



Full Service Property Management & Brokerage

3532 South Overland Avenue, Suite A

Los Angeles, CA 90034

(310) 838-6345 Fax (310) 287-3195

WELCOME TO EGL PROPERTIES, INC.!

We hope you enjoy your time as a resident with us. Below is some general information on EGL, maintenance requests and rent collections. For more information on EGL, please visit our website at:

www.eglproperties.com.

Please put this letter in a safe place so that you can reference it for future use.

Office Information:

- Phone number: (310) 838-6345
- Main Address: 3532 S. Overland Ave., Suite A, Los Angeles, California 90034.
- Business hours: 9 am – 5 pm, Monday through Friday
- Emergency, after hours phone number: (800) 698-1214

Maintenance

- Requests Via Email (Preferred Method) at our website: www.eglproperties.com
- Requests Via Phone: Contact our Maintenance Coordinator at ext. 229. If you reach a voicemail, please leave your name, address, exact problem you are experiencing and, most importantly, a phone number that you can be reached at.
- Should you have an emergency (burst pipe, etc) after hours (5 pm – 9 am), please contact us at (800) 698-1214.
- If you have changed your locks for any reason, please forward a copy of your key to EGL immediately.
- Please treat your residence with care and report any leaks immediately. Repairs to your unit deemed your responsibility (missing smoke detectors/screens, broken windows, jammed disposals, etc.) will be charged to your account.

Rent

- ***Coming early 2009: Check your account status online. Each resident will have the ability to check rent payment status online and to inquire as to their rent amount.***
- Any questions regarding your rent amount should be directed to our Accounts Receivable department via email at our website or by phone at ext. 225.
- Please make sure your payments are made out to *EGL Properties, Inc.* and include your new address in the memo section, so we can credit your account correctly.
- You may also set up auto withdrawal on our website at www.eglproperties.com.
- We take timely payments seriously. If rent is paid late, a late fee must be included with your payment.
- If you moved into your new residence mid-month, please consult your lease or contact Accounts Receivable as to your next month's prorated amount.

Miscellaneous

- Per your lease, utilities must be transferred into your name. If you have not done so already, please contact the local utility companies immediately. See below for a complete list of numbers.
- Per Paragraph 11 of the lease, each renter must obtain Renter's Insurance. Please contact your personal insurance agent or for a quote, please contact Bill Manderscheid of State Farm Insurance at (310) 836-8082.

Below is a list of contacts for basic utilities. Please consult your lease as to your specific utility obligations.

Water / Power / Trash

Burbank
Burbank Water and Power
(818) 238-3700 - main #
www.BurbankWaterandPower.com

Glendale
Glendale Water and Power
(818) 548-2750
www.glendalewaterandpower.com

Los Angeles
Los Angeles Department of Water & Power
(213) 481-5411 or 1-800-342-5397 (toll free)
www.ladwp.com

Los Angeles County (Unincorporated)
Southern California Edison
(800) 655-4555
www.sce.com

Pasadena
Pasadena Water and Power Department
(626) 744-4409
www.ci.pasadena.ca.us/waterandpower/

East Los Angeles
California Water Service
(323) 722-8601
www.infoELA@calwater.com

Santa Monica
Southern California Edison
(800) 655-4555
www.sce.com

City of Santa Monica
(310) 458-8224

West Hollywood
Southern California Edison
(800) 655-4555
www.sce.com

Los Angeles Department of Water & Power
(213) 481-5411 or 1-800-342-5397 (toll free)
www.ladwp.com

Inglewood
Southern California Edison
(800) 655-4555
www.sce.com

City of Inglewood
(310) 412-5310

Gas Company

Southern California Gas Company
(800) 427-2200
www.socalgas.com

Telephone / Cable / DSL

AT&T
(800) 288-2020
www.att.com

Time-Warner
(888) TW – CABLE
www.timewarnercable.com

Verizon
866-VZ-MOVES
www22.verizon.com

Direct TV
(dish only, requires prior approval from EGL)
(800) 494-4388
www.directtv.com

Dish Network
(dish only, requires prior approval from EGL)
(888) 825-2557
www.dishnetwork.com