

McEneaney Property Management

New Tenant Information & Move-In Guide

Welcome to your new home!

This guide contains important information to help you prepare for move-in and throughout your tenancy. Please review it carefully before your lease start date and keep it available for future reference.

1. Tenant Portal

Once your lease has been fully signed, you will receive an email during business hours inviting you to set up your **AppFolio Tenant Portal**.

Your Tenant Portal can be used to:

- View your tenant ledger and account balance
- Make electronic payments
- Submit and track maintenance requests
- Access available documents and account information
- Provide requested information to Property Management, including utility account information

If you do not receive your portal invitation after your lease has been fully executed, please contact our office.

For assistance setting up or using your portal, visit:

[AppFolio Online Portal Help](#)

2. First Month's Rent & Security Deposit

Your first month's rent and security deposit are generally due **within 48 hours after electronic signing of your lease**, unless different instructions have been provided for an immediate move-in.

The exact amounts due and payment instructions will be provided as part of your lease-signing process.

Please do not wait until your move-in date to submit required initial funds.

3. Rent Payments

Rent is due according to the terms of your lease.

Electronic payment options are available through the AppFolio Tenant Portal. Some electronic payment methods may be subject to processing, convenience, or transaction fees established by AppFolio or another third-party payment provider.

McEneaney Property Management does not establish or control third-party processing fees and is not responsible for changes made by the payment provider to the amount, structure, or availability of those fees.

You are not required to select a payment method that carries a third-party processing fee. Other available payment methods may include:

- Check
- Money order
- Your financial institution's online bill-pay service, when applicable
- Delivery of an accepted physical payment to the McEneaney Property Management office in McLean

In-person rent payments must be delivered to:

McEneaney Property Management
1320 Old Chain Bridge Road, Suite 350
McLean, VA 22101

Please do not deliver rent payments to another McEneaney office, as payments delivered elsewhere may need to be forwarded to Property Management and could result in processing delays.

Please contact our office if you have questions regarding the payment methods currently available for your account.

4. Renters Insurance

Renters insurance is required as a condition of your lease and must be provided before keys can be released.

Before move-in, please provide a copy of the **declaration page** showing coverage for all persons required to be insured under the lease.

If you have not selected an insurance provider, information about Roost Renters Insurance is available through your Tenant Portal.

You may select your own insurance provider as long as the coverage satisfies the requirements of your lease.

5. Utilities & Utility Verification

You are responsible for establishing all tenant-paid utilities identified in your lease and move-in instructions.

Utilities must be placed in your name **before your lease start date** so that service is not interrupted.

The utilities that apply specifically to your property will be identified in your lease-signing or move-in email.

Verification of your utility accounts is required before keys can be released.

You will be required to provide the applicable utility account numbers on your **New Tenant Checklist**.

Once your lease has been fully signed and your Tenant Portal is activated, you will also have a place in the portal to provide your utility account information.

6. New Tenant Orientation & Key Pickup

A New Tenant Orientation must be scheduled and completed before keys or other property access devices can be released.

Orientations are generally conducted **Monday through Friday between 9:00 AM and 4:00 PM**.

Only **one tenant named on the lease is required to attend** the orientation.

Orientation Locations

Virginia Properties

McEneaney Property Management
1320 Old Chain Bridge Road, Suite 350
McLean, VA 22101

District of Columbia & Maryland Properties

McEneaney Property Management
4910 Massachusetts Avenue NW, Suite 119
Washington, DC 20016

Requirements Before Keys Can Be Released

Keys and other property access devices cannot be released until all of the following have been completed:

- New Tenant Orientation has been completed.
- Completed **New Tenant Checklist**, including required utility account information, has been received.
- Required **renters insurance documentation** has been received.

Please do not arrive to pick up keys without completing these requirements and receiving your key-pickup instructions.

Depending on the property, access items may include property keys, mailbox keys, garage remotes, building or community fobs, parking passes, access codes, or other property-specific devices.

7. HOA/COA Properties

If your property is located within a homeowners or condominium association, additional move-in requirements may apply.

These may include:

- Move-in scheduling
- Elevator reservations
- Move-in fees or deposits
- Parking registration
- Vehicle information
- Building access procedures

- Required association forms

When applicable, contact the HOA/COA or association management company promptly after your lease is signed.

HOA/COA requirements are separate from McEneaney Property Management's move-in requirements. Completing your requirements with our office does not necessarily satisfy the requirements of your association.

8. Tenant Handbook & Document Library

McEneaney Property Management maintains an online **Document Library** containing tenant information and resources.

We encourage you to use the Document Library throughout your tenancy to access the **most current version of the Tenant Handbook**, seasonal tenant newsletters, and other important Property Management information and documents.

Because the Tenant Handbook and other information may be updated during the course of your tenancy, please refer to the online Document Library for the most current versions.

McEneaney Property Management Document Library

We recommend reviewing the Tenant Handbook when you move in and referring back to it throughout your tenancy.

9. Maintenance Requests

Routine maintenance requests should be submitted through your **AppFolio Tenant Portal**.

When submitting a maintenance request, please provide as much information as possible, including:

- A clear description of the problem
- When the problem began
- The location of the problem
- Photographs or other helpful information when available
- Any troubleshooting already attempted

Providing complete information helps us determine the appropriate response and vendor.

For routine maintenance matters, please use the Tenant Portal rather than the emergency line.

10. Maintenance Emergencies

For a **true property emergency requiring immediate attention**, contact the McEneaney Property Management emergency line:

703-537-3332

The emergency line is intended for conditions requiring immediate attention to protect the property or occupants and should **not** be used for routine maintenance requests.

Routine maintenance requests should be submitted through your Tenant Portal.

11. Move-In Checklist & Property Condition

Carefully inspect the property when you move in and document its condition on the **Move-In Checklist**.

Your completed Move-In Checklist must be returned to McEneaney Property Management within five (5) days of move-in.

Please be thorough and document any existing damage or condition that you believe should be included as part of the move-in record.

Keep a copy of your completed documentation for your records.

Please note: This Move-In Checklist is separate from the **New Tenant Checklist** that must be completed **before keys are released**.

12. District of Columbia Voter Registration

For information about registering to vote or updating your voter registration in the District of Columbia, please visit the official DC Board of Elections website:

[DC Board of Elections – Register or Update Voter Registration](#)

13. Questions About Your Tenancy

Your lease and applicable addenda are the controlling documents regarding the specific terms of your tenancy.

Many common questions can also be answered by reviewing:

- Your lease and addenda
- This New Tenant Information & Move-In Guide
- The current Tenant Handbook
- The McEneaney Property Management Document Library
- Your AppFolio Tenant Portal
- AppFolio's Online Portal Help Center

If you cannot find the answer you need, please contact your Property Management team, and we'll be happy to assist you.

14. Contact Information

McEneaney Property Management

Main Phone: 703-537-3340

Email: hello@mcepm.com

For routine maintenance, please submit a request through your **Tenant Portal**.

Property Emergency Line: 703-537-3332

Remember: Keys cannot be released until your New Tenant Orientation has been completed, your New Tenant Checklist has been received, and your required renters insurance documentation has been received.