

***BERKSHIRE HATHAWAY
HOMESERVICES PENFED REALTY
PROPERTY MANAGEMENT DIVISION***

RESIDENT HANDBOOK

**THIS HANDBOOK IS PART OF YOUR
LEASE**

Revised December 2022

TENANT RULES AND REGULATIONS

1) Rental Payments	3
2) Security Deposit	3
3) Office Hours and Contact Information	3
4) Rental Use and Insurance	4
5) Keys	4
6) Pets	4
7) Condo/Townhouse/Neighborhood Associations	4
8) Change of Employment Status or Home Phone Number	5
9) Trash Removal	5
10) Parking and Vehicles	5

LEASE INCEPTION, RENEWAL AND TERMINATION

1) Move-in Inspections	5
2) Move-out Inspections	5-6
3) Move-out Checklist	7
4) Notice to Terminate	8
5) Early Lease Termination Due to Military Transfer	8
6) Early Lease Termination as a Courtesy	8
7) Showing Your Property	8

GENERAL MAINTENANCE INFORMATION

1) Overview	9
2) Periodic Inspections and Repairs	9
3) Painting	9
4) Alterations	9
5) Wells	10
6) Septic Tanks	10
7) Heating with Oil	10
8) Heating with Gas	10
9) Heating with Electric Baseboards	10
10) Heating with a Heat Pump	10
11) Cooling with Central Air or Window/Wall Units	11
12) Electrical Problems	11
13) Smoke Detectors	11
14) Appliance Care	11
15) Drains	12
16) Carpets and Hardwood Floor Covering	12
17) Tub and Tile Care	12
18) Window Treatments	12
19) Yard and Shrubs	12
20) Pest Control	12
21) Smokers	13
22) Winter Weather	13
23) Summary	13
Resident Reminders – Spring and Summer	14
Resident Reminders – Fall and Winter	14
Office Hours and Contact Information	14
Rent Payment Reminder	15

TENANT RULES AND REGULATIONS

The information provided below consists of information and answers to questions that you may have during your lease period. The regulations contained within are followed consistently by all of our tenants and are designed to make your stay in the property more enjoyable. Your cooperation in following these procedures is greatly appreciated. Any waiver of a noncompliance or breach of these rules and regulations shall not be interpreted as a waiver of any subsequent noncompliance or breach.

1. Rental Payments

All rents are due and payable on the **first day of each month**. Preferred method is through your tenant portal. Payment may also be made by check, money order, certified or cashier's check. Make sure to write the address of the property you are renting on your check or money order. The payment should be made payable to BHHS PenFed Realty and mailed to 9012 Three Chopt Road, Richmond, Virginia 23229, attention: Property Management Division. You may also use our drop box, located at the back entrance of our building.

The rent shall be late when received after the 5th day of the month and a late fee will be assessed and due. The amount of the late fee is stated in your lease. A \$50.00 NSF fee, plus any other remedies allowed under the law, including a Civil Recovery Fee of up to \$250.00, will be assessed in addition to your late fee if a check is returned to us for any reason. Late rental payments will not be tolerated, and we will enforce the collection of rents through the judicial system.

2. Security Deposits

The security deposit disposition will be returned to you within 45 days of vacating the property and at the end of the lease period, provided no damages are evidenced and a forwarding address has been supplied, in writing, by you. The deposit check will be made out to all leaseholders when more than one person is named on the lease. **TENANTS HAVE NO RIGHT TO USE THE SECURITY DEPOSIT AS THE LAST MONTH RENT.**

3. Office Hours & Contact Information and Legal Notice

Office hours are from 9:00 am to 5:00 pm Monday through Friday.

Phone (804) 915-4089. If no one answers, leave a message and your call will be returned as soon as possible.

Our administrative e-mail address is pminfo@penfedrealty.com

Our website is www.penfedpropertymanagement.com

In the case of an **EMERGENCY** involving an *immediate* threat to life, health, or property – please call 911 if appropriate, then call our office at (804) 915-4089. Please follow the directions on how to report an EMERGENCY. Berkshire Hathaway Home Services PenFed Realty reserves the right to give Legal Notice via electronic transmission (e mail).

4. Rental Use and Insurance

Remember, you have rented a residential property, therefore, you are only allowed to use the property for residential purposes. You or any guests or visitors are not allowed to disturb any neighbors or allow the premises to be used for any unlawful purposes. **THERE WILL BE NO ILLEGAL DRUGS ON OR ABOUT THE PREMISES.**

All personal property is placed on the premises at the sole risk of the tenant. Neither Berkshire Hathaway HomeServices PenFed Realty nor the landlord will take any responsibility for the loss or damage of your personal property. You are required to obtain renter's insurance from a licensed insurance agency **PRIOR TO** obtaining keys to the property and must provide BHHS PenFed Realty confirmation of your renter's insurance policy. BHHS PenFed Realty must be listed as an "additional insured".

5. Keys

You will be issued one set of house keys. A fee of \$100.00 will be charged to you for providing a new set of keys in the event your keys are lost. After regular business hours, a fee of \$125.00 will be charged to replace lost or stolen keys. Should you have the keys duplicated, you must turn in all sets of keys upon vacating the property. **You may not re-key any of the locks without the expressed written permission of the Property Management Division.** If permission is granted, you must provide the Property Manager with a new set within 3 days. If we determine that you have changed the locks without our permission, we may re-key the locks and the fee will be charged to you. All keys must be returned to our office upon vacating the premises.

If you wish to install an alarm system in the home, you must first submit a written request to our office. Upon approval, you must supply BHHS PenFed with the access code in writing within 3 days of installation.

6. Pets

If your lease allows pets to be kept on the premises remember that the privilege of keeping a pet(s) can be revoked at any time. If any animal becomes a nuisance to neighbors, destroys the interior or exterior of the property, or becomes a danger to anyone, you will receive written notice and the pet must be removed within five (5) days of receiving the notice. Berkshire Hathaway HomeServices PenFed Realty reserves the right to prohibit a pet if it is determined to be a danger to health or property.

You will be required to pay a pet deposit, and you will be responsible for any damage caused by the pet and shall pay according to the damage assessed, such as cleaning or replacing of carpet, cabinets, grass, interior and exterior treatment for fleas, ticks, etc. If you are approved for a pet(s) you must obtain an insurance policy providing for liability insurance and meet all requirements as detailed in the Pet Addendum.

We require that you obey all local ordinances by keeping your pet on a leash when outdoors, which will prevent the pet from roaming unescorted. Guests are not permitted to bring their pets onto the property at any time.

7. Condo/Townhouse/Neighborhood Associations

In the event that you are renting a unit that is governed by Association Bylaws, the tenant agrees to abide by all rules, regulations and restrictions as set forth by the Association, and tenants shall be bound by all rules, regulations and restrictions. Should BHHS PenFed notify you of a violation, it must be corrected within 5 days and documentation/pictures provided.

8. Change of Employment Status or changes to Home Phone Number or E Mail address

The tenant is required to notify the Property Manager within 5 days upon the change of employment and provide the Property Management Division with a new work phone number. Any change of an email address, home or cell phone number must also be given to the Property Manager.

9. Trash Removal

All trash must be removed from the property on a regular basis - at least once a week. Some localities offer free trash removal service that you may take advantage of. If not, you must contract with a private refuse service, at your expense, or take the trash to an approved dump site.

10. Parking & Vehicles

All vehicles must be parked in driveways, garages or on the street if allowed. No vehicles are ever to be parked or driven on lawns. DO NOT drive moving vans onto lawns when loading or unloading. This could damage septic systems, sewer lines, or irrigation systems, which would result in expensive repairs for which you will be responsible. All tenants will observe neighborhood and locality restrictions as to the number and type of vehicles that are permitted to be parked on your property. No boats, campers, RV's, school buses or any other large vehicles are to be parked anywhere on the premises without expressed written approval of the Landlord. No unlicensed or unregistered vehicles will be permitted on the property. Tenant grants Berkshire Hathaway PenFed Realty the authority and right to have any vehicle that is unlicensed or unregistered towed from the property at the tenant's expense.

LEASE INCEPTION, RENEWAL AND TERMINATION

1. Move-in Inspections

The tenant will be provided with a "move-in" inspection report from the Property Manager at time of occupancy of the property. The tenant will then have five (5) days to make any modifications to the move-in inspection report. In the event the Property Management Division does not receive a written notice within the allotted time to modify the inspection report, it shall be considered true and accurate by all parties. It is the tenant's responsibility to ensure that the management company receives the report. This report will be cross-referenced upon your departure, and any damages not deemed normal wear and tear will be addressed with your security deposit funds. Damages in excess of the security deposit will be the responsibility of the tenant, and the judicial system may be used to collect any unpaid charges.

2. Move-out Inspections

The move-out inspection will be performed within seventy-two (72) hours of lease termination. If you would like to be present, you must notify our office in writing at least 10 days before. We will then inform you as to the time and date that we have scheduled the inspection. Do not schedule your utility shut off until the inspection has been performed. The tenant must provide the Property Manager with a forwarding address, in

writing, to receive the security deposit. If the tenant fails to give their forwarding address, the Property Manager will retain the check until a forwarding address has been provided, in writing, to our office or until law requires the funds to be forfeited to the State.

It is the tenant's responsibility to surrender the property (inside and out) in the same condition as when received, except for normal wear and tear. Please refer and adhere to the Tenant Move-Out Checklist to ensure that you receive a full refund of your deposit.

Continued on next page.....

3. Property Management

TENANT MOVE-OUT CHECKLIST

Please read this document carefully. Should any items not be completed prior to move out, the cost to complete those items may be withheld from the security deposit. If the property is not ready for inspection on the

- ☐ All utilities must be on at time of inspection
- ☐ All personal property must be removed
- ☐ All debris and trash must be removed
- ☐ Grass must be cut, leaves raked, gutters cleaned, shrubs trimmed
- ☐ Carpets professionally cleaned – paid receipt required by a licensed and insured company
- ☐ Property must be professionally cleaned - paid receipt required by a licensed and insured company
- ☐ All floors and walls and air vents cleaned
- ☐ Cobwebs removed
- ☐ Ceiling fan blades dusted
- ☐ Appliances cleaned - inside and out
- ☐ Stove drip pans cleaned or replaced
- ☐ Range hood clean and free of grease, including filters
- ☐ Cabinetry cleaned - inside and out
- ☐ All light bulbs working
- ☐ Light fixture globes cleaned
- ☐ Drains clean and open, including toilets
- ☐ Dryer filter and vent both clean and open
- ☐ Heating and air conditioning filters replaced
- ☐ Medicine cabinets cleaned – inside and out
- ☐ Mirrors cleaned
- ☐ Vanities and bath fixtures cleaned
- ☐ Toilets, tubs, and sinks cleaned
- ☐ Grout cleaned
- ☐ Attic, storage areas and garages cleaned and empty
- ☐ Outside storage sheds cleaned and empty
- ☐ Window screens must be in windows and not torn
- ☐ Smoke detectors attached and batteries in place
- ☐ Oil Tank filled if oil heat --receipt required by a licensed and insured company
- ☐ Flea treatment (if pets) professionally done – receipt required by a licensed and insured company

☐ **ALL keys must be returned to the property management office** on or before move-out, and garage door openers left at property. Additional prorated rent will be charged for each additional day keys are not properly returned. If keys are not received by date of lease termination, locks will be changed at the expense of the tenants.

Please provide a forwarding address so the Security Deposit can be processed.

Upon vacating, any damages not listed on the Move-In Report, that are beyond normal wear and tear, will be charged to the Tenant. If the Property Manager determines that additional cleaning is required and/or there is a pest infestation, the Tenant will be responsible for these charges. If Property Manager needs to have damages repaired, there will be a \$35 charge per work order initiated. If the property is not ready for inspection on the specified date and time, a re-inspection fee of \$100 will be assessed.

4. Notice to Terminate

The tenant is responsible for providing the landlord's agent Berkshire Hathaway HomeServices PenFed Realty Property Management Division, a minimum of a sixty (60) day written notice PRIOR TO THE AUTOMATIC RENEWAL of the current lease if tenant does not wish to renew the lease for another term; unless otherwise stated in your lease. If the tenant fails to give the proper notice, the lease will automatically renew for another term as stated in the lease. All notices must be in writing and mailed, emailed, or hand delivered to the Property Manager. The Property Manager must receive the notice in the required time frame, or it will be considered invalid.

5. Early Lease Terminations Due to Military Transfers

All leases contain the Military Clause and you are required to present a copy of your military orders to be released of your lease obligation due to military transfer. Please refer to your lease agreement for more details.

6. Early Lease Termination (other than military transfer)

In the event you desire an early termination of your lease for any reason **other** than a military transfer, we will do our best to accommodate you. However, we must always protect the interests of the landlord. The landlord must approve the early termination request. Upon approval, you will be responsible for ALL terms and conditions of your lease, including, but not limited to rent payment, utilities and lawn maintenance until a new tenant has taken occupancy.

The property will be placed on the rental market and shown to prospective tenants. Once we have approved a qualified tenant, you will be released from the Lease Agreement at a time that coincides with the inception of the new tenant's lease. Your security deposit will be returned in the usual fashion, pending results of the move-out inspection. **An administrative fee for early termination is equal to one month's rent and must be paid, in certified funds, at the time that you submit written notification, unless otherwise stated in your lease.**

7. Showing Your Property

Upon notice that the lease will not be renewed, the Property Management Division has the authority to show the property to prospective tenants and/or purchasers. The Property Manager will give the tenant a minimum of 24 hours' notice when the property is to be shown and the tenant is expected to have the property in clean and neat condition. Remember that having your home clean and neat for showings will result in us getting it rented sooner, which means you will be bothered less. We will do our best to schedule showings when it is convenient for you, but that may not always be possible. If we call your home to schedule a showing and leave a voice mail, that is considered proper notice. We will also try to contact you at all other phone numbers that you have provided to us and send an e mail to all addresses on file with us. Following this procedure shall constitute proper notice, even if you do not receive the notice.

Please maintain these minimum standards during the showing period: keep all rooms dusted and vacuumed, beds should be made, kitchen and bathrooms are clean and kitchen sinks are empty, dogs are penned, and litter boxes are empty, lawns should be kept cut and yards raked.

GENERAL MAINTENANCE INFORMATION

1. Overview

Upon moving into your home, please familiarize yourself with the property. Locate the breaker or fuse box, the water and gas shut off and the HVAC filters. This may help avoid damages later.

There is no way this handbook can instruct you as to every item that you must maintain. However, you are expected to be responsible for knowing the things about home care that are necessary to protect and care for the property properly. You will find the information contained herein helpful and it should be used as a guide for maintaining your leased property. **Under no circumstances will a tenant be reimbursed for repairs, alterations, or maintenance that they perform or cause to have performed without the prior written consent of the Property Manager.**

Renting a home through Berkshire Hathaway PenFed Realty is very different from renting at a large apartment complex. There is no "on premises" maintenance department to take care of maintenance problems for you. You are responsible for taking care of the general maintenance of the property. However, should an incident occur that you feel is out of your responsibility to maintain, it is necessary that you notify the Property Manager in writing, immediately. Maintenance requests may be requested through the tenant portal. Failure to notify us of a problem could result in you being responsible for the repair, replacement, resulting damage, etc. Tenant will be responsible for paying for damage caused by the tenant's negligence, damage, or abuse. Should you notify the property management department of an item not working properly and we send a contractor who determines that the item is in fact working properly, and there is no problem or repair to be made, you will be responsible for paying for the contractor's service call.

2. Periodic Inspections and Repairs

The Property Management Division will conduct interior and/or exterior inspections of the property to assure the property is being maintained in a favorable manner. In the event we determine that the property is in need of general maintenance, you will be notified in writing and given the opportunity to make the needed repairs, although the Property Manager may decide that the repairs require a professional, in which case, we will have the repairs done, and you will be charged for the cost. If the property is not maintained or repaired within the allotted time stated in the letter, BHHS PenFed will arrange to have the work completed and you will be charged for the work performed. The charges assessed will be considered "rent due" under the terms of your lease agreement.

3. Painting

If you wish to paint during the lease term, you must obtain written permission of the Property Manager, including approval of the desired paint color, prior to starting the job. **Natural wood trim or paneling may not be painted.** Any excess paint should be left for touch ups. At the discretion of the Property Manager/Owner, you may be required to return what you paint to the original color.

4. Alterations

No alterations will be allowed without prior written permission of the Property Manager.

Should you make any authorized improvements to the property, it then becomes the property of the owner of the premises. If an inadequate job is done, the cost of returning the property to its prior condition will be the tenant's responsibility.

5. Wells

If the property you are renting has a well, there are several things you need to know. The well pump is operated by electricity. If the electricity is off for any reason, the well will not operate. During electrical storms, it is wise to fill several containers with water as a precaution. In the event the water from the well becomes discolored or develops any type of unusual odor, contact the Property Manager immediately.

6. Septic Tanks

If the property you are renting has a septic tank, keep in mind that the septic system cannot accommodate anything other than human waste. Do not place ANY foreign object into the septic system including paper towels, grease, feminine items, disposal diapers, hygiene wipes. It is necessary to flush "yeast" or some other type of septic tank cleaner into the septic system monthly. The proper product will "eat up" the waste and allow it to decay quickly, keeping the system clean.

7. Heating with Oil

Keep a close watch on the oil level in the tank. The heating system will not function properly without a sufficient fuel level. Low oil levels cause sediment/dregs in the bottom of the tank to be pumped into the furnace, normally causing the fuel jet nozzle to become clogged. **This is the main reason that oil heating systems stop working, and you will be charged for the service call. Even if you put more oil in the tank, the furnace still will not work without a service call, and the technician will be able to tell that you ran low on oil before refilling the tank.** We have found that "automatic delivery" is the best way to ensure that you have an adequate supply of oil. The furnace filters **MUST** be changed on a regular basis, every one to two months during the heating season. Changing the filters not only helps to maintain cleaner air, but also helps to assure a properly operating furnace and lower fuel bills. **DO NOT** store any items on or near the furnace.

8. Heating with Gas

The furnace filters **MUST** be changed on a regular basis, **a minimum of every one to two months**, to maintain cleaner air and to assure a properly operating furnace and lower fuel bills. **DO NOT** store any items on or near the furnace. Tenants are required to change the filters every month or two.

9. Heating with Electric Baseboards

Usually electric baseboard heat is fairly maintenance free. The most frequent problems that occur are with the fuses. The units **MUST** be vacuumed frequently to keep their operation efficient. Do not block the airflow of this type of heating unit. **DO NOT** place anything in front of or on the units.

10. Heating with a Heat Pump

A heat pump operates very similar to a central air conditioning unit. Note that the heat pump handles both the heating and the cooling, therefore, the filter needs to be changed more frequently, at least once a month. Heat pumps have a set of strip heaters that come on manually by turning the thermostat to "emergency heat" or automatically when the temperature outside reaches around freezing and, on some units, when the unit is low on Freon. If available, read the operating manual. **DO NOT** store any items on or near the furnace. Tenants are required to change the filters every month.

11. Cooling with Central Air or Window/Wall Units

Filters MUST be changed monthly while in use. Most units require Freon. If you notice a lack of cooling ability you must submit a work order to have the unit serviced by a professional HVAC technician. Operation of the unit without a proper Freon charge can destroy the compressor, possibly causing a major repair or replacement at the tenant's expense. **DO NOT** store any items on or near the unit. Tenants are required to change the filters every month.

12. Electrical Problems

Frequently when tenants experience electrical problems, a circuit breaker has tripped, or a fuse has blown. If you have circuit breakers, you should familiarize yourself with how to turn the power off and how to reset a breaker. If the power goes off in a certain room, the breaker may not be tripped all the way. You should try turning the breaker all the way off and then all the way on. You may need to do this a couple of times to regain power. In addition, the ground fault reset button may have also tripped. Press the reset button to see if that corrects the issue.

If your panel operates with fuses, make sure you keep several fuses of each amperage on hand. The inside of the socket will state the proper size to use. If you attempt to use a different size fuse it will not screw in far enough to operate properly, **YOU MUST USE THE PROPER SIZE FUSE.** Also, fuse panels have a large fuse buss located behind the breaker bar. Remove the fuse bar to check these busses. Very often, the fuse is okay, but the buss is bad.

It is very important that you do not use light bulbs of wattage more than what is specified on the lamps or light fixtures. This can damage the fixture or cause a fire.

13. Smoke Detectors

You are required to check and replace the batteries in your smoke detectors. This is to be done at least twice a year. You **MUST** notify our office immediately if your smoke detector(s) are not operable. **DO NOT disable your smoke detectors for any reason. *Doing so is a violation of Federal Law.*** We are required by law to enter the home once a year to do a smoke detector certification. You will be notified at least 24 hours in advance of this taking place and do not need to be home.

14. Appliance Care

Tenants who have been provided appliances are expected to maintain those appliances in good working condition. Ovens are to be cleaned regularly. Do not use any type of oven cleaner on ovens that are "continuous clean" or "self cleaning", as the cleaner will destroy the cleaning ability of the oven. All non-frost-free refrigerators should be defrosted on a regular basis. Garbage disposals are not intended for eggshells, pastas, lettuce, rice, bones, or grease, or any large particles of food. Most service calls for repair of the garbage disposal are billed back to the tenant due to improper use. A garbage disposal is to be used for the purpose it was intended. **DO NOT** put any foreign objects in the disposal unit. Always run cold water when the disposal is on. Make sure the lint vent in the dryer is cleaned after each use. If there are appliance issues, please submit a work order for repair.

15. Drains

If drains become clogged more than three months after you move in, and a plumber comes out determines the cause of the back-up is roots in the system, and **ONLY** if that is the cause, the landlord will be responsible for the repair. If the cause of the backup is anything other than roots, the tenant will be billed and responsible for paying the repair.

16. Carpets and Hardwood Floor Covering

Carpets must be professionally cleaned by the tenant at least once per year. A lack of cleaning will cause the carpeting to wear faster than normal and may result in a charge to the tenant for excessive wear and tear. Hardwood floors need to be cleaned with cleaning products made for wood floors only. Like carpeting, lack of cleaning and proper care can cause the floors to wear faster than normal and may result in a charge to the tenant for excessive wear and tear.

17. Tub and Tile Care

If you have a fiberglass or plastic tub and/or shower enclosure, you must use a special non-abrasive cleanser such as "Soft-Scrub". Ceramic tiles should be cleaned regularly. Should you notice cracks in the grouting, it must be repaired. The tenant should submit a work order notifying us of any cracks **immediately**. Failure to notify our office of any cracks in the grout will result in the tenant being charged for damages caused by water seeping through the cracks.

18. Window Treatments

All window treatments present when you move in have been left as a courtesy by the landlord or a previous tenant. Should they become inoperable, they will not be repaired or replaced. If for any reason you want to remove any window treatments, you must receive written approval from Property Management. You may be required to store the window treatments and re-install them when you move out.

19. Yard and Shrubs

All tenants are expected to keep the grass cut and the yard tidy, unless otherwise indicated in the lease. This includes **raking leaves, trimming shrubbery, cleaning gutters (by a professional), removing weeds, watering the lawn and shrubbery, removing snow and ice, keeping limbs and vines off the house and roof.** Firewood must be stacked a minimum of ten feet away from the house or other structures. Regular inspections may be performed to assure the tenant is keeping the yard properly maintained. If not, these services could be contracted for, and the tenant will be charged. You **MUST** have a professional clean your gutters. Do not attempt to do this yourself. We recommend you hire a professional to trim shrubbery.

20. Pest Control

Please report any problem within five days of taking possession. If not reported in writing, it is agreed that the premises have no infestation of any kind at lease inception, and it will be the tenant's responsibility if any future infestations occur. This includes, but is not limited to, ants, roaches, silverfish, mice, and rats.

21. Smokers

We do NOT allow smoking in any of our rental properties – this is in your lease. If you smoke in the property, you will be responsible for all the damage caused by residue. This may include but is not limited to painting the wall and ceilings, and replacement of draperies, carpeting and fixtures.

22. Winter Weather

Prior to winter seasons, please inspect the gutters and downspouts, removing all debris. The foundation vents must be closed in winter and open in the summer. If you find the vents are missing or inoperable, please submit a work order to Property Management. To prevent freezing pipes, DO NOT SET THE THERMOSTAT ANY LOWER THAN 55 DEGREES. Disconnect water hoses and turn off the water to those spigots during winter months.

23. SUMMARY

This Handbook is for you. We hope it will help make your residency a pleasant one. The Handbook contains rules and regulations that are a part of your Lease Agreement. These rules and regulations may change from time-to-time, without notice. The most current edition of the Handbook is available on our website and should be referred to on a regular basis.

Clear communication is the key to a successful Landlord/Tenant relationship. Our Management team is here to help, so if you have any questions, comments, or concerns, please contact us. We want you to use us for all your real estate needs....whether renting, buying or selling.

RESIDENT REMINDERS – SPRING and SUMMER

- Keep your yard maintained. Cut the grass, trim the hedges, weed the beds, and make sure gutters are clean
- Replace air conditioner filters every 30 days
- Change your smoke detector batteries
- Open your crawlspace vents
- Use an enzyme treatment in your septic tank every 30 days
- Have your carpets professionally cleaned

RESIDENT REMINDERS – FALL and WINTER

- Keep your gutters clean
- Close your crawlspace vents
- Rake your leaves and acorns and remove them from your property
- Do not run out of heating oil
- Change your smoke detector batteries
- Change your furnace filters every 30 days
- Disconnect water hoses and turn off the water leading to outdoor faucets
- Do not use supplemental heating devices, especially kerosene heaters

OFFICE HOURS & CONTACT INFORMATION

PLEASE FOLLOW THESE GUIDELINES FOR CONTACTING OUR OFFICE

- 1) Office hours are Monday through Friday, from 9 am to 5:00 pm. Weekends and holidays, by appointment only.
- 2) All phone calls should be placed to (804) 915-4089 during normal business hours. Please leave a message if we do not answer. Your call will be returned as soon as possible, during our normal business hours.
- 3) **You may email our office administrator at pminfo@penfedrealty.com**

In the case of an **emergency**, which is described as "an immediate threat to life, health or property" please call 9-1-1 if appropriate. Then call (804) 915-4089 and follow the instructions for reporting an emergency.

When submitting maintenance requests, they must be in writing, unless there is an Emergency (**an immediate threat to health or property**). The preferred method to submit a non-emergency maintenance request is via our website www.penfedpropertymanagment.com. Once on the site, click on the TENANTS tab, then TENANT PORTAL where you can log in to complete the request.

You may also email our maintenance coordinator directly at: pmmaintenance@penfedrealty.com

EXAMPLES OF EMERGENCIES

- 1) Broken pipe, water heater or commode causing water to leak inside the dwelling.
- 2) No heat when OUTDOOR temperature in below 40 degrees.
- 3) Fire or flood.
- 4) Dangerous person or animal on the premises.
- 5) Electrical problem causing sparking, smoking or a "burning" odor.
- 6) Any other situation that constitutes "an **immediate** threat to, health or property"

EXAMPLES OF NON-EMERGENCIES

- 1) Air Conditioning not working.
- 2) Faucet dripping, commode running, appliance not working.
- 3) Any other situation that does not pose "AN **IMMEDIATE** THREAT TO LIFE, HEALTH OR PROPERTY"

While some of the above may SEEM like emergencies, they really are not. And, since we are not authorized to pay "after hours" rates for non-emergency repairs, repairmen will not be contacted until the next business day. So please, DO NOT use the emergency number – you must send in a written Maintenance Request.

REMINDER

If at any time you call for service and we dispatch a repair technician, and then find that there was no problem, or that the problem was a "tenant responsibility", you will be billed for the service call and/or repair.

RENT PAYMENT REMINDER

Rent is due on the 1st of each month and late payments are assessed at 9:00 a.m. on the first business day following the 5th day of the month. Payments must be in our office by this time.

If you choose to make your payment by mail, keep in mind that “lost in the mail” is not an excuse, regardless of the postmark date. It is very important that you write “Attn: Property Management” on the outside of the envelope when you mail your rental check. Make sure the address of the property you are renting is noted on the check. For your convenience, there is a drop box at the back door for dropping off checks after normal business hours. This is a convenience and we are not responsible for lost or stolen checks. Please set up your online tenant portal for payments as this is our preferred method of payment. We do NOT accept cash payments.

