

---

*Premium*

PROPERTY MANAGEMENT, INC.

---

**TENANT  
WELCOME  
PACKET**

1190 Fairview Ave SE, Salem, OR 97302

Office: (503) 585-2266

FAX: (503) 585-1695

[www.premiumpm.com](http://www.premiumpm.com)

Office Hours

Monday - Friday

9:00 - 5:00



## WELCOME

Dear New Resident,

Welcome to your new home! Please read over this packet and refer to it throughout your time with us. Here you will find answers to commonly asked questions and instructions for caring for your new home.

At Premium Property Management we are committed to providing quality service to all of our owners and residents. This entails honesty, respect, and good communication. With the goal of creating a positive experience for everyone involved, we strive to embody these values and we ask the same from you.

Please let us know if you have any questions or concerns. We look forward to working with you!

Sincerely,

The Premium Property Management Team

## CONTACT US

**Office:** (503) 585-2266

**FAX:** (503) 585-1695

**Email:** [reception@premiumpm.com](mailto:reception@premiumpm.com)

**Tenant Portal:** [premiumpm.com/renters](http://premiumpm.com/renters)

Maintenance Emergency?

Please call (503) 585-2266 and listen for instructions.

Calls are monitored 24/7

*Management reserves the right to determine the urgency of maintenance concerns and schedule repairs accordingly.*

## OUR OFFICE

*Fairview Ave SE*

*12<sup>th</sup> St SE*



**OFFICE**



**Premium Property Management**

1190 Fairview Ave SE, Salem, OR 97302

## RESOURCES

### **Emergencies**

Ambulance/Fire/Police..... 9-1-1

Northwest Natural Gas (in case of leak) .....(800) 882-3377

*If you smell rotten egg or sulfur, leave your home immediately  
and call Northwest Natural Gas at the number above.*

### **City of Salem (cityofsalem.net)**

Non-emergency Police ..... (503) 588-6123

Drug Activity Tips Hotline ..... (503) 315-2566

Graffiti Hotline ..... (503) 371-4264

Parking Enforcement ..... (503) 588-6471

Sidewalk Repairs ..... (503) 584-4660

Street Tree Maintenance ..... (503) 588-6336

### **City of Keizer (keizer.org)**

Non-emergency Police ..... (503) 390-2000

Code Enforcement .....(503) 856-3438

Street Repairs/Tree Maintenance (Public Works)... (503) 856-3561

### **Animals**

Marion County Animal Control ..... (503) 588-5366

Polk County Animal Control ..... (503) 623-3951

## PAYING RENT

### When Rent is Due

- Rent is due on the 1<sup>st</sup> of each month and is considered late after the 5<sup>th</sup>. Late rent accrues a 10% fee.

### How to Pay Rent




- Rent can be paid by personal check, money order, or online. Online card payments require a service fee. eCheck (automatic withdrawal from a checking account) has no additional charge.
- Cash, business checks, and in-office card payments are NOT accepted.
- Make checks and money orders payable to Premium Property Management, Inc.
- When our office is closed, rent may be deposited through the mail slot to the right of our office door.
- Rent can be mailed to 1190 Fairview Ave SE, Salem, OR 97302.

### Please Note

- Be sure your name, property address, payer, and payee are clearly written on your payment.
- Incomplete or illegible payments will not be accepted.
- Rent will not be accepted from anyone who is not on your lease.
- If a rent check is returned for insufficient funds (NSF), all charges including the NSF fee and late fee will be charged to you. We may require all future payments to be certified funds and online payments may be disabled.

## MAINTENANCE

### Your Responsibilities

- You are responsible for replacing light bulbs , batteries  and HVAC filters  during your tenancy. Let us know if you feel unsafe or unable to do so.
- Immediately report all other maintenance concerns.

Remember to tell us:

- Your name
- Your address
- Detailed description of the maintenance issue(s)
- Do you want to schedule an appointment or give us permission to enter?
- Best way to contact you

### Maintenance Emergencies

If you have an after-hours maintenance emergency, our office number (503) 585-2266 will connect you to a 24/7 answering service.

### FAQs

**CAN I FIX THINGS MYSELF?**

Your lease does not allow you to modify the property. Please report all maintenance concerns to our office.

**WILL RENT GO UP BECAUSE I REPORT MAINTENANCE CONCERNS?**

No. Rent increases are based on market trends.

**WILL I BOTHER THE OWNER IF I REPORT MAINTENANCE CONCERNS?**

Your lease requires that you report maintenance concerns. Good owners will appreciate that you care about the property.

## INFO & REMINDERS

### **Your Contact Info**

If you get a new phone number, email, or mailing address, please let us know. You can update this information from your online Tenant Portal or contact our office.

### **Inspections**

Premium Property Management conducts routine inspections as required by the City of Salem and/or as a service to the property owner. You will always be notified prior to inspection. If you have animals or other special concerns, please contact our office to discuss arrangements.

### **Parking**

Register all household vehicles with Premium Property Management. Only registered, operable, and insured vehicles may be parked on the property. Contact us immediately to report changes in vehicle ownership.

### **Visitors**

Only persons specifically listed on your lease may stay at your home. Visitors may not stay more than 10 consecutive days or a total of 20 days in a year. If you want to add someone to your lease, that individual must submit an application and screening charge to our office for approval.

### **Animals**

Only approved animals are allowed at your home. Unapproved animals are not allowed to visit for any period of time.

## UTILITY PROVIDERS



### ELECTRIC

McMinnville Water & Light .....	(503) 472-6158
Pacific Power .....	(888) 221-7070
Portland General Electric (PGE) .....	(503) 399-7717 / (800) 542-8818
Salem Electric .....	(503) 362-3601



### GARBAGE & RECYCLING

BGL Suburban Garbage Service .....	(503) 362-4949
D & O Garbage Service .....	(503) 363-7923
Dallas Disposal Company .....	(503) 623-2552
Loren's Sanitation Service .....	(503) 393-2262
Pacific Sanitation .....	(503) 393-1031
Republic Services .....	(503) 363-8890
Valley Recycling & Disposal .....	(503) 585-4300
Western Oregon Waste .....	(503) 472-3176



### NATURAL GAS

Northwest Natural Gas .....	(503) 585-6611 / (800) 523-7661
-----------------------------	---------------------------------



### WATER & SEWER

City of Dallas .....	(503) 831-3508
City of Jefferson .....	(541) 327-3670
City of Keizer .....	(503) 390-8280
City of Keizer Emergency .....	(503) 393-1608
City of Salem .....	(503) 588-6099
City of Stayton .....	(503) 769-3425
McMinnville Water & Light .....	(503) 472-6158
Suburban East Salem Water District .....	(503) 364-1620