RENTALS BY SPIVEY

GRAYS HARBOR PROPERTY MANAGEMENT




RENTALS BY SPIVEY · 2027 EDITION

# The Renter *Guide*

Everything about renting with us in Grays Harbor, from your first look to the day you hand back the keys.

*our promise*

# Quick answers, quick *fixes*

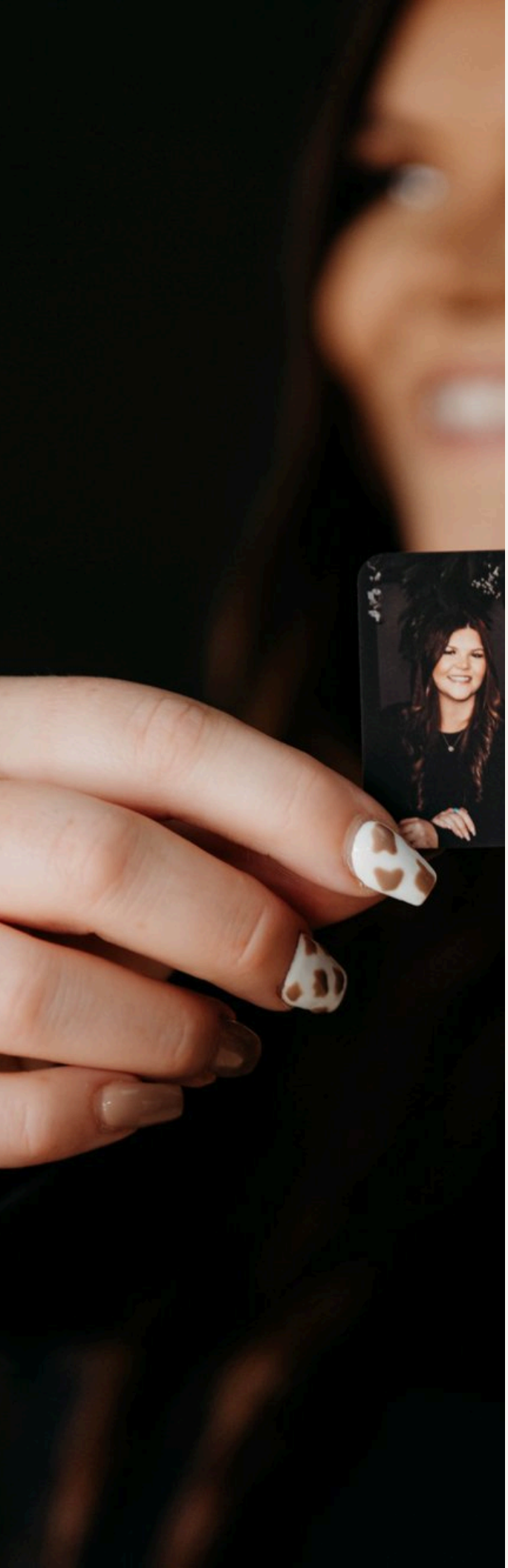
We return every call and message by the end of the next business day, handle maintenance quickly and courteously, and keep our homes to a high standard.

This guide is the short version of how it all works.

INSIDE


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*welcome home*

# Your first *30 days*

A few small things in the first month make the whole lease easier.

- ☐ **Register for the Resident Center.** Rent, your balance and maintenance requests all live there.
- ☐ **Set up automatic rent payments** in the Resident Center, so the 1st takes care of itself.
- ☐ **Get renters insurance.** It covers your things; the owner's policy covers the building.
- ☐ **Save our number:** 360-519-4425.
- ☐ **Take your own move-in photos** of every room, on top of ours.
- ☐ **Tell us about anything you find** in your first days, so it's fixed and on record.




01

FIND A HOME

# See it *first*

# Every home, *live*

Every home we have for rent is on rentalsbyspivey.com, live from our leasing system, with the rent, the move-in total, pets, laundry, parking and utilities on each one.

Want the next one before anyone else? Get new rentals by email or text the minute they open, and our Saturday email rounds up the week.





A FEW OF THE HOMES WE MANAGE



02 · APPLY

# One application, six *months*

Apply online in about 15 minutes. Each adult 18 and over fills out their own application, and incomes add up.

The fee is **$35 per adult**, paid online, and your application stays on file for six months, so one fee covers every home you apply for in that time.

Tours are set up after you're approved, so approved renters aren't competing with window shoppers. Screening takes about 5 to 7 business days, and we answer by email.

## Have ready

A photo ID for each adult, recent pay stubs or proof of income or assistance, past addresses with landlord contacts, and your co-signer's details if you're using one.

## First time renting?

Co-signers are welcome, and rental assistance counts as income.

# The 9-point *criteria*

| | | |
|---|---|---|
| 1<br>3× monthly income (assistance counts, figured on your share) | 2<br>Credit score 620 or above | 3<br>Lease start matches available date |
| 4<br>100% payment history | 5<br>Clear background check | 6<br>No more than 2 people per bedroom |
| 7<br>Non-smoking preferred | 8<br>Pets match apartment standard | 9<br>1+ year work history (same job) |

Every application is scored the same way. A perfect score is rare, and we regularly approve 7s and 8s. Ties go to the earliest application. The only automatic disqualifier is a history of violent crime; a low credit score, collections, a past eviction, a pet or smoking can lower a score but won't rule you out.

As Washington law requires, we don't count evictions for unpaid rent from March 2020 through December 2021, eviction records a court has limited, or sealed juvenile records. If we turn down an application or add conditions, we tell you why in writing.



# No *surprises*

Every listing shows its total due before move-in. It's always built the same way:

| | |
|---|---|
| First month | Rent, less any move-in special |
| Security deposit | Listed on each home |
| $35 per adult | Application fee |
| Other fees | Only what the listing names, like a pet deposit if you have a pet. A fee that's nonrefundable says "nonrefundable" in the lease. No admin fees. |
| Installments | You can ask to pay the deposit and fees in installments. Just ask. |
| Your deposit back | Within 30 days of move-out, with an itemized statement. We only keep money for damage beyond normal wear and tear and anything still owed, based on the move-out walkthrough. |





03 · MOVE-IN DAY

# Day one, on *record*

| | |
|---|---|
| Move-in inspection | Before you move in, we walk the home with you and take photos room by room. You and our inspector both sign it, and it's what the move-out walkthrough is compared to. |
| Paying rent | Pay online in the Resident Center, any time, and see your balance there. You can set it to pay automatically. |
| Questions about a charge? | Call 360-519-4425 or ask in the Resident Center. We answer by the end of the next business day. |

# Rent & the *rest*

## Rent

Due on the 1st, with a grace period through the end of business on the 5th. On the 6th a $35 late fee applies, plus $10 a day after that until rent and fees are paid in full. Pay online in the Resident Center.

## Lease

Most leases are 12 months. Each listing says.

## Utilities

Different for each home. Every listing shows what's included and what you pay.

## Renters insurance

Recommended, not required. Usually $10–15 a month, and it covers your things (the owner's policy covers the building).



# Who to *call*

Your listing says which utilities you pay. For the ones that are yours, put them in your name starting on move-in day.

## POWER

GRAYS HARBOR PUD · EVERY TOWN BUT MCCLEARY
(360) 532-4220

MCCLEARY LIGHT & POWER
(360) 495-3667 ext. 120

## WATER & SEWER, BY TOWN

ABERDEEN
(360) 533-4100

HOQUIAM
(360) 538-3963

OCEAN SHORES
(360) 289-2487

WESTPORT
(360) 268-0131

MONTESANO
(360) 249-3021

COSMOPOLIS
(360) 532-9230 ext. 106

ELMA
(360) 482-2212

MCCLEARY
(360) 495-3667 ext. 102

Garbage: LeMay (360) 533-1251 in most towns; Hometown Sanitation (360) 533-7319 in Hoquiam. Natural gas: Cascade (888) 522-1130.

Hoquiam charges a $10 setup fee for new water accounts.




04 · LIVING HERE

# Good *neighbors*

| | |
|---|---|
| Who lives here | Only the people on the lease. Anyone staying more than 7 days needs to apply. Let us know the name and plate of any guest's car. |
| Pets | Approved home by home, in writing. When pets are allowed, the pet rent and pet deposit are listed on the home. |
| Service & assistance animals | Aren't pets. No pet rent, deposit or fee for them, even in a no-pets home. |
| Quiet hours | 10 pm to 7 am. |
| Smoking | None of any kind, including marijuana, inside the home or within 25 feet of the building. |



04 · LIVING HERE

# Take care, *together*

## Shared spaces

Walkways, stairs and halls stay clear. Vehicles must run; no boats, trailers or RVs. All trash bagged and inside the bins.

## Decks & patios

Barbecues, outdoor furniture and plants only. No storage or laundry drying.

## Keep it healthy

Use heat and airflow to keep moisture and mold away. No sheets or blankets as window coverings.

## Inspections

At least once a year, with at least two days' written notice.

## Lockouts

We keep a spare key. Lockout help is $75 at the time of service.

# In *writing*

## Renewals

We reach out before your lease ends. Any rent increase comes with at least 90 days' written notice, as Washington requires.

## Accommodations

If you have a disability and need a change to a rule, a policy or the home, ask in writing or call us. We answer every request. Assistance animals aren't pets.

## Subletting

No subletting and no short-term rentals, like Airbnb, without our written OK.

## Smoke & CO detectors

Test them monthly and tell us right away if one isn't working. Never remove or unplug them.

## After hours

For an emergency, call 360-519-4425. For fire, call 911. Water shut-off numbers are on the maintenance page.



*meet the team*

# Who takes care of your *home*

A local team in one office, from the first call to the last walkthrough.



Lindsey
PROPERTY MANAGER



Kailey
RESIDENT MANAGER



Kylee
ASSISTANT PROPERTY MANAGER



Allison
BOOKKEEPING



Tiffany
MARKETING

UNDER ONE ROOF

# Our own *crews*



## Maintenance

Andy, Hunter & Cliff from Spivey Building Co., our sister company.



## Cleaning

Christy turns every home between residents, so move-in day starts fresh.



## Photography

Nicole photographs every home before it lists, so you see what you're getting.




## Video tours

Some of our homes have a walk-through video right on the listing.

# Ask once, *tracked*

| | |
|---|---|
| Use the Resident Center | For anything that isn't urgent. It's time-stamped, it reaches the right person and you can follow along. Pay rent and see your balance there too. |
| Report leaks within 24 hours | Leaks and slow drains get worse fast. Never put grease, wipes, sanitary products, diapers or toys down a drain; repairs from misuse are the resident's cost. |
| Call for an emergency | Anything that will do serious damage if it waits, usually water or fire. When in doubt, call. |

## EMERGENCY NUMBERS

FIRE
911

OFFICE
360-519-4425

ABERDEEN WATER
360-537-3213

HOQUIAM WATER
360-533-8935

GAS, SEPTIC, POWER LINES
Call the utility or 911

# Hand it back *ready*

Give written notice: at least 20 days before the end of the month on a month-to-month, and at least 30 days before the lease ends on a lease. Check your own rental agreement first. Then work through this before your walkthrough. Carpets are professionally cleaned at the resident's cost.

## EVERY ROOM

- [ ] Repair damage; remove nails and shelves, patch holes
- [ ] Replace burnt-out bulbs; smoke and CO detectors working
- [ ] Clean windows, tracks and sills; wipe or replace blinds
- [ ] Wipe walls, trim, heaters, vents, switch covers, doors and knobs
- [ ] Sweep, mop and vacuum every floor
- [ ] Take out every belonging, all debris and garbage

## KITCHEN

- [ ] Empty and wipe cabinets and drawers, inside and out
- [ ] Empty and wipe the fridge and microwave
- [ ] Clean the oven, dishwasher and washer/dryer; wipe them down
- [ ] Wipe counters, backsplash, sink and fixtures

## BATHROOMS

- [ ] Empty and wipe vanity cabinets and drawers
- [ ] Wipe counters, sinks, fixtures and mirrors
- [ ] Clean toilets, tubs and showers



# Good to *know*

## Do I pay the application fee every time?

No. Your application stays on file for 6 months, so one $35 fee covers every home you apply for in that time.

## Do I need a perfect 9/9?

No. We regularly approve 7s and 8s. A 9/9 gets the first chance, and ties go to whoever applied first.

## Do you accept Section 8, CCAP and other assistance?

Yes. Rental assistance counts toward income, and the 3× income test is figured on the part of the rent you pay.

## Can I tour before I apply?

We set up tours after you're approved. Since one fee covers six months of applications, applying first doesn't cost you extra.

## I've never rented before. Can I qualify?

Yes. Co-signers are welcome, assistance counts as income, and a less-than-perfect score doesn't rule you out.

## Can I have a service or assistance animal?

Yes, in every home, even no-pets homes. They aren't pets, so there's no pet rent, deposit or fee.

## How do I get my deposit back?

Within 30 days of move-out we send what's left with an itemized statement. Only damage beyond normal wear and tear and anything still owed comes out of it.




*let's get you home*

# Find your next *rental*

Browse what's open now and apply online, or reach us any day of the week at 360-519-4425.

## rentalsbyspivey.com

360-519-4425 · 101 N PARK ST, ABERDEEN, WA

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GRAYS HARBOR PROPERTY MANAGEMENT

EQUAL HOUSING OPPORTUNITY