



**SERVING THE SOUTHBAY SINCE 1978:**

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WILMINGTON**

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ISSUE 1, JANUARY 2021

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## LETTER FROM THE PRESIDENT

Happy New Year ! 2020 was a tough year for all of us with job loss, school closures and the need to change our life styles to accommodate all of those exterior impacting forces. Thankfully, Swami has been able to remain afloat despite all these unanticipated challenges. I could never have imagined that we could work remotely in such an efficient way and how key video conferencing was to getting our jobs done.

Our staff was exemplary in their quick response to integrating social distancing. We marked off mandated distances in the parking lot, installed a dropbox for payments, secured sanitizing supplies and ensure high touch areas are cleaned throughout the day.

While we would have preferred to do more with maintenance, unfortunately, COVID hindered us even further. We were limited with focusing on critical services, such as plumbing and gas related issues. We will continue to be under restrictions in the next coming months and will adapt accordingly.

We thank you for your patience with non urgent maintenance.

With the vaccine on the horizon comes hope for a return to normalcy soon.

Continue to stay safe, check-in on neighbors and loved ones, be kind in your words and actions and we will get through this unprecedented time together.

Our wish is for a healthy and prosperous year to all!

Ram K. Mittal, PhD  
President & CEO

## LOCAL COMMUNITY RESOURCES

Call, text or chat with your local 211 to speak with a community resource specialist in your area who can help with finding services available to you. Simply dial 211 from your phone or visit on-line, [211.org](http://211.org) by zip code/city search.

You will find help with food programs, shelter and housing, employment opportunities, veteran services, health care information, addiction prevention and rehab programs, support groups for mental illness or special needs and a safe, confidential path out of a

physical/emotional domestic abuse. 211 is committed to being the first, most essential resource to anyone who needs assistance. They help thousands of people overcome barriers and address challenges every day.

# DID YOU KNOW YOU CAN PAY RENT ONLINE?

We offer a safe and secure on-line portal for your rent payments. Payment options (if you meet pay on-line criteria):

- **eCheck** (100% free to you!) Enter your bank routing and account numbers to pay your account.
- **Credit or Debit Card**—use your debit or credit card to pay your account. A convenience fee applies based on your monthly rent amount.
- **Electronic Cash Payments**—if you choose this method AND you want to pay cash only, we will provide you with a resusable PaySlip that you can use at a participating 7-Eleven, CVS or Ace Cash Express. A \$3.99 transaction fee applies for each transaction. There is a \$1500 maximum per transaction.

## How to get started:

1. Visit [swami.appfolio.com/connect](http://swami.appfolio.com/connect) and click *Request Access to the Portal* at the bottom.
2. Fill in the fields with your name, phone and email.
3. You will then receive an email link to your personal, secure on-line portal.
4. Create a password and access right away

If you have questions, give us a call, (310) 769-6669.



**Secure**  
Online payments are encrypted using bank-grade security.



**Fast**  
Your charges are immediately marked as paid.



**Convenient**  
You can pay your rent from anywhere with your mobile device.



**Flexible**  
Choose the method that best fits your needs.

# RENTERS INSURANCE-DON'T GET LEFT HOLDING THE BAG

**Do I Need Renter's Insurance?** Do you like your computer? What about the new furniture you just purchased? What would you do if you had to replace your personal items after a home burglary? You definitely need renter's insurance.

## What is Renter's Insurance?

Renter's insurance is a form of property insurance that covers losses to personal property and protects the insured from liability claims.

## Reasons to get renters insurance:

- It's affordable
- It covers losses to personal possessions
- It provides liability coverage
- Your landlord might require it



## Renter's Insurance Providers:

AAA Insurance: (800) 400-4222  
All State Insurance: (800) 255-7828  
Farmers Insurance: (888) 327-6335  
State Farm Insurance: (800) 782-8332

# MAINTENANCE REQUESTS



All requests for maintenance must be submitted as follows:

1. Call the 24/7 maintenance call center (877) 242-8970 to report your service requests.
2. Ask for your reference number and write it down before hanging up with the call center.
3. Let us know if you have trouble getting a response from the call center. Please note the date and time you made the call.

**If there is a life-threatening emergency, please call 9-1-1— immediately.**

We are always available to discuss any maintenance concerns or other matters related to your tenancy. Please call us as needed (310) 769-6669.

We greatly appreciate your patience and understanding for extended delays on non-urgent maintenance during the pandemic.

## COVID SAFETY TIPS

- Wear a mask in common areas of your building (mail, laundry, parking, lobby, etc)
- Wash your hands regularly and use alcohol-based hand sanitizer.
- Cough and sneeze hygiene—cover your nose & mouth with tissue or your elbow (NOT your hand)
- Clean high touch surfaces routinely (doorknobs, light switches, faucets, phones, remotes, keys, etc)
- Avoid touching your face (eyes, nose and mouth)
- Stay home if you are ill or have come in contact with an infected person.
- If you or anyone in your household is ill, please cancel any scheduled maintenance appointments.
- For scheduled maintenance, please open windows for airflow and make sure anyone present with the technician has on a mask (as will the technician) during the appointment.
- Rely on virtual communication with our office as we are temporarily closed to the public. We are available by phone, (310) 769-6669 or email, [info@swamiint.com](mailto:info@swamiint.com) from Monday-Friday, 8am-5pm (closed for lunch 12:30p-1:30p).
- Please follow **CDC** ([www.cdc.gov](http://www.cdc.gov)) and **WHO** ([www.who.int](http://www.who.int)) guidelines for the latest COVID updates.



## TENANT REFERRAL PROGRAM

Here's an opportunity to help your friends and family in their searches for housing. As part of our marketing plan, we are implementing a referral special. Here are the details:

**\$250 referral bonus per unit rented by a registered tenant's referral.**

Be sure your referral puts your name and phone on their rental application at time of submission. Unfortunately, we will not accept your information after their application has been submitted.

Upon their approval, 1 year lease signing and after 60 days residency, you will receive the \$250 referral bonus as a rent credit on your account.

Visit our website for an up-to-date vacancy listing: [www.swamirentals.com](http://www.swamirentals.com)

Feel free to call us with questions, (310) 769-6669.



## UPDATE YOUR CONTACT INFORMATION

How can we reach you to follow up on maintenance requests or other issues?

Who do we contact on your behalf in case of an emergency?

How can we keep you informed with electronic updates by text or email?

It's critical that we always have current contact information for our residents.

Please take a moment to ensure we have your current contact information. You may call us, (310) 769-6669 or send an email to [info@swamiint.com](mailto:info@swamiint.com) with:

- Your name and address
- Your current phone number
- Your email address
- Your emergency contact person



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Hours: Monday- Friday, 8:00am - 5:00pm  
(NOTE: closed 12:30pm-1:30pm for lunch)



### OUR MISSION STATEMENT

- *Provide quality rental housing*
- *Retain and recruit qualified tenants*
- *Provide efficient, caring management and promptly respond to maintenance requests*
- *Maintain a profit margin which permits company growth and employee stability*

*Find your next home with us!*

Visit us online,  
[www.swamirentals.com](http://www.swamirentals.com)

## EMPLOYMENT OPPORTUNITIES

Having been in business over 40 years, we value the important role our residents have in our success as a company.

As we continue to navigate these unprecedented times, we want to reach out to each and every one of you to let you know **we have Resident Manager and Maintenance positions available.**

If you feel you would be a good addition to our team, or know someone you could refer, please visit us at [www.swamirentals.com](http://www.swamirentals.com) or email your resume to [info@swamiint.com](mailto:info@swamiint.com)

**We are actively interviewing, especially for roofers and plumbers.**

Thank you for your support and recommendations.

