



**Downtown Main Office**  
647 E. 4<sup>th</sup> St.  
Long Beach, Ca 90802  
Office Hours 9:00 AM to 5:00 PM  
Monday-Saturday



Revised 09/10/06  
During Your  
Tenancy

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**Belmont Heights Rental Office**  
C/O Out of the Box”  
375 Redondo Ave.  
Long Beach, Ca 90814

**EQUAL HOUSING OPPORTUNITY**  
We Do Business in Accordance With  
The Federal Fair Housing Law  
(The Fair Housing Amendments Act of 1968)

## DURING YOUR TENANCY

### Office Hours:

◆ Our office hours are Monday through Saturday, 9:00 AM to 5:00 PM We are closed Sundays and legal holidays.

### Maintenance and Repair Requests:

◆ Should you have a repair or maintenance request, **call our 24 hour voice-mail maintenance line at (562) 437-3581, extension 209.** You will be asked to leave the pertinent information including your name, address, apartment number, phone number (work and home), the nature of the problem, and whether we have permission to enter without you being present. This voice mail number is monitored throughout the day and our maintenance supervisor will arrange to have a service person assigned as soon as possible in the order in which all calls are received. Please note that this maintenance number is set up for your exclusive use in reporting repairs and maintenance---**do not leave requests with the receptionist or the voice mail of our general office phone number.**

### Rents:

◆ Rents are due on the first (1st) of each month, and must be in our office no later than 5:00 PM on the fifth (5th) of the month. If your rent is received after this date, you will be subject to a six (6%) late fee based on the total amount of your rent.