



MERIDIAN GROUP

Real Estate Management, Inc.
5290 Overpass Road, Bldg. D
Santa Barbara, CA 93111



P: (805) 692.2500 • F: (805) 692-5020 • meridiangroupprem.com • DRE#01272282

WELCOME TO YOUR NEW HOME!

We hope renting from Meridian Group will be an enjoyable experience for you. Listed below is some of the information included in this packet. Please take the time to review all of the information provided and feel free to call our office at (805) 692-2500 with any questions or concerns.

MAINTENANCE: Please remember that we are available 24-hours a day in case of a maintenance emergency. For any maintenance needs during business hours, you can call us at (805) 692-2500 x115 or you can submit a request online by going to www.meridiangroupprem.com and clicking on the Maintenance tab. We will address your maintenance issues as soon as possible. If a maintenance emergency arises during non-business hours, please call our 24-Hour Emergency service immediately at **(805) 692-2500 x8**.

STOP! Do not move in if your unit is not cleaned to your satisfaction. Contact our office immediately so that we may remedy the situation on the same day. This offer is void if you contact us after you or your roommates move in, and it will be assumed that the unit has been cleaned to your satisfaction.

PAY ONLINE! Meridian Group has an online payment service available to our residents. Please go to www.meridiangroupprem.com and click on **Pay Online** to sign up.

INVENTORY & CONDITION REPORT (ICR): The documentation provided by you on this form will prevent you from being charged for damage that is pre-existing at the time of move-in. In addition, it will provide information to Meridian Group of repairs that may still be needed or missed. ***Please complete this form in full and return it to our office or email it to info@meridiangroupprem.com within five days of move in.***

RENTERS INSURANCE: We highly recommended that all residents obtain Renters Insurance. This type of insurance helps to cover your personal belongings in the event that your residence is burglarized or damaged by fire or flood or in the event that you cause damage to the property. Please contact your vehicle insurance company for rates and coverage info. The property owner's insurance does NOT cover personal belongings.

PROTECT YOUR FAMILY FROM LEAD IN YOUR HOME: The United States Environmental Protection Agency requires that we provide you with the information contained in the pamphlet. It contains information regarding lead in the home and steps to take to protect you from lead in the home.

UTILITY COMPANY PHONE NUMBERS: **Please contact the utility companies immediately to avoid any disruption in service.** In most cases, if the utilities are on upon move in, the old residents have not had them disconnected and this may happen at any time. Please have all utilities that you are responsible for per the terms of your lease, switched into your name and mailing address immediately to avoid disruption in service.

FOR ISLA VISTA ONLY! Coupon for 1-Free CHO Move-In Video provided by MERIDIAN GROUP.

The UCSB Community Housing Office provides video documentation services of the move-in and move-out condition of your apartment. Please contact UCSB Community Housing Office at (805) 893-4371 with questions and to schedule an appointment.



TABLE OF CONTENTS

Page 1	Welcome to Your New Home!
Page 2	Table of Contents
Page 3	Stop! Do not move in if...
Page 4	Inventory and Condition Report
Page 5-6	Payment Options
Page 7	Utility Company Phone Numbers
Page 8	County Ordinance Chapter 17
Page 9-11	Renters Insurance
Page 12	UCSB Community Housing Office Mediation
Page 13-17	Protect Your Family from Lead in Your Home
Page 18	Bed Bugs
Page 19	Cleaning Suggestions
Page 20	Vendor Price List
Page 21-22	Proposition 65 Facts Sheet for Tenants
Page 23	Emergency Shut Down Instructions
Page 24	Important & Helpful Links

FIND US ON



@MERIDIANGROUPREM



STOP!

**DO NOT MOVE IN
IF YOUR UNIT IS NOT CLEANED
TO YOUR SATISFACTION!**

**Call us immediately at
(805) 692-2500
so that we may remedy the
situation TODAY!**

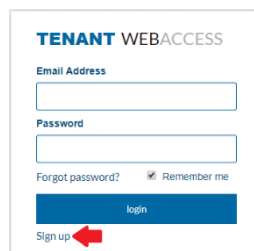
**This offer is void if you contact us after
you and/or your housemates move in
and we must assume the unit was
cleaned to your satisfaction.**

ADDRESS:					INSPECTION COMPLETED BY:				
DATE:			PHONE #: ()		EMAIL:				
COMMENTS					COMMENTS				
LIVING ROOM	G	F	P	LIVING ROOM	G	F	P	ADDITIONAL ROOM	
WALLS / CEILING									
FLOORS / CARPET									
WINDOW / SCREEN / LOCK									
DRAPES / BLINDS									
HEATER									
CLOSET / SHELVES									
SWITCHES / OUTLETS									
DOOR / JAMB / STOPS									
LOCKS / KEYS									
SMOKE / CO DETECTOR									
KITCHEN / DINING RM	G	F	P	KITCHEN	G	F	P	DINING ROOM	
WALLS / CEILING									
FLOOR									
CABINETS / DRAWERS									
COUNTER									
SINK									
FAUCET / AERATOR									
GARBAGE DISPOSAL									
REFRIGERATOR									
STOVE / BURNERS									
OVEN / BROILER									
DISHWASHER									
MICROWAVE									
FAN / FILTER									
LIGHTS / COVER									
SWITCHES / OUTLETS									
DRAPES / BLINDS									
WINDOW / SCREEN / LOCK									
CUTTING BOARD									
BATHROOM(S)	G	F	P	BATHROOM 1	G	F	P	BATHROOM 2	
WALLS / CEILING									
FLOOR									
SINK / FAUCET									
TOILET									
CAULK (TOILET)									
TP HOLDER / ROLLER									
TUB / SHOWER									
CAULK (TUB / SHOWER)									
SHOWER DOORS / ROD									
FAN / WINDOW									
MEDCAB / VANITY									
CLOSET / CABINETS									
LIGHTS / COVER									
SWITCHES / OUTLETS									
DOOR / JAMB									
TOWEL BARS									
BEDROOM(S)	G	F	P	BEDROOM 1	G	F	P	BEDROOM 3	
WALLS / CEILING									
FLOORS / CARPET									
WINDOW / SCREEN / LOCK									
DRAPES / BLINDS									
LIGHTS / COVER									
SWITCHES / OUTLETS									
CLOSET / DOORS									
DOOR / JAMB / STOPS									
SMOKE / CO DETECTOR									
BEDROOM(S)	G	F	P	BEDROOM 2	G	F	P	BEDROOM 4	
WALLS / CEILING									
FLOORS / CARPET									
WINDOW / SCREEN / LOCK									
DRAPES / BLINDS									
LIGHTS / COVER									
SWITCHES / OUTLETS									
CLOSET / DOORS									
DOOR / JAMB / STOPS									
SMOKE / CO DETECTOR									
HALLWAY	G	F	P	HALLWAY	G	F	P	EXTERIOR	
WALLS / CEILING									
CARPET / FLOOR									
CABINETS / CLOSET									
LIGHTS / COVER									
SMOKE / CO DETECTOR									

FREE ONLINE PAYMENTS

Pay online with your Tenant Web Access account!

To set up your Tenant Web Access (TWA) account:



- Get your account number from Meridian Group:
 - email us at info@meridiangrouprem.com or call us at (805) 692-2500
- Go to www.meridiangrouprem.com
- Click on **Pay Online** at the top of the page
- Click on **Sign Up** on the Tenant Web Access page (under the blue login button)
- Use your account number and email to create your account and get started
 - ★ Auto Pay payment option available.
 - ★ Payments show up instantly on your account.
 - ★ **Free** online payment processing applies **only** to **ACH payments** made using your checking or savings account and routing information.
 - ★ **Credit and Debit** card transactions are subject to your card company's processing fees.



CHECK FREE PAY

Another convenient option! Meridian Group now accepts most forms of payments, including cash, made at participating retail locations. Here's how:

- Get your CheckFreePay account number by emailing us at info@meridiangrouprem.com.
- Find a CheckFreePay location near you by going to www.paylease.com/cashpay/locations.
- Visit the CheckFreePay kiosk or the Customer Service desk inside the retailer of your choice and present the agent with your account number and payment.
- Collect a receipt and you're done! Your payment will automatically post to your account, saving you a trip to our office.
- Some participating CheckFreePay money centers now accept Debit Cards.
- A nominal convenience fee of \$4.00 per transaction will apply.



PERSONAL CHECK, CASHIER'S CHECK & MONEY ORDER

You can mail or drop off your check, cashier's check or money order to our office located at:

Meridian Group
5290 Overpass Road, Building D
Santa Barbara, CA 93111

*Payments received after business hours are considered as being received on the following business day.

DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY:

The Tenant Web Access site is provided by Meridian Group on an "as is" and "as available" basis. Meridian Group makes no representations or warranties of any kind, express or implied, as to the operation of this site or the information, content, materials, products or services included on this site. You expressly agree that your use of this site is at your own risk. To the full extent permissible and applicable by law, Meridian Group disclaims all warranties, expressed or implied, including, but not limited to; implied warranties of merchantability and fitness for a particular purpose. Meridian Group does not warrant that this site, its services or E-mail sent from Meridian Group are free of viruses or other harmful components. Meridian Group (as well as its employees and affiliates) will not be liable for any damages of any kind arising from the use of this site, any credit card company's non-authorization of a tax-payer's credit card payment, any government entity's non-acceptance of a payment from a party using this site or for disruption in service on this site, regardless of the cause, including (without limitation) direct, indirect, incidental, punitive and consequential damages. Meridian Group assumes no responsibility for the timeliness, deletion, miss delivery or failure to store any user communications or personalization settings.

Privacy: If you use the Tenant Web Access service, you are responsible for maintaining the confidentiality of your personal information (including your account number and password) and for restricting access to your account and computer, and you agree to accept responsibility for all activities that occur under your account or password. Meridian Group reserves the right to refuse service, terminate or suspend accounts or service or cancel transactions at any time in its sole discretion.

Other Legal Terms and Conditions: Completion of a payment transaction is contingent upon both the authorization of payment by the applicable card company and acceptance of your payment by Meridian Group. In the event that your credit or debit card payment is unable to be processed, Meridian Group will attempt to notify you at least once using the contact information you have provided. In the event that your payment is not processed or authorized by your card company or Meridian Group, you shall remain liable for any outstanding and unpaid charges and you will be subject to penalties, late fees and interest charges assessed by the relevant entity thereon, all of which its obligations shall remain your sole responsibility.

Meridian Group reserves the right to make changes to this Web site (including, without limitation, discontinuing this Web site or the services offered on this site) and these Terms of Use at any time, with or without notice. If any of these terms and conditions shall be deemed invalid, void or for any reason unenforceable, that term or condition shall be deemed severable and shall not affect the validity and enforceability of any remaining term or condition.

You, the Meridian Group user, agree to release Meridian Group (and its officers, directors, agents, subsidiaries, joint ventures and employees) from any and all claims, demands and damages (actual and consequential) of every kind and nature arising out of or in any way connected with the Agreement or use of the Tenant Web Access.

You and your company, if applicable, agree to indemnify and hold Meridian Group and/or its Agents harmless from any claim or demand (including attorneys' fees) made or incurred by you, your company or any third party due to or arising out of your breach of this Agreement or the documents it incorporates by reference.

Acknowledgement: By joining and using the services provided on the Tenant Web Access site, I agree the above information is true and accurate and that I understand and agree with the stated policies.

UTILITY COMPANY PHONE NUMBERS

To avoid interruption in service please have the utilities which you are responsible for put into your name effective on the date of your move in. We will have the service discontinued from Meridian Group effective on the day of your move in. In some cases, some utilities may still be on when you move in. It may already be scheduled to be disconnected, so contact the service provider immediately. Should you have any questions regarding the utilities, please feel free to call our office.

SANTA BARBARA / GOLETA / ISLA VISTA

Electricity	Southern California Edison (SCE)		800-655-4555	www.sce.com
Gas	So Cal Gas Company		800-427-2200	www.socalgas.com
Trash / Refuse	Marborg Industries		805-963-1852	www.marborg.com
Cable and Internet	Cox Communications		805-683-6651	www.cox.com
Water and Sewer	Santa Barbara	City of Santa Barbara	805-564-5343	www.utilitiesonline.santabarbaraca.gov
Water and Sewer	Goleta	Goleta Water District	805-964-6761	www.goletawater.com
Water and Sewer	Montecito	Montecito Water District	805-969-2271	www.montecitowater.com
Water and Sewer	Hope Ranch	La Cumbre Water Co.	805-697-2376	www.lacumbrewater.com

BUELLTON / SOLVANG / LOMPOC

Electricity	Pacific Gas & Electric (PG&E)		800-743-5000	www.pge.com
Gas	So Cal Gas Company		800-427-2200	www.socalgas.com
Trash / Refuse	Health Sanitation Services (HSS)		805-922-2121	www.wm.com
Cable and Internet	Xfinity		800-934-6489	www.xfinity.com
Internet	Frontier		800-921-8101	www.frontier.com
Water and Sewer	Buellton	City of Buellton	805-686-0137	www.municipalonlinepayments.com
Water and Sewer	Solvang	City of Solvang	805-688-5575	www.municipalonlinepayments.com
Water and Sewer	Lompoc	City of Lompoc	805-736-1261	www.cityoflompoc.com

SAN LUIS OBISPO

Electricity	Pacific Gas & Electric (PG&E)		800-743-5000	www.pge.com
Gas	So Cal Gas Company		800-427-2200	www.socalgas.com
Trash / Refuse	San Luis Garbage, Inc.		805-543-0875	www.sanluisgarbage.com
Water	City of San Luis Obispo		805-781-7133	www.slocity.org
Cable and Internet	Spectrum		855-243-8892	www.spectrum.com

VENTURA / OXNARD / PORT HUENEME

Electricity	Southern California Edison (SCE)		800-655-4555	www.sce.com
Gas	So Cal Gas Company		800-427-2200	www.socalgas.com
Trash / Refuse	EJ Harrison & Sons, Inc.		805-647-1414	www.ejharrison.com
Cable and Internet	Spectrum		855-243-8892	www.spectrum.com
Water and Sewer	Ventura	City of Ventura	805-667-6500	www.cityofventura.ca.gov
Water and Sewer	Oxnard	City of Oxnard	805-385-8136	www.oxnard.org
Water and Sewer	Port Hueneme	City of Port Hueneme	805-986-6563	www.ci.port-hueneme.ca.us

COUNTY ORDINANCE: CHAPTER 17

On August 1, 2006 the County Board of Supervisors voted unanimously to amend Chapter 17 to expand the definition of solid waste to include couches and other indoor furniture found on the outside of many Isla Vista properties. The exact amendment follows:

“In mandatory service areas, “solid waste” shall also include all indoor furniture and mattresses that are temporarily or permanently placed outside or beyond the exterior walls of any residential or commercial structures unless such furniture or mattress is placed in a lawful storage bin. For purpose of this section, “indoor furniture” means any upholstered couch, sofa, chair, footrest, ottoman or similar furniture and “mattress” means any bed, mattress, foam pad or box spring that is compromised in whole or in part of cloth, leather or synthetic coverings, springs, cushions or padding.”

Therefore, all furniture must be either placed inside the dwelling, removed from the property or disposed of by Marborg Industries through the bulky item collection program. Marborg drives through every street in Isla Vista and removes bulky items left at curbside or on the edge of the street every Wednesday morning. Items must be placed at curbside between Tuesday evening and no later than 6:00 a.m. on Wednesday morning to be disposed. These items are diverted to Marborg for recycling or transported to the landfill.

This is part of your service, so there are NO cost or additional fees to have a couch removed by Marborg when placed at curbside. You can also haul furniture to the County Transfer Station yourself. **Failure to comply with this ordinance will result in a fine against the property owner in the amount of \$100 per day or \$3,000 per month until compliance is obtained. Charges incurred will be billed back to you, the residents.**

In addition, please remember that per your lease agreement, paragraph thirty-four (34) of the house rules and regulations states:

“REFUSE - Please discard all refuse INSIDE the trash containers/receptacles. Break down and/or flatten cartons and boxes before placing them in the receptacles. Items too large to fit in the dumpster should be removed from community grounds by the Lessee.”

Your waste should be discarded in a clean and sanitary manner. Any additional costs incurred for extra hauling or dumping that occurs during your lease term will be billed back to you. If you know who the offending party or parties are please contact our office immediately so that we may charge the guilty party.

We thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact us at (805) 692-2500 throughout the year.



RENTER'S INSURANCE

(Information provided by: Insurance Information Institute: www.iii.org, Cooperative State Research, Education, and Extension Service, USDA www.csrees.usda.gov, Federal Citizen Information Center www.pueblo.gsa.gov, and National Consumers League www.nclnet.org) (Insurance Department contact for the State of California: (800) 927-4357, www.insurance.ca.gov)

If you rent a house or apartment and think that your landlord is financially responsible when there is a fire, flood, or other catastrophe – think again! Your landlord may have insurance to protect the building you are living in, but your landlord's policy will not replace your personal possessions or pay for your living expenses while the building is being repaired. The only way to protect yourself financially against disasters is to buy a renter's insurance policy.

Renter's insurance, sometimes referred to as tenant's insurance, includes three basic types of protection:

- Personal Possessions
- Liability
- Additional Living Expenses

Personal Possessions

Standard renter's insurance protects your personal belongings against damage from fire, smoke, lightning, vandalism, theft, explosion, windstorm, water, and other disasters listed in the policy. Floods and earthquakes are not covered. Supplemental insurance is available to cover these disasters - see the Frequently Asked Questions section of the brochure for more information.

To decide how much insurance to buy, you need to know the value of all your personal possessions - including furniture, clothing, electronics, appliances, kitchen utensils, and even towels and bedding. In other words, if your home were to burn, you should have enough insurance to replace all your possessions.

The easiest way to figure out how much insurance coverage to buy is to create a home inventory (a detailed list of all your personal possessions, with their estimated value). To help make this task easier, the Insurance Information Institute offers free web-based software, which you can find at www.knowyourstuff.org. An up-to-date home inventory will also make filling an insurance claim faster and easier.

Liability

Standard renter's insurance policies provide liability protection against lawsuits for bodily injury or property damage that you or your family members cause to other people. It also pays for damage your pets cause. So, for example, if your son, daughter or dog accidentally ruins your neighbor's expensive rug, you'll be covered. However, if your children or pets destroy your own rug, you will *not* be covered.

The liability portion of a renter's policy pays for both the cost of defending you in court and for court awards, up to the limit of the policy. Liability limits generally start at about \$100,000. Some experts recommend that you buy at least \$300,000 worth of protection. You can also buy an *Umbrella* or *Excess Liability* policy, which provides higher limits and broader coverage. Generally, umbrella policies cost between \$200 to \$350 a year for an extra \$1 million of liability protection.

Your policy also provides *No-fault Medical* coverage. So, if a friend or neighbor is injured in your home, you can submit their medical bills directly to your insurance company. You can generally get \$1,000 to \$5,000 worth of this coverage. It does not however pay the medical bills for your own family or your pet.

Additional Living Expenses

Many people do not know that *Additional Living Expenses* coverage, also known as ALE, is included in a renter's insurance policy. If your home is destroyed by a disaster that your policy covers and you need to live elsewhere, renter's insurance covers your additional living expenses. Policies will generally reimburse you the difference between your additional living expenses and your normal living expenses. ALE covers hotels bills, temporary rentals, restaurant meals and other expenses you have incurred while your home is being rebuilt.

How to Buy Renter's Insurance

Renter's insurance is easy to get, and there are many insurance companies to choose from. Insurers who offer homeowner's insurance generally also sell renter's insurance. In fact, a renter's insurance policy and a homeowner's insurance policy are almost identical. The main difference is that a renter's policy does not include coverage for the building since it is not owned by the renter.

Comparison Shop

Prices vary from company to company, so it pays to shop around. Get at least three price quotes. You can call companies directly or get quotes from the Internet. Your state insurance department (contact information is provided below) may also provide information about prices.

Get quotes from different types of insurance companies. Some insurers sell through their own agents. These agencies have the same name as the insurance company. Some sell through independent agents who offer policies from several insurance companies. Others do not use agents at all but sell directly to consumers over the phone or via the internet.

But do not shop by price alone. Select a company that answers your questions and handles claims fairly and efficiently. Ask friends and relatives for their recommendations.

Look for an agent or company representative who takes the time to answer your questions. Remember, you will be dealing with this person if you have an accident or other emergency.

Ask Your Insurer How You Can Save Money

There are some ways to save money on premiums. Consider taking a higher deductible (the amount of money you must pay towards a loss before your insurance company starts to pay a claim). The higher your deductible, the more money you save on your premium. Consider a deductible of at least \$500. If you can afford to raise it to \$1,000, you may get as much as 25 percent off your premium. Remember, though, that you will pay the deductible each time you file a claim.

Insurance companies often offer discounts on renter's insurance if you have another policy with them for your car or business. You can also get discounts if your apartment has a security system, smoke detectors or deadbolt locks. More discounts might be available depending on your age or whether you smoke.

Filing a Renter's Insurance Claim

Report any crime to the police!

If you are the victim of a theft or your home has been vandalized or burglarized, report it to the police. Get a police report and the names of all law enforcement officers that you speak with.

Phone your agent or company immediately and get answers to these questions.

- How long do I have to file a claim? (There are time limits on claims filing.)
- Do I have the coverage I need?
- Does my claim exceed my deductible?
- How long will it take to process the claim?

Prepare a list of lost or damaged articles.

You will need to substantiate your loss. Do not throw out damaged items until a claim adjuster has visited your home. You should also consider photographing or videotaping the damage. Prepare a list of damaged or stolen items for your adjuster along with copies of receipts.

If you need to relocate, keep you receipts.

If your home is severely damaged and you need to find other accommodations while repairs are being made, keep records of all expenses.

Get claim forms.

Once you have notified your insurer of your claim, the company is required to send the necessary claim forms to you by the end of a set time frame. (The time varies from state to state.) Return the properly filled out forms as soon as possible to speed up your claim.

If you feel your insurer has not given you satisfactory service, you should speak to the agent or company representative who sold you your policy or your insurer's claim manager. If you are still unhappy, contact your state insurance department or local consumer protection office to discuss what you can do. State insurance department telephone numbers and websites are listed here.

There are two types of renter's insurance policies:

Actual Cash Value pays to replace possessions minus an amount for the depreciation (the reduction in the value of items due to age and use) up to the limit of your policy.

Replacement Cost pays the actual cost of replacing your possessions (with no deduction for depreciation), up to the limit of your policy. The price of Replacement Cost coverage is about 10 percent more than Actual Cash Value coverage but can be well worth the extra cost.

Frequently Asked Questions

Q. Is my bicycle covered by renter's insurance?

A. Your bicycle and other recreational or sports equipment are covered. There are also special policies you can buy for very expensive sports equipment.

Q. Is my car covered?

A. Vehicles are not covered by renter's insurance. You need to get a separate auto insurance policy to drive legally and protect your car, van, or motorcycle.

Q. As a student, am I covered by my parents' insurance?

A. If you are a college student living in a dorm and are still a part of your parent's household, their homeowners or renter's insurance provides coverage. If you live off campus, you will probably need your own renter's insurance policy. Policies can vary, so you should speak to your insurer about this for more information.

Q. Can I purchase a renter's insurance policy with my roommate or domestic partner?

A. Regulations differ from state to state, and policies might also differ from company to company. Find out what regulations apply where you live. Some insurance companies allow unmarried couples who have been living together to buy joint coverage. But a domestic partner is usually not automatically insured, like a husband or wife, under the partner's policy. He or she must be specifically named.

Q. What happens if something I have rented or borrowed is stolen?

A. Items that are "in your possession" are covered under a standard renter's insurance policy, whether they are things that you purchased, received as gifts, or borrowed.

Q. Is my property covered away from home?

A. Yes, most renter's insurance policies include what is called off-premises coverage. This means that belongings that are outside of your home are also covered against the same disasters listed in your policy. For example, property stolen from your vehicle would be covered. However, there are generally dollar limits on the amount you can be reimbursed. For example, if you have \$25,000 worth of personal possessions insurance, you may be covered for up to \$2,500, or 10 percent of the total.

Q. Are my valuables covered by my renter's insurance policy?

A. In general, you are covered for up to \$1,500 for jewelry or other expensive items that are destroyed or lost to fire, windstorms, theft, or other perils that are listed in your policy. If your valuables are worth more than that, you should consider purchasing a "floater," also called an "endorsement," to increase the amount of coverage.

Q. How can I protect my house or apartment against a flood or earthquake?

A. Renter's insurance does not cover floods or earthquakes. Flood coverage is available from the National Flood Insurance Program (888-379-9531, www.floodsmart.gov) and from a few private insurers. You can get this coverage, however, from the same agent or company representative who sold you the renter's insurance policy. Earthquake coverage can be a separate policy or an "endorsement" to your renter's policy.

(Information provided by: Insurance Information Institute: www.iii.org, Cooperative State Research, Education, and Extension Service, USDA www.csrees.usda.gov, Federal Citizen Information Center www.pueblo.gsa.gov, and National Consumers League www.nclnet.org) (Insurance Department contact for the State of California: (800) 927-4357, www.insurance.ca.gov)

MEDIATION

Get Heard. Be Understood.

IMPARTIAL | FREE | INFORMAL | CONFIDENTIAL | VOLUNTARY

Conflicts are a fact of life. While living in close quarters, people will undoubtedly face different types of conflict with roommates, housemates, neighbors, and property providers. Open communication is the most effective way to resolve these differences, but when that doesn't work, our **Housing Mediation Program** is here to help.

WHAT IS MEDIATION?

Mediation is a process for people who have a dispute with another/others to have a conversation. With the support of a trained mediator, the parties can communicate and create ways to resolve conflicts. This simple process can produce amazing results.

Our mediators are campus staff and faculty who have had extensive classroom training and many years of experience working with people in conflict. The process enables disputants to communicate their perceptions, feelings, and information to the other(s) with a neutral third-party present. Best of all, those involved in the conflict control the outcome.

MEDIATORS

- Explore what is important to each party.
- Work towards achieving clarity for each person.
- Help those involved control the outcome.
- Allow all parties the opportunity to talk and be heard.
- Listen to everyone's viewpoints.
- Ask questions to clarify facts and perspectives.
- Help parties write an agreement, if desired.
- Are available to anyone in the UCSB community.
- Do not take sides.
- Do not make decisions for people.
- Do not decide who is right or wrong.

Confidentiality: Mediators are bound by state law and professional ethics to strict confidentiality and cannot be called to testify in court. Mediators do not discuss mediation cases with co-workers, friends, family or anyone else.

IS MEDIATION RIGHT FOR YOU?

- If you have been unsuccessful in resolving an issue with your roommate, neighbor, landlord and are still bothered by it – try mediation!
- If you feel you haven't been heard or understood – try mediation!
- If you are considering breaking your contract / lease due to a dispute – try mediation!
- If you are considering Small Claims Court – try mediation! (note: mediation does not preclude other legal rights of the parties)

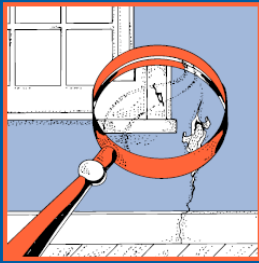
WHAT CAN I DO?

1. PREPARE

- Think about what you will need to make you feel comfortable during the mediation process (i.e. your need for confidentiality regarding other roommates/neighbors, mutually respectful language, feelings about interruptions.)
- Prepare a brief synopsis on your perspective of the issues, including any ideas you have for the future.
- Come to mediation with creative ideas about what may improve the situation, including what you may do to improve the situation. Also, consider what role you played in the conflict, since conflicts rarely arise with only one person.
- Mediators will give each party an opportunity to meet individually for an "intake" to give their perspective before the mediation takes place.

2. CONTACT US:

HOUSING MEDIATION PROGRAM
UCSB COMMUNITY HOUSING OFFICE
UCen 3rd Floor, room 3151
P. (805) 893-4371 | Email: mediation@housing.ucsb.edu



Protect Your Family From Lead In Your Home



IMPORTANT!

Lead from paint, dust, and soil can be dangerous if not managed properly!

FACT: Lead exposure can harm young children and babies even before they are born.

FACT: Even children who seem healthy can have high levels of lead in their bodies.

FACT: People can get lead in the bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.

FACT: People have many options for reducing lead hazards. In most cases, lead-based paint that is in good condition is not a hazard.

FACT: Removing lead-based paint improperly can increase the danger to your family. If you think your home might have lead hazards, read this pamphlet to learn some simple steps to protect your family.

1

Are you planning to buy, rent, or renovate a home built before 1978?

Many houses and apartments built before 1978 have paint that contains high levels of lead (called lead-based paint). Lead from paint, chips, and dust can pose serious health hazards if not taken care of properly.

OWNERS, BUYERS, and RENTERS are encouraged to check for lead (see page 6 of this pamphlet) before renting, buying, or renovating pre-1978 housing. Federal law requires that individuals receive certain information before renting, buying, or renovating pre-1978 housing:



LANDLORDS must disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a disclosure about lead-based paint.



SELLERS must disclose known information on lead-based paint and lead-based paint hazards before selling a house. Sales contracts must include a disclosure about lead-based paint. Buyers have up to 10 days to check for lead.



RENOVATORS disturbing more than 2 square feet of painted surfaces must give you this pamphlet before starting work.

2

Lead gets in the body in many ways.

Childhood lead poisoning remains a major environmental health problem in the U.S.



People can get lead in the body if they:

- Breathe in lead dust (especially during renovations that disturb painted surfaces).
- Put their hands or other objects covered with lead dust in their mouths.
- Eat paint chips or soil that contains lead.

Lead is even more dangerous to children under the age of 6:

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.

Lead is also dangerous to women of childbearing age:

- Women with high lead levels in their system prior to pregnancy would expose a fetus to lead through the placenta during fetal development.

Even children who appear healthy can have dangerous levels of lead in their bodies.

3

Lead's Effects

It is important to know that even exposure to low levels of lead can severely harm children. **In children, lead can cause:**

- Nervous system and kidney damage.
- Learning disabilities, attention deficit disorder, and decrease intelligence.
- Speech, language, and behavior problems.
- Poor muscle coordination.
- Decreased muscle and bone growth.
- Hearing damage.

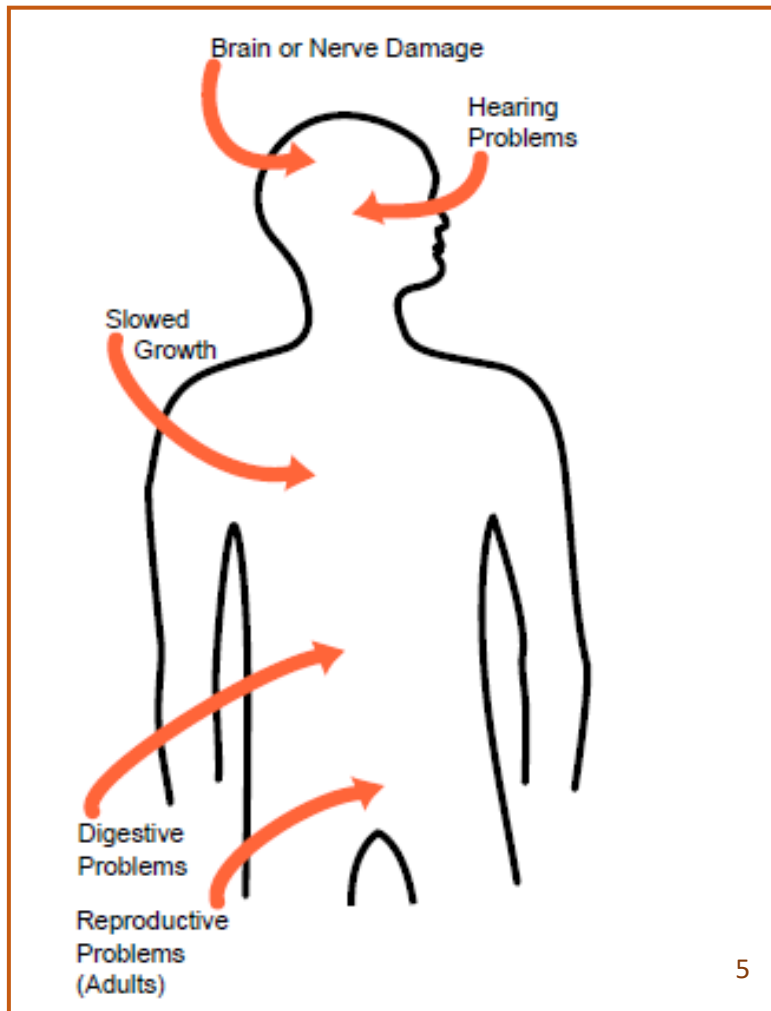
Lead affects the body in many ways. While low-lead exposure is most common, exposure to high levels of lead can have devastating effects on children, including seizures, unconsciousness, and, in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults too.

In adults, lead can cause:

- Increased chance of illness during pregnancy.
- Harm to a fetus, including brain damage or death.
- Fertility problems in men and women.
- High blood pressure.
- Digestive problems.
- Nerve disorders.
- Memory and concentration problems.
- Muscle and joint pain.

4



5

Where Lead-Based Paint is Found

In general, the older your home, the more likely it has lead-based paint.

Many homes built before 1978 have lead-based paint. The federal government banned lead-based paint from housing in 1978. Some states stopped its use even earlier.

Lead can be found in:

- Homes in the city, country, or suburbs.
- Apartments, single-family homes, and both private and public housing.
- Inside and outside of the house.
- Soil around a home (soil can pick up lead from exterior paint or other sources such as past use of leaded gas in cars).

6

Checking Your Family for Lead

Get your children and home tested if you think your home has high levels of lead.

To reduce your child's exposure to lead, get your child checked, have your home tested (especially if your home has paint in poor condition and was built before 1978), and fix any hazards you may have. Children's blood levels tend to increase rapidly from 6 to 12 months of age and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect high levels of lead. Blood tests are usually recommended for:

- Children at ages 1 and 2.
- Children or other family members who have been exposed to high levels of lead.
- Children who should be tested under your state or local health screening plan.

Your doctor can explain what the test results mean and if more testing will be needed.

7

Identifying Lead Hazards

Lead from paint chips, which you can see, and lead dust, which you cannot always see, can both be serious hazards.

Lead-based paint is usually not a hazard if it is in good condition, and it is not on an impact or friction surface, like a window. It is defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter, or more than 0.5% by weight.

Deteriorating lead-based paint (peeling, chipping, chalking, cracking or damaged) is a hazard and needs immediate attention. It may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear, such as:

- Windows and windowsills.
- Doors and door frames.
- Stairs, railings, banisters, and porches.

8

Lead dust can form when lead-based paint is scraped, sanded, or heated. Dust also forms when painted surfaces bump or rub together. Lead chips and dust can get on surfaces and objects that people touch. Settled lead dust can re-enter the air when people vacuum, sweep, or walk through it. The following two federal standards have been set for lead hazards in dust:

- 40 micrograms per square foot (mg/ft²) and higher for floors, including carpeted floors.
- 250 mg/ft² and higher for interior windowsills.

Lead soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. The following two federal standards have been set for lead hazards in residential soil:

- 400 parts per million (ppm) and higher in play areas of bare soil.
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard.

The only way to find out of paint, dust and soil lead hazards exist is to test for them.

9

Checking Your Home for Lead

Just knowing that a home has lead-based paint may not tell you if there is a hazard.

You can get your home tested for lead in several different ways:

- A paint **inspection** tells you whether your home has lead-based paint and where it is located. It will not tell you whether or not your home currently has lead hazards.
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards.
- A combination risk assessment and inspection tells you if your home has any lead hazards and if your home has any lead-based paint, and where the lead-based paint is located.

Hire a trained and certified testing professional who will use a range of reliable methods when testing your home.

- Visual inspection of paint condition and location.
- A portable x-ray fluorescence (XRF) machine.
- Lab tests of paint, dust, and soil samples.

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information or call **1-800-424-LEAD (5323)** for a list of contacts in your area.

Home test kits for lead are available but may not always be accurate. Consumers should not rely on these kits before doing renovations or to assure safety.

10

What You Can Do Now to Protect Your Family

If you suspect that your house has lead hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Clean up paint chips immediately.
- Clean floors, window frames, windowsills, and other surfaces weekly. Use a mop or a sponge with warm water and a general all-purpose cleaner or a cleaner made specifically for lead.

REMEMBER: NEVER MIX AMMONIA AND BLEACH PRODUCTS TOGETHER SINCE THEY CAN FORM A DANGEROUS GAS.

- Thoroughly rinse sponges and mop heads after cleaning dirty or dusty areas.
- Wash children's hands often, especially before they eat and before nap time and bedtime.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing windowsills or other painted surfaces.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious meals high in iron and calcium. Children with good diets absorb less lead.

11

Reducing Lead Hazards in the Home

Removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

In addition to day-to-day cleaning and good nutrition:

- You can **temporarily** reduce lead hazards by taking actions such as repairing damaged painted surfaces and planting grass to cover soil with high lead levels. These actions (called “interim controls”) are not permanent solutions and will need ongoing attention.
- To **permanently** remove lead hazards, you should hire a certified lead “abatement” contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent removal.

12

Always use a professional who is trained to remove lead hazards safely.

Always hire a person with special training for correcting lead problems – someone who knows how to do this work safely and has the proper equipment to clean up thoroughly. Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Once the work is completed, dust cleanup activities must be repeated until testing indicates that lead dust levels are below the following:

- 40 micrograms per square foot (mg/ft²) for floors, including carpeted floors;
- 250 mg/ft² for interior windowsills; and
- 400 mg/ft² for window troughs.

Call your state or local agency for help in locating certified professionals in your area and to see if financial assistance is available.

13

Remodeling or Renovating a Home with Lead-Based Paint

Take precautions before your contractor or you begin remodeling or renovating anything that disturbs painted surfaces (such as scraping off paint or tearing out walls):

- **Have the area tested for lead-based paint.**
- **Do not use a belt-sander, propane torch, high temperature heat gun, dry scraper, or dry sandpaper** to remove lead-based paint. These actions create large amounts of lead dust and fumes. Lead dust can remain in your home long after the work is done.
- **Temporarily move your family** (especially children and pregnant women) out of the apartment or house until the work is done and the area is properly cleaned. If you cannot remove your family, at least completely seal off the work area.



14

- **Follow other safety measures to reduce lead hazards.**

You can find out about other safety measures by calling 1-800-424-LEAD. Ask for the brochure “Reducing Lead Hazards When Remodeling Your Home.” This brochure explains what to do before, during, and after renovations.



If not conducted properly, certain types of renovations can release lead from paint and dust into the air.

If you have already completed renovations or remodeling that could have released lead-based paint or dust, get your young children tested and follow the steps outlined in this brochure.

15

Other Sources of Lead

While paint, dust, and soil are the most common sources of lead, other lead sources also exist.

- **Drinking water.** Your home might have plumbing with lead or lead solder. Call your local health department or water supplier to find out about testing your water. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might have lead in it:
 - Use only cold water for drinking and cooking.
 - Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.
- **The job.** If you work with lead, you could bring it home on your hands or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Old painted toys and furniture.**
- Food and liquids stored in **lead crystal** or **lead-glazed pottery or porcelain**.
- **Lead smelters** or other industries that release lead into the air.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture.
- **Folk remedies** that contain lead, such as "greta" and "azarcon" used to treat an upset stomach.

16

For More Information

The National Lead Information Center

Call **1-800-424-LEAD (5323)** to learn how to protect children from lead poisoning and for other information on lead hazards. To access lead information via the web, visit www.epa.gov/lead and www.hud.gov/offices/lead.

EPA's Safe Drinking Water Hotline

Call **1-800-424-4791** for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

To request information on lead in consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at www.cpsc.gov.

Health and Environmental Agencies

Some cities, states, and tribes have their own rules for lead-based paint activities. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your local contacts at www.epa.gov/lead or contact the National Lead Information Center at **1-800-424-LEAD**. For the hearing impaired, call the Federal Information Relay Service at **1-800-877-8339**.

17

EPA Regional Offices

Your Regional EPA office can provide further information regarding regulations and lead protection programs.

EPA Regional Offices

(Arizona, **California**, Hawaii, Nevada)

Regional Lead Contact - US Region 9

75 Hawthorne Street, San Francisco, CA 94105

(415) 947-4164

CPSC Regional Offices

Your Regional CPSC office can provide further information regarding regulations and consumer product safety.

Western Regional Center

Consumer Product Safety Commission

1301 Clay Street, Suite 610-N, Oakland, CA 94612

(510) 637-4050

HUD Lead Offices

Please contact HUD's Office of Healthy Homes and Lead Hazard Control for information on lead regulations, outreach efforts, and lead hazard control and research grant programs.

US Department of Housing and Urban Development

Office of Healthy Homes and Lead Hazard Control

451 Seventh Street, SW, P-3206, Washington, DC 20410

(202) 755-1785

18

Simple Steps to Protect Your Family from Lead Hazards

If you think your home has high levels of lead:

- Get your young children tested for lead, even if they seem healthy.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy foods.
- Get your home checked for lead hazards.
- Regularly clean floors, windowsills, and other surfaces.
- Wipe soil off shoes before entering house.
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Take precautions to avoid exposure to lead dust when remodeling or renovating (call 1-800-424-LEAD for guidelines).
- Do not use a belt-sander, propane torch, high temperature heat gun, scraper, or sandpaper on painted surfaces that may contain lead.
- Do not try to remove lead-based paint yourself.

BED BUGS

BEDBUG ADDENDUM TO RENTAL AGREEMENT (Please keep this copy for your records)

1. Lessee understands that Bedbugs are an ongoing problem in the rental housing arena and that Lessee plays an important role in ensuring that Bedbugs do not infest the Premises. The Lessor/Lessor has inspected the unit prior to entering into this Rental Agreement and knows of no evidence of Bedbug infestation. This Addendum defines Lessee's responsibilities under the Rental Agreement regarding Bedbug control. By signing this Addendum, Lessee affirms that he/she has received and read the Bedbug Information and has inspected the Premises at move-in and confirms that there are no/were no Bedbugs present in the Premises at the time of Lessee's move-in.
2. Lessee promises that any and all personal property (furniture, clothing, mattress, bedding, etc.) that Lessee brings into the Premises have been inspected for Bedbugs and do not contain any Bedbugs. If Lessee detects that any personal property of Lessee may have Bedbugs, Lessee promises not to bring said property onto the Premises. Lessee agrees to carefully inspect all personal property he/she brings into the Premises prior to entering the Premises to ensure that the property is free of Bedbugs. Lessee agrees to do his/her part to ensure Bedbugs do not enter the Premises after he/she moves in, including, but not limited to: continuing to check any personal property that is brought onto the Premises for Bedbugs; checking all luggage, clothing and other personal belongings for Bedbugs if Lessee stays in a hotel or visits another home; uses public transportation; or utilizes other public areas that may carry Bedbugs. In addition, Lessee agrees to inspect furniture and personal belongings after guests visit or stay in the Premises to ensure no Bedbugs were brought on the Premises by guest.
3. Lessee agrees to report any sighting or signs of Bedbugs immediately in writing to Lessor/Agent. Since Bedbugs multiply fast and can become an infestation affecting not only the Lessee, but other individuals/units in the rental property, Lessee understands that it is of utmost importance to report of any Bedbug sightings or signs immediately.
4. Lessee agrees to cooperate in every way with Lessor/Agent's requests regarding Bedbug control efforts, including, but not limited to, carefully and diligently following all instructions and recommendations regarding Bedbug control and removal from any Pest Control company hired by Lessor/Agent, as well as assisting with the preparation for treatment of the Premises for Bedbug control where necessary. This Bedbug control preparation can be extensive and may include items such as special washing instructions for bedding, clothing etc. or disposing of personal property that cannot be disinfected. Lessee understands this preparation may be onerous but agrees to comply with the instructions for Bedbug preparation if requested by Lessor/Agent.
5. Lessee understand and agrees that he/she is responsible to do what he/she can to prevent any Bedbugs from entering the Premises and/or to limit any infestation by taking instructed precautions, including, but not limited to keeping the unit clean, removing clutter and covering mattresses and box springs with a zippered cover that is impermeable to Bedbugs.
6. Lessee agrees to indemnify and hold Lessor/Agent harmless from any claims, losses, damages and expenses caused by Bedbugs, including Lessee's failure to reasonably take said precautions to control Bedbugs and/or Lessee's negligent actions regarding Bedbug control.
7. Lessee agrees to obtain personal property/renters' insurance to protect him/her against any loss relating to Bedbugs and/or Bedbug infestation. Lessee agrees not to hold Lessor/Agent liable for any loss of personal property due to Bedbugs or a Bedbug infestation.

HOW TO SPOT BED BUGS IN YOUR HOME

Bed bugs are parasitic insects that feed on the blood of people while they sleep and can live for months without the host. They are difficult to eliminate because they are small and can hide in tiny crevices in the mattress or the walls, and they are only active at night. If you suspect bed bugs in your home, here are some common signs of their presence:

- Black spots or patches on the bedding or walls.
This is bed bug feces and indicates they have been living in the room for some time.
- Exoskeletons on the sheets.
Bed bugs shed their outer skins as they grow.
- Blood stains on the sheets.
After a bed bug has fed, its abdomen is full of blood.
If a person crushes one of these insects during sleep, the blood will appear on the bed.
- A sweet smell in the room.
Bed bugs produce a sickly-sweet aroma similar to almonds.
- Bed bugs are sometimes seen in the creases of the mattress.

For more information, you can go to these websites:

www.epa.gov

<https://npmapestworld.org>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/BedBugs.aspx>



CLEANING SUGGESTIONS

Upon move-out, you are expected to leave the unit in the same condition it was in when you moved into the unit, minus normal wear and tear. It is expected that the apartment be move-in ready clean for the next occupant. A suggestion for cleaning is to clean the unit as well as you would like it to be if you were new and moving into the apartment. Below are some suggestions for cleaning along with general items that are often missed. Please remember that items mentioned are suggestions and there may be additional items specific to each unit that will need to be cleaned (ex. garages, yards, patios).

GENERAL CLEANING

- Clean all baseboards and doorjambes with a damp cloth to remove dust and cobwebs.
- Clean all outlet covers and switch plate covers of dust, dirt, and fingerprints.
- Clean all light fixtures of dust and bugs.
- Clean all windows, inside & outside, including window frames and tracks.
 - Residents of upstairs units will not be charged for the cleaning of outside upstairs windows that cannot be accessed by a walkway or balcony.
- It is helpful to continuously change the dirty water while cleaning.

KITCHEN

- Clean walls of grease and dust, especially near the sink and stove.
- Clean inside and outside of kitchen cabinets and drawers and wipe them clean of sticky spots and crumbs.
- Clean stove and oven. Be sure to clean under stove top and wipe off oven cleaner residue with vinegar.
- Defrost the freezer and clean refrigerator and freezer inside and outside. Do not forget to clean underneath, behind and the top of the refrigerator.
 - Please, leave the refrigerator on and plugged in or disconnect it and leave it with the doors open.
- Clean sink and faucets.
- Clean floors. Be sure to get in the corners and edges. This includes moving the refrigerator and stove and sweeping and mopping underneath these appliances.

BATHROOM

- Clean all walls and ceilings of mildew, water spots, hair, and lint.
- Clean floors and baseboards, including corners and edges.
- Clean tubs, showers and sinks of all hair, mildew, and soap scum.
- Clean toilets, including back, base, bowl, and tank.
- Clean inside and outside of vanity and/or medicine cabinets.

LIVINGROOM AND BEDROOMS

- Clean cobwebs from walls, corners, and ceilings.
- Clean closet shelves and floors.
- Clean baseboards, switch covers, outlet covers, and windows.

CARPETS

- Before you moved in, the carpets were either professionally steam-cleaned or were new. Therefore, the carpets must be steam cleaned before a new resident moves into the unit, unless they are to be replaced.
- Should you not have the carpets cleaned upon move-out, we will have the carpets professionally steam-cleaned, and the cost will be deducted from the security deposit.
- Should you decide to schedule the carpet cleaning yourself, please be sure to provide a copy of the invoice from the professional steam-cleaning company at the time you vacate the apartment to verify that the service was done. Otherwise, we must assume that it has not been done.
- The use of a Rug Doctor or any like device for cleaning carpets yourself does not qualify as having the carpets professionally steam-cleaned.

Some suggested products:

Bar Keepers Friend Cleaner and Polisher, Clorox Sprays and Wipes, Easy-Off Oven Cleaner, Goo Gone, Krud Kutter, Lysol Sprays and Wipes, Mr. Clean Magic Eraser, Pine Sol, Tilex, Windex

MERIDIAN GROUP APPROVED VENDORS AND PRICE LIST

GENERAL CLEANING (updated: 8/01/2019)						
	STUDIO	1BR/1BA	2BR/1BA	2BR/2BA	3BR/2BA	4BR/2BA
EXTRA LIGHT	\$95 - \$115	\$100 - \$130	\$115 - \$135	\$150 - \$175	\$160 - \$195	\$175 - \$205
LIGHT	\$155 - \$180	\$155 - \$180	\$155 - \$195	\$180 - \$205	\$190 - \$225	\$205 - \$235
MEDIUM	\$180 - \$205	\$180 - \$210	\$195 - \$215	\$205 - \$245	\$225 - \$255	\$235 - \$285
HEAVY	\$205 - \$230	\$210 - \$245	\$215 - \$245	\$245 - \$300	\$255 - \$325	\$285 - \$335
EXTRA HEAVY	\$230 - \$280	\$245 - \$295	\$245 - \$305	\$305 - \$380	\$325 - \$405	\$335 - \$425
ADDITIONAL	\$30 / HOUR					

Additional charges apply for the cleaning of: WINDOWS, BLINDS, STRIP & WAX of FLOORS

WINDOWS:	EACH	BLINDS:	1 SMALL	1 LARGE	STRIP & WAX:	PER HOUR
	\$13.00		\$13.00	\$18.00		\$40.00

Approved Vendors:

Silvia's Cleaning Company	(805) 682-6141	SB & Ventura	www.silviascleaning.net
Quality Maids	(805) 588-0600	SB & North County	www.qualitymaidssantabarbara.com
Cha Cha Cleaning	(805) 722-4883	Santa Barbara	www.chachacleaning.com
M & M Cleaning	(805) 636-4111	Santa Barbara	www.mmm-cleaninggservice.com

These prices are quoted by our approved vendors listed above and are offered by them to residents of Meridian Group. These prices are based on cleaning the entire unit, while completely vacant. We cannot guarantee these prices or that additional deductions will not be made from your security deposit if you request only certain or specific areas of the unit be cleaned, or that it be cleaned while still occupied. Prices are subject to change based on the actual size of the unit, extra or additional rooms (garages, laundry rooms, decks, patios, etc.) or extraordinary circumstances.

CARPET STEAM CLEANING (updated: 8/01/2019)						
	STUDIO	1BR/1BA	2BR/1BA	2BR/2BA	3BR/2BA	4BR/2BA
UNFURNISHED	\$90	\$110	\$125	\$145	\$160	\$180
FURNISHED	\$100	\$120	\$140	\$140	\$175	\$190
STAIRS	\$60 minimum					
FURNITURE	\$50 minimum					

Approved Vendors:

Classic Carpet Care	(805) 497-3695	SB & Ventura	www.capricarpetcare.com
Oliveira's Carpets	(805) 736-9399	North County	www.oliveirasonline.com

Heavily soiled carpets, trash pick-up and hauling are subject to additional charges. These prices are quoted by our approved vendors listed above. If you would like to schedule to have the carpets cleaned, you may contact them for an appointment. There is a minimum charge of \$90.

PAINTING COMPLETE (MINIMUM CHARGE) (updated: 04/10/2017)						
STUDIO	1BR / 1BA	2BR / 1BA	2BR / 2BA	3BR / 2BA	4BR / 2BA	
\$710	\$895	\$1,065	\$1,220	\$1,375	\$1,565	
PIECE WORK (EACH)						
BEDROOM	LIVING ROOM	KITCHEN	BATHROOM	HALLWAY	WALL	KITCHEN CABINETS
\$200	\$200	\$220	\$220	\$220	\$50	\$345 - \$700

Walls that are damaged and require repair or that are painted a different color other than the original color are subject to additional charges. Painting is amortized over a 3-year period. For example: if your apartment was painted before you moved in and you are moving out a year later, you would be responsible for 2/3 of the cost to re-paint as needed after 1 year of living there. If it was painted the year before you moved in, you would be responsible for 1/3 of the cost to re-paint after 2 years of living there.

HAULING is billed back at an hourly rate plus dump fees. Any items remaining in or around the unit will be hauled away and charges incurred will be deducted from the security deposit. To avoid these charges, all trash must be placed inside of the trash receptacles, and large items should be taken directly to the dump. Cleaning of overflowing trash and large items around the dumpster will be billed back evenly to all vacating residents.

***NOTE:** Prices listed above are estimations of costs. These costs may increase or decrease depending on the actual condition of the unit, the actual work required and for extraordinary damages. Prices are subject to change based on the actual size of the unit and additional rooms (garages, laundry rooms, decks, patios, etc.).



Proposition 65 Fact Sheet for Tenants

Office of Environmental Health Hazard Assessment
California Environmental Protection Agency

This fact sheet was prepared by the Office of Environmental Health Hazard Assessment (OEHHHA), which administers the Proposition 65 program. It provides information to tenant whose apartment managers and owners have posted or distributed Proposition 65 warnings.

WHAT IS PROPOSITION 65?

In 1986, California voters approved an initiative to address their growing concerns about exposure to toxic chemicals. That initiative became the Safe Drinking Water and Toxic Enforcement Act of 1986, better known by its original name of Proposition 65. Proposition 65 requires the State to publish a list of chemicals known to cause cancer, birth defects, or other reproductive harm. The list has grown to include over 800 chemicals since it was first published in 1987.

WHAT CHEMICALS ARE ON THE PROPOSITION 65 LIST?

The Proposition 65 list contains two types of chemicals: *carcinogens*, which can cause cancer, and *reproductive toxicants*, which cause birth defects or other reproductive harm, such as sterility or miscarriages. Some chemicals may be additives or ingredients in pesticides, common household products, food, or drugs. Others may be industrial chemicals, dyes, or solvents used in dry cleaning, manufacturing, and construction. Still others may be byproducts of chemical processes, for example, motor vehicle exhaust.

WHAT DOES A PROPOSITION 65 WARNING MEAN?

Under Proposition 65, businesses are required to give a “clear and reasonable” warning before knowingly exposing anyone to a listed chemical above a specified level. This warning can be included on the label of a consumer product or published in a newspaper. An equally common practice is for businesses to provide a warning at the workplace or in a public area affected by the chemical.

Many apartment owners and managers have posted or distributed warnings to notify tenants that they may be exposed to one or more chemicals on the Proposition 65 list. For example, a warning may be given because tenants are exposed to chemicals in pesticides applied to landscaping or structures or chemicals in housing construction materials, such as lead in paint or asbestos in ceiling coatings.

A growing trend among rental property owners and other businesses is to provide warnings for chemicals on the list, such as tobacco smoke or motor vehicle exhaust, which are regularly released into the environment in or near rental housing. In some cases, however, owners and managers are providing warnings to avoid potential violations and lawsuits, even though exposure to chemicals on the Proposition 65 list has not been verified. You should discuss the warning with the owner or manager to learn why it was provided so that you and your family can make informed decisions about exposure to any of these chemicals and your health.

IS MY FAMILY’S HEALTH AT RISK FROM EXPOSURE TO THESE CHEMICALS?

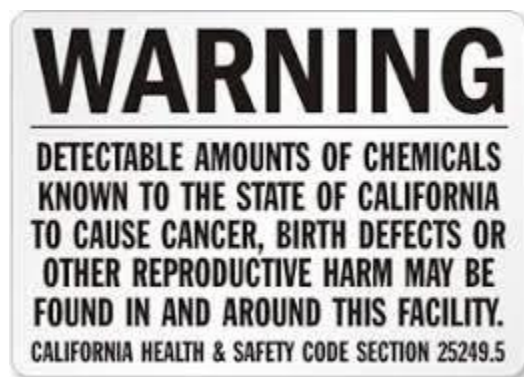
Warnings must be provided for chemicals listed under Proposition 65 if exposure to them may present a significant risk of cancer or reproductive harm. For *carcinogens*, the chemical must be present at or above a level that could cause one additional case of cancer in a population of 100,000 people exposed to the chemical over a lifetime. For *reproductive toxicants*, the chemical must be present at or above 1/1000th of the level at which the chemical is determined to have no negative health risks (the “no-observable-effect level”). Proposition 65 generally does not prohibit a business from exposing people to listed chemicals nor does exposure to these chemicals necessarily create an immediate health risk. Also, as stated above, a warning may

have been provided in some cases even though the level at which the chemical is present is actually too low to pose a significant health risk. It is important to find out why you have received the warning so that you can discover which chemicals you are exposed to, and at what levels, to determine how best to protect your family's health.

WHERE CAN I GET MORE INFORMATION?

Speak with the housing owner or manager directly to learn why you received a Proposition 65 warning. Property owners and managers are not required to notify OEHHA when they provide tenants with a warning. Following is a list of contacts for more information on Proposition 65 as well as chemicals that may be found in your home.

TYPE OF INFORMATION	CONTACT
Proposition 65: List of Chemicals general information	OEHHA (916) 445-6900 http://www.oehha.ca.gov/prop65.html
Proposition 65: Enforcement	California Attorney General (510) 873-6321 http://oag.ca.gov/prop65
Asbestos Indoor Air Quality	Indoor Exposure Assessment Unit, Air Resources Board (916) 322-8282 http://www.arb.ca.gov/html/fslist.htm
Lead	Lead Coordinator in your county government office, or Childhood Lead Poisoning Prevention Program (510) 620-5600 http://www.cdph.ca.gov/programs/CLPPB/Pages/default.aspx
Tenant Issues	Department of Consumer Affairs (800) 952-5210, http://www.dca.ca.gov/ Department of Housing and Community Development (800) 952-5275, http://www.hcd.ca.gov/
Basis for Warning Signs	California Apartment Association (800) 697-4222 http://www.caanet.org/



EMERGENCY SHUTDOWN INSTRUCTIONS

MERIDIAN GROUP

Mainline: (805) 692-2500

Maintenance Department: (805) 722-1375

After Hours Emergencies: (805) 692-2500 x8 or (805) 692-1108

SAFETY INSPECTION CHECKLIST

- A. Make sure there is a high-pressure safety relief valve present that is to state code.
- B. Water heater must be earthquake braced to state code.
- C. Gas connector line must be flexible type.
- D. Check for corrosion.

A trained service technician should perform all maintenance and repairs

IN THE EVENT OF AN EARTHQUAKE:

IF YOU SMELL GAS, LOCATE THE GAS METER(S) AND TURN OFF 1/4 TURN.



TO AVOID DAMAGE WHEN LEAKAGE OCCURS TO A WATER HEATER UNIT

1. Turn Off Water Heater:

Gas: Turn top of dial from the ON to the OFF position.

Electric: Turn off power at circuit breaker panel.

2. Turn Off Water Supply:

Turn handle clockwise until it stops.

3. Drain the Water Heater If Necessary, to Avoid Damage:

Attach a garden hose to drain faucet connection at the bottom of the water heater. Run the other end of the hose to a lower location where hot or rusty water will not cause damage.



IMPORTANT & HELPFUL LINKS

ALWAYS CONTACT MERIDIAN GROUP WITH ANY MAINTENANCE ISSUES.
DO NOT ATTEMPT TO PERFORM ANY MAJOR REPAIRS!

During Business Hours: (805) 692-2500 x115

After Hours Emergencies: (805) 692-2500 x8

How to clear a toilet clog: <https://www.youtube.com/watch?v=diCcEXNxTJM>

How to clear a drain clog: https://www.youtube.com/watch?v=YwANFKK_kk

How to use a garbage disposal: <https://www.youtube.com/watch?v=chTa57fn-CM>
<https://www.youtube.com/watch?v=gAwcDzHBTj8>

How to shut off a water valve: <https://www.youtube.com/watch?v=fFMBzVv-5Zs>

How to load a washing machine: <https://www.youtube.com/watch?v=rywWlqztyqY>

Always remove lint from a dryer screen when done!

How to test a smoke detector: <https://www.youtube.com/watch?v=tspFvVxFtUg>

Renters Insurance: <https://www.youtube.com/watch?v=Y8DzXlqvOR4> ;
[http://www.iii.org/sites/default/files/docs/pdf/III%20%20renters%209%202009final%20\(2\).pdf](http://www.iii.org/sites/default/files/docs/pdf/III%20%20renters%209%202009final%20(2).pdf)

Lead Base Paint: http://www.hud.gov/offices/lead/library/enforcement/pyf_eng.pdf

Proposition 65 Fact Sheet for Tenants: <http://oehha.ca.gov/proposition-65/proposition-65-fact-sheet-tenants>

Southern California Edison (SCE): <http://www.sce.com/>

Southern California Gas Company: <https://www.socalgas.com/>

UCSB Community Housing Office and Mediation: <http://www.housing.ucsb.edu/cho>

SBCC: <http://www.sbccc.edu/>