

SDSULiving Unit

Tenant FAQ:

Utilities:

For your '23 - '24 lease: Please refer to §1.3 of your lease to see who is responsible for utilities. If the lease states tenants are responsible you must call that utility company to set up service in your name.

NOTE: if your lease says you are just responsible for electricity be sure to clarify that with SDGE when setting up your account.

- Gas/Electric: SDGE 1(800) 411-7343
- Water Company: (619) 515-3500
- We request you use your water/electricity thoughtfully.
- Cable and/or Internet are optional. If you choose to get cable or internet you will have to set this up on your own.



- COX (recommended)

<https://www.cox.com/residential/locations/san-diego.html>

- AT&T

<https://www.att.com>

844-886-4258

Rent Due Dates:

Your first month's rent is due on your lease start date. All following months rent is due on the first (1st). There is a five (5) day grace period before rent is considered late and a fee is added to your account.

Maintenance Requests:

All maintenance requests must be submitted online through your tenant portal!

INITIAL REQUESTS: If you have non emergency requests, please make a list of any issues that you'd like repaired.

After living in the property for a **minimum of two (2) weeks** please submit **one** maintenance request with all issues.

EMERGENCY REQUESTS: Immediately submit maintenance requests via your online portal and your group text. This includes anything safety, water or gas related.

(Examples of Emergency Items: front door not locking, leaking water anywhere on property, overflowing toilets, etc.)

IMPORTANT: If you smell gas please leave the premises immediately and call the SDGE emergency line:

1-800-611-7343

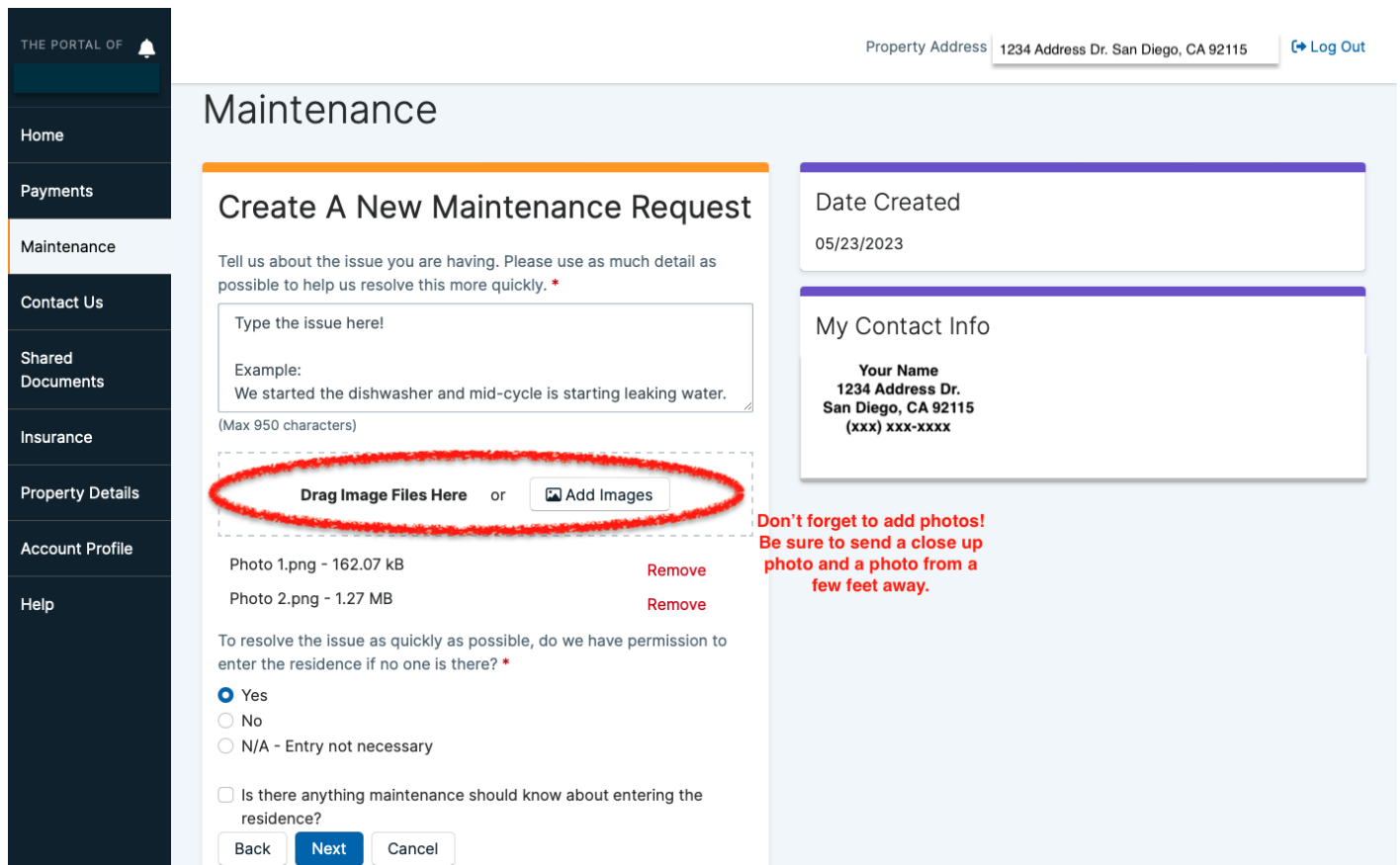


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How do I request maintenance?

How to schedule a maintenance request:

- Login to your tenant portal (www.sdsuliving.com) on the left-hand side bar click “Maintenance” and then click “Request Maintenance”
- In the text box write us a description of the problem, include photos of the issue (one close up and one from a few feet away), select “yes” for permission to enter the residence or select a few preferred times, then click “submit request” (see image below).
- The more information you provide the better equipped we will be to assist



The screenshot shows the 'Create A New Maintenance Request' form in the SDSU Living tenant portal. The left sidebar contains navigation links: Home, Payments, Maintenance (highlighted), Contact Us, Shared Documents, Insurance, Property Details, Account Profile, and Help. The top right shows the property address: 1234 Address Dr. San Diego, CA 92115, and a Log Out button. The form itself is titled 'Maintenance' and 'Create A New Maintenance Request'. It includes a text area for the issue description with an example: 'We started the dishwasher and mid-cycle is starting leaking water.' Below this is a red circle highlighting the 'Drag Image Files Here' or 'Add Images' button. To the right, there are sections for 'Date Created' (05/23/2023) and 'My Contact Info' (Your Name, 1234 Address Dr., San Diego, CA 92115, (xxx) xxx-xxxx). Below the image upload area, there are two photo thumbnails: 'Photo 1.png - 162.07 kB' and 'Photo 2.png - 1.27 MB', each with a 'Remove' button. A red text box on the right says: 'Don't forget to add photos! Be sure to send a close up photo and a photo from a few feet away.' At the bottom, there are radio buttons for 'Yes', 'No', and 'N/A - Entry not necessary', and a checkbox for 'Is there anything maintenance should know about entering the residence?'. Navigation buttons 'Back', 'Next', and 'Cancel' are at the bottom.

If tenants schedule maintenance and do not let vendors in as scheduled, tenants may be charged a no-show fee

Be sure to schedule ALL maintenance requests in your tenant portal.



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How do I get street parking permits?

Street parking permits are obtained directly from the City of San Diego. You must activate an account with the city & complete the application online. Be advised, this process might take some time so plan ahead!

<https://duncan.imageenforcement.com/permitsites/SanDiegoPermits>

They will ask for two proofs of residency. Typically, a copy of the full lease agreement, a screenshot of your student portal or a utility bill should work. Be sure to upload all pages of your lease.

Is there a Move-in Inspection?

Management takes pictures of the entire house, prior to move-in, as move-in inspection.

If you would like to do your own inspection (OPTIONAL) please document the condition of the property by emailing photos and notes to: info@sdsuliving.com within 7 days of the commencement of your lease.

Can we sublease?

Management will consider only 1 change of tenants per lease term. Up to three tenants can be changed at that time. All tenants will have to sign in agreement of the change. See your lease agreement for more information.

Am I responsible just for just my portion of the house?

All tenants and all co-signers are jointly responsible for all terms of the lease, the entire condition of the house, and the full amount of rent. However tenants decide to divide the rent is up to you all.

When is trash day?



Trash day is Friday morning. Trash cans should be put out after 6:00pm on Thursday night. They must be taken back off the street by 6:00pm on Friday. The city will fine the house if bins are left out and the cost will be passed to the tenants. Green bins are for food waste and compost ONLY.

Note: If there is a holiday during the week, trash day gets moved back 1 day (see holiday schedule link from the city site below).

- Trash cans will not be picked up if overflowing, the lid must close.
- Do not skip a trash week! This will attract insects and rodents!

https://getitdone.force.com/ESD_TrashCollectionSchedule

We saw a pest!?

Let us know if you have issues with rats, spiders, ants, roaches etc.

Submit the issue as a maintenance request in your tenant portal! We have a contract with Terminix and can send an exterminator right away for any issues.

Do your part, keep your property clean and dispose of debris and trash properly so you do not have any issues!



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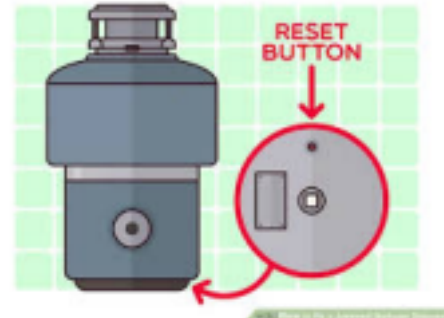
Disposal/Drains:

Disposals/drains are **not** garbage cans - they're for small bits/scraps of food.

If your disposal stops working, most likely it is jammed. Start by trying to clear out the drain and pull out objects. Then try to press the reset button on the bottom of the disposal.

If the disposal is still jammed and the reset does not work, please submit this issue through your tenant portal!

Note: If maintenance has to come out to unjam/fix disposal and it was due to tenant negligence (foreign object or too much food) tenants may be charged.



Refrigerators:

Water filters were replaced at turnover. Any future water filter desired is then tenant responsibility. To order a new filter you can google fridge model number (typically on a sticker on the inside of the door) and place the order on amazon. You can find easy installation instructions online.

Any leaking refrigerators should be reported immediately through your online portal.

Toilets:

Do **not** flush anything down the toilet besides toilet paper
Wipes, even if it says “flushable,” should NOT go down the toilet.
Tenants will be charged for clogs caused by wipes.



What is a running toilet?

If after flushed, the toilet sounds like it is still filling with water for an extended amount of time or constantly runs even when it is not being used send in a maintenance request immediately

Water/Leaks:

Any leak can cause serious/expensive property damage. Please notify the landlord immediately if you suspect a leak anywhere on the property. If you fail to report a leak that you are aware of, the cost of damages could be your responsibility.

Fireplaces:

Please, do not use! If you plan to use it, please let us know by submitting a maintenance request and we will have it inspected prior to use.



Smoke Detectors/Carbon Dioxide detectors:



Tenants need to replace batteries in smoke/carbon monoxide detectors if batteries go bad. The batteries were replaced at turnover.

DO NOT just remove the smoke detectors.

<https://www.youtube.com/watch?v=Q12uJUJ8Rq4&t=26s>

If the carbon monoxide alarm is going off or if you smell gas call SDG&E at 1-800-611-7343 (SDGE generally will come out same-day and test for carbon monoxide)

Roofs:

Do not go on the roof, EVER, unless emergency.

- No chairs on roofs
- You cannot hang out on roofs.

Roofs are not designed or engineered to hang out on. You will fall through or off and cause damage to the roof that is expensive to repair and costs could be passed to you.

Bedroom door handles/knobs:

No keys will be supplied to bedroom doors. If you choose to remove our doorknobs and replace it with a keypad or one with a lock you are responsible to put the original knob back on at the end of your lease or there will be a charge to do so.



Security deposit Refund:

Security deposit is fully refundable within 21 days after possession is given back to the landlord, less any damages or deficiencies.

Unless previously specified in your lease, the check will be payable to all current tenants on the lease. That means you will all need to be present to cash it. We understand that is likely impossible so almost all groups opt to sign an addendum releasing the rights to their deposit to one individual on the lease. That individual then has the option to distribute to the roommates as they choose.

Prior to lease ending let the landlord know if/who that designated person is and the landlord will send addendum for signature.



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