



REAL ESTATE

RESIDENT HANDBOOK

Dear Resident,

We are excited to welcome you to our community and, your new home! Home is a place where you spend a great deal of spare time, and that time should be relaxing, satisfying, and bring enjoyment.

We have developed a guide to our policies and information based on our experience and expected knowledge and common sense. The reason for policies is to prevent things that should not happen. We want to ensure happiness, safety, and satisfaction throughout your time with us.

This handbook will help explain policies outlined in your lease agreement; to help explain the things our office expects from you, and in turn how you can get things you need from us. We value a happy relationship with you and want that to be long-term.

As always, we are happy to help and assist you in any way that we can. You can reach our office via phone (540) 552-1065, or via email at questions@pricemanagement.com

Welcome Home!

Sincerely,

Price Real Estate

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OFFICE POLICIES & HOURS

Price Real Estate is open from:

Monday – Friday, 9:00 AM to 5:30 PM

Saturday, seasonal and by appointment only

Please check our website (www.pricemanagement.com) around holidays for closing announcements.

Price Real Estate reserves the right without notice to adjust and alter these rules and guidelines if situations arise that warrant such actions. Should revisions be made to this document, residents will receive the changes in a notice sent to their email addresses. Please remember to provide our office with updated contact information.

These policies have been thought out and proven through our experience. To help with prevention of situations and circumstances that should not happen, we have set forth these rules and guidelines in your lease agreement, as well as in this handbook. We want to ensure your happiness in your rental home with us, as well as our friendship with you.

Our office is committed to ensure equal housing opportunity in housing and fully supports and expects all team members to uphold the Equal Housing Opportunity Statement.

"We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin."

Disabled persons in need of accommodation to our policies or a modification to the apartment, building or common areas may complete a "Reasonable Accommodation/Modification Request Form" to be submitted for approval. Verbal requests for accommodations or modifications are not accepted.

Any requests submitted will be forwarded to the appropriate manager and/or owner. In determining approval of the request, there must be an identifiable relationship between the requested accommodation and the individual's disability. In special circumstances, a staff member may request additional information from a third party to verify the need for the request.

IMPORTANT NUMBERS

Price Real Estate Office	(540) 552-1065
Maintenance Calls (during office hours)	(540) 552-1065
Maintenance Calls (after office hours)	(540) 552-1065 (option 2)
Rescue Squad	911
Fire Department	911
Police Department (emergency)	911
Police Department (non-emergency)	(540) 961-1150
Virginia Tech Campus Police	(540) 231-6411
Montgomery Regional Hospital	(540) 951-1111
Town of Blacksburg (Utilities)	(540) 443-1060
Town of Christiansburg (Utilities)	(540) 382-9519
Montgomery County Utilities	(540) 382-6930
Montgomery County Public School Information	(540) 382-4901
American Electric Power (AEP)	(800) 956-4237
ATMOS Energy Gas Service	(888) 286-6700
Comcast / Xfinity	(800) 266-2278
Virginia Tech Electric Service	(540) 231-6437
Virginia Tech Information	(540) 231-6000
Radford University Information	(540) 831-5000

EMERGENCY MAINTENANCE

Price Real Estate provides our residents with an on-call emergency maintenance system. During normal office hours, please contact the office with any requests. For emergencies after normal business hours, please call the office and when prompted, press '2' to be transferred to an agent on-call. If the on-call agent does not answer, **please leave a message including your name, unit number, and a summary of the maintenance emergency.** Please also keep in mind that responding maintenance technicians do not live in your immediate area, so please take their travel time into consideration.

Under no circumstances should you enter an emergency maintenance issue in the AppFolio system, or through text/email.

To clarify if your maintenance issue is an emergency, please use the reference system below. Any items outside of what would be considered an emergency, will be processed as a standard work order request. *Please remember that if you falsify an emergency work order to have a standard work order completed (that is not an emergency work order) you will be billed for the call out.*

EMERGENCIES

- No hot water
- Water leak (other than a dripping faucet which is not an emergency)
- HVAC leak
- Inoperable or broken exterior door lock (cannot secure unit)
- Inoperable commode (when there is no other functioning commode in the unit)
- Inoperable fridge
- Inoperable stove (over the weekend)
- Gas leak
- Inoperable / beeping smoke detector/CO2 detector (when residents have already changed batteries)
- Broken exterior doors or windows
- Sewer back up
- No power (after checking breaker and contacting service)
- No heat (in winter)
- Any item that can cause damage or harm if left unattended

Resident(s) can be charged for falsifying an emergency maintenance request. If residents call the emergency line and are told that their maintenance issue is not an emergency and will be attended to during normal business hours, and then falsify an emergency issue to have maintenance come to address their non-emergent issue, residents will be billed for the maintenance call out (\$100 minimum.)

LOCKOUT SERVICE

Price Real Estate provides our residents with an in-house lockout service. Only persons named on the lease agreement can utilize this service. A picture ID must be shown to the responding agent **BEFORE** entry will be allowed.

Lockout fees are listed below. Payment must be made in advance of entry. Please be aware that when requesting a lockout during hours, staff may not be in the immediate area. In addition, if requesting a lockout service after hours, agents do not live in your community, please take their travel time into consideration. Lockout services may be delayed in inclement weather events. **Please note that any attempts to gain entry by other means will be at your own expense.**

- During business hours lockouts are \$40
- After business hours (and holiday) lockouts are \$60

Should residents lose keys and need locks changed, there will be a \$100 charge, per lock replaced. Additionally, for any keypad lock damaged, a *minimum* charge of \$150 will be added to the account or charged against the deposit upon move out for any damaged keypad lock.

APPLICATIONS AND QUALIFICATIONS

Price Real Estate charges an application fee of \$40 per applicant. All parties over the age of 18 that will be living in the rental unit are required to complete an application and go through the approval process with our office. **Application fees are non-refundable.**

Applicants can qualify one of three ways with our office:

1. Credit and income approval
 - Our office will conduct a credit check through the AppFolio system (credit report pulled by Experian)
 - Monthly income must be equal to or exceed three (3) times the market rent (reductions and specials if applicable will be used for qualifying)
2. Guarantor (parent or guardian co-signer)
 - Guarantor's must be 18 years of age and must be a US Citizen and possess a SSN and will consent to credit checks and personal jurisdiction within the Commonwealth of Virginia
3. Additional Deposit or Last Month's Rent in Advance
 - Each resident qualifying on this method will be required to pay an additional deposit or a last month's rent in advance to be held until the last month of the lease or until the security deposit transmittal is worked up and sent out to forwarding addresses

Our office will additionally obtain a criminal report for every prospective applicant/lease holder. Depending on the timing and nature of the convicted offense, an adverse criminal history involving convictions of either felonies and/or misdemeanors may result in an immediate rejection of the application. Price Real Estate reserves the right to deny residency and/or occupancy based on any adverse criminal history involving convictions of either felonies and/or misdemeanors.

LEASE OBLIGATIONS

The lease agreement that you signed with our office is a legally binding document. The lease details what is expected of you as a renter, as well as what you can expect from Price Real Estate in return. You have agreed to rent the unit for a specific length of time, for a specific rental rate. You cannot reduce the term of the lease by moving or reduce the amount of rent that you have agreed to pay over the lease term.

Please keep in mind that advance notice of a move-out does not release a resident from lease terms and obligations. Price Real Estate has the right to take legal action for rent and damages arising from a premature move. Our office is happy to explain your lease obligations to you and help explore alternative options as provided in your lease.

It is the sole responsibility of the resident to furnish Price Real Estate's office with proper, updated contact information (including name changes, phone numbers, email addresses, etc.) Should we need to communicate with you regarding an urgent matter, it is imperative that our office has current information for you. **Contact information is kept confidential and is not given out.**

MOVE-IN REQUIREMENTS

New apartment rentals will receive a "Move-In Letter" through their email from our office. This document will remind you of your agreed upon rental rate, as well as detail what our office requires before keys and move-in packets can be given out.

Residents will not be permitted to pick up keys and/or move-in packets until all requirements have been met. These requirements include:

- All rents have been paid (as well as any late fees, or use of late fee waivers for applicable charges if left unpaid after the fifth of the month)
- All residents named on the lease have provided proof of their renters insurance coverage (see section for requirements)
- All applicable utilities have been turned on in a resident's name and proof of transfer has been provided to our office
- Any missing documents for the file have been submitted to our office

MOVE-IN CONDITION REPORT

Upon original lease origination and move-in, resident(s) will receive along with their keys and packet, a move-in report. This report consists of two separate documents. **Residents will have seven (7) days from their move-in to return these documents and any pictures to our office.**

- Pictures must be submitted on a USB flash drive, printed, or on a CD. Pictures cannot be emailed to our office.
- Pictures **will not be accepted upon move-out**. If you wish to document the condition of the apartment when you move-in through photos, they must be submitted with your move-in report. **No exceptions will be made.**
- **Video files, due to size and storage, are not accepted.**

***The first resident to make an appointment and come to the office will receive ALL keys for the unit. No exceptions will be made. Additionally, the move-in report is not conditional to this resident(s) specific area of the apartment/unit and must be completed as a WHOLE of the entire unit.**

The move-in report documents are:

- Cleaning: This 8.5x11 page is where you will record any cleaning issues that you would like reviewed by the Property Manager and potentially corrected by the cleaner.
- Condition Report: This 8.5x14 legal size page is where you will record the condition of the apartment. Any scuffs or chips in flooring, fraying on carpet, dings in walls, etc. This page is for wear and tear / damage related items. **Do not list maintenance or cleaning requests on this document. Cleaning notations will not be accepted on the permanent damage sheet.**

Upon receipt of your move-in report, our office staff may ask additional questions to gain more information to help our maintenance staff. Work orders will be placed in the system for any requested items, as well as verification of the condition report. **Work orders will be addressed by maintenance staff in order of urgency and/or receipt.** During the busy turn season (June through August) move-in report work orders can take anywhere from 30-90 days for completion. If you have an urgent maintenance issue, please let our office know.

ROOMMATE DISPUTES

Price Real Estate is not responsible or liable to settle disputes amongst residents.

RENT PAYMENTS

In agreement with the signed lease agreement, rent is due on the first of each month. Rent can be paid online through your AppFolio portals, via ACH (e-check), Debit or Credit. AppFolio will charge a fee for credit or debit payments (\$9.99 debit, 2.99% credit). Price Real Estate does not charge or receive these processing fees and cannot waive or reimburse them. **No cash is accepted by our office, no exceptions.**

If entrusting a delivery service with a rent check, to be considered on-time, our office should receive the payment by the 5 PM cutoff on the fifth of each month. **Our office does not go by postmarks, no exceptions will be made.**

LATE FEES

Price Real Estate allows a grace period of five (5) days. Rent is considered late if not received by our office by 5:00 PM on the fifth of each month. Late fees are outlined in the lease agreement, the late fee will either be 10% of the outstanding rent amount, or 10% of the total rent charged that month, **whichever is less.**

Price Real Estate allows one late fee waiver request for each resident, each lease term. If the request is approved, no other requests will be approved for that resident for the remainder of the lease term. If multiple residents are late in one given month, all residents that are late may use their respective waiver requests for the total late fee charged on the account.

Late Fee Waiver's are 'Request' forms and are subject to approval. Requests can be denied. Rent is ALWAYS due at the first of the month, regardless of your move-in date.

RETURNED PAYMENTS

In agreement with the signed lease agreement, returned payments will be charged a \$50 return fee, as well as incurring a late fee for the amount outstanding (in accordance with the lease and the late fee policy.) Payments can be returned or rejected for several reasons, including (NSF (non-sufficient funds), invalid routing/account number, closed account, stop-payment, etc.) **These fees will not be waived and must be paid for returned payments.**

TERMINATION OF LEASE

Price Real Estate reserves the right to terminate the lease agreement if there is a breach, or non-compliance with policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. In accordance with state and local Landlord Tenant Act(s), the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented. The owner/owner's agent reserves the right to give written notice, equal to their renewal or vacate notice deadline, that a renewal of the lease agreement is not desired.

In accordance with Landlord Tenant Act(s), the owner/owner's agent reserves the right to seek possession of the rented premises in the General District Court(s) if rent is not paid in agreement with the lease. (Unlawful Detainer).

AMENDMENTS TO LEASE

Situations may arise where a resident will need to extend the term of the lease agreement. Our office is happy to provide a "Lease Extension Request Form" that the resident may fill out and submit for approval. **Approval is not guaranteed.** If we are able to grant your request, there will be an extension fee that will be due. The agent assisting and preparing the lease extension agreement will detail for you the daily rate, and the total charge for your extension.

Early Move-In requests can also be submitted to our office with the "Early Move-In Request Form". The same circumstances will apply, with an early move-in fee due, as well as a signed "Early Move-In Agreement". **Approval is not guaranteed, and advance notice should be given to our office for approval.**

- Early Move-In's and Lease Extensions are not guaranteed and are granted on a first-come, first-served basis
- Approval times will vary, and will be determined based on the availability of the unit
- Requests must be submitted in advance and will be automatically denied if requested within one week of the lease begin or end date
- A request is not binding and does not constitute as an agreement. A signed EMI or LED agreement with our office is required for all Early Move-In's and Lease Extensions.

MILITARY ORDERS

Residents serving our country in full time active duty for the United States Armed Forces or with the National Guard transferring under orders from the U.S. Government may initiate a Military Transfer. In cooperation with federal laws, active-duty military may terminate their contract with thirty (30) day written notice. A copy of the transfer orders (*departing 35 miles or more from the location of the premises*) must be provided to our office with the request to terminate the lease. If there are other parties named on the lease that are not transferring with orders, the leaving member will be removed from the lease, and the lease agreement will continue for all other named parties.

RENEWALS & MANAGEMENT ENTRY

Renewal Offers are sent for Blacksburg residents in early fall, based on the demand for new leases for the following college school year. Christiansburg and other residents will receive their notices later, normally in early Winter. Our office will include the deadline for renewal in the notice, and if the lease is not renewed for the following term, the unit will be advertised and marketed for new prospective renters. Residents can contact our office to renew their lease after the renewal offer deadline, however, we cannot guarantee that your unit will still be available.

If the renewal deadline has past, and our office has begun marketing your unit for a new rental prospect, Price Real Estate has the right to show the unit to prospective renters. **Reasonable notice will be given.** Our office will email and text through the AppFolio system your notices for showing. If the showing will occur in a timeslot that is not ideal for you as the renter, please contact our office. We are happy to work with your schedules as well. **We cannot always guarantee that the appointment can be changed, but we will do our utmost best to work along with you.**

If a renewal lease is signed with our office, you have agreed to rent the unit for another lease term. The signed lease agreement will reflect your renewal lease dates, as well as any increase in rent payments. **Security deposits held, will roll over to the renewal lease agreement, regardless of resident transfers.** If a resident transfer occurs, the security deposit transfer form will be required to transfer the deposit (or a portion) into the oncoming residents name.

Certain circumstances will arise where the property owner's lender or insurance agent will need to inspect the property. At times, they may require access to a number of units, as their agreements require. Our office will notify you of these entries and will walk through with the respective agent.

RENTERS INSURANCE

We require all our renters to carry adequate renters' insurance for the entirety of the lease term and any subsequent renewals. The property owner's insurance does not cover your personal belongings. Any damages occurring to your unit, to an adjacent unit, or public areas of the property caused by you or your allowed guests' negligence will be your responsibility. Price Real Estate is not responsible for loss of personal property because of fire, flood, or damage by the elements.

Residents are required (by the signed lease agreement) to carry a minimum of \$100,000 (*per person*) in liability coverage. Additionally, Price Real Estate must be listed as an Additional Interested Party, or an Additional Insured (ATIMA.) The insurance policy cannot be a rider to a parent or guardian's homeowners' policy. Additionally, while no minimum is required for personal property, it is strongly recommended that you carry adequate insurance for your belongings. Proof of coverage is due to our office no later than the lease begin date, to avoid the \$200 penalty fine. Once proof has been provided to our office, a \$100 reduction will be applied to your account. The remaining \$100 will not be waived, no exceptions. **Proof of coverage will be required for all renewals, by the renewal lease begin date.**

For the full list of agreed upon requirements, please see your signed lease agreement (Section 3.10)

PETS & ANIMALS

No pets are allowed under any circumstances in any rental units, or on the premises unless otherwise noted or agreed to in the signed lease agreement. **This applies to visiting pets as well.** If a pet is reported or discovered in your rental unit, there will be a violation letter sent to you, as well as the respective fee posted to your account.

For properties that are pet approved, our office must have a signed pet agreement for any pets allowed and agreed upon, added to the signed lease. **Pets should not be brought into the rental unit until our office has approved and signed an agreement with you.** Our office poses a restriction of 2 pets allowed at any property. In consideration of your neighbors, please abide by local leash laws. Additionally, please do not chain or tie animals to the balconies, patios, or structure of the building. Any damages caused by the animal will be billed to your account. Residents understand that they are not allowed or permitted to install tie out stake in the ground or leave chew toys to be torn up by lawn mowers. **If these items are found, and they have damaged mowers, trimmers, etc. the residents will be responsible for said damages.**

Pet fees (non-refundable) are \$250 per pet (max of two pets allowed at any pet friendly unit) and pet rent is \$25 monthly, per pet.

If you have an Emotional Support Animal, please disclose to our office, along with your prescribing physician's notice/letter. A "Reasonable Accommodation Request" will be required. **If you fail to disclose your ESA to our office, there is a failure to disclose fee (\$250) that will be billed to your account.** Before your move-in, or upon receipt of your ESA, please let our office know.

ESA Paperwork is due back to the office within ten (10) business days. If paperwork is not returned, there will be a \$250 penalty fee added to the account.

Price Real Estate permits caged animals (rabbits, ferrets, birds, etc.) but animals must be controlled at all times. **Fully enclosed cages are required. No free-range cages, or ‘fenced play areas’ are permitted. No exceptions will be made.** Resident(s) are fully responsible for all damages, repairs, and/or cleaning fines. If any open cages, fenced in areas, or animals left free range are found, a \$250 penalty fine will be charged to the account.

Fish aquariums are permitted but are not allowed to be more than twenty (20) gallons. This includes reptile, amphibian, and crustacean aquariums as well.

Restricted dog breeds are: Akita, Belgian Malinois, Cane Corso, Chow Chow, Doberman Pinscher, German Shepherd, Pitt Bulls, Staffordshire Terrier, Presa Canario, Coyote-Dog Hybrids, Wolf-Dog Hybrids, are not permitted. This includes mixed breeds.

Property weight limits are:

15 pounds	25 pounds	50 pounds
Apartment Heights R-Building U-Building	Apartment Heights All other buildings Broce Drive Cascades Pointe Lucas Drive Lusters Gate Road Midway Townhomes Montgomery Street North Drive Palmer Street Reynolds Avenue Willard Drive	Farmview Drive Harding Avenue (625) Hightop Road Honeysuckle Lane Merrimac Road Mt. Tabor Village Murray Street Park Street South Main Street

If your property is not listed above, please ask your property manager for your weight limit or if your property is pet approved!

PARKING

Parking should always be considered a privilege and not a right. At certain communities, parking may be limited or restricted. Residents will park on the property at their own risk. Price Real Estate may regulate the time, manner, and placement of parked cars, trucks, motorcycles, bicycles, mopeds, boats, trailers, and recreational vehicles. Price Real Estate may have unauthorized or illegally parked vehicles towed at the vehicle owner’s expense under any appropriate statute. **Vehicles are prohibited from parking on the premises if they are inoperable, have no current license, take up more than one parking space, are parked in a marked handicap space without proper handicap insignia, block other vehicles from entering and exiting, are parked in a space not designated for parking, including but not limited to: grass, sidewalks, patio and fire lanes.** Residents agree to register all vehicles (including scooters, motorcycles, etc.) with our office. Residents agree to comply with all parking guidelines as outlined in the *Parking Rules and Regulations* document(s) for applicable properties. While parking permits are only issued and required at certain properties, parking may be limited at all properties, at all times. Guests and visitors parking passes will not be issued. **Ignorance of parking regulations is not an excuse to park illegally or violate parking regulations.** Residents may only have one (1) parking space, per resident at each unit, **EXCEPT at Collegiate Court.**

COLLEGIATE COURT PARKING

Parking at Collegiate Court is extremely limited. **Price Real Estate is unable to offer any additional parking.** Collegiate Court residents will additionally have a ‘*Collegiate Court Parking Lease*’ that is made part of their signed lease agreement. This lease will detail if they are rewarded any main lot or overflow lot passes for being one of the first renewals, or if they have purchased a parking pass for the year.

Additionally, residents must maintain all aspects of the lease agreement in order to ensure parking privileges are not revoked. This includes but is not limited to insurance requirements, inspection requirements, correcting any lease violations, etc.

Failure to adhere to parking rules and regulations, or violating the lease and having privileges revoked, and choosing to park illegally will result in your vehicle being towed from Collegiate Court or the Overflow Lot at your expense.

Neither Price Real Estate nor the property owner(s) benefit monetarily from the towing of unauthorized or improperly parked vehicles. We are unable to waive or reduce towing fees and costs, and will not reimburse for the towing or potential damage of vehicles.

NOISE (COMPLAINTS & VIOLATIONS)

Please remember in multi-unit properties that you should be courteous to your neighbors, especially with noise levels. Since most noise issues are not due to people being intentionally inconsiderate, but unknowing of the problem, we recommend and find that personal contact with the noisy resident will solve most situations. In the event you have already discussed the noise level with your neighbor, or you do not feel comfortable discussing the noise level with them, please contact our office.

If the office is closed, contact the local Police Department. The next business day, please contact our office and provide any known information to our agents, including apartment numbers, times, details of noise, and any other circumstances.

If you receive a noise violation notice, please contact our office with any questions or concerns. **Continued complaints will result in \$100 fine(s) and may result in further action against the resident(s), including termination of the lease.**

PARTIES & SOCIAL GATHERINGS

We know that parties and social gatherings will occur. A party or social gathering should not be unpleasant for you, your neighbors, or our staff. Please plan carefully and accordingly when inviting guests into your rental community. **Remember, you are responsible for your actions, and the actions of your guests, invited or uninvited while they are on the property and/or in your rental unit.** Any damages to the property will be billed accordingly and will be charged to the resident. Please keep in mind that in multi-family housing (apartment communities) the building will have structure codes and limitations and should not be overloaded. Please limit social gatherings to a safe number of people (20 or less) and remember that you are responsible for damages because of failure to abide by party rules and regulations.

Please do not advertise parties or extend blanket invites. Unexpected and unknown guests usually have no regard for you, your personal belongings, or your responsibilities to your rental unit. You are responsible for their actions on the property and in your rental unit!

FRIENDS, VISITORS AND GUESTS

Residents are responsible for the actions of their invited guests (friends, relatives, etc.) Please be aware of your responsibility of their actions **BEFORE** inviting them into your rental home.

MUSICAL INSTRUMENTS

Price Real Estate admires the structure and discipline that it takes to perform and play musical instruments. We ask that you be mindful of your neighbors and restrict noise levels so as not to disturb other residents around you. If noise complaints result from misuse, we reserve the right to ask the residents to cease the playing of any instruments in the unit.

PROJECTILE WEAPONS

Price Real Estate does not permit the use of bows and arrows, sling shots, or other projectile weapons on our properties. Use of bows and arrows is a violation of the Town of Blacksburg Code and can result in misdemeanor charges.

WEAPONS & FIREARMS

Any weapons or firearms in units and/or on the property must be securely maintained and in compliance with all laws and regulations.

SMOKING

Residents agree that no vaping or smoking of any kind is permitted by Price Real Estate inside the leased rental unit. Ashes should be dumped properly and extinguished properly. Residents are liable for any damages found that are caused by improper use or failure to comply. **Please also note, that if you disregard this policy and smoke in your rental unit, you will be charged for wall washing and painting (multiple coats likely) at the end of your rental lease.**

MOLD & MILDEW

Please refer to your signed lease agreement for our full Mold & Mildew policy. Mold consists of naturally occurring microscopic organisms which reproduce by spores. Mold breaks down and feeds on organic material within the environment. Not all mold is visible, but when it is, can often be seen in the form of discoloration, ranging from white, green, orange, brown and black, and there will often be a musty odor present. ***Reducing moisture and practicing proper housekeeping habits significantly reduces the chances of mold growth and spread.*** Mildew is a surface fungus that grows on a surface of a moist area. Mildew is easily treated with store bought cleaners and a scrubbing brush.

Residents are responsible to provide appropriate climate control, keep the premises clean, and take other measures to retard and prevent mold from accumulating. Residents should always report water leaks, and suspected moisture problems to our office. Residents additionally should clean and dust on a regular basis to remove visible moisture accumulation (walls, windows, and other surfaces.)

Upon notifying our office of a water leak, residents agree to fully cooperate with maintenance and management staff by allowing them access to repair leaks and properly remediate any affected areas. **If maintenance is responding to a water leak / issue, they are not to be turned away and must be provided access to the rental unit. If they are not allowed to enter the unit, the residents will agree with management staff (with a signed agreement) that they accept all damages because of their neglect to allow staff members to perform their duties.**

UTILITY SERVICES

Utility services are not included in the rent (**unless otherwise stated in your lease agreement, many units do include some form of utilities, please refer to your lease**) and must be turned on in a resident's name by the lease begin date. **Proof of transfer is required by our office and must be provided before keys can be issued.** Any lapse in utility service will result in the service being switched to Price Real Estate. For each bill our office receives (per utility) the bill will be charged to your account, in addition to a \$50 transfer fee (per bill.) **Appliances damaged due to no utility/power service will be at the resident's expense.**

For any disruptions of service, please contact your utility provider before contacting or submitting a maintenance request. **Regardless of if the utility is included in rent.**

UTILITY SERVICE PROVIDERS:

- **Electric**
 - American Electric Power (AEP) services: Cascades Pointe, Farmview Dr., Hightop Rd., Honeysuckle Ln., Justin Ln., Lusters Gate Rd., Merrimac Rd., Mt. Tabor Village, North Dr., Scott St., Shadow Lake Rd., South Main St., Whitethorne Rd., and any properties located in Radford, Pulaski, Riner, Pilot, etc.
 - Virginia Tech Electric services: Apartment Heights, Broce Dr., Collegiate Court, Country Club Dr., Reynolds St., Rutherford Townhomes, Scott Alan Circle, and Willard Dr.
- **Water (and trash where applicable)**

- Town of Blacksburg services all properties located within Blacksburg town limits (Apt. Heights, Broce, Cascades, Collegiate, Country Club, Farmview, Hightop, Mt. Tabor Village, Reynolds, Rutherford, Scott Alan, Shadow Lake, South Main, and Willard.)
- Town of Christiansburg services all properties located within Christiansburg town limits (Justin Lane, North Drive and Scott Street.)
- The City of Radford will service all properties located within the City's limits.
- Montgomery County services all other properties located within the county and outside of town limits.
- Pulaski County will service all properties located outside of the City of Radford and in Pulaski County.
- **Cable & Internet**
 - Comcast will be the service provider for **all Blacksburg properties**.
 - Shentel will be the service provider for **all Christiansburg properties**.
 - For all other properties, please contact our office for details.
 - **Please note, Price Real Estate does NOT require proof of transfer for cable & internet services.**

MAINTENANCE REQUESTS

Maintenance requests can be submitted in any of the following ways:

- Through your AppFolio portals (sign in and request right from your home page)
- By emailing our office at: questions@pricemanagement.com
- By calling our office at (540) 552-1065
- **DO NOT submit work orders through maintenance staff if you see them out on your property. Always communicate maintenance needs with our office first to ensure placement in the work order system.**

Before requesting maintenance, residents should make any roommate(s) aware of the request to our office, to avoid duplicate requests. **Maintenance requests are attended to in order of priority and/or receipt.** It is not guaranteed for same-day service, and requests can take a while if they are not urgent. **Please do not repeatedly enter the same maintenance request to "move to the top of the list". Our maintenance team does not operate this way.**

While our maintenance staff attempts to maintain an inventory of frequently used materials, appliance parts, etc. there are circumstances where these items will need to be ordered. Supply and demand will play a role in the time it takes to receive the part requested, and depending on demand, a part may be back ordered. This is no control or fault of Price Real Estate.

Price Real Estate is not responsible for the interruption or malfunction of any appliances or fixtures provided to the residents to include (*but not limited to*) maintenance requests requiring repair or replacement parts to be ordered.

Please DO NOT submit emergency work orders through the AppFolio system or via email. Please call our office at (540) 552-1065. If you are unsure if the issue is an emergency, please refer to page (Emergency Maintenance).

CONTRACTOR SERVICES

Some maintenance issues may require additional, certified specialists. Due to operational demands, we may employ the services of other commercial industry professionals. Price Real Estate does not make the schedule for these professionals and have no control over the timeline of observation, evaluation, any time waiting for replacement parts, or repair time. This is solely on the contractor providing the service and not on our office. These services include (but are not limited to):

- Carpet and flooring professionals
- Carpet restoration services
- Drywall and plaster technicians
- Electrical specialists
- Exterminators and Pest Control Services
- Gas system specialists
- HVAC (air conditioning system) technicians
- Landscape professionals
- Paving and asphalt professionals (including concrete repairs)
- Wildlife management services

PEST CONTROL

Examples of pest control are (*but are not limited to*): roaches, fleas, ants, mice, rats, bed bugs, etc.

Pest control services in single-family detached dwellings are not the responsibility of Price Real Estate or the property owner. If performed, the cost will be the resident(s) responsibility. In multi-family housing, these services are provided at the owner's expense, **except in situations where the Resident's actions or inactions caused the infestation.**

Residents assume financial responsibility (per the lease agreement) should an infestation be caused by their neglect and lack of proper refuse removal and/or practical housekeeping habits (*not limited solely to these examples.*) Residents are to promptly notify our office of any pest issues and/or infestations.

Resident(s) cooperation in treatment and prevention of insects and pests is required. Residents will agree to comply with all treatment plans and terms and conditions to prevent future infestations (any items deemed necessary by management or by a licensed pest control service.) Any future infestations due to resident's failure to abide by the guidance given, will solely be at the residents own expense.

HVAC SYSTEMS

Residents are required to maintain and change the HVAC filters (*if they are easily accessible, i.e. you do not have to unscrew any screws, nuts or bolts*) monthly to ensure the system runs as smoothly as possible. Filters can be purchased at many retailers such as: Lowes, Home Depot, Wal-Mart, Target, Amazon, etc.

In units that are equipped with an HVAC Air-Conditioning system, our maintenance staff will routinely change the air filters and clean the coils. A schedule of this service will be distributed to you when the routine maintenance has been scheduled. Maintenance staff will need access to the HVAC closet during these procedures (as well as when you submit maintenance requests for the HVAC system). Please make sure there is no furniture blocking the closets entry. **Additionally, residents should not store items beside the HVAC system.** In some properties, this closet is locked, and a key is not provided to residents. **Do NOT pick the lock to store items inside the closet.**

While operating your HVAC, DO NOT LEAVE YOUR WINDOWS AND/OR DOORS OPEN. This will cause excessive wear and tear as well as significantly increase the cost of utilities for your rental home. Our office will not reimburse utility costs for user errors and failure to correctly operate the HVAC system. This includes leaving the system on "HOLD", "EMERGENCY HEAT", or "FAN" modes. If you are found to be operating the system incorrectly and in a manner that can affect the system and cause damage, our office will issue a warning notice and help correctly inform you how to operate the system. **If you are found to continually violate this policy, you can be fined and more serious action can be taken. Residents would also be responsible for paying repair and maintenance costs for repairs caused by misuse.** This expense includes resources, equipment and labor.

Price Real Estate is not responsible for the reimbursement or partial payment of high utility bills when residents fail to operate the HVAC system properly.

For most efficient operation, many manufacturers recommend 24-hour operation. If you prefer to shut the system off in the late evening and use natural ventilation, the system should be started early in the day **BEFORE** the outdoor temperatures become uncomfortable. ***The longer you wait, the longer the system will take to start up and reach a comfortable temperature.***

In winter months, **DO NOT** turn your heat completely off or below 68° (per local area & AEP guidelines). If residents turn the heat too low, they risk pipes freezing and bursting, which can cause excessive damage to not only your rental apartment, but the building and other apartments as well. Any damage caused by failure or complete disregard for this policy will be the residents responsibility. **During the holiday season, maintenance may periodically enter and check that thermostats are set to 68° to prevent such damages from occurring.** If an incident occurs due to failure to set the thermostat properly, this is at no fault of maintenance staff or Price Real Estate, and lies solely with the resident for misuse/disregard of this policy.

RESIDENT REQUIRED MAINTENANCE

Residents are expected and required to maintain a certain number of items in their leased rental unit, this includes:

- Smoke Detectors & CO2 Detectors
 - Residents are required to maintain and change any smoke detector batteries in their rental unit. Upon original lease origination and move-in, Price Real Estate ensures the operation of the provided smoke detector. Residents are responsible for battery replacements. **In the event the battery has been replaced and the item continues to malfunction and beep, please contact our office at (540) 552-1065.**
- Light Bulbs
 - Residents are required to maintain and change standard light bulbs. This includes normal 60-watt lights (normal light and ceiling fan bulbs) and vanity bulbs (40-watt). Appliance bulbs and fluorescent bulbs will be maintained by Price Real Estate.
- Mini Blinds
 - Upon original lease origination and move-in, Price Real Estate has furnished the apartment with mini blind window coverings. If these items are broken during the residency, they are the responsibility of the resident(s). Any blinds replaced by maintenance staff will be billed to your account. If the hardware for the blinds is inoperable, please contact our office and we will have the item repaired. If a blind is damaged by misuse or mis-operation on a resident's part, they are responsible for damages.
- HVAC Filters
 - It is required by residents to change the HVAC filter monthly to help the system operate as smoothly as possible. Maintenance changes HVAC filters 1-2 times yearly. Not changing the filter can cause blockages and damage to the system, so it is imperative that residents abide by this guideline/requirement.
- Plumbing
 - Residents are required to own and operate a plunger. If maintenance is called out to plunge a toilet and the call is simply operating a standard plunger, the residents account will be billed for the work order.
 - Residents are not permitted to flush any items down the toilet(s) except for toilet paper. Flushable wipes are NOT permitted, along with feminine hygiene products, toothpicks, paper towels, wipes, etc. Residents will be billed for maintenance calls and repairs to plumbing for disregard to this policy.
 - Some units will have a garbage disposal system in the kitchen sink. **A garbage disposal is NOT an in-sink trash can.** There are items that are prohibited in these systems that can cause damage and/or malfunction. These items include (but are not limited to): bones, bottle caps, cigarette butts, drain cleaner/acid, egg shells, fibrous foods (celery, etc.), garbage, glass, grease fats and oils, kitchen utensils, pasta, plant clippings, potatoes, rice, rubber bands, sponges, twist ties, etc.
 - **Any misuse or malfunction caused by disregard; the repair will be billed to the resident(s).**
 - Any existing garbage disposal will be removed completely and will not be replaced.
 - Residents are required to notify our office of any suspected leaks (running commode, leaking faucets, etc.) or if they receive a high-water bill. Upon repair, our office will send documentation to your service provider (can take up-to 2-3 weeks for work order processing) and they will adjust the utility bill. In most cases, the utility company will not be able to reduce the entire higher than normal cost.
 - Please note that you can be responsible for damages to the property for failure to report leaks!
 - Price Real Estate is not responsible for the remaining higher than normal amount owed on the utility bill.
 - **Price Real Estate is not responsible for reimbursement or partial payment for high utility bills when residents fail to notify our office of suspected leaks or high-water bills.**

WELL & SEPTIC SYSTEMS

For select properties where the unit operates on a well and/or septic system, residents should take proper care and well being on their part to care for the system. Residents are to operate on the same plumbing guidelines above, and not flush items other than toilet paper, or run items down the disposal or sink that are not septic friendly.

In addition, please note that residents that are on well and septic systems may be without water in power outage situations.

LAUNDRY

For units where a washer/dryer is provided:

Select units have an included washer and dryer appliance(s). If the residents wish to use this feature in their home, they should follow all manufacturers' instructions and recommendations on materials being washed and dried in the machine. When placing items in the washer, they should always be evenly distributed to avoid throwing the machine out of balance. Avoid overfilling the machine to prevent damage to your items, and the machine itself.

Residents should empty the dryer lint filter between every load, this will ensure the dryer to run efficiently without error.

Failure to empty the lint trap is a fire hazard. If maintenance is called out for an inoperable dryer and finds the lint trap not being cleaned was the cause, the resident(s) will be billed for the service call.

Management is NOT responsible for items damaged in washers and dryers.

For units at Apartment Heights using the on-site facility:

The on-site facility is in building 309 (U), facility hours are posted on the door. Maintenance staff cannot make repairs to these machines and contractors need to be contacted for any inoperable machines. If you find an inoperable machine, please call our office at (540) 552-1065, **and have the machine number for the agent. We cannot put in a request without the machine number.** All numbers are posted on the machines for your convenience. Doors to the laundry area should be kept closed at all times. **Management is not responsible for stolen or damaged items.** Please be considerate of others utilizing the facility and do not leave your items in the washer or dryer for extended periods of time. Once the cycle is completed, the items should be removed.

APPLIANCES

Residents are not permitted to unplug or turn off power to the refrigerator at any time. Should an appliance experience an issue or malfunction, please contact our office at (540) 552-1065. Maintenance will receive a work order (depending on urgency, the request may take a few days to be on the schedule) and will evaluate the issue. **If parts need to be ordered, there will be a delay for processing and shipping. Not all parts are kept on hand, and some may be on back order from the manufacturer. Price Real Estate has no control over the timeline of shipping and handling from the suppliers.** Residents should keep appliances clean from dust, grease, hair, etc. to ensure that the machine operates as smoothly as possible without preventable interference.

Should a situation arise where an appliance requires replacement, the replacement installed is not guaranteed to be brand new and may be used.

Residents agree in the lease agreement to properly maintain and abide by all guidelines of Price Real Estate and any involved professionals when left with dehumidifiers, carpet fans and/or blowers, and any other small appliance used to assist in any air circulation for any reason for the appropriate length of time. Price Real Estate will not be responsible for any damages or loss as a result of failure of residents to maintain any dehumidifiers, move any fans/blowers without permission, or to turn off any provided appliance. **Residents may be held responsible for multiple service calls and charges incurred for failure to comply.**

LEAD-BASED PAINT

Property owners and managers (including management companies) are required to comply with the Federal Lead-Based Paint Rules on all communities built before 1978. **Your lease agreement will specify if your housing / unit was built before 1978.**

Lead Warning Statement:

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint, and lead-based paint hazards in the dwelling.

A copy of the “Protect Your Family From Lead in Your Home” document (provided by the EPA, United States Consumer Product Safety Commission, and the United States Department of Housing and Urban Development) will be provided along with the lease agreement for any units built before 1978.

GRILLS & FIREPITS

NO GRILLS ARE PERMITTED AT CASCADES POINTE OR COLLEGIATE COURT. For any remaining property, residents understand that grills should be operated safely and with reservation. Grills may be stored on rear decks, patios, porches, etc. however, when in use, **it must be pulled at least twenty (20) feet away from the building or structure. GAS GRILLS ARE NOT PERMITTED AT ANY PROPERTY, NO EXCEPTIONS.** Residents acknowledge their understanding of these rules and guidelines when using a grill and understand their liability for any damages to the building or structure.

Grills are NOT permitted on wooden decks or patios. No exceptions will be made.
Firepits are not permitted at any property. No exceptions will be made.

PROHIBITED EXTERIOR ITEMS

Residents are responsible for the appearance of their rental unit. Only non-upholstered furniture, designed for exterior use will be allowed on patios, decks or the grounds. Items that are prohibited include (*but are not limited to*): firepits, hottubs, pools, bikes, beer kegs, cigarette butts, Christmas lights, flags, garland, etc.

ENTRYHALLS & BREEZEWAYS

Fire regulations state and require that all entry halls and/or breezeways be kept clear at all times to provide safe passage for all residents, guests, and emergency services. **Do not park motorized scooters, bikes, or store items in this area.** Please be aware that storing items in entryways and breezeways is a fire hazard and is unauthorized unless approved by management.

Plants and other small items (small patio furniture, doormats, etc.) are allowed near your front door, however they should not block access to the stairs, walkways, or other apartments. If items are being stored and are a hazard to other residents, guests and emergency services, management will remove the items **WITHOUT WARNING**, and the resident(s) will be charged an administrative charge for the removal.

BALCONIES & PATIOS

Private balconies and/or patios are provided in most apartments, allowing residents to enjoy a private outdoor space. Balconies are designed based on building construction practices and in accordance with codes during the original build construction(s). **Residents should be aware that a limited number of persons of average weight and “sundry” furniture are allowed on patios and balconies.** These spaces can be overloaded and cause damage to not only the balcony/patio, but the structure of the building as well. Bodily harm can also occur to residents, their guests, and their families if the balcony/patio is overloaded with disregard to structure codes and guidelines. **Price Real Estate is not responsible for damages incurred, or bodily harm for ignorance and disregard for balcony & patio limitations.**

Price Real Estate limits the number of person(s) on balconies to five (5) with a cumulative weight of 1000lbs. Any excess is prohibited.

SATELLITE DISHES

Satellite dishes are strictly prohibited **without having prior written and signed approval from Price Real Estate.** Residents must request (in writing) and detail their desired location of the dish, and the method of installation in order for their request to be reviewed and potentially approved. **Failure to obtain written permission will result in a \$75 charge to the resident’s account. Residents will be solely responsible for the removal of the satellite dish within seven (7) days of notification. Failure to remove the dish will result in an additional \$100 charge for removal.**

TRASH & RECYCLING

Residents are solely responsible to keep their rental unit (and all patios/balconies) in a clean and sanitary condition. Residents are not to place trash bags, garbage cans or receptacles in halls, on stoops, or patios at any time. Residents are to separate garbage and properly always dispose of containers. At no time are residents permitted to sit trash bags outside their door and accumulate them instead of walking to their provided dumpster or trash bin (whether included in rent or paid for through their utility service.) Residents are expected to properly bag and maintain their trash levels.

Residents are not allowed to dispose of furniture or other larger items at the property or at dumpsters (*if provided at your property*) at any time. Price Real Estate will bill the residents account for any hauling and removal of these items. Residents will have 24 hours following notification from our office to remove items that are not permitted to avoid these fines. A \$25-100 charge will be billed to the residents account for any items remaining after the deadline that Price Real Estate removes. Should additional notification be required for removal of prohibited items, a \$25 charge will be billed to the account, **for each written notice.**

If the rental unit has trash carts that are moved to the curb for disposal by the respective company, the responsibility of moving the cart/bins to and from the curb lies solely on the Resident/Lessee. **If management pulls or returns your bins for you, your account will be charged \$35 per cart pulled.** In addition, the Town of Blacksburg inspector will ticket and fine for improperly placed carts (out on the wrong day, not returned/left out at the curb, etc.). If Lessor/Management, or the property owner receives the penalty fine, your account will be billed.

LAWN & LANDSCAPED AREAS

We appreciate our residents help and efforts in keeping our communities and homes clean and orderly. Please do not ride bicycles, scooters, or skateboards through landscaped areas. Pets should be walked away from landscaped areas, **and are to be picked up after, per the local town codes and ordinances.**

Motorized vehicles of any kind are not permitted to drive or park on lawn areas. Please be advised that there are/can be water lines (or other utility lines) below the ground, and if they are broken or damaged for failure to abide by this rule, the resident(s) will be responsible for any repair charges (including labor and other service fees.)

For properties where lawn maintenance is provided, a specific date for mowing cannot be provided. This labor is contracted out and Price Real Estate does not have control or operation of the work schedule.

SNOW & ICE REMOVAL

Snow & ice removal is a shared responsibility between residents and our staff and contractors. Price Real Estate is responsible for snow removal for vehicular ingress and egress only. Price Real Estate is not responsible to remove snow or ice from sidewalks, steps, patios, or decks, or from around vehicles parked on the properties.

During inclement weather, please remember that workers are traveling as well and if conditions are not safe enough to permit travel, the removal of snow and ice may be delayed. Additionally, please keep in mind that workers cannot be everywhere at one time. Please take other jobs into account and consideration. **Please do not utilize the maintenance emergency line for snow removal, as this is not a maintenance issue.**

MOVING OUT

Price Real Estate values your residency and friendship, but we understand that residents sometimes wish to leave for a different home or leave the community. If you are moving out of your rental home, be sure to notify appropriate people and agencies two to four weeks before your move.

- ☐ Post office (to forward your mail to your new address)
- ☐ Banks
- ☐ Insurance companies
- ☐ DMV

- ☐ Schools
- ☐ Employers
- ☐ Doctors, dentists, etc.
- ☐ Utility companies (you can give them your lease expiration date)

All trash and boxes should be disposed of properly. Failure to abide may result in fines to the resident(s). Moving storage bins/receptacles cannot be left in parking or lawn areas. Temporary storage may be approved for a short term, if you pre-plan with our office.

Please do not forget to turn in your keys to the office and provide us with your forwarding address.

MOVE-OUT CLEANING

Upon original move-in, resident(s) received a “*Vacating Checklist*” along with their move-in paperwork. A copy of this checklist is also sent with your move-out letter and can be provided to you from our office by calling (540) 552-1065. **Please utilize this checklist when cleaning (if you so choose) upon your move-out.** Agents performing the final inspection will utilize the checklist as well and mark any areas that are unsatisfactory. **Cleaning charges will be deducted from your security deposit if unsatisfactory.** All rates are subject to change. Our office does not accept receipts from cleaning companies that you may choose to hire. Our agents will review the apartment, and any items that are unsatisfactory will be recorded.

Under no circumstances are residents allowed to unplug and leave the refrigerator appliance. If this occurs and the fridge is damaged due to failure to abide by this rule, the damage will be billed to the resident(s).

Remember that carpets are professionally cleaned and contracted by Price Real Estate (per your lease agreement.) DO NOT hire a carpet cleaning company, as our office does NOT accept receipts for cleaning. The charge will be deducted from your security deposit. No exceptions.

MOVE-OUT MAINTENANCE (RESIDENT)

Upon your move-out, there are some items that are considered the residents responsibility to maintain or replace to avoid having fees charged to their held security deposit. These items include:

- ☐ Stove pans (if applicable, located underneath the stove eyes) are required to be replaced between each turn. These pans were new upon resident(s) original move-in (original lease begin).
- ☐ Light bulbs (60-watt, ceiling fan, and vanity bulbs-40W)
- ☐ Mini blinds (upon original lease move-in, these were new and/or undamaged) residents are required to replace blinds if they are broken/damaged by the resident.

Residents are welcome to attempt to patch and sand any nail holes or wall damages they may have caused. If the repair is not completed to the inspecting agents’ standards, the item will be fixed by contractors and the charge billed to the security deposit.

Under no circumstances are residents allowed to unplug and leave the refrigerator appliance. If this occurs and the fridge is damaged due to failure to abide by this rule, the damage will be billed to the resident(s).

ABANDONED PROPERTY

Any property left in the unit after the lease term will be considered abandoned property by our office. Price Real Estate will dispose of any abandoned property in accordance with the Virginia Residential Landlord Tenant Act.

Vacating residents may not leave personal property in the unit for new incoming residents. It will be considered abandoned. Approval from our office may be granted for special situations, with requirements and agreement with upcoming residents.

FINAL INSPECTION

Upon lease expiration, receipt of resident keys, or scheduled appointment an inspection of the rental unit will be completed. **It is not required for the resident to be present, HOWEVER, our office strongly recommends a resident be present (via ZOOM or in-person) for the inspection.** Agents will walk through the unit and record any unsatisfactory cleaning, and damage issues.

If a resident would like to be present for the inspection, they are instructed to call our office at (540) 552-1065 to schedule an appointment. We recommend calling our office ~2 weeks before your desired inspection date to schedule the appointment, so we can best accommodate your schedule and time. Appointments can be scheduled between the hours of 10:00 AM and 4:30 PM, Monday through Friday. Saturday hours may be available, during seasonal turnover times (June through August).

If agents arrive to the property at a scheduled appointment time and residents have not cleaned the apartment of their belongings, we will be unable to complete the inspection at that time. All furniture and belongings should be cleared out for our office to complete the inspection. **If agents are unable to complete the inspection at the scheduled time, we will be unable to return that day. Our office may not be able to reschedule the appointment time with the resident, but we will do our best to help and assist with scheduling in any way.**

SECURITY DEPOSIT DEDUCTIONS

The security deposit held for the rental unit will be held until all residents vacate and the apartment is turned for new residents. **The security deposit is a deposit and is not to be used in advance for any portions of rent the resident may be unable to pay. The deposit is designed to protect the resident and ensure payment for any cleaning or damages they cause to the rental property.** Per the signed lease agreement, Price Real Estate is authorized to deduct the following charges (if applicable):

1. Unpaid rent and late charges
2. Attorney's fees caused by a breach of any provision in the lease on the resident's part
3. Any court costs caused by enforcement of the terms and provisions in the lease
4. The cost of any repairs, replacements, redecorating and/or refurbishing of the premises of any fixtures, systems or appliance caused by damage exceeding normal wear and tear
5. Costs and expenses incurred by Price Real Estate and arising from the breach by resident
6. **KEYS:** Upon termination and exit of their lease agreement, Lessee(s) shall return to Lessor all keys (entry, mail, storage, etc.) to the unit. Failure to return all keys to the unit will result in a charge to replace any and/or all locks, mailbox locks, storage locks, etc. to the unit. **A charge of \$100 per lock will be deducted from the Security Deposit for any locks changed. A minimum charge of \$150 will be deducted for each keypad lock damaged or broken that needs replacement.**
 1. All keys should be returned on one keyring to ensure delivery and credit. No partial credit will be issued.
 2. Lessor is **NOT** liable, nor will Lessor give credit for any keys lost or damaged if Lessee(s) decide to entrust delivery to the United States Postal Service, or any other delivery service and keys are not received on or by the lease expiration date.
 3. Lessor recommends that if Lessee(s) decide to mail their keys back to Lessor, that Lessee(s) use (1) a padded envelope to ensure the envelope is not ripped or damaged in processing and keys are lost, and (2) a certified, trackable delivery method.
 4. Keys mailed through any delivery service will need to be received by Price Real Estate no more than 5 days after the lease end date. If keys have not been received by Price Real Estate, locks will be changed, and charges listed above will apply and be deducted from the held security deposit.
7. **ABANDONED ITEMS:** Any item(s) left on the premises after 12:00 NOON on the lease end date will be considered abandoned. A minimum fee of \$150, plus cost of labor will be charged for the removal of any items left.
8. **TRASH / DISPOSAL:** Any items improperly discarded by trash bins or dumpsters will be hauled away properly and all applicable charges will be billed to the security deposit. Additionally, should residents leave full trash carts, they are to be pulled to the proper dumping location and Price Real Estate should be notified immediately. Should Price Real Estate not be notified, residents will be billed any penalty charges from the Town of Blacksburg, Christiansburg, etc.
9. **CLEANING:** If the residence is not cleaned to a move-in ready standard as specified in the vacating checklist, Lessor will contract with a professional cleaner and deduct the bill from the Lessee(s) Security Deposit. **No partial credits will be given for general cleaning of the apartment. General cleaning is NOT considered normal wear and tear. NO**

EXCEPTIONS WILL BE MADE.

10. **EXTERMINATING:** Lessor reserves the right to charge a \$75-150 extermination fee (*for the first extermination of the unit*) will be charged and deducted from the Lessee(s) held security deposit upon vacating / turning of the unit for all units where pets / ESA's were brought in and permitted. Lessee's are financially responsible for extermination if pests are inhabiting the unit, caused by failure to report an infestation or negligence of the Lessee's living habits (roaches, etc.). **Should multiple extermination treatments be needed, additional fees will apply.**
11. **FLOORING:** Lessor will contract with a professional cleaner to have the carpets, VCT tile, ceramic tile, and hardwood floors cleaned when the residence is vacated and will deduct from the Lessee(s) Security Deposit. **Receipts from cleaning companies will not be accepted.** If carpet is found to be extremely dirty, Lessee(s) can be charged for not only the standard shampoo/cleaning, but also for spot treatment, deodorizing, and/or any damage or replacement charges acceptable.
12. **PAINTING:** If the unit is found to need painting upon checkout inspection, a percentage of the charge billed by the sub-contractor is incurred by the Lessee(s) and deducted from the Security Deposit. The chart below reflects the percentage amounts based on the years of total residency and will apply to the **first coat only**. If a second coat is needed, the corresponding percentage reflected in the chart will be applied. **This charge does not cover any holes or repairs to the walls. Should there be damages found, they will be billed accordingly.**

Duration of Stay	Lessee(s) Pay	Lessor Pays
1 year	100 % of cost	0 % of cost
2 years	80 %	20 %
3 years	60 %	40 %
4 years	40 %	60 %

13. **DAMAGES:** Any damages found or recorded upon final inspection believed or found to have been caused by the Lessee(s) will be charged and deducted from the Security Deposit.
14. **RECONDITIONING:** Residents are required to ensure properly operating items (light bulbs, smoke detector batteries, etc.) and replace certain applicable items when leaving (stove pans, HVAC filters, inoperable light bulbs, inoperable smoke detector batteries, etc.) to avoid their respective charges against the security deposit. **Residents should refer to the Fees & Vacating Addendum, as well as the provided vacating checklist document.**
15. Residents will be charged a 10% late fee for any exceeding balance due (if the security deposit is completely absorbed and damage/other fees are still left owed) not paid within 30 days of final notice.

SECURITY DEPOSIT RETURNS

Resident(s) agreed in their lease agreement to amend the 45-day return of the security deposit to 60-days when more than one resident is named on the lease. If residents wish to receive the deposit in one check, and not made out individually, they may request in writing, in advance of their lease expiration to receive one check made out to all residents, and to revert to the 45-day return time.

Residents are to provide our office with their forwarding address (**PO Boxes are NOT accepted**) via email (questions@pricemanagement.com) or through their online AppFolio portal ("Account Profile" section). **If a forwarding address is not provided to our office, the deposit will be sent to the last known location (the rental unit address for the agreed upon property).**

If a security deposit refund is lost in the mail, or lost by the recipient, a stop payment fee will be deducted for all re-issued checks. No exceptions will be made.

Should damages and other charges exceed the security deposit, resident(s) will receive a notice detailing the balance owed and all deductions made to the deposit. Balances not paid within 30 days of notice will receive a 10% late charge added.

Should residents have questions or concerns regarding their returned security deposit refund, or their balance owed notice (should damages and costs exceed their security deposit) they agree to notify our office in writing of their questions, concerns and comments. **All correspondence is to first be sent to questions@pricemanagement.com.** Please do not call our office with questions without having sent an email to begin the process.



PRICE REAL ESTATE • *William H. Price* • *Broker*

1108 NORTH MAIN STREET • POST OFFICE BOX 199 • BLACKSBURG, VIRGINIA 24063 • TELEPHONE: (540) 552-1065 • FAX: (540) 951-0243

Receipt of Handbook

I / We acknowledge that we have been given a copy of the Resident Handbook and understand that I / We are obligated to abide by the rules and regulations set forth in the Resident Handbook (most of which is already listed in the main lease agreement.)

I / We understand that the rules set forth in the Resident Handbook are an attachment to the Lease Agreement and that failure to comply with the rules and regulations may result in a lease violation notice and/or eviction.

I / We have read and understand the contents of the handbook and will act in accordance with these policies and procedures as a condition of My / Our tenancy with Price Real Estate.

I / We additionally understand that electronic copies of the resident handbook are free. Printed copies are not given out, and if requested a printing fee will be due.

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date