1251 N. Cole Road, Boise, Idaho 83704
208-321-1900 phone

Resident Information & Resources Guide Table of Contents

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Lease Cheat Sheet: Rules to Remember

It is required that you read through your entire lease as it contains much more information and detail, but here are some important rules to remember since the document itself is dense. The applicable lease clauses are included with each subject.

Rent: *Reference clauses 5 and 6*

Rent is due on the 1st of each month, and late fees apply after 5 pm on the 5th. Rent can be paid online through the Rentvine Tenant Portal, and there is a $20 discount for doing so. It can also be paid in person at our office by someone on the lease using a personal check, cashier's check, or money order. Cash and credit cards aren't accepted in the office.

Alterations: *Reference clause 84*

Tenants shall not paint, wallpaper, add, change locks, or make any alterations to the Premises without written consent. Tenants shall not install mollies, or screws on any surface on the Premises or no more than 5 small nail holes per wall. No adhesive, tape, or other fasteners may be installed or otherwise placed on any surface such as refrigerators, walls, any door, exterior siding, or woodwork.

If you would like to mount a TV or etc., please contact maintenance for assistance.

Smoking: *Reference clause 65*

No smoking/vaping is permitted on the premises. This includes the entire property inside your unit and outside as well. Any illegal drugs and activities are strictly prohibited. Candles and incense are considered a fire hazard and are therefore also not permitted.

Cleanliness/Patio: *Reference clause 66 & 78*

The premises, particularly the bathroom and kitchen, must be cleaned regularly and kept free of objectionable odors. Balconies and patios are intended to be extra living space and are not to be used as additional storage. Only patio furniture and decor are permitted to be kept on the balcony. Garbage, clothes, bicycles, boxes, and other clutter need to be kept elsewhere.

Animals: *Reference clause 35*

Absolutely NO pet sitting is allowed. For an animal to be permitted in the unit, it must be on the lease. Pet policies differ by property so if you have any questions, please feel free to contact the office and ask. IF the property allows pets, it is possible to add a pet with approval. The fee for an unauthorized animal is $100 per month from the beginning of the lease. The only exceptions to these pet rules are fish and amphibians. Animals must also be on a leash when outside the unit. Animal waste must be disposed of IMMEDIATELY.

Trash: *Reference clause 39 & 40*

Tenants shall not litter. Tenants shall place all garbage inside containers with lids and agree to pick up trash and debris that blows onto or appears on the Premises, no matter the source. Large items such as furniture or mattresses are NOT to be placed next to dumpsters, and tenants will be charged for the cost of removing said items.

Quiet Hours: *Reference clause 77*

Quiet hours are from 10 pm to 7 am. This means no loud noise that will disturb your neighbors, such as playing musical instruments or using noisy appliances. Outside of quiet hours, tenants still need to be respectful of those who live near them when it comes to their volume

Unauthorized Tenants: *Reference clause 13 & 25*

Occupancy by anyone other than the tenants listed on the lease will be considered unauthorized tenant(s) and will be considered a breach of the rental agreement. If you would like to add, remove, or adjust listed tenants, please reach out to the leasing department to request an adjustment. For someone to house-sit, the tenant must request in writing that authorization.

Lease Violation Fee:

Your rental violation/service fee is in *clause 92* of your rental agreement

Denial of Entry: *Reference clause 38*

Landlord is permitted to enter the premises after giving 12 hours' notice. Although, we attempt to give 24 hours' notice. This can be to perform maintenance, inspect, or show the premises. In the event of an emergency, notice is not required. If access is denied by the tenant, they will be charged a denial of entry fee of $50. Any animals must be secured for people to enter, and minors may not be left unattended. If these conditions are not met, this will also result in a $50 charge for denial of entry.

Parking: *Reference clause 30 & 31*

The parking lot speed is 10 mph. Parking is for tenant use only and guests may be towed if they park in spaces not specifically marked by signage as quest parking. No vehicle repair is permitted on the premises. Trailers, boats, and RVs are not to be stored on the premises unless the unit is a single-family home with designated storage, and it meets CC&Rs. If a parking permit is required at your property, it is important to always display it in the vehicle to avoid being towed.

Lease Breaks: *Reference clause 20 & 91*

If tenants fail to occupy the Premises for the lease term for any reason, tenants shall be liable to Landlord damages resulting from breach, which include but are not limited to loss of rent until the unit is re-rented, reimbursement of any move-in credits or incentives, advertising costs to show Premises, and other costs and fees as described within the lease agreement. The exception to this rule is active military members who receive government orders to relocate more than 20 miles from the premises.

Lease Takeovers: *Reference clause 19*

Tenants may provide us with a qualified tenant to apply for a lease takeover. However, FRPM will not accept any applications for a lease takeover until the current tenants have contacted our leasing department. If they were approved through our application process, the lease takeover fee must be paid in certified funds, and outgoing tenants must provide an official Notice to Vacate and sign a lease takeover addendum. Incoming tenants must take over utility accounts for the premises without any gap between tenants.

We appreciate your tenancy, and we hope these guidelines aid in your understanding of the lease agreement. If you have any further questions, please reach out to our leasing department at **leasing@frpmrentals.com**



Bed Bugs!

Bed bugs are becoming very common in Boise, and there is no shame in getting them, but it's *extremely important* to report it to First Rate immediately if you think you may have an infestation.

Reporting it early can save you lots of time, money and hassle!

Can I prevent bed bugs?

Bed bugs are excellent hitchhikers and hiders, and can even live up to a year without food, which makes them hard to catch!

Here are a couple tips to reduce your chances of infestation:

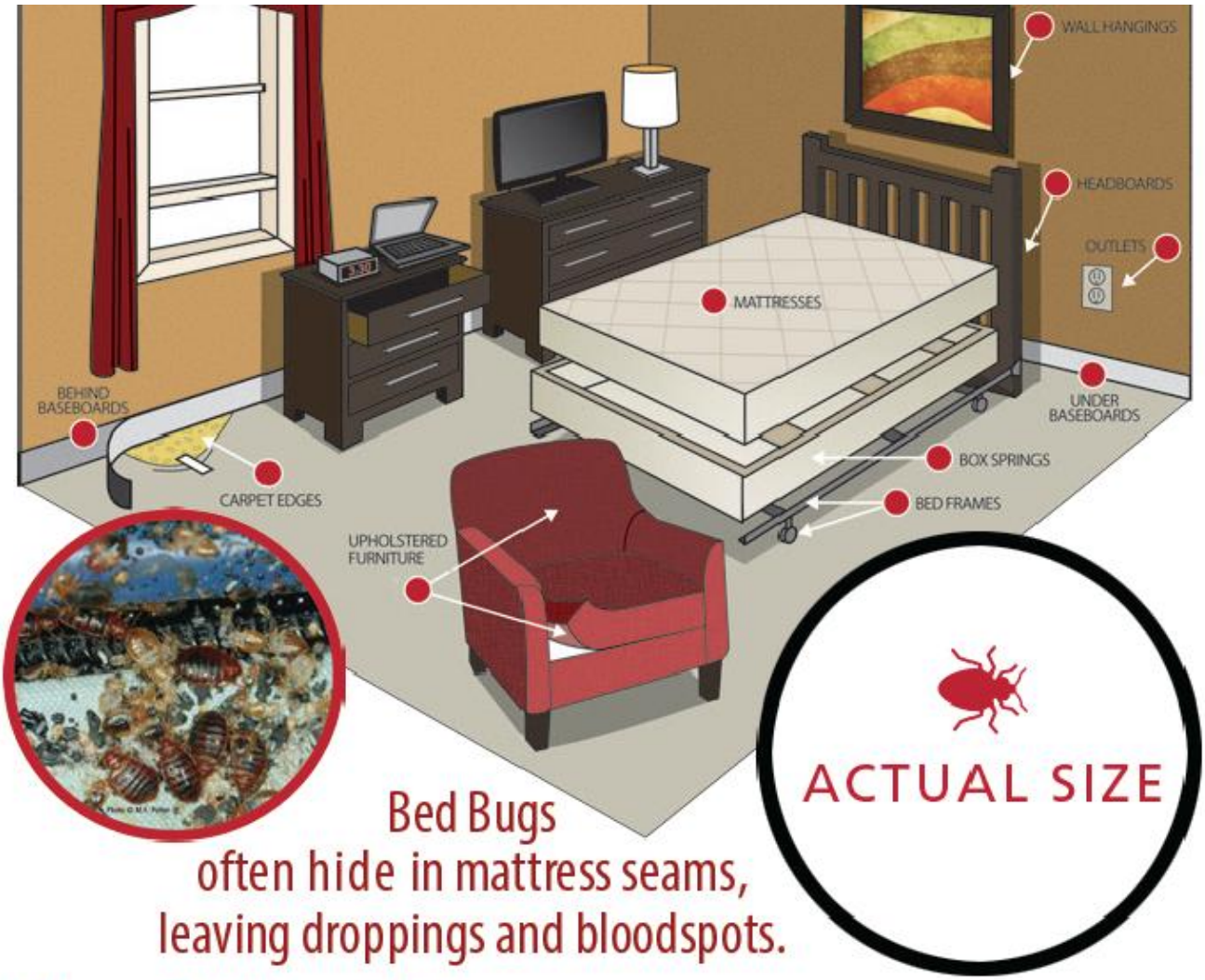
- **Thoroughly check and vacuum suitcases when returning from a vacation.**
- **Never purchase or bring home used furniture without checking it THOROUGHLY for signs of bed bugs. Keep in mind that they don't just live in mattresses; they can also be found in dressers, nightstands, etc. Use a bright flashlight to check the furniture, and remember they love tight spaces.**
- **Keep your home clean and clutter-free.**
- **Be careful at shared laundry facilities! Check your surroundings and the machines. Only high heat can kill them, so make sure the dryer is working properly.**
- **Use the map on the next page to occasionally check your bedrooms for common hiding places, especially after travelling or having houseguests.**

How do I know if I have them?

- **Small, dark reddish spots on sheets and mattresses.**
- **Eggs and eggshells, which are tiny (about 1mm) and pale yellow skins that the bugs shed as they grow larger.**
- **Bites are not an accurate way to determine if you have bed bugs, since they can be mistaken as rashes. Some people do not react to bed bug bites at all. If you do have a reaction, the bites are commonly in a line.**

Where do they hide?

When not feeding, bed bugs hide in a variety of places, but they especially love tight spaces. Around the bed, they can be found near the corners, in the piping, seams, and tags of the mattress or box spring, and in cracks on the bed frame and headboard. Bed bugs can squeeze into really small hiding spots; if a crack will hold a credit card, it could hide a bed bug.



Bed Bugs
often hide in mattress seams,
leaving droppings and bloodspots.

Where Bed Bugs Hide

• Box springs & mattresses • Bed Frames • Headboards • Carpets • Baseboards
• Curtains • Window Frames • Tables • Electrical Outlets • Chairs & Couches
• Picture Frames • Smoke Detectors • Laptops • Luggage

What do I do if I think I have bed bugs?

Call First Rate immediately – 208-321-1900

Do NOT try to treat the infestation yourself. Over the counter treatments are ineffective, and can often lead to the bed bugs spreading out even further into your home or into your neighbor's home. These treatments can also interfere with the treatments that the professionals will use.

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Want $150?

Refer a friend or family member to apply for a home with First Rate Property Management! Once they have a signed lease and have moved in, you will receive $150 off your next month's rent!

Be sure to have them put your full name and address "Referred By" on their application!

APARTMENT SAFETY

BIKES

To prevent your bike from being stolen, we encourage you to:

- Store your bike inside if possible. A closed/locked garage, storage shed, or inside your home will keep it safer.
- If you have to leave your bike outside, whether at home or at the store, make it difficult to steal. Securing your bike to a bike rack though the rear tire and frame using **a U style bike lock** or combination of a U-lock with other locks will make it harder to steal. (Cable or chain locks are frequently cut.)
- Register your bike with Bike Index through the City of Boise at www.cityofboise.org/bikeindex. If we find your bike, we can easily track it back to you (**and it's free!**)
- Be aware of and report suspicious activity that seems oddly out of the ordinary for your neighborhood.
- If you are a victim of a stolen bike or observe suspicious activity, please call Boise Police Non-Emergency at 208-377-6790. Likewise, if you find an abandoned bike, please contact Police Non-Emergency for follow-up.

SMOKE DETECTORS

• All rental housing must have working smoke alarms. Contact your landlord or property manager for help.

• Batteries in smoke alarms should be replaced at least once a year.

• Clean your smoke alarms twice a year by using a vacuum. Dirty alarms can degrade sensitivity.

• Test alarms once a month.

• If you have a problem with nuisance alarms, due to cooking fumes or other non-fire causes such as steam, do not disconnect the alarm or remove the batteries. You may not remember to put the batteries back in the alarm after cooking. Instead, wave a towel near the alarm.

- Try another location or another model of alarm, but keep your home protected. Always be sure you understand why an alarm is sounding before you treat the alarm as a nuisance.

CARBON MONOXIDE DETECTORS

• Carbon monoxide (CO) is a gas you cannot see, taste, or smell. Headache, nausea, and drowsiness are symptoms of carbon monoxide poisoning.

• Apartment units with gas fired appliances, wood burning stoves, or attached garages must have at least one Carbon Monoxide detector near sleeping areas. Equipment and vehicles powered by internal combustion engines are a common source of carbon monoxide. Vehicles running in an attached garage or generators running inside a home or attached garage, can quickly produce dangerous levels of carbon monoxide.

- CO incidents are more common during the colder months. During the period 2006 to 2010 half of CO incidents reported to local fire departments across the U.S. occurred between the months of **November and February, peaking in December**.



- If your unit comes equipped with a Nighthawk Carbon Monoxide Alarm, it is always essential to leave the alarm installed and plugged in.
- Push the test button each month to make sure it's working.
- If you hear the alarm, get outside immediately.
- Call the fire department and/or Intermountain Gas. Do not go back inside unless the firefighters say it is safe.

CANDLES

• Blow out all candles when you leave the room or go to bed.

• Avoid the use of candles in the bedroom and other areas where people may fall asleep.

• Keep candles at least 12 inches away from anything that can burn.

• Use candle holders that are sturdy and won't tip over easily.

• Put candle holders on a sturdy, uncluttered surface.

• Keep your hair and any loose clothing away from the flame.

• Blow out candles before they get too close to the holder or container.

• Never use a candle if oxygen is used in the home.

• Have flashlights ready to use during a power outage - never use candles.

• Never leave a child alone in a room with a burning candle. Keep matches and lighters up high and out of children's reach, or in a locked cabinet

SMOKING

• If you smoke, smoke outside. Never smoke in bed.

• Never smoke where medical oxygen is used. Oxygen can cause materials to ignite more easily and make fires burn at a faster rate than normal.

• Wherever you smoke, use deep, sturdy non-combustible ashtrays. If ashtrays are not available, use a metal can or pail.

- ALWAYS DISCARD CIGGARETTE BUTTS APPROPRIATELY – do not discard onto the ground.

IF THERE IS A FIRE

• If a smoke alarm sounds, get out and stay out. Go to the outside meeting place. Call 9-1-1.

• If there is smoke blocking the door - use your second way out.

• Smoke is poisonous. If you must escape through smoke, get low and go under the smoke to your way out.

• Before opening a door, feel the doorknob and then the door. If either is hot, leave the door closed and use your second way out.

• Never use elevators during a fire – use the stairs.

• If there is smoke coming around the door, leave the door closed and use your second way out.

• If you open a door, open it in a slow manner. Be ready to shut the door if heavy smoke or fire are present.

• If you cannot get out, close the door - Call 9-1-1.

• Say where you are and then signal for help at the window – drop an item like a toy or pillow out the window.

• If you cannot get to someone needing assistance, leave the home and call 9-1-1. Tell the emergency operator where the person is located.

• If pets are trapped inside your home, tell firefighters -never re-enter a burning building.

HOME ESCAPE PLAN

• Draw a map of each level of the home.

• Show all doors and windows.

• Know at least two ways out of every room, if possible.

• Teach your children how to escape on their own in case you cannot help them.

• Children, older adults, and people with disabilities may need assistance to wake up and get out. Make sure that someone will help them. Alert 911 Dispatch to non-ambulatory residents' location.

• Have an outside meeting place (something permanent, like a tree, light pole, or mailbox) a safe distance away.

FIRE EXTINGUISHERS

- As a general rule, firefighting should be left to the fire department.
- Only adults who know how to use portable fire extinguishers should use them.
- Before trying to fight a fire, be sure that:

o You know how to use the fire extinguisher, and it is the correct type.

o Everyone else has left the home and someone is calling the fire department.

o The fire is small, confined, and not spreading.

o You have a clear escape route.

- **If you have any doubt about fighting a small fire, just get out! Call 9-1-1 or the local emergency number from outside the home.**

COOKING

- Stay in the kitchen when you are cooking. Use a timer to remind you that you are cooking.
- Keep things that can catch on fire away from your stovetop - oven mitts, towels, wooden and plastic utensils.
- If you have a small grease fire - smother the flames by sliding a lid over the pan and turning off the burner. Leave the pan covered until it is completely cooled.
- For an oven fire, turn off the heat and keep the door closed.

HEATING

- Never use your oven or stove for heating.
- Do not place heaters where children or others might bump into it.
- Place space heaters on a level, solid, flat surface.
- Turn heaters off when you go to bed or leave the room.
- Only use portable heaters that have the label of a recognized testing laboratory, and that have an automatic shut-off—if they tip over, they shut off.
- If you must use an extension cord, make sure it is a heavy-duty cord marked with a #14 gauge or larger wire.
- If the heater's plug has a grounding prong, use only a grounding (three-wire) extension cord.
- Keep portable space heaters away from anything that can burn.

ELECTRICAL

- Only plug one heat-producing appliance (coffee maker, toaster, space heater) into an outlet.
- Unplug small appliances when not in use.
- Major appliances (refrigerators, stoves, washers, dryers, etc.) should be plugged directly into a wall outlet. Never use an extension cord with a major appliance - it can easily overheat and start a fire.

• Keep lamps, light fixtures, and light bulbs away from anything that can burn, including furniture, bedding, curtains, clothing, and flammable or combustible items.

• Use light bulbs that match the recommended wattage on the lamp or fixture.

• Check electrical cords often. Replace cracked, damaged, and loose electrical or extension cords.

• Do not place electrical cords where they can be damaged or pinched by furniture, under rugs and carpets, or across doorways.

• Extension cords are for temporary use only.

For more information, go to: http://fire.cityofboise.org/fire-prevention/

Open-Flame Cooking Devices & LP-Gas Storage

• **Open-Flame Cooking Devices (LP-Gas).** LP-gas fueled open-flame cooking devices shall not be operated on combustible balconies (above the first story) or within 10 feet of combustible construction (e.g., stucco over wood framing).

Exceptions:

1. One and two-family dwellings.

2. LP-gas cooking devices having LP-gas container with a water capacity not greater than 2 ½

pounds [nominal 1 pound LP-gas capacity].

• **Open-Flame Cooking Devices (charcoal/solid fuel).** Charcoal or solid fueled open-flame cooking devices shall not be operated on combustible balconies (above the first story) or within 10 feet of combustible construction.

Exceptions:

1. One and two-family dwellings.

2. Where buildings, balconies and decks are protected by an automatic sprinkler system.

• **LP-Gas Storage within Residential Buildings**. Storage of LP-Gas cylinders within a residential building (under the horizontal projection of the roof, floor or balcony above), including the basement or any storage area in a common basement of a multiple-family buildings and attached or detached garages, shall be limited to cylinders each with a maximum water capacity of 2.7 lb. [nominal 1 lb. LP-gas capacity] and shall not exceed 5.4 lb. aggregate water capacity per each living space unit.

• **LP-Gas Storage on Exterior Balconies of Residential Buildings**. Cylinders having water capacities greater than 2.7 lb. [nominal 1 lb. LP-gas capacity] shall not be located on decks or balconies of dwellings of two or more living units above the first floor.

Notes: Typical consumer LP-Gas barbecue cylinders are 47.7 lb. water capacity [nominal 20 lb. LP-Gas capacity]. Typical LP-Gas camp stove or lantern canisters are 2.7 lb. water capacity [nominal 1 lb. LP-gas capacity].

Get to Know Carbon Monoxide Alarms

Fuels that burn like wood or charcoal, or make heat or energy using carbon-based fuels–natural gas, propane, oil, gasoline or diesel engines–can produce a gas called carbon monoxide. Malfunctioning or improperly vented fireplaces, furnaces and portable and stationary generators can produce carbon monoxide.



You can't see the gas. You can't smell it. But carbon monoxide can make you really sick or kill you.



A carbon monoxide alarm will let you know if unsafe levels of this poison gas are in your house.



You need an alarm outside bedrooms.



— Keeping Your Community Safe **with Carbon Monoxide Alarms** —

Get to Know Carbon Monoxide Alarms

You need an alarm on each level of your home.



Push the test button each month to make sure it is working.



If you hear the alarm, get outside immediately.



Then call the fire department. Don't go back inside unless the firefighters say it is safe.



How to text 911

- Enter 911 in the "To" field
- Write message with your exact location and type of emergency
- Send the message
- Answer dispatcher questions and follow instructions
- Use simple words; no abbreviations or emojis

Non-Emergency Dispatch
208.377.6790

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WHAT CAN FRPM MAINTENANCE DO FOR YOU?



OUR MAINTENANCE TEAM CAN DO MORE THAN JUST REPAIRS!

- Replacing your air filter
- Hanging curtains/blinds!
- Mounting a flatscreen TV to the wall
- Re-arranging furniture (If applicable)
- Clean up animal waste!
- Batteries in smoke detectors
- Light bulbs
- Hanging decorations and/or pictures
- Install shower rod
- ***AND SO MUCH MORE- Give us a call!***

Please call to discuss pricing for these services!

(All scheduling is subject to availability)

FIRST RATE PROPERTY MANAGEMENT
1251 N. COLE RD. BOISE, ID, 83704
208-321-1900
https://www.boiseproperty.management/