

OWNER/PROPERTY MANAGER

COMPANY

ADDRESS

CITY, STATE, ZIP

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PHONE

EMAIL

RESIDENT'S RIGHTS FORM

Welcome to your new rental home. We hope your stay is enjoyable, so we encourage you to talk to us if you have any questions about your home or about our rental policies. This information sheet provides you with general information about your rights and responsibilities. Please read it carefully and let us know if you have any questions. Our contact information is listed above.

Rights and Responsibilities

Owners and residents of rental properties have specific rights and responsibilities under current state and local laws. As a resident, your rental home must be a safe place to live. In other words, it must be habitable. This means that your home must have the following:

- ♦ A structure that is weatherproof and waterproof; there must be no holes or cracks that allow rain or wind to enter;
- ♦ A plumbing system in good working condition and connected to the local water supply and sewage system or functional septic system;
- ♦ Floors, stairs and railings in good repair;
- ♦ A hot water system capable of producing water of at least 110 degrees Fahrenheit;
- ♦ An electrical system that was legal when installed and without loose or exposed wiring;
- ♦ A heating system that is in a safe, working condition.
- ♦ A lack of insect or rodent infestation;
- ♦ A home that is free from garbage or debris;
- ♦ Sufficient garbage or trash receptacles;
- ♦ A working toilet, wash basin and bathtub or shower;
- ♦ A kitchen with a sink;
- ♦ A safe fire or emergency exit;
- ♦ Deadbolt locks on each main swinging door that gives you entry to the home;
- ♦ Working smoke detectors and carbon monoxide detectors located in certain areas;
- ♦ Working telephone jack and phone wiring inside the home.

Contact Your Rental Owner or Property Manager First

If you have any problems with your rental home, notify the rental owner or property manager first, preferably in writing. If it is an emergency such as water intrusion or water damage, contact the owner or manager immediately.



As a resident, you have a responsibility to do the following:

- ♦ Maintain a clean and sanitary rental home;
- ♦ Properly dispose of garbage or trash;
- ♦ Properly operate all electrical, gas and plumbing fixtures;
- ♦ Refrain from damaging or defacing the home or allowing anyone else to do so;
- ♦ Use the living and dining rooms, bedrooms and kitchens for their proper purposes;
- ♦ Report broken door or window locks;
- ♦ Contact the rental owner or property manager immediately to report any problems with your rental home especially any water damage or leaks;
- ♦ Comply with all rules, terms and conditions of the rental agreement.

Retaliation is Against the Law

A rental owner or property manager may not evict or threaten to evict a resident for exercising a legal right, such as requesting habitability repairs.

Maintenance and Repairs

Owners and managers want to know if there is an item that needs repair in your home. If you have a problem with any of the habitability items listed, you should:

- ♦ **Contact the rental owner or property manager first.** You should document your request in writing and keep a copy. If there is water intrusion, a water leak or any water damage occurring to the property, contact the owner or manager immediately by using the telephone number on the front of this page.
- ♦ **Allow a reasonable period of time for repair.** In most cases, the owner or manager will begin working on your request shortly after it is made. Some repairs may take longer than others to complete. Current law indicates that 30 days is a reasonable period of time to address a repair, but it also depends on the nature of the repair.
- ♦ **Contact your local code enforcement department.** If you have made a request for a habitability item listed and waited a reasonable period of time and the repair has not been made, you may contact your local code enforcement department to file a complaint.

Owner's Right to Enter and Your Rights

In most cases, the owner or manager must provide you with prior written notice to enter your rental home. Written notice is considered reasonable if it is provided at least 24 hours in advance. A written notice **is required** in the following situations:

- ♦ To make necessary or agreed upon repairs;
- ♦ For inspection of the smoke detector and carbon monoxide detectors;
- ♦ To inspect waterbeds;
- ♦ If a court permits it.

However, a prior written notice **is not** required in the following situations:

- ♦ In an emergency;
- ♦ When you or another occupant consents;
- ♦ After you have abandoned or surrendered the rental home;
- ♦ Upon a verbal agreement to allow the owner to make agreed upon repairs or supply services.

Rental Agreement and Other Obligations

The rental agreement, whether it is a month-to-month or a lease, provides the rules and policies while living at the rental home. Be sure to read the language carefully because it is considered a contract between the owner (and/or manager) and resident.

County Code Enforcement

COUNTY OF SACRAMENTO

24-hour complaint line: 3-1-1
or (916) 875-4311

City Code Enforcement

CITY OF SACRAMENTO

24-hour complaint line (916) 808-5011

CITY OF CITRUS HEIGHTS

24-hour complaint line (916) 725-2845

CITY OF ELK GROVE

Mon–Fri, 8 am–5 pm (916) 687-3023

Emergencies, after hours, weekend
(916) 714-5115

CITY OF FOLSOM

Mon–Fri, 8 am–5 pm (916) 355-7229

Emergencies, after hours, weekend
(916) 355-7230

CITY OF GALT

24-hour complaint line (209) 745-1337

CITY OF RANCHO CORDOVA

24-hour complaint line (916) 851-8770

