

# Reference Information

## Communication:

Please use the following communication methods:

1. [www.TenantCloud.com](http://www.TenantCloud.com) – Use the Message Center.
2. [Management@WoodEquity.com](mailto:Management@WoodEquity.com) - back-up only.

In the event of emergency, you may call/text 626-578-5778.

Physical documents can be sent to:

229 W. Bonita Ave. #2B  
San Dimas, CA, 91773

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

## Rent:

Rent is due the 1<sup>st</sup> of the month via [TenantCloud.com](http://TenantCloud.com) (also available as an app). An additional late charge will be due if the payment is received beginning on the 6<sup>th</sup> of each month or later.

## Maintenance & Repairs:

Minor maintenance and repair of the property not due to the Tenant's misuse, waste, or neglect, costing less than \$100 is responsibility of the tenant. Tenant-caused damages are the full responsibility of the tenant. Non-tenant caused maintenance/repairs more than \$100 will be handled by the landlord with proper notice. Maintenance issues are handled by the team shown below. Please contact one of them directly for scheduling repairs after submitting a maintenance request on TenantCloud and receiving approval (please include as much info as possible regarding your request such as photo, access times, etc.)

Tenants are requested to be as self-sufficient and proactive as possible in handling maintenance issues.

## Safety & Security:

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

## Early Termination:

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

# Reference Information

## Contacts:

### Repairs & Maintenance

General Repairs: Charlie Cruz 909-541-7484

Back-up handymen:

Carlos Aguirre – 562-416-1586

Augustin Perez – 951-285-8836

Appliance Repairs: Cagle's Appliances – 909-986-9789

Gardener: Pedro Vargas – 909-730-2473

### Utilities:

Southern California Edison: 800-655-4555

Southern California Gas: 909-307-7070

### Montclair:

Police Department: 909-448-3600

Fire Department: 909-447-3540

Graffiti Removal Hotline: 909-625-9429

### Ontario:

Police Department: 909-395-2001

Fire Department: 909-395-2002

Graffiti Removal Hotline: 909-395-2626

### Upland:

Upland Police Department: 909-946-7624

Fire Department: 909-931-4180

Graffiti Removal Hotline: 909-625-9429

Upland Water & Trash: 909-931-4150

### Renter's Insurance:

Danny Wong: 626-574-1000