

TENANT HANDBOOK

THIS HANDBOOK CONTAINS INFORMATION WHICH WE HOPE WILL MAKE YOUR TENANCY MORE ENJOYABLE AND ANSWER THE MOST COMMON QUESTIONS WE HAVE FROM OUR TENANTS. PLEASE READ “SECTION I” BEFORE SIGNING LEASE.

SECTION I OF THIS HANDBOOK IS PART OF YOUR LEASE.

WE HOPE YOU ENJOY YOUR RENTAL AND WE ARE HERE TO ASSIST YOU!

SECTION 1

OFFICE HOURS are 8:30 AM - 5:30 PM Monday through Friday. All routine communications should be directed to your Property Manger during office hours at the following location:

RE/MAX ALLIANCE
4701 Columbus Street #200
Virginia Beach, VA 23462
(757) 456-2345

If you need to drop off your rental check after 5:30 PM, please put your check in the mail drop box at the entrance to our office. All checks must be delivered in an envelope addressed to Bart Hope and must include the rental address. Our Saturday office hours are 9:00 AM to 5:00 PM, we are not opened on Sunday. A receptionist is available to accept your check during normal business hours.

RENT: Rent is due on the first of each month in advance, without deduction, offset or demand. Payment must be by check or money order. Please make your check payable to RE/MAX Alliance. Because we do not have the security required to handle large amounts of cash, we will NOT accept cash for payment of rent or security deposits. All rents are to be paid at:

RE/MAX ALLIANCE
4701 Columbus Street #200
Virginia Beach, VA 23462
ATTENTION: BART HOPE

NOTE: Be sure that your check shows the property address for which you are paying rent clearly marked on the face of the check.

DELINQUENT RENT: If rent is not received by the due date, the late fee as stated on lease will automatically be charged to your account. Personal checks will not be accepted for late rent or related late fees.

PER DIEM RENT: In addition to the rent specified in your rental agreement and the late fee described there in, the sum of \$10.00 per day will be charged as additional rent for each installment of rent that remains unpaid after the 6th day of each month unless your lease agreement states otherwise.

RETURNED CHECKS: Checks returned for non-sufficient funds or any other reason will incur a \$100.00 service fee, unless otherwise stated in your lease. Repayment must be made by certified check or money order. NSF check will also require all future payments be made by certified check or money order. All skip/evictions will be reported to RETAIL ALLIANCE CREDIT BUREAU. This information will remain on your credit report for a period of not less than seven (7) years.

SECURITY DEPOSITS : Your security deposit may NOT be applied to the final month's rent. Deposits are fully refundable within 30 days of vacating provided all the below listed conditions have been met:

- * Occupancy has been terminated
- * Full term of the lease has expired
- * An inspection shows the property to be in a clean and satisfactory condition (normal wear & tear excluded)
- * Stove, oven, refrigerator, bathrooms, and fireplace have been thoroughly cleaned
- * All trash and debris have been removed from the premises
- * All keys including mailbox keys have been returned
- * All carpets have been professionally steamed cleaned
- * Any other conditions outlined in the lease have been met

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, your Property Manager is not able (nor required) to be at the property to grant access or to supervise jobs. If a contractor appointment is set then missed by the tenant, tenant shall be solely responsible for any "service or missed appointment charges" that occur.

The Following are considered EMERGENCY REPAIRS:

1. Water leaks that threaten to damage or flood the house.
2. Lack of heat in winter.
3. Lack of hot water.
4. Storm damage or fire.
- 5.

Everything else, including lack of air conditioning, is considered a non-emergency item

INSURANCE: We require that you contact an insurance agent for a renter's policy which will afford you protection as well as liability coverage. Neither RE/MAX Alliance or the property owners have insurance covering you or your belongings.

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 the owner will perform his/her obligations under the lease.

UTILITIES: Listed below are the phone numbers 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 three days notice.

	VA. BEACH	NORFOLK	CHESAPEAKE	SUFFOLK
Water/Sewer	427-4631	664-4010	382-6352	9254389
Va. Natural Gas		866-229-3578	Same all cities	
Trash	430-2450	664-4010	382-3434	800-273-7300
Cox Cable/Phone		497-2011	Same all cities	
Verizon		954-6222	Same all cities	
Dominion Power		888-667-3000	Same all cities	

SECTION II

INSPECTION AND TROUBLESHOOTING 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 imaginable configuration, 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 move in is to locate the 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 places to find this faucet are 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. Some old houses have a bent piece of iron coming up through the floor, usually in a closet, that can be turned to shut the water off. 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 it is definitely better than a flood.

ELECTRICAL POWER PANEL: Locate the panel, check to see if you have fuses or circuit breakers.

Fuse panels are common on the houses more than 30 years old. Two types of fuses are found in the fuse panel box. The electric stove, water heater and air conditioner/heater will be serviced by cartridge-type fuses. These are held in fuse holders that resemble drawers. To check the fuse, pull the fuse holder out of the box. Many times blown fuses will be burned or the cartridge ruptured. Other times they will look perfectly normal and the only way to check them is to replace the questionable fuse with a new one.

CAUTION #1: Do not pry the prongs of the fuse holder apart to release the fuse. Simply slide the fuse out toward the open end of the holder.

CAUTION #2: When you replace the fuse holder, It must be right side up. If you put it in upside down, the circuit will be off.

The other type of fuse is the screw-in type with fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped -push it in.

All fuses must be replaced with the same size fuses as were originally installed. Slow blow fuses should be used for circuits when fuses blow often. They are available in both cartridge and screw-in types - but only from hardware and electrical supply houses.

CIRCUIT BREAKERS: We have a number of problems each year because people think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker switch 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 not sure, try them all. OFF - then - ON.

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 ground and cuts the power off. It is used in bathrooms, exterior plugs, garages and some lights. Because the GFI circuit breaker is so expensive, there is usually only one per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom, you can bet you have lost power to all the plugs using the GFI. The trick now is to find the circuit breaker. Most houses have the GFI circuit breaker in one bathroom or the main circuit breaker panel. It is usually marked with a red or yellow button and it is between the upper and lower plugs in a bathroom or outside installation. 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 your outside plugs during rainy weather.

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 OVEN (Uses heat to clean - door locks)

—Follow instructions printed on the oven.

—DO NOT use commercial cleaners such as Easy OFF or MR. Clean.

—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 a mild soap and water solution. Because the finish will not absorb large amounts 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.

DO NOT use commercial cleaners in the oven. If used, the oven will begin to rust in a few weeks.

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

DISPOSAL: If motor buzzes, then stops - turn switch off. Unjam the disposal by turning the blade backwards with a broom handle or wrench if one is provided. Then reset the circuit breaker on the bottom of the disposal - small red button, and turn on. If the unit turns easily by hand but not with power, call for service: however you may want to try and unjam the disposal several times before calling. If plumber is call only to push the "RESET" button on the disposal, tenant will pay entire charge.

FURNACES: Gas and oil furnaces have an emergency shut off switch within-in sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF or OIL BURNER EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this switch is the first place to check. If HVAC company is call only to "turn back on the Emergency Cut Off Switch", tenant will pay entire charge.

OILHEAT: It is best to have a service contract with an oil company. Most oil companies offer budget payments to customers with service contracts and automatically fill your tank when needed. Do not let your tank run dry as it may cause a service call to get the furnace restarted. Sludge in the bottom of the tank usually clogs the lines and nozzle and the entire system must be cleaned before it will work again. IF the furnace stops working, check the RED switch first. Then check the furnace fuse in the main fuse panel. Also, check reset button on furnace motor. Next check for oil in the tank. Finally, call for service. If oil tank is allowed to run dry, tenant shall be charged for complete servicing required.

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 is simple and you should learn the procedure if you have gas heat. Most furnaces have a three switch labeled OFF-PILOT-ON. To light the pilot, turn the dial 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, go back to OFF and start again. Finally, move the selector from PILOT to ON.

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

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.

HEATPUMPS: 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 will always be colder than the body temperature, this is normal.

During extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Do not use emergency heat unless you are willing to pay the price.

Do not be surprised if you find the outside unit steaming or caked with ice on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on 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 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 for service.

Water drips from inside the unit usually 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 garden hose used to blow out the line. If you cannot do it yourself - call 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.

* ALL "FORCE AIR" HEATING & COOLING SYSTEMS REQUIRE MONTHLY
CHANGING OF THE FURNACE FILTERS !! *

BASEBOARD HEAT: Ensure that air is free to flow under the radiator unit. If blocked by a thick rug, the unit will not heat properly.

Keep the door closed if you are heating one room only. Cold air will always rush into a room causing drafts and false reading on the room thermostat.

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

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

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.

Well pumps must have water drained from system prior to freezing weather. Some may be disconnected and stored in garage or shed.

OTHER PROBLEM AREAS

AIR FILTERS: Check for location when moving In. Must be change monthly to improve performance of furnace or air conditioner.

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

FIBERGLASS TUBS: DO NOT use “Soft Scrub” or other comparable cleanser on tubs and similar sinks and showers.

CARPETS: Are considered part of cleaning at termination of lease and should be cleaned as specified in lease.

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

WOOD STOVES: Ask if there are any special instructions. Generally, stoves are restricted to hardwood only.

FIREPLACES: Your 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 and cleaned by a professional chimney sweep. Please burn hardwood only, so a build-up of tar and soot can be avoided.