

Reference Information

Communication:

The TenantCloud messaging system is to be used for all communication between tenants & property management. This can be accessed by going to either the TenantCloud website directly, or by using the mobile app.

Any physical documents can be sent to:

100 W. Foothill Blvd. #204
San Dimas, CA, 91773

Tenant communications are reviewed during normal business hours M-F, 9am – 5pm. For emergencies, please reach out to the appropriate public service department or one of the maintenance personnel noted below as applicable.

Rent:

Rent is due the 1st of the month via TenantCloud. There is a 5-day grace period. An additional late charge will be assessed if the payment is received beginning on the 6th of each month or later.

Maintenance & Repairs:

All maintenance requested should be submitting using the Maintenance Request system on TenantCloud, not as a message. Minor maintenance and repair of the property not due to the Tenant's misuse, waste, or neglect, costing less than \$100 is responsibility of the tenant. Tenant-caused damages are the full responsibility of the tenant. Non-tenant caused maintenance/repairs more than \$100 will be handled by the landlord with proper notice. Maintenance issues are handled by the team shown below. Please first submit a maintenance request on TenantCloud and include as much information as possible. Direction will then be provided regarding scheduling the repair.

Safety & Security:

Personal safety & the exercise of sound judgement is the responsibility of each tenant. Although not required, tenants are strongly encouraged to get a renter's insurance policy. These policies are inexpensive and can protect tenants from loss and liability. If you need help obtaining a policy, contact Danny Wong at Abernathy Insurance 626-574-1000. Personal home-security systems are allowed at the tenant's expense.

Early Termination:

In the event you need to break your contract early, a re-rent levy equal to one month's rent will be charged.

Reference Information

Contacts:

Repairs & Maintenance

Handyman: Charlie Cruz 909-541-7484
Handyman: Carlos Aguirre – 562-416-1586
Handyman: Jose 760-680-7453
Handyman: Will Torres 909-544-8997
Handyman: Augustin Perez – 951-285-8836
Appliance Repairs: Cagle’s Appliances – 909-986-9789
Gardener: Pedro Vargas – 909-730-2473

Utilities:

Southern California Edison: 800-655-4555
Southern California Gas: 909-307-7070

Montclair:

Police Department: 909-448-3600
Fire Department: 909-447-3540
Graffiti Removal Hotline: 909-625-9429

Ontario:

Police Department: 909-395-2001
Fire Department: 909-395-2002
Graffiti Removal Hotline: 909-395-2626

Upland:

Police Department: 909-946-7624
Fire Department: 909-931-4180
Graffiti Removal Hotline: 909-625-9429
Upland Water & Trash: 909-931-4150

Rancho Cucamonga:

Police Department: 909-941-1488
Fire Department: 909-477-2770
Graffiti Removal Hotline: 909-481-7999

Renter’s Insurance:

Danny Wong: 626-574-1000