

GUIDE TO FREQUENTLY ASKED QUESTIONS

Are you a current resident with a question?

*Are you considering making a Sequoia
community your new home?*

*Do you own a company that services
apartment buildings?*

If yes, we've outlined our most common questions below.

Read on and hopefully we can shine some light on the right
answer for you here!

1. DO YOU OFFER SHORT TERM LEASES?

Absolutely! We're happy to offer flexible lease terms ranging anywhere from month- to-month to 12 months. You decide which lease best suits your needs.

2. DO YOU OFFER FURNISHED APARTMENTS?

We sure do! We have several pre-designed furniture and houseware packages for you to choose from. However, if your needs are more specific, we partner with CORT Furniture to ensure your expectations are met. Our local property management team can review your options and help you with a price quote.

3. I'M APPLYING TO LIVE AT A SEQUOIA PROPERTY. WHAT DO I NEED TO QUALIFY?

That's great news! Applying online is the easiest way to go. Simply visit the website for the community you are interested and scroll down to click "Apply." Once here, type in all of the required information. We will run a credit check, but it's important to note our screening process is all-inclusive and takes in to account not only income, but monthly debt obligations as well. Proof of income is required.

4. I'VE APPLIED AT A SEQUOIA PROPERTY. WHEN DO I FIND OUT IF I'M APPROVED?

Same day! Once you apply online you will receive an email confirming receipt of your application. This will give you a preliminary approval. Your application status will remain here until we receive your income verification. You may verify your household income using your choice of the following:

- 2 most recent paystubs
- 2 years of W2's

5. IF I'M NOT HAPPY WITHIN 30-DAYS OF MOVING IN, WHAT DO I NEED TO DO?

Rats. While we're sorry to see you leave, we understand. Sequoia offers a 30-day move-in satisfaction guarantee. If for any reason you're not happy, simply contact the Community Manager to let them know what happened. From here, we'll just need a 30-day written notice to vacate and you can move without penalty—no questions asked!

6. HOW IS MY SEWER, WATER, AND TRASH UTILITY BILL CALCULATED?

We use a 3rd party utility billing service for water, sewer and trash. In some cases, you are billed for your actual usage. In other buildings, the cost is prorated by occupant. It's important to note that in either case you are never billed our common area usage. See the local property management team for details on which billing method is applied at your community.

7. WHAT DOG BREEDS ARE NOT ALLOWED AT SEQUOIA?

While we welcome many breeds with open arms, we do not accept the following whether full- or mixed-breeds: Akita, Alaskan Malamute, American Staffordshire Terrier, Chow Chow, Doberman Pinscher, German Shepherd, Siberian Husky, Wolf-dog hybrid, Pit Bull, Presa Canario, Rottweiler, Russian Bear-dog, and/or all Mastiffs (Bull Mastiff, Cane Corso Mastiff, English Mastiff, Italian Mastiff, Neapolitan Mastiff, and/or Tibetan Mastiff).

These restrictions do not apply to service animals. Not all communities accept pets.

8. WHY DO YOU CHARGE PET RENT?

We know this is not one of our more popular policies, but it is a pretty common practice at apartment communities. These fees fund damages to the apartment community as a result of accepting pets.

9. I NEED A REPAIR IN MY HOME. HOW DO I REQUEST THIS?

You may submit a service request anytime 24/7 by logging in to your account on the community's local website. Simply click "Resident Log In." Otherwise, you may call the office day or night to report a problem. Select Option 2 from the recorded message and your call will be routed correctly.

10. WHAT HAPPENS IF MY SERVICE REQUEST IS NOT COMPLETE WITHIN 72-HOURS?

A member of the team should be in contact with you should there be any delays or if a part is needed to be ordered. If this is not the case, we urge you to contact the Community Manager immediately. We will make it right.

11. WHO CAN I CALL AFTER HOURS FOR A MAINTENANCE EMERGENCY?

We have a 24/7 Service Request Hotline. Simply dial the local number for your community and select option 2. Your call will be routed to an agent who can assist in dispatching a Service Technician to your home.

12. WHAT IS CONSIDERED AN AFTER-HOURS MAINTENANCE EMERGENCY?

While any maintenance repair work you need complete is our foremost priority, Sequoia has a predefined list of items that we will dispatch a team member for after-hours. While there are many eligible types of emergency requests, they typically include repairs needed to door and window locks, water leaks, fires, heating and air conditioning.

13. I'M LOCKED OUT OF MY APARTMENT. WHAT DO I DO?

Oh no! Simply dial the local number for your community and select option 2. Your call will be routed to an agent who can assist in dispatching a Service Technician to your home.

14. IS THERE A FEE TO HAVE MY LOCKS CHANGED?

If you are requesting a complete lock change, there may be a service charge. Please contact your community management office for additional information.

15. WHAT HAPPENS IF I LOSE MY GARAGE REMOTE?

We'd be happy to replace it for you! There may be a replacement fee, so please contact your local property management team for additional information.

16. I HAVE AN ELECTRIC CAR. DO ANY OF YOUR LOCATIONS HAVE ELECTRIC VEHICLE CHARGING STATIONS?

Yes! Sequoia has many communities with this feature. Here is a list of participating communities (listed in alphabetical order):

- Alize in Aliso Viejo, CA
- Cross Pointe in Antioch, CA
- Flora in Walnut Creek, CA
- Hidden Hills in Laguna Niguel, CA
- La Valencia in Campbell, CA
- Mill Springs Park in Livermore, CA
- Niguel Summit in Laguna Niguel, CA
- Paloma Summit in Foothill Ranch, CA
- Park Ridge in Rohnert Park, CA
- Plum Tree in Martinez, CA
- River Oaks in Vacaville, CA
- Rosewalk in San Jose, CA
- Sandpiper Village in Vacaville, CA
- Seventeen Mile Drive Village in Pacific Grove, CA
- Shadow Oaks in Cupertino, CA
- Shadow Ridge in Simi Valley, CA
- Sterling Heights in Benicia, CA
- The Highlands in Grand Terrace, CA
- The Villas & Overlook at Woodranch in Simi Valley, CA
- Tower 737 in San Francisco, CA
- Trinity House in Walnut Creek, CA
- Valley Ridge in Martinez, CA
- Villa Palms in Livermore, CA

17. WHAT HAPPENS IF I BREAK MY LEASE?

We understand life happens! Please submit a written 30-day notice accompanied with a termination fee. The termination fee varies by community which is typically 1-2 months of rent, so check with the local property management team.

18. I JUST RECEIVED A LETTER TO RENEW MY LEASE, BUT MY RENT IS GOING UP. WHY?

As much as we dislike increasing your monthly rent, there are a couple of main factors that impact our decision; these include local home values and rental prices at similar apartment communities. If you would like to speak with someone regarding your renewal offer details, please contact your local property management team. Ask to speak with the Community Manager (or Dial 3 from the recorded message).

19. I'M PLANNING TO MOVE OUT. HOW CAN I GET MY DEPOSIT BACK?

After you submit a written 30-day notice, it's time to schedule a pre-move out inspection with our local property management team. At this time, the Service Manager will complete the inspection and provide information regarding any deficiencies that need correction before move-out. This will allow you to get most or all of your security deposit returned to you. We will also email you a list of costs for common damages we find, so you are aware.

20. WHAT'S THE PENALTY IF I PAY MY RENT LATE?

We understand the unexpected happens. If you are faced with paying your rent late, there is a \$50 late fee. Be sure to let us know if you are planning to be more than a day or two late. Simply contact the local property management team.

21. NOBODY EVER ANSWERS THE PHONE WHERE I LIVE. HOW CAN I GET SOME HELP?

We're sorry that we were unavailable for you! Here are a few quick tips: to make sure we get back to you quickly:

- If you have questions about leasing an apartment home, dial option 1 and we will provide information on our availability, pricing, and can set an appointment for you to tour our community.
- If you need a maintenance repair in your home, dial option 2 and we will ensure your maintenance request is input immediately.
- If you have a neighbor dispute, billing issue or other general community concern – dial option 3 from the recorded message to leave a voicemail for the Community Manager. All Community Manager's work Monday-Friday, so they will call you back within 1-2 hours on those days.
- If you are inquiring about the status of a rental application or any other item not named above, dial option 4 and we will return your call as soon as we get moment.

Still not satisfied? Email Sequoia at customercare@elevatetosequoia.com and one of our team members will respond promptly between 8:30am and 5:30pm, Monday – Friday. Alternatively, you can call us at (925) 945-0900 and we will route your call to the correct Regional Associate.

22. WHAT IS THE COMMUNITY HERO PROGRAM?

Sequoia is proud to salute the local heroes who are active civic employees. As a result, we offer a Community Hero program that is designed to reward our residents who are employees in the following vocations: Fire/Rescue, Police, Teachers, and Military.

As a thank you for your service, we are honored to offer you with the following benefits at all of our communities: no application fees, choice of two complimentary accent paint walls, and a \$300 move-in credit.

We will require evidence of your current employment/active duty at the time you apply to qualify. This offer also requires a minimum lease term of six months.

23. HOW CAN I TELL IF MY COMPANY IS A “PREFERRED EMPLOYER”?

Excellent question! There are two ways:

- Contact the local property management team and they can look the information up for you.
- Email us at PEP@elevatetosequoia.com and we can check it out for you.

If your company is not a verified Preferred Employer, simply ask PEP@elevatetosequoia.com for enrollment information and we will provide it.

24. I'M A VENDOR AND WOULD LIKE TO PARTNER WITH SEQUOIA. WHO DO I CONTACT?

That's great news! Sequoia partners with the best in the industry to ensure our vendor lists provides exceptional service to our communities. Interested in joining? Simply email vendors@elevatetosequoia.com for more information on how to become an integral part of the Sequoia family.

25. THERE IS A VEHICLE BLOCKING MY PARKING SPOT. WHAT SHOULD I DO?

That's the worst! If this occurs during office hours, please call us immediately. If this happens after business hours, there are two options:

- Call the local office and dial 2. This will route you to our afterhours dispatch. Many of our communities have “courtesy patrol.” If your community does, our dispatch center can provide you their number to call.
- If our local property does not have an after-hours courtesy patrol, please look for a “Tow Company Sign” that is posted in the driveway of the main entrance. Dial that number and they will respond.

26. WHO DO I CONTACT IF MY NEIGHBORS ARE SUPER NOISY?

We feel your pain and want to help! Communication with you the local property management office is key. Dial option 3 to speak to or leave a message with the Community Manager so that we can assist you. Our Community Managers work Monday – Friday, so if it happens on the weekend we'll be sure to get back to you Monday morning.

27. WHAT SHOULD I DO IF I WITNESS UNUSUAL ACTIVITY AT MY COMMUNITY AFTER HOURS?

If you feel unsafe, or feel that something dangerous is presently happening, we ask you to call 911 immediately. If you do not see immediate danger, you can call the non-emergency police phone number or your courtesy patrol number provided by your community management office.

28. HOW DO I TRANSFER APARTMENTS AT THE COMMUNITY WHERE I LIVE?

Want that corner apartment? Downsize or upgrade? We can help! No matter where you are in your current lease agreement, we can transfer you to a new apartment home within your current community . Please speak with the local property management team and they can assist you with the process.

29. I'M RELOCATING FOR WORK, BUT WANT TO STAY WITH SEQUOIA. CAN I TRANSFER TO ANOTHER SEQUOIA PROPERTY?

We're honored you are in love with Sequoia! Transferring does require a new application and deposit with the new apartment community. Please speak with your current Community Manager for details on the transfer process.

30. THE OFFICE TEAM TOLD ME THE COMMUNITY IS SMOKE-FREE. IS THERE A DESIGNATED SMOKING SECTION?

All Sequoia communities are “smoke-free.” This means we do not allow smoking in the home, in any amenity areas, and within 25 feet of any building at the community. We do not have a designated smoking section, but do allow smoking 25 feet away from any building or entrance.

31. I REFERRED A FRIEND TO LIVE AT MY COMMUNITY. IS THERE A REFERRAL PROGRAM?

We are proud to provide referral-worthy living at every Sequoia Community. So much so that we pay \$250 to residents who refer their friends! Contact your office to learn more about Sequoia's resident referral program.