

Frequently Asked Questions Owners and Managers

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

The quickest way to post your rental is directly online. Click on **Post a Rental** from any of our web pages and follow the instructions. Staff will approve your password request during regular business hours and email you a password. Save your password for this and future postings. Log in on the **Post a Rental** page again and follow the instructions to post your rental. Again, staff will approve your listing during our normal business hours. Save the confirmation email which contains the listing ID and expiration date of your listing for modification, extension, or deletion of your listing.

2. How do I modify my ad online?

Access your listing by clicking on **Post a Rental** on the Community Rentals website's pages. Input the listing ID 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 you will need to save and confirm the changes made.

3. How long will my ad run?

Your ad runs for 30 days from the day you submit it to us. It automatically expires at that time and is 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. You can extend it. A reminder email will be sent to you before the listing expires.

4. How can I extend my ad?

You can easily extend your ad by accessing it, making any 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.

Be competitive in your rent price! (See item #7.)

Offer an incentive – a free first month, or decreased rent for the first three months.

Lower the deposit or allow the deposit to be paid in installments to decrease initial cost to the tenant.

Allow pets. Ask for pet references and get a deposit. It still must not exceed two months rent.

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:

[2011-2012](#)

[2012-2013](#)

[2013-2014](#)

7. How much should I charge for my rental?

We do not personally view any properties and cannot recommend the fair market value of your rental. However, we have two sources you may reference. One is our [Rental Cost Statistics](#) which shows the price ranges and an average price based on the number of listings compared. For a closer comparison to your particular rental, you can view a list of our current listings. Go to <http://housing.ucsc.edu/cro/post.html>, click on the blue button “Post Your Rental Here,” and on the next page click the selection “View Rental List” on the left-hand side. This list is sorted first by type of unit, then number of bedrooms, with rooms in shared housing at the end.

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 on our Rental Forms and Resources web page.

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 keeps a copy. It documents the condition on the property when they took possession. The checklist is the best way to ensure fair deposit returns and avoid disputes. Photograph each room in the rental, and any yard space. Give a copy to your tenants.

Familiarize yourself with [California Civil Code 1950.5](#) regarding security deposits. 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 pre-move-out 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 and give them time to clean or fix them. This inspection must be done no sooner than two weeks before their move out date.
3. Provide the tenant with an itemized list of any cleaning or repairs for which you retain money from their deposit. By law, you must give them a copy of the repair/cleaning receipt 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 from the date they received the deposit. [Security deposit interest rates](#) can be found on our Rental Forms and Resources web page.

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, especially if it is not on the rental agreement.

Always keep a copy for your documentation.

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

1. Lawyer Referral service: \$40 for a half hour with an attorney versed in Tenant-Landlord law (831) 425-4755
2. [Mediation instead of court](#): The Conflict Resolution Program (831) 475-6117
3. [Mediation at Court](#)
4. [Small Claims Court](#)

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

A tenant must vacate 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 days on July 17, and the 30-day period would end on August 15. If August 15th 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. Tenants are required to pay for these additional days, if they choose to remain in the rental. Other legal holidays also extend the notice period. The same method applies for situations of tenants giving 30-day notice to their landlords.

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 – an excellent resource!

[Nolo Press Legal Resources](#)

[California Law](#) – Civil Codes

The [Rental Laws and Agreements](#) page accessible from the Community Rentals Office Rental Resources drop-down menu provides links, forms, and rental-related laws.

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