

Property Management

by  garrett

WELCOME HOME!

TENANT HANDBOOK

This tenant handbook contains policy and procedures that are a part of your lease agreement

11864 Canon Blvd. Suite 112
Newport News, Va. 23606
757-223-7799 Main
757-223-0111 Fax
www.ggrent.com

Contacting Property Management by garrett

General Number 757-223-7799

Front Desk Katy Santos 757-534-7596 katy@ggrent.com

YELLOW TEAM

Property Manager Kristie Chisman 757-534-7588 kchrisman@ggrent.com

BLUE TEAM

Property Manager Valerie Porter 757-534-7597 vporter@ggrent.com

Maintenance Coordinator

Jennifer Hoyte 757-534-7590 jennifer@ggrent.com

General Manager Amy Cupp Heilig 757-879-9959 amy@ggrent.com

Accounting Kim Kern 757-532-7612
Arekea Graham 757-534-7594

Emergency

24-hour Emergency Number 757-872-6052

Mail

Property Management by garrett
11864 Canon Blvd, Suite 112
Newport News, VA 23606

In Person

Please make an appointment with the individual you would like to see

Property Management Office Hours

Monday – Friday: 9:00 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 1:00 p.m. (appointments preferred) Sunday: Closed

Closed Holidays: •New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Juneteenth Independence Day, Independence Day (July 4th), Labor Day, Veterans Day, Thanksgiving Day, Day-after Thanksgiving, Christmas Eve, Christmas Day.

Surveys:

Property Management by garrett uses surveys to receive feedback on the quality of our service. Your opinion matters. We want to provide the best possible service to our tenant/customers. Please take a moment and tell us how we are doing and if needed what we can do better.

Online Payments:

Set up online payment in AppFolio. If you need assistance, please contact your property manager.

Mail or Drop Slot Payments:

Make sure that your name and address is clearly printed on the envelope. If your name and address are not provided, we may be unable to properly apply the payment to your account. An Erroneous payment due to omitted information will not relieve you from the obligation to make timely payments and may result in late fees. There is a drop slot located in the bottom right section of the front door. Correspondence and rent payments that are deposited into the Drop Slot must be in sealed envelopes and addressed to the Property Manager.

Required Notifications:

Please notify your Property Manager when any of the below situations occur or will occur in the near future. Failure to notify may be a breach of contract, and you could be held liable for any damages.

- ✓ Change in contact information (emails/telephone numbers) or employment,
- ✓ Late rental payments or NSF payments.
- ✓ Guests residing in the home for more than 7 consecutive days
- ✓ Absence from the premises in excess of 7 days.
- ✓ Damages and or repairs via a maintenance request.
- ✓ Inability to keep an appointment with the Property Manager, Assistant or Maintenance for any reason.
- ✓ Requests to make any enhancements to the property (paint, fixtures, plants, etc.).
- ✓ Notice of an association violation.
- ✓ Incidents involving neighbors or law enforcement.
- ✓ Intent to vacate or not renewing the lease. (See your lease agreement for details.)

Moving into Your Rental Home

Connecting Utilities: Located on the front page of your lease is the date by which utilities must be on and in your name. You must arrange for utilities at least one week in advance of your move-in date. Normally, electric, water, and gas are already on; therefore, you will be asking the utility companies to perform a meter reading only and begin billing in your name as of that date.

A private company handles sections of Williamsburg trash pickup. That company is Republic Services and can be contacted at 757-898-5488. If any of the utilities tell you someone has to be present at the unit to turn utilities on, or advises you to make sure the breakers are off, or the water valve must be off otherwise they will not be able to connect your utilities, please call our general information line immediately. Failure to notify us may cause you to be without utilities when you move in. All utilities must be on at all times. As an example, turning the gas service off in the summer because the furnace is the only system that uses gas is not authorized. Should you feel you need to turn off utilities for any period of time, the Property Manager will be happy to discuss it with you.

Dominion Virginia PowerCall 1-888-667-3000 www.dom.com

Advance Notice	At least one business day
Connection Fee	\$14.10*
Service Area includes	Hampton, Newport News, Poquoson, Yorktown, York County, Smithfield, Williamsburg, Gloucester and Chesapeake
Deposit	If customer does not have an account with Dominion or another electric company. Deposit ranges from \$90.00* to \$180.00*, which can be billed in up to 3 monthly installments. Military personnel may be able to obtain a deposit guarantee from military credit unions to have the deposit waived

Newport News Waterworks & HRSDCall 757-926-1000 www.nnva.gov/waterworks for emergencies: 757-234-4800

Advance Notice	At least one business day
SERVICE AREA INCLUDES	Hampton, Newport News, Poquoson, and York County. Gloucester, call 804-693-4042; Williamsburg, call 757-220-6188, James City County, call 757-253-6800, for your local water and sanitation service.
Deposit	Approximately \$25.00* Water and HRSD are billed every two months.

When you set up service, Waterworks will contact Hampton Roads Sanitation Department (HRSD) to set up your account for trash pickup and sewer billing for all areas except York County and Poquoson. If you experience problems with this service, you can call York County at 757-890-3702 for sewer and trash, Poquoson at 757-868-3030 and Gloucester Trash Service 804-693-5109.

Virginia Natural GasCall 1-866-229-3578 <https://www.virginianaturalgas.com/residential.html>

(GAS EMERGENCY call 1-877-572-3342)

Advance Notice	At least two to three business days (can be up to a week in peak usage times)
Connection Fee	\$15.75*
Service Area includes	Hampton, Newport News, Poquoson, Yorktown, York County, and Williamsburg. In Smithfield, call 1-800-543-8911, and in areas of Suffolk not serviced by VNG, call 757-539- 5371.
Deposit	Required if customer does not have established account with VNG. Can range from \$40.00* to \$240.00*, depending on usage and credit issues, and can be billed in up to 3 monthly installments.

Water and electric services must be connected prior to connection of gas service.

Columbia GasCall 1-800-543-8911 www.Columbiagasva.com

Advance Notice	At least two business days
Connection Fee	\$20.00*
Service Area includes	Portsmouth, portions of Chesapeake and Suffolk, and Isle of Wight County
Deposit	Refundable deposit is required, and/or a letter from another utility company showing a good payment record.

Propane Gas Service

	AmeriGas Propane	Quarles Gas Service	Suburban Propane
Call	804-693-9046 www.amerigas.com/	757-229-9665 www.quarlesinc.com/	1-800-776-7263 www.suburbanpropane.com/
Service Area includes	Newport News, Hampton, Gloucester, Mathews County	Middlesex area	Williamsburg area
Deposit	Deposit is based on credit history and usage/tank size, ranges from 50.00 to \$125.00.	Deposit may be required.	Deposit may be required.

Oil Service:

Check with your Property Manager. Your lease may contain the name of a specific contractor the Owner will require you to use. If not, you may select a contractor from the telephone book yellow pages. Prices vary therefore you should shop around if possible.

Verizon Telephone

Call 800-225-5944 or for customer service 800-922-0204 www.verizon.com

Advance Notice	At least one to two weeks
Connection Fee	\$38.50*
Service Area includes	All of the Peninsula and Southside
Deposit	\$55.00* advance payment, which includes the connection fee, as well as a refundable security deposit.

There are many other companies now providing local phone service. You may want to check the Yellow Pages before deciding on a telephone service provider.

Cox Communications

Call (757) 224-1111

Advance Notice	Approximately one week
Connection Fee	Ranging from \$23.40* to \$28.75*, depending on the existing service. If additional outlets are desired in the property, please call the Property Management office for a letter of authorization.
Service Area includes	Hampton, Newport News, Poquoson, York County, James City County, and Williamsburg. In Gloucester, call 804-693-3535. In Smithfield, call Prime TV 757-595-8774 (direct or satellite TV).

* Prices and information may change without notice.

Renter's Insurance:

Tenants are required to have renter's insurance and MUST present proof of insurance in order to collect keys at the time of move in. If you have a waterbed, extremely heavy item such as a safe, or an aggressive breed/exotic pet you are required to include a rider covering damage from such. A homeowner's insurance policy does not cover damage and/or loss to a

tenant's personal property. You must maintain a minimum liability of \$300,000.00 on your policy. Property Management by garrett **MUST** be listed as the Co-Insured or Additionally Insured and coverage must be maintained throughout the lease term without exception.

Mailbox Key: If you are moving into a community with central cluster mailboxes, you will need to take your lease to the servicing post office to obtain a key. The post office will tell you which box is for your unit. This can take up to one week from your move in date.

Home Owner Association Communities: Home Owner Associations (HOA) vary in their procedures. Generally, tenants must take their lease to the HOA office to register. Some associations require parking decals, gate cards, pool and recreation passes, and/or issue keys to recreation facilities; others may have restrictions on outdoor recreation like basketball hoops in the street or driveway. If you need assistance with registering or guidance on procedure, please call your property manager.

Picking Up Your Keys: Keys are available at the management office after 9:00 a.m. on the day your lease begins, Monday through Friday, unless other arrangements have been made in advance. For leases beginning on weekends and holidays, special arrangements must be made in advance with your property manager. **KEYS WILL NOT BE ISSUED PRIOR TO YOUR LEASE BEGIN DATE.** You are not allowed to enter the unit or start moving in until the day your lease begins. You will be required to provide proof of your renter's insurance.

Move-In Inspection: During lease signing, you will be given a move-in inspection form. If you do not have this form, please contact our office immediately. The form is to be completed within five (5) business days after your move in date. You should annotate any and all existing damage upon move-in. You should also list any systems or items needing repair. You may use a separate piece of paper to submit in addition if you need additional room. Noting items that are damaged or in need of repair provides you the opportunity to document issues for your property manager and the management team. The inspection form does not necessarily mean that items listed will be repaired. Health and Safety issues will be addressed, however cosmetic issues may not be immediately addressed.

Rental Payments: Make Checks Payable to Property Management by garrett (GGPM for short)

Acceptable Form of Payment: Rent may be paid online or with a personal check, money order, or certified funds. **WE DO NOT ACCEPT CASH OR CREDIT CARDS.**

Rent is Due on the 1st Each Month: Rent is due in advance and payable on the first (1) day of each month, without notice. Rent includes all moneys due and payable for that month, which could include repairs chargeable to the tenant, utilities, or other fees or costs assessed to the tenant under the terms of the Lease. Tenants have until the close of business on the fifth of each month to pay rent before the payment is considered late and may be subject to additional charges and/or fees. The five-day grace period is intended to allow for mail delays, holidays, internet connectivity, or bad weather. Any rental payment not received by the fifth will be assessed a late fee.

Late or Unpaid Rents: Rent not received by 5:00 p.m. on the fifth day of the month are delinquent, will be subject to a late charge of 10% of your rent and a notice fee of TWENTY-SEVEN DOLLARS (\$27.00). Personal checks or cash are not accepted when making late payments. Payments made after the fifth (5th) must be in the form of certified bank draft funds or money orders. Tenants who are habitually late paying rent may be required to place one month's rent on deposit. This deposit is a refundable balance held in the event of breach; it is not a rental payment. Late charges will apply if rent is not paid on time each month.

Collection of Unpaid Rent: Rents remaining unpaid after the fifth (5th) day of the month are subject to collection action. A notice is sent out on the sixth day of the month, or next business day if the sixth is a weekend or holiday. Tenants have five days upon receipt of this notice to pay all funds due as rent before civil collection procedures are instituted which may include the filing of a law suit. Tenants are responsible for all late fees, court costs, attorney fees and costs, and any other legal fees or costs associated with the collection process. Tenants who develop a habit of late payment could be subject to non-renewal of lease, and in some cases eviction.

Returned Checks (NSF): Returned checks constitute nonpayment of rent and subject the tenant to an automatic assessment of late charges, notice fee and an additional fee of THIRTY-FIVE DOLLARS (\$35.00) for returned/insufficient funds checks. We do not redeposit checks once returned. ALL RETURNED CHECKS MUST BE MADE GOOD WITH PAYMENT IN THE FORM OF CERTIFIED BANK DRAFT FUNDS OR MONEY ORDER. Tenants who have had two (2) returned checks during any lease period will be required to pay rent in the form of certified bank draft funds or money orders each month.

Withholding Rent Payment: Tenants may only lawfully withhold rent if payment is being made to the court through legal process. If tenants feel there is a dispute in rent due, costs or charges for services or repairs provided, it is their responsibility to address the issue through proper channels and in accordance with applicable law. Absent lawful process withholding rent is a breach of the lease and may subject the tenant to additional fees, charges, and costs. Most disputes regarding rent, fees or costs can be resolved amicably through discussion and review of the documents regarding the dispute. If it is determined that the tenant is due funds it will be reimbursed by a separate check detailing the refund or reimbursement.

Last Month's Rent: The last month's rent is always due in full on the first of the month of move-out. Security deposits will not be applied to last month's rent. Any overpaid rent and/or security deposit due to the tenant will be refunded within 45 business days of the close of the account (to be determined by: move-out date, final inspection, or end of lease obligation).

Military

We appreciate and support our National Guard, Reserve, and Active Duty Military. There are federal and state laws that provide early lease termination and other benefits. Those rights can be found in the Servicemembers Civil Relief Act (SCRA), the Virginia Residential Landlord Tenant Act (VRLTA) and Section 44-102.1. of the Code of Virginia: Rights, benefits and protections upon call to active duty. We comply with the letter and spirit of your protections.

Repairs

Performing Repairs: The law allows the landlord, agent, or agent's representative, including repair personnel, access to the property and reasonable time to perform repairs or maintenance. Tenants cannot legally deny access. Our repair personnel generally work Monday - Friday between 8:00 a.m. and 5:00 p.m. Emergencies are handled as they occur. A tenant will be contacted by the repair contractor prior to coming to the home. If they are unable to contact a tenant, they may either a): close out the repair request due to failure to communicate (except in cases of an emergency) or b): depending on the scope of work and who made the repair request, enter your unit and complete repairs in your absence, as provided by law. They try to work around tenant's schedules, but at times this may not be possible. The tenant does not need to be present. If a tenant elects to be present and does not keep the appointment, causing maintenance personnel the inability to access the property as scheduled, tenant will be responsible for a minimum service call fee of \$45.00 to \$65.00 depending on the contractor. If you are unable to keep a scheduled appointment, you must give us or the contractor reasonable notice and reschedule another appointment at that time. We will generally allow one rescheduled appointment per incident depending on the type of maintenance required. Tenants are not to perform repairs to their rental unit unless specifically authorized by Property Management in writing. Reimbursement for repairs must be approved by the owner in writing before any repairs are made.

After Hours/Emergency Repairs: After hours emergency repair requests are submitted by calling the our 24-hour Emergency Number 757-872-6052. Our ANSWERING SERVICE is monitored 24 hours a day, 7 days a week, 365 days a year. The following are considered emergencies:

- ✓ No heat and the temperature is below 65 degrees inside,
- ✓ No air-conditioning and the temperature is above 80 degrees inside,
- ✓ No water (except for nonpayment of utility bill),
- ✓ No hot water (except for nonpayment of utility bill),
- ✓ No electricity (except for nonpayment of utility bill),
- ✓ Fire, flooding, water leaks into the unit, Broken windows, Storm damage such as downed trees causing a safety hazard.

Lockouts: Lockouts are not treated as an emergency. If a tenant is locked out of the home during office hours, tenants may obtain a key (if available) from our office at no charge. Loaned keys must be returned within 24 hours or a fine equivalent to the cost of replacing the locks on the home will be assessed. After hours a locksmith should be called for lock-outs at the tenant's expense. We do not guarantee that we will be able to grant access to your house.

Routine Repairs: Non-emergency repair requests can be made through AppFolio or by calling our management office at 757-223-7799, by calling your property manager or the maintenance coordinator. If you do not reach a person directly, please leave a voicemail. Leave your name, address, contact phone numbers, and nature of the problem. We will initiate a repair work order. You should hear from our contractor within 48 to 72 business hours to schedule an appointment for a technician to accomplish the requested repair. If parts must be ordered, please allow time for ordering, delivery, and the repair.

Making Your Rental Property a Home – Do's and Don'ts

Alterations: Tenants should not may alterations or modifications to the property without prior written authorization from the Property Manager.

Items not considered an alteration: Hanging curtains or window treatments, planting flowers, installing a pressure attached shower rod (not screw in), hanging light items (photographs, pictures, or art) on walls; however, holes created when hanging these items will have to be repaired, installing tack paper boarders, installing peel-off static-type decals.

Items considered an alteration: Include but are not limited to; Installing hangers or hooks in ceilings, painting walls, trim, doors, or ceilings a different color, installing borders, installing decals, removing or installing fixtures, removing or installing fencing, removing or installing walls, removing or installing additional outlets, including but not limited to electrical, telephone, optical, internet or cable outlets, installing satellite dishes, installing a hot tub, spa, or Jacuzzi, installing a patio or deck, removing plants and trees, planting trees and shrubs, removing, replacing, or installing permanent flooring. Please contact your property manager with questions on alterations prior to altering. Removing, or installing items.

Yards: Tenants generally can plant flowers in existing bedding areas. If you would like to plant bushes or trees, or grow a garden, you must obtain prior approval from the Property Manager. Tenants are not allowed to remove any existing trees, shrubs, or beds. Tenants are expected to maintain the existing yard condition by watering, mowing, and removing weeds.

Additional TV or Telephone Jacks: If you require additional jacks, you must obtain written authorization from the Property Manager. If approved, you will be responsible for any cost involved. Many owners and associations have strict rules governing wires visible on the outside of the property.

Satellite Dishes: If you would like a satellite dish, you must obtain written authorization from the Property Manager. If approved, you will be responsible for any cost involved. Generally, satellite dishes cannot be attached to the structure. They must be placed on a pole in the back of the residence. Many owners and associations have specific guidelines for the installation of satellite dishes.

Smoke Detectors: Smoke detectors should be checked weekly and are **REQUIRED TO BE CHECKED AT LEAST ONCE EACH MONTH**. Replace batteries as needed or twice a year when the time changes. In the event we find a smoke detector battery is dead, you will be charged \$75.00

Carbon Monoxide Detectors: If the property you occupy has carbon monoxide detectors, they must be checked monthly. Replace the battery pack as needed. If you are unable to find a replacement pack, you can call our office for assistance. For those units without these detectors, if you would like a detector, we suggest purchasing a plug-in unit from any hardware or department store. It is a minimal investment, which can be taken with you and used again when you relocate.

Furnace Filters: CHANGE FILTERS ONCE A MONTH DURING HEAVY USAGE PERIODS TO ENSURE MAXIMUM AIR FLOW AND INCREASED EFFICIENCY.

Filters must be changed every two months regardless of usage. Where permanent filters are installed, make sure they are washed and reinstalled monthly. **NEVER RUN THE SYSTEM WITHOUT FILTERS IN PLACE! NEVER USE FILTERS THAT ARE THE WRONG SIZE!** Filters are considered dirty and beyond serviceable life if you are unable to see daylight through any part of the filter. In the event we find a filter is dirty, you will be charged \$75.00 and may be held responsible for repairs associated with damaged caused to the equipment.

Gutters: Gutters must be kept clean and free of debris. Clogged gutters cannot drain and can cause water damage to the roof and interior walls. Clogged gutters can also become too heavy for their mounting system, causing the gutter to detach from the house.

Roofs and Attics: Debris such as branches and leaves must not be allowed to remain on roofs. This can cause damage to the shingles and water leaks. Tenants must notify the Property Management office if they see wet spots on the ceilings. A wet spot may be an indication that the roof needs immediate repair. It could also indicate that furnaces or water heaters located in the attic have a clogged condensation line or leak. Either condition could result in costly repairs if not reported immediately. Where failure to promptly results in additional or excessive damage the tenant may be held liable for the damage from the leak.

Lawns and Landscaping: Mow lawn regularly. Lawns are not to be more than 4" in blade height. Trim bushes, hedges, and bedding areas to maintain control. Flower and bush beds must be free of weeds. Lawns must be free of leaves and other debris. Tenants are responsible for watering lawns and shrubbery as needed. Tenants generally can plant flowers in existing bedding areas. Obtain prior written approval from the Property Manager before planting bushes or trees or grow a garden. Tenants are not allowed to remove any existing trees, shrubs, or beds.

Crawl Space Vents: Units with manual crawl space vents must be open in the summer and closed in the winter. This will help prevent moisture damage in the summer and pipe freeze-ups in the winter.

Grinder Pumps: If your property is equipped with septic tank and sewage grinder pump, request additional information from the Property Manager regarding its location, use, and care. These systems are expensive to repair. **DO NOT PUT GREASE IN DRAINS.** Grinder pumps require an enzyme-based chemical be added to the drainage system on a monthly basis to ensure proper operation.

Winter Precautions: Tenants are not permitted to turn heat off during cold weather (below 65 degrees). Keep the house warm and always above 65 degrees during cold weather. The temperature in the home should be at least 65 degrees. The temperature inside the walls where the pipes are located is substantially colder than the walls. A temperature lower than 65 degrees will not keep the inside walls from freezing. Disconnect outside hoses, wrap faucets and cover them with plastic, or simply install faucet covers (available at most hardware stores). If your unit is equipped with an interior shut off valve for the outside faucets (usually located next to the main house water valve), make sure it is turned off. Let

any water in the pipe drain out onto the ground, and then close the exterior faucet so cold air does not enter into the piping system. Close or cover crawl space vents, especially those near water pipes under the house (remember to uncover them when the weather warms). Some units have automatic vents which open and close depending on humidity. Turn on a small but steady stream of cold water at the inside faucet farthest from the water meter when the temperature outside dips below 30 degrees. Get to know your plumbing. Learn how to shut the water off and know where your pipes are located. If your pipes do freeze, time is of the essence. The quicker you can shut off the water, the better chance you have to prevent the pipes from bursting. If you know where the frozen spot is, wrap the pipe with warm towels. Never use a flame or hair dryer to thaw pipes -- the risks of fire or electrocution are too great. If your pipes do break, shut off your water using the main water shut off valve. If you cannot get the water turned off, you can call waterworks to turn the service off at the street until repairs are completed. If you have a sprinkler system, make sure that it has been drained. Clean gutters. Remove leaves and other debris from gutters so melting snow and ice can flow freely. This can prevent ice damming, a condition in which water is unable to properly drain through the gutters, and instead seeps into the house. Trim trees and remove dead branches. Ice, snow, and wind could cause weak trees or branches to break, damaging your home or car, and possibly injuring someone walking on your property.

Major Systems Care and Use

Please read to better understand the systems in the house and use as a trouble shooting guide prior to requesting service.

Failure to properly use, maintain, and promptly report problems with major systems can result in liability for system failure.

Heating: Set the thermostat at “heat” and “automatic” and at desired temperature. In the case of gas or oil systems, make sure the red “emergency” switch is in the ON position. All furnaces have an associated breaker or fuse in the electrical panel. In units that are 2 stories or more, the vents may need to be adjusted each season. In the summer months, the 1st floor vents should be set almost closed and the upstairs vents set wide open. In the winter months, the 1st floor vents should be set wide open and the upstairs vents almost closed. Some units have a master flapper valve in-line at the furnace. The Property Manager can explain your system to you. Please try to make these vent adjustments before calling in a service call. It is not unusual to have a five to eight degree differential in temperature between floors.

Electric Heat: Electric heat pumps do not heat as quickly as gas or oil. The air being delivered by these units is not as hot. Heat pumps generally have two electrical coils, which heat up to warm the air flowing past them. The thermostats for these units have two settings. The “Heat” setting energizes one coil only and is normally sufficient to adequately heat the air to a comfortable temperature. The “Aux Heat” or “Emergency Heat” setting energizes the secondary coil as well, to provide more heat in extremely cold temperatures. This heat setting will result in higher electric bills due to both coils being energized at the same time. Electric heat pump furnaces do not have emergency shutoff switches. If power must be turned off, it must be done by putting the electrical panel breaker in the OFF position or removing the fuse in the case of fuse-type electrical panels.

Gas Heat: If you have gas heat, it is important to have the unit checked for leaks at the start of each heating season. If you suspect a leak, Call Virginia Natural Gas they will usually do a leak check without charge. Change filters during the heating season for increased efficiency. Gas furnaces frequently have filters in the intake line and the furnace. Should you need to secure the gas to the furnace in an emergency; all gas lines have a valve inline near the furnace. When the valve is parallel with the pipe (pipe and valve are going in the same direction, i.e., on top of each other), gas flow is on. When the valve is perpendicular to the pipe (at a 90-degree angle to each other, i.e., looks like the valve makes a “T” or “cross” in the pipe), gas flow is off. If your unit is equipped with a gas-pack type furnace (entire unit is located outside the house), then the emergency gas shut off will be located outside.

Oil Heat: If you have oil heat, you are responsible for contracting with a local oil supplier to maintain your heating oil needs. It is wise to obtain an annual contract with such a company to ensure you do not run out of oil. Contact the Property Management office if you would like us to recommend an oil supplier. Should the oil tank run out of fuel, you must not run the system for at least two hours after refueling. This situation can cause sludge to get into the fuel line and clog up the system. Repair of this condition can be costly. If your heating unit does not fire off right away, you should check the “Reset” button on the heater. If pushing “Reset” does not start the system, you are in need of service.

Air Conditioning: Set the thermostat at “Cool” and “Automatic” and at desired temperature. In the case of gas or oil systems, make sure the red “Emergency” switch is in the ON position. All central air conditioners have an associated breaker or fuse in the electrical panel. There is also a quick disconnect fuse panel located outside near the condensing unit. Only qualified technicians should access this panel. Air conditioning must be given time to cool down the entire house and remove humidity before it will begin to feel comfortable. When moving into the property in the summer or after an extended period of time with the system off, you will need to allow about 24 hours for this “cool down” period. It is cheaper in the long run to set the thermostat at one temperature and leave it there to allow the system to stabilize the whole house. For lower utility bills, set the temperature to no more than 10 degrees cooler than the average outside temperature. Keeping windows and doors closed minimizes heat and humidity from entering into the house and will maintain the lower utility bills. When showering, turn on the exhaust fan and when cooking turn on the range hood fan to remove excess heat and humidity.

Check the condensation drains to make sure they are clear and free flowing. We recommend pouring a cup of Clorox bleach through the drain lines several times during the cooling season to ensure mold does not build up and block the line. **CHANGE FILTERS ONCE A MONTH DURING HEAVY USAGE PERIODS TO ENSURE MAXIMUM AIR FLOW AND INCREASED EFFICIENCY.** Where permanent filters are installed - make sure they are washed and reinstalled monthly. **NEVER RUN THE SYSTEM WITHOUT FILTERS IN PLACE!** Make sure the area around the condensing unit outside is clear of obstruction. Plants and untrimmed grass should not be closer than 18 inches. Air conditioners need to take in and exhaust air to operate properly. If air cannot circulate, the unit could malfunction due to heat buildup and require service. You may find yourself without air-conditioning. When trimming grass around the condensing unit, be care that string trimmer line does not come in contact with the cooling fins. These cooling fins are made of thin metal, which bend, tear, and break easily when struck.

Water Heaters: All water heaters have an emergency shut off valve in the cold-water pipe that feeds the unit. If the water heater starts leaking, you should turn this valve off (turn to the right until it stops) and turn off the breaker (in the electrical panel for electric water heaters, or the pilot light for gas water heaters). If the leak is on the bottom of the water heater, water will continue to leak even after the water is turned off. This leaking is from the water already in the tank draining down.

Electric water heaters: Generally electric water heaters do not require regular maintenance or care. Sometimes they will trip an internal protection circuit breaker if they overheat, or take an electrical spike during an electrical storm causing a power surge, or when power is restored after a power outage. Locate the “Reset” button behind the access plate on the front of the water heater. The access plate is usually held in place by one or two small screws. Remove the plate. Carefully push the insulation to the side and locate the “Reset” button. Push the button and you should hear a click, indicating that it was tripped and is now reset. Be careful when moving the insulation since the electrical service to the water heater is also in this same area. Touch only the “Reset” button, serious injury could occur should you touch the electrical connections. Do this procedure at your own risk. We are not responsible for injury. If you do not understand or are not comfortable with the above procedure, call for assistance. You should also check the breaker in the electrical panel to ensure it did not trip as well. If you cannot restore hot water, you will need to call your property manager. A water heater, which trips on a recurring basis for no apparent reason, is an indication that it needs to be repaired or replaced.

Gas: Should you need to secure the gas to the water heater in an emergency; all gas lines have a valve inline near the water heater. When the valve is parallel with the pipe, gas flow is on. When the valve is perpendicular to the pipe gas flow is off. If you suspect a leak, Virginia Natural Gas will usually do a leak check without charge. Call them for assistance. Should you lose hot water, it is important that you check the water heater to make sure the pilot light is still lit. Sometimes the pilot light will go out during storms or high wind conditions when located in a garage or attic. Lighting instructions are generally located on the front of the water heater. If the pilot light will not stay lit you will need to call the management office. We are not responsible for injury. If you do not understand or are not comfortable with the above procedure, call your property manager for assistance.

Septic Systems: Septic tanks and septic systems require a watchful eye. The Property Manager can show you where the access cover for your system is located. If the system gets full or the leach field develops a problem, you will notice liquid or sewage in the yard in the area of the access cover. You must report this condition immediately. Do not send bacteria-killing toxins down the drain. These include drain cleaners, bleaches, antibacterial soaps, disinfectants, discarded prescription medicines, oil-based paints and solvents, and shower cleaners. Do not send anything down the drain that will not naturally biodegrade or break down. It will clog the drain field. Latex paint, drywall compound, cooking grease or oil, cigarette butts, coffee grounds, and feminine hygiene products are a few examples. If you have a disposal, use it sparingly. There are products on the market such as “Rid-X,” to maintain healthy bacteria and enzyme levels. A commercial septic treatment, flushed down the toilet monthly, can be a cost-effective way to keep septic systems healthy.

In-Ground Sprinkler Systems: In-ground sprinkler systems must be winterized, drained in the fall in preparation for cold winter weather, and pressurized in the spring for summer use. If you have this system and service has not been performed in the spring or fall, please contact the repair line to request service. Failure to have the service done will result in broken pipes due to freezing in the winter. Some systems are supplied water from a well and pump. These must also be serviced. Owners are generally responsible for the cost of this service. Tenants are responsible to ensure it has been done. When mowing, tenants must be careful not to break any of the sprinkler heads. Tenants are not authorized to perform maintenance on sprinkler systems.

Appliance Care and Use

Gas & Electric Cook top Stoves: On electric stoves, if the burners or oven will not heat up, check the circuit breakers or fuses. Some ranges have mini breakers on the top of the stove, which also must be on. On gas stoves, if the burners do not light automatically, check your pilot lights. Lifting the top of the stove will permit you to locate the pilot lights between the burners on the right and left sides of the stove. Please, turn off the burner controls before attempting to light the pilots. If all of the burners and the oven do not light when the gas has been turned on for a few seconds, turn off the gas and wait at least one minute to allow gas to dissipate before attempting to light again. If the oven does not turn on, check your pilot light again. Some older models take up to 45 seconds to ignite. If you are not sure where your pilot light is and no diagram has been provided, call the Property Management office. Newer model gas stoves have automatic pilot lights with an electronic igniter. Simply turn the burner knob control to the igniter position and after a series of clicks, the flame will ignite.

Care and Cleaning of Stoves: Wipe up spills as soon as they occur to avoid cooking on soil. Acid spills can etch the enamel surface. Turn heat down to the lowest temperature that will continue cooking process to reduce boil-over spills, save energy, and avoid discoloring the reflector bowls. When frying, use a cover if okay for cooking process; or a mesh grease-catcher cover for fry pan to reduce grease spatters. Use ventilating fan to collect greasy soils instead of letting them deposit on surfaces in the house. Reflector bowls need to be kept shiny and clean, not for appearance, but for even and efficient cooking, since they are designed to reflect heat back into the bottom of the cooking pan. Brown stains from burned-on food, or blue or gold stains from overheating make them less efficient. Do not line bowls with aluminum foil unless manual says it's okay, as overheating may occur in some cases. In some, gas burners may melt foil. Most conventional cook tops are made of porcelain enamel, which is very durable. Hot pans can be set on them. Cold items or liquids should not be put on it when it is hot, though newer coatings are thinner and less likely to crack from thermal shock. Spills should be wiped up at once, taking care to avoid burns from heated burners. The sides and front may be porcelain enamel, but are more likely today to be synthetic enamel. They are more easily scratched and may be damaged by household chemicals. Acids (as milk, tomatoes, vinegar) can damage the surface. If stubborn stain, lay a sudsy wet cloth or towel over spot and leave a few minutes to loosen soil (semi-soaking). Additionally, rub with a nylon net scrubber or soft plastic mesh pad.

Do NOT use abrasive pads or scouring powders as these can permanently scratch the porcelain finish. Control knobs are washed in warm suds with cloth or brush, rinsed, and

dried. If they come off, they're easier to clean, but do not soak them. The area under drip pans may be washed with warm suds, rinsed, and dried. Use paste or baking soda and water on difficult spots. A soap-filled steel wool pad may be used occasionally if necessary, or use a plastic mesh pad. Wash exterior surfaces after they have cooled. Use a detergent and warm to hot water. A paste of water and baking soda can be used on difficult spots. Rinse and wipe dry. The same materials can be used on chrome trim, or stainless-steel parts. Never use scouring powder or harsh abrasive pads. Plastic or nylon pads may be used for difficult spots. Creamy appliance wax can be used on painted surfaces for protection and ease of cleaning, but is not needed on porcelain enamel surfaces. Check your owner's manual to see if other cleaning materials are safe to use. Electric burners usually burn off food spilled on them.

Heavy spills can be wiped off with a damp cloth when the burner is completely cold. Gas burners and grates may be removed for cleaning. Soak grates in very hot water and detergent about a half-hour if very dirty; then scrub with a brush, rinse and dry. A little ammonia may be added to the soaking solution if they are very greasy. Soak burners in hot, soapy water to soften grease and grime. Clean with a brush. Do not use scouring powder, which will clog the holes. The metal ring with holes in it may come off the burner for cleaning. If the holes in the burner are stopped up, clean with a fine wire, hairpin, paper clip or pipe stem cleaner. Don't use toothpicks as they could break off and clog the holes. Rinse burners in hot water and place them upside down in a warm oven (300 F.) to dry; about 15 minutes. Reflector bowls under burners may be taken out and washed in hot suds. Soak several minutes to loosen heavy dirt; up to 20 minutes may be needed if grease is burned on the bowls.

Wipe off trim rings with sudsy cloth. On stubborn spots on chrome bowls and rings, use a paste of baking soda and water with a plastic mesh pad. Rinse and dry. Never put chrome bowls in the dishwasher or in a self-cleaning oven. Porcelain reflector bowls can be washed in either sudsy water or in an automatic dishwasher. If your manual recommends it, porcelain bowls can occasionally be cleaned in a self-cleaning oven cycle, upside down on oven racks. Wiping spills off bowls after cooking prevents stain buildup, which requires stronger measures or replacement.

Smooth Black Glass top Ceramic Cook Top: Clean black glass top frequently. Their dramatic effect requires a little more maintenance. Wait until glass top is cool before cleaning. The only exception to this is to remove sugary spills while they are still warm. Wipe up any spills with a clean, wet cloth when the cook top is cool. The longer you cook with a spill over on the cook top, the harder it will be to remove. Make sure bottoms of pans are clean and dry before using them. To avoid spills, use pans with tall sides. Leave enough head room in the pan for stirring and boiling. Don't allow moisture to drip on the cook top when removing covers. Do not rest cooking spoon or pan cover on the cook top. Do not store heavy items above cook top. They may fall onto and damage the cook top. Do not use steel wool or powdered cleansers. These will leave scratches on the glass top. Do not use cleaning products designed for white cook tops. They will damage black glass. Scratches cannot be removed. To avoid scratching, use pans with smooth bottoms. Rough pan bottoms and foil pans will scratch the glass. Never use glass top as a cutting board or countertop. Any sharp or rough edges can cause scratches. If a surface element is left on with an empty pan, the glass may melt under the pan. NEVER LEAVE AN EMPTY PAN OR FOIL ON THE COOKING SURFACE.

Light Soils – Wash cool cook top surface with solution of liquid dishwashing detergent and water. RINSE THOROUGHLY. Dry surface with a clean paper towel. If Stain Remains – Soak a paper towel with vinegar. Rub soiled area of glass. Do not use on metal parts. RINSE THOROUGHLY. Repeat if necessary. Moderate/Heavy Soils – Carefully scrape off thick or difficult to remove soil using a single-edged razor blade in a holder. Place vinegar-soaked paper towel on the soil for 10 to 15 minutes. Rub off soil. Do not use vinegar on metal parts. RINSE THOROUGHLY and dry. Repeat if necessary. **DO NOT USE STEELWOOL OR ABRASIVE CLEANING POWDERS.** Do not use cleaners for white cook tops. They will scratch black glass tops. To polish clean, dry cook top, shake well and apply polish sold by manufacturer of black glass top specifically for that cook top. Do not use other polishes. Rub vigorously with a paper towel. Use a clean paper towel to remove excess and to polish. Pitting cannot be removed. To help avoid pitting, clean up sugary spills as soon as possible. Clean glass while it is still slightly warm. Carefully scrape off sugary spill using a single-edged razor blade in a holder. Be sure the bottoms of pans are clean before replacing on cook top.

Smooth Light Colored Glass top Ceramic Cook Top: Turn diamond rings on hand away from surface to prevent scratching top. Be sure utensils have no rough spots to scratch the surface. Be sure the surface is clean before heat is turned on, and bottoms of pans are clean and dry to avoid burning on soil. Avoid spills and boil-over by turning down heat to lowest possible setting for cooking task, and by using large enough pan. Wipe up wet spot promptly, being careful to avoid steam burns. Don't cook with foil on the smooth top -- it could be damaged by foil melting into it. Cover pans to prevent splatters. Pans of soft metal such as aluminum can rub off on the harder glass surface, making gray or black marks. Copper bottom pans rub off less, but do not give as good cooking performance as aluminum. Heavier weight, harder aluminum marks less than lighter weights. Smooth the bottom of new aluminum pans with a mild abrasive. Do not slide pans across the surface; lift pan up when moving or when shaking as in popping corn. Keep surface protected with cleaner-conditioner.

NEVER USE FOIL on glass tops; rubbing it across surface also makes dark metal marks. The smooth glassy surface has no crevices for dirt and spills to hide, but it has to be kept clean to avoid soil burning on and staining, as stains show up visibly. Wipe when cool with a clean damp cloth or a clean damp paper towel to remove any spills, soil or spots. Do not use the dishcloth used to wash dishes, as it will leave soiled detergent solution on the top, which may show up as brown streaks when heated. A mild detergent solution (such as hand dishwashing liquid in warm water) or baking soda in warm water can be used to clean it; always rinse off all cleaning solution thoroughly and wipe with clean paper towel at end of the cleaning process. Special cleaners sold by the manufacturer of the cook top for just this material should be used periodically. Apply with a clean, damp paper towel, and then wipe with another clean, slightly dampened paper towel; or follow label instructions on special cleaner, or manual instructions for cook top. These cleaners leave a protective coating on the surface. They also remove dark marks from aluminum or copper pans or racks slid across the cook top. Dark marks from metal rubbing on glass top **MUST** be removed before they are heated. Heat can permanently cement them into the surface.

Other methods of removal: Copper marks - rub with a plastic or other non- abrasive scrubber and a mildly abrasive cleanser such as Bar Keepers Friend or Delete. Aluminum - place 2 paper towels soaked with diluted chlorine bleach (1 part bleach to 4 parts water) on top of mark about 1 hour. Clean with a non-abrasive cleanser. After using a mild cleanser, re-coat glass top with a sparing application of Cleaner Conditioner. Remove excess conditioner with a clean, damp paper towel. Polish dry before heating the surface.

Solid Element Cook Tops: These are solid cast iron disks, sealed to the cook top so no spills can get under them. Follow manual instructions for care and cleaning. Some have a coating which protects them, and which needs to be heated and hardened before cooking anything to prevent the coating from sticking to utensils. Wipe the element when completely cool with a damp cloth. For more soil, use mild cleaners as recommended by manual. Always rinse thoroughly and dry completely by heating so it won't rust (it is cast iron)!

Ovens

General Precautions: When replacing bulbs in ovens, ensure you install an appliance bulb only. Never spray cleaners on oven light, electric elements, or pilot lights. Do not store plastic items or other utensils in oven as they may melt or burn if the oven is accidentally turned on with them inside. Use a large enough cooking pan to avoid boil-over. If spills occur, wipe them up promptly to avoid baking on. Do not put large pieces of foil on oven floor or racks unless appliance manual recommends it. Then follow manual instructions as to size and placement of foil exactly. Foil in the oven, especially on the racks, may slow cooking and reduce browning. Do not line broiler pan with foil, as it concentrates heat and may damage the pan. Manually clean oven racks. Removable parts, such as broiler pans and racks, can be cleaned more easily if allowed to soak in a sink or pan of sudsy water to which a little ammonia has been added. A lot of soaking is better for the surface, and easier, than a lot of scrubbing. Never soak aluminum in ammonia or other alkalis.

Conventional & Gas Ovens: Turn off the pilot light when using spray oven cleaners in gas ovens. Fill a small glass bowl with 1/2-cup full strength ammonia, place in oven, and close. Let stand overnight, then wipe loosened dirt with paper towels. If necessary, rub surfaces with a suitable abrasive, such as fine steel wool or soap-filled steel wool pad, wiping off "suds" with paper towels. Then wash with warm soapy water and rinse. Repeat the process if necessary. Commercial oven cleaners are helpful if ovens are very soiled, but they should be used with caution. These cleaners can damage surfaces outside and around the oven. Be sure to protect these areas with layers of newspaper or other materials and cover your hands with protective gloves. If necessary, you can scour oven racks or porcelain enamel with steel wool or a scouring pad to remove baked-on grease or food spills which have not come off in regular cleaning. Occasional use of such abrasive pads or scouring powder on badly baked-on soil is okay, but don't use these too often or scrub too hard for you can scratch the smooth surface and make it harder to clean from then on. Do not scour mirror-finished metals, glass, or baked-on enamel.

Continuous Cleaning Ovens: Interior oven surfaces are coated with a catalyst, or chemical mixture, which lowers the temperature at which heat will dissolve food soil. It operates while oven is used for baking and roasting, starting at about 350F and more active at higher

temperatures. Do not scratch or scrub the coating as it is easily damaged. Prevent major spills that can form a hard glaze and destroy the chemical oxidizing action. Use large enough pans for the amount of food being cooked. Put a piece of foil or cookie sheet on bottom rack just large enough to catch spills from food cooked on the top rack; or put heavy foil on bottom of oven, making sure it doesn't touch the heating element in an electric oven or cover vent holes in a gas oven. Follow instructions for your model oven in your manual for using foil. Using foil incorrectly can affect cooking results, and damage the oven. Some soil from cooking operations is usually present. The catalyst is continually working to oxidize soil when the oven is hot enough, thus the "continuous" clean name. The rough porous surface spreads out greasy soil, thus increasing contact with hot air in the oven. Fats and oils are quickly oxidized; milk and cheese take higher temperatures (about 475F); sugar spills are hardest to remove so protection from spills like fruit pie boil-over is important. If large spills occur, you have to remove the spill promptly to stop the "glazing" effect, which seals the surface and prevents oxidation of soil.

Follow this procedure: Blot up excess with paper towel or sponge while oven is still slightly warm and the soil soft. Do not rub towel or sponge across surface; particles may clog the surface. After the oven is completely cool, spray the soil area with all-purpose spray-on/wipe-off cleaner. Work into porous surface by scrubbing with a nylon-bristle brush or nylon net pad. Let stand 15-30 minutes. Scrub softened soil with the nylon brush or pad. Rinse thoroughly with cold water, by squeezing out clean, wet sponge over area; then blot up (not mop up) excess water with paper towel or sponge. (Do not let water run down into burner assembly, especially in gas ovens.) Repeat rinsing and blotting, if needed, to remove all softened soil and cleaner residue. Turn on oven at 475F and leave two hours. If some soil remains, the continuous-cleaning coating should work to oxidize it.

CAUTION: Spray-on/wipe-off cleaners evaporate rapidly with heat and may leave a chalky stain, hard to remove. So do not apply to a warm oven, and be sure to rinse away all residues. Occasionally wipe out whole inside of oven with a nylon pad and plain water; blot dry and then run oven empty for 2 hours at 475F. This helps the oven catch up with accumulated grease and soil. This may be needed when the oven is used for more broiling and roasting (with more grease spatters) but short time cooking (broiling) or lower temperature (roasting), than for baking. This also helps clean the door, which usually get less heat in cooking. NEVER use oven cleaners on continuous-clean ovens, as they will clog the pores in the coating, and, may damage the coating, or the aluminum backing if it is used. NEVER use scouring powders or any other powdered cleaners, as they will clog the coating and the abrasive action also damages it. NEVER use any metal pads or abrasives, as they will wear off the coating, and also metal filings may come off and clog the coating.

Self-Cleaning Ovens: These ovens clean themselves by oxidizing (burning off) soils at a high temperature. Wipe up spills promptly to avoid excessive smoke during the cleaning cycle. Spills of sugar (e.g., pie fillings) and other carbohydrates (e.g., casseroles), can become firmly attached to the surface and sometimes damage the porcelain enamel glaze as they are burned off. Follow directions in your manual exactly, as oven models and brands vary. Pre-clean the areas not reached in the self-cleaning cycle: the frame around the oven opening, and the edge of the door outside the gasket. NEVER clean the gasket with anything! Use hot water and detergent or a paste of baking soda and hot water on difficult spots; rinse well with vinegar

water to remove all residues. This prevents this soil from being baked on during the high heat of the cleaning cycle. Re-clean these areas after the cleaning cycle is complete.

If your range manual recommends it, you may leave the oven racks in for the cleaning cycle; however, they will discolor, lose their shine, and become hard to slide in and out. If you do leave them in, afterward rub the edges of the racks and of guides on oven walls with soapy - steel wool pad, wipe off, and then rub few drops of salad oil on edges for easier sliding. It's probably better to take racks out before cleaning cycle and clean them by hand. If your range manual recommends it, you may put burner drip bowls in oven for self-cleaning cycle; however, high heat will permanently discolor chrome rings into a bluish hue. If your manual recommends it, you may put broiler pan in during self-cleaning cycle, but wipe off all excess grease or it may catch fire. At end of cycle and after the oven has cooled down, wipe out the small amount of fine ash left inside with a damp cloth. NEVER use chemical oven cleaners in a self-cleaning oven. Some residue may remain, and be changed by the high heat into compounds that can etch the porcelain enamel.

Vent Hoods: You need to periodically clean your over-the-stove vent hood. The thin, silvery screen is the grease filter (there may be more than one). It traps airborne oils and grease to keep them out of the blower and exhaust vent. To clean the filter, remove it and soak it in a degreasing solution until the grease is dissolved. Next, wash it with warm, soapy water to remove any traces of the degreaser. Then put it in the upper rack of the dishwasher and run it through a normal cycle.

NOTE -- If your unit circulates the air rather than vents it, it may have one or more activated charcoal filters. Don't wash these. Just replace them when they lose their effectiveness. When cleaning the hood itself, make sure the unit is turned off. Avoid spraying cleaner directly onto the light bulb or light bulb socket. Clean the interior of the vent hood with a standard household degreaser/cleaner. Clean the exterior of your vent hood with a degreaser/cleaner or a non-abrasive cleanser. Most vent hood fan motors don't need any maintenance. Over time, the motor and bearings may become stiff because of the constant heat, humidity, and grease to which they're subjected. Also, over time, the blower wheel gets greasy and dirty, which can slow down the fan or cause vibration. If this occurs, please submit a repair request.

Microwaves: Clean the inside of your microwave frequently. Food particles and splatters absorb some of the microwave energy while the unit is operating and may cause burns and other damage to the microwave. You can clean the interior with a microwave oven cleaner. The touch pad controls, door hardware, and other exterior trim pieces last longer when they're clean. Because microwave ovens have solid-state circuitry inside, they're susceptible to damage from voltage spikes caused by lightening, etc. We recommend that you plug your microwave into an appropriate surge suppressor to protect the circuitry. The microwave oven's door keeps the microwave energy inside, where it belongs. If the door is in any way damaged, or if the door seal doesn't seem to fit correctly or be in good repair, please submit a repair request. Never operate a microwave oven without food or liquid inside it. Microwave ovens heat by bombarding the food or liquid in the oven with super-high-frequency microwave sound energy. If there's no food or liquid in the oven to absorb the microwave energy, the energy can feed back to the microwave itself, which can permanently damage the internal microwave antenna (magnetron).

Refrigerators-Self-Defrosting Refrigerator/Freezers: You don't need to manually defrost your self-defrosting refrigerator/freezer. Every 6 to 8 hours, it heats up its cooling coils slightly and melts any frost accumulation on the coils. The resulting water drains into a shallow pan at the bottom of the refrigerator/freezer. There's no need to empty the pan. The water in it will evaporate. But it may begin to smell bad over time. You may be able to remove it for periodic cleaning by detaching the lower grill and sliding the pan out the front of the refrigerator/freezer. When mold grows in the drain pan, it is sometimes considered to be a health concern. If your drain pan is removable, and if you're sensitive to mold, consider cleaning the drain pan periodically. Under your refrigerator/freezer is a set of coils and a cooling fan that you need to clean at least once a year. The coils may look like a grate or like a wide radiator. Unplug the refrigerator/freezer and use a Refrigerator Condenser Brush, and your vacuum cleaner to clean any lint, pet hair, and so on from the coils. Keep the refrigerator/freezer door seals clean and free of mildew with frequent cleaning - seal replacement can be expensive. If the gasket or interior of the refrigerator/freezer needs cleaning, try Refrigerator Cleaner to clean the surfaces. For odors in the refrigerator/freezer try baking soda or, for tougher odors, try a commercial deodorizer specially designed for removing refrigerator odors.

Manual-Defrost Refrigerator/Freezers: Manual defrost refrigerator/freezers require very little maintenance. The more your refrigerator is opened and closed, the more the need for defrosting. When frost has accumulated on the inside walls of the freezer to a thickness of ½ inch or so, remove the food from the refrigerator/freezer, turn off the thermostat or unplug the unit, and allow all of the frost to melt. Do not use ice picks, knives, hammers, etc., for chopping off heavy frost and ice. To speed up the defrosting process, place pans of hot water in the freezer section. Once the frost has melted completely, turn the unit back on, wait for it to reach its operating temperature, and restock it with food.

Dishwashers: You don't need to clean the interior of your dishwasher if you use it regularly. If it goes un-used for a week or more and begins to mold or smell bad, you can clean with a dishwasher cleaner and deodorizer. Clean the exterior of your dishwasher with a damp sponge and a little dish detergent. Clean the door seals to prevent mildew from forming on the seals; also, make sure the bottom edge of the seal is kept free of soap accumulations. Clean the particle filters in the bottom of the dishwasher routinely to prevent overflow problems. On many dishwashers, there's a filter near the bottom, or under the lower spray arm that needs to be cleaned regularly. If you have this sort of filter, check the owner's manual to find out how to remove and clean it. Over time, the small holes in the spray arm(s) of the dishwasher may become clogged with bits of paper, toothpicks, glass, etc. The dishwasher will do a better job of cleaning dishes if you take a moment to clean out these small holes, from time to time. Rinse dishes before loading them in the dishwasher.

Garbage Disposals: If your disposal gets jammed (hums but is not grinding) you will need to remove the item that is obstructing the grinder blades in the bottom of the disposal. Never put your hand in a garbage disposal. Most disposals are equipped with an allen wrench fitting on the bottom of the unit in the center. You may be able to insert an allen wrench into the bottom of the disposer and "crank" it to help free up a jam. If this does not free it, then you should submit a repair request. If your disposal does not work (appears to have no power), this could have been caused by a jam. Most disposals are equipped with an internal protection circuit, which is designed to kick out or trip when a jam occurs. This prevents the

disposal motor from burn out. In most cases, there is a reset button located on the bottom of the unit. Press it and you should here a click indicating that it has reset. Make sure the switch is off when you reset it and clear the jam, which caused it to trip in the first place. Most disposals can handle the following--regardless of whether you have a city sewer or a septic tank: Soft food particles, Disposal cleaner, degreaser, or deodorizer. Don't put these in the disposal: Hot water, while you're grinding food waste (it's fine when the disposer is turned off) Extremely fibrous material like cornhusks, artichokes, celery stalks, onion peels, etc. Rice, coffee grounds, fruit peels. If in doubt, don't.

Washers: Over time, the water hoses that came with your washing machine may leak or burst. It's a good preventive maintenance practice to check these hoses from time to time for any sign of wear or weakness. Often there's a small blister in the rubber of the hose, which could rupture. Most manufacturers recommend replacing the hoses every 5 years. If the hose ruptures, large quantities of water could gush from the hose. If it's the hot water hose that ruptures, the gushing hot water may scald anyone nearby. A ruptured hose will also cause water damage to the property. Stainless steel reinforced hoses are highly recommended and can be purchased at any hardware or home improvement store.

Because your washing machine is so heavy, when it's not level, it can vibrate strongly during the spin cycle. If your washing machine is not perfectly level--with all four legs touching the floor--it can bang and rock back and forth, and even begin to "walk" across the room. This isn't good for the machine and may damage anything near the machine. Your washing machine has adjustable, front leveling legs with a lock nut. You adjust the leg to the proper height, and then tighten the lock nut up against the body of the machine to keep the leg from rotating. Some machines have adjustable leveling legs in the rear also, and you can adjust them in the same way. Keep the machine as close to the floor as possible--the lower it is, the less likely it is to vibrate. Most machines, however, have "self-adjusting" rear legs. You set these legs by tilting the entire machine forward onto its front legs (with the rear legs 3 to 4 inches off the floor) and then setting the machine back down. The legs should adjust automatically. If they don't, you may need to tilt the machine forward and rap on the rear legs with the handle of a hammer to loosen them. Your washer has either a painted steel or porcelain-coated steel cabinet. It's perfectly safe to use a little dish detergent and a damp r ag to clean all of its surfaces. If the surface is porcelain, you can even use a little non-abrasive cleanser for stubborn stains.

Most washing machines collect lint during the wash cycle and send it down the drain during the drain cycle. This lint can eventually clog the drain and cause it to overflow or backup into the laundry area. You should never run a washing machine when you are not home. If your machine is a Maytag, though, it may be different. Most Maytag washing machines collect lint in the center tube of the agitator. You need to lift out that tube and clean it periodically. Other machines have a lint filter near the top of the tub, which you need to slide out, clean off, and reinsert.

Dryers: Your dryer vent pipe should be made of aluminum. The white vinyl duct that was common several years ago no longer meets most building codes, because if your dryer ignites it, a fire may start in your home. Check the entire length of the vent pipe for lint buildup at least once a year--or more often if the dryer gets a lot of use. Remove the lint from the duct--don't just push it back into the dryer or let it clog any part of the vent. The lint filter normally

traps the lint produced by clothes tumbling in a dryer. However, some lint invariably escapes and accumulates on the inside of the dryer cabinet. Check the inside of the cabinet regularly, and clean it as necessary. Check and clean the lint filter after every drying cycle. The lint filter should be removed for cleaning to prevent lint from being pushed through the filter into the dryer cabinet. If the lint filter has any rips or tears, it will need to be replaced. If fabric softener residue or any other residue clogs the filter, you can easily clean it with a soft-bristle brush and a little detergent. You can also clean the chute, duct, or area that the lint filter fits into. If necessary, use a vacuum cleaner to reach into the duct and clean out any lint. Washers and dryers are the sole responsibility of the tenant.

Garage Door & Openers: Garage door openers are a great convenience, but can cause injury if used improperly. Never let anyone "race to beat the door" as it closes. Keep remote controls away from children. Instruct children never to play underneath the area where the garage door closes. Always keep the door in full view as it operates and do not leave the area until the door completely opens or closes. Never try to service a door opener or associated hardware, serious injury could occur. If you suspect there is a problem with the opener, (i.e., motor is making unusual sounds, door does not close or open fully, door binds when moving, door does not reverse when obstructed etc.), you should submit a repair request. If your opener is not working and is equipped with photo eyes on each side of the door opening, please check that they did not get hit or tilted out of alignment. If the beam is not in line, the door will not operate. Remotes check and replace the battery if inoperable. Please make these simple checks before calling for repair. The Property Manager can assist you with setting new codes in remote controls and keypad unit when equipped.

Jetted Tubs: Use cleaning products that are specifically designed for fiberglass or acrylics. Never use abrasive cleaners on your tub. To clean the jet plumbing components, fill tub with water and add a small amount of dishwasher detergent after filling tub, run pump for at least seven minutes prior to draining. This should be done monthly whether you use the jets or not. Most jetted tubs have an emergency switch on the wall somewhere in the bathroom. If your unit is equipped with this switch, you should know its location. Never run the jets unless the water level is above all the jets and return screen. Children should never be left unattended in a jetted tub. There are documented cases of children drowning because they were sucked under the water and held by the return screen.

Gas Fireplaces: All gas fireplaces are equipped with a gas shut off valve. This valve requires a T-wrench and the valve will be located either on the wall or in the floor within a few feet of the fireplace. When the valve is turned to the right, gas is off. When the valve is turned to the left, gas is on. Two types of valves are used. One type valve must be turned multiple times like a faucet and other only 90 degrees. Never force a gas valve. Gas logs come in a variety of types and configurations. Never move the gas logs since the placement is critical to the proper operation of the fireplace. Many gas log set ups come with sand, rock or insulation type material placed at the base of the logs. This material must remain in place for safe and proper operation of the logs. Some logs are manual lighting requiring a match and some are push button lighting requiring pressing a button, and some are automatic lighting requiring the flip of a switch. Lighting instructions are normally inside the bottom panel of the fireplace insert. If you have any questions concerning your gas fireplace, the Property Manager will be happy to assist and instruct you on its use. If you ever suspect or smell a gas leak, immediately turn off the gas valve.

Pet Owners / Pet deposit: Tenants with pets on the premises are required to post a refundable pet deposit. This deposit is considered an additional security deposit under the provisions of the Lease Agreement and applicable Virginia Law to cover any repairs or special cleaning required as a result of the pet(s). Tenants are required to comply with appropriate City or County ordinances pertaining to the kind, size, and orderliness of their pets. Upon move out, the carpets and finished flooring must be professionally cleaned and deodorized just prior to departure. A receipt will be required. The carpet will be inspected for any indication of pet urine. Should urine be found, you may be required to pay for the replacement of the carpet and pad. Any additional repairs, such as sealing the sub floor or tack strip and baseboard replacement will also be the financial responsibility of the tenant. A professional exterminating company must treat the property for fleas, not less than 3 days prior to the check-out inspection. A receipt is required. Where pets have been kept outdoors, the area must be clear of holes, pet toys, debris, and feces. If grass areas have been worn down, the area must have soil and seed added as required to restore the area to its original condition. Fences, steps, decks, doors, and doorjambs must be in good repair, free of scratch and gnawing marks.

End of Lease Move Out Process

The following requirements and guidelines are provided to assist in the preparation of your unit for a successful final move out inspection. If you desire help from a contractor, we have an approved contractor list to assist you.

Final Inspection Checklist: The following is a suggested sequence of events which we have found work best in preparing your unit for final inspection.

Week before final inspection/move: Prepare exterior as required – grass, leaves, gutters, weeds, etc. Fireplace cleaned by Chimney Sweep (Wood Burning Only) (Receipt will be required) Notify utilities of forwarding address. Utilities must be in tenant's name at time of move out inspection. Submit change of address to Post Office

Moving Day: All furniture and belongings removed from unit, after household goods are removed, repair nail holes and paint, as needed. Paint must match existing paint. Perform deep cleaning of unit, carpets professionally cleaned (Receipt will be required), pest control treatment (Receipt will be required), Final inspection and keys turned over to Property Manager

Painting: Nails and wall hangers will be removed. Holes must be filled with spackling, sanded or blended into wall finish, and touched up with matching paint. Do not use caulking to fill holes. Any scuffmarks or handprints that cannot be washed will need to be painted. Paint must match existing color (Paint stores including Lowe's and Home Depot can match paint color by submitting a 1"x 1" sample) and texture (flat, satin, semi-gloss, or gloss finish). Walls that have not been properly prepared or repaired will not be accepted. Tenants will be required to re-paint entire property upon move out if walls are left in above normal wear and tear condition. Normal wear and tear condition is defined as "Fading of the paint".

Floors: Clean floors thoroughly. Baseboards and corners must be free of dust, dirt and grime. Wash and wax vinyl floors as appropriate. Ceramic tiles and grout must be clean.

Treat wood floors with approved wood floor renewal agent. Areas under freestanding stoves, refrigerators, and washer/dryers must be cleaned. Carpets must be professionally cleaned. In the case of tenants with pets, the carpet must also be treated with a pet neutralizer when cleaned.

Walls and Ceilings: Walls and ceilings must be cleaned and free of dust, cobwebs, smudges, and soot. In all cases where washing of the walls is required, wash the entire wall or panel to provide an unbroken finish/color. Woodwork, baseboards and closet shelves will be cleaned. **Windows and Doors:** All windows and windowsills will be cleaned inside. All accessible windows will be washed outside. Window screens will be cleaned. Doors will be cleaned of handprints, smudges, marks, dirt, and dust. Doors, which cannot be cleaned, may have to be painted.

Blinds & Curtains: All blinds are to be clean and free of dust. Curtains will be cleaned and re-hung. Any damaged blinds must be replaced.

Light Bulbs: All light bulbs must be working for final inspection.

Fixtures: All fixtures such as ceiling fans & blades, lights & globes, switch plates, smoke detectors, mirrors, alarm keypads, garage doors openers, air duct diffusers, return air grills, etc. must be clean and free of dust, dirt, and grime.

Kitchens: All kitchen appliances must be cleaned inside and out ensuring they are free of dirt, dust, grease, mold, food particles, and grime.

Refrigerator: Clean and defrosted as applicable. Top, sides, and inside must be cleaned. Ensure seal around doors are cleaned. Air grill on bottom or back of refrigerator must be cleaned. Floor area under refrigerator must also be cleaned. Empty icemaker bucket and set ice bar to OFF (no ice) position. Replace refrigerator and freezer light bulbs, if needed. Refrigerator must be left plugged in and running. Temperature control may be set low but not be put in the off position. Range Hood / Exhaust Fan will be cleaned. DO NOT USE OVEN CLEANER as these products will damage the painted finish. The exhaust filter must be cleaned or replaced. Using the dishwasher to clean these filters works well. Replace light bulb, if needed.

Stovetops: Must be cleaned. Stove drip pans must be thoroughly cleaned or replaced. Ensure the proper stove pans are purchased – they vary from make and model. Lift stove top and clean area under burners thoroughly. For smooth top stoves, ensure all dried particles are removed with a razor blade and top is polished with stovetop polish. Ovens must be cleaned. When using an oven cleaner, ensure all residues are cleaned up. For self-cleaning ovens, ensure residue left after cleaning cycle is wiped out. Make sure area under range is cleaned and the door and sides are free of drips, dirt, grease, or grime. Replace oven bulb if needed.

Microwaves: Must be cleaned. Replace bulb if needed. Dishwashers must be cleaned. Make sure the filter basket in the bottom of the dishwasher is free of food particles and broken glass. Clean the soap dispensers and door edges/gasket. Wipe down the outside door area.

Garbage disposal: Must be working and free of debris. Ensure the stopper is available. Faucets/sinks must be working, including sprayers when installed. Chrome must be clean and bright. Stoppers/strainers must be available and working. Drains must drain.

Cabinets and drawers; Must be clean and operating correctly. Any shelf paper installed must be removed. All areas must be wiped out and free of food particles and debris. Cabinet exteriors must be wiped down. For cabinets with drip stains and splatters, liquid gold (light or dark depending on finish) or an equivalent product can be used to clean and brighten wood surfaces.

Bathrooms: All fixtures, tub, shower, sinks, walls, mirrors, bowls, medicine cabinets, vanity, and floors must be thoroughly cleaned and free of soap film and water spots. Jetted tubs must be run and clear of sediment and buildup from non-use. Replace bulbs as needed. Vanity-type light fixtures must have vanity-type bulbs installed. Make sure bulbs are free of dust and dirt buildup. Horizontal surfaces along fixtures and tub enclosures must be cleaned. Door tracks and seals on tub and showers must be free of mold, soap, grit, and grime. Toilet bases must be clean and toilet operating and draining properly. Exhaust fan air grills must be vacuumed and clean. Chrome must be clean and bright. Stoppers must be available and working properly.

Smoke and Carbon Monoxide Detectors: These fixtures must be operating properly – batteries replaced if needed and free of dirt, grease, dust, or grime.

Heating and Air-conditioning filters: Filters must be cleaned or replaced for final inspection. Air grills must be free of dirt, grease, dust, and grime. Ensure filter is the proper size. Garages and Sheds: These areas must be cleaned and free of debris. Tenant items must be removed. Cobwebs must be removed. Light fixtures must be working and clean. Grease and oil spots must be removed.

Exterior: Gutters must be cleaned out and free of debris. Any debris lying on the roof must be removed. Garbage/trash receptacles must be empty and cleaned. Porches, decks, and patios must be free of debris. Yard must be mowed, trimmed, and free of leaves and debris. Plant and bush beds must be weeded and trimmed. Exterior light fixtures must be clean, free of cobwebs, and working. Window screens must be installed, intact, and free of debris. Driveways must be clear of debris and oil spots cleaned.

Thank you for renting from Property Management by garrett.