McEnearney ASSOCIATES

PROPERTY MANAGEMENT

TENANT HANDBOOK

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McEnearney Associates Property Management
Mailing: PO Box 8287, McLean, VA 22106
Office: 1320 Old Chain Bridge Rd, Suite 350, McLean, VA 22101
Phone: 703-537-3340 Fax: 703-717-5700
www.McEnearneyPM.com hello@mcepm.com

Welcome to your New Home!

We are thrilled to have you as a Tenant and look forward to working with you to make your experience pleasant and positive. Essential information is contained in the following pages. We ask that you take a few moments to read this entire guide—it may help clarify expectations and alleviate inconveniences that may arise if those expectations are not met. Remember: this is a general guide, and some items may not apply to you. Always refer to your Lease for a complete list of your obligations. Furthermore, there may be specific rules or guidelines for the property as outlined by the Landlord or Association (HOA/COA).

Our Property Management offices are in three (3) locations for your convenience.
Office hours are Monday – Friday, 9:00 am to 5:00 pm

Main Office, McLean
1320 Old Chain Bridge Rd. Suite 350
McLean, VA 22101

Alexandria, Old Town
109 South Pitt Street
Alexandria, VA 22314

District of Columbia (servicing DC & MD)
4315 50th Street, NW
Washington, DC 20016

If you need to mail anything to us, we ask that you send it to our PO Box:

McEnearney Associates Property Management
PO Box 8287
McLean, VA 22106-8287

MEET YOUR PM TEAM

Michael McEnearney
Director
P: 703-537-3330
F: 703-717-5706
E: michael.mcenearney@mcepm.com

Cindy Colorado
Office Manager
P: 703-537-3329
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ALEXANDRIA/OLD TOWN OFFICE

Cindy Troupe
Senior Property Manager
P: 703-537-3331
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Cyndy Hooper
PM Assistant & Tenant Support
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MCLEAN OFFICE

Marshall Ramsey
Senior Property Manager
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PM Assistant & Tenant Support
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F: 703-717-5841
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Roland Zebell
Maintenance Supervisor,
Alexandria/Arlington
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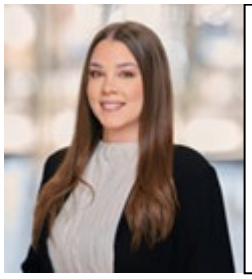
E: roland.zebell@mcepm.com



Jessica Ripani
PM Assistant & Tenant Support
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Senior Property Manager
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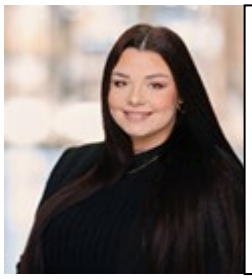
E: karen.mckenzie@mcepm.com



Gaby Ripani
Property Manager
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E: gaby.ripani@mcepm.com

Maranda Llewellyn
PM Assistant & Tenant Support
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F: 703-839-8177
E: maranda.llewellyn@mcepm.com

Ziba Mansouri
Lease Processing
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E: ziba.mansouri@mcepm.com

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Assistant Office Manager
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Accounting Clerk
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WASHINGTON DC OFFICE

Jack Schwinn
Senior Property Manager
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Chris Jensen
PM Assistant & Tenant Support
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E: chris.jensen@mcepm.com

EMERGENCY INFORMATION

After-Hours Repair Emergencies
EMERGENCY REPAIRS: 703-537-3332

Please call your Tenant Support Contact during business hours (9 am-5 pm). If you need to report an emergency repair outside of normal business hours, please call 703-537-3332 and leave a detailed message. Someone will return your call as quickly as possible. The team member assigned to the emergency line will review the nature of the call and determine if it is an emergency. If the situation can wait until the next business day, please do not call the emergency phone.

Remember! **An emergency is when there is a threat of increasing and imminent damage to the property, your health/safety, or both**. Our staff will answer any non-emergency calls received after hours on the next business day. In an emergency (fires, gas leaks, etc.), you will need to contact the proper authorities immediately. Please do not contact our office to do this for you. Contact Property Management after placing the call to the proper authorities.

Examples of EMERGENCIES:	**Examples of NON-EMERGENCIES:**
Broken or frozen pipes	Lockouts or lost/misplaced keys
No heat or AC in extreme temps	Slightly reduced heating or cooling
Flooding	Slow drains
Sewer backup	Pest control
Gas leak	Jammed garbage disposal
Electrical hazards	Flickering light or non-functioning outlet
Structural damage	Loose tiles

Plumbing Issues – Burst and leaky pipes can cause flooding or sewer backups. In some cases, it can even cause a completely non-functional toilet (especially if it's the only one available) in urgent situations that can impact Tenant health and hygiene.

Electrical Hazards – Sparking outlets or exposed wiring can result in fires. Additionally, power outages may also affect essential systems like heating, medical equipment, or security systems, which also qualify as emergencies.

HVAC Failures – During extreme weather, the failure of heating or cooling systems is a safety concern, especially for vulnerable Tenants.

Structural Damage – Broken windows, compromised doors, storm damage, or collapsed ceilings threaten security and require immediate repairs to prevent further risks.

Understanding these scenarios helps Tenants and Landlords recognize when action is needed outside of regular business hours.

In case of FIRE, MEDICAL EMERGENCY or NEED FOR POLICE: Dial 911

For gas leaks, call Washington Gas: 703-750-1000 or Columbia Gas: 800-531-8911. A gas leak can lead to fire, explosion, or toxic exposure, making it one of the most crucial emergencies.

If you use a different gas company, find the emergency number and write it next to the number above. Make sure everyone knows how to shut off the gas if you smell gas and suspect a leak. Vacate the premises immediately, call the gas company from your cell phone, and do not re-enter the property until the gas company says it is safe to do so. Do not turn on anything electrical, including light switches, as doing so could spark an explosion.

For major water leaks, locate and shut off the main water supply valve. If you cannot shut it off, call your water provider, and they will send someone to shut off the water at the street. Call Property Management immediately after observing an active water leak inside the property.

Have a Plan

All members of the household must know what to do and who to call in the event of an emergency. For this purpose, we have included a list of important phone numbers for you. Make sure all residents of the property know where this handbook is located and ensure it is accessible to everyone. As a Tenant in a rental property, you must ensure the protection and maintenance of the house, apartment, or condominium in which you reside. REMEMBER: Priority should always be your safety and the safety of others.

What maintenance issues can wait??

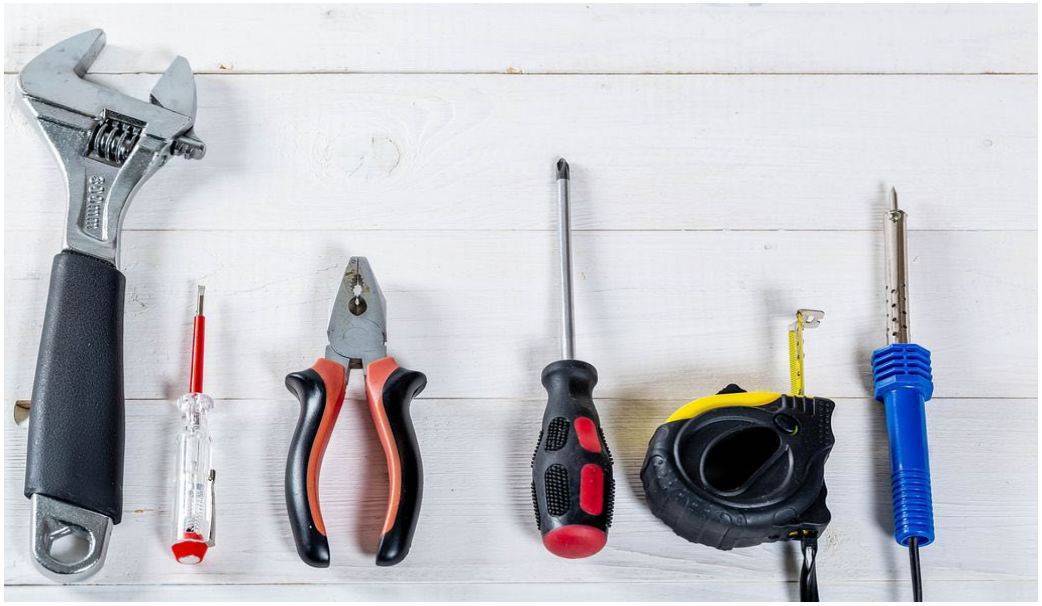
Routine or Minor Repairs: Dripping faucets, slow-draining sinks, or squeaky doors are non-urgent issues. Any cosmetic damage, such as chipped paint or loose tiles, can be scheduled without urgency.

Non-Urgent Electrical Problems: A single non-functioning outlet or minor flickering lights can wait until normal working hours.

HVAC Concerns: Slightly reduced heating or cooling might cause discomfort but doesn't pose an immediate risk.

Appliance Repairs: Malfunctioning dishwashers, ovens, or washing machines are inconvenient but rarely emergencies unless they impact tenant health or safety directly.

By distinguishing these issues from emergencies, landlords can prioritize resources effectively.



THINGS TO DO BEFORE MOVE-IN

QUICK GUIDE:

- ✓ Purchase renter's insurance.
- ✓ Transfer utilities into your name, fill in and submit the Tenant Checklist.
- ✓ Attend the New Tenant Orientation meeting.
- ✓ Pay deposits and first month's rent to pick up your keys.

INSURANCE

As noted in your Lease, you will need to purchase and maintain a renter's insurance policy with a minimum amount of $100,000 that provides public liability and protects your personal property. You are required to provide proof of insurance at lease signing. Renter's insurance costs approximately $200.00 a year.

Do your research when looking for renter's insurance. Ask what additional riders are available, as these may be of interest to you. The internet is a great place to obtain and compare insurance company information, but it is always to your advantage to talk to a representative who can help you find the best policy to fit your needs. Remember, the Landlord's insurance does not cover your possessions. In the case of damage, loss, or theft of your possessions, if you do not have your own renter's insurance policy, then you will bear the full cost of the loss.

In this handbook, you will also find a flyer for Roost Renters Insurance, an insurance company we partner with. You can use your online Tenant Portal to sign up for their insurance if you currently do not have a rental policy.

UTILITIES

Before occupying the property, you must call the utility companies and have the utilities transferred into your name. Refer to your Lease to determine exactly which utilities you will be responsible for paying for during your lease term. If you are moving in & out during the summer months, please note that there are many people moving during this time, and utility companies are especially busy. Plan ahead. Call about two weeks before your lease start date to ensure that they will have adequate time to accommodate your request.

MOVING IN

- Keys – Email or call to schedule a time for the key pick-up with your assigned Tenant Support staff member. The first month's rent and deposits are due and should be paid through your Tenant portal once the lease is signed and before the keys are released. If you have a quick move-in after lease signing, you may be asked to pay in certified funds. Rent and Security Deposit payments must be paid separately.

- Move-In Inspection Report - This report will be part of the move-in packet you will receive when you pick up the property keys. The initial Move-In Inspection will be completed by our staff before your occupancy. The report establishes the general condition of the property before your tenancy and will be used to compare it with the condition of the property at your Move-Out Inspection.

- Please go through the Move-In report carefully and return it within 5 days of your lease start date. If you would like to add anything to the report, please make a note using a different colored pen or email us your notes. If you do not respond to or return the Move-In report within 5 days, the report as completed by our staff will be final. You will be responsible for any discrepancies between the Move-In and Move-Out Inspection Reports beyond normal wear and tear.

UTILITIES

EMERGENCY……...…911

ELECTRIC:

Dominion Energy	866-366-4357
Pepco (MD & DC)	800-424-8028
City of Manassas Public Works	703-257-8219
Sun Power	202-455-2655
NOVEC	703-335-0500

GAS:

Washington Gas (VA, DC & MD)	844-927-4427
Columbia Gas (VA & MD)	800-543-8911

WATER/SEWER:

Fairfax Water	703-698-5800
DC Water	202-354-3600
Town of Vienna (and trash pickup)	703-255-6385
Town of Leesburg	703-771-2713
Virginia American Water	800-452-6863
Alexandria Renew	703-721-3500
Arlington County	703-228-5000
Prince William Water	703-335-7950
Herndon, Department of Public Works	703-435-6860
Loudon Water	571-291-7880
City of Manassas Public Works	703-257-8219
WSSC Water (for Montgomery County, MD)	301-206-8100

RENTAL PAYMENTS

Rent is due on the first day of the month, in advance. Our preferred method of payment is electronic through your Tenant portal. You may also pay by personal check, money order, online bill pay, or cashier's check. If you are physically mailing in a payment, please include your property address on the payment. Physical payments should be mailed to McEnearney Property Management, PO Box 8287, McLean, VA 22106.

If you drop off or hand-deliver your rent, please make sure it is in a sealed envelope on which you write: "Property Management - Rent" on the outside of the envelope, and be sure to include the property address on your check. Please only drop off rent at our Main Office in McLean, VA. Dropping off payments to another office could incur a late fee.

There is no grace period for your rent. Late fee charges are applied to your account if payments are not received by the fifth (5th) of each month. If the fifth (5th) falls on a weekend or a holiday, you will be allowed the following business day to ensure payment is received. If you choose to mail in your payment, be sure to do so before the first (1st) of the month to ensure it will arrive on time. Late fees are assessed based on the postmark on your envelope.

For **Montgomery County, MD** Properties: Late fees will be charged to your account if payments are not received by the tenth (10th) of each month. If the tenth (10th) falls on a weekend or holiday, your payment will be accepted on time the following business day. If you choose to mail in your payment, be sure to do so before the first (1st) of the month to ensure it will arrive on time. Late fees are assessed based on the postmark on your envelope.

If we receive your payment after the deadline, a late fee as per your lease terms will be automatically applied to your balance due. McEnearney does not need to give you additional notice that the late fee has been charged or is due. If for any reason you know you will be paying your rent late, let us know as soon as possible, and be sure to include the late fee with your payment. If your rent check is returned from the bank for any reason, you will be charged a $50.00 Returned Payment/Non-Sufficient Funds (NSF) fee. If the replacement check does not clear our account before the due date, you are also responsible for the late fee.

QUESTIONS ABOUT YOUR RENT PAYMENT?
CONTACT ALEX CHERIZA AT 703-537-3351 OR ALEX.CHERIZA@MCEPM.COM.

TENANT PORTAL

We have initiated a service for our Tenants that will make reporting maintenance requests and paying rent and other Tenant charges easier online. The following instructions show how to access the Tenant Portal. Before your lease start date, an email will be sent to you so you can access your Tenant Portal.

Once activated, you will be able to do the following online through the Tenant Portal:

1. Submit a maintenance request and review the status of all prior maintenance requests.
2. Submit a one-time payment (i.e., repair charge or other non-recurring bill) by E-check or Credit/Debit Card.
3. Set up a recurring payment for your monthly rent by E-check or Credit/Debit Card.

After you have set up your Tenant Portal account, you can:

Submit an Online Maintenance Request

1. On the Tenant Portal login page, enter your email address and password and click the login button. NOTE – Be sure to use the same email address you have on file with the property management company. The first time you access the system, you will be prompted to create a password and activate your account. You are now logged into the Tenant Portal system.
2. Click the New Maintenance Request button.
3. Enter a description of the problem and what needs to be done to fix it.
4. Select the radio button to authorize the management company to enter with their key.
5. Click the Submit Request button.

Your maintenance request has been submitted, and you will be able to track the status of your request within the Maintenance portion of the Tenant Portal anytime in the future that you log on. Only the status of maintenance requests submitted through the online Portal can be checked online. Any requests submitted by phone or email will not show up through the Tenant Portal. Do not submit emergency requests through the maintenance portal after hours. Please use the emergency line to let us know of your situation.

How to Make a One-time E-Check Payment
(Direct debit to your checking/saving account)

1. On the Tenant Portal login page, enter your email address and password and click the login button.
2. Click the Make a Payment button.
3. On the pop-up box, select E-check and click the Continue button.
4. The Make a Payment page loads, on the page:

   - Enter the amount to pay, and click the Payment Details button
   - Enter the Bank Account information and click the Verify Payment button
   - Confirm the bank account and payment details and click the Submit button
   - Your payment is made, and you will receive a payment confirmation

How to Make a One-time Credit Card Payment

1. On the Tenant Portal login page, enter your email address and password and click the login button.
2. Click the Make a Payment button.
3. On the pop-up box, select Credit/Debit card and click the Continue button.
4. The Make a Payment page loads, on the page:

   - Enter the amount to pay, and click the Payment Details button
   - Enter the Credit Card Account information and click the Verify Payment button
   - Confirm the Credit Card account and payment details and click the Submit button
   - Your payment is made, and you will receive a payment confirmation

How to Setup Auto Pay/Recurring Online Payments (E-Check or Credit Card)

1. On the Tenant Portal login page, enter your email address and password and click Log In.
2. Click the Set-Up Auto Pay button.
3. On the pop-up box, select the desired payment method, E-Check or Credit/Debit card, and click the Continue button.
4. The Set-Up Auto Pay page loads, on the page:
   - Enter the name of the payment
   - Select the Payment Amount, either a flat amount or the Outstanding Balance in Full
   - Enter the amount to pay

   If selecting a flat amount (i.e., your monthly rent)
   - Enter the date for the first payment
   - Enter your bank account or credit card details
   - Click the Create Auto Pay button

Your auto payment is activated and will make automatic payments based on your settings.

All online payments are subject to any fees charged by the third-party processor. This amount will be shown to you on the payment screen as confirmation to proceed before you make the payment.

FREQUENTLY ASKED QUESTIONS ABOUT THE TENANT PORTAL

What is required to set up and use online payments?

Online payments are either electronic checks (direct debits from your checking account) or debit/credit card transactions. For E-Check, you need an active checking or savings account with Routing and Account numbers to set up the service. For Credit Card, you need an active credit card with an available balance to cover the charge.

I submitted a payment and want to cancel that payment but not delete future payments. What do I do?

Contact your bank or credit card company immediately to stop a specific payment. Please note that a returned payment fee will be charged.

Once I schedule an auto payment, can I change the date the payment will be submitted?

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

Can I see my complete payment history once I am in the Tenant Portal?

Yes, you can see a full history of all payments made both in person and online.

Is there a charge for making a payment through the Tenant Portal?

Yes, all payments made through the Tenant Portal are processed by a third party and include a processing fee. This fee varies depending on your method of payment and is paid to the processing company/AppFolio and not to the Landlord or McEnearney Associates Property Management.

The Tenant Portal is for your convenience. You do not have to use the Tenant Portal. You can continue to report maintenance requests directly through email if you choose to do so. You can also continue to pay your rent by either mail or physical drop-off. We hope you will investigate the Tenant Portal and see the advantages it offers you for submitting and tracking maintenance requests and for making one-time or recurring payments. You can access the FAQ and help section of the Tenant Portal here: https://www.appfolio.com/help/online-portal.

If you have any questions, please contact your Property Management Team.

TENANT OBLIGATIONS

The Landlord of the home you are renting has hired McEnearney Associates Property Management to manage the property on their behalf. While we do everything possible to make your tenancy a positive experience, decisions made by the Landlord must be implemented by us. We are legally bound to follow the instructions of the Landlord(s) on most major decisions, including repairs, permission to modify (paint, etc.) the property, and deductions from your security deposit, which are determined by the Landlord(s), not the Property Manager. That said, we will do everything possible to make your stay in the property satisfactory and enjoyable. We will work with you to ensure the property is well maintained and any necessary repairs are completed quickly and professionally.

As the Tenant, you have certain obligations to maintain the property. Refer to your Lease for the complete list of your obligations. Below, we have summarized the most important and pertinent items. This summary is not intended to contradict or reduce your obligations under the Lease.

Expected Tenant obligations include, but are not limited to:

Mold Prevention and Reporting. Mold can develop in areas with excess moisture, so it's important to stay aware and take preventative steps. To help prevent mold, please ensure your home is well-ventilated—especially in areas like bathrooms and kitchens—by using exhaust fans or opening windows when possible. Avoid leaving wet items, such as towels or clothing, in piles for extended periods. If you observe any signs of mold, such as a musty smell, visible spotting on walls, ceilings, or around windows, or signs of excessive moisture, please report it to your Tenant Support staff member immediately so we can assess and address the issue promptly. Early reporting helps prevent more serious problems and ensures a healthy living environment for everyone.

Leaks and Water Intrusion. Water damage can lead to costly repairs and health concerns, so it's important to stay alert to any signs of leaks or water intrusion in your home. Please keep an eye out for dripping faucets, water stains on ceilings or walls, soft or warped flooring, bubbling paint, or any unusual dampness—especially after rain. If you notice any of these signs, report them to your Tenant Support staff member as soon as possible. Quick reporting allows us to address the issue early and prevent further damage to the property and your belongings.

Ensuring the property is not damaged, destroyed, or defaced. This responsibility extends to the Tenant(s) on the Lease and also to animals (if applicable), guests, and family members who are at the property. Please keep in mind that you are a Tenant in someone's home. Treat the property with the respect and care that you would want from someone staying in your home. **Report any damage immediately**.

Keeping the property in a clean, sanitary, and safe condition. You are responsible for disposing of garbage, trash, and waste properly; maintaining the yard, lawn (if you have one), and any bushes/shrubs; cleaning the interior of the house regularly and removing ice/snow from all walks, driveways, and steps during the winter. This also includes using all appliances and systems safely and reasonably. For helpful information on proper maintenance, refer to the Home Maintenance section of this handbook.

Change filters regularly for furnaces and air conditioning units. HVAC filters need to be purchased and changed every 2 months, but check them at least once a month, especially during the summer & winter months! If they are dirty, you should change them sooner than 2 months. We recommend writing the installation date on the side of the filter that shows the last time you changed it as a reminder.

Keep all drains and toilets clear. If any drain gets blocked, call us, and we will send one of our contractors to the property. If the blockage is found to be the Tenant's responsibility, you will receive a copy of the invoice, and prompt payment will be expected. The charge will be billed on your Tenant ledger.

Comply with all rules and guidelines laid out by any governmental authority, Owners' Association, Condo Association, insurance company, and/or Landlord. It is the responsibility of the Tenant and their guest(s) to abide by the rules and regulations outlined in the Lease as well as Homeowner Associations and/or Condo Associations, if applicable.

Keep the tub and shower clean and caulked so water and mildew damage do not occur. If you notice the caulking or grouting needs to be redone, and you do not feel as though it is something you can handle, call your Tenant Support staff member, and we will send one of our vendors out to the property. You will be billed for the work completed. Letting this go can lead to future, more costly damage.

Promptly reporting any problem, damage, or breakage. Your lease requires that you promptly report any maintenance problems, damage, or health/safety issues. E-mail or submit a work order via the Tenant Portal to notify us of any maintenance or repair issues. You will need to provide a specific explanation. We use this information when reporting issues to your Landlord and when notifying a service vendor. Please provide the most accurate information.

Notify your Property Manager or PM Assistant if you will be absent from the property for more than two weeks. Let your Tenant Support staff member know when you will be away from the property for an extended amount of time.

Making (and keeping) service appointments with contractors. Vendors require access to the property to make repairs. If you fail to keep a scheduled appointment, you will be responsible for the cost of the trip fee charged. So, please contact the vendor in advance if you need to reschedule.

Reporting any major issues with pests or rodents at the property. Please contact your Tenant Support staff member if you notice any pest issues at the property so that we may send out an exterminator.

Alterations. If you wish to alter or make an addition to any part of the property you are renting (i.e., painting or installing a satellite dish), you must submit a written request to McEnearney Associates Property Management. We will contact the Landlord, who must approve your request.

Wall Mounted TVs. The Tenant(s) has permission to install one (1) wall-mounted TV in the home. It cannot be mounted on walls constructed of brick, stone, and/or wood. Upon moving out of the home, the Tenant must remove the TV, the wall bracket, and wires and have the holes repaired and the entire wall painted by a professional contractor. Any additional wall-mounted TVs in the home will have to be approved by the Landlord.

If you have an animal in the home, below are the associated Tenant Responsibilities.

A. Tenant(s) will keep the above Animal properly licensed and inoculated as required by local and state law and must provide documentation to the Landlord upon request. Animal must display a tag with the contact information of the owner.
B. Animal must be kept on a leash when walked or exercised. Leaving Animal unattended on a porch or patio is strictly prohibited.
C. Tenant(s) will arrange for and pay the costs of having the premises defleaed and deticked by a professional exterminator acceptable to Landlord at the termination of occupancy. A paid receipt must be provided to Landlord before Security Deposit is returned.
D. Tenant(s) will arrange for and pay the costs of having the existing carpeting in the premises cleaned and deodorized by a professional company acceptable to Landlord at the termination of occupancy. A paid receipt must be provided to Landlord before Security Deposit is returned.
E. Tenant(s) will assume all liability and responsibility for any damage to the property caused by Animal including, but not limited to, odors and damage to carpets, flooring, screens, glass, and woodwork. Upon vacating Premises, Landlord will do an inspection of Premises and any damage attributable to Animal will be charged to Tenant(s) accordingly.
F. Tenant(s) will ensure that Animal will not bite, injure, or harm any individual or other animal, and will not disturb others or cause damage to Premises. If, in Landlord's opinion, Animal has injured or disturbed others, or has damaged property, Landlord may provide Tenant(s) with written notice to remove Animal from Premises. Tenant(s) must permanently remove Animal within five (5) days of receiving written notice, and failure to do so will constitute a violation of Lease, and may subject Tenant(s) to termination of Lease. Tenant(s) are responsible for any property damage, injury, or disturbances Animal may cause or inflict.
G. Except for Animal described above, Tenant(s) will not keep any other animal or offspring of Animal on or about Premises except as otherwise approved by Landlord in writing.
H. Tenant(s) is responsible for the immediate removal and proper disposal of Animal waste on all portions of Premises, including without limitation common fenced areas in and around buildings.
I. Commercial breeding of animals within Premises is prohibited.
J. Tenant(s) will secure Animal when property is on the market for sale or rent, or when repairs and/or inspections are scheduled.
K. No Tenant(s) will inflict or cause cruelty in connection with Animal.
L. Animal(s) will not be permitted upon the common areas of Premises unless they are carried or leashed, or unless in an animal playground, if any. Animal(s) may not be leashed to any stationary object on the common elements.
M. Animal(s) must not interfere with the quiet enjoyment and convenience of neighbors. Tenant(s) will become familiar and comply with the laws, rules and regulations of all state, local, county or city authorities homeowners and condominium associations.

PERIODIC INSPECTIONS

Periodic Inspections are mandatory, and we perform them every 6-12 months or as seen fit to see if there is anything the Landlord may need to know about the property and to examine the general condition of the property to ensure it is well-maintained. Adequate notice will be provided (at least 72 hours) for scheduling. Inspections generally take 30 minutes to complete, and you do not need to be present while they are being conducted. If you have any animals, you must make sure they are secured during the time of the inspection. If there is an alarm system for the property, you will need to disarm it on the day of the inspection. Should you have anything you would like to bring to our attention, please email or call your assigned Tenant Support staff member before the inspection date. Annual inspections are also completed by Stop Loss USA.

HOME MAINTENANCE

Tenant Obligations to Maintain the Property

PLEASE REPORT NEEDED REPAIRS PROMPTLY

GENERAL MAINTENANCE

Air Conditioning

Change the filter every 2 (two) months and, at the very least, check the filter once a month. Not only will changing the filter keep your unit functioning longer, but it could also cut down on the electric bill, as the unit will not have to work as hard to cool and circulate the air. As tempting as it may be, do not turn the A/C below 70 degrees in extremely hot weather—A/C systems cannot handle drastic temperature changes (more than 20 degrees or so), and you can cause damage to the system if set too low.

Electrical

Be sure to locate the fuse box or circuit breaker box. Keep a working flashlight in a spot where everyone knows it can be found in case you lose power. If you need to replace a fuse, make sure the new fuse is appropriate in terms of amps.

If you have a circuit breaker and one trips to the OFF position, push it OFF before flipping it back to the ON position. Whenever something electrical does not work, first check the fuses or circuit breaker. If all the electricity goes out at once, call the electric company. If the electricity goes out on an entire floor but is elsewhere in the property, look for and try pushing the RESET button on the area outlets. The RESET button is usually found by the bathroom sink or in your breaker box. If a Ground Fault Indicator (GFI) outlet does not work, try pushing the RESET button on the outlet (usually near a sink), or pushing the RESET button on the other GFI outlets in the home.

Humidifier/Dehumidifier

Many homes do not have humidifiers or dehumidifiers, but if the property you are renting does, please ensure that it is being used appropriately. Speak with your Tenant Support staff member if one or the other of these items is present to ensure proper usage.

Locks

Locks may not be changed, nor may additional chains, bolts, or hooks be added without the express written permission of McEnearney Associates Property Management. Once you receive permission, you will need to supply Property Management with copies of any new keys—a minimum of two copies of each key is required.

Security Systems

Some homes may have built-in security systems. Please do not disconnect any systems or change any passwords without permission from the landlord.

Smoke Detectors

Note the location of all smoke detectors when you move into the property and test them to make sure they are working properly. If they are not, let us know immediately, and we will have the batteries or smoke detector replaced, as needed. To prevent a smoke detector failure in an emergency, it is recommended that you change the battery every six (6) months. An easy way to remember to do this is to change the batteries when you change your clocks twice a year. We partner with Stop Loss to perform annual smoke detector and property inspections. You will find a flyer as part of this handbook. You will need to arrange and be present for the inspection.

Fireplaces & Candles

If you use the fireplace during your tenancy, you will need to have it professionally cleaned before you move out (at your expense). Use caution with fireplaces, especially when there are young children or animals present. Always make sure the damper is open before starting a fire and ensure the screen is closed and secured, even after you put the fire out. Properly dispose of ashes.

Use candles with caution as well. Never leave them burning unattended, even if it is only for a few minutes. Do not place candles near anything flammable. Never place them near blinds or under shelves/cabinets (they may seem far away from you, but they can easily catch fire from the heat). Additionally, please take precautions to ensure that a hot match is never placed in a trash can or elsewhere where it can catch items on fire. To prevent this from happening, wet the match with water before disposing of it.

Firewood

If you have a fireplace and need to stack firewood outside, make sure the pile is at least eight feet away from the house. Never stack wood where it touches the house—termites that may be in the firewood can easily find their way to the house. Also, keep an eye out for termites in the garden beds if the beds have mulch or wood chips.

Carpets

During your tenancy, you are expected to keep the carpets clean. If there are stains, you should clean them immediately. If you notice several stains, you should have the carpet professionally cleaned. Leaving stains untreated can cause them to become permanent, and if the carpet is excessively stained or damaged when the Move-Out Inspection is done, you may be held responsible for its replacement. Take precautions when using harsh cleaners to remove stains—some of them contain bleach or other chemicals that may further damage the carpet.

Floors

Covering 80% of all wood floors with carpet and/or area rugs, especially in high-traffic areas such as entryways, dining rooms, and kitchens, is required per the Lease. To further prevent scratches, you can buy felt pads that adhere to the bottom of chairs, table legs, and sofas—all things that can leave ‘big impressions’! Take special care with a damp mop when cleaning the floors and never oversaturate.

Light Fixtures

Always check the recommended wattage on the light fixture before putting in a new light bulb. Do not just look at the wattage of the bulb you are replacing—it may be incorrect. If you put in a higher-wattage bulb, it will burn out more quickly, and the heat it produces may also cause damage to the ceiling, wall, or fixture. Most ceiling light fixtures take light bulbs with wattages of sixty or less.

Countertops & Shelves

Always place something in between a hot pan/pot/baking sheet/etc. and the kitchen countertop. You can use an oven mitt, cooling rack, or even a folded dish towel—anything to prevent the countertops from being scorched, scratched, and damaged. If there are granite countertops, do not use Windex or similar cleaners as they will gradually take off the sealant over time. Always use a cutting board when preparing food in the kitchen. Never cut directly on the countertop.

If you wish to use a shelf liner, please buy a removable shelf liner. Contact paper is extremely difficult to remove, and the cost of doing so will be deducted from your security deposit when you move out.

APPLIANCES

REPORT NEEDED REPAIRS PROMPTLY

Disposals

NEVER use the disposal without running cold water. Some objects that should never go down the disposal include coffee grounds, eggshells, fruit pits, fruit and vegetable peels, pasta/rice, corn silks, and bones (i.e., food items that are stringy and/or hard). Do not risk potentially ruining the disposal by tossing just anything down it—if it seems like it might be harmful to the disposal, throw it in the trash can. Never dispose of grease or fat down the disposal or any other drain. It will harden, clog the drain, and paying to get it fixed will be your responsibility. If the disposal is grinding and making loud, awful noises, there is something too hard that accidentally found its way down there (a piece of plastic, silverware, etc.). Make sure the disposal is OFF before you ever stick your hand in to remove an object. If the disposal stops working or is humming, try hitting the RESET button on the bottom of the disposal and then try turning it back on. If it is still not working, call us. Additionally, some disposals use the same pipeline as the dishwasher, and when either is in use, the other cannot be running.

Dishwasher

Always make sure to use the appropriate detergent for your dishwasher. Never use laundry liquid dish detergents. Rinse off all dishes before loading them in the dishwasher to prevent the drain from clogging. Never overload the dishwasher, and clean the door and seals both inside and out to prevent mold and mildew from forming.

Washer & Dryer

Clean the lint trap in the dryer after every use. Failure to do so can lead to longer drying times for your clothes and can also be a fire hazard. Check the outside vent every couple of months to ensure it is clear of debris for adequate airflow. If the washer and dryer are in the basement, the vent may be near the ground outside; make sure it is not blocked by leaves/dirt/bird nests. Never overload the washer or dryer.

Refrigerators

Do your best to keep the refrigerator clean & spill-free. If something leaks or spills, clean it up immediately to avoid setting stains that can become difficult to remove. The refrigerator should be thoroughly cleaned every six (6) months. It is always a good idea to put an open box of baking soda in the fridge to absorb odors—they usually last for a month or so. Avoid breaking or bending any of the door bars, shelves, or drawers in the refrigerator or freezer. You will be responsible for replacing damaged parts.

Oven/Range

If you have a self-cleaning oven, DO NOT use store-purchased oven cleaners; these will ruin the finish inside the oven. If the oven does not come on, make sure it is set on manual rather than time bake or set in a clean cycle. When using the oven-cleaning feature on self-cleaning ovens, always refer to the oven maintenance instructions before cleaning. Improper use could cause costly repairs and be at your expense.

BATHROOM MAINTENANCE

Mildew
Mildew IS preventable; as such, you should take every measure to stop it from developing on the property. Most newer homes have exhaust fans in the bathrooms, and these should be turned on during and after every shower or bath. If there is no exhaust fan, open any windows in the bathroom and keep the shower curtain open to allow the humid air to escape. If there is no window access, leave the bathroom door open. If you do notice any mold, take care of it immediately—use a bathroom cleaner with mold & mildew remover anywhere the mold is present.

Tubs, Showers & Toilets
Whenever you take a shower or bath, make sure that the curtain is on the inside of the shower. If the shower has a door, be sure that it is completely closed to prevent water from escaping out and onto the floor. Do not flush anything down the toilet that will be hard to break up—facial tissues, paper towels, feminine products, and so forth. If the toilet is running continuously, make sure the flapper is down to ensure it is closing properly. Take care of it quickly; otherwise, it could lead to a high water bill. We work with some great, reliable plumbers and will contact them for you and bill you directly.

Caulking/Grouting
Per your Lease, maintaining the caulking is your responsibility as the Tenant, so take time to inspect the caulking upon your move-in. You want the caulking to be tight and gap-free to prevent water from seeping into areas that are hard to access and costly to repair (i.e., floors and ceilings). If the caulking or grouting needs repair and you cannot do it yourself, we will arrange for a contractor to meet you at the property. Clean the caulking & grout regularly to prevent mildew from growing.

Fiberglass
The most important thing to remember with fiberglass is that it needs to be cleaned regularly. If a stain is left for too long, it can easily become permanent, and you will be responsible for the cost of replacing the tub or shower. Make sure that the cleaner you use is safe for fiberglass—some cleansers are too strong and may remove the protective coating.

Exhaust Vents
Exhaust fans and vents need to be vacuumed and cleaned when you notice dirt buildup.

REPORT NEEDED REPAIRS PROMPTLY TO THE TENANT SUPPORT STAFF

EXTERIOR HOME MAINTENANCE

Yard, Lawn & Garden Care

You are required to maintain, cut, and water the lawn, beds, and shrubbery of the property. This should be done regularly to prevent the lawn from deteriorating to a point that requires costly remediation. The lawn should be cut every 7 – 10 days during the growing season (March – November) and watered during dry spells. Do not place any large object on the lawn that prevents the grass from growing; such objects may include above-ground swimming pools, sandboxes, children's play equipment, and dog houses. If you have a dog, please clean up after it regularly and keep an eye on it when it is outside to ensure that it is not digging or otherwise damaging the lawn, garden beds, or fence. If you do not wish to do the yard work required for the property, we can recommend some companies that can do it for you. Be advised that the cost of any contract or service will be your responsibility.

Stairwells & Window Wells

Outside stairwells equipped with drains must be kept free of leaves & debris to prevent clogging, which can cause water to seep under the door into the basement. Remove any accumulated debris from the stairwells, floor drains, and window wells. Check these monthly, especially during the rainy season in the spring and summer.

Gutters

If you notice water spilling over the gutters instead of coming out through the downspout, please report it to your Tenant Support staff member. Gutters are essential to the protection of the home because they keep water away from the foundation. If they are not functioning properly, water can leak in, causing major damage to the floors, walls, and ceilings. Make sure you are also reporting any leaks that you may see coming into the home.

Septic System

Chances are that your house does not have a septic tank. In the off chance that it does, however, we have included a few rules of thumb to ensure it is properly maintained. Septic tanks need to be pumped out every four or five years when they are used correctly, so if the property has one, follow these simple suggestions to prevent issues from "surfacing". Never flush feminine products, facial tissues, paper towels, cigarette butts, coffee grounds, etc. down the toilet. You also want to take measures to ensure that harsh chemicals such as varnish, paint thinner, gasoline, and some cleaning items do not find their way into the septic tank. They can kill beneficial bacteria that break down solids, and the harsh chemicals can also be a danger to groundwater. Also, make sure you know the location of the septic tank and never drive or place heavy objects over or near the septic or drain field.

REPORTING REPAIRS

Even if you follow every maintenance guideline we have given you, there can be unforeseeable factors that lead to an issue requiring a repair. The following information will help you when you need to contact Property Management in the event of either an emergency or a routine maintenance situation.

REPORT NEEDED REPAIRS PROMPTLY

ROUTINE REPAIR & MAINTENANCE

Please report all repair and maintenance requests to your assigned Tenant Support staff member. You can also access your online Tenant Portal to submit a maintenance request. Email is another convenient way to contact us regarding maintenance issues; you can detail the problem as you see it. That way, we do not miss anything and can pass along notice to the Landlord and contractors exactly as you report it. Report all problems as soon as they occur—do not wait for them to accumulate or escalate into emergencies. All water issues are especially time-sensitive. If you have multiple items that need to be looked at or repaired, please submit them all on one work order instead of sending in multiple requests.

Please note that we do not have maintenance employees. All work is sent to independent contractors, and we do not dictate their schedules. You will need to work directly with the vendor to schedule an appointment. Please be patient. If maintenance requests are reported during normal business hours, work orders are submitted on the same day. If a vendor has not contacted you within a reasonable amount of time (24 hours or so from the time you reported the problem) to schedule an appointment, please call them directly. Their number will be provided to you on the work order confirmation you receive.

All repairs need to be approved and scheduled through Property Management. The only exception to this is in case of an emergency that could result in severe damage, and you are unable to contact Property Management. If you pay for an authorized repair that is not your responsibility under your Lease, please submit the bill to us, and we will send you a reimbursement check. Unauthorized repairs will not be reimbursed. You are never authorized to deduct maintenance/repair costs from your rent without written permission.

McEnearney Associates Property Management does not own the property that you are renting. We are only authorized by the Landlord to order minor repairs under an authorized amount. For major repairs, we must get approval from the Landlord, many of whom live overseas and may take additional time to respond. Your patience and understanding are appreciated, as larger, more costly items are usually the hardest to do without (they typically include air-conditioning units, water heaters, and appliances). We will make every effort to resolve these types of issues as quickly as possible.

For **Montgomery County, MD** residents: Please visit this link to see the Radon Testing and Mitigation information for rental properties: https://www.montgomerycountymd.gov/DHCA/landlords/Radon.html

MAINTENANCE AND REPAIRS EMERGENCY CONTACT: 703.537.3332

EMERGENCY WATER LEAKS

You are the Landlord's first responder to any emergencies that may occur at the property, and your quick action can help alleviate unnecessary inconveniences and expenses. Water leaks can be very serious if not dealt with quickly and accurately. In an emergency, contact your Tenant Support staff member. If our office is closed, call our emergency number (703.537.3332), and the on-call team member will guide you through the steps to determine the type of leak and the appropriate action to take.

There are two kinds of water leaks:

1. A leak that originates from inside the home. These leaks consist of leaking water heaters, broken pipes, leaking faucets, or toilets, etc.
2. A leak that originates from outside the home. These leaks include a roof issue or a flooded basement.

If you are experiencing a water leak, remember your A.B.C.'s:

Assess the situation to determine where the leak originates.
Be quick to stop the leak by turning off the water shut-off valve or the main water shut-off valve.
Catch & clean up the water.

If you cannot find the water shut-off valve or if the leak originates from the outside, place a trash can or bucket under the leak to catch the water to prevent additional damage. If it is a leak coming in through the ceiling and you have a bucket or trash can in place, you may need to use a thin, sharp object to poke a small hole in the center of where the water is forming on the ceiling. This will allow gravity to drain the water out of the hole and into the bucket—otherwise, it may spread across the ceiling and cause more damage.

Remember: Many times, roof, window, and basement leaks are the result of clogged gutters & drains. See the section on gutters under the Maintenance tab to make sure this does not happen to you!

While waiting for help, try to contain the leak. It is critical that you immediately start drying the affected area. Use towels and/or a shop vacuum to soak up as much water as possible. This is especially important if the carpet has gotten wet because the padding acts as a sponge and can ruin the carpet (and start to smell) if not dealt with quickly and properly.

If you do find yourself in the unfortunate event of serious flooding and the flooring and carpet are saturated, we will have to contact a professional to help with clean-up and repair. The Landlord will need to be notified.

Remember, anytime there is a water leak, you should contact us immediately.

WOOD FLOOR CARE

To prevent scratches on wood flooring, place mats and throw rugs at doorways to help protect floors from dirt & grit. Place felt pads under furniture legs and vacuum/dust your wood floor regularly. Do not drag furniture across wood flooring.

Never use harsh chemicals, floor/tile cleaners, or self-polishing acrylic waxes on wood floors. Such waxes can cause wood to become slippery and dull, which in turn could cause the wood to need refinishing.

CLEANING:

Dust mop or vacuum regularly at least once a week. If needed, you can use a dampened (near-dry) mop to maintain a wood floor; however, excessive moisture will cause damage. Standing water can dull the finish, damage the wood, and leave a discoloring residue. If water spills on a wood floor, immediately wipe it up with a clean cloth and make sure the area is dry.

DO's:

- ✓ Wipe up spills immediately and make sure the area is dry.
- ✓ Use interior and exterior doormats at entrances to collect dirt and moisture to prevent debris from being tracked onto the wood flooring.
- ✓ Place area rugs at kitchen & bathroom sinks where hardwood flooring is present.
- ✓ Place area runners and area rugs (with slip-resistant backings) along high-traffic areas.
- ✓ Keep nails trimmed on household animals to prevent scratching, especially large dogs.
- ✓ Protect floors from direct sunlight.

DON'Ts:

- X Use any of the following products to clean your hardwood floors: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soaps, or abrasive cleaning soaps.
- X Allow water to stand on your floor for any length of time- wipe all spills up immediately.
- X Do not walk across the floor in heel taps, spike heels, or any sharp object protruding from the shoe.
- X Allow the furniture to rest on the floor on small metal or wood tips.
- X Use rubber, foam, or plastic mats. They can trap moisture and discolor the wood flooring.
- X Use vacuums with beater bars or hard heads while cleaning the wood flooring.

WINTERIZING YOUR HOME

IMPORTANT INFORMATION!!

In the fall, before the wintry weather truly sets in, you will need to drain the outside faucets. If there is an exterior pipe that can be turned off from the inside and drained, it should be done before mid to late October. If you have an exterior hose faucet, it will have a cut-off valve located in one of the following places: directly behind it inside the house, on a water line, or by the water heater. Turn the inside valve clockwise to shut off the outside water supply. Next, go outside and remove any hoses attached to the faucet. Turn the faucet counterclockwise (open/on) and leave it open. This will drain the water completely out of the pipe. If draining water does not stop quickly, chances are you have not correctly turned off the interior water valve to that faucet. Double-check the inside valve and try again.

Draining the outside faucets helps to prevent frozen pipes, which can quickly become burst pipes that cause severe flood damage. Take time to locate the main water supply valve in the home. If an emergency arises this winter, you will be able to quickly turn off the water at the source rather than frantically searching for the correct cut-off valve. If you do find yourself with frozen pipes, call us immediately. This constitutes an emergency. If pipes freeze and burst due to negligence, you will be responsible for repairing the broken pipe(s) as well as any additional repair costs.

If the kitchen or bath is located on an outside wall, you can take a few small steps to prevent a pipe from becoming too cold and bursting. In the kitchen, you can open the cabinet doors to let heat inside. If you think the pipes may be frozen, try using a hair dryer to blow warm air over the area. You can leave the faucet open with a slow trickle of water.

If you go on vacation for any period during the winter season, be sure to leave the heat on and set the temperature for a minimum of 60 – 65 ˚F. Leave one water faucet slightly on & dripping to keep water moving while you are gone.

MOVING OUT

Lease Renewal & Termination

If you wish to renew your lease, we will work with you and the Landlord to determine how long the lease will continue and at what monthly rental rate. The renewal process begins well before the 60-day notice period as required by the Lease. If you know what your intentions are before that time, we encourage you to let us know so we can complete the process in advance. If you are offered a renewal by the Landlord and you choose not to accept it, please notify us in writing as soon as possible of your intentions. If you do not sign the Lease Addendum that is sent to you, your Lease will terminate as specified in the lease, and a letter will be sent to you 60 days before your lease expires notifying you of your lease termination.

Note: Procedures vary from state to state. Refer to your Lease for your specific terms.

You will receive a letter/email from us on or before the 60-day point—it may be a renewal offer, a notice of lease termination, or a letter informing you that your lease will continue in a month-to-month status. Landlords generally want a lease for a specific amount of time, so month-to-month leases are the exception rather than the rule when it comes to lease renewals.

If you are in a roommate situation and one or more of you wish to renew and someone will be leaving, we need to work with you on this process. The Tenants who wish to stay will need to look for replacements for those leaving, and any prospects must fill out a rental application on our website: www.corcoranmce.com/application. There is a $54.00 application processing fee per adult that will need to be paid with the submitted application. If the applicants are approved, we will complete the necessary documents to record the Tenants moving out and the new Tenants moving in. The fee for Tenant replacement at the end of a lease and during the renewal process is $200.00 and must be paid by the first month of the new lease start date. We do not refund partial security deposits, so any security deposit monies expected when there is a partial move-out will need to be handled among the Tenants. McEnearney Associates Property Management only processes the security deposit held in escrow after there is a full move-out and the lease has been fully terminated.

***For all Tenant changes outside of the lease renewal process, a fee of $400.00 will be charged and must be paid before the new Tenant moves in. The same process as above would still apply.

*****LANDLORD/OWNER MUST APPROVE ANY TENANT CHANGES REQUESTED*****

EARLY TERMINATION OF OCCUPANCY

We understand that circumstances may arise that require you to vacate before your Lease termination date. If you need to vacate early, contact your property manager to discuss your options as well as your obligations. You will be responsible for the property, paying rent, utilities, etc., until either a new Tenant moves in OR the original lease termination date. You will be responsible for a lease marketing fee determined by a written agreement from the Landlord. It is also up to your Landlord to approve an early lease termination request.

Different terms apply if:

You are a member of the United States Armed Forces or are on full-time duty or technician status with the National Guard and are transferred for more than 90 days. In these cases, which fall under the Servicemembers Civil Relief Act of 2003 ("SCRA"), you must provide us with a copy of your transfer letter or orders not less than 30 days before you plan to terminate your lease. Refer to your Lease for more information. There is no fee for terminating your lease under these conditions, but you are responsible for 30 days of rent after your notice, which takes effect on the first of the following month.

Note

Leases vary from state to state. You will need to refer to your Lease for your specific terms.

VACATING PROCEDURES

When you send in your written notice via email or hard-copy mail stating your intent to vacate, we will send you a letter confirming receipt of your notice once we have your move-out date. Also, you will receive a document that details what you need to do to prepare the property before you leave. If you wish to have a copy of this checklist at any point during your lease, it will be available upon request. Your Move-In Inspection is also useful in preparing the property for your move-out (and the Move-Out Inspection). Remember that any discrepancies—and repairs needed to remedy them—between the Move-In and Move-Out Inspections are your responsibility. You will need to contact the Property Manager to schedule your Move-Out Inspection.

Refer to your Lease for a complete list of items that need to be taken care of before the Move-Out Inspection. The furniture needs to be removed, and the entire property needs to be thoroughly cleaned- this means walls, windows, appliances, cabinets, showers, sinks, light fixtures, etc. Carpets need to be professionally shampooed and cleaned. If animals have been present, you must have the premises professionally treated for fleas and ticks. For all professional work, you must provide receipts for the completed work. If you do not get the carpets professionally cleaned, the cost of doing so will be deducted from your security deposit. All wall-mounted TVs must be removed (including wall brackets and wires); the holes must be repaired, and the entire wall painted by a professional contractor, and provide a paid receipt for the repairs at the Move-Out inspection. You are responsible for all exterior yard work and other upkeep through the last day of your lease.

Utilities

The utilities must be kept on, in your name, until the last day of your lease responsibility. Even if you move out several months or days before your lease end date, you are responsible for the payment of utilities until the new tenant's lease begins. Your security deposit will not be refunded until the final water bill has been paid in full and you have provided a receipt or copy of the paid bill.

Tenant Portal

After your last month's rent is paid, be sure to log in to your Tenant Portal to deactivate the monthly rent withdrawal. Contact Alex Cheriza at 703-537-3351 if assistance is needed. We are unable to stop or modify any recurring payments; we can only delete your login.

Keys and Remotes

You must turn in all keys and remotes at the Move-Out Inspection or return them to the Property Management office immediately upon vacating. You will be charged rent for each day the keys are in your possession past your lease expiration date. If for any reason the keys are not returned, the cost of changing the locks on the property will be your responsibility.

Return of Security Deposit

Per the terms of your Lease, your security deposit will be returned within 45 days after the lease terminates and you have vacated the premises. The receipt of proof that the final water bill has been paid and any other professional cleaning receipts required must be turned in promptly to help this process along. If any repairs need to be made and are found to be your responsibility, they will be deducted from your security deposit. You will receive a Final Tenant Statement that details any deductions made from your security deposit. Contact your Property Manager regarding any questions or concerns. You will need to provide us with your ACH banking information if you wish to have the refund sent electronically, or your forwarding address for mailing a check. If you are living in a roommate situation, you may designate one person to receive the deposit, and all other Tenants must submit their authorization in writing to the Property Manager permitting us to release their deposit to the one person. *Any tenant whose forwarding address is international must have their security deposit returned by ACH. No checks will be mailed.*

Please Note: The security deposit cannot be returned to you until after the Property Manager has reviewed the Move-Out inspection and any necessary repairs/replacements with the Landlord, who then determines what, if anything, will be charged to the Tenant. These are the decisions made by the Landlord and carried out by Property Management.

Thank You!

We wish you a smooth and happy tenancy.

Please do not hesitate to contact us with questions, comments, or concerns.

Enjoy your home!

Additional Property Documents & Information

- Additional DC documents
- Additional Maryland documents
- HOA/COA Information
- Special Instructions
- Roost Renters Insurance Flyer
- Stop Loss flyer
- (etc.)