

Gifford Management Group

Resident Handbook

A Guide for Leasing Rules and Regulation

Welcome to the Hampton Roads area!

Congratulations on the selection of your new residence. Welcome to the Hampton Roads Virginia area and to your association with Gifford Management Group.

The mission of Gifford Management Group and Coldwell Banker is to provide for your real estate needs. Should you decide to purchase a home, please call our office and we will connect you with an experienced agent.

As professional property managers, we have obligations to both you, as a resident/tenant, and to the property owner. This handbook, which is a part of your lease, outlines our responsibilities to you, and your duties to the property, the owners, and this company. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or discuss problems.

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I. WHEN YOU FIRST MOVE IN:

- A. Get to know your property**– While you are moving in, take a few minutes to locate the breaker box and note the ground fault circuit breaker. Some of these are by the sinks or in the garage and not at the breaker box. Find where the stove, hot water heater and air conditioner breakers are located. Also, find and locate the water shut off valve for the house, as well as the gas shut off if the property is provided with gas service. If these shut offs have been covered over, contact your property manager so the shut offs can be properly marked. Also locate the water shut off for the hot water heater and under all the sinks. Locating these items now may eliminate damage later.

II. GENERAL RULES AND REGULATIONS:

- A. Part of your lease**- This **RESIDENT HANDBOOK** is part of your lease and is legally binding on both parties. **If any part of this handbook or lease is not understood, please seek competent advice before signing.** For legal advice, you can contact the **Virginia State Board Referral Hotline**. There may be a fee for this service.

Richmond: 804-775-0808

State/Nationwide: 800-552-7977

Remember, this handbook is available anytime on our website at www.giffordmgmtgroup.com. Before calling your property manager, read through to see if one of the covered sections answers your question.

- B. The property**- *You have leased a home, think of it as your own.* During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premises as if it were your own.
- C. Rental payments**- All rents are due and payable, in advance, on the first day of each month. Monthly bills will not be sent. Auto draft is available to all tenants with valid email addresses. Your choices of payment: use on line portal, pay slip provided with minimum fee, E-Check is free on portal, or tenant's credit card and/or debit cards are accepted on portal with additional fees. **Cash payments are not accepted. We do not take any payments in our office.**

WE DO NOT ACCEPT POST DATED CHECKS

Rents and other charges remaining unpaid beyond the 5th day of the month are delinquent and are subject to the Late Fee as stated in your lease agreement. Personal checks are not accepted after the fifth of the month. On line payments through the portal are not accepted late, you must use pay slip.

Administration Fees- Gifford Management reserves the right to impose an admin fee(s) of various amounts for administrative duties such as but not limited to, adding/removing a tenant on a lease with a fee of \$150.00, and must be approved by owner, rescheduling a move-out inspection, and/or hiring carpets cleaners post move-out.

- D. Contact Information**- All residents are required to provide our office with their current contact numbers and working email addresses. Even unlisted numbers must be provided. Please include your contact information with your first rental payment and/or any subsequent changes after move-in to your property manager as soon as possible.

- E. Returned Payments (NSF)-** The amount of any NSF checks, plus the returned check charge as provided for in your lease must be paid in certified funds or a money order within 24 hours of notification, or legal action may be taken without further notice. After a personal check is returned for insufficient funds, you will be required to pay with electronic pay slip for the remainder of your tenancy. If your NSF check makes your rent payment late, the Late Fee stated in Your lease will also be due and payable in addition to any NSF fee. Auto drafts will be treated in the same manner as other payments. All amounts due must be paid in full at the time of notification.
- F. Keys and Locks-** Alterations or replacement of locks, installation of additional locks, door knockers, mirrors, or other attachments to the interior or exterior of doors requires prior written owner approval. One key per property will be provided. Please be sure to provide your property manager with any additional security alarm codes. Copies of keys may be available at the office during posted office hours for a fee. All keys are to be returned to us upon vacating the premises. If we determine that you have changed the property locks without permission, we may re-key these locks if access to the property has been denied. We must retain working keys to each lock of the property. Such action may be charged to you.

PADLOCKS ON INTERIOR DOORS ARE PROHIBITED.

Locked Out After Office Hours: If you are locked out of your property after hours or on the weekend, it is the tenant's responsibility to contact a locksmith to make duplicate keys for the current lock set. Please do not change or re-key the locks. In the event the locks are severely damaged and must be changed to gain access, please inform your property manager immediately. Please bring in copies of all keys as soon as the office opens. Additional charges may also be applied to re-key locks to the owner's original specifications or master key the next business day.

- G. Trash—** All garbage, trash, and recycling materials must be placed in appropriate containers and be accessible for pick up. For trash that does not fit inside the city approved container, make a Bulk Collection Request by calling your city's Waste Management. Curbside recycling occurs every other week on the same day as the regular collection day. Call your city's Waste Management for the schedule and what items may or may not be placed into the blue container.
- Properties in communities with Private trash pick-up must abide by that association's rules and regulations. Trash may not be put out to the curb prior to 5 p.m. the evening before pick-up. Empty cans must be taken in after pick-up, NO LATER THAN 12PM on the day of collection and placed either behind the building or the side, no less than five (5) feet from the front line of the building.
- H. Disturbances, Noise, and Nuisance—** All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers-by. Any activity that causes extreme or excessive noise, loitering, traffic, or disturbance of any kind, is cause for your lease to be terminated. This type of activity includes loud music, with vulgar or profane language. If music or other sounds can be heard outside the perimeter of the leased premises, it is considered too loud. Tenants are responsible for their guests.
- I. Inspection Checklist-** A Rental Property Inspection Checklist was provided to you upon signing lease. We are providing this form for you to note the condition of the premises, listing all defective items. Please completely fill out the form and return it to the Gifford Management Group within five days of taking occupancy of your newly rented property. Please be aware that this is **NOT A REPAIR LIST** but a Move-In Condition Report. This same report will be used for the move out condition comparison after vacating the premises. If this report is not returned as outlined, under the VRLTA, the leased property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure.
- J. Periodic Property Inspections—** As part of our agreement with the property owner, we may conduct routine inspections of the condition of the property. You will be notified of any problems and given a specific time period to remedy them. Any breach not corrected will be addressed as per VRLTA.
- K. Parking and vehicles—** All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. There is no parking on lawns, sidewalks, and other areas not specifically designated for parking. Including moving trucks. All vehicles must have current registration & licensing and be operable at all times. NO vehicle repairs (except for minor repairs such as changing a tire) are allowed at any time. NO oil fluid stains are allowed on the driveways, walkways, or any other area on the property. Tenants must abide by all private parking rules as they pertain to their rented property. It is the responsibility of the tenant to discover these rules and regulations.

L. Guests- Any person or persons staying more than seven (7) consecutive calendar days or fourteen (14) calendar days in a calendar year will be considered unauthorized person for purposes under your lease agreement, unless prior written permission is obtained from the owner. Only those persons listed on the rental application have permission to occupy the premises. You will be responsible for the behavior of your guests and guest's animals. All portions of the lease agreement and handbook also apply to your guests.

M. Emergency maintenance/repairs- An emergency service call consists of services or facilities which ENDANGER the tenants or the property. Examples of emergency service calls are broken electrical components that cause shock or create fire; gas leaks, and major running water that cannot be stopped. If you are locked out of your property after hours or on the weekend, it is the tenant's responsibility to contact a locksmith to gain entry.

Do not abuse the emergency system with other types of calls. To report an emergency, call our office, (757) 583-1801, and report the emergency.

After hours, please call the office, (757) 583-1801, and follow the prompts to leave a detailed message with the nature of the specific emergency, your name, contact number, and address. Speak clearly and leave your number twice, you will be called back.

If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling Gifford Management Group. Utility company contact numbers are on the last page of the Handbook. You will need to call them first for gas leaks, power outages, and/or turn off the water.

N. Insurance- It is required that you have tenant's/renters' insurance. A copy of the declarations page of your policy is to be given to us during the first month of residency. Please notify your insurance company that Gifford Management Group must be listed as an **Additionally Interested Party**. If we do not receive proof of your renter's insurance by the first of the following month, you will automatically be enrolled in the Tenant Liability Insurance program. This program will cost \$9.50 plus an administrative fee of \$3.00 each month. Please note that this Liability Program does not cover your personal belongings and only damages to the property. We also recommend that your renter's insurance covers a few days in a hotel in the event of a natural disaster or power outage beyond our control.

O. Pets- No pets, animals, snakes or birds, etc. of any kind are allowed on the premises without the expressed written consent of the Landlord in the lease agreement. A pet deposit or additional pet rent may be required. Violation of this policy is cause for cancellation of your lease. The default pet rent of \$250 may be assessed for each month, per pet, that the unauthorized pet occupied the Premises.

P. Planned Unit Development or HOA- If you are renting a home that is within a PUD (for example a condominium or town home) that is governed by Association bylaws, you are responsible for abiding by these rules, regulations, and restrictions as set forth by the association. This includes, but is not limited to parking, trash, utilities, etc. Failure to comply with HOA rules and regulations may have fines associated with them.

Q. Video/television/satellite dish- Tenants are to make no additional or auxiliary video/telecommunication or satellite dish installation at the property without our prior written permission. Satellite dishes, video cameras, or other equipment may not be attached to the exterior of the property. If you wish to make such an installation, please advise us and we will provide you with the necessary guidelines for such installation and our insurance requirements. Most companies require a written permission slip for such satellite installation. Please call your property manager for this form. Any damage incurred to the property from wall mounted tv's, flat screen tv, or other installation will be the responsibility of the tenant.

R. Early Lease Termination- In the event you require an early termination of your lease for reasons other than ones described in the Serviceman Civil Relief (SCRA), Gifford Management Group will do our best to accommodate you. We do, however, protect the interests of the Landlord at all times. Therefore, you will be responsible for the property, the utilities, and yard maintenance for the full term of the lease until a new and qualified tenant has been procured, and all rent/ fees due. To begin this process, you must submit written notice along with a \$500 Early Termination Fee. When a new tenant has been procured and your date of termination has been determined, we will then begin the Move Out process as stated in your lease and Resident Handbook. All terms of an early termination are subject to Landlord approval and must be in writing.

- S. Painting**—All painting must be approved in writing by the owner of the property. **ANY painting in a house built before 1978 is prohibited.**

III. MAINTENANCE, DAMAGE AND REPAIR:

You are expected to maintain the home in as good a condition as when you took possession. Only repairs required because of normal wear and tear will be provided by us and/or the property owner. You will be charged for repairs caused by misuse or neglect. Be sure to troubleshoot all maintenance problems prior to reporting a maintenance request.

- A. Reporting Maintenance Requests in the Proper Manner**— Your maintenance request must be reported in writing or via portal. Please be specific about the location and nature of the problem. Write clearly, legibly, and include a daytime phone number. If you are not contacted by a repair person within 48 hours (not including weekends and holidays) after reporting a problem, please notify Management during our office hours so that the call can be reassigned. You may email your requests to your Maintenance Coordinator or fill out a maintenance request online in your Tenant Portal at www.giffordmgmtgroup.com.
- B. Who does what**— All “breakdowns”, mechanical system failures and structural defects must be reported to us immediately. If an urgent repair is needed (i.e., the water heater is leaking), **YOU** are responsible for stopping further damage from occurring, if possible. **If there is a leak, stop the water source immediately.** If the problem is electrical, turn off the breaker servicing that appliance or area until the repairman arrives. Once we have been notified, we will make any reasonable repairs as fast as humanly possible and within a reasonable time frame. You will not be reimbursed for any unauthorized repairs that you make.
- **Examples of maintenance that you are expected to do at your own expense:** replacing light bulbs, torn or damaged screens, replace or repair cabinet catches, broken glass, knobs or handles, re-light gas furnace or hot water heaters, treatment for inside and lawn pests. Please keep the flower beds weeded, edged and fresh bedding once a year. Replace the batteries in smoke detectors twice annually as required. Please notify us if the smoke detector does not work. Cleaning gutters is the responsibility of the tenant. Tenants are required to change the HVAC filters every thirty (30) days and refrigerator water filters as needed.
 - **Examples of repairs Gifford Management Group will take care of at no expense to you:** Repairs to heat/AC systems from normal use; replace heating units for hot water tanks from normal use; repair leaks in the roof; replace or repair any part of plumbing which fails from normal use; remove broken electrical components; repair/paint rotted wood (please notify us if needed); treat for termites. Once we have been notified, we will make any reasonable repairs within a reasonable time.
 - **Examples of repairs for which you will be held responsible:** Replace heating elements/hot water tanks if caused by empty tank; repairing burst water pipes when caused by the tenant’s failure to maintain utility service; any unusual damage or extraordinary wear on any floors, doors, walls and/or ceilings caused by occupants, guests, smoking, or any unusual or unreasonable use; damage to fences, outside walls, shrubbery, trees or plantings.
- C. Unauthorized Repairs**— Do not make any repairs or authorize any maintenance without prior written permission. All repairs must be authorized by the owner. In accordance with VRLTA, rent cannot be withheld because of needed repairs, nor can the cost of needed repairs be deducted from the rent.
- D. Access to the Property**- You will be charged the service call fee if the service representative has made arrangements to meet you at your residence and you are not present. When submitting the maintenance request, please remember to specify if our vendors have permission to enter the unit or to be aware of any pets. If you need to meet them at the property to corral the pets, make sure to leave a good daytime contact number. You will be charged the service call fee if you have changed your locks and we cannot enter.
- E. Light bulbs**— At move-in, all light fixtures may be equipped with the proper light bulbs. All burned out bulbs are to be

replaced during your residency (including flood lights.) Upon move-out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the light fixture.

- F. Waterbeds-** Installation and use of a waterbed is prohibited.
- G. Walls and ceilings-** Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls. You are welcome to hang pictures on the walls, as long as the walls are clean and unmarred upon vacating. Use only the 30 lb. picture hanger pegs. (These are found at most hardware stores.) All ceilings must be dusted/vacuumed regularly and clean before vacating.
- H. Vinyl floor coverings/hardwood floors-** With normal household use, ceramic and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three to four times per year. Do not use gasoline, benzene, naphtha, turpentine, or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer, or shellac to the floor. You will be responsible for damage incurred from the use of improper cleaning methods or solutions.
- I. Carpet Care-** Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush vacuum and a beater type vacuum cleaner is required if the home you rent has carpet. Professional cleaning is required once a year and is your responsibility. Before moving in, the carpets are professionally cleaned, they must be professionally cleaned once a year by tenant, and you must have them professionally cleaned upon vacating.
- J. Appliance use -** All appliances that are a part of the lease must remain in place and used during the lease. If the tenant wishes to utilize their own appliances, this must be agreed in writing. All appliances included in the property are the Tenant's responsibility and must be reinstalled and working properly prior to lease expiration unless otherwise agreed in writing.
- i. Stoves - If the oven or broiler will not turn on, check the timer on the stove. Generally, the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that the oven cleaner does not drop onto the cabinets, countertop or floor. **Do not use oven cleaner on self-cleaning ovens**, or in continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning, maintenance, or lack of maintenance. Glass cooktops must be seasoned once a month with glass top protectant. The use of the appropriate pots and pans is required. Please check with the manufacturer for recommendations.
 - ii. Dishwashers— Use at least once a week. The appliance seals may dry, and the motor may be damaged by long periods of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. CHECK around the outer door for food items falling from the counter. Only use soap products designed specifically for dishwasher use.
 - iii. Garbage disposals— Garbage disposals are not for bones, greasy items, meat, pasta, or any other course, fibrous material. Almost all disposal jams can be avoided by keeping inappropriate items out of the appliance. Misuse will be the responsibility of the tenant. Prior to calling maintenance for malfunction, check the reset button under the disposal.
 - iv. Washer/Dryers— Check hoses for leaks periodically. If you are going to be absent from the property for an extended period of time, turn off the hot and cold-water supply.
- K. Heating and Cooling—**If your home has a heat pump for heating and air conditioning, the air coming from the vents will

not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then left alone. Do not attempt to reset these controls or adjust them. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire. When the heat index is high, the heat pump may not lower the inside temperature more than about **15 degrees** below the extreme heat. Do not set the thermostat at low temperature when the outside temperature is over 95 degrees. If the equipment cools too dramatically, moisture will freeze on the exterior and the inside unit will “freeze up” and not produce cool air. If water drips from the inside unit, it is usually due to a clogged condensation drain line. (Some drains are easy to clean when a vacuum cleaner is used to blow out the line.) If the line becomes clogged or frozen, turn off the unit and clear the drain line or allow the equipment to defrost. If you allow a heat pump to run when it has frozen up, the repairs damage incurred will be the responsibility of the tenant. If your home has fuel heat such as **propane, kerosene, natural gas, or oil**, it is important to maintain tank levels at reasonable amounts. You, the tenant, will be responsible for empty lines due to non-payment of service, or allowing the tank levels to become too low enabling dirt and debris to clog the line. In the event that service is called on for fuel lines to be bled, the tenant will be responsible for payment of this fee. At the time of move in, locate the emergency switch for shut off. If your home has electric baseboard heat usually it is fairly maintenance free. Vacuum the units frequently to keep their operation efficient, and make sure that all furniture and curtains maintain a safe distance from the heat source. In cases of central air, the vent filters must be changed monthly. Window units may or may not be included in your lease agreement. If they are not listed as an appliance in your Residential Lease, then they were left by the last tenant and will not be a repair responsibility of the Landlord. Tenants must clean window ac filter once a month.

- L. Smoke Detectors**—The TENANT is responsible for testing the batteries for the smoke detectors at least monthly. A good rule of thumb is to test your battery each month when you pay your bills, and to change the battery in your smoke detector twice each year when the time changes.

Gifford Management Group does not guarantee the effectiveness of any and all equipment installed in the unit regarding fire prevention.

- M. Circuit Breakers**—Circuit breakers move slightly when triggered. It may appear to be on when it has “popped” off. To reset, turn the breaker to the off position, then back on again. If the ground fault circuit (GFI) breaker detects even slight voltage changes it cuts the power during fluctuations. The GFI breakers are usually found in bathrooms, near sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have circuits at the plug or outlet cover. Older homes may have a fuse box – either in the basement or on the exterior. Be sure to keep an extra supply of the appropriate size fuses near the box for replacement.
- N. Extermination**—Please report any pest problem within five (5) days of possession. If not reported in writing, it is agreed that premise has no infestation of any kind. Any future infestation of any kind will be your responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control, and we assume no responsibility for the control of roaches, mice, ants, fleas, bedbugs, rodents or other pests. Please notify us if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e., ants and wasps building nests in the air conditioning unit as this can damage the unit)
- O. Well and Pump**—If the water supply is by well, be aware that in the event of loss of electricity you will also lose the ability to pump water from the well. It may be a good idea to have several gallons of water in supply in the event of severe weather and power loss. If you **DO** have electricity and the water is **NOT** flowing properly, go to the breaker box and shut off the breaker marked **WELL PUMP** and call the office. If the water is discolored, notify the rental office as well. Water softeners and filtration systems shall be maintained by the tenant. All supplies to do so shall be at the expense of the tenant.
- P. Septic**— If the property you are renting has a septic tank, be cautious in knowing that a septic is meant for the disposal of human waste ONLY. Paper towels, grease, Christmas tree needles, disposable diapers and feminine, etc. are for the trash! It is necessary to flush “good bugs” on a monthly basis to promote good “septic health”. These products can be purchased at a local hardware store.
- Q. Trampolines**—Absolutely no trampolines allowed.
- R. Swimming Pools and Spas** – The installation of any size above ground swimming pools and spas is prohibited.
- S. Grills and chimeneas**– Use on any balcony is prohibited. All grills and source of flame must be kept well away from vinyl

siding and other fire hazards. Storage of propane tanks in common condominium storage is prohibited.

- T. Yard Maintenance**—Responsibility of the yard maintenance will be spelled out in the Lease. All children's' toys, and clutter must be kept to a minimum, and trash in its proper receptacles. All furniture kept outside, must be weather proof and intended for exterior use (no sofas on the front porch!). Yard waste is collected on the same day at the regular trash and must be placed in clear plastic bags, or in non-city 30-gallon container. Limbs and branches must be tied in bundles no longer than 4-feet long and not larger than 18 inches in diameter. Up to 20 clear bags, 20 bundles or a total of 3 cubic yards of yard waste are accepted per collection.
- U. BED BUGS** – Bed bugs are equal-opportunity infesters. Unlike cockroaches, commonly associated with un-kept facilities, bed bugs can be found anywhere. From luxury hotels to public housing, these bugs can be carried any place they might find a blood meal. This means no property – clean or otherwise – is safe guarded against this invader.
- What to look for – Adult bed bugs are flat and oval shaped, ranging from an eighth of an inch to a quarter of an inch. They can be found cracks and crevices on soft furniture, such as waiting room couches, plush chairs in conference rooms, and fabric cubicle dividers. They can hide behind picture frames, loose wallpaper, light switches, door or window frames, and electrical outlets. They are nocturnal in nature and feed at night.
 - How They Travel – They can be transported from place to place on individuals clothing, belongings, infest secondhand furniture, moving trucks, and movie theaters (just to name a few).

If you think you have bed bugs, CONTACT YOUR PROPERTY MANAGER IMMEDIATELY!

IV. CLEANING AND HOW TO 'S:

Minimum Cleaning Standards - Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month, exterior cleaning every six months. Wash windows and screens quarterly.

- Wash interior doors, doorways and walls in heavy traffic areas every 1-2 months.
- Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.
- Wet mop all hardwood floors, ceramic tile, and vinyl floors biweekly.
- Dust baseboards, windowsill, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room monthly.
- Clean AC/Heat air return grill often. It helps with the mechanical operation of the equipment.
- Curtains and blinds should be cleaned or washed semi-annually. Decorator drapes should be dry cleaned every 2 years.
- Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub, and shower (including walls) weekly. Wipe out medicine cabinet, drawers and cabinets. Caulk tub as necessary
- Drip pans must be replaced or—we will replace at the tenant's expense
- Self-cleaning ovens—remove racks before cleaning and replace prior to inspection.

A. Counter tops & cabinets—Always use a cutting board and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops. All unpainted cabinets need to be cleaned regularly with a wood cleaner and treated with a wood preserver. All cabinets must be vacuumed out and the drawer/ doors fronts cleaned as above before vacating.

B. Kitchen Appliances— Each kitchen appliance must be cleaned regularly. In particular, the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon move out all drip pans must be new. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be held responsible.

V. MOVING OUT:

You will need to verify in writing your move out date at least **THIRTY (30) days** before your stated expiration date. Your lease automatically renews unless you have given proper notice. ***Don't forget to cancel the automatic draft if one is set up.***

A. Marketing During the notice period— The property may be listed for re-leasing or possibly sale. The most probable showing hours are between 9 am and 6 PM. The property must be available and in good showing condition during market time. Illness is an acceptable reason for rescheduling a showing. Inconvenience, out of town guests, or no one home are not acceptable reasons to reschedule. You will be notified, either by phone call or email, prior to any showing. A call to your primary contact number is the usual and customary practice and is considered notice. If there is no answer or voice mail capabilities, the call is still considered notice. Extra effort is expected in keeping the house and yard neat and clean during marketing. During the marketing period, a REALTOR lockbox may be placed on the property.

B. Minimum Showing Conditions

- i. Beds are made, and rooms are neat. Floors have recently been cleaned, clutter free, and especially no piles of dirty clothes.
- ii. Kitchen and baths are clean, and sinks are clean and empty TV is off or volume turned low so as not to be intrusive.
- iii. Blinds/curtains are open, and the home is well lit (when possible).

The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by our showings. A home that shows well benefits everyone!

C. The Move Out / Check out – The VRLTA allows you to be present at the check-out inspection. You must notify us in writing if you wish to be present. We will schedule the inspection within 72 hours of the day you have returned the keys to the office. If you choose not to be present or fail to show up at the scheduled time, our inspection report will be final. You will not be allowed to get back onto the property to correct any defects.

- Please be aware you are still responsible for the property, the utilities, and the rent until the keys and remotes have been properly returned.
- Inspection is made from 9 am to 3 pm, Monday through Friday. Please do not plan for an inspection to be made on the weekends or holidays. The inspection may take 1 hour to 2 ½ hours, depending on the property.
- All utilities must be on.
- Inspection is made only after you have completely vacated, and the premises are cleaned.
- Carpets are to be professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable) and you are ready to turn the keys at the time of the inspection.

A copy of the cleaning company's bill is required at the time of check out. Please check with us before moving out for a list of acceptable carpet cleaning companies. Having the carpets professionally cleaned is required. Renting a shampooing machine is not acceptable.

- A room-by-room check will be made, including interior, appliances, windows, blinds, etc. The check-out cleaning check list is a cleaning guideline. Upon receipt of your written notice to vacate, another copy will be sent to you.

D. Return of security deposit– THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH’S RENT!!!

Your security deposit will be refunded within 45 days from the date you return the property keys. The following are the requirements for the disposition of the security deposit:

- You have left the premises clean and undamaged and followed the move out checklist procedures.
- All walls are clean and unmarred. (Homes are NOT painted between tenancies)
- Have paid all charges and rents due (including utilities).
- Have removed all debris, rubbish, and discarded all items from the premises.
- Have provided a forwarding residence address and telephone number. NO work addresses will be accepted.
- Have an acceptable move out/check out inspection report.

VI. EMERGENCY DISASTER PROCEDURES:

It is up to you to follow the local news and weather alerts. If told to vacate or the property is in an evacuation zone, please notify your property manager you are leaving and potential return time. Once it is deemed safe, we will need to check on the condition of the property while you are gone.

- **Precautions during freezing weather-** always leave the heat on. Keep it always set at 58 degrees or higher during winter months. Close the crawl space vents found around the bottom of the exterior wall of the house. Let both hot and cold faucets run slowly during extremely cold nights. Open any cabinet doors where water pipes are.
- **Well pumps-**To prevent damage to the pump, have the water drained from the system prior to freezing weather. Some pumps may be disconnected and stored in a garage or shed.
- **PLAN NOW–** The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual’s responsibility. Don’t rely solely on the authorities. Take charge and plan now so you can be better prepared to act when the time comes. Advance planning allows for fewer mistakes and greater safety for you, your family and the home you are renting.

VII. OTHER MATERIALS:

HELPFUL PHONE NUMBERS

UTILITY CONNECTIONS

	<u>VA BEACH</u>	<u>NORFOLK</u>	<u>CHESAPEAKE</u>	<u>PORTSMOUTH</u>	<u>SUFFOLK</u>
Dominion Energy	1-888-667-3000 (all localities)				
VA Natural Gas	1-866-229-3579 (all localities)				
Columbia Natural Gas	1-800-543-8911 (all localities)				
Verizon	1-800-483-4000 or 954-6222 (all localities)				
Dept. of Public Utilities (Water and Sewage)	385-4631	664-6700	382-6352	393-8524	514-7000
Waste Management / Trash	385-4650	441-5813	382-2489	393-8663	485-5700
Cox Communications / Cable	222-1111	222-1111	222-1111	222-1111	N/A
Charter Comm / Cable	N/A	N/A	N/A	N/A	1-877-728-3121

SCHOOLS

Assignments	263-1000	628-3905	547-0153	393-8751	N/A
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EMERGENCY

Fire / Ambulance	911	911	911	911	911
Poison	1-800-222-1222 (all localities)				
Police	385-5000	441-5610	382-6161	393-5300	923-2350

LICENSE / TAGS

Auto / DMV	1-866-368-5463 (all localities)				
Dog / Cat	427-4445	664-7800	382-6281	393-8651	923-3600

CITY OFFICES

City Treasurer	385-4445	664-7800	382-6281	393-8651	923-3600
Personal Property	385-4487	664-7800	382-6281	393-8651	923-3600
Animal Control	385-5000	664-6920	382-8080	393-8430	923-2160
Voter	385-8683	664-4353	382-6141	393-8644	925-6391

Carpet Cleaners

Peerless Restoration	(757) 417-0202
Carpet Professionals	(757) 420-3009
East Coast Restoration	(757) 837-8020

TENANT RESPONSIBILITY WHEN VACATING

All walls, doors, woodwork, baseboards, cabinets, fixtures, windows are to be thoroughly cleaned. All items must be removed from cabinets, including paper lining. All blinds, draperies, etc. are to be cleaned and properly hung.

The range and the oven should be cleaned inside and out, and the drip pans must be replaced. The refrigerator-including shelving, storage bins, door seals and freezer should be thoroughly cleaned inside and out.

Window air conditioner units and central units should have the filter cleaned and/or changed, and the grill cleaned. Batteries in smoke detectors should be checked and replaced if not working.

All floors or carpeting should be thoroughly vacuumed and cleaned by a professional carpet cleaner. Per your lease addendum, the required carpet cleaners are:

Peerless Restoration (757) 417-0202, Carpet Professionals (757) 420-3009, or East Coast Restoration (757) 837-8020

Rented steam cleaners will not be accepted for carpet cleaning. You must present your receipt at time of vacating. Hardwood floors should be cleaned with a solvent. Do not use water, as it will damage the floors.

If pets were in the home, you must provide us with proof of professional flea extermination. You may use any professional company of your choice, or you can call one of our contractors; **McDaniel's Pest Control 591-2750 or Eastern Pest 287-5875.** Two treatments are required upon vacating and a receipt must be provided.

If there is a fireplace, it must be cleaned thoroughly and a receipt with proof of chimney cleaning by a professional must be provided to the agent upon move-out.

For single-family homes and/or duplexes, the lawn and shrubbery must be mowed and trimmed, and the guttering must be cleaned.

All trash, garbage, boxes, etc., must be removed from the premises. Secure the premises and lock all doors and windows.

If you would like to be present at the time of inspection, you must call your property manager at 583-1801 to set up an appointment. You must be totally vacated from the premises before it can be inspected, and the utilities must remain on until the inspection has been completed.

Your keys must be turned in to our rental office at 1547 E. Little Creek Road, Norfolk, VA 23508. Please make arrangements with the Property Manager to drop off keys.

If there are any unpaid utility bills, repair bills, or any other outstanding charges on your account that are not paid in full, it will be deducted from your security deposit when processed.

Please be sure to place your keys in an envelope labeled with the address you are vacating, your forwarding address, and your phone number. Also label the envelope with the date you turn them in to us. You are responsible for the rent and the rented premises until our office receives the keys.

Please be advised that this list is a general guideline. Please refer to your lease package for additional requirements and/or addendums.

Tenant Initials _____ Tenant Initials _____ Tenant Initials _____ Tenant Initials _____

Agent Initials _____ Date _____