



Home Management



Tenant Handbook

THIS HANDBOOK CONTAINS INFORMATION WE HOPE WILL MAKE YOUR TENANCY MORE ENJOYABLE. IT WILL ANSWER SOME OF THE MOST COMMON QUESTIONS WE RECEIVE FROM OUR TENANTS.

WE HOPE YOU ENJOY YOUR RENTAL HOME. WE ARE HERE TO ASSIST YOU AND MAKE YOUR STAY A HAPPY AND ENJOYABLE TIME.

SECTION 1

OFFICE HOURS are 9am to 5pm Monday through Friday. All routine Communications should be directed to your Property Manager during office Hours, except in an emergency.

Rent: Rent is due on the 1ST of the month in advance, without deduction, offset or demand. Payment must be by check or money order and must be made payable to **T&C Home Management.**

All rents are to be paid to (by mail, by drop-off, or by direct bill-pay):

T&C Home Management, LLC
Mailing address: 7027-A Manchester Blvd.
Alexandria, VA 22310

Phone: 703-822-0207
Emergency phone: 703-859-4067

NOTE: Be sure that your check shows the property address for which you are paying rent clearly marked on the face of the check or money order. T&C Home Management, LLC **IS NOT** responsible for checks or rent payments lost in the mail.

DELINQUENT RENT: If rent is not received by the due date, a late fee will automatically be charged to your account, and is due immediately.

RETURNED CHECKS: Any Check or Account Debit returned for non-sufficient funds will incur a \$50.00 service fee. Repayment must be made by certified check or money order. Late rent payments, evictions, and judgments can and will be reported.

SECURITY DEPOSITS: Your security deposit **MAY NOT** be applied to your final month's rent. Deposits are fully refundable within 45 days of vacating property provided all the below listed Conditions have been met:

- **Occupancy has been terminated**

- **Full term lease has expired**
- **An inspection shows the property to be in clean and satisfactory condition (normal wear and tear excluded)**
- **Stove, oven, refrigerator, bathrooms and fireplace have been thoroughly cleaned**
- **All trash and debris have been removed from the property boundaries**
- **All keys including mail box, storage, etc. have been returned**
- **All carpets have been professionally cleaned w/receipts provided**

COVENANTS BY LESSEE: Your lease will obligate you to certain upkeep, maintenance, limitation of alteration, etc...It is most important that you understand these covenants.

MAINTENANCE AND REPAIRS PROVIDED BY OWNER: Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the owner. Repairs (except emergencies) will be scheduled during normal business hours and the tenant is responsible for granting access to the contractor if required. Because of the distance involved and the number of repairs scheduled each day, our property managers are not able to (nor are they required to) be at the property to grant access or supervise jobs.

INSURANCE: You are required to have Renters Insurance as a condition of your lease and to provide a copy of the coverage to your Property Manager. Please contact an insurance agent for a renter's policy which will afford you protection as well as liability coverage.

AGENCY: In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligations under the lease.

MAIL AND POSTAL SERVICE: Please inform your Property Manager of any mail delivered to the property for owners.

UTILITIES: Listed below are the phone numbers and web pages you may use to have the utilities turned ON.

You should make arrangements for turn on as early as possible as some utilities may require up to a week's notice.

- **Dominion Virginia Power**

<http://www.dom.com/dominion-virginia-power/index.jsp> 1-888-667-3000

- **Washington Gas** <http://www.washgas.com/> (703) 750-1000

- **Fairfax Water** www.fcwa.org (703) 698-5800 (NOTE: for Fairfax Water, please give T&C Home Management and our mailing address as the owner's name and address – they WILL ask for it.)

For data/tv/phone, you can use Verizon (FIOS), or Cox Cable, or a satellite dish service (new dishes may be installed only with written permission from your Property Manager.)

Cox: <http://www.cox.net/> 703-378-8422

Verizon: <http://www22.verizon.com/Residential/FiOSInternet/?CMP=KNC-Consumer>

1 888-881-8161

EMERGENCIES: Please contact your Property Manager immediately for any emergencies that are causing or may cause immediate damage to your property or an adjacent property. This includes burst pipes or running water, electrical hazards, fire, smoke, and gas odor. For fire or gas odor, please CALL 911 before contacting us.

For running water due to burst pipes or unknown sources (other than flood or water entering from another unit) – turn off the water to your home at the main water cut-off before calling us.

If you are unable to reach us immediately, please leave a message we will call you back as soon as possible.

SMOKING: Is never permitted in the rented property!

INSPECTIONS: **A: Move-In:** When you sign your lease, you will be furnished with a “Move-In Inspection Report” that must be signed, completed, and returned to your Property Manager within 5 days of occupancy. Such notification of discrepancies shall not be construed as acceptance by the Property Manager.

B: Periodic Inspections: From time to time by the Property Manager, Property Owner, Service Vendors, and Maintenance Personnel will conduct these to determine condition/value of property or as needed. With the exception of Emergencies, Property Manager will give 24 hours notice of appointment. **Tenant will be responsible for any fees related to no show by tenant for appointment or access not being granted once appointment is set with Tenant & Vendors.**

GRASS and SHRUBBERY: The grass, shrubbery, and leaves are the tenant’s responsibilities. Grass shall be cut as needed to insure grass does not exceed 8” in height. Trees, brushes, and shrubs should be cut and pruned when required. Grass, Shrubs, and trees should be watered as needed to prevent excessive dryness and damage.

VEHICLES: Parking of vehicles shall be either in assigned areas (garage, parking lot, and driveway spaces) or on the public street if allowed. Vehicles shall never be parked on lawns or sidewalks. ***Tenants are allowed only one vehicle per person(s) on the lease, unless special written permission is given by the property manager.***

UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES: No unregistered, Unlicensed or non-operable vehicle shall be stored on the property unless it is in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time except in a garage.

SECTION II

INSPECTION AND TROUBLE SHOOTING GUIDE

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every configuration imaginable, we must cover each subject in detail. We must also assume that you are not familiar with the items covered. If we are too basic, we apologize.

WATER SHUT OFF: One of the first things you should do after the move is to locate the water shut off valve. After a flood starts is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common place to find this faucet is in the garage, close to the water heater (not at the top of the heater), in a closet, under the kitchen sink, or in the utility room. Try the shut off, but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle, but this is definitely better than a flood. Main property water shut off is normally at the driveway or near the street in a cover box marked WATER.

CIRCUIT BREAKERS: We have a number of problems each year because tenants think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. Off—then—ON. You may want to turn off electrical & electronic equipment when doing this.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to the ground and cuts the power off. There are usually two or three in your house – one is often in the master bath, one in the kitchen, and one in the garage, but there may be others. If you lose power to the plugs in one bathroom, you can bet you have lost all power to the plugs on the GFI. The trick now is to find the circuit breaker. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on outside plugs during rainy weather.

NOTE: The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

ELECTRIC STOVE: If the whole stove is off, check the fuse or circuit breaker.

If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer, but generally one of the two clocks has a knob that will pop out if you are back to

normal operation. Just turn the set knob until it pops out.

SELF-CLEANING OVENS: (uses heat to clean-door locks)

- Follow instructions printed on the oven.
- DO NOT use commercial cleaners such as Easy Off or Mr. Clean or Mr. Muscle.
- DO NOT put bright metal rings around stove burners in the oven for cleaning. They will turn black.

CONTINUOUS CLEAN OVENS: The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with mild soap and water solution. Because the finish will not absorb large amount of grease, it is important that the bottom of the oven be lined with heavy duty aluminum foil or a shallow drip pan. DO NOT use regular aluminum foil – it will catch on fire.

DISHWASHER: Use at least once each week. If used less, the seals dry up and the motor may be ruined when put back into regular use.

DISPOSALS: If disposal motor just buzzes, then stop and turn switch off. Free the disposal by turning the blade backwards and forwards from beneath the sink with a wrench that fits in the center of the bottom of the motor. Check the reset circuit breaker on the bottom of the disposal and try disposal again. If the unit turns easily by hand but not with power, call for service.

FURNACES: Gas and oil furnaces have an emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this is the first place to check.

GAS HEAT: Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot light is simple, and you should learn the procedure if you have gas heat. Most furnaces have a three-way switch labeled OFF-PILOT-ON. To light the pilot, turn the switch to OFF. Then turn to PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob down for several seconds or maybe even a minute after the pilot light is lit. Next, release the downward pressure and the pilot should stay lit. If not, repeat the procedure. Finally, move the selector from PILOT to ON.

Some selectors have red buttons that must be held down after lighting.

If you have not looked your furnace over before the pilot goes out, you may not be able to figure out where the light is located because it is dark in there.

New furnaces have automatic lighting devices and no pilot is required. Forget all the above and call for service if the furnace will not light.

For both types of gas furnaces, the first thing to look for is the red switch. Next, check for the pilot. Finally, call for service.

HEAT PUMP: The heat pump is the most economical method of heating in this area-if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

The air coming from the vents is colder than body temperature. DO NOT stand over the heat vent to try and warm up, it does not work. During the extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Use of the emergency heat mode is expensive! Do not be surprised if you find the outside unit caked with ice or steaming on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

WATER HEATER: If gas, learn to light the pilot light. (Same as a gas furnace.)

If electric, check for a timer. Learn to set the timer and which fuse or circuit breakers control the unit.

AIR CONDITIONERS: Poor cooling is usually caused by a clogged filter. If the filter has been changed and there is inadequate air flow – Call your Property Manager for service.

If the unit does not run at all, check the red switch. Check the fuse of the circuit breaker. If the unit still will not operate – call your Property Manager for service.

If water drops from the unit or runs on the floor, or drips through the ceiling (if the unit is in the attic) shut the unit off and clear the condensation drain. Some drains are very easy to clean with a vacuum cleaner or a garden hose used to blow out the line. If you cannot do it yourself – call the Property Manager for service. DO NOT operate the unit until the clogged drain is cleared as the unit will continue to produce water and damage to the property may occur.

PRECAUTIONS DURING FREEZING WEATHER

- Always leave the heat ON.
- Close the crawl space vents found around the bottom of the exterior walls of the house.
- Let both hot and cold faucets run slowly on extremely cold nights.

OTHER PROBLEM AREAS

AIR FILTERS: Check for location when moving in. Change monthly or more often as necessary to improve performance of furnace or air conditioner.

NO WAX FLOORS: Use only preparations especially designed for these floors.

FIBERGLASS TUBS: Use SOFTSCRUB or other comparable cleanser on the tubs and sinks and showers.

CARPETS: All flooring including carpet is considered part of cleaning at termination of lease and should be cleaned as specified in the lease.

WALLS: DO NOT use contact paper or sticky paper hangers on walls, doors, or cabinet surfaces.

FIREPLACES: The fireplace is not an incinerator for Christmas wrappings, cardboard, etc. Burning these materials could be very dangerous. Before your first fire of the season, the fireplace should be inspected by a professional chimney sweep. Please burn hardwood only, so a build-up of tar and soot can be avoided.

BUGS AND VERMIN: The property may be under a termite program and may have annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property.

Small black ants are a seasonal problem throughout our area; do not be alarmed by their continual presence in the spring and fall. You can pick up a product called TERRO at Fischer's Hardware in Springfield, or in your local Lowe's or Home Depot to combat these pests. Follow the directions found on the package and "presto", your ant problem will be solved in about two days. It is the tenant's responsibility to combat other occasional pest found in the home when it comes to roaches, bugs or the occasional mouse.

SECTION III

MOVE-OUT INSTRUCTIONS FOR TENANTS

The following information is based on the terms of the lease contract, normal business standards of the property management industry, and Virginia Landlord-Tenant Law. Some areas may not be applicable to every situation. All necessary cleaning and other preparations must be completed prior to the end-of-Lease inspection, since due to liability reasons, once keys are returned and possession of the property is surrendered, no further access to the premises is possible.

CARPET CLEANING/DAMAGE

Permanent stains and odors are not considered "normal wear and tear", and tenants will be responsible for the cost to repair or replace, where necessary, any permanently damaged carpeting, pad and/or subflooring. All carpeting must be professionally and satisfactorily cleaned by an approved company and the receipt provided to T&C Home Management. Please call T&C Home Management for the names and numbers of approved contractors. The cost depends on the amount of carpeting to be cleaned. The carpeting must be well vacuumed first, as steam cleaning will not remove litter and debris. When pets are present, de-flea and de-ticking is required, which involves treatment with a pesticide and usually increases the cost by approximately \$50.00. Should tenants: (a) fail to have carpets cleaned, (b) clean it themselves, or (c) use an unauthorized company, T&C Home Management reserves the right to have it re-cleaned by an authorized company at the tenant's cost.

GENERAL CLEANING

Standards of cleanliness are that all easily accessible surfaces (floors, walls, doors, shelves, cabinets, drawers, fixtures, appliances, etc.) must be free of any foreign substances and debris such as grease, hair, food, dirt, finger marks, dust, soap scum, litter, etc. A professional maid service cleaning is highly recommended. Should the property not be left satisfactorily cleaned, an independent contractor must be selected to re-clean it at tenants' cost. Typical problem areas are:

Bathrooms: 1) Hair and litter in drawers, 2) hair, dirt and toothpaste residue on medicine cabinet shelves; 3) hair, soap scum and comet residue on shower doors or in tracks, or on tub and stall surfaces, 4) toothpaste, white film or water spots on vanity fronts and tops.

Doors/Walls/Floors: 1) Dirt, hair, dust or litter on baseboards, window sills and floors (including utility room and garage) 2) finger marks or smudges on interior and exterior doors, light switches and walls; 3) dust or cobwebs on walls and heating vents, 4) light -fixtures and light globes/covers that are dirty, dusty or filled with dead bugs, 5) labels and tape on walls, windows and appliances. (Note: using wax on no-wax wood floors, can ruin them, at tenants' expense.)

Kitchen/Laundry: 1) Hair, crumbs and litter in drawers and on counters, 2) sticky cabinet fronts and counters, and appliance surfaces and controls, 3) hair and food residue in refrigerator/freezer, 4) grease in oven, under exhaust fan hood, on burner pans, hood filters, oven racks or broiler pans (Note: using oven cleaning products on self-clean or continuous clean ovens will ruin them at tenants' expense), 5) burnt food and grease under lift-up cook top, 6) soap, dirt or lint on washer or dryer, lint in dryer pull out filter. 7) trash and/or food under and behind refrigerator and stove.

CHIMNEY CLEANING/FIREPLACE

Glass fireplace doors and fire screens must be clean and intact. All wood-burning fireplace and woodstoves must be free of ashes and firewood. All chimneys, regardless of the amount of use they may or may not have received, must be inspected, and cleaned if necessary, by a professional chimney sweep, and the contractor's receipt provided to the property manager. Should a receipt not be provided or the chimneys not cleaned adequately, an independent contractor must be selected to re-clean it at tenant's cost. For this reason, the tenants may wish to use a contractor recommended by T&C Home Management.

CURTAINS/BLINDS/SHADES/RODS

Any curtains/ blinds/ shades/ rods removed by tenant must be reinstalled and cleaned and pressed as necessary. Broken/missing mini-blind rods, curtain cords and vertical blind slats are the tenants' responsibility.

KEYS

To avoid the cost of lock changes, every copy of all property keys being held by tenants, including house, garage, mailbox, window, storage room or other specialty keys, and garage door remotes, must be returned at the end of the lease. Failure to return these items may result in rent continuing to be charged for each day they are not returned, and/or the locks changed at the tenants' cost. All exterior doors and windows must be closed and locked.

LOCK OUT FEE

T&C Home Management will assess a fee of \$50.00 during the tenancy of the lease should the tenant lock themselves out of the property.

LIGHTS & LIGHT BULBS

At move-in, the condition and type of light bulbs were noted. Tenants are responsible for the cost of any additional missing, burnt-out, broken-off or mismatched bulbs, including oven, oven hood, refrigerator, chandelier, bath heat lamp and exterior lights, plus contractors' cost if necessary to replace.

WALLS

At the end of the lease, the condition of the walls is compared to that at move-in. Normal wear and tear, in the form of a few nail/hanger holds, minor scuffing and curtain rod holes, is acceptable. According to industry and government standards, under normal usage interior paint in good condition is expected to last 3 to 5 years. This, therefore, is used as the basis for determining the tenants' responsibility should damage exceed normal wear and tear. For example, should the interior again require complete repainting after only one year, the tenants are responsible for a minimum 2/3 of the cost. The tenants will also be responsible for the cost to remedy unapproved wallpaper, heavy damage or over-spackling of holes, etc.

Nail Holes

Nail holes should not be excessive and no larger than a toothpick inserted.

Tenants can obtain a tube of Nail Hole Filler to fill in the nail holes. We suggest a product called DAP Patch stick which is sold at Home Depot. You can dap in on with your finger or Q-Tip.

A tenant should only touch up paint if they know how to feather the paint out into the existing paint. The tenant is responsible if the paint does not match.

We always suggest hiring a professional painter.

WINDOWS/SCREENS/STORMS

All windows, storm windows and glass doors (and light globes) must be clean and intact. Any screens or storm windows that have been "removed and stored must be reinstalled. The cost to repair any broken windows or damaged screens is the tenants' responsibility. Door/window tracks must be clean and free of debris. Lock all doors and windows.

FURNACE/AIR FILTER

The lease requires the furnace's air filter to be changed every two months. At the end of the lease, the filter should have only two month's accumulation of dirt. If it exceeds this, the furnace must be inspected and any necessary cleaning/repairs performed at tenants' cost.

EXTERIOR

The property exterior must be returned at lease end to the quality at the move-in inspection: yard mowed leaves, branches and litter removed, shrubs trimmed. Deck, patio, sidewalks, and driveway must be swept of leaves, branches and litter, and cleaned of dirt, oil, children's chalk, etc. Siding must be free of dirt and cobwebs.

OWNER'S PERSONAL PROPERTY

Any of the owners' personal items left behind must remain with the property, including lawn equipment, portable appliances, broiler pans, fireplace tools, window treatments, etc. Garage door, fireplace and ceiling fan remotes, along with any appliance manuals should be left in a kitchen drawer.

SMOKE DETECTORS

Under state law, tenants are responsible for keeping smoke detectors clean, and the batteries fresh, and reporting any malfunctions. Consequently, if any smoke detectors and/or their batteries are missing or dirty, a contractor must be hired at tenants' expense to clean the detectors or replace dead or missing batteries.

TRASH/PERSONAL PROPERTY

Any of tenants' items left in the property at the end of the lease must be considered abandoned as trash. Any cost incurred to remove them is the tenants' responsibility.

UNREPORTED REPAIRS

The lease requires tenants to promptly report any breakdowns' or other problems that require repair to the property's major appliances, systems and structures, so the cost to remedy any repairs unreported during the lease may be held the tenants' responsibility under certain circumstances.

UTILITIES

Tenants must maintain electric, water, sewer and gas utilities continuously through the last day of the lease, regardless of the date tenant elects to physically vacate the property. This is necessary to: a) safeguard the property against freeze damage and vandalism, b) prevent permanent odors from ruining the refrigerator, c) permit agents to show the property in the evening, and d) permit the appliances and systems to be checked during the final inspection. If utilities are disconnected before the end of the lease, the responsibility for reconnect fees, utility costs, and any damage to property (such as frozen and/or broken pipes) is the tenants' responsibility.

RENT/LEASE TERMINATION DATE

The last rent payment is due on the 1st of the month. The security deposit is not the last month's rent - it is a deposit for damages that is held until after the termination of the lease, and cannot be used by tenants for any rent payments. Rent is due through the last day of the lease, regardless of the date tenants choose to vacate the property.

Please enjoy the property and we appreciate your business!