

Frequently Asked Questions Property Managers and Owners

1. What is the quickest way to get my rental information posted?

You can post your rental directly online. Click on **Post or Modify a Rental** and follow the instructions to submit a password request. Staff will approve your request during regular business hours and email you a password. Log in on the **Post or Modify a Rental** page and again follow the instructions to post your rental. Save the confirmation email which contains the listing code and expiration date of your listing.

2. How do I modify my ad online?

Access your listing by clicking on **Post or Modify a Rental** on the Community Rentals website. Input the listing code provided in the confirmation email you received after posting, along with either the email address or phone number included in your ad. After your ad is modified, resave it.

3. How long will my ad run?

30 day ads will be automatically deleted by the Rental Listings Program when they expire. An expiration date is included in the confirmation email you receive when posting your ad.

4. Can I extend my ad?

You can easily extend your ad by accessing, making a change, and resaving it anytime before the 30 day expiration date. Follow the instructions to modify your listing in step number two above. This keeps the ad running for another 30 days. You can extend it any time *while it is still active*.

5. How can I increase interest on my ad?

There are several ways to make your ad more appealing to searchers.

- Offer an incentive – a free first month, or decreased rent for first three months
- Lower the deposit, or allow the deposit to be paid in installments to decrease initial cost.
- If you do not currently allow pets, consider allowing them.

6. When does the academic year begin and end? When are breaks? What holidays are you closed?

The best resource for academic dates is the Registrar's office. Here are links to answer those questions:

- [2008-2009](#)
- [2009-2010](#)

7. How much should I charge for my rental?

We advertise rentals to the UCSC community but do not personally visit the properties and cannot recommend the amount of rent for your rental. See our [Rental Cost Statistics](#) page for typical price ranges of listings we posted for the year. Access an abbreviated version of current listings for more specific price comparisons:

Go to <http://housing.ucsc.edu/cro/post.html>, click on the blue button “Post Your Rental Here” and on the left-hand side of the next page click on the selection “View Rental List.” This list is grouped by type of unit and number of rooms.

8. How can I avoid a security deposit dispute?

- Have your tenants perform a thorough inspection of the property within 3 days of moving in and complete a [Condition of Rental Property Checklist](#), available at the Community Rentals Office and on our **Rental Forms and Resources** web page.
- Photograph each room in the rental, and any yard space. Give a copy to your tenants.
- When they are done, go over the checklist at the property with your tenant. Both you and the tenants sign the completed checklist and each keep a copy. This documents the condition when they take possession. The checklist is the best way to ensure fair deposit returns and avoid disputes.
- Familiarize yourself with [California Civil Code 1950.5](#) regarding security deposits, revised January 1, 2004. Landlords have very specific responsibilities; it’s very important you understand and execute them.
 1. Notify your tenants IN WRITING of their right to a pre-move out inspection AND of their right to be present at it.
 2. Do the inspection early enough to give the tenant reasonable time to ‘cure’ the problem. You must give them a list of items you believe need cleaning, repair or replacement in writing at that inspection.
 3. Provide the tenant an itemized list of any items you keep part of their deposit for including all receipts if you keep \$125.00 or more.
- Landlords in all areas of Santa Cruz County, with the exception of Scotts Valley, are required to pay tenants interest on their security deposits. [Security deposit interest rates](#) can be found on the Community Rentals Office **Rental Forms and Resources** web page. You can also check with the city clerk.

9. How can I avoid other disputes?

- Use open, direct and timely communication.
- Get all promises and agreements in writing. If you or your tenant agrees to something verbally, follow it up with a brief letter or email outlining the agreement if it is not on the rental agreement. Always keep a copy for your documentation.

10. When serving 30-day notice, when do the 30 days begin and end?

Having received 30-day notice, a tenant must leave the rental unit by the end of the thirtieth day after the date on which notice was served. For example, if a 30-day notice is served on July 16, you would begin counting the 30 days on July 17, and the 30-day period would end on August 15. If August falls on a weekday, a tenant would have to leave on or before that date. However, if the end of the 30-day period falls on a Saturday, the tenant would not have to leave until the following Monday because Saturdays and Sundays are legal holidays. Other legal holidays also extend the notice period. If a tenant does not move by the end of the notice period, the landlord can file an unlawful detainer lawsuit for eviction.

The same method applies for situations of tenants giving 30-day notice to their landlords.

11. What resources are available if we cannot resolve a dispute?

- Mediation: The Conflict Resolution Program (831) 475-6117 or www.crcsantacruz.org
- Lawyers Referral: \$40 for a half hour with an attorney versed in Tenant-Landlord law (831) 425-4755

12. Where can I find tenant-landlord resource information?

- [California Tenants Handbook](#), a guide to residential tenants' and landlords' rights and responsibilities produced by the Department of Consumer Affairs
- [Nolo Press Legal Resources](#)
- [California Law](#) – Civil Codes
- The [Rental Forms and Resources](#) page on the Community Rentals Office website provides links, forms, and rental related laws
- The [Small Claims Advisor](#) for Santa Cruz County provides legal information, preparation of forms, and procedural advice.

Source: *California Tenants Handbook, A Guide to Residential Tenants' and Landlords' Rights and Responsibilities*