

KALLES PROPERTIES, INC.
Resident Handbook

Puyallup, Tacoma and Pierce County

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kallesproperties.com

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This handbook is general information. It is not part of your rental agreement. Your rental agreement is the contract between you and the owner of your home, and if anything here differs from it, the rental agreement controls. Read your rental agreement carefully and call us with questions.

Welcome

Welcome to your new home, and thank you for renting with Kalles Properties.

We have managed rental homes in Puyallup, Tacoma and the surrounding area since 1994. This handbook covers the things residents ask us about most: how to pay rent, how to request maintenance, what to do in an emergency, how we care for the home, and what to expect when you move out. It also explains the rights Washington law gives you as a resident.

Read through it now so you know where to look later. If you cannot find what you need, call the office or send a message through your Online Portal and someone on the team will help.

Fair Housing and Accommodations

Kalles Properties is an equal opportunity housing provider. We do not discriminate on the basis of race, color, national origin, religion, sex, familial status, disability, or any other class protected by federal, Washington State or local law, including source of income.

Requesting a reasonable accommodation

If you have a disability and need a change to a rule, policy or service, or a physical modification to your home, contact your Property Manager. Put the request in writing when you can. We will respond in writing.

Assistance animals

Service animals and support animals are not pets. They are not subject to pet restrictions, pet deposits, pet fees or pet rent. Requests involving an assistance animal are handled as reasonable accommodation requests, not as pet approvals.

Paying Rent

When rent is due

- Rent is due on the 1st of each month. That includes weekends and holidays.
- Washington law does not allow a late fee to be charged on rent that is paid within five days after the due date. If rent is still unpaid after that window, the late fee stated in your rental agreement may be charged, and the law allows it to be calculated back to the day after the due date. Your rental agreement states the amount and the date it is assessed.
- If your home is in the City of Tacoma, a late fee cannot be more than 1.5 percent of the rent for each unpaid month. No late fee can be charged on anything other than rent, and no late fee can be charged after your tenancy ends. We will send you a written summary of any late fees owed at least once a quarter.
- Rent is still owed on the 1st. A notice to pay or vacate may be served any time after rent is past due, including during those first five days.
- Some properties have different terms. Your rental agreement governs.

How to pay

- **Online Portal.** This is the easiest way. Sign in at kallesproperties.appfolio.com/connect to pay by e-check or card, set up automatic payments, and view your ledger any time. There is also a free Online Portal app for iPhone and Android. Your Property Manager can send you an activation link if you have not set up your account yet.
- **In person.** Bring a check, money order or cashier's check to the office during business hours. We no longer have an after hours drop slot, so plan around our hours.
- **By mail.** Send a check, money order or cashier's check payable to Kalles Properties, Inc. Mailed payments must be received in the office by the due date. A postmark is not enough.
- **Cash.** We do not accept cash.

A few things to know

- Put your name and property address on every check or money order so we credit the right account.
- Payments are applied to rent first. Washington law requires this. Fees, damages and other charges are applied after rent is current.
- A returned payment carries a \$50 NSF charge, plus any late fee that applies once rent is past due.
- Do not leave a payment at the office outside business hours. There is no drop slot, and we cannot be responsible for anything left on the premises.
- Your security deposit cannot be used to pay rent, including the last month of your tenancy.

If paying rent is going to be a problem, call your Property Manager before the 1st. Rental assistance is available in Pierce County, and we include that information with any notice for unpaid rent, as Washington law requires.

The Basics

- **Rental agreement.** The length of your tenancy is fixed and stated in your rental agreement. Ending it early, or extending it, has to be arranged in writing with your Property Manager.
- **Renters insurance.** You are required to carry renters insurance with at least \$100,000 in personal liability coverage. The owner's insurance does not cover your belongings. Send us a copy of your policy and keep it current.
- **Pets.** Pet policies are set property by property. Whether animals are allowed, how many, any size limits, and any pet deposit or pet rent are stated in your rental agreement or pet addendum. Get written approval before any animal moves in. An unapproved animal is a lease violation. Service animals and support animals are covered under Fair Housing and Accommodations above.
- **Pets in Tacoma.** For homes inside Tacoma city limits, city law prohibits a non-refundable pet fee, caps a pet damage deposit at 25 percent of one month's rent, and allows us to keep only the actual cost of repairing pet damage.
- **Keys and lockouts.** During office hours, a copy from our backup set is \$25. After hours, a lockout is dispatched as an emergency maintenance response with a minimum charge of \$155.
- **Yard and grounds.** If your rental agreement makes you responsible for the yard, that means mowing, edging, weeding the beds, and keeping the grounds clean and clear. Check your rental agreement for what is included.
- **Parking.** Only approved, operational vehicles, parked in designated areas. See your rental agreement for details.
- **Guests.** A guest staying longer than 14 days needs approval from the management company. Anyone living in the home needs to be on the lease.
- **Noise.** You are subject to your rental agreement and to all state and local noise laws.
- **Smoking.** Follow the smoking terms in your rental agreement.

Routine maintenance you handle

These are normal upkeep items that come with the home:

- Replacing light bulbs
- Cleaning or replacing furnace filters, if your home has a furnace
- Regular yard and lawn care, if your rental agreement assigns it to you
- Replacing batteries in smoke alarms and carbon monoxide alarms
- Keeping drains, disposals and door tracks clear

Maintenance and Repairs

How to submit a request

- Submit maintenance requests through your Online Portal at kallesproperties.appfolio.com/connect. Requests in writing give both of us a clear record and start the clock on our response.
- Be specific about the problem, where it is, and when it started. Photos help a great deal.
- Complete the entry section of the request so we know whether you want to be present.
- If you need to be there, our maintenance department schedules Monday through Friday, 9:00 AM to 4:00 PM.
- Secure any pets before a vendor arrives.
- For anything dangerous or damaging, do not wait on the portal. See Emergencies.

Notice before we enter

Washington law requires us to give you at least two days written notice before entering your home for a non-emergency reason, and at least one day notice to show the home to a prospective resident or buyer. Entry has to be at a reasonable time. We do not need notice in a genuine emergency or if the home appears abandoned.

When you submit a maintenance request you are giving us permission to enter and do the work, but we will still tell you when a vendor is coming.

How quickly repairs happen

Once we receive your written notice of a problem, Washington law requires us to start work as soon as possible, and no later than:

- 24 hours, if the condition leaves you without hot or cold water, heat or electricity, or is imminently hazardous to life
- 72 hours, if it leaves you without the use of a refrigerator, range and oven, or a major plumbing fixture we supply
- 10 days, in all other cases

Your notice needs to identify the home, the owner's name if you know it, and what is wrong. Submitting a request through the portal covers all of that.

If finishing the work is delayed by something outside our control, such as a part that is not available, we are still required to complete it as soon as possible. We will keep you posted on scheduling, so tell us right away if a time we offer does not work for you.

Damage caused by a resident

Repairs needed because of something you, someone in your household, or a guest did are billed to you. Common examples are clogs caused by hair, grease or objects, broken windows, and damage from an appliance being misused. Report the problem anyway. Waiting usually makes the repair more expensive.

Emergencies

For fire, a medical emergency, a strong gas odor, or anything that puts someone in immediate danger, call 911 first. Then call us.

Maintenance emergencies

A maintenance emergency is a condition that is dangerous or hazardous, or that will cause damage to the home if it is not addressed right away. Flooding or an active water leak, no heat in winter, a gas odor, no electricity and a sewage backup are emergencies.

These are not emergencies and are handled the next business day: an annoying noise, air conditioning failure, an appliance that stopped working, a slow or stopped drain, and a lost key.

Who to call

- During office hours: (253) 848-9393. Follow up with a maintenance request in your portal.
- After hours: (253) 848-9393, press 5. Leave your name, phone number, property address and what is happening.

If the problem happens in the middle of the night, a contractor may not be able to reach the property until morning. Do what you safely can to contain it.

Check these first

Electric heat

- Thermostat is set correctly and switched to heat
- Fuses and circuit breakers
- Blower compartment access panel is closed and latched
- Filter has been replaced recently

Gas heat

- Thermostat, fuses and circuit breakers
- Blower compartment access panel is closed and latched
- Other gas appliances, to see whether gas service is out

Oil heat

- Emergency shut off switch is in the on position
- Oil level in the tank
- Thermostat, fuses, breakers and blower panel

If the heat is out in freezing weather, open an indoor faucet slightly and let it drip until the heat is working again.

Water

- If water is running onto the floor from an appliance, fixture or pipe, close the shut off valve for that fixture, or the main valve for the property
- If your property has on site management, call them and our office right away

Power

- Check whether the whole area is out. If it is, report it to your power provider
- If only your home is out, check the breaker panel. Switch each breaker fully off, then back on
- If that does not fix it, report it as a maintenance emergency

Your Rights as a Resident

Washington's Residential Landlord-Tenant Act gives you rights that apply no matter what your rental agreement says. These are the ones residents ask about most.

- **Entry.** At least two days written notice for non-emergency entry, and at least one day notice for showings.
- **Rent increases.** Washington caps how much rent can go up in any 12 month period. For 2026 the maximum is 9.683 percent. Rent cannot be increased during the first 12 months of your tenancy, and we have to give at least 90 days written notice. Homes first occupied for residential use within the last 12 years are exempt from the cap. Rent cannot be raised during a fixed term lease unless the lease specifically allows it.
- **Ending a tenancy.** Washington requires just cause. We cannot end most tenancies without a legally valid reason and the notice period that goes with it.
- **Security deposit.** Within 30 days of the end of your tenancy we send you a full and specific statement of any charges, with copies of the invoices or estimates supporting them, along with any refund owed. Give us a forwarding address in writing.
- **Portable cooling devices.** As of June 11, 2026 you may install a portable cooling device such as a window mounted air conditioner or a portable heat pump, and we cannot charge you a fee for its use, inspection or installation. There are exceptions, including where the home already has a working heat pump, where installation would violate building code or the manufacturer's safety guidelines, where it would block a window needed as an emergency exit, or where the electrical system cannot support it. Give us at least two days notice before installing a window mounted unit. You are responsible for any damage the installation or use causes.
- **Mold.** You receive Department of Health information about indoor mold with your lease, along with your Mold Addendum.
- **Smoke alarms.** Your home is equipped with smoke alarms. Keeping them in working order is your responsibility, and state law sets penalties for disabling them.
- **Retaliation.** We cannot retaliate against you for requesting repairs, reporting a code violation, or otherwise exercising a legal right.
- **City of Tacoma.** Homes inside Tacoma city limits carry additional protections under the Tacoma Rental Housing Code and the Landlord Fairness Code. Rent increases require 180 days written notice on the City's form, served together with the state form. If your rent goes up by 5 percent or more and you decide to move rather than pay the increase, you can request relocation assistance from us: two months rent for an increase of 5 percent or more, two and a half months for over 7.5 percent, and three months for over 10 percent. Some exemptions apply, including tenancies shorter than six months. You also receive the Renting in Tacoma Guide when we offer you a lease, at renewal, and with certain notices.

Our Puyallup Office

Address	2702 E. Main St., Suite A, Puyallup, WA 98372
Office	(253) 848-9393
Emergency	(253) 848-9393, press 5
Fax	(253) 848-3532
Email	info@kallespm.com
Online Portal	kallesproperties.appfolio.com/connect
Maintenance	Submit through your Online Portal
Hours	Monday through Friday, 9:00 AM to 5:00 PM. Closed for lunch 11:30 AM to 12:30 PM.

Directions

- **From WA-512 East:** take the Pioneer Ave exit. Right on E. Pioneer Ave. Left on 15th St. SE. Right at the light onto E. Main. We are about a mile down E. Main on the right.
- **From WA-167 south or west:** merge onto WA-512 West, then take the Pioneer Ave E. exit and follow the directions above.
- **From River Road (WA-167 East):** right on N. Meridian. Left on E. Stewart Ave, which becomes E. Main. We are about two miles down on the right.

Setting Up Utilities

Your rental agreement lists which utilities you are responsible for. Put those accounts in your name effective on the first day of your tenancy, and keep them on through your last day.

Providers vary by address. Your Property Manager can tell you who serves your home. Current phone numbers and links are on our website, since utility contact information changes often.

Common providers in our area

- Electricity and gas: Puget Sound Energy, Tacoma Public Utilities, Lakeview Light & Power, Parkland Light & Water, Elmhurst Mutual, Peninsula Light, Ohop Mutual, Cascade Natural Gas
- Water and sewer: your city (Puyallup, Tacoma, Sumner, Bonney Lake, Orting, Milton, Fircrest, Auburn, Pacific, Gig Harbor), Pierce County Sewer, or a local water district such as Firgrove, Fruitland, Spanaway, Summit, Valley or Lakewood
- Garbage: your city, or Murrey's Disposal, LeMay, Republic Services or University Place Refuse depending on the address
- Internet, cable and phone: Xfinity, Rainier Connect, Ziply Fiber and others, depending on the address

For a service outage, call the provider directly. For a problem with the home itself, submit a maintenance request.

Caring for Your Home

Furnace and wall heaters

- Clean or replace the furnace filter at the start of the fall heating season and regularly after that. Problems caused by a dirty filter are the resident's responsibility.
- Brush dust off furnace and fan vents with a small broom so air moves freely.
- Heat pumps do not blow warm air the way a gas furnace does unless they are running on the emergency heat setting. That is normal.
- On a gas wall heater, turn it off when it is not needed. If the pilot goes out you may smell gas briefly. If the odor does not clear after airing out the room, call the gas company right away.

Cooling

- If your home has central air, clean the filters at least twice a year. Air conditioning can generally lower the inside temperature only 10 to 15 degrees below the outside temperature.
- Window and portable units ice up at low fan speeds. Run them on a higher fan setting and give them breaks.
- Before installing a window mounted unit, give us at least two days notice. See Your Rights as a Resident.

Drains and disposals

- Keep food and hair out of the drains. Clogs caused by hair, grease or objects are the resident's responsibility.
- A good monthly maintenance flush: one cup salt, one cup baking soda and one cup vinegar, followed by eight cups of boiling water.
- Hair catchers for sink and tub drains are inexpensive and prevent most clogs.
- Always run water while the disposal is going, and let it run 10 to 15 seconds after you switch the disposal off.
- Disposals handle soft organic waste only. Keep out bones, coffee grounds, potato peels, celery, artichoke leaves, flower stems, grease, paper, plastic, glass and foil.
- If the disposal stops, check the switch under the sink, then the reset button on the unit, and clear the contents before calling maintenance.

Appliances

- Keep the area behind and under the refrigerator reasonably clean. Coils and drip pans need cleaning, and a neglected drip pan will smell.
- Learn the bake, broil, timed bake and self clean controls on your range before you need them. On a continuous clean oven use soap and water only. Oven cleaners and abrasives ruin the finish.

Plumbing fixtures

- Never use abrasives on brass or gold fixtures. Wipe them dry after use, and polish brass only with a product made for brass.
- Low flow toilets clog easily. Hold the handle down through the full flush, and keep a plunger on hand. Clearing a clog before it overflows prevents a much bigger problem.

Preventing water damage

- Do not let water sit on counters or floors.
- Keep shower curtains inside the tub and shower doors fully closed. Water seeping through tile grout or under vinyl causes dry rot in the subfloor.

- Use a mat or rug at the tub or shower. Rubber backed mats can discolor vinyl, and that discoloration can be charged at move out.

Doors, tracks and blinds

- Clear dirt and debris out of sliding door and shower tracks regularly. Rolling a heavy glass slider over grit ruins the wheels.
- Do not use oil or WD-40 on slider or screen tracks. It attracts dirt and gums up the mechanism.
- An old toothbrush and a monthly pass through the tracks keeps mold down and saves a big cleaning at move out.
- Do not soak mini blinds. Spray with mild soap and water and wipe them down.

Fireplaces

- Burn hardwood only. Softwood builds creosote in the chimney, and creosote is a fire hazard.
- Use the screen whenever a fire is burning.
- Keep the damper closed when the fireplace is not in use.

Floors and surfaces

- Hardwood: sweep and dust regularly, and clean with a soft cloth. In the kitchen, a little vinegar in water every few months is enough. Use throw rugs at the sink and stove.
- Marble and granite: warm water, a sponge and a small amount of dish soap. Never use vinegar, acids or abrasives. Marble is porous and standing water will stain it permanently.
- Ceramic tile and fiberglass surrounds: one part white vinegar to five parts water. Never use scouring powders such as Comet or Ajax on fiberglass. They scratch it permanently.
- Counters: always use a cutting board.

Plants and decks

- Keep saucers under every potted plant, indoors and out. Run off stains and rots almost every surface.
- Put feet or saucers under planters on wood decks and porches.

Smoke and carbon monoxide alarms

- Batteries are fresh at move in. Replacing them after that is your responsibility.
- Test the alarms regularly. An intermittent chirp means the battery is low.
- Hardwired alarms with battery backup usually take a 9 volt battery, and each alarm needs to be tested after a battery change to stop the chirping.
- A good habit is to change batteries when the clocks change in spring and fall.
- Never disable an alarm. Washington law sets penalties for it, and it puts your household at risk.

Mold

- See your Mold Addendum and the Department of Health information provided with your lease.
- Run bathroom and kitchen fans, open windows when you can, and wipe down surfaces that stay damp.
- Report any leak right away. Most mold problems start as a leak nobody mentioned.

Seasonal Maintenance

Inside

- **Furnace.** Clean or replace the filter at the start of the fall heating season and regularly through the winter. Check that supply and return vents are clear and not blocked by furniture. On radiant systems, look for leaking valves or radiators.
- **Thermostat.** Set it to a reasonable level for the season. If you travel in winter, do not turn the heat off. You are responsible for damage from frozen pipes.
- **Fireplace.** Confirm the damper works and stays closed when the fireplace is not in use. Check that the flue and chimney are clear. Periodic chimney inspection and cleaning is usually a resident expense, so check your rental agreement.
- **Alarms.** Test smoke and carbon monoxide alarms and change batteries in the spring and fall.

Outside

- **Lawn and shrubs.** Keep them maintained through the season, and clear leaves and branches in the fall.
- **Gutters.** Keep them clear so water drains away from the foundation.
- **Winterizing.** Wrap outside faucets before the first freeze. If the home has isolation valves, close the valve and open the outdoor faucet. In spring, close the faucet before opening the valve again. Cap outdoor electrical outlets or switch off the matching breaker.

Moving Out

Moving is busy enough. Handling these steps properly saves you time and money.

Giving notice

- Give written notice at least 20 days before the end of your rental period. Notice has to be received by us, and signed by every resident on the lease.
- Submit your notice through the Online Portal so it is time stamped and on file.
- If you are in a fixed term lease, check your rental agreement. The end date and any renewal terms are stated there.
- Give us a forwarding address in writing. We need it to send your deposit statement.
- File a change of address with the Post Office.

Utilities

- Leave water, power and gas on through your last day.
- Cancel your own optional services such as cable, internet and phone.
- If you are moving out in winter, leave the thermostat at 55 degrees or above. You are responsible for freeze damage if the heat is off or set lower.

Condition of the home

You are expected to return the home in the condition you received it, allowing for wear resulting from ordinary use. That phrase is defined in Washington law and it is the standard we apply. Ordinary use covers deterioration from normal living and from age. It does not cover damage from negligence, accident or abuse.

We compare the home at move out against your signed move in checklist, and we photograph it. We can only charge you for conditions beyond wear resulting from ordinary use, and every charge on your statement is backed by an invoice or an estimate.

Carpets. Leave the carpets clean. Vacuum thoroughly and treat spots before you go. Professional cleaning after your furniture is out is the surest way to return them the way you received them, and we recommend it, but it is not required unless your rental agreement says so. If you do have them professionally cleaned, keep the receipt and give it to us with your keys. Washington law only allows us to charge you for carpet cleaning where we document carpet condition beyond wear resulting from ordinary use, so if a carpet charge appears on your statement it will come with photos and the invoice.

Cleaning checklist

Kitchen

- Refrigerator: defrost the freezer if needed and never pry ice with a sharp tool. Wash the inside with warm water and baking soda, clean the door gasket, wash the shelves and drawers, wipe the outside, vacuum the back and lower grill, pull it out and clean underneath, and leave it running.
- Range: remove racks and broiler pan and soak them, clean the oven, cooktop, knobs, under the elements, burner pans and the drawer. Replace burner pans and the appliance bulb if needed. Pull the range out and clean the wall and floor.
- Cabinets and drawers: wash inside and out, wipe drawers, clean the sink, baskets and counters, and empty and clean the disposal.
- Wash light fixtures and switch plates. Clean the dishwasher inside and out, including the seal. Wash the range hood and filter.

- Wash windows, blinds, screens, sills and tracks. Scrub the floor, including under movable appliances and along the baseboards.

Living areas and bedrooms

- Wash windows, clean sills and tracks.
- Clean light fixtures and switch plates, and sweep down cobwebs.
- Vacuum carpet and clean the baseboards.
- Clean blinds and drapes.
- Clean out the fireplace, and wash the screen and doors.

Bathrooms

- Clean the tub, surrounding tile, sink, shower door and fixtures, free of soap scum.
- Clean the toilet inside and out, and scrub the floor, baseboards and behind the toilet.
- Clean the medicine cabinet and vanity inside and out, including drawers. Wash the mirror.
- Clean the fan, windows, sills and tracks, light fixtures and switch plates, towel rods and paper holder.

Everywhere else

- Replace the furnace filter and clean out all floor vents.
- Wash all doors, inside and out, especially around the knobs. Clean sliding door tracks.
- Replace every burned out bulb.
- Clean the washer and dryer inside and out, clean the lint trap, and pull them out to clean the floor.
- Sweep the garage, clear cobwebs and clean the windows.
- Mow and weed the yard.
- Remove all trash and personal property.

Keys

Every key, remote, garage opener and mail key is due by midnight at the end of the last day of your rental period. Our office closes at 5:00 PM, so plan to bring them in during business hours on your last day. Do not leave keys in the home. Until keys are returned, the home is not considered vacated and rent continues to accrue.

Your deposit

Within 30 days of the end of your tenancy we mail you a statement showing any charges, with copies of the invoices or estimates behind them, along with any refund. Make sure we have your forwarding address in writing so it reaches you.