



HYDE PARK APARTMENTS

360 HYDE STREET, SAN FRANCISCO CA

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# Resident Manager Manual

PIP, INC/SFRENT.NET

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To be signed by resident manager to indicate he has received the resident manager policy and procedure manual and understands its effect .....	23

## Familiarizing yourself with your building.

*As resident manager you will have to know all the ins and outs of your building, what to do in an emergency, who to contact and everyday procedures for a smooth running building as well as monthly rent collection, work order turn-in and the rent check turn-in process for a smooth integration with the management office.*

**T**he Hyde Street Apartments is a six story building with basement. This building has a secure street entry access through the front of the building at the street and a side door at the front of the building that leads to the basement. This building has its own boiler system for heat, its own boiler system for domestic hot water, its own electrical supply, entry system, phone and cable feeds. The water shutoff for this building is located in an access panel, (Water Vault Box) in the sidewalk in front of building. This manual will serve as a step-by-step guide for the smooth running of your building.

### Building walkthrough

The Hyde Street Apartments building has six floors including the basement with a total of 41 apartments, consisting of 8 one bedroom units, 33 studios and four commercial areas. The one bed rooms are 206, 208, 306, 308, 406, 408, 506 and 508. Studios are 101, 102, 103, 104, 105, 201, 202, 203, 204, 205, 207, 209, 302, 303, 304, 305, 306, 307, 309, 401, 402, 403, 404, 405, 407, 409, 501, 502, 503, 504, 505, 507 and 509. Commercial areas are 356 Hyde, 358 Hyde, 581 Ellis and 595 Ellis.

Apartment layout by floor is as follows:

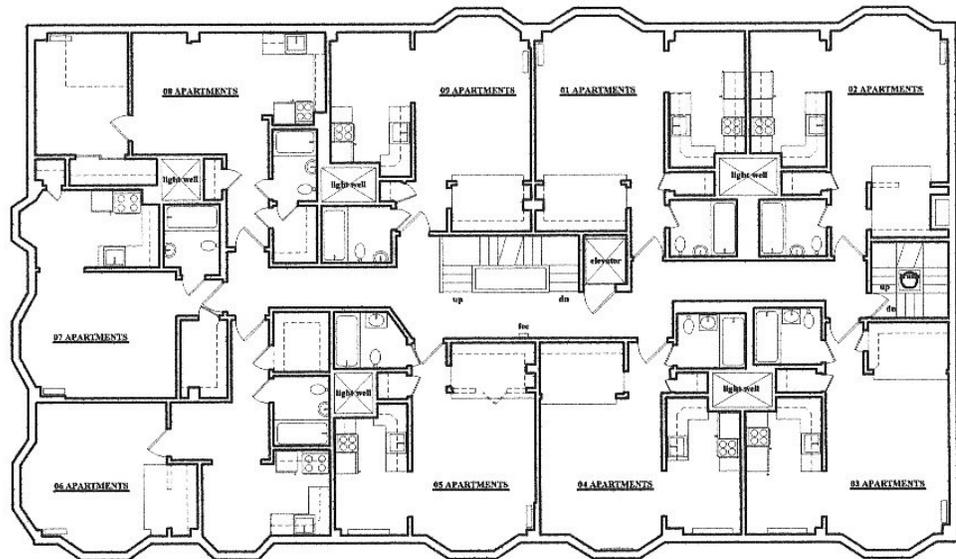
Ground floor    Stores 356 Hyde, 358 Hyde, 581 Ellis and 595 Ellis

1<sup>st</sup> floor        Apts. 101, 102, 103, 104, 105

2<sup>nd</sup> floor        Apts. 201, 202, 203, 204, 205, 207, 206, 208, 209

3 <sup>rd</sup> floor	Apts. 302, 303, 304, 305, 306, 307, 306, 308, 309
4 <sup>th</sup> floor	Apts. 401, 402, 403, 404, 405, 406, 407, 408, 409
5 <sup>th</sup> floor	Apts. 501, 502, 503, 504, 505, 506, 507, 508, 509
Basement	Electrical area, phone board, cable room, boiler room.

## Building foot print & utility location



### **P.I.P. Apartments**

360 Hyde Street, San Francisco, CA 94109

## Electrical room, cable room and phone box.



The **electrical room** is located adjacent to the basement entry from the sidewalk. Cable box is also located in the electrical room.

To determine if a circuit has blown, look at the front panel, all the breakers should be in the on position. If any breakers have tripped they will be in the center position closer to the off position. Important, when resetting breakers you must turn them all the way to the off position before setting them to the on position. Here you will find a diagram showing a “tripped” circuit breaker

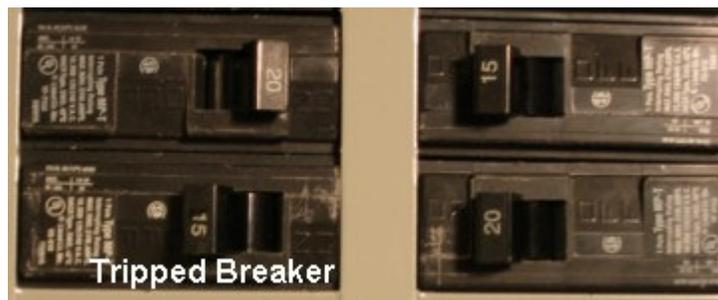


Figure 4

Diagrams will not be exactly as the buildings, but is an actual circuit breaker; yours may slide in the up and down position

Figure 4 Bottom left corner of picture shows “tripped” breaker.

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The cable box is located inside the electrical area near the basement entrance door on the same wall of the electrical meters. You will be able to identify the box by the large amount of black cable entering the boxes; actually this building has two boxes next to each other.

The **cable box** is to only be accessed by employees of Comcast cable. If tenant have problems with the cable operation or lines they must contact Comcast directly.

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The **phone box** is located adjacent to the electrical area near the basement entrance door on the same wall of the electrical meters. Each tenant is responsible for their own hookup to the building binding post by their respective phone providers. Each apartment is supplied with a phone jack and wiring to the phone room, it is the phone provider responsibility to connect the wire to the proper binding post in the phone room.

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## Laundry room

The Laundry room in the basement across from the garbage room . The laundry room has coin operated washers and dryers. The laundry room in this building also has an outside exit with stairs leading up to ground level. If there are service issues to be addressed the vendor for the laundry facilities is Coinmach and the service number is located on a sticker on each machine. Because there are units above and around the laundry room, laundry hours should be posted and adhered to. Some common courtesy rules for tenants are

- No dying of articles in washers, this stains the washers and color may bleed into the next tenants laundry
- Keep in mind length of machine cycles and plan accordingly, either to switch clothes from washer to dryer, or to make sure laundry is done before laundry room hours expire
- Pick up dryer sheets and clean lint screens in dryers after each use, always place lint and dryer sheets in trash receptacle not on floor

- Building management is not responsible for lost or stolen articles from the laundry room, it is each tenants own responsibility for their items while in laundry room.
  - No dyeing of articles in washers, this stains the washers and color may bleed into the next tenants laundry
  - Keep in mind length of machine cycles and plan accordingly, either to switch clothes from washer to dryer, or to make sure laundry is done before laundry room hours expire
  - Pick up dryer sheets and clean lint screens in dryers after each use, always place lint and dryer sheets in trash receptacle not on floor
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## **Boiler system and hot water**

There are two boilers, one for heat and one for domestic hot water. The boiler room is located in the basement level of the building next to the rear exit. The boilers are serviced regularly by licensed technicians, and should only be handled by bldg managers in the event of an actual emergency and instructed by office. If for any reason you need to shut down the boilers for the building there is a switch located on the wall to the right of the door in the boiler room. Please note there are two switches one for the boiler and one for the hot water system. If there is a problem with the boiler system it should be reported to main office immediately. This also applies for the hot water boiler system.

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## **Trash bins and pick up schedule**

Located in the front side of building is a trash shoot that leads from the top floor and goes to the basement level. It is each tenants responsibility to make sure that their trash/recycling is properly secured and placed inside the proper containers. The building is not responsible for the disposal of anything other than common household trash; tenants are responsible for disposal of any furniture or large items. They must either haul these away or arrange for pick up of these items. Tenants are not to place large items into the dumpster units or beside dumpsters. Each building has trashcans located in the laundry room for empty detergent bottles, dryer lint, laundry trash, this these are not to be used for tenant apartment trash, it is the managers responsibility to make sure these cans are emptied

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as necessary. Trash and recycling pick up is done Monday through Friday, it is also the manager responsibility to make sure the trash and recycling receptacles are on the sidewalk for pickup. If container is not picked up it is up the manager to call the garbage company to have the container picked up.

## Trash bins safety

It is the tenants responsibility to make sure large items get cut up into smaller portions to prevent the trash shoot from getting jammed. No flammable type material is allowed into any garbage container.

## Pre-move out inspections

It is required by the state of California that landlords inform tenants that have given notice that they are moving out to be notified, in writing, of tenants' right to be present for a move-out inspection of the apartment by landlord and/or landlord's agent.. The purpose for the pre-move out inspection is to allow the landlord to identify cleaning, repair and/or other damaged items that will likely result in a charge against and deduction from tenants' security deposit if the item in question is not rectified by the tenants. The purpose for allowing the tenants to be present for the pre-inspection is so that the landlord is able –on the spot -- to alert the tenant to any such items, and to give the tenants the opportunity to cure the situation. **PLEASE NOTE: Tenants will not be permitted to repair all items, depending on the nature of the damage and of the repair required.**

sfrent.net office staff, as part of the “move-out” package that it sends to tenants upon receiving notice of tenant's intent to vacate, is required to include the notice of the tenants' right to be present for the pre-inspection move-out, and will generally get this package and notice out to the tenant within 3-5 business days from the time of receipt of the move-out notice from tenants. It is the responsibility of each Resident Manager to notify the tenants that the Resident Manager would like to schedule a joint pre-move out inspection of the apartment as soon as the Resident Manager is aware that a tenant(s) are moving out of their apartment. The office staff will typically send an e-mail to the Resident Manager upon receiving a Notice to Vacate, but it is the Resident Manager's responsibility to check the status online (in the internal section of the sfrent.net website) on an ongoing basis. The Resident Manager should keep the office staff apprised, either via e-mail or in some other form of writing, as to his or her progress with getting the joint pre-inspection move-out scheduled.

The inspection is to take place at least 15 calendar days prior to the move out date (assuming the tenants have given us timely notice of intent to move out). The tenants have the right to decline a joint pre-move out inspection. Tenants must sign a waiver stating

that they decline the joint pre-move out inspection (and the Resident Manager should fax or e-mail the signed waiver to the office). Resident Managers at this point will post a 24 hour notice to enter the apartment to conduct a pre-move out inspection. The reason for this entry is to give office staff an idea of how long it will take to make an apartment ready for the next person that is to rent the apartment.

## **Apartment readiness**

One very important aspect of managing a building is the overall readiness of apartments for move-in of new tenants. Where there is major maintenance or remodel, it is not usually the resident manager who will be doing the work, but the resident manager has the responsibility of keeping track of the works progress and keeping the office informed of its timeframe for completion. The resident manager should be aware of any empty apartments condition. If there is work that needs to be addressed before tenant move in, it is the building managers responsibility to make sure the office is notified if work is not completed as it should be (this does not mean calling the management office on the day of move-in with problems that aren't corrected). Be aware of what's being done in units, do a daily check-in to see progress of works completion. If there seems like there may be a problem with the finish timeframe contact the office and share your concerns. Tenants moving into clean "working" apartments are more apt to be happier for the term. This isn't always the case but is true in most scenarios. Following are a few points to check for apartment readiness

- All light bulbs and fixtures clean and in working condition, all burnt out bulbs replaced
- All surfaces clean and dust free, (floors, walls, counters)
- Appliances clean inside and out, (under as well), all parts supplied, (oven racks, broiler pans, knobs, refrigerator shelves)
- All drains running smoothly, (kitchen and bath)
- All paint clear and smudge free (walls, ceiling, trim, doors)
- Apartment door entry locks changed and keys ready

***Once apartments are being shown for open house all the above should have been addressed so the apartment should be ready for move-in, only needing minor dusting and surface wipe off.***

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