

# DUERKSEN & ASSOCIATES, INC.

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[www.duerksenrentals.com](http://www.duerksenrentals.com)

## Resident Handbook

To achieve a successful resident/landlord relationship, we prepared the Resident Handbook to assist you with your residency. If you have questions or concerns relating to the information contained in this document, please feel free to contact our office.

### PAYMENT OF RENT

You may pay your rent online through the Resident Portal or by delivering payment to the drop box located outside of our office. We recommend paying online as the payment is immediately posted to your account, thus avoiding the \$100 late fee. We cannot accept over-the-phone payments or credit card payments at our office.

Rent is due on the 1st of the month. You have a grace period through 11:59pm on the 4th. If the payment is not received in full by the end of the grace period, a late fee will apply.

If you pay by mail, allow time for the postal service to process and deliver the mail. Any mailed payments received after the grace period will result in a late fee.

#### Accepted Forms of Payment:

- Resident Portal
  - ACH Bank Transfer
  - Credit Card
  - Debit Card
- Mailed or hand delivered to 750 NW Cornell Ave, Corvallis, OR 97330
  - Personal check
  - Money order
  - Cashiers check

#### We Do Not Accept:

- Cash

## **OCCUPANCY**

Only those listed on your lease may live in your property. Your property may be used only by members of your household as identified in the lease. If your household members change, increase in number, or someone moves out, please report it in writing to our office.

Subleasing is not allowed. Any visitor that stays 10 consecutive days or 20 days in a 12-month period must be pre-approved.

All roommate changes must be pre-approved by management.

## **PETS & ANIMALS**

All animals must be PRE-APPROVED and have a PetScreening.com profile before being on the premises. Please contact your Resident Relations department prior to bringing any animal into the home.

Please contact the Resident Relations Department regarding the pet policy for your unit. If pets **are** allowed and you wish to add a pet, you will be responsible for paying a refundable one-time deposit (per pet) and a monthly pet rent (per pet).

Monthly Pet Rent is \$40 per pet. Deposits vary depending on the size of the pet:

- \$300 per pet under 15 lbs.
- \$400 per pet over 15 lbs.

You are responsible for any damage the pet or animal causes. All waste must be picked up and disposed of immediately. Failure to do so may result in you receiving a violation of your rental agreement and additional expenses such as a non-compliance notice or pet waste removal.

### **VISITING ANIMALS**

Animals brought temporarily into your home will require you to sign an Animal Agreement. All animals must be approved BEFORE coming into your home. If you live in a pet-friendly home, any animal must be pre-approved with the proper documentation, forms, and deposits paid. We do not allow any animals to visit your home that have not been pre-approved.

## **RENTER'S INSURANCE**

We require each resident of your household to have \$100,000 of liability insurance with Duerksen & Associates, Inc (PO Box 660121 Dallas, TX 75266) listed as an additional interest.

In the event of loss or damage by fire or other casualty to your property due to your own fault or that of your guests, you will be charged and billed for restoration of loss or damaged premises. We are not liable for your personal belongings or any damage to them.

## **UTILITIES**

You will need to set up any utilities and provide us with the account number for each one you are responsible for paying PRIOR to picking up the keys to move in. You will receive instructions on which utilities you need to set up and how to contact providers with your Rental Agreement.

## **MOVE IN CHECKLIST**

You will receive an email upon moving in to complete the Move In Checklist. This is a visual inspection of the property and documentation of the condition including pictures and comments. One resident can submit a checklist for the entire group. This is for documentation ONLY.

## **LEASE RENEWALS**

The renewal of your lease will be dependent upon your compliance with your lease terms and Oregon Landlord/Tenant regulations. You will be contacted at least 90 days prior to your lease expiration to discuss renewal options.

## **KEYS & LOCKS**

We supply a set of keys to the unit upon moving in. Residents are not permitted to alter any lock or install a new lock, knocker, or other attachment on the door.

We recommend having a spare key made. If you lock yourself out of your home, we DO NOT consider that an emergency. During business hours we can provide you with a key. If it is after business hours, you must call a locksmith and you are responsible for their fee.

### **MAILBOX KEYS**

If the office has a key to the mailbox, we will give it to you. The key may or may not work depending on who owns the locking mailbox. If the key the office gave you does NOT work, you must do the following:

- Locking Mailbox is attached to the building. Submit a maintenance request and we will have your mailbox rekeyed.
- Locking Mailbox is on the street. You will need to take a copy of your rental agreement to the Post Office and they will rekey your mailbox and issue you a key.

## **PAINT & DECORATING**

No alterations of any kind will be made to your rental, including any painting. You can hang pictures on the wall but cannot have an excessive number or size of nail holes.

Do not use command strips on the drywall. They cause damage that will need repair and will be deducted from your security deposit.

No signs or insignia will be hung on the exterior of the home.

## **THERMOSTAT TEMPERATURES**

Per your Rental Agreement, you agree to keep the thermostat at least 60 degrees Fahrenheit. We live in the Pacific Northwest where mold and mildew love to grow, so your Rental Agreement has this additional preventative measure to keep temperatures above their ideal growing conditions.

## **AUTOMOBILES**

If there is a parking lot, your Rental Agreement will specify the parking policy. If there is NOT a parking lot, then all parking is on the street or your private driveway. Do not park vehicles on your lawn. All vehicles will be properly tagged and in working order. Please park in a manner that allows other cars easy access in and out. Do not "double park". Vehicles which are parked in restricted areas will be towed away at the owner's expense.

No vehicle/boat/RV storage is allowed, not even in your driveway.

## **STORAGE & ADDITIONAL STRUCTURES**

All entry areas to our rentals - including balconies, decks, patios, and the yard - are not to be used as storage areas.

No temporary structure is allowed. This includes, but is not limited to, trailers, tents, shacks, barns, trampolines, bounce houses, climbing structures, hot tubs, or pools.

## **TRASH DISPOSAL**

Please place all trash in the specified trash containers; failure to do so can result in lease violation and additional charges.

## **QUIET HOURS**

Whether you are in an apartment, condominium, or single family home you have people all around you that, like you, wish to have quiet enjoyment. Please be respectful of your neighbors with noise and belongings.

### **QUIET HOURS**

We expect that you will always be a good neighbor. Quiet hours are from 10 pm to 7 am, but we ask that you are always mindful how sound carries in and outside of your home as a courtesy to your neighbors.

### **PARTIES**

No parties are allowed. If the police come to your residence on a noise complaint, it can be grounds for termination of your Rental Agreement. You are welcome to have guests over who respect our quiet hours from 10 pm to 7 am and maintain a reasonable noise level at all times.

## **SMOKING**

No smoking allowed in our rentals. This includes cigarettes, vaping, and marijuana in your home or on the premises. It is your responsibility to ensure that your guests adhere to his rule.

If you do step off property to smoke, you must be 10-feet away from the premises. Be sure to leave the area clean and free of debris.

## **VACATIONS**

It is advisable to notify your Property Manager if you will be away for an extended period of time in case of a maintenance emergency.

## **SMOKE DETECTORS**

Smoke detectors have been installed in every home in compliance with city ordinances and to provide an additional measure of safety for you. The battery which powers the detector should last at least one year. However, you should test its operation once each month to assure yourself of proper functioning. It is the responsibility of the resident to change all the batteries of safety devices in your home.

If you have any concerns about your smoke or carbon monoxide detectors, please submit a maintenance request.

Test battery by firmly depressing the button located near the center of the detector cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

It is a violation of our Rental Agreement and there is a \$250 fine if your smoke/carbon monoxide alarms are tampered with or disabled.

## **BBQ's & FIREPITS**

There are no barbecues or fire pits allowed at multi-family complexes. The fire department does NOT allow them to even be stored on balconies or porches.

## **SPACE HEATERS**

Space heaters are not to be used unless provided by us as a temporary solution. They are hard on the electrical system, more expensive for you, and a fire hazard

## **REPAIRS & MAINTENANCE**

### **WORK ORDERS**

You may request service through your online portal.

We request that the explanation of the needed service be as clear and as detailed as possible. If possible, please include pictures or video of the issue. This will help us to give better service and ensure that we fully understand the request. Every effort will be made to satisfy your request as soon as possible.

***DISCLAIMER: This Resident Handbook provides general information only and may be subject to change at any time without notice. Updated 6/2025***

## **EMERGENCIES**

In the case of an emergency, please call the management office or work order line immediately. If the emergency occurs after office hours, call the after-hours emergency line at (541) 753-3620.

## **MAINTENANCE & HOME CARE POLICIES**

### **SELF-IMPROVEMENT, DIY & ALTERATIONS**

You cannot make any changes or additions to electrical, plumbing, sanitary, heating, and other facilities on the premises. You agree to not to destroy, damage, deface or remove any part of the premises or permit any person to do so. You assume all liability for damages other than ordinary wear and tear.

### **APPROVED VENDORS**

All maintenance repairs must be done by a Duerksen & Associates, Inc approved vendor. You cannot hire your own contractor for any labor or repairs. Repairs or maintenance of damage caused by you will be subcontracted by us starting at current labor rates.

Do not hire your own contractor. If you hire someone outside of our network, we will still bill you for one of our approved contractors to inspect/redesign the work.

## **YARD CARE**

Some rentals include landscaping services, but we expect the yard to be mowed and looking nice at all times no matter who is responsible for the yard care.

You are responsible for keeping any patio, walkway, or yard free of weeds, and fallen debris. You will properly cultivate, care for, and adequately water the lawn and shrubbery. If yard care is resident responsibility and you are not properly taking care of the landscaping, we may send a landscaper to complete the work at your expense.

## **CARPETING**

Do not use any home carpet cleaning products or rentals (like a Kerby or Rug Doctor) as they can cause additional damage to the flooring. If you have any concerns, please submit a maintenance request and include a detailed description with pictures.

## **MOVE-OUT PROCESS**

We work hard to keep our rental properties in great condition and appreciate your assistance in helping us do so. A few things that we would also like you to take note of prior to vacating:

- Your security deposit does not apply to your last month of rent. You are responsible for paying for the entire last month of your lease.
- You are to vacate the premises no later than 11:59pm on the last day of your lease.
- All keys to the doors, garage door openers, and mailbox keys (if applicable) must be dropped off at the Dropbox located outside of our office on the street.
- You cannot access the rental property after the last day of the lease.
- You are responsible for payment of utilities through the end of your lease term.
  - Please contact the appropriate utility companies to "cancel" your account and to pay the final bill.
- All personal possessions must be removed from the dwelling.
  - Any remaining possessions in the home will be properly disposed of at your expense.

## **MONTH TO MONTH LEASE**

A 30-day written notice of intent to vacate is required. If you fail to give a 30-day notice, you are liable for the rent and other required payments covering the days your property is vacant.

Please keep in mind that a 30-day notice applies to EVERYONE in your home. If some occupants want to stay, please review Roommate Changes.

## **FIXED-TERM LEASE**

If you are on a fixed-term lease and wish to move out at the end of your lease, a 30-day written notice of intent to vacate is required.

If you're considering ending your lease early, we encourage you to contact our office so we can review your options with you and help explain the process.

## **ROOMMATE CHANGES**

All roommate changes must be PRE-APPROVED by management. Please contact the Resident Relations department to review eligibility and initiate the process.

## **SECURITY DEPOSIT RETURN**

The security deposit remains with the house until the last original resident moves out. Part of your security deposit is for floor cleaning. Once you move out, we will have the floors professionally cleaned. Please vacuum, sweep and clean hardwood surfaces. DO NOT use a Rug Doctor, carpet cleaning or another third-party to clean the floors.

We will issue ONE refund payment and it will be postmarked within 31 days following your lease end date.

## **MOVE OUT CLEANING & CHECKLIST**

Upon move-out, you will be provided a move-out checklist that outlines what is expected of you as far as cleaning. Once you have turned in your keys, you are not allowed to do any additional cleaning or return to the home.

## **CONTACT US**

Phone: 541-753-3620

Resident Relations – [Tenant@duerksenrentals.com](mailto:Tenant@duerksenrentals.com)

Maintenance – [Repairs@duerksenrentals.com](mailto:Repairs@duerksenrentals.com)

Bookkeeping – [Accounting@duerksenrentals.com](mailto:Accounting@duerksenrentals.com)