



WilkinsonPM &
HomeFirst Realty

Family Owned and Operated since 1989



Resident Handbook



CONTACT INFORMATION



Website: www.wilkinsonpm.com

Office Hours

Monday through Friday from 9:00AM to 5:00PM.
Wilkinson PM is closed on weekends and holidays

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WELCOME TO YOUR NEW HOME!

Thank you for selecting a property professionally managed by Wilkinson PM. Since 1989, Wilkinson PM has been the solution to your property management concerns. Along with HomeFirst Realty we provide full-service real estate and property management services throughout Northern Virginia, the District of Columbia, and Southern Maryland. All our property managers are also licensed Realtors.



In addition to our commitment to the landlords regarding management of their homes, we are also committed to providing highly responsive service to our tenants. We look forward to working with you over the term of your lease and we take pride in effective management of your new home. This Resident Handbook is intended to assist you in complying with your lease and properly maintaining your residence. It will also answer some of the most frequently asked questions by tenants who have resided in our managed properties. Please familiarize yourself with the contents of this handbook. **As an attachment to the lease, the instructions in this handbook are amended terms of the lease.** Please refer to this handbook when you have any questions regarding your responsibilities as a tenant or the proper upkeep of your property. Please do not hesitate to email us if you have any questions about your current lease or any aspect of the property. Again, welcome to your new home!

IMPORTANT INTRODUCTORY ITEMS

The Lease

The lease agreement (deed of lease) is a legal contract between you and the landlord. Wilkinson PM is a legal agent for the landlord acting under the authority and direction of the landlord under a property management agreement but is **not** a party to the lease. It is our responsibility to collect rent, arrange for any necessary maintenance or repairs, inspect the property periodically and answer any questions or concerns that may arise with respect to the home or the lease agreement. Our leases are governed in accordance with state and local ordinances, and created by the in-house council of the Realtor Association in the jurisdiction of your property.



Rental Payments

All rental payments must be submitted via the Wilkinson Online Tenant Portal or mailed to: PO Box 30003, Alexandria VA 22310

After move-in, you will receive an email providing specific instructions on how to log into the Tenant Portal to pay future rent electronically. From the Portal, you can set up automatic monthly payments, or login each month to initiate a

payment by ACH. **Remember that you are solely responsible for setting up payment each month and ensuring that funds are in place for the payment to complete properly.**

Rent payments are due on the 1st of each month and are late after the 5th. The late fee is 10% of 1 month's rent (5% in Maryland & Washington DC). A letter of Noncompliance for Failure to Pay Rent will be mailed and emailed to any Tenant who has not paid rent as of the 6th of the month. A \$50 NSF fee will also be assessed, in addition to the late fee, for any ACH or check returned for non-sufficient funds. If you have more than one NSF during your lease term we may, at our discretion, turn off your online payment portal and require certified funds. Late rental payments will not be tolerated, and we will enforce the collection of rents through the court system. "Lost in the mail" or any other reason will not excuse a late payment. A \$250.00 administrative fee will be charged to the tenant if tenant has not paid rent, and Wilkinson PM must file a Summons for Unlawful Detainer in court.

Utilities

Per the terms of your lease, you are responsible for determining the utilities that serve your property and having them turned on prior to, or at the commencement of your lease. For your convenience a "Utility Contact Sheet" is included on page 24 of this handbook. Utilities must remain in your name throughout the entire term of your lease. You will be assessed a \$100 fee for non-compliance.

Smoking

Smoking, the use of electronic cigarettes, and vaping **are not permitted** in any of our rental properties. If you must smoke, it must be done outside the home and must be disposed of in a proper receptacle. No smoking debris should be visible outside the home at any time.

Property Condition

Unless otherwise agreed to in writing at the time of application, your home is leased in as-is condition. Any requests to alter, repair, or improve the property must be agreed to, in writing by Wilkinson PM before any work can be initiated. The owners may approve, decline, or conditionally approve request subject to property being returned to original color/condition at the end of the lease.

Renter's Insurance

You are responsible for obtaining and maintaining adequate renter's insurance throughout the course of your lease. The extent of personal possession coverage is up to you, however, **General Liability Coverage of at least \$300,000 must be in place** while residing in your home. A certificate of insurance coverage with Wilkinson PM (6271 Franconia Road, Alexandria, VA 22310) as additional interest must be given to your property manager prior to occupancy. Proof of continued coverage must be provided each year. In accordance with the VRLTA, if your insurance expires during your occupancy, Wilkinson PM reserves the right to purchase insurance for you and charge the cost of coverage to your account.

Move-In & Key Pick-Up

Your property manager will contact you with details regarding a time and place for key pick-up and move-in instructions. Move-ins are conducted Monday through Friday 9AM to 5PM. At this time proof of your renter's insurance is required along with all remaining funds due before keys are provided. In addition, proof that utility services have been initiated in your name is also required.

Move-In Inspection Report

Prior to your move-in, your property manager will conduct a move-in inspection and take photographs of all walls/floors/doors/appliances in the home. You will be given the Move-In Inspection Report form that you must verify for accuracy in documenting any existing damage and/or deficiencies in the property. Cosmetic imperfections are to be expected, please focus on the functionality of appliances and major systems. This form must be returned to your property manager within five (5) days of your lease start date with all required signatures.

Living in an HOA Community

Many of our homes are located within a community that is governed by a Homeowners Association. You are responsible for obtaining any forms needed to gain access to the amenities offered by the HOA. You are also expected to abide by the rules and regulations of the community. **Tenants are responsible for obtaining parking permits, passes or identification cards unless otherwise noted. If required by the HOA, tenants must also register their move in and pay any required fees.**

Lockouts

If you lose your keys or lock yourself out of your home during our normal business hours, we will allow you to check-out a set of keys which must be returned to our office within 24 hours, or you will be charged \$75 to replace them. If the lockout occurs during non-business hours, weekends, or holidays, you are responsible for calling a locksmith at your own expense. Please note, if you decide to change your locks during the term of your lease, you must provide Wilkinson PM with 2 new sets of keys within 24 hours of the lock change. Should Wilkinson PM attempt to enter your home and is unable to do so, you will be assessed a \$100 trip charge, and you will be found in violation of your lease agreement.

Pets

Farm animals, snakes, other reptiles, exotic animals, and any large or aggressive animal will not be permitted. Pit Bulls, Rottweilers, German Shepherds, Huskies, Dobermans, Chows, Great Danes, Saint Bernards, Akitas, Wolf Hybrids, and mixed breeds including any of the above mentioned will not be permitted. If your lease allows pets to be kept on the premises remember that the privilege of keeping a pet(s) can be revoked at any time. If any animal becomes a nuisance to neighbors, destroys the interior or exterior of the property, or becomes a danger to anyone, tenant will receive written notice and the pet must be removed within five (5) days. Pet(s) must be covered under the tenant(s) renter's insurance policy to cover any damages, hazards, and liability, to the property, or any person(s) resulting from the Pet(s). Proof of

coverage must be provided to Wilkinson PM prior to move in. Tenant will be required to pay a \$500 additional deposit and will be responsible for any damage by the pet. Tenant shall pay according to the damage assessed, such as cleaning or replacing of carpet, cabinets, grass, interior and exterior treatment of fleas, ticks, etc. If a pet is on the premises at any time, tenant is required to have the carpets cleaned and deodorized with a de-flea/de-tick solution added by a professional carpet cleaning company and provide a receipt of these services to Wilkinson PM.

Tenant must obey all local ordinances by keeping pet(s) on a leash when outdoors. Guests are not permitted to bring their pet(s) onto the premises. Any unauthorized pet will result in a \$500.00 nonrefundable pet fee, and pet must be removed from property. A Notice to Terminate Lease may be issued to the Tenant.

Roommate and Lease Modifications

Any changes in occupants and/or lease modifications must be approved in writing and will result in an administrative fee of up to \$250. Any new occupants must apply through Wilkinson PM and meet any and all rental qualifications. Occupant approval is not guaranteed. If a tenant moves out prior to the expiration of the Lease, all remaining tenants must be requalified.

Inspections

It will be necessary, from time to time, for your property manager to inspect the premises to ensure, among other things, that the home is in good condition. Prior to the inspection, you will be notified via email with the date and timeframe of when the inspection will occur. The inspections last approximately 15 minutes and you do not need to be present at the time of inspection. An owner may also request an inspection at any time, and in that case, reasonable notice will be given via telephone or email. Please know that Wilkinson PM will take photos or video of the property but will respect your personal property as we take your privacy very seriously. These photos/videos will never be used for marketing and are only used to provide a general condition report to the owner.



Change of Employment, Phone Numbers, or E-Mail Address

The tenant is required to notify Wilkinson PM immediately upon a change of employment and provide us with a new work phone number. Any change of personal

information, including email address or phone number must also be given to us immediately.

Early Lease Termination Due to Military Transfer

Upon presentation to our office of military orders, tenant may qualify for an early termination of the lease, as dictated by the Service Members Civil Relief Act (SCRA). If vacating due to military transfer, tenant must provide a minimum of one full month notice. Notice must be received on/by the first of the month and continues for the one-month term thereafter. Please contact us immediately if considering this option and refer to lease agreement for details.

Showing the Property

Upon notice that tenant will be vacating, Wilkinson PM has the authority to show the property to prospective tenants. If the rental agreement so provides and if a tenant without reasonable justification declines to permit the landlord or property manager to exhibit the dwelling unit for sale or lease, the landlord may recover damages, costs, and reasonable attorney fees against such tenant. The property manager will give reasonable notice when the property is to be shown and tenant is expected to have the property in appropriate condition. We will do our best to schedule showings when it is most convenient, but that may not always be possible. Per the lease, only reasonable notice is required. Please maintain the following minimum standards during the showing period: keep all rooms dusted and vacuumed, kitchen and bathrooms clean, kitchen sinks empty, pets secured, litter boxes empty, lawns kept cut, and yards raked.

Maintenance



Operation and Maintenance of Appliances, Fixtures, and Utilities

You are responsible for the proper operation and maintenance of all appliances, fixtures, and utilities in your home. Upon moving into your home, take time to familiarize yourself with the location of all shut-off valves, electrical disconnects, filter locations, and electrical panels in your home. Wilkinson PM requires you to have a working knowledge of the safe operation of this equipment. Any damage caused by the improper use or neglect of this equipment will be your responsibility.

General Maintenance and Repair Requests

In the event of an emergency please call 911 if your safety or the home is at risk. Please also contact your property manager directly by calling or texting their cell phone. See page 17 of the handbook for details on what scenarios are considered an emergency.

You may submit a general maintenance request by emailing your property manager directly. For routine maintenance, plumbing, appliance repair, and service to HVAC systems, Wilkinson PM, whenever possible, will have licensed contractors coordinate with you the time and date when they can enter the premises. It shall be your responsibility to ensure that these contractors have access at a time and date that is convenient for you and the contractor. Per the lease agreement any request for repairs or service is understood to mean that permission to enter the premises to make the repair or service has been given by you.

Please note, that if a contractor is sent to your home to make a requested repair and the cause of the damage was due to negligence or not knowing how to properly use any of the fixtures, appliances, or utilities in the home, the full cost of the bill will be charged to you.

We work closely with the landlords to ensure that maintenance requests are promptly addressed but scheduling of vendors and ordering of parts can sometimes take longer than expected. There is no provision under the lease to pro-rate or discount the rent while waiting for a repair to be completed. If the home is found to be uninhabitable, your renter's insurance policy may provide for you to stay in a hotel. There is no maintenance scenario that will result in the reduction or discount of rent.

Electrical Problems

Frequently when tenants experience electrical problems, a circuit breaker has tripped, or a fuse has blown. If the home has circuit breakers, tenants must become familiar with how to turn the power off and how to reset a breaker. If the power goes off in a certain room, the breaker may not be tripped all the way. Try turning the breaker all the way off and then all the way on. This may need to be repeated a couple of times to regain power. If a vendor comes to the home and it is determined there is no electrical problem, just a tripped breaker that must be reset, this will be a tenant charge. If the panel operates with fuses, keep several fuses of each amperage on hand. The inside of the socket will state the proper size to use. If you attempt to use a different size fuse it will not screw in far enough to operate properly. **TENANTS MUST USE THE PROPER SIZE FUSE.**

Some homes feature GFCI outlets which shut off an electrical power circuit if it detects an imbalance in the current flow. Often these outlets are located in bathrooms and kitchens. Test the GFCI by plugging in a lamp to the outlet and turning the lamp on. Next, press the Test button. If the light goes out, the outlet is working properly. Press the reset button to restore the GFCI function and power to the lamp. Please keep in mind that these outlets can also control other outlets/switches in the home. CBEPM recommends each GFCI be tested at least once a month. If a vendor comes to the home for a service call, and there is no electrical problem, just a need to reset the GFCIs, this will be a Tenant charge. Tenants are responsible for checking and testing GFCIs. It is very important that you do not use light bulbs of wattage in excess of what is specified on the lamps or light fixtures. This can damage the fixture or cause a fire.



Garbage Disposal

Run cold water while in use. Do not put coffee grounds, any metal objects, potato skins, fruit or vegetable peels, eggshells, rice or pasta, cornhusks, or any other hard or stringy items in the disposal. Additionally, do not dispose of grease or greasy foods in the disposal. If the machine jams or hums, turn it off and clean out; use Allen wrench provided to clear jam. If it still will not operate, push the red reset button (usually located on the bottom of the unit).



Cable & Satellite Installation

Please do not make any additional or auxiliary cable or satellite installation without prior written permission. If you wish to install a satellite dish, please submit a written request and we will provide the necessary guidelines and insurance requirements. **All satellite dishes must be removed at the end of your lease term and repairs made to roofs or other structures where satellites were attached.**

Painting

If a tenant wishes to paint during the lease term, they must obtain written permission from Wilkinson PM, including approval of the desired paint color, prior to starting the job. Send a paint swatch to your property manager with written description of the desired rooms to be painted for owner approval. Natural wood trim or paneling may not be painted. Any excess paint should be left for touch ups. At the discretion of Wilkinson PM, tenant may be required to return paint to the original color. Tenant is responsible for repairing scuff marks, stains, and dings they cause to all walls, floors, fixtures, etc. throughout the home. Small nail holes are best left alone; do not attempt to fill them.

Unauthorized Repairs

Please do not make any repairs or authorize any maintenance without our prior written permission. All repairs must be authorized in writing by Wilkinson PM and the work performed must be completed by a licensed and insured contractor. Rent **cannot** be withheld because of repairs, nor can the cost of repairs be deducted from the rent unless approved in writing in advance by Wilkinson PM.

Pest Control

Please report any pest problem within two (2) days of possession. If not reported in writing, it is agreed that the premise has no infestation of any kind, and it will be the tenant's responsibility if any future infestations occur. This includes, but is not limited to, ants, roaches, silverfish, mice, and rats.

Your Maintenance Responsibilities as a Tenant

Your responsibilities as outlined in your lease include but are not limited to:

- General exterior maintenance, including grass cutting, snow removal, leaf removal, and trimming of shrubbery, and weeding of mulch beds.
- Replacing light bulbs, smoke detector batteries, and fuses.
- Unstopping of sinks, commodes, dishwasher hoses, and disposals.
- Properly maintaining caulk around tubs and showers, ensuring that caulk and grout is kept clean and free of mold or mildew.
- Cleaning or replacing furnace filter(s) with a properly sized filter every other month (a clean furnace filter will increase the furnace efficiency and may decrease your utility bill. Moreover, you may be charged for damage caused by a dirty filter).
- Keeping all exterior drains, gutters and downspouts clear of leaves and debris. Improper drainage can cause damage to home or personal property. Cost of repairing such damage will be tenant responsibility if found to be caused by clogged drains or gutters.
- Periodically checking washing machine hoses for signs of excess wear, bulging, rust, and or/loose fittings (If any of the above are observed, notify your property manager).
- Keeping dryer vents clear of lint.
- Periodically checking for the proper operation of sump pumps, if applicable.
- Cleaning dust and grease from all bath and kitchen exhaust fans. Replacing kitchen exhaust fan filter as needed.
- Elimination of household pests including rodents, mice, ants, roaches, & stinkbugs.

SEASONAL MAINTENANCE

Fireplace Maintenance

Wilkinson PM requires that all wood-burning fireplaces be professionally inspected and cleaned prior to your move out. This is your responsibility as a tenant to hire a vendor to perform this work. We reserve the right to deny the use of the fireplace for any reason.

Exterior Maintenance

It is your responsibility to keep yards and exterior drains free from leaves and debris. In the fall season, keep the yard & gardens free of leaves and debris. In the summer, mow the lawn as needed. Trim shrubs as needed. Water plants and shrubs in dry seasons. Report to your property manager any dead trees, branches, or shrubs. Please do not go onto your roof for any reason. It is your responsibility to monitor and clean the gutters to ensure that they are clear, and water is running away from the home.

HVAC Maintenance

Please change furnace filters at least every other month. This is necessary to ensure that the system can circulate enough clean air throughout the home and run properly. Some homes (especially three level town homes) are equipped with dampers in the ductwork above the main system unit that should be adjusted seasonally to distribute warm/cool air as needed throughout the house. Tenants should familiarize themselves with the dampers and adjust in spring and fall as needed. Some owners have an annual contract to have the HVAC system cleaned and serviced each spring and fall.



Cold Weather Pipe Maintenance

You are responsible for frozen pipe damage. To avoid frozen pipes, the following needs to be done before the onset of freezing weather each year:

1. Shut off the water to all outside faucets.
2. Bleed (empty) the faucets and remove all outside garden hoses attached to them.
3. Maintain adequate temperatures in the interior of the home. Do not shut off heat during the winter months for any reason.

*******IF YOU ARE PLANNING A WINTER VACATION*******

Do not turn off the heat to your home! Setting the thermostat at 60 degrees should keep all plumbing safe and minimize cost on power/gas bills.

Other Cold Weather Maintenance

- Inspect gutters, downspouts, removing all leaves and debris.
- Crawlspace & foundation vents should be cleaned/closed/secured.
- Clear snow away from outside heating units.
- Use caution if using supplemental heating devices. Never leave space heaters unattended.
- Check heating fuel levels.
- Clean exterior drains frequently to prevent back up of leaves/debris.
- Change furnace filters every 2 months (Section 12.B of the lease) to prevent excessive usage & higher bills.
- If power goes out, contact electric company.
- ALL sprinkler systems must be winterized.
- Trees/bushes/shrubs should be trimmed away from the home, gutters, and HVAC units.

SAFETY & SECURITY

Smoke Detectors

Each home we manage comes equipped with a functioning smoke detector(s) in accordance with the Uniform Statewide Building Code. However, it is your responsibility to replace batteries as needed. See page 8 for information about the required annual smoke alarm certification.



Required Annual Smoke Alarm Certification (for Virginia properties)

Effective 7-1-18, VA Landlord Tenant Law now requires all rental properties to provide written certification of correctly installed and operational smoke alarms. This inspection/certification will be conducted annually by Collins Unlimited, Inc., or similar company, who will contact you directly each year to set up an appointment date and time window.

Carbon Monoxide Detector

It is Wilkinson PM, Inc.'s policy to install a carbon monoxide detector in any home where natural gas or oil is used, as well as homes with an attached garage. Also, a detector may be requested by you, the tenant, at any time during the lease.

Natural Gas

If your home is equipped with natural gas appliances (stove, furnace, water heater, fireplace), please familiarize yourself with using natural gas safely. For your convenience, when calling to connect your service you should request a pamphlet "Using Natural Gas Safely", which your service company should provide you for your information.



EMERGENCY PROCEDURES

An emergency is specifically defined as a serious water leak, sewer backup, no heat during the winter season, no hot water, storm damage to the building, a gas leak, fire, electrical outage to your home only, or an issue that needs to be addressed immediately to avoid significant damage to the property. Air conditioning failure and appliance malfunctions, while inconvenient, are **not considered emergencies** and will be scheduled on a priority basis. Please report all emergency situations to your Wilkinson PM property manager at their cell phone number. When calling, be sure to leave your name, telephone number, address, and nature of the emergency. When handling all emergency situations, you should take whatever action you feel prudent to manage the situation to ensure you and your family's safety and to minimize damage to the premises caused by the emergency. Below are some guidelines:

Heating System Failure

Should the heating system fail, please check before calling:

- The filter has been changed recently – dirty filters limit airflow and can cause systems to shut down.
- Check the thermostat to see that controls are set properly. **Also, if the thermostat battery is dead, the furnace may not work.**
- All fuses and circuit breakers are in order and not in the "off" or "tripped" position.



- The access panel to the blower compartment is closed; the blower will not operate if the panel is not securely closed.
- The emergency shut off switch is in the "on" position.
- Other gas appliances are working (if applicable, stove, water heater) to determine if service has been interrupted.

Oil Heat

Please refer to the first four items listed under "Heating System Failure" above. Additionally, make sure the emergency shut off switch is in the "on" position and check the oil level in the tank.

Water Related Emergencies

If water is running onto floors from any appliance, fixture, or pipe, you must immediately stop using that appliance or fixture. You must also close either the shut-off valve for the appliance or fixture or the main shut-off valve to the property. Any damage caused by continued use of water after an emergency situation is identified will be the responsibility of the tenant. If you live in a condominium with on-site management, contact them immediately, and then Wilkinson PM.

Fire Emergencies

Your residence is equipped with smoke detectors, which should alert you to the presence of fire or smoke. We recommend that you keep a fire extinguisher on the premises (which is provided by your landlord in jurisdictions where required). If you have an emergency, contact the fire department or 911 immediately, and then contact your property manager.

END OF LEASE REQUIREMENTS



Move Out Inspection

We understand that your last few weeks of residence will be exceptionally busy ones. However, we do request that you attend to several small but important details. Per the lease, we will conduct the check-out inspection within 72 hours of your departure from the premises. Inspections are scheduled Monday thru Friday, from 9am until 4:00pm. Wilkinson PM has the

sole discretion of determining the time of your checkout inspection. If you wish to be present at the move-out inspection, you can coordinate directly with your property manager to do so. All personal property must be removed prior to the inspection. Your lease stipulates the date and time that possession of the home must be given to Management no later than the date and time shown on page 1 of the lease. Keys must be returned to the location designated by your **property manager**. **Any other arrangements must be approved *in writing* prior to your move-out.** There will be a \$75 fee if all keys, garage remotes, parking passes and HOA passes are not returned on-time. There will be no opportunity to return to the premises to correct deficiencies.

The lease requires that your home is professionally cleaned at the end of the lease. Also, the gutters, wood burning fireplaces, and carpets (if applicable) must be professionally cleaned with receipts to be provided to Wilkinson PM. The following is a checklist to help you ready the house for move-out day:

Kitchen

- All exhaust fans and vent covers should be in working order and free of dust and grease. Filter screens can be washed in the dishwasher or replaced.
- Kitchen cabinets, shelves, drawers, and counter tops must be washed inside and outside, and all shelf liners removed
- Refrigerators and freezers must be thoroughly cleaned inside and outside. They must also be pulled out and all dust and dirt must be removed from the back, sides, floor, and walls surrounding the appliance. Leave refrigerators and freezers running; do not disconnect
- Stoves, ovens, cook tops, and microwaves, must be cleaned inside and outside, **using a non-caustic product**. Do not use steel wool on appliances; plastic scrub pads work best. Be sure to operate the self-clean cycle if applicable. Be sure to wipe ash/debris out of oven after self-clean cycle is complete.

- Dishwashers and trash compactors must be cleaned inside and outside, especially the inside lip of the door
- All sinks, faucets and garbage disposals must be washed out and wiped clean
- Kitchen floors, walls and doors must be washed and free of stains, dust, dirt, and grease

Bathrooms

- All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking. Mold/mildew must be cleaned. Stained caulk must be removed and replaced.
- The area behind the toilet must be cleaned
- All tubs, showers, sinks, and commodes must be cleaned, disinfected and free of soap scum and cleanser residues. All drains must be cleared of hair and debris.
- All medicine cabinets, vanities and drawers must be cleaned inside and outside, and shelf liners removed
- All mirrors should be wiped clean
- All toilet bowl brushes and plungers must be removed.

Windows

- All windows are washed, including storm windows
- Area between windows and screen/storm windows is clean
- All blinds are clean
- All storm door inserts and screens are left in good condition

Exterior

- No items left outside or in storage sheds
- All trash is removed from the property and all trash bins empty
- Lawn is cut and free of leaves
- Gutters clean
- Walkways are swept and free of weeds
- Shrubbery is trimmed
- Flowerbeds are free of weeds
- Oil Stains are cleaned off garage or driveway

HVAC

- There is a clean filter where required
- Oil/Propane tank must be filled to the level of when it was received

General

- All drains are clear
- All toilets flushed properly
- All light fixtures are clean with all bulbs working
- All storage areas clear of stored items
- All walls & woodwork cleaned & free of marks & stains

- All keys, manuals, and remotes are returned
- Washing machine exterior must be cleaned and the inside left free of soap or fabric softener residue
- Dryer exterior must be cleaned, and the filter screen left free of lint
- All carpeted surfaces, including steps, must be professionally cleaned with a copy of the paid receipt given at the time of the final inspection. If you have a pet, carpets must also be treated for odor and fleas/ticks. Should carpets be unsatisfactorily cleaned or treated by an unapproved vendor they will be cleaned and/or treated again at your expense.
- All electrical outlets and switch plates must be free of dirt and smudges
- Laundry and utility rooms must be free of dust, dirt and debris
- Sliding glass doors must be wiped and the door tracks must be cleaned

Normal Wear and Tear

Per your lease, "normal wear and tear" is permitted. This does not include any damage to the property including stains, scratches, or holes in the wall. We understand that you will want to have pictures on the wall while you live at your residence. While the addition of one or two picture hangers to a wall is considered "normal wear and tear" and should be left in place **without patches**, multiple holes and large hangers and holes will require patching and, in most cases repainting of the entire wall or room. Please check with your property manager if you have any questions about the need to patch and paint.

Security Deposit

Your security deposit cannot be used to pay the last month's rent. The security deposit and any deductions, damages, and charges shall be itemized by Wilkinson PM in a written notice given to the tenant within 30 days, together with any amount due to the tenant(s) within 45 days after termination of the tenancy and delivery of possession. This will occur after an onsite inspection of the property and proof of payment for final water and sewer bills. A forwarding address **must** be provided to Wilkinson PM. Failure to do so will result in a delay in receiving the refund of this money. Our goal is to return all your security deposit to you as soon as possible. Your cooperation with the above listed items is essential in making this happen.

Utility Shutoff

Utilities must remain on through the final day of your lease agreement. A \$100 fee is charged for non-compliance. Any reconnect fees, service call charges, and other costs incurred because of not having the utilities turned on, will be charged to your account. Additionally, you must provide proof that your water bill has been paid in full. Failure to do so may result in a delay in returning your security deposit to you.



Thank you for choosing one of our properties as your home! We appreciate having you as a resident and for the care you will take of your new home. This Handbook is for you. Remember, it is impossible to cover every detail of caring for a property. We hope it will help make your residency a pleasant one. Clear communication is the key to a successful landlord/tenant relationship. Our property managers are here to help, so if you have any questions, comments, or concerns, please contact us. **We want you to use us for all your real estate needs...whether renting, buying, or selling.**

FEE SCHEDULES

Charges for Tenant Charged Items

Penalty for failure to change utility billing to your name	\$50 ea.
Late fee	10% of rent, 5% in Maryland & DC
Missed service call	Service fee set by contractor
Return for 2 nd inspection when home is not ready for move-out inspection	\$100
Failure to return keys, remotes, and passes	\$50+actual replacement cost
NSF check or ACH	\$35 bank charge plus 10% late fee after the 5th -Additionally, a \$50/check processing fee

Move Out Cost Schedule

The following will be the minimum charge if the property is not left in satisfactory condition. These charges will be deducted from your security deposit. Any costs exceeding the deposit will be the responsibility of the departing tenant.

Cleaning or Repair Costs (per instance)

<u>Kitchen</u>	<u>Bath</u>	<u>Other</u>
Oven \$60+	Shower door \$45+	Caulk tub/shower \$100/ea.
Drip pans \$15/ea.	Floor \$45+	Carpet cleaning \$250+
Stove/fan \$50/ea.	Toilet \$30+	Carpet/floor repair \$150+
Refrigerator \$75+	Tub/shower \$60+	Trash removal \$100+
Dishwasher \$50+	Sink \$35+	Paint room \$400+
Cabinets \$75+	Cabinets \$35+	Hole(s) in wall \$100+
Sink \$35+	Mirrors \$25+	Clean gutters \$100+
Floor \$45+		Mow yard/trim shrubs \$100+
Microwave \$50+		Odor remediation \$50/day

Replacement Charges (per item) plus the Service Call Charge for Contractor

Window glass \$150+	Mailbox key \$35	Door keys \$75+
Patio Door \$400+	Furnace filter \$15	Batteries \$5ea
Window screen \$55+	Light fixture \$50+	Doorbell \$50+
Patio screen \$100+	Light bulbs \$10ea	Towel bar/T.P. holder \$50+
Mirror \$100+	Ceiling fan \$125+	Door stoppers \$5 ea.
Smoke detector \$35+	Countertop \$350+	Cabinet knobs \$10+
Blinds \$50 ea.	Ice tray \$10	

***Please note that this is not an all-inclusive list. There may be other items that require cleaning, repair, or replacement. You will be charged the actual cost of work performed and parts replaced by licensed contractors.

UTILITY CONTACTS

For your convenience we have compiled a list of the utility companies that serve Northern Virginia, Maryland, and the District of Columbia. It is your responsibility to determine which utilities serve the property, and to have these connected in accordance with your lease agreement.

If your new home has gas or propane, it will also be your responsibility to have the pilots lit. Please remember that gas/propane can service furnace, hot water heaters, and stoves. Several of the companies require advance notice and may require a security deposit.

Should you have any other questions, please call the office for assistance.

ELECTRIC

Dominion Virginia Power (866) 366-4357
NOVEC (703) 335-0500 or toll-free 1-888-335-0500
Pepco (202) 682-9475
Rappahannock Electric Co-op (540) 898-8500
SMECO Electric Co-op (888) 440-3311

WATER/SEWER

City of Manassas (Electric Included) (703) 257-8245
DC Water (202) 787-2002
Fairfax Water (703) 698-5613
Fredericksburg City Utilities 540-372-1182
Loudoun County Water (571) 291-7880
Prince William County Service Authority (703) 335-7950 (Prince William County except for most homes in 22193 zip code)
Spotsylvania County Utilities (540) 507-7300
Stafford County Utilities (540) 658-8616
Virginia American Water 1-800-452-6863 (most homes in 22193 zip code)
Saint Mary's Metropolitan Commission 301-737-7400
Charles County Water and Sewer 301-609-7400
Town of Indian Head – Water Division 301-855-3078
Town of La Plata – Water Division 301-934-8421
Calvert County Water & Sewer 410-535-1600 x 2554

GAS

Columbia Gas 1 (800) 334-4077
Ferrell Gas 1 (888) 337-7355
Washington Gas (703) 750-1000 or 844-WASHGAS



SIGNATURE PAGE

The Tenant(s) acknowledges receipt of a copy of the Resident Handbook. As an attachment to the lease, the instructions in this Handbook are amended terms of the lease and are legally binding. Tenant(s) should read the Lease, Addendums, and Handbook thoroughly, and should consult those items as needed.

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

