT.COM](http://PPGPROPERTYMANAGEMENT.COM)

15411 WEST WADDELL ROAD SUITE 106  
SURPRISE, AZ. 85379



# CONTENTS

MOVE IN PROCESS.....1

TENANT PORTAL ACTIVATION  
AND OVERVIEW.....2-4

MAINTENANCE.....5-6

RENEWALS/INSPECTION  
PROCESS.....7

MOVE OUT PROCESS.....8

CONTACTS.....9



## MOVE IN PROCESS

Prior to your move-in date, make sure ALL utilities are turned on in your name and all deposits have been submitted to PPG Property Management.

Electric, Gas, Water, Sewer, Proof of Renters Insurance\*, Security Deposit

- Renters Insurance can be uploaded through your tenant portal or emailed to [tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com)
- Tenant has the option to purchase their own personal Renters Insurance or go through appfolio tenant portal (Tab: Insurance)

PPG Property Management will complete a walkthrough with you and provide you with keys and a "Move In Condition" sheet that you need to sign & return within 5 days of move-in (see attached Move-In sheet). This form will help you document the condition of the home. If there is work needed, please place a work order through the online portal in your maintenance tab. Please create a separate work order if the issues are not related to each other. (Please refer to Maintenance Portion page).

Example:

One work order for any/all plumbing issues

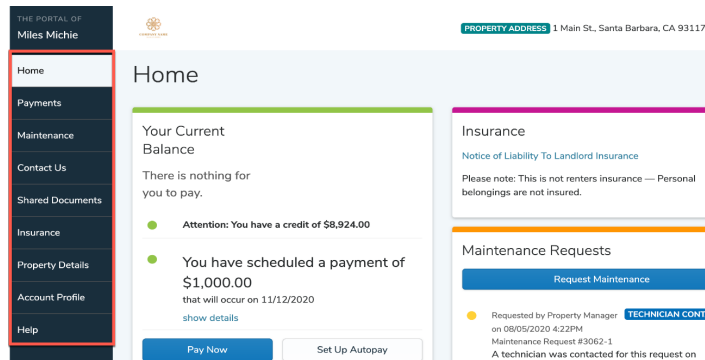
Second work order for any/all electrical issues

Doing this will allow our maintenance team to get your work orders assigned in a faster, more organized manner.



## TENANT PORTAL ACTIVATION AND OVERVIEW

Tenant Portals are to securely pay recurring charges (if you are enrolled in our online payments platform), submit maintenance requests, access shared documents and more. If you are going to be using a web browser for your tenant portal, please save the original activation link that was sent upon your approval. The Online Portal is also accessible from any mobile device, iOS app or Android Google Play



Home - Displays important information such as account balance, upcoming charges (from the 17th through the end of the month) and maintenance requests. Tenants will also see the option to purchase a renters insurance policy.

- Payments - Submit one-time payments, set up auto payments, edit or delete auto payments, or view an Account Ledger.
  - Charges show up to 15 days in the future.
  - A message says if there is an existing credit on the account. Even if there is a credit, outstanding charges show in full but the balance due is adjusted for the credit.
- Maintenance - Submit maintenance requests with photos, or view a history of submitted requests.
- Shared Documents - View or download documents.
- Account Profile - Change a number of different settings including login credentials, contact phone number or language (Spanish only).

HELLO Alexander Calderon

PROPERTY ADDRESS 820 W G St., San Diego, CA 92101 | Log Out

Pay via Card **Pay via eCheck** ←

Online payments have industry standard transaction fees. If you pay directly from your bank account, we'll waive the fees.

**Account Holder**

Select account type \*

Personal  
 Business or Commercial

First Name \*

Account Holder

Last Name \*

Account Holder

**Account Information**

Where can I find this information?

Routing Number \*

Routing Number

Account Number \*

Account Number

Confirm Account Number \*

Account Number

This account is \*

Checking  
 Savings

Save this payment method

**Continue** Cancel Payment

**PayNearMe PaySlip**

Take this PaySlip to a participating store and tell the clerk to follow the steps below.  
\*A \$3.99 processing fee applies, \$2000 maximum per transaction (\$1500 at 7-Eleven)  
\*Keep your receipt for proof of payment

Appfolio

Lleve esta boleta de pago a una tienda participante y diga al cajero que siga las instrucciones de abajo.  
\* Se aplica una cuota de \$3.99 por procesamiento, máximo \$2,000 por transacción (\$1500 en 7-Eleven)  
\*Guarde el recibo como prueba de pago

For/Para: Anonymous Bentonville, AR 72712

- Go to a nearby store  
Take this PaySlip and cash to the store. You can locate a store at [www.paynearme.com/locations](http://www.paynearme.com/locations)
- Give this PaySlip to Cashier  
Ask them to follow the specific instructions below for their store
- Get your receipt  
Keep the receipt as confirmation of your payment

**CVS Cashier Instructions**

- Customer pays any amount
- Scan barcode
- Key in the desired amount of payment and press Total
- Collect the payment from the Customer and tender the transaction
- Provide the Customer with the receipt

**Walmart Sales Associate Instructions**

- Customer pays any amount
- Scan barcode
- Key in the desired amount of payment and press Total
- Collect the payment from the Customer and tender the transaction
- Provide the Customer with the receipt

**Casey's Sales Associate Instructions**

- Customer pays any amount
- Scan barcode
- Key in the desired amount of payment and press Total
- Collect the payment from the Customer and tender the transaction
- Provide the Customer with the receipt

Problems? Call for help 24x7 (888)714-0004 — Payment code: 09QH2U

Added Fees when paying with:

C.C. – up to 3%

Debit - \$9.99

E-Check – no added fees

Pay Near Me Fees -

HELLO Carlos Aleman

PROPERTY ADDRESS 820 W G St., San Diego, CA 92101 | Log Out

1 Payment Method      2 Verify Details      3 Confirmation

**Pay via Card** Pay via eCheck

To provide you with simpler pricing, our fees for online payments are as follows:

Credit Card: 2.99% of the total amount per transaction (with a minimum fee of \$3.50)  
Debit Card: \$9.99 flat fee per transaction

Card Number \*

Name on Card \*

Carlos Aleman

Valid Thru \*

Month Year CVV \*

3-digit code on the back of your card



Tenants may place a work order through the tenant portal.

Tenants will receive a confirmation message and can review their submitted request on the **Maintenance** tab.

Tenants will then have the ability to add any preferred maintenance times.

They will have access to follow up on the history and status of each work order.

HELLO  
Emily Anderson

Home

Payments

Maintenance

Contact Us

Shared Documents

Insurance

Property Details

View Another Unit

Account Profile

Help

PROPERTY ADDRESS 1669 Danjur Street - 202, San Diego, CA 92129 | Log Out

## Maintenance

### Create A New Maintenance Request

What needs attention? \* 1  
(Max 950 characters)

The sink drains really slowly in the kitchen.

2 Add Photos maxresdefault (1).jpg added

To resolve the issue as quickly as possible, do we have permission to enter the residence? \* 3

Yes

No

N/A - Entry not necessary

4  Is there anything maintenance should know about entering the residence?  
(We will do our best to accommodate your request. Max 150 characters)

I have a small dog.

Submit Request Cancel

✓ Success! Your Maintenance Request has been sent to Management Company. CA 92129 | Log Out

## Maintenance

### Maintenance Requests

Request Maintenance

● The sink drains really slowly in the kitchen. RECEIVED  
Requested by You on 03/06/2020 3:28PM  
Maintenance Request #526-1  
This request was received 0 minutes ago.  
Request Cancellation



## MAINTENANCE

All work orders must be placed through the tenant portal. If your portal is unavailable for any reason, please email your maintenance request to [maintenance@ppgpropertymanagement.com](mailto:maintenance@ppgpropertymanagement.com).

Your work order will be assigned, and a vendor should contact you within 48 hours.

**Who does what – Management will make any necessary repairs within a reasonable time.**

**You will not be reimbursed for any unauthorized repairs you make.**

Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs
- Replace heat – A/C filters EVERY MONTH
- Re-light gas furnace or hot water heater. (Our tech can relight for an add'l fee)
- Replace washers in faucets
- Maintain front and back landscaping to HOA standards. (Please refer to CC&R's for more details)
- Replace smoke/carbon monoxide detector(s) batteries every year.
- Please notify PPG Staff if smoke/carbon monoxide detector(s) are completely not working.
- Replace Sprinkler heads

Examples of repairs management will make at Owner's expense:

- Repairs to A/C – heat systems\*
- Replace heating element in hot water tank\*
- Repair rook leaks/repair the roof\*
- Repair or replace any part of plumbing under sinks or behind walls\*
- Repair or replace any broken electrical components\*
- Repair/paint any rotted wood (please <sup>5</sup>notify PPG Staff)





## MAINTENANCE

### Examples of repairs for which you will be held responsible:

- Please replenish water softeners with salt MONTHLY
- Repair or replacement of A/C unit due to not replacing the filter on a regular basis
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings caused by pets, smoking, children, guests or any unusual or unreasonable use
- Windows/ glass breakage not caused by heat
- Damage to fences, outside walls, shrubbery, trees, or planting

Tenant shall be charged for any service call fees and repair cost if noted as tenant damaged or negligence

In case of an emergency please contact the office 602-374-2302 or email [maintenance@ppgpropertymanagement.com](mailto:maintenance@ppgpropertymanagement.com)

### **Emergencies are:**

- **AC- if it is completely not functioning and temperatures are over 100° ONLY.**
- **Plumbing- if there is flooding in the home. Sewage is backing up.**
- **Or any life-threatening situations (Please call 911)**
- **Structural- If home structure is compromised and unsafe. Vacate premises and call the number above.**





## **RENEWAL/INSPECTION PROCESS**

If a renewal is being offered, PPG Property Management will send you a renewal offer letter via certified mail and email with changes to the lease no sooner than 30 days prior to the lease ending. Please email [tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com) on or before the 1st of the month, accepting or declining the offer and/or scheduling an inspection. Upon completion and approval of your inspection, the lease for your renewal will be sent to you via DocuSign.

In the event a renewal is NOT being offered, PPG Property Management will send you a non-renewal notice 30 days prior to the lease ending. Please refer to the move out process.

If you do not intend to extend your lease, you must provide written notice a minimum of 30 days prior to your lease termination date. Please submit intent to vacate to [tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com).



## MOVE OUT PROCESS

When moving out, make sure you submit your 30 DAY NOTICE through the portal and email us at [tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com) on or before the last day of the month prior to the month you vacate. Example: Move out request for 01/31/22, must be received in a written format no later than 12/31/21.

In the notice it must include tenant name, address, reason for moving out, a good contact phone number and a forwarding address. A move out inspection will need to be scheduled when you will be completely out of the property and ready to turn in all keys, fobs, garage door openers, etc. This can be before or after your move out date, but the home must be empty and utilities on.

Property Expectancy: To ensure you receive your security deposit in full, the property must be left in move-in ready condition. Tenants are responsible to have the house and carpets professionally cleaned and provide proof of services at the final walk through. Any holes must be patched and painted. All touch up paint must match the original color and sheen.

Within 14 business days, a security deposit disposition will be issued. This will include a breakdown of any charges assessed and a check for any applicable refund. If the tenant wishes to dispute any charges, it must be done in writing ONLY to [tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com). Please include your last name and property address in the subject line with "REFUND REQUESTED" ahead of it.

\*PLEASE NOTE THAT WE DO NOT ACCEPT MID MONTH MOVE OUTS! All move outs and notices are issued based on the periodic rental due date (1st of the month).

\*Please refer to Addendum 3 Line 15 for any/all lease break fees.



## CONTACTS

If you have any questions, please correspond according to the following email categories.

### MAINTENANCE- ROB



[maintenance@ppgpropertymanagement.com](mailto:maintenance@ppgpropertymanagement.com)

### HOA- LEXI



[hoa@ppgpropertymanagement.com](mailto:hoa@ppgpropertymanagement.com)

### GENERAL CONCERNS- ERIKA



[tenants@ppgpropertymanagement.com](mailto:tenants@ppgpropertymanagement.com)



### PPG OFFICE PHONE

602-374-2302



### FOR A TEXT MESSAGE

971-803-4286

## PREFERRED HOME BUYING PARTNERS

Phoenix Property Group

J. Poyner

Real Estate Sales

602-374-2302

Radiant Financial Group

Stacy Pingree

Mortgage & Lending

623-584-7784

First American Title

Dana Mahler/Jolyn Ferrer

Escrow Officers

480-551-0480