

Basic Information

Rent Collection Policy

Rent is due on the first of each month. Payments received after the applicable grace period may be subject to late fees as provided in the rental agreement and applicable law.

All payments must be made payable to Performance Properties, Inc.

- ✓ Include your rental address with all payments.
- ✓ Cash is not accepted.
- ✓ Partial payments are not accepted unless approved in advance.
- ✓ Only one check will be accepted per unit.
- ✓ Multiple money orders may be submitted, but they must be received at the same time.
- ✓ Postdated checks are not held.
- ✓ Certified funds may be required to cure an NSF payment.
- ✓ A maximum of two months of advance rent may be accepted at a time.
Personal checks from persons not named on the lease will not be accepted.

If rent remains unpaid, Performance Properties, Inc. may issue the legally required notice for nonpayment and proceed as permitted by the rental agreement and Oregon law.

Payment Methods

Residents can **pay online** through the **resident portal** available from ppirentals.com. One-time and automatic payments may be available through an eligible bank account. Credit/debit card transactions may include a third-party processor fee.

MAIL PAYMENTS TO:

Performance Properties, Inc.
PO Box 574
West Linn, OR 97068

Allow sufficient delivery time. Postmarks are not treated as the date payment is received.

Resident Portal

Use the resident portal through ppirentals.com to pay rent, submit maintenance requests, and communicate with the team. Current residents can access the resident portal through the Performance Properties website to pay online, submit maintenance requests, and communicate with the team.

PERFORMANCE PROPERTIES INC.

*Professional Property Management •
In-House Maintenance • Resident Resources*

Resident Information & Property Care Guide



Resident Resources & Contact

OFFICE HOURS

MON-FRI (9:00 AM – 5:30 PM)

📞 **MAIN OFFICE** 5036350099

24/7 EMERGENCY LINE 9712228454

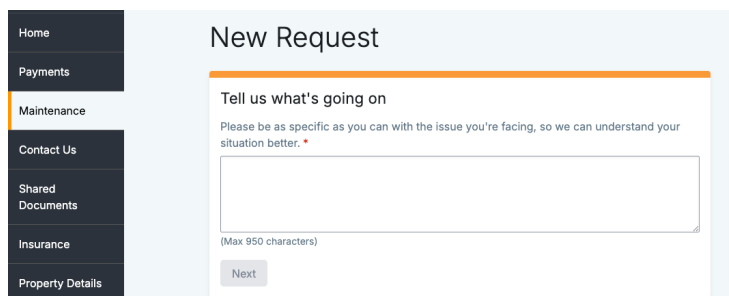
🌐 www.ppirentals.com

✉ info@ppirentals.com

📍 1584 Holly Street, West Linn, OR 97068

Maintenance Requests

For routine maintenance, **submit a request through the resident portal**. Describe the issue clearly, including when it began, severity, and relevant details. Include photos when helpful.



Performance Properties maintains an in-house maintenance operation and works with professional vendors when specialized service is required. Routine repair timing may depend on urgency, authorization, parts, vendor availability, and the nature of the work.

24/7 Emergency Maintenance

Life-threatening Emergency:

Call 911 immediately.

Performance Properties Emergency Line:

971.222.8454

Performance Properties states that an emergency maintenance technician is available 24 hours a day, seven days a week.

The **emergency line is intended for true property emergencies**, including fire or flood conditions. The company's maintenance guidance also identifies urgent conditions such as no heat in winter or no water at the property as situations requiring immediate response.

A broken garbage disposal and other routine maintenance issues are not emergencies. Submit non-emergency work orders through the resident portal.

When safe, take reasonable steps to limit additional property damage, such as shutting off an accessible water valve during an active plumbing leak. Never put yourself at risk to mitigate property damage.

During Your Tenancy

➤ Locked Out?

During regular business hours, assistance may be available depending on staff availability and the property's key setup. Identification may be required. Residents are responsible for locksmith or rekeying costs when the lockout, lost key, or requested security change is their responsibility.

➤ Restrictions

Obtain written permission before installing signs, insignia, air-conditioning equipment, antennas, satellite equipment, fixtures, or other devices on the premises.

➤ Painting

Obtain written permission before painting. Authorized painting must be completed professionally and according to written instructions.

➤ Renter's Insurance

Performance Properties, Inc. strongly recommends renter's insurance. The landlord's property insurance generally does not insure a resident's personal belongings or personal liability.

➤ Smoking

Rental properties are smoke-free indoors unless a written agreement expressly states otherwise. Refer to the rental agreement and any smoke-free addendum.

➤ Bulbs

Residents are responsible for ordinary light-bulb replacement unless the lease or property-specific instructions state otherwise.

➤ Winterization

During freezing weather, keep the home adequately heated and ventilated. Protect vulnerable plumbing and immediately report broken pipes or significant water leaks.

➤ Snow and Ice

Management will make reasonable efforts to address common areas where it is responsible. Resident responsibilities depend on the property and rental agreement.

➤ Space Heaters

Portable space heaters are for temporary emergency use only when permitted. Never leave one unattended.

➤ Winter Vacations

If away for an extended period during winter, notify Performance Properties when required by the rental agreement.

➤ Garbage Service

Severe weather may delay trash service. Contact the garbage provider for schedule information.

General Maintenance, Care & Troubleshooting

Smoke & Carbon Monoxide Detectors

Keep fresh batteries in smoke and carbon monoxide detectors. Do not remove, disable, or tamper with required alarms. Test alarms regularly.

Garbage Disposal

Use only for appropriate food waste. Never place your hand inside. Keep plastics, glass, foil, paper, grease, bones, egg shells, and fibrous or unsuitable material out of the disposal. Run water before, during, and after use.

No Hot Water

Check accessible breakers and reset controls. Do not perform technical repairs. Submit a maintenance request if basic checks do not restore service.

Plumbing or Fixture Leak

If water is actively leaking, shut off the nearest safe water-supply valve if you know how and can do so safely. For a major active leak or flood, use the emergency line.

Toilet Is Plugged

Use a plunger first. If overflowing, shut off the toilet supply valve if safe. Do not flush sanitary products, diapers, wipes, paper towels, or unsuitable materials.

Pests

Follow all preparation instructions from the pest-control vendor. Failure to prepare properly may result in additional charges when permitted.

Clogged Drains

Keep hair, grease, food, and foreign objects out of drains. Use strainers where appropriate and report persistent or recurring clogs.

No Heat

Check thermostat settings, accessible breakers, and filters. Residents are responsible for changing HVAC filters every 90 days unless property-specific instructions state otherwise. Loss of heat during cold winter conditions may require emergency response

No Electricity

Determine whether the outage affects the neighborhood or only the property. Check accessible breakers and GFCI outlets. Reset a breaker once only. If it trips again, submit a maintenance request.

Dishwasher

Remove visible food debris and confirm proper loading. If the unit is not draining, grinding, leaking, or malfunctioning after basic checks, turn it off and submit a maintenance request.

Refrigerator

Confirm the thermostat is set correctly and the door closes fully. Keep accessible ventilation areas free of excessive dust. Report persistent cooling or leaking issues. It is the tenant's responsibility to change filters.

Stove or Range

Confirm the appliance is plugged in and check the applicable breaker. Follow manufacturer-approved cleaning instructions.

Washer and Dryer

Keep washer loads balanced and hoses secure. Clean the dryer lint screen and keep accessible vent areas clear. Report leaks, burning odors, or repeated breaker trips immediately.

Air Conditioning

Not all properties include A/C. If provided, check the thermostat and breaker, keep the outdoor unit and vents clear, and replace resident-responsibility filters regularly.

Weatherization

Use non-damaging temporary measures for minor drafts. Do not make permanent alterations without written authorization.

House Plants

Use drip trays. Water runoff can stain or damage surfaces and contribute to moisture problems.

Kitchen Counters

Use cutting boards and non-abrasive products appropriate for the countertop material.

Wood Decks and Porches

Use feet or risers beneath planters and keep exterior living areas clean and free of clutter.

Lawn and Shrubbery Maintenance

Where landscaping is a resident responsibility, it includes mowing, edging, watering, weed control, and routine shrubbery care. Do not remove or plant trees or shrubs without written permission.

General Cleanliness

Keep the unit clean and sanitary. Dispose of trash promptly and do not leave trash where it can attract pests.

Fireplaces

Use appropriate fuel and required screens or doors. Never leave a fire unattended.

Sliding Glass Doors, Screen Doors, and Shower Tracks

Keep tracks clean and free of debris. Clean shower tracks regularly and report damaged or unsafe components.

Mold and Mildew

Control moisture through ventilation and prompt cleanup of water. Report persistent moisture, leaks, or recurring mold.

Mild Blinds

Clean gently with a mild soap-and-water solution. Do not soak blinds.

Hardwood Floors

Do not leave standing water on wood floors. Use a lightly dampened cloth or approved flooring product.

Carpet Care

Vacuum regularly and respond promptly to spills using carpet-safe methods. Move-out cleaning requirements are governed by the rental agreement and applicable law.



Moving Out

Provide written **notice to vacate** as required by the rental agreement and applicable law. Include the move-out date and forwarding address. Return all keys as instructed.

- ✓ Do not patch nail holes unless you intend to restore the wall professionally.
- ✓ The security deposit cannot be used as last month's rent or another balance due.
- ✓ Leave the home clean, including appliances, cabinets, floors, fireplace areas, crawl spaces, attics, and garage where applicable.
- ✓ Remove all personal property, trash, firewood, grills, oil, propane tanks, chemicals, tires, and other belongings.
- ✓ If landscaping is your responsibility, mow the lawn, rake leaves, and weed the beds.
- ✓ Contact utility providers for accounts you were responsible for and provide the appropriate end date.
- ✓ Provide a valid forwarding address for required notices and any refund.

**RATE YOUR
EXPERIENCE**



Roommate Change Policies

All **roommate changes must be coordinated** with Performance Properties, Inc. Proposed roommates must be screened and approved before moving in. Required notices, applications, screening, deposits, signatures, and approvals must be completed.

1. An exiting resident must provide required written notice, forwarding information, and current contact information.
2. Performance Properties will provide the required roommate-change process and forms.
3. An exiting resident remains responsible until the change is fully approved and documented.
4. Remaining residents and proposed new roommates must provide requested qualification information.
5. A replacement roommate must submit a completed rental application. The marked-up resident document identifies the application fee as \$65.00.
6. Any required additional deposit must be paid before the incoming roommate moves in.
7. Performance Properties may conduct an interior inspection as part of the process.
8. All final tenancy-change documentation must be completed before the change becomes effective.
9. All required lease or addendum signatures must be completed before a new roommate moves in.
10. An exiting roommate cannot be removed from the lease without an approved replacement or another written arrangement accepted by Performance Properties.