



# HOUSEHOLD WORDS

Vol 2 No3 May/June 1993

UCSB COMMUNITY HOUSING OFFICE

893-4371

8AM-5PM MONDAY-FRIDAY

## UP TO CODE



## CAREER MOVES

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## LANDLORDS, TENANTS & THE LAW

WITH

**JOHN FORHAN**

*Even as we speak, John, the end of Spring Quarter is little more than a month away, and that means there are a lot of moments of truth that are imminent for a lot of renters out there.*

It's really a time when people who've prepared well can expect to see those preparations pay off. How well your move-out goes will reflect quite accurately how carefully you took care of business when you moved in. It's pretty easy just to shine on all those details when you're moving in. There's always so much else to do. But if you don't complete a careful Inventory & Condition Report (CHO 1-Pager #13) and if you don't arrange for picture documentation of the apartment's condition when you move in, you really are increasing the likelihood of running into difficulties when you move out. The easiest way to get picture documentation is to have CHO video the apartment as soon as possible after you move in, then again when you're ready to move out. Photographs will accomplish the same thing, but you'll have to make sure they're time-dated in such a way as to prove that they were taken on a specific day. Try to get a third-party witness for any of your efforts to establish documentation of your apartment's condition.

*All right. Let's say you've moved out and you've done everything you were supposed to do. When should you expect to get your deposit back?*

It's the owner's responsibility under the law to account for the deposit no later than fourteen days after the conclusion of the tenancy. By accounting for it, I mean either returning it in full or submitting to the departing tenant an itemized list of charges, with justifications, posted against the deposit together with any balance that might be left after the deductions have been made. If you can arrange it, it's a good idea to try to get an inspection by the owner a week or so before you're due to move out. That way, if there are some minor repairs that need to be made, you can take care of them yourself, with the owner's permission. That'll probably turn out to be less expensive for you than having him or her do the jobs for you.

*continued on page 2*

by Roane Akchurin  
Manager, Community Housing Office

It's that time of the year again!  
Finals... (Move-out!)  
Graduation... (Move-out!)  
Saying good-byes... (Move-out!)  
Cleaning the apartment... (Move-out!)  
And moving out!

Moving out is the primary focus (Sub-Letting is the other) of this issue of *Household Words*, and we hope that what you read here will help you move out without a hitch.

Some of the questions we hear most frequently in the Community Housing Office at this time of the year are answered at some length.

"Where do I start with cleaning?"  
"What can I do to make sure I get my deposit back?"  
"How can I get all this done in a timely and efficient manner?"

These are just a few of the questions that we'll try to answer for you in the following pages, together with a few tips about sub-letting.

So read on!

We also say good-bye to those of you who'll be leaving the big "U" after four, five or even six years.

We hope that your experiences here at UCSB have been positive and will develop into great memories.

We also hope that the Community Housing Office has served you well.

For those of you who'll be staying on, we look forward to bringing *Household Words* to your doors next year with compelling, informative stories about how we can work together to improve the quality of life in Isla Vista.

## IT'S TIME TO GIVE!

This year again, the UCSB/Isla Vista Community Services Center will once again serve as the operational headquarters for GIVE.

GIVE, as long-time Isla Vista residents know, lets all departing students know that any reusable items (furniture, household goods, clothing, non-perishable food) that they'd otherwise toss out may be donated for the benefit of the community as a whole.

The task of getting the word about GIVE out to Isla Vista's renters has fallen this year to David Givens who's working with Catherine Boyer (University Liaison) as an Intern at the Community Services Center. Givens is a Senior from Tujunga who'll be graduating in June with a degree in Communications and Psychology. *Household Words* talked with him a few days ago about this year's GIVE and about his own role in ensuring its success.



*David Givens, an Intern with the UCSB/Isla Vista Community Services Center, is taking care of outreach and publicity for this year's GIVE.*

HW: David, what drew you to GIVE?

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## UP TO CODE

continued from page 1

*One of the most controversial issues we hear about at this time of the year is carpet-cleaning. Do owners have the right to force tenants to get their carpets professionally cleaned?*

Owners most definitely have a right to insist that their tenants leave an apartment's carpets clean when they move out. And, if the carpet's had some heavy party-type abuse during the year, probably the most efficient way to get it clean is to get professionals in. But owners do not have a preemptive right to insist that tenants employ professional cleaners or to write any such provision into the lease. To do that would be like making part of the security deposit non-refundable, and the law is very clear in its insistence that no part of a security deposit can be non-refundable. The carpet issue does show again how important it is to be fastidious about recording the condition of the apartment when you move in. And if you believe that the charges posted against the security deposit aren't fair, you have to be prepared to fight. One roommate can carry that fight for the others. You don't all have to stick around. But proxies really don't work very well. It should be someone directly involved.

*What about painting? Do the same rules apply as for carpets?*

In principle, yes. For example, let's say an owner tells you he or she repaints the building every three years, this is the third year, so you get to pay for it. That's not all right. By acknowledging the frequency with which the building is repainted under normal circumstances, the owner is coming up with a specific and individual definition of what constitutes normal wear-and-tear. And tenants cannot be held accountable for normal wear-and-tear. The same thing applies: Get those pictures when you move in. If only two walls out of eight need work, try to negotiate a limitation of your liability to those two walls.

*Something else we get asked a lot around this time of the year is about withholding the last month's payable rent. Renters want to tell the owner or manager that they're surrendering the deposit instead of paying rent. Is that a good idea?*

Refusing to pay the last month's rent is against the law, no matter how justified renters may think they are. That's the first thing tenants need to understand about that strategy. The downside risks are pretty serious. What you're basically telling the owner when you surrender the deposit in lieu of paying the last month's rent is that you have no intention of being held accountable for any damage beyond "reasonable" wear-and-tear that you may have caused during your tenancy. Any time you withhold rent, you're exposing yourself to the possibility of eviction, with the initiation of an Unlawful Detainer action and all the rest of it. Not only could you end up getting kicked out before the anticipated conclusion of your tenancy, the eviction itself could find its way onto your credit record and it could conceivably stay there for ten years or so, which would seriously complicate your life. Plus, you could also be ordered to pay attorney's fees, up to \$500. The risks are a lot more serious than they might appear to be. Most of these repercussions are essentially at the discretion of the owner or manager. Try to figure out what his or her response might be if you were to withhold your last month's rent. Think about the consequences.

(JOHN FORHAN IS A SANTA BARBARA ATTORNEY.)

## IT'S TIME TO GIVE



*The UCSB/Isla Vista Community Services Center at 970 Embarcadero del Mar is operational headquarters for the planning and implementation of 1993's edition of GIVE.*

**DG:** A combination of things, really, partly altruistic and partly pragmatic. I've really admired the work GIVE has done in the past, and I wanted to be a part of that, so when this opportunity came up, I jumped at it. Plus, after I graduate, I'm going to look for a job in public relations. So this is perfect.

**HW:** Will it be pretty much the same process as last year?

**DG:** Not quite. The core of the program is still the same, of course. We're going to try to contact every household in Isla Vista with flyers and door-hangers to tell them not to throw away anything that another household or individual might be able to use. There are a lot of families who've come to live in Isla Vista over the past few years. Lots of them have kids. And these aren't easy economic times for any of us. Contributions of furniture and clothes and household goods really do make a big difference.

One thing we've learned from earlier GIVE's is that distribution's been a bit of a problem. We're going to do things differently this year. On Saturday, June 19th, we're going to have a Great Isla

Vista Moving Sale, like a humongous garage sale. It'll be at the Embarcadero Loop Parking Lot, and it'll go on from 8 in the morning until 3 in the afternoon. The proceeds the Sale generates will go to Let Isla Vista Eat (that's LIVE), to Isla Vista Youth Projects and to Isla Vista Elementary School. Those are organizations that serve the whole community, and I think everyone understands how hard it's become to maintain quality of service when your budget keeps taking serious hits. It's a slightly different focus, but we think it's one everyone can get behind. The benefits to the community are very obvious.

**HW:** I know the Community Services Center is like the hub for GIVE, but I assume you've been able to recruit other individuals and organizations for the cause.

**DG:** Way too many to mention here. I'd probably leave someone out. But I would urge everyone who cares about GIVE and this community to check the list of co-sponsors. There's no-one on that list whose support GIVE could do without. One special mention though for MarBorg. They put on all sorts of special services to make sure all the trash gets taken away, and that's vital.

### HOUSEHOLD WORDS

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## COMMUNITY HOUSING OFFICE

YOUR ONE-STOP RESOURCE FOR

OFF-CAMPUS HOUSING LISTINGS  
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FACTS ABOUT TENANTS' RIGHTS & RESPONSIBILITIES  
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MONDAY - FRIDAY 8AM - 5PM  
893-4371; 893-4376 (NEW LISTINGS/24-HOUR MESSAGE)

# MAKING A CLEAN GETAWAY: An Owner's Perspective

Kathleen and Lou Ventura have lived through many years of UCSB Spring Quarter move-outs in Isla Vista.

Their shared experiences as the managers of their family-established property-management business, Ventura Enterprises, have yielded valuable lessons in the arts and crafts of cleaning an apartment in such a way as to minimize the vulnerability of a security deposit to charge-backs.

To help their own tenants succeed in these tasks, the Venturas have compiled a 2-page hand-out enumerating cleaning tips that they distribute to every unit under their management.

*Household Words* visited Ventura Enterprises' office on Pardall the other day for help in putting together a Top Ten Cleaning Secrets List.

"There are no secrets," Kathleen Ventura observed cheerfully. "Well, maybe one. There's no reason for tenants to invest in expensive brand-name products. In the end, it all comes down to hard work. Most cheap products are just as effective as expensive ones.

"Here's the list we recommend: All-Purpose Cleaner; Lime-Away; Liquid Bleach; Window-Cleaner; Comet; Oven-Cleaner; Ammonia; Furniture Wax; Good Mop; Sponges; Steel Wool; Paper Towels."

*Household Words'* next tactic was to ask Kathleen to pick out nine other especially important tips from their hand-out.

"First things first," Kathleen answered. "You have to remember to start early, so you've only got touch-up work to do on moving day.

"For the kitchen, tenants need to remember to clean the sink and the faucets. Lime-Away's the best product for getting rid of hard-water build-up around the faucets and the drains.

"In the bedroom, check everywhere, especially the closet, to be sure that you haven't left any personal belongings behind, even clothes-hangers.

"If the unit is furnished, remove the cushions from the couches and chairs, and clean out



*Kathleen Ventura of Ventura Enterprises in Isla Vista has 10 indispensable tips for tenants about cleaning house as they move out and work to protect their security deposits.*

any accumulations under the cushions.

"Wipe the walls clean of excessive dirt.

"Use a broom or a sponge to wipe the baseboards clean of dirt and dust.

"Sit down with your roommate or roommates and make detailed arrangements with them about who will take primary responsibility for returning all the keys, including the mail-box key. Our tenants know they'll have to pay full lock-replacement charges if we don't get all keys back within two days of the time they vacate the apartment.

"Don't take it for granted, if you're staying on, that this somehow excuses you from cleaning. Check with your manager or owner to find out for sure what your cleaning responsibilities are.

"That may be the most valuable tip of all. Talk with your manager or owner early and often about what they expect when you move out."

## STORAGE FACILITIES

**ALL-U-STORE**  
5342 Overpass Rd  
Santa Barbara CA 93111  
964-6590

**EVERGREEN STORAGE**  
4101 State St  
Santa Barbara CA 93105  
683-3769

**GOLETA VALLEY MINI-STORAGE**  
5380 Overpass Rd  
Santa Barbara CA 93111  
964-3104

**OK STORAGE**  
7330 Hollister Ave  
Goleta CA 93117  
964-0811

**PUBLIC STORAGE (OVERPASS)**  
5425 Overpass Rd  
Santa Barbara CA 93111  
964-0811

**SAN MARCOS SELF STORAGE**  
4087 State St  
Santa Barbara CA 93105  
967-3199

**SANTA BARBARA MINI-STORAGE**  
190 Wye Rd  
Santa Barbara CA 93110  
687-0877

**PUBLIC STORAGE**  
7272 Hollister Ave  
Goleta CA 93117  
968-7924

*These listings do not represent a complete or comprehensive guide to storage facilities in this area; the inclusion of any facility here constitutes information only and should in no way be interpreted as an endorsement of that company's services.*

## SO YOU WANT TO SUB-LET... by Eve Lopez

**5432 DEL PLAYA #F**  
Call Frabby or Xerxes @ 555-9876; share 2-Bdr Apt for Summer with 2 SuperCool SpinDoctor Clones; only \$300/mo; ideal for male NS owner of Drum Machine

With the rapid approach of summer, the yearly sub-letting season has made its presence known even more pervasively than yesterday's topic of what went on in *Beverly Hills 90210*.

With approximately 75% of all UCSB students leaving for the duration of the summer, a wonderful opportunity presents itself for enjoyment, in relative seclusion, of the great weather, the surf, Freebirds, and housing at drastically reduced prices (often as much as 50% lower than during the academic year).

So what is all the hype surrounding summer sub-lets?

With so many students away for the summer, it becomes nearly impossible to monitor the conditions in which a sub-letter is keeping your house.

Sub-letting, however, can be a mutually rewarding experience, regardless of distances. And there are ways in which you, as a sub-leasor or as a sub-letter, can protect yourself.

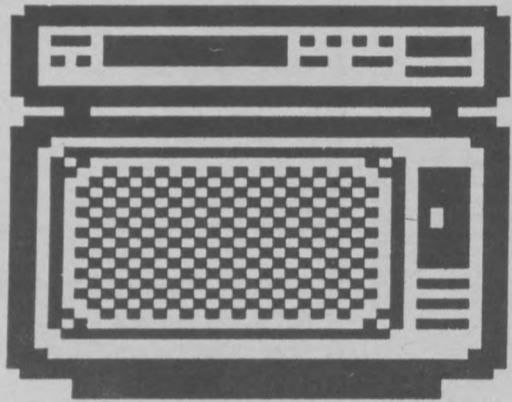
### Have you...

Got an OK on sub-letting from your owner/ manager and/or your roommates?	Completed a CHO Inventory & Condition Report and/or made arrangements for CHO to complete a video of the apartment before the sub-tenant moves in.	Had your sub-tenant fill out a Tenant's Résumé (available in the Community Housing Office) that includes a phone number and/or address indicating how they may be contacted after the summer?
Collected an adequate security deposit?	Had your sub-tenant sign a contract specifying move-in and move-out dates as well as the rental amount and the day the rent is due?	Clarified and put into writing exactly: (1) who will be responsible for paying which utility bills and (2) who will sign for which utility?



# ISLA VISTA'S CHEAPEST HOME VIDEOS

If you're moving out and you're worried about getting your deposit back, make arrangements with CHO to video your apartment after you've cleaned it. Give us 7 days notice and we'll get video documentation to back up your Inventory & Condition Report. No fee for this, but your donation of a new 120-minute Super-8 videocassette (not the one with a copy of last week's *Salute Your Shorts* on it) would be an appropriate demonstration of your gratitude.

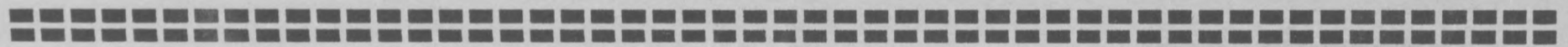


COMMUNITY HOUSING OFFICE

**893-4371**

MONDAY - FRIDAY

8AM - 5PM



## IT'S TIME TO GIVE...

CLOTHES, FURNITURE, KITCHENWARE, NON-PERISHABLE FOOD AND OTHER HOUSEHOLD GOODS TO BENEFIT COMMUNITY-BASED ORGANIZATIONS SERVING ISLA VISTA

**Drop-Off Site & Schedule:**

EMBARCADERO LOOP PARKING LOT

Thursday June 10 8am - 5pm	Friday June 11 8am - 5pm	Saturday June 12 8am - 5pm	Sunday June 13 8am - 5pm	Monday June 14 8am - 5pm	Tuesday June 15 8am - 5pm
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## GREAT ISLA VISTA MOVING SALE

Saturday June 19 8am-3pm

Embarcadero Loop Parking Lot

*Proceeds to Benefit: LIVE, Isla Vista Youth Projects  
& Isla Vista Elementary School*

Call the GIVE Hotline  
for further information:

**968-5158**

Sponsors include: UCSB Community Liaison; Santa Barbara County 3rd District Supervisor's Office; Isla Vista Property Owners & Managers; Isla Vista/UCSB Community Services Center Interns; UCSB Community Housing Office; Marlberg Disposal Co.; UCSB Facilities Management; Chevron USA; Santa Barbara County Solid Waste Management; UCSB Community Affairs Board; UCSB Central Stores; Isla Vista Recreation & Park District; Inter-Fraternity & Pan-Hellenic Councils; UCSB Governmental Relations Office; UCSB Student Organizations; Let Isla Vista Eat (LIVE); Isla Vista Youth Projects; Isla Vista Elementary School; and committed community volunteers.