

# Addendum for Managed Property



## Addendum to Residential Deed of Lease dated \_\_\_\_\_

By and between the Landlord(s) \_\_\_\_\_

and the Tenant(s) \_\_\_\_\_

for the property located at \_\_\_\_\_

The Tenant(s) acknowledges that Property Management Advisors LLC, (PMA) and its representatives serve as Managing Agents on behalf of the Landlord(s) in matters pertaining to the Lease and maintenance. This Addendum is to clarify Tenant and Landlord obligations and/or expectations specifically to ensure compliance and effective communications

### RENT PAYMENT INSTRUCTIONS

1. **RENT IS DUE ON THE FIRST DAY OF EACH MONTH.** Payments are to be made payable to Property Management Advisors LLC. or PMA LLC. At time of Lease ratification and property management set-up, Tenant will be emailed from 'donotreply@appfolio.com' an activation for their AppFolio Tenant Portal, the property management software of PMA, where Tenants may arrange for online payments the first of each month. Whether paying online or not, Tenants have an obligation to check their Tenant Ledger to ensure no outstanding payments and confirmation of receipts.

USPS mailed rent not received by 5:00pm on the **FIFTH DAY** of the month will incur a late charge, per **Lease Para: Late Payments & Returned Checks**. Definition of "grace period" is if you mail your check and the envelope is postmarked before the 1st of the month, your rent will not be considered late if received within the grace period; rent must be mailed before the 1st. Tenants are responsible for ensuring that delivery of electronic payments is **no later than the 5<sup>th</sup> of the month**. Upon vacancy, Tenant is responsible for stopping all rent payments.

2. Rent checks must be written for the full rent amount. Payments with deductions for repairs or purchases will not be accepted/. Any approved costs or arranged reimbursements by the Tenant will be paid upon presentation of a valid receipt for materials/labor or services. Outstanding fees incurred by Tenant will be visible on the Tenant Online Portal.

3. Checks returned due to non-sufficient funds (NSF) or other reasons must be redeemed by certified funds. The Online Portal will be deactivated if rent has NSF until account is rectified. A fee, as stipulated in your **Lease Para: Late Payments & Returned Checks**, as well as the administrative fee charged for late rents, must be included with redeemed funds. Until all fees and rent are received, rent is not considered to be paid in full. Late charges will continue to accumulate on any unpaid balances. Any returned (NSF) payments via the Online Portal will automatically be charged a late fee rather than a NSF fee. This is because of the timeliness of the financial institutions response to lack of funds.

### INSURANCE

★ **RENTERS INSURANCE POLICY:** Tenants are responsible for understanding their **Lease Para: Insurance Requirements**, and for verifying that the policy is adequate for your personal possessions as well as Lease responsibility for protecting property/personal liability minimum \$100,000; the insurance provider for your automobile or other insurance needs most likely is your best option. Please know that the Landlord takes no responsibility for replacing your personal possessions in cases of flooding, fire or any other disasters. It is Tenant discretion to obtain supplemental flood, earthquake or catastrophe insurance. Should the home require vacancy during restoration or repairs, the Landlord will NOT be responsible for providing Tenant accommodations. Renters insurance policies do have riders available for flooding, accommodations, refrigerator contents loss, etc. If damage is determined fault of the Tenant, action will be taken to ensure reasonable compensation to the Landlord. Typically Landlord/Tenant Insurance guidelines are followed to ensure equitable action for all parties.. Appfolio offers Rooster Renters Insurance to purchase in order to ensure Lease compliance. No tenancy is allowed without insurance in place. Should Tenant not comply, they will automatically be enrolled in a liability insurance policy at no less than a \$15 monthly charge.

**PROPERTY MAINTENANCE INSTRUCTIONS**

★ **COMMUNICATIONS:** PMA has a phone tree system where all extensions have at least three (3) staff members monitoring. If your call goes to voice mail, please leave a message as staff will be texted your message. They will respond upon availability. The extensions are as follows to ensure the proper staff member can assist you:

<b>Emergencies</b>	<b>1</b>	<b>Rental Referrals</b>	<b>2</b>
<b>General Maintenance</b>	<b>3</b>	<b>Bookkeeping</b>	<b>5</b>

Best means of communication for maintenance or service requests, is in writing via your Online Tenant Portal. Please be mindful of describing the service request. For example, “Air conditioning is blowing, but not cool air” versus “AC not working”. Clear descriptions allow for faster diagnosis and prompt attention to the matter.

★ **EMERGENCIES:** If property is being damaged, immediately contact PMA at (703) 457.6533 ext 1, 24 hours a day, 7 days a week and state the nature of the emergency as well as actions taken. Typically PMA staff will be able to answer however if you go to voice mail, leave a clear message. We will return your call immediately. If you absolutely must act prior to our response, contact an appropriate service or emergency company. Report all actions and provide receipts for services immediately to PMA. If the repair is determined a bona fide emergency, and it is determined not caused by Tenant neglect or abuse, and required IMMEDIATE action to protect lives and/or property, you will be reimbursed. PMA will be making such determinations in consultation with the Landlord. PMA already reaches out to Tenants via email before any expected harsh weather conditions or Metro-DC hindrances. Tenant is responsible for acknowledging said emails.

1. **IMMEDIATE ACTION:** Promptly report any of the following to PMA via text, email or telephone:

- Leaking water pipes or drains
- Roof or ceiling leaks
- Fallen trees or large branches
- Windstorm damage to property
- Drains not flowing freely
- Structural or foundation cracks
- Flooding
- Fires or fire damage
- Appliance failures
- Failure of air conditioning or heating
- Failure of hot water heater
- Community matters affecting the home

If any issues found to be a result of long-term neglect and not reported, Tenant will be held responsible for any and all costs to repair and/or restore; evidence of written notification will be requested to determine responsibility.

2. **GENERAL REPAIRS:** Ensure your understanding of **Lease Para: Tenant Obligations**. All minor repairs (not including major appliances or systems), under \$50.00 or an amount specified in the Lease, if applicable, are Tenant responsibility. Any additional repairs, services or purchases must be authorized by PMA. Expenses incurred prior to such approval may remain the liability of the Tenant. Contact PMA via the AppFolio Tenant Portal Maintenance Request feature or (703) 457.6533 ext 3 for questions regarding your responsibilities.

3. **LAWN & YARD:** In most cases, Tenants are responsible for mowing the lawn and if desired any plantings. The landlord is responsible for maintaining shrubs, bushes and large tree branches.

4. **HEATING & AIR CONDITIONING (HVAC):** Change HVAC filters every two (2) months at a minimum or as noted within your Lease Para: Additional Terms. If you are unfamiliar with this procedure, contact PMA. A dirty filter increases your heating or cooling costs and damages the system. Keep the furnace area free of dust and debris. Do not store items near the furnace – allow free air circulation to increase efficiency. Service calls resulting from dirty filters WILL be charged to you and possibly an HVAC cleaning if filter exhibits neglect. Thermostat batteries are to be changed, if necessary, to ensure proper operation. Please know a broken HVAC system is NOT considered an emergency unless temperatures are extreme. Services providers prioritize calls to the elderly, ill, and young children. PMA makes every effort to have HVAC systems repaired quickly but please understand that vendors set their own rules and schedules based upon weather conditions and their needs. Please note vendors charge overtime rates over weekends and holidays so those costs must be considered.

5. **GAS APPLIANCES:** If your gas oven, hot water heater or furnace stops running, please check to see if the pilot light has failed. If you are not able to re-light the appliance (instructions are usually posted on the appliance), contact Washington Gas at 703.750.1000.

6. **PLUMBING:** Replace faucet washers; unclog sink drains and commodes as needed. In accordance with the Lease, you are responsible. Service calls to plumbing contractors are to be documented with copies supplied to PMA for property maintenance records. Charges rectifying stoppages are Tenant responsibility. Any foreign objects found in any pipeline or drain is considered Tenant responsibility. Unless snaking of drains is provided prior to occupancy, Tenant will incur full service call charge for snaking, repairing and plumbing services.
7. **WINTER MAINTENANCE:** During the winter season, take precautions to prevent freezing of exterior water pipes. Close interior cut-off valves for all outside faucets and open outside faucets, keeping them open for drainage. Check outside drains to assure a free flow of run-off water. Damage resulting from Tenant failure to "winterize" the property will be charged to the Tenant. Winterization should be performed no later than 30 November.
8. **EXTERIOR SEASONAL MAINTENANCE:** Keep gutters, downspouts and exterior drains free of leaves and debris to prevent leaks and property damage, including interior walls. Gutters will be maintained by the landlord. Properly maintain yard plantings and fences. .
9. **WINDOWS & STORM DOORS:** Close and latch windows and doors when you leave the house, even for a short time, as sudden rain and wind storms are not uncommon. Reach out to PMA when you desire to have window screens put up. The Landlord pays to have screen and or storm windows put up.
10. **ELECTRICAL:** During electrical storms, discontinue use of as many electrical appliances as possible, especially central air conditioning systems. Know the property fuse box/circuit breaker box. Keep a flashlight and fuses handy, if applicable. If the electrical system uses circuit breakers and one "pops off," push the breaker button all the way OFF before turning it back to ON. Call local utilities directly for updates.
11. **WINDOW GLASS & SCREENS:** Replace broken glass and torn screens as soon as they occur.
12. **BATHROOMS:** Install and use shower curtains properly. Keep bathroom floors, walls and window areas free of excess water and moisture. Reduce mildew by using the ventilating fan or opening the bathroom window.
13. **WALL HANGINGS:** Tenant to use COMMAND strips for any wall or ceiling hangings. If you wish to question any security deposit concerns, please do so at occupancy.
14. **WALLS / CEILINGS / FLOORS:** Walls, doors and woodwork are to be kept clean when stained or smudged with fingerprints, marks, etc. Wood floors are to be protected from scratches & water damage. Stains should be cleaned or addressed immediately to prevent embedded stains or damage to the flooring.
15. **KEYS & ACCESS:** Tenants are responsible for returning the same number of keys, FOBs, passes and other property access means as provided upon occupancy. All door keys, access codes/devices, mailbox keys, garage door openers, parking passes etc. will be inventoried upon vacancy or termination of Lease. If replacement items are necessary, the Tenant will be responsible for a minimum of \$25 per key, \$50 per remote and \$50-150 per parking pass or FOB pending community management rules. During occupancy, if any keys or access devices have been lost or damaged, PMA is to be notified immediately. If Tenant changes locks without Notice to PMA, and/or without forwarding new keys, locks will be re-keyed at Tenants' expense.
16. **LOCK OUTS:** Tenants are responsible for gaining access to their homes should they be locked out however PMA has tried, when possible, no matter time or date, to assist locked-out Tenants via our own key inventory.
17. **TOWING:** Most communities with homeowners or condo associations now have strict parking and towing rules. It's important you understand these rules and be aware of notices posted onsite or through community emails/websites of rules, updated decals or other parking requirements. Should your car be towed because of a violation, you, as the Tenant are responsible for recovery, charges and being in compliance. Tenants are responsible to learn parking rules by contacting community management on or before day of occupancy.
18. **UTILITY FAILURES:** During inclement weather, some properties will have electric, water or gas service interruptions. We attempt to provide services like electric heaters, air conditioners, humidifiers, however there are limitations. The Landlord has no control or responsibility over these situations so please work with the utility companies and be patient. Tenant is responsible for checking with local utilities for updates.

## **INSPECTIONS & SERVICE CALLS**

- A. **SEASONAL INSPECTIONS:** Property inspections will be performed by PMA in accordance with your **Lease Para: Access to the Premises**. Tenants will be telephoned and/or emailed at least forty-eight (48) hours prior to inspection date. Inspections will be conducted during normal business hours (9am-5pm, Monday thru Friday) unless otherwise agreed upon with Tenant; Tenants do not need to be present. If Tenants confirm scheduled inspections and then make the property unavailable, a \$50 fee will be assessed. Inspection time requests are NOT reasonable nor are any weekend inspections possible. Inspector must have access to all systems, especially HVAC

filter, and all rooms. If any room is locked and unavailable, a return fee for 2<sup>nd</sup> inspection will be incurred by the Tenant. Tenants will be notified of necessary corrections within seven (7) business days. Follow-up inspections will be conducted within two (2) weeks. If corrective action has not been accomplished, a professional will be contracted by PMA at Tenant.

B. **SERVICE CALLS:** Tenants must schedule with contractors and provide access to the property in response to inspections, repairs, maintenance, or community association needs. A \$50 charge will be incurred for missed appointments (no more than two) or failure to reasonably schedule appointments after request is approved. A minimum charge of \$50.00 will be assessed to Tenants if as a result a management company agent is required to meet the service company to accomplish the diagnosis, repair or restoration per details of the service call.

### LEASE MODIFICATIONS, EXTENSIONS & RENEWALS

C. **Per Lease Para: Lease Term:** PMA will discuss with the Landlord options for an extension or renewal within sixty (60) days of Lease expiration. Lease Extensions are encouraged by PMA for Tenants in good standing. If a Lease is revised because of a Tenant "switch" or responsible party modification, Tenants will be obligated to a \$600-800 administrative fee. NOTE: PMA does not compose a new Lease with extensions, rather composes an Addendum referring back to the original Lease. Tenants giving Notice to Vacate and then requesting an extension during the time period, will be responsible for the Landlord's fees and/or living costs due to change of terms.

If there is no Extension/Renewal, and Tenant will be vacating the home, Tenant to understand **Lease Para ACCESS TO PREMISES**, the Landlord is allowed 60-Days marketing period to obtain a new Tenant, or 90-Days marketing period if Landlord is selling the property. Tenant is obligated to cooperate during these 60-90 Days prior to Lease expiration in the showing of the home in order to avoid a break in occupancy. Tenants who do not cooperate by either allowing showings, or allowing the home to show well, will be jeopardizing their Security Deposit disposition for damages to the Landlord.

### TERMINATING THE LEASE

D. If a Tenant intends to vacate at the end of the Lease term, PMA must receive written notification in advance as cited within the Lease. PMA will conduct preliminary and final move-out inspections at the beginning and end of the final month. If the Tenant remains beyond the Lease term, PMA must approve. Changes in vacancy dates will result in additional fees, up to \$500, to accommodate schedule changes. PMA wants to work with vacating Tenants but timing must be cooperative.

**Military Transfers:** Notice to Vacate due to military orders must accompany a copy of transfer orders. Notice must be received prior to first day of the last month of occupancy and be accompanied by last month's rent in order to be valid.

**Breaking of Lease:** Breaking the Lease will result in a minimum of one month's rent to cover commission for a new Tenant search as well as continued rent until new occupancy. Cooperation by Tenant is imperative for new Tenant search. All utilities and insurance must remain the responsibility of the Tenant until new occupancy. If there is an approved change of individual Tenants, i.e. roommate occupancy, there is a minimum fee to the Tenant (s) of \$500 per vacating Tenant to cover administrative costs incurred by the Landlord for addenda or re-drafting of Lease.

Upon notice to vacate per terms of the Lease, the property may be placed on the market for sale or rent in accordance with **Lease Para: Access to the Premises**. A sign and lockbox will be installed and the property will be placed in the Multiple Listing Service which provides information and availability to Realtors. The property must be accessible for showing during reasonable hours: **October to April 9:00am – 6:00pm, May to September 9:00am – 8:00pm**. Tenant non-compliance to this Lease requirement may result in loss of security deposit.

### OCCUPYING & VACATING THE PROPERTY

E. **OCCUPANCY & UTILITIES:** Tenant obligation for taking possession of the property is cited in your **Lease Para: Move-In Inspection**. The Property Condition Report, as provided by the property manager within ten (10) days of occupancy and the Tenant, as well as the initial move-in video, will be used as a template for Tenant responsibility at vacancy. Tenant will be provided local utility and community information by PMA with the understanding they are responsible for obtaining necessary utilities in their name as well as submit necessary community documents for Tenant registrations, parking passes, pool passes or other necessities. All Leases state that utilities must remain the responsibility of the Tenant until the last calendar day of the month whether vacating mid-month or not. Penalties (minimum of \$50) will incur if not adhered to or unless written communication from PMA states otherwise. Property Condition Reports are to be returned in full within seven (7) days of occupancy or Tenant forfeits all claims of property conditions.



F. **UTILITIES & CHECK-OUT:** The procedure for vacating the property is discussed in your **Lease Para: Move-Out Inspection**. Regardless of actual date of departure, utilities must remain in your name through the end of your Lease term or extension, whichever occurs last. If utilities are stopped prior to the last day of the month, a \$40-65 fee for each utility will be assessed to the Tenant's security deposit. Per the Lease, in order to have a full security deposit returned:

- all Tenant maintenance, cleaning and check-out items must be completed;
- Tenants must be current with all rents and/or fees and deductibles;
- proof of final utility payments are received by PMA;
- all final invoices must be forwarded to PMA prior to security deposit reLease;
- all recurring or online rent payments must be turned off by Tenant;
- and, all keys, parking passes and property inventory are returned in good order.

G. **FINAL WALK-THRU:** Tenants may or may not be present during the final walk-thru post-occupancy. Final inspections will not necessarily be performed the last day of occupancy but will be scheduled within 72 hours. Videos, photos and the initial Property Condition Report will be referenced for deposit or walk-thru items to avoid dispute or withholding.

H. **SECURITY DEPOSIT DISBURSEMENT:** Tenants must provide a forwarding address and phone number to contact regarding the check-out inspection and disbursement of the security deposit. If more than one party is listed on the Lease agreement, a written document (email acceptable) must be signed by all parties directing the management company as to whom the disbursement check should be written; separate checks must have the approval of all Tenants. In accordance to **Lease Para: Security Deposit**, return of security deposits will occur within forty-five (45) days after the end of the Lease term, or Lease extension or final date of occupancy, whichever occurs last. Tenant must arrange for delivery or retrieval of security deposit check. Tenant understands that any litigation shall only be against Landlord, with no action towards Managing Agent. Managing Agent provides the Landlord with details from walk-thru but does not make final decision.

## IMPORTANT: CLEANING RESPONSIBILITIES PRIOR TO VACATING

### OPTION I

PMA statistics show that only 2 out of 10 Tenants actually have the energy or time to meet expectations of meeting Lease Move-Out obligations. Cleaning or repair service providers are not PMA staff; they are contracted by the Landlord. Profiting from the cleaning is not allowed by PMA nor the Landlord. On final day of the Lease, (typically 5:00pm, last day of the month) Tenant must forfeit all access to the home. There will be no return for final cleaning, key or pass returns, etc.

So, if you wish the move-out obligations of cleaning and trash removal to be outsourced to vendors familiar with the Lease terms, you may arrange via PMA for a \$100 fee, if given at least thirty (30) days Notice. Do know that if PMA staff are required to remove trash or recycling from the property, purchase or install lightbulbs, purchase or install air filters, or perform any necessary action after your vacancy there will be an automatic \$250 deduction from your security deposit to compensate for labor and materials. Please make arrangements for these items prior to your vacancy.

Estimates Costs	Move-Out Cleaning	plus Carpet Cleaning
Studio – 1 Bedroom	\$ 250 average	\$ 195 - 250
2 – 3 Bedroom (one level home)	\$ 350 average	\$ 410 - 650
2 – 3 Bedroom (multi-level home)	\$ 410 average	\$ 600 - 810
4 or more Bedroom	\$ 550 average	\$ 775 – 950
New air filter per Lease Tenant Obligations	minimum \$ 25. each	
Replacing bulbs including refrigerator/ovens	minimum \$ 25. each	

### OPTION II

**IMPORTANT: All move-out items and cleaning expectations are based upon the Initial Property Condition Report and Video Walk-Thru. This same report must be returned to PMA within seven (7) days of occupancy or Tenant forfeits all claims to condition of property at time of occupancy.**

Tenant agrees to accomplish cleaning in accordance with the Lease agreement and provide service provider receipts to PMA outlining work performed. The Property Condition Report & Video(s) will serve as reference by all parties for Tenant obligations. Per Lease will provide copies of receipts to PMA via scanned email, in person, or efax, no later than five (5) days after vacancy. Invoices left at the property without written Notice to PMA will not be considered valid or accepted.

- a. **CARPETING:** Only professional carpet cleaning is acceptable and must be to satisfaction of Landlord.
- b. **APPLIANCES:** All appliances and their features must be in working condition or as noted in the Move-In Property Condition Report or maintenance calls from occupancy term. If no service call had been placed requesting a repair during the course of the Lease, then the Tenant will be held responsible and charged accordingly. No scratches or chips are acceptable unless notified at time.
  - i. **OVEN / STOVE:** The range/stove and oven must be thoroughly cleaned **including underneath the actual appliance**. Any parts beyond cleaning must be replaced or Tenants will be charged for parts and their installation.
  - ii. **REFRIGERATOR / FREEZER / ICE DISPENSER / ICE MAKER:** The refrigerator and freezer are to be thoroughly cleaned including underneath, and coils in rear. Dried food and/or spillage must be removed (inside/out). Ice dispensers must have new filters installed or Tenants will be charged for replacement. Any parts damaged are to be replaced or Tenants will be charged for those parts.
  - iii. **WASHER / DRYER:** The washer and dryer are to be cleaned and free of soap scum and/or lint (inside/out). Any parts damaged are to be replaced or Tenants will be charged.
- c. **KITCHEN CABINETS / DRAWERS / PANTRY:** All cabinets /drawers are to be cleaned (interior/exterior) including replacing shelf paper or drawer liner, if applicable. All knobs or handles must be cleaned

and in good working order. Scratches and/or chips on any cabinet or drawer will be inspected to determine repair or replacement; Tenants may be responsible for replacement or repair.

d. **BATHROOMS**: All bathrooms are to be scrubbed using a non-abrasive cleaning solution to prevent scratching. Tilex or similar products are to be used for fiberglass showers and doors. There should be no evidence of mildew or soap scum, especially black and/or green mildew. Toilets, sink tile, medicine cabinets, floors, walls, doors, fixtures are to be thoroughly cleaned. Per Lease, caulking is a Tenant responsibility prior to vacancy.

e. **BLINDS / LIGHTING FIXTURES / DOORS**: All blinds are to be cleaned and in working order. All lighting fixtures must be cleaned including globes and fluorescent light covers. All bulbs must be in working order. All doors must have clean and working handles, locks and glass panes. Any damaged or missing parts, including light bulbs (minimum \$10 each), will be charged to Tenants.

f. **FIREPLACES**: Per Lease, whether a gas or wood-burning fireplace is used or not, they must be cleaned by a professional fireplace company. It's not just about use; it's about maintenance, i.e. bird's nest, debris, etc. PMA can offer Tenants reasonably priced vendors who understand this Lease requirement. Any damaged or missing parts, including keys, will be charged to Tenants.

g. **NON-CARPETED FLOORS**: All wood, ceramic tiles, vinyl or concrete floors are to be thoroughly cleaned with care. Any throw rugs or other floor coverings, not the property of the Landlord, are to be removed by the Tenant upon vacancy or Tenants will be charged for hauling away. Tenants are responsible to repair any damage to floors.

h. **WALLS**: Any damage to interior or exterior walls is to be repaired by the Tenants. If painting is required to ensure return of the property in proper condition, colors must match existing paint and blend properly. Walls are to be clean from fingerprints, splatters, scuff marks, furniture marks, etc.

i. **INVENTORY / FURNISHINGS**: Any property of the Landlord or property manager that may have conveyed during time of occupancy are to remain in the house and be received in good condition. Any missing items must be replaced by the Tenant or they will be charged accordingly.

j. **LAWN / LANDSCAPE**: Lawns are to be mowed and trimmed/edged before vacating. Any clippings, debris, trash, etc., are to be removed from both the lawn and property upon vacating or Tenants will incur a haul-away charge. If a landscape plat addendum was provided at time of occupancy, the lawn and landscape will be expected to be returned in the same condition or Tenants will be charged accordingly. Normal growth is considered when inspecting.

k. **PETS**: If pets were present on the premises, Tenants are responsible for a professional extermination for fleas & ticks, and must provide a receipt copy to the property manager. If during the final inspection, it is determined a pet was present without an executed Pet Addendum, Tenant to have a minimum of \$500 held from their security deposit.

l. **WINDOWS / SCREENS**: All window glass, locks and features are to be wiped clean. Any glass panes or screens are to be repaired or replaced by the Tenant or will be charged accordingly.

m. **SMOKE ALARMS / DETECTORS**: All smoke alarms or detectors must be in place and in good working order to be in compliance with the Smoke Alarm Certification. Tenants will be charged accordingly for replacement or repair.

n. **DUSTING / VACUUM / SWEEPING**: Beyond above cleaning responsibilities, the property is expected to be dusted and vacuumed. All areas of the home are to be cleaned including cobwebs around perimeter of rooms. All patios and decks are to be swept or hosed clean. All planters or outdoor furniture that did not convey with property must be removed upon vacancy or the Tenant will be charged for haul-away.

★ **ON BEHALF OF YOUR LANDLORD**, we ask that you respect this property and understand that the home will have flaws. This is not a community management rather you are leasing someone's private home. You are expected to stay in contact with PMA, not the Landlord, throughout your occupancy so the home is maintained to the specifications of the Landlord and compliant to the Lease. The above referenced cleaning and/or maintenance guidelines work in conjunction with the Initial Property Condition Report, Pre-Occupancy Video Walk-Thru, Seasonal Inspections and Maintenance Requests during occupancy. Very little "verbal" exchanges are relied upon for the Security Deposit Release; rather for Tenant protection, Landlord compliance and Commonwealth of Virginia, State of Maryland & District of Columbia regulations, deductions are written exchanges only. Every Tenant believes they are leaving a home in better shape than received; if this belief is true, the initial occupancy reports, photos and video will reflect this fact. PMA has low conflict statistics with security deposits and hope to continue that record.

**I/We acknowledge receipt of the Lease Agreement, Addendum for Managed Properties and the Cleaning Guidelines for Vacancy as well as the expected Property Condition Report. I/We have read and understand everything contained therein. We understand and agree to the above terms which serve as Addenda to the Lease.**

\_\_\_\_\_  
Tenant Date

\_\_\_\_\_  
Landlord Date

le

\_\_\_\_\_  
Tenant Date

\_\_\_\_\_  
Landlord Date

\_\_\_\_\_  
Property Manager Date

*Property Manager*



# Virginia Statement of Tenant Rights and Responsibilities as of July 1, 2020

This is a summary of tenants' rights and responsibilities under the Virginia Residential Landlord and Tenant Act. This summary does not modify your lease or Virginia law. A lease cannot give up a tenant's rights under the law. The information below is not intended as legal advice. Tenants with questions are encouraged to contact their local legal aid program at (866) 534-5234 or [valegalaid.org/find-legal-help](http://valegalaid.org/find-legal-help).

## Tenant Rights

### Applications:

Tenants may be charged a nonrefundable application fee of no more than \$50 (not including third party costs for a background check) and a refundable application deposit. If the tenant does not rent the unit, the application deposit must be returned, minus any actual costs or damages. (§55.1-1203)

### Written lease:

Under the VRLTA, a landlord is required to provide a tenant a written lease. If a landlord fails to do so, the VRLTA still protects a tenant by establishing a statutory lease between landlord and tenant for 12 months not subject to automatic renewal. (§55.1-1204)

### Disclosure:

A landlord must reveal certain information to the tenant, including any visible evidence of mold (§55.1-1215), the name and address of the owner or property manager (§55.1-1216) and notice of sale or foreclosure of the property. (§§55.1-1216, 1237).

### Security Deposit:

A landlord may require a security deposit of up to two month's rent. Within five days of move in the tenant has a right to object to anything in the move-in report. The tenant also has a right to be present at a move-out inspection, which must be made within 72 hours of delivery of possession. (§§55.1-1214, 1226)

### Receipts:

Upon request, a tenant is entitled to a written receipt of rent paid by cash or money order. Upon request, a tenant is entitled to a written statement of all charges and payments over the past 12 months. (§55.1-1204(D), (I))

### Privacy:

A landlord may not release information about a tenant without consent, except under certain conditions, which are generally when tenant information is already public. (§55.1-1209)

### Fit and Habitable Premises:

A tenant has the right to a fit and habitable rental unit in accordance with the Uniform Statewide Building Code. The landlord must make all repairs needed to keep premises fit and habitable. (§55.1-1220) To enforce the right to get repairs, a tenant must be current in rent, give the landlord written notice and wait a reasonable period. If repairs are not made, a tenant can file a Tenant's Assertion in General District Court. This must be filed no later than five days after rent is due. There is no rent withholding in Virginia, except under repair and deduct. (§55.1-1244)

### Repair and Deduct:

If an issue on the property affects life, health, safety, or seriously affects habitability, and a landlord has not begun to address it within 14 days after written notice from the tenant, the tenant may contract to have the repair done by a licensed contractor at a cost of not more than \$1,500, or one month's rent, whichever is more. The tenant may deduct the actual cost of the repair from the rent. The tenant must send the landlord an itemized invoice and a receipt for payment to the contractor for the work, along with any payment of remaining rent owed. (§55.1-1244.1)



**Eviction:**

A landlord may not evict a tenant without following the court eviction process. The landlord first sends a written notice and next the landlord files an unlawful detainer lawsuit. The landlord must get a court order of possession, followed by a Writ of Eviction that is served by the Sheriff. (§§55.1-1245, 1252). A tenant not getting paid due to a federal shutdown of 14 or more days can get an eviction lawsuit for nonpayment of rent postponed for 60 days. (§44-209)

**Redemption (Pay & Stay):**

After an unlawful detainer lawsuit for nonpayment of rent is filed, a tenant has the right to pay to a zero balance on or before the court date and have the lawsuit dismissed. After a court issues a judgment of possession, a tenant has the right to pay to a zero balance up to two business days before the Sheriff's eviction and have the eviction cancelled. A tenant may use one of these rights only once in a 12-month period. (§55.1-1250)

**Tenant Responsibilities****Rent:**

Unless the lease says otherwise, rent is due in equal payments each month on or before the first of each month. (§55.1-1204)

**Late Fees:**

If rent is not paid on time, the tenant must pay a late fee if the lease requires one. A late fee can be no more than 10% of the monthly rent, or 10% of the unpaid balance, whichever is less. (§55.1-1204(E))

**Insurance:**

A tenant may be required to have and pay for renter's insurance. A tenant also may be required to have and pay for damage insurance and/or a security deposit, but the total of both the damage insurance premiums and the security deposit may not exceed two months' rent. (§§55.1-1206, 1208)

**Access:**

A tenant must allow a landlord access to the unit at reasonable times and for practical purposes, such as maintenance, inspection, or to provide services. A tenant must allow access unless the landlord's request is unreasonable. Unless impractical due to an emergency, the landlord must give 24-hours' notice of maintenance. If the tenant requests maintenance, notice is not required. (§55.1-1229)

**Maintain Fit and Habitable Premises:**

The tenant must keep the rental unit as clean and safe as conditions allow and in accordance with the Uniform Statewide Building Code. The tenant must promptly notify the landlord of visible mold and use reasonable efforts to prevent moisture and mold. The tenant must promptly notify the landlord of insects or pests and must not be at fault in failing to prevent insects or pests. (§55.1-1227)

**Fair Housing:**

The tenant may have a right to file a fair housing complaint if the landlord or property manager violates the Virginia Fair Housing Act. (§36-96.1 et seq)

**COVID-19 Relief:**

A tenant not getting paid due to the state of emergency declared by the Governor for the COVID-19 virus can get an eviction lawsuit for nonpayment of rent postponed for 60 days by showing up on their court date and providing written proof within 90 days after the Governor ends the declaration of emergency. (§44-209)



# Acknowledgement of Receipt of Statement of Tenant Rights and Responsibilities

In accordance with [Section §55.1-1204](#) of the Code of Virginia, the undersigned parties hereby acknowledge that with respect to the dwelling unit known as:

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the Landlord has provided to the Tenant and the Tenant has received the Statement of Tenant Rights and Responsibilities developed by the Virginia Department of Housing and Community Development and posted on its website ([dhcd.virginia.gov/landlord-tenant-resources](http://dhcd.virginia.gov/landlord-tenant-resources)) pursuant to [Section §36-139](#) Code of Virginia.

<hr/> <b>Landlord Signature</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>
<hr/> <b>Landlord Agent (if applicable)</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>
<hr/> <b>Tenant Signature</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>
<hr/> <b>Tenant Signature</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>
<hr/> <b>Tenant Signature</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>
<hr/> <b>Tenant Signature</b>	<hr/> <b>Printed Name</b>	<hr/> <b>Date</b>



# Property Condition Report (PCR)



For Property Located at

Occupancy Date

Tenant(s) Name

Tenants: Prior to, or just after move in you will receive a set of INITIAL NARRATED WALK THROUGH videos. The videos represent the general condition and cleanliness of your rented property as of the first day of occupancy. However, even with a complete series of videos, in addition to narration, existing items (damages) of concern can still be missed.

The purpose of this document is to alert the landlord and tenant as to items (pre-existing damage) that might have been missed in the videos, as far as the tenant's observation is concerned. It is our desire that the tenant and landlord receive full and complete documentation and an accurate depiction of the general condition and cleanliness. By video recording and subsequently listing 'missed' items this does not constitute an agreement by the landlord or property management to repair/replace, or even address the items noted.

The walk-through videos, including the additional comments below will be used in part to determine the security deposit disbursement at the end of your occupancy. When you provide PMA a NOTICE TO VACATE a representative will contact you to conduct a pre-vacancy visit, which at that time you will be provided a set of move-out protocol.

As for this report, PMA asks that you submit it in writing, with accompanying photos if desired, within 5 days after receiving it, or occupying, whichever occurs last. If you do not submit this report then PMA will rely on the videos only for security deposit disbursement evidence and you will forfeit any claim to pre-existing damages.

Please submit this PROPERTY CONDITION REPORT to [Service@PMA-DC.com](mailto:Service@PMA-DC.com) Feel free to use additional blanks, if needed.





# New Tenant Welcome



Welcome to your new home! My name is **Randy Huntley**, Managing Partner of **Property Management Advisors LLC (PMA)**. My PMA staff will assist in your new home transition, ensuring that you receive a successful and fulfilling experience. PMA and I will strive to accomplish this outcome, and we look forward to working with you in the coming months on behalf of your landlord.

Please allow me to inform you of the next steps. Within ten (10) days of lease ratification you will hear from the PMA team as you transition from the lease process to actual occupancy. Each team member specializes in particular aspects of the leasing experience and these are the stages to your occupying the new home:

- ❑ **PRE-OCCUPANCY** — Once all initial funds, evidence of renters insurance, utility responsibility (if applicable) and condo or HOA orientation (if applicable) have been provided to PMA, we will email you information on obtaining the keys and access
- ❑ **PROPERTY CONDITION REPORT (PCR)** — Before your move-in, PMA created walk-thru videos showing the condition of the home. Once you occupy the home, you will be provided a PCR fillable form for you to make our own observations. Per your Lease obligation, please record the condition of the property through your own eyes and assessment so it may be referenced at time of vacancy. It is important to return this form to PMA to [service@pma-dc.com](mailto:service@pma-dc.com) within five (5) days of your occupancy for lease compliance
- ❑ **APPFOLIO ONLINE TENANT PORTAL ACTIVATION** — **Rita Oliva, Accounts Specialist**, is responsible for entering your completed Lease into PMA's Appfolio software. You will receive an email and text asking you to activate your Portal where you pay rent and will submit maintenance requests. If you feel there's any conflict on your Tenant Ledger accounting, please contact Rita at [bookkeeping@pma-dc.com](mailto:bookkeeping@pma-dc.com)
- ❑ **SERVICE & MAINTENANCE REQUESTS** — **Glennette Strother, Service Manager**, will share pertinent information via email to your expected process or actions for reporting maintenance issues and service contact information either via your Portal. Please know the best email to contact PMA is [service@pma-dc.com](mailto:service@pma-dc.com). The preferred method for all service requests or questions is via your Online Tenant Portal; it's monitored 24/7
- ❑ **AFTER OCCUPANCY WALK-THRU** — PMA staff will contact you for a quick introduction to this new rental home within ten (10) days of occupancy. PMA will show you how to change the furnace filter, winterize the home, identify the main water shut-off valve, garbage disposal operation, and other important aspects that will be helpful to know during your occupancy
- ❑ **INITIAL LEASE DETAILS** — And I am not only **Managing Partner of PMA** but also an Associate Broker at KW Metro Center. I interpret the Lease according to federal, state, and local law, and will answer your questions or offer additional clarification of terms. I handle many of our initial narrated walk-thru videos. This video system of accountability records the general condition and cleanliness of the property before occupancy so that vacancies become less controversial. PMA will upload these unlisted videos to YouTube and provide you, Landlord and PMA with a link for reference
- ❑ **DURING OCCUPANCY** — **Tracy Christiansen, Operations Director** is responsible for keeping our staff focused on protecting the landlord's interests, and yet, advocating for tenants. Tracy handles the details of onboarding and is available to answer questions or coordinate general activities throughout your lease term. She may be reached via email [tracy@pma-dc.com](mailto:tracy@pma-dc.com) or call at 703.564.4202

Once again, welcome to your new home and thank you for your cooperation thus far. On behalf of your landlord and the PMA staff, cheers to the beginning of a great working relationship!

**PRE-AGREEMENT INSPECTION**

- Sets the benchmark
- Identifies areas of concern
- Owner acknowledgment of general condition incl. age and cleanliness
- Develops strategies of repair or improvement both interior and exterior
- Identifies marketing, tenant obligations & maintenance/seasonal benchmarks
  - HVAC filter requirements
  - Electric, gas and water lines: shut off valves, hose bib winterizing
  - County codes: railing requirements, smoke alarm locations/operation, pets
  - Amenities for condition and marketing purposes
  - Owner personal possessions & storage requirements, if applicable
- HOA/Condo details: Identify parking spots, move-in protocol, trash, elevator, maintenance, pets, etc.

**OWNER VACANCY & TENANT PRE-OCCUPANCY INSPECTION**

- Narrated video of interior & exterior performed
- Initial written notes

**TENANT PRE-OCCUPANCY INSPECTION**

- Coordinated with tenant
- Includes Property Condition Report (date/time stamped) & collection of tenant findings
- Provides protection for owner thereby avoiding security deposit conflicts
- Familiarizes tenants with operation of property and location of amenities
- Check smoke detectors, air filter, shut-off valve locations with tenant present

**DRIVE-BY INSPECTION**

- Can be scheduled or unscheduled
- Catch a glimpse of exterior for quick reference
- Focuses on exterior maintenance & upkeep, especially yard, if applicable
- Visual confirmation of property compliance, i.e. parking, swimming pool, play set, trampoline

**SEASONAL (PERIODIC) INSPECTION**

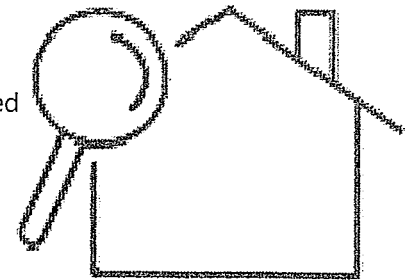
- Scheduled well in advance; tenant not required to be home
- Shows evidence of tenant care of property
- Examines cleanliness, condition of the property & lease compliance incl. smoke detectors & caulking
- Exposes neglect and any costly damage by tenant
- Exposes any house related deterioration not caused by tenant
- Can prevent future damage

**LEASE RENEWAL INSPECTION**

- Discover unreported damage
- Maintenance issues
- Verify code compliance
- Smoke detectors/CO detector compliance
- Check A/C-Furnace filter
- Review adverse lease issues, if evident

**FINAL POST-OCCUPANCY INSPECTION**

- Coordinated with tenant after cleaning & tenant obligations are completed
- Performed after review of initial walkthrough documents and video
- Documents damage or lease violations with date/time stamp
- Compare condition and cleanliness notes
- Accountability for keys, openers, manuals, HOA/Condo docs, if applicable
- Research damage costs
- Video evidence of damages, exterior/interior
- Determines HOA/condo violations caused by tenants
- Security deposit not returned to tenant until all inspection details confirmed
- Sets the benchmark for next occupancy, unless repairs are accomplished







# Fair Housing

It's Your Right

## The Fair Housing Act

The Fair Housing Act prohibits discrimination in housing because of:

- Race or color
- National origin
- Religion
- Sex
- Familial status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18)
- Handicap (Disability)

## What Housing Is Covered?

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker and housing operated by organizations and private clubs that limit occupancy to members.

## What Is Prohibited?

**In the Sale and Rental of Housing:** No one may take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap (disability):

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny that housing is available for inspection, sale or rental
- For profit, persuade owners to sell or rent (blockbusting) or
- Deny anyone access to or membership in a facility or service (such as a multiple listing service) related to the sale or rental of housing.

## Housing Opportunities for Families

Unless a building or community qualifies as housing for older persons, it may not discriminate based on familial status. That is, it may not discriminate against families in which one or more children under 18 live with:

- A parent
- A person who has legal custody of the child or children or
- The designee of the parent or legal custodian, with the parent or custodian's written permission.

Familial status protection also applies to pregnant women and anyone securing legal custody of a child under 18.

**Exemption:** Housing for older persons is exempt from the prohibition against familial status discrimination if:

- The HUD Secretary has determined that it is specifically designed for and occupied by elderly persons under a Federal, State or local government program or
- It is occupied solely by persons who are 62 or older or
- It houses at least one person who is 55 or older in at least 80 percent of the occupied units, and adheres to a policy that demonstrates an intent to house persons who are 55 or older.

## Additional Protection If You Have A Disability

If you or someone associated with you:

- Have a physical or mental disability (including hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex and mental retardation) that substantially limits one or more major life activities
- Have a record of such a disability or
- Are regarded as having such a disability

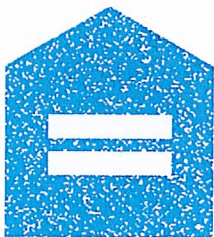
your landlord may not:

- Refuse to let you make reasonable modifications to your dwelling or common use areas, at your expense, if necessary for the disabled person to use the housing. (Where reasonable, the landlord may permit changes only if you agree to restore the property to its original condition when you move.)
- Refuse to make reasonable accommodations in rules, policies, practices or services if necessary for the disabled person to use the housing.

**Example:** A building with a "no pets" policy must allow a visually impaired tenant to keep a guide dog.

**Example:** An apartment complex that offers tenants ample, unassigned parking must honor a request from a mobility-impaired tenant for a reserved space near her apartment if necessary to assure that she can have access to her apartment.

However, housing need not be made available to a person who is a direct threat to the health or safety of others or who currently uses illegal drugs.



# CHECKLIST

## Property Management • Landlord



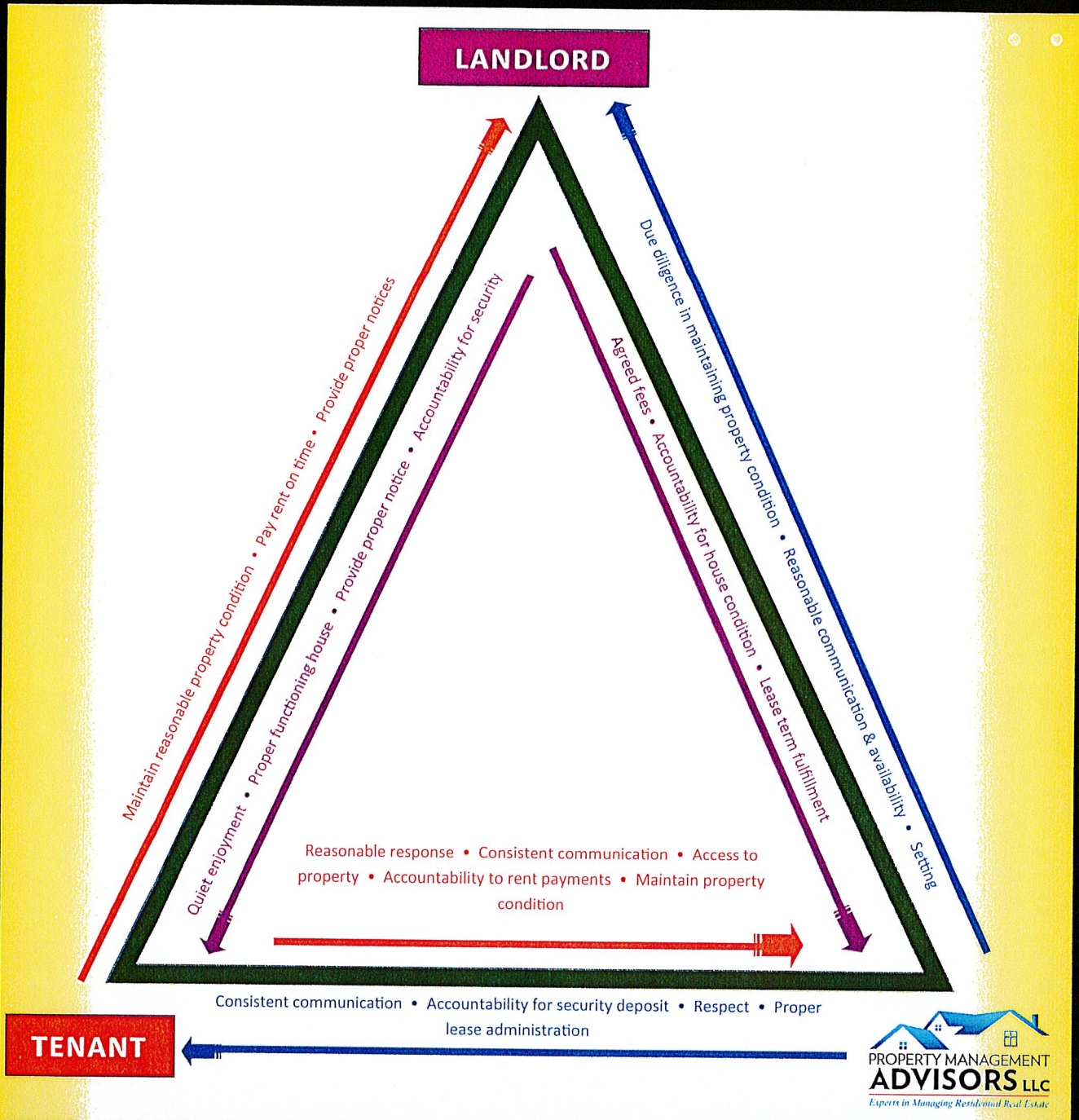
To ensure proper representation and management of your home, please be prepared to follow these steps in order to make the transfer of your home seamless.

- Review Landlord Packet; provide your own expectations as a landlord/client; this may be either via email or separate written notice. Your move and transition is just as stressful as your new tenants. Please let us help you cover as many details as possible so there are no surprises. In written format, we are assured accuracy in our representation
  
- Return signed and initialed Property Management Agreement and Information Form including
  - Landlord Contact Info for US Mail, best email addresses, best phones
  - Utility Transfer: electric, gas, water, Internet, TV, phone
  - Provide appliance makes/models
  - Heat & AC service provider, home warranties, appliance warranties
  - Home service providers (lawncare, security, handyman, pest control)
  - Homeowner / Condo Association contacts & community amenities; PMA must be the first point of contact in email and US mail in order to respond promptly; PMA has an obligation to forward those communications to landlord at time of receipt
  - Location and Tagging of main shut off valves, i.e. gas, water and electric
  - Seasonal requirements (water turn-off, windows, fireplaces)
  - Landlord to attest that the following have been performed within three (3) month's occupancy by Tenant as Tenant's will become responsible per Lease terms if evidence of the following:
    - Chimney Cleaning, if applicable
    - Change out of all toilet kits
    - Snaking of drains, exterior and interior, if noticeable slow draining
    - Gutter cleaning
    - Professional carpet cleaning and general cleaning (invoices to be provided)
    - You want your home returned from tenants in the best condition so this sets the standard
  - All keys are in the responsibility of tenants and PMA to ensure security and liability
  - Notice of any neighbors or family who may have access to the property?
  
- Provide four (4) sets of keys, or more if applicable; please mark accordingly; also consider rekeying home or installing combo code door entry sets rather than keys; approx. cost \$250
  - Front Door
  - Back Door
  - Basement Door
  - Garage Door or Parking
  - Mailbox
  - Storage Unit or Shed





# ACCOUNTABILITY TRIANGLE



**AC•COUNT•ABIL•I•TY**, *noun*, ə-kaŭn-tə-'bi-lə-tē — definition: an obligation or willingness to accept responsibility or to account for one's actions





Snow • Ice

Fire Extinguisher

Bird Nests

Pest Control

Home Warranty

Interior Drains

Exterior Drains

Window Locks

Gutters

Lead-based Paint

Improper Installations

Specialized Warranty

Trampoline

Plumbing

Retaining Wall

Termites

Hand Rails

Lawn Mower

Tools • Workbench

Garden Tools

Washer Hose Connections

Chimney Cap

Electrical

Carbon Monoxide Detector

Rotted Wood & Trim

Swing Set

Replacement Plumbing Fixture

Insurance Coverage

Swimming Pool

Stairways

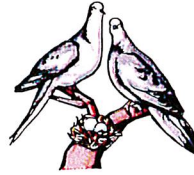
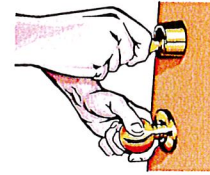
Space Heater

“AS IS” Items

Humidifier

Replacement Lighting Fixture

Landscaping



Mold Remediation

Shingles

Smoke

Rain

Tree Growth

Dehumidifier

Decks

Early Vacancy

Landscaping

Radon

Smoke Detector

Door Locks

Masonry

Gas Connections

Dryer Vent Clogged

Drainage

Outstanding Keys

Attic Infiltration

Pond

Gas Connections/Leaks

Roof

Loose Limbs

Hail Damage

Neighbor Issues

Security Deposit

Condo Orientation

Lightning Strike

HVAC Maintenance

Condo Orientation

HOA Rules

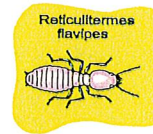
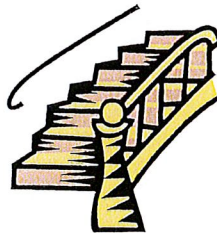
Wood Floor Damage

Pet

Screens

Fencing

Improper Use



For some reassurance or more information, please contact Randy Huntley at [Randy@PMA-DC.com](mailto:Randy@PMA-DC.com) or (703) 831.3357



# Autumn-Winter Maintenance Reminders



**Kitchen/Bathroom Drains** – Tenants are responsible for keeping drains clear. Be careful with grease and hair accumulation. Buy strainers if necessary. Also baby wipes cannot be flushed in most systems. Cooked oatmeal, rice & pasta are enemies to your pipes; please place in trash not the disposal. Please know Drano or related products do not work. They just add to the problem and damages older pipes. Only qualified plumbers can unstop drains.



**Pest Control** – Prior to occupancy, your home was inspected for pests however each spring and winter you may find ants, roaches, mice or birds seeking shelter. This can be the result of excessive heat/cold or local construction. Seasonal inspections will include checking for any unwanted visitors and we can discuss solutions. The lease outlines responsibilities by tenants.



**Disposals** – Disposals are there only to catch food particles and substances you miss while rinsing. Don't shove food or other refuse into the disposal because it will clog – it is not meant for this task. Throw all skins, egg shells, leafy things, man-made objects, and meat products, etc. in the trash. Purchase a sink strainer, if necessary.



**Appliances** – It is tenant responsibility to contact property management should any appliance that conveyed with the lease not be working properly. Please do not hesitate to email [service@pma-dc.com](mailto:service@pma-dc.com) or use your Tenant Portal to report any household problems. Cooperation by the tenants for repairs is expected. General maintenance is tenant responsibility and will be inspected seasonally.



**Holiday Schedules** – Please note that vendors take holidays and are not readily available so please check your appliances prior to holiday expectations, i.e. turkey on Thanksgiving or New Year's entertaining. There are emergency service calls but know that dishwashers and some other appliances are not under the heading of "emergency" so do not get caught off guard.



**Inclement Weather** – The Metro-DC region is well-known for coming to a complete standstill with as little as 1" of snow. So please take note of community notices for changes in parking rules or snow removal. Also understand that vendors will have travel conflicts as well so please be proactive in checking appliances and systems. Report issues through your Tenant Portal or to [service@pma-dc.com](mailto:service@pma-dc.com)

As managing agent on behalf of your landlord, and to support you during occupancy, please note PMA's contact information of 703.457.6533 ext 1 for emergencies or use your Tenant Portal to communicate any issues.

PMA generally responds within two (2) hours to any requests. PMA does set priority to each request. PMA attempts to answer every phone call so we have invested in a phone tree. If one property manager is not available, your call will roll to the next. Should you leave a voice mail message, please know it is because all PMA representatives are busy with other clients. Please do not call multiple numbers or multiple times. PMA staff will receive a text with your message so the first available or most applicable manager will contact you as soon as possible.

Cheers to the Autumn and Winter season. May it be enjoyed by all.



# SPRING – SUMMER

## Seasonal Maintenance Reminders

Welcome Spring/Summer 2018! Please review the following tips to aid in your enjoyment and appreciation of your home. In addition, these items will be inspected during upcoming seasonal inspections to ensure compliance with your lease and help maintain the home. Tenants will receive at least 48-hours' Notice before inspections via email or phone call. You need not be present at inspections. Please inform our office any necessary warnings about pets, children or family that may be at home.



**SPRING / SUMMER STORMS** – Batten down the hatches! Prepare before rainstorms and high winds. Storms can toss grills, patio furniture, trash cans and other outdoor items thereby possibly causing damage to personal property as well as the home. Please make sure to secure these items to prevent accidents, protect yourself and safeguard the home

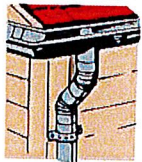
Insurance  
Policy



**INSURANCE** – Tenants who have occupied their home for more than 12 months are required to provide updated Renters Insurance policies. Please email current declarations to [leases@pma-dc.com](mailto:leases@pma-dc.com) within thirty (30) days of this Notice so we may update your property file and ensure lease compliance



**RAKING** – Please do not ignore the autumn leaves that lasted through the winter. Accumulated leaves or grass clippings, over time, smother and eventually kill lawn grass. Before your first mowing, the yard should be free of leaves, branches and other debris to ensure a healthy lawn. Any suspected dead trees or loose limbs/branches should be reported to [service@pma-dc.com](mailto:service@pma-dc.com) for our review



**GUTTERS, DOWNSPOUTS & WINDOW WELLS** – In most leases, tenants are responsible for keeping clean the gutters, downspouts and window wells. It is important to keep water away from the foundation of the property and prevent flooding of basements or lower levels. If you need suggestions, email [service@pma-dc.com](mailto:service@pma-dc.com) for service provider referrals, or simply check the neighborhood



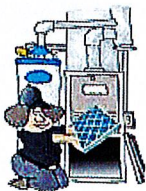
**EXTERIOR SPIGOTS** – The chance for water line freeze-ups is over so feel free to turn the exterior spigots on in order to keep the landscape watered or wash your vehicles. Please do not allow hoses and spigots to run water or drip close to the foundation of your home as this may cause erosion and leakage into the foundation. If maintenance is required, contact [service@pma-dc.com](mailto:service@pma-dc.com)



**SMOKE DETECTORS** – Take a few minutes to test your smoke detector(s). If you have a suspect detector, it is your responsibility to repair and/or replace the batteries and ensure the detectors are in proper working order. If you do not feel there are proper or enough smoke detectors within your home, please contact [service@pma-dc.com](mailto:service@pma-dc.com) so we may evaluate



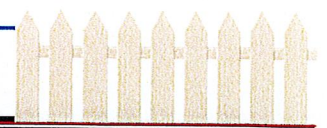
**EXTERIOR DRAINS** – This is mostly for drains located at the bottom of exterior stairwells or lower level patios leading from basements. Leaves and debris will stop the free flow of rain water thereby quickly flooding. This is a constant source of aggravation in Metro-DC. Keep an eye out for drain obstructions, keeping them clear, knowing that as the tenant, you are responsible



**FURNACE AIR FILTERS** – Unless otherwise noted in your Lease, filters need to be changed every one (1) to three (3) months depending on the system. Do not **underestimate** the importance of clean filters. Dirty filters **lessen** the life of the furnace and cause much higher utility bills. If an HVAC unit fails because of this maintenance item not being tended to, you will be held accountable for repairs or replacement. Also ensure the HVAC area is clear for proper circulation and servicing. When turning on the AC the first time, do not be alarmed by a smell. This smell dissipates in a few minutes as the system begins to flow air.



# What are Property Managers?



Peace of Mind Specialists  
Investors  
Owners of Rental Properties  
Accountability Partners  
Bookkeepers  
Negotiators  
Marketing Specialists

Service Contract Coordinators  
24 / 7 Service Call Center  
Facilitators of Incoming Rent  
Landlord Advocates  
Repair Coordinators  
HOA/Condo Association Liaisons  
Lease Enforcement



## Property Managers are NOT . . .

Attorneys  
Tax Advisors  
Accountants  
Lenders  
Appraisers  
Surveyors  
Structural Engineers  
Mold Remediators  
Asbestos Remediators  
Lead-based Paint Experts  
Home Inspectors  
Auto Towing Companies  
Janitors

Police  
Immigration Enforcement (ICE)  
Arborists  
Babysitters  
Landscapers  
Pet Police  
Psychologists  
Painters  
Pest Control  
Roofers  
Plumbers  
Electricians  
Political Operatives

Landlord or Tenant's Parents  
Relationship Counselors  
Sewer/Septic Experts  
Sheriffs  
Locksmiths  
Window Cleaners  
Credit Repair Specialists  
Magicians  
Tour Guides  
Cab Services  
Auto Salespeople  
Sounding Boards  
Unlimited Conversationalists

