



www.tdipropertiesinc.com  
info@tdipropertiesinc.com  
3325 Wilshire Boulevard, Suite 350  
Los Angeles, CA 90010  
O (877) 389-9277  
F (213) 402-8709

## Welcome to TDI Properties, Inc.!

This letter includes some useful information about our policies. Please keep in a safe place for your future reference.

Please treat your new home with care and be considerate to your neighbors. If you ever have any questions, comments, or suggestions, please feel free to contact us online.

### PROPERTY EMERGENCIES

- 24/7 emergency service is always available, even on holidays.
- In case of a life-threatening emergency call 911. **In case of a property emergency**; such as a burst pipe, power outages, or fire, call **the office** directly at **(877) 389-9277**. If after-hours (5PM – 9AM) please call **(818) 982-5651**. The emergency will be addressed and your call will be returned only if necessary. Please do not use email or any online forms for emergencies!

### RENT & SECURITY DEPOSIT

- You have the option of paying your rent online as well as setting up monthly automatic withdrawal at our website (merchant service fees apply). Otherwise, please mail or drop off a personal check, cashier's check, or money order to our office, with your address and unit number included.
- Units with roommates must submit only one form of payment.
- Rent is due on the 1<sup>st</sup> of every month. If you moved into your new residence mid-month, please consult your lease as to your next month's prorated rent amount.
- We take timely payments very seriously. If rent is received after the 3<sup>rd</sup>, a late fee of \$50 must be included with your payment, unless specified differently in your lease.
- Your security deposit cannot be used to pay your last month's rent.
- It is in your best interest to keep a copy of your Move-In Move-Out Inspection form. Upon move-out, we will inspect the unit and refer back to this form to calculate any damages to be deducted from the security deposit. A report and net deposit refund will be mailed to you within 21 days.

### REPAIR & MAINTENANCE



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- We pride ourselves on prompt repair and maintenance service. For related questions, please contact our maintenance department at [maintenance@tdipropertiesinc.com](mailto:maintenance@tdipropertiesinc.com) or (877) 389-9277, ext. 201.
- If your unit needs service, please email a detailed description, along with your address, unit number, and best phone number to reach you to [maintenance@tdipropertiesinc.com](mailto:maintenance@tdipropertiesinc.com). You will receive email confirmation of your request. By emailing your request, you are authorizing TDI Properties, Inc. to enter your unit to perform the requested repair or maintenance, in your absence, unless otherwise stated.
- You also have the option to fax or mail a Repair and Maintenance Form, available for download on our website.
- Repairs to your unit deemed your responsibility (e.g. missing smoke detectors/screens, broken windows, jammed disposals, etc.) will be charged to your account.
- If you have changed your locks for any reason, please forward or drop off a copy of your key to our office.

## MISCELLANEOUS

- If you would like to obtain renter's insurance we are pleased to refer you to Mr. David Morris with Morris Insurance Group at (800) 573-1463.
- Any persons **not on the lease** may **only occupy** the unit **if they are approved as a tenant** by TDI Properties, Inc.
- No alterations to your unit can be made without written consent from our office (e.g. painting, removal of hardware, fixtures, doors, etc.).
- Per your lease, utilities must be transferred to your name. If you have not done so already, please contact your local utility companies immediately.

### Water / Power / Trash

- Los Angeles Department of Water & Power: (213) 481-5411 or (800) 342-5397 [www.ladwp.com](http://www.ladwp.com)
- Los Angeles County (Unincorporated) Southern California Edison: (800) 655-4555 [www.sce.com](http://www.sce.com)
- East Los Angeles California Water Service: (323) 722-8601 [www.infoELA@calwater.com](mailto:www.infoELA@calwater.com)
- Burbank Water & Power: (818) 238-3700 [www.burbankwaterandpower.com](http://www.burbankwaterandpower.com)



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- Glendale Water & Power: (818) 548-2750 [www.glendalewaterandpower.com](http://www.glendalewaterandpower.com)
- Santa Monica Southern California Edison: (800) 655-4555 [www.sce.com](http://www.sce.com)
- City of Santa Monica: (310) 458-8224 [www.santa-monica.org](http://www.santa-monica.org)
- West Hollywood Southern California Edison: (800) 655-4555 [www.sce.com](http://www.sce.com)
- Inglewood Southern California Edison: (800) 655-4555 [www.sce.com](http://www.sce.com)

### **Gas Company**

- Southern California Gas Company: (800) 427-2200 [www.socalgas.com](http://www.socalgas.com)

### **Telephone / Cable / DSL**

- AT&T: (800) 288-2020 [www.att.com](http://www.att.com)
- Time Warner: (888) TW-CABLE [www.timewarnercable.com](http://www.timewarnercable.com)
- Verizon: (866) VZ-MOVES [www22.verizon.com](http://www22.verizon.com)

### **Useful Info**

- Los Angeles County: [www.lacounty.gov](http://www.lacounty.gov)
- City of Los Angeles: [www.lacity.org](http://www.lacity.org)
- Los Angeles Police Department: Non-emergency number (877) 275-5273 [www.lapdonline.org](http://www.lapdonline.org)
- County of Los Angeles Fire Department: Non-emergency number (323) 881-2411 [fire.lacounty.gov](http://fire.lacounty.gov)
- Los Angeles County Animal Control: [animalcare.lacounty.gov](http://animalcare.lacounty.gov)
- Locate hospitals nearest you: [www.wellness.com/find/hospital](http://www.wellness.com/find/hospital)
- Federal Emergency Management Agency: [www.fema.gov](http://www.fema.gov)
- United States Postal Service: (800) ASK-USPS [www.usps.com](http://www.usps.com)
- Dial 911 for emergencies
- Dial 311 for city services (including bulky item pick up)

Please refer to your lease for further detailed information. This information is also available on our website. We value our tenants and hope you enjoy your time as a resident with TDI Properties, Inc.!