



Tenant Handbook

Welcome Home

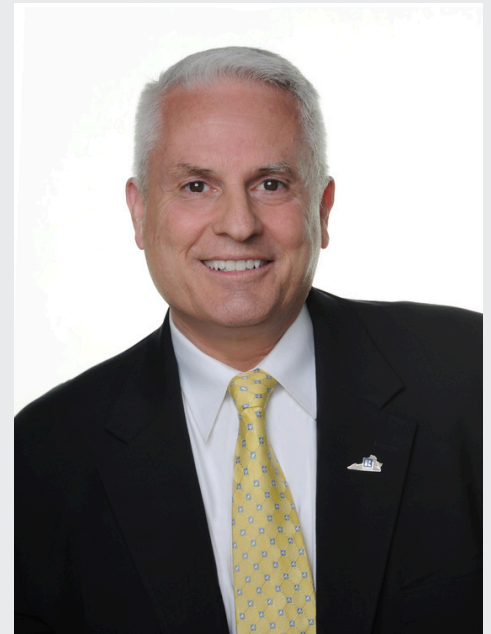


Property Management Advisors, Inc.
775 Tysons Blvd.,
Suite #1450 Tysons, VA 22102
info@pma-dc.com
703.457.6533
www.pma-dc.com



Welcome

Welcome Home! My name is Randy Huntley, Founder and President of Property Management Advisors Inc (PMA). Our PMA staff will assist with your transition, ensuring that you receive a successful and fulfilling resident experience. We'll strive to accomplish this outcome, and we look forward to working with you in the coming months on behalf of your landlord.



Randy Huntley
Property Manager

Here are the next steps. Shortly after lease ratification (when all parties have signed) our PMA team will contact you as you prepare for occupancy. Each PMA team member specializes in particular aspects of the leasing experience such as utility and insurance coordination, keys hand-off, initial walk through inspections, and other important tasks.

On behalf of your landlord and the PMA staff, cheers to the beginning of a successful Resident Experience!



Next Steps

Initial Funds

Upon application approval, PMA will ask that you provide initial funds as dictated in the lease addendum. These funds may be paid in the form of cashier's checks or PMA portal within a couple of days of lease ratification. Each transaction is unique, so please check with the PMA staff to determine your particular protocol. If you reside away from the area, we will ask that you overnight the funds. Funds should be delivered to our office: **Property Management Advisors, 775 Tysons Blvd., Suite #1450 Tysons, VA 22102.** The lease terms dictate the form of initial funds payment.

We do not accept personal checks or cash. If you are paying using certified funds, your security deposit must be in a separate check - all other funds may be combined into one check.

All payments should be made out to Property Management Advisors, Inc.

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775 Tysons Blvd., Suite #1450

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New Resident Checklist

- **Connect Utilities** (*email confirmation to tenantservices@pma-dc.com*)
- **Obtain Renter's Insurance:** (*email proof to tenantservices@pma-dc.com*)
- **Review Narrated Walk-through Videos**
- **Review and Sign Property Condition Report (PCR)**
- **Submit all Funds** (*Security Deposit, Onboarding Fee, 1st Month's Rent; Must submitted electronically or Certified Funds and Overnight if out of town*)



Utilities

For a Safe & Healthy Move-In

Below are the links and instructions needed to take over the utilities at the above property. You will need to follow the steps to complete the transfer of responsibility for each utility.

Please remember to send confirmation of set up for each utility to **tenantservices@pma-dc.com**.

You can also use the same email address if you need any assistance and we will be happy to help you.

Utilities are to be in **your name**. Please have the utility changeover completed by the **date of your move-in**. Any utilities or services not in your name may lead to an unwelcome service interruption.



Gas Utilities

Columbia Gas of VA

Customer Service: 1-800-543-8911

Online: www.columbiagasva.com select "Start, Stop or Move Service"

Washington Gas

Customer Service: 844-WASHGAS

Online: www.washingtongas.com select "Start / Stop Service"



Water Utilities

Alexandria Water (Virginia American Water)

Customer Service: 1-800-452-6863

If the property is located in Alexandria, water will be billed by Virginia American Water and sewer will be billed by AlexRenew.

Online: www.amwater.com

Arlington Water

Customer Service: 703-228-5000 (M-F / 7-7PM)

**An Authorization Form has already been submitted, new residents must contact customer service to complete. 48 hours notice to start service.*

Online: www.arlingtonva.us/Government/Programs/Water-Utilities

Fairfax Water

Customer Service Department: 703-698-5800 (M-F / 8-6PM)

**An Authorization Form has already been submitted, new residents must contact customer service to complete.*

Online: www.fairfaxwater.org/tenants-or-landlords

Herndon Water

Customer Relations: 571-291-7880

**An Authorization Form has already been submitted, new residents must contact customer service to complete. Upload a copy of the lease agreement and a photo ID with your Start Service Request.*

Online: www.herndon-va.gov/town-services/water-and-sewer/water-and-sewer-billing/start-or-stop-service/start-service

Loudoun Water

Customer Relations: 571-291-7880

**An Authorization Form has already been submitted, new residents must contact customer service to complete.*

Online: www.loudounwater.org select "Start Service"

Prince William County Water

Customer Service: 703-335-7950 or at CustomerService@pwcsa.org

**An Authorization Form has already been submitted, new residents must contact customer service to complete.*

Online: www.pwcsa.org select "Start or Stop Service"



Water Utilities Cont.

Maryland Water (Conservice)

Montgomery and Prince George's counties

Customer Service Department: 1-866-947-7379

Customer service will walk you through setting up water

Online: www.wsscwater.com

Vienna Water (Conservice)

Customer Service: 703-255-6385 or water@viennava.gov (M-TH / 8-4:30PM)

**Landlord Authorization Form has already been submitted, new residents must contact customer service to complete. The form asks for landlord information please provide First Name - Property Last Name - Management Advisors. Address: 111 Church St. NW., Vienna, VA 22180*

Online: www.viennava.gov/residents/town-services/water-and-sewer-services

Washington DC Water (Conservice)

Customer Service Department: 301-206-8000

PMA has to request set up for tenant.

Online: www.dewater.com/start-or-stop-service



Electric Utilities

Dominion Energy VA

Customer Service Department: 1-866-366-4357

Online: www.dominionenergy.com/virginia/start-stop-service/start-service

Northern Virginia Electric Cooperative (NOVEC)

Customer Service Department: 1-888-335-0500 (M-F / 7:30-6PM)

Online: www.novec.com select "Start Service"

Pepco

Customer Service Department: 1-877-PEPCO-62 (877-737-2662)

Online: www.pepco.com Select "My Account / Start Stop Service"



Renter's Insurance

You are responsible for obtaining renter's insurance to protect you and your personal property in the event of an emergency or disaster or if your possessions are stolen during a break-in or damaged by a fire or severe weather. Email proof of renter's insurance to tenantservices@pma-dc.com.



Move-In Inspection

Prior to your Move-In, PMA will create walk-through 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 within five (5) days of your occupancy for lease compliance.



Rent Payment Policy

Rent payments are due on the **first (1) of each month**. "Rent" includes all money, other than the Security Deposit, including but not limited to Monthly Rent Installments, late charges, administrative fees, non-refundable pet fees, utilities, or other charges as may be specified in writing by Landlord including prepaid rent paid more than one (1) month in advance of Rent Due Date. Payments may be made to Property Management Advisors through the tenant portal on our website at www.pma-dc.com.



Security Deposit

Your security damage deposit indicates in good faith that you will abide by all covenants of the lease agreement. Landlord may apply Security Deposit to the payment of accrued Rent and the amount of any damages caused by the Tenant, including, but not limited to, physical damages, appropriate charges to Tenant not previously reimbursed to Landlord, and actual damages for breach of Lease including attorney's fees and costs. If the deposit should be inadequate to cover the loss, you will be billed for the balance. Your security damage deposit is not to be used for the last month's rent. If there is no intention to impose a claim on your security deposit it will be returned to you within 15 days from the end of your lease and vacating of the premises.



Pets

Keeping pets on the premises is not a right, it is a privilege. Pets are permitted only on certain premises with prior approval of the owner/landlord must be approved by the management office for each specific pet. Consent may be revoked if Tenant does not obey all Association requirements, Landlord's rules and regulations, and local laws.



Early Termination of Occupancy

Tenant will not be released from liability for Rent and other charges due during Lease Term unless Landlord agrees in writing to release Tenant from such liability.



Smoke Detectors

Code of Virginia § 15.2-922 Smoke alarms in certain buildings. The ordinance may require the owner of a rental unit to provide the tenant a certificate that all smoke alarms are present, have been inspected by the owner, his employee, or an independent contractor, and are in good working order. Except for smoke alarms located in public or common areas of multifamily buildings, interim testing, repair, and maintenance of smoke alarms in rented or leased dwelling units shall be the responsibility of the tenant in accordance with § 55.1-1227.



Tenant Portal

All documents related to your property will be available in your tenant portal account. You will receive an email and text asking you to activate your Portal where you pay rent and submit maintenance requests. For questions about account setup contact PMA at service@pma-dc.com.



Keys

Move-In

On the day of your move-in, PMA will send out a text message the morning of move-in providing the lockbox combination as well as information about where any additional keys, fobs and parking passes (if available) can be found. Tenants are responsible for contacting the HOA for parking and pool passes.



Lock-Out Policy

In the event of a lock-out, please call our emergency maintenance line at 703-457-6533, ext. 3.



Service & Maintenance Requests

Report any maintenance issues immediately by logging into the tenant portal. Many maintenance issues will get worse with time. If a tenant neglects reporting maintenance, the tenant may be responsible for payment of the additional work needed. Maintenance requests must be submitted via your Portal. The best email to contact PMA is service@pma-dc.com. The preferred method for all service requests or questions is via your Online Tenant Portal and is monitored 24/7.



Emergency

For after-hours emergencies where tenant safety or major property damage is in question, please call 703-457-6533, ext. 3. If leaving a voice message, please be sure to leave your name, phone number(s), property address, and a clear description of the emergency. An emergency constitutes immediate danger issues such as fire, gas, immediate electrical danger, and/or water issues such as flood. Also contact **911**, gas company, and/or utility services if applicable.



Maintenance & Repair Requests

Tenant Responsibilities

All maintenance and repair requests are handled through the tenant portal on our website: www.pma-dc.com.

It is the responsibility of all tenants to report all maintenance and repairs needed. Please be sure to report the following to avoid incurring financial damages and/or loss of your security deposit:

- All toilet and faucet leaks and any plumbing backups
- Any sign of mold in the property around tubs, showers, sinks, etc.
- Broken windows and doors
- Electrical problems
- Faulty appliances supplied in property
- Fences/gates in need of repair
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- Malfunctioning sprinklers
- Roof leaks

If your maintenance or repair request is a non-emergency, your online work request will be addressed within 24 hours. We will assign a vendor to contact you to make a repair appointment.



Tenant Maintenance Obligations

Air Filters & Light Bulbs

Tenant is responsible for changing furnace and air conditioning filters at least every (2) months. Tenant is responsible for furnishing and replacing all light bulbs and fuses as needed.

Appliance Care

Tenant is responsible for using and operating all appliances, equipment, and systems in a safe and reasonable manner.

Tenant Maintenance Obligations Cont.

Cleanliness

Tenant is responsible for maintaining the premises in a clean and sanitary condition including disposing of all trash, garbage, and waste in sealed containers.

Floors

Tenant is responsible for cleaning and maintaining carpet and flooring including preventing stains, scuffs, scratches and damage.

Ice & Snow

Tenant is responsible for removing ice and snow from all walks, steps and drives.

Lawn Care

Lawn care is the responsibility of the tenant including cutting, watering, and maintaining the lawn, removing weeds, and pruning shrubbery as well as maintaining exterior gutters and drains, and keeping grounds free from leaves.

Mold

Tenant is responsible for preventing the accumulation of moisture and the growth of mold.

Pest Control

Tenant is responsible for controlling and eliminating household pests including but not limited to fleas, ticks, bed bugs, roaches, silverfish, ants, crickets, and rodents during occupancy.

Plumbing / Drains

Tenant is responsible for keeping plumbing lines clear. Tenant must drain any outside water spigots each fall to prevent frozen pipes. Be careful with kitchen and bathroom drains. Pay attention to grease and hair accumulation and buy strainers if necessary. Baby wipes or similar products cannot be flushed in plumbing systems. Drano or related products do not work and damages older pipes. Only qualified plumbers can unstop drains. Also regularly clean out the dryer vent.

Smoke Detectors

Tenant is responsible for ensuring that all smoke detectors are operating correctly and have working batteries.



Maintenance Tips

Tenant Responsibilities

For tenants new to the responsibilities of maintaining a rental property, our guide on Tenant Home Maintenance Tips is here to provide comprehensive guidance and help simplify the process. Our aim is to empower tenants with knowledge so they can enjoy their stay without worrying about unexpected repair costs or lease agreement violations.

Also, please bear in mind that not every maintenance issue can be solved immediately. As a tenant, you have a responsibility to take **reasonable steps** to protect not only your personal property, but also the owner's property until problems can be addressed.



Taking Reasonable Measures

You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until maintenance problems can be addressed. For example, if your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items such as food and medicines to prevent spoiling. If you have a flood resulting from an air conditioner drain, water pipe leak, or sewer line backup, it is your responsibility take reasonable steps to keep the problem from getting worse by turning off the AC system, shutting off the water, and not continuing to add water and waste into the sewer. You must do what you can to protect your personal property from damage.





General Maintenance Guide

Air Conditioning

Keep the fan set to "Auto". Change the thermostat temperature no more than 5 degrees at a time. The U.S Department of Energy recommends setting your thermostat at 78°F during summer. Keep windows, blinds, and doors closed to conserve energy. Close vents to allow cool air to flow into those rooms used more often. If ice forms on the interior or exterior coils, turn the unit off and contact PMA

Carpets & Flooring

Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy and when moving at their own expense. Keep floors vacuumed. Immediately clean up spills to prevent stains and damage. Do not use harsh abrasives or wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate.

Dishwasher

Using anything other than dishwasher detergent (such as hand soap) in your dishwasher will cause excess suds and leaking. Use only dishwasher detergent to avoid damage and a mess.

Electrical

Reset the GFI outlet if applicable. These are usually located in the garage, patio, kitchen, or bathroom. If this doesn't work, check the circuit breaker box for a tripped breaker. Make sure you check ALL circuit breakers. If the circuit breakers continually keep going off: Check all appliances to see if too many appliances are running on the same circuit and causing an overload. If the power is completely out, contact the power company to determine if something is going on in the area. If the problem appears to be just within your rental unit, contact our team.

Garbage Disposal

If your garbage disposal is not working the disposal may need to be reset. Avoid putting non-food items in the disposal, or items that you would not eat. Running water while the disposal is in use will help soften and wash items down the drain. If the garbage disposal is not working, turn off the switch and check for jammed items. Push the "Reset" button, generally located on the side or the bottom of the unit. Submit a maintenance request if your garbage disposal is not functioning after trying the above steps.

General Maintenance Cont.

Gas Utility

If you smell gas, turn the gas valve OFF. If the odor is strong, leave your rental unit and contact emergency services and our team immediately. NEVER try to relight the pilot light yourself.

Heat

Rapid changes in settings can strain an HVAC system and lead to unnecessary wear and tear. Adjust in increments of 5 degrees until comfortable. The U.S Department of Energy recommends setting your thermostat at 68°F during winter when home. Schedule temperatures based on times when people are typically home or away from the house. In a townhouse or multi-level home, close upstairs vents to conserve heat and energy.

Holiday Lights & Decorations

Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights. Only use lights and decorations during holiday seasons; remove them immediately when the season ends. Properly dispose of Christmas trees in accordance with city and/or county rules and regulations.

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Kitchens & Bathrooms

In kitchens, clean up food crumbs and spills quickly to discourage pests. Clean oven and stove hood vents regularly to avoid potential grease fires. Do not leave oven on and unattended when leaving the house at any time. Prevent mildew and mold from accumulating in bathrooms. If mildew and mold appear, use a product such as Tilex to remove immediately. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan or window while taking showers and for a reasonable time afterward to ventilate remaining steam. Keep your drains free of grease, lint, sanitary products, foreign objects and food.

General Maintenance Cont.

Pets

Pick up all pet droppings on the property, even if you do not have pets. If you have pets, please keep them from causing damage. This includes digging holes and/or tearing up grass in the yard.

Smoke Alarm

If the smoke alarm does not work first, check the batteries. Tenants are responsible for the replacement of batteries. You should test your smoke alarms every thirty days. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working and replacing the battery doesn't solve the issue, submit a work order through your tenant online portal. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. NEVER disconnect or remove a smoke alarm.

Wood Burning Fire Places

Always be sure to open the damper before starting any fire. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not overfill the fireplace. Use a fireplace screen at all times when using the fireplace to prevent damage. When cleaning, check to see if fireplace coals are cold before removing them from the fireplace. Never remove hot or warm coals from the fireplace. Never store the coals in the garage or against the house.



Lease Renewals

Approximately 90 days before the end of your current lease, PMA will reach out to inquire about intentions regarding extending the lease. If you are planning to vacate, PMA will require an official Notice to Vacate to be submitted through the Tenant Portal no later than 60 days before the end of their lease. Once notice is received, the PMA team begins preparations to remarket the property for rent.

Intent to Vacate

If the intention is to vacate the property, PMA must begin marketing the property for rent within 60 days of move-out date. If an owner decides to sell the property, PMA can begin marketing up to 90 days before move-out. Upon notice to vacate, information is sent out regarding an inspection to check-out the property condition.

Approximately 60 days before your Move-Out date, PMA will begin advertising your rented home to prospective tenants on BRIGHT MLS. We will place a sign in the front yard, place a secure Senti-lock lockbox on the front door and invite agents, as well as our own KW agents to view the property. The showing protocol includes contacting at least one tenant to let you know that an agent wishes to show the property to a prospective 'next' tenant. An agent will simply call or text to determine a showing time. The agent will not receive permission to show unless they follow PMA's pre-established rules of showing that include alerting the current tenant. Showings typically take about 10-15 minutes. Prospective tenants will tour the interior as well as exterior and the expectation is a clean and presentable property.

Be sure to review the Move-Out Clause in our lease as well as the narrated walk through videos for initial condition and cleanliness status.



Move-Out Cleaning

Move-Out Expectations

When you are ready to move, it is important that you review the initial narrated walk-through videos provided when you moved in. The following will be required to avoid claims against your security deposit.

Carpet Cleaning

Carpets must be free of stains and professionally steam cleaned at move out.

Landscape

The property is to be neatly mowed, trimmed, pruned, weeded, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash and debris. Pick up and dispose of any animal droppings.

Replacements

Tenants are responsible for replacing light bulbs, HVAC and water filters, and smoke detector batteries. Please change the HVAC filter(s) just before vacating the property.

Trash

If you have trash that exceeds the normal pickup, you must haul it away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.



Contact

General Info & Operations

info@pma-dc.com
703-457-6533, ext. 0

Service, Maintenance, and Repair

Submit service request through your [Appfolio Tenant Portal](#)
Or Call: 703-457-6533, ext. 3

Lease Extensions

leases@pma-dc.com
703-457-6533, ext. 700

Rental Applications

rentalapps@pma-dc.com
703-457-6533, ext. 4