



Prudential Commercial Services Iwado Realty  
296-A Alamaha Street, Kahului, Maui HI 96732  
Maui (808) 877-9000 FAX (808) 877-5078  
www.iwadorealty.com

**Property Code**  
Property Manager:

## **NEW RESIDENT PROCEDURES**

**Aloha! Congratulations on your new home. The following procedures will acquaint you with the general policies and guidelines used by Prudential Iwado Realty, Inc. in managing the property in which you reside. Attached is a copy of your Lease Agreement. Keep it in a secure location.**

**OFFICE LOCATION & OFFICE HOURS:** Prudential Commercial Services Iwado Realty is located at 296-A Alamaha Street in the Kahului Industrial Park. Our office is on the second floor. Normal office hours are from 8:00 A.M. to 5:00 P.M., Monday through Friday. We are closed on most Holidays. Please call ahead for this information.

**RENT PAYMENT DUE:** Unless stated otherwise in your rental agreement, all rent payments are due in our office no later than 4:30 P.M. on the 5th day of each month. If the 5th falls on a Saturday, Sunday, or holiday as noted above, the payment deadline is extended to 4:30 P.M. on the next regular business day.

You may mail your rent check or deliver payment to our office. The office is located at 296-A Alamaha St., Kahului, HI. 96732. However, rent payments, if mailed, must be in our office no later than the 5<sup>th</sup> day of the month, regardless of postmark date. If payments are not received in our office by 4:30 P.M. on the 5th, a late fee of 10% of gross rent will automatically be assessed against your account unless stated otherwise in your lease agreement. Any rents more than thirty (30) days late will incur a one (1%) percent, per month interest charge.

**SECURITY DEPOSIT:** Your security deposit is not a last month's rent payment nor is it to be used as such. The purpose of a security deposit is to reimburse the property owner for any damages done to the property during your tenure on the premises or for liens incurred against the property due to your actions.

Your security deposit will be returned within fourteen (14) business days after your lease terminates and you have vacated the premises. Any damages (i.e. carpet cleaning, spraying for fleas, repairs to walls, lighting, doors, patio, yard, etc.) will be deducted from your security deposit.

**PROPERTY CONDITION REPORT:** your property manager will prepare a written inspection report before you occupy the rented premises, and you will be given a copy of this report. Save this inspection report, because when you check out, the property manager will inspect the premises and compare its condition against the inspection report.

You should arrange to have the property manager inspect the property with you, returning all keys to the property at that time. If this does not occur, please return the keys to our office. Rent will continue until all keys are returned.

**NAMES OF ALL RESIDENTS:** All persons occupying the rented premises are to be listed on the rental agreement. If additional persons occupy the premises after the agreement is signed, you are to report their name and social security number to our office immediately and, if approved by the landlord, they will be added to the lease agreement.

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**NO PETS:** No pets are permitted in or on the rented premises unless specifically permitted under your rental agreement.

**REPORT EMERGENCIES:** If you have any major repair situations, call our office. If the office is closed, please leave a message on our answering machine. The answering machine is checked frequently during off hours. If you call for any reason, PLEASE LEAVE YOUR NAME, PHONE NUMBER, PROPERTY NAME AND UNIT NUMBER for a quicker response.

If it is a situation that cannot wait until the office opens, please call the property manager's emergency number, listed at below, if applicable. Please make certain the situation is a true emergency, before you consider calling your property manager. For example, if your sink or toilet stops up, is this an emergency? Not usually. You can simply find the water turn-off knob, which is located under the toilet tank or sink, and turn it off, and then call our office and leave a message. If you have a problem with your neighbors, call the police. If you have a fire, call the fire department. In either case, also call our office or your property manager's emergency number.

**We want to know if you see a problem with the property, but please do not call us unless you have a true emergency that will not wait until the next business day.**

**Your Property Manager is:** \_\_\_\_\_

**Emergency Only Phone:** \_\_\_\_\_