



1590 High St. Eugene, OR 97401 PH: 541-484-0493 FAX: 541-343-7507
info@chinookproperties.net www.chinookproperties.net

TENANT REFERENCE GUIDE

OFFICE INFORMATION

- Office hours are Monday through Friday, 10am - 4pm. We are open through the lunch hour.
- We have a 24hr secure drop box located on the front porch of our office building located at 1590 High Street Eugene OR 97401
- Office is closed for: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving (Thursday & Friday) and Christmas Day
- **AFTER-HOURS EMERGENCY NUMBER: 541-224-6694**

UTILITIES

Any utilities required to be established by a Tenant(s) must be done before picking up keys. Please email the confirmation numbers to leasing@chinookproperties.net or bring them with you when you pick up keys.

Electric / Water / Sewer / Gas Companies:

Eugene Water and Electric Board (EWEB)	541-685-7000
Emerald People's Utility District (EPUD)	541-746-1583
Springfield Utility Board (SUB)	541-746 8451
Rainbow Water District (Water / Sewer)	541-746-1676

NW Natural (Gas)	800-422-4012
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Blachly-Lane Co-Op (Electric)	541-688-8711
Lane Electric Co-Op (Electric)	541-484-1151
Pacific Power (Electric)	800-469-3981

City of Cottage Grove (Water / Sewer)	541-942-3346
Junction City Public Works (Water / Sewer)	541-998-3125
City of Harrisburg (Water / Sewer)	541-995-6655

Garbage Service:

Lane Apex	541-607-2042
Sanipac	541-736-3600
Junction City Public Works	541-998-3125
Republic Services (Harrisburg)	541-928-2551

ONLINE TENANT PORTAL

The Tenant Portal is a safe, secure way to stay up to date with all aspects of your tenancy

- Pay rent or other charges
- View your payment history
- Submit a maintenance request
- View & sign your rental agreement or lease renewal

New tenants will receive an online portal activation email or text - click on the link to create an account. Once your portal is activated, please refer to the HELP section for more information on navigating through all the functions of your Online Tenant Portal.

PROPERTY CONDITION REPORT

Tenants are encouraged to document the condition of their new residence. If you have a Google Photos account you can upload your notes and photos regarding the condition of the property and submit a Google photo link via email to info@chinookproperties.net or leasing@chinookproperties.net

If uploading photos does not work for you, the same information can be delivered to our office on a flash/thumb drive. When dropping off the flash drive, please indicate the property address it is for.

**Certain items may be considered conditional such as: missing screens, nails/tacks or nail holes in walls, paint condition, carpet stains, or bent blinds as some examples*

MAINTENANCE & EMERGENCIES

We strive to handle all maintenance needs in a timely manner. Please report all non-emergency maintenance and repair issues through your Online Tenant Portal. These reports are time stamped and updates are available through the tenant portal. Paper maintenance forms are available at our office or in PDF form on our website at www.chinookproperties.net

The maintenance department can be contacted during normal business hours for any maintenance related issues at 541-484-0493 xt.2 or by email to maintenance@chinookproperties.net

For Afterhours Emergencies, please call: **541-224-6694**

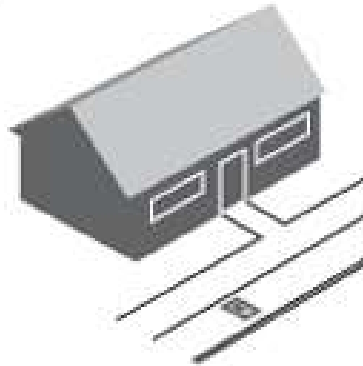
What is an Emergency?

The following conditions are considered emergencies:

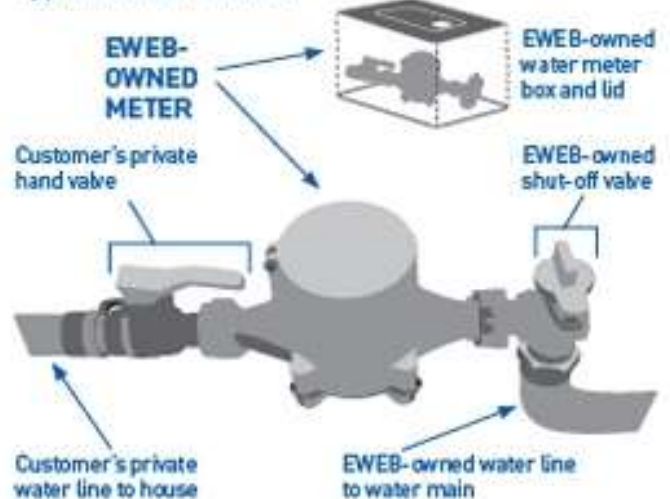
- **Fire** – Call 911 first, then contact afterhours emergency
- **Smoke Inside Unit** – Call 911 first, then contact afterhours emergency
- **Smell Gas Inside Unit** – Call NW Natural Gas at 1-800-882-3377
- **Burst Pipe or Excessive Water Leakage** – Turn off water to the affected area (if possible) or the entire home via your main water shut-off valve (see diagram below for location) then contact afterhours emergency
- **Sewage Back-Up** – Stop all water use immediately and contact afterhours emergency
- **No Heat & Outside Temperature is Below 55°** – Contact afterhours emergency
- **A/C Not working: IS the property equipped with air conditioning?**
If the outside temperature is over 90° and the A/C is not working – Contact afterhours emergency

Typical Meter Location:

Your water meter should be located in the ground in front of your house near the street. If your house is on a corner lot, your water meter could be either on the front or side street.



Typical Water Service:



Emergency maintenance requests will be addressed as quickly as possible, based on availability of resources such as parts and/or service personnel. Completion of repair may not be same day.

Once you have reported a maintenance need, we will review the request. You may be asked to provide more details or information so we can best determine what is needed. Once a vendor is assigned you will be provided with the vendors contact information. The vendor will call you schedule an appointment or obtain permission for access. If you are not available to receive their call or do not have voicemail, it will be difficult to schedule a repair. If you will allow the vendor to enter your home without you being present to make the repairs, please let us know at the time the maintenance request is submitted.

Helpful Tips & Reminders

- **Smoke Detectors**: Check all smoke detectors on a regular basis. Refer to your rental agreement for more information. Report failed detectors immediately.
- **Furnace / Air Conditioning Filters**: Keep furnace filters clean and change when needed with the appropriate size filter. We recommend replacing filters monthly.
- **Faucets / Water Heaters**: Report any leaky faucets, toilets or water heaters immediately.
- **Plumbing Blockages**: Keep drains free of grease, hair, lint, feminine products or other such obstructions which can cause a blockage. A drain screen in the tub/s & sink/s is helpful in reducing hair and foreign objects from becoming lodged in drain lines. If a blockage occurs submit a maintenance request. *Please note that you may be charged if the plumber determines that the blockage was caused by negligence or improper use by tenant/s.
- **Lighting**: When replacing failed bulbs, make sure the lightbulbs being used are compatible with the fixture and the proper wattage.

- **Kitchen Appliances:**
 - ❖ Clean cooktops & ranges frequently to prevent grease buildup which may create a fire hazard.
 - ❖ Exhaust fan filter (usually located above the range) should be cleaned regularly in warm soapy water.
 - ❖ Refrigerators that are not frost-free must be defrosted when frost reaches a ½ inch thick. To defrost, remove the contents from the freezer, turn the control knob to defrost or off, and place a pan of warm water in the freezer compartment for 20-30 minutes. Repeat as necessary to loosen ice. Do not scrape ice with any sharp or pointed instruments.
 - ❖ Garbage Disposal: Always run cold water when operating the disposal and completely flush out the unit. Do not put grease, seeds/pits or any other hard objects in the disposal. Do not use drain cleaner in the garbage disposal.
 - ❖ Dishwasher: Do NOT use regular liquid dish soap in the dishwasher. Only appropriate dishwasher detergent such as Cascade should be used.
- **Electrical Problems:** Locate the breaker box and check for a tripped breaker/s. All breakers should be turned off and back on before requesting service. Check for any tripped GFCI (Ground Fault Circuit Interrupter) outlets that may be the cause of the problem. These are commonly located in the kitchen & bathrooms. Pressing the reset button on these outlets will often restore power to the outlet and surrounding area.
- **Floors:** Vinyl and Laminate flooring can be wiped clean with a sponge mop and mild soapy water. Do not use strong abrasive products as they can severely damage the flooring.
- **Carpeting:** Vacuum frequently to remove loose debris. Shampoo as needed to achieve a deeper clean and help remove stains.
- **Screens:** Screens may not be present in every window. Adjustable size type screens may be available for purchase at Wal-Mart, Jerry's or other home improvement stores.
- **Locks:**
 - Locked out of your unit? During business hours a set of keys can be borrowed from the Chinook Properties office to make yourself a copy and return the originals to the office.
- **Parking:** Parking is permitted in designated areas only (driveways or garage). Do not park cars on grass areas or any other surface not specifically designed for parking.

Planning to Move

Written 30 Days' Notice is required to initiate the move out process. This notice should be submitted to Chinook Properties no less than 30 days prior to the date you intend to terminate your rental agreement. All notice forms are available on our website www.chinookproperties.net If you need assistance or have questions related to giving notice, please email leasing@chinookproperties.net or info@chinookproperties.net for assistance.

Thank you,
Chinook Properties