

Community Newsletter

Roma Management



As we welcome the New Year, we want to take a moment to sincerely thank you for being a valued resident with Roma Management. Whether you have been with us for many years or recently moved in, we truly appreciate the trust you place in us to manage your home.

Roma Management

Erin Galbraith

*Community Director
-Leasing Manager*

Emma Olson

Leasing Assistant

Becki Murphy

Designated Broker

Important Numbers

Office: 360.820.8400

Office Hours

Monday - Friday: 9 am - 5 pm

Email Address

rent@romamanagement.com



Outlets Won't Work?

Before you submit a work order, try resetting the GFCI outlet, as this may resolve your issue! These outlets are usually located in the garage, patio, kitchen, or bathroom.

If this doesn't work, check the circuit breaker box for a tripped breaker. A tripped circuit breaker is often difficult to see, so you must turn the breaker all the way off and then all the way on.



Newsletter Highlights

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LEASE RENEWAL BASICS

Dear Valued Residents,

As your lease term approaches its expiration, we would like to share a few important considerations to help you decide whether to renew.

Renewing your lease allows you to remain in your current home and community, avoid the stress of moving, and maintain stable housing costs. It also helps you avoid market uncertainty and limited availability elsewhere.

Moving often involves added expenses such as moving costs, application fees, utility setup charges, and the need to pay a new security deposit. While your current deposit may be refundable, it is subject to a move-out inspection and processing time.

Additionally, relocating may require new applications, credit and background checks, and could impact commute times, school districts, or access to nearby amenities.

We value you as a resident and are happy to answer any questions you may have regarding your renewal options.

<u>Expense</u>	<u>Renewing Your Lease</u>	<u>Moving to a New Home (Estimated)</u>
Moving Truck / Movers	\$0	\$500 – \$2,000
Packing Supplies	\$0	\$100 – \$300
Application Fees	\$0	\$50 – \$150
Security Deposit	\$0	One month's rent
Utility Setup Fees	\$0	\$100 – \$300
Time Off Work	\$0	Varies
Estimated Total	\$0	\$750 – \$3,000+





Renters Insurance: What to Know

Figuring out what's required for your renters insurance can be difficult. Here are some of our most frequently asked questions, with answers and explanations of how the system works.

I have my own policy, but I'm still being charged \$10.50 monthly on the portal for insurance. Why?

In order to eliminate the automatic monthly charge of \$10.50 for insurance, **ALL tenants must be named** on your insurance policy, **AND Roma Management** must be added as an **Additional Interest**. Your policy also must be uploaded to the portal. If even one financially responsible tenant is not listed on the policy, your unit will be charged \$10.50 for the **Liability to Landlord** insurance program.

How can I upload my insurance policy?

Insurance policies must be uploaded on your **tenant portal**. Open your AppFolio tenant portal app or website, log in, and go to the **Insurance** tab. If you have a renters insurance policy through your insurance provider (outside of AppFolio), go to the "**Upload Renters Insurance**" section. Enter your insurance company's name, policy number, and the policy start and expiration dates. It will also ask you to upload a copy of your policy - The **declaration page** works best.

I don't want to purchase renters insurance through my insurance provider. What then?

You will automatically be enrolled in the **Liability to Landlord** insurance program through AppFolio, and you will be charged \$10.50 each month on your tenant portal.





Pet Etiquette

Roma Management is committed to maintaining a safe, comfortable, and respectful living environment for all residents. To support this goal, all animals must be properly documented and approved before being brought onto the property.



Pet Approval

Pets require prior written approval from Roma Management. Unauthorized pets or “guest animals,” even temporarily, are considered a lease violation and may result in notices or further action as outlined in the lease. Approved pets will be documented through a signed Pet Agreement or lease addendum.

Emotional Support Animals (ESAs)

Emotional Support Animals are not considered pets under federal guidelines, but still require appropriate documentation and a signed ESA addendum before residing in the unit. ESA approval does not remove the resident's responsibility for damages or behavior.

Resident Responsibilities

- Cleaning up after animals promptly
- Preventing damage to the unit or common areas
- Ensuring animals do not create noise, safety, or nuisance concerns
- Ensure the pet is on a leash at all times outside of the leased premise.

Any damage beyond normal wear and tear remains the resident's responsibility.

If you have questions about pet policies or ESA documentation requirements, please contact our office before bringing an animal onto the property. Thank you for helping us maintain a respectful and welcoming community.





Maintenance & Repairs

Proper maintenance is essential to keeping your home safe, functional, and comfortable. We ask for your partnership in helping us identify and address issues early.

To ensure requests are documented and routed correctly, **all non-emergency maintenance requests must be submitted through your tenant portal**. Submitting requests this way allows our team to track progress, assign vendors efficiently, and maintain accurate records.

Please report promptly:

- Water leaks, moisture, or signs of flooding
- Heating or electrical issues
- Plumbing concerns, such as slow drains or running toilets
- Appliance malfunctions - Safety-related concerns



Reporting issues early can help prevent more extensive damage and reduce inconvenience for everyone.

Emergency Maintenance: Emergency issues, such as active flooding, loss of heat during cold weather, gas odors, or major electrical hazards, should be reported immediately using the emergency contact instructions outlined in your lease. For life-threatening emergencies, always call 911 first.





Parking & Trash

Shared communities work best when everyone does their part to keep things safe, clean, and respectful for their neighbors. A little consideration goes a long way in making our community a great place to live.



Parking:

- Park only in designated spaces assigned to your unit
- Do not block fire lanes, driveways, or access routes
- Follow posted signage at all times
- Improper parking may result in notices, towing, or lease violations as outlined in your lease.

Trash & Recycling:

- Dispose of household trash only in designated containers
- Break down cardboard boxes to reduce overflow
- Place recyclables in the appropriate bins
- Do not leave bulk items, furniture, or mattresses outside dumpsters
- Improper disposal can result in additional sanitation costs and lease violations.





RESIDENT SPOTLIGHT

Your Name Here!



Want a spot in
our newsletter?



Resident
Spotlight

We love getting to know the people who make our communities feel like home! This year, we're excited to begin featuring Resident Spotlights — a chance to highlight the unique individuals and families who live in our properties.

Whether you'd like to share:

- A hobby or passion
- A small business or creative project
- A fun family or pet story
- Or just a little about what makes your home special

We'd love to hear from you!

Interested in being featured?

Simply reach out to our office by email or text message, and let us know you'd like to be considered for a Resident Spotlight. Participation is completely optional, and features will be shared with your approval.

We look forward to celebrating our community - one resident at a time!





Valentine's Day Chocolate Strawberry Cups

Serves: 6-8

Prep time: 10 minutes

Cook time: 2-3 minutes (microwave)



Ingredients

- 1 cup semi-sweet or milk chocolate chips
- 1 teaspoon coconut oil or butter (optional, for smooth melting)
- 2 cups fresh strawberries, washed and sliced
- Whipped cream or yogurt (optional)
- Sprinkles or shaved chocolate (optional)

Instructions

1. Place chocolate chips and coconut oil in a microwave-safe bowl.
2. Microwave in 30-second intervals, stirring each time, until smooth.
3. Spoon a layer of melted chocolate into small cups or jars.
4. Add a layer of strawberries, then repeat with another chocolate layer.
5. Top with whipped cream and sprinkles if desired.
6. Chill for 10-15 minutes or enjoy immediately!

