



### **Property Transition Information/Form/Checklist**

We are so very pleased you have chosen to work with Peabody Residential as your management company. Prior to beginning our contract services, we will need to fully establish your account. This form has been created to be a step by step guide and checklist for you.

Please review the entire form and let us know if you have any questions. We request that once you have completed the form, you send it to us completed via email. We will upload the completed form to your online account for our records.

**Once we have received all the below documents completed your account will be activated:**

- **Management Agreement**
- **New Property Information Form**
- **Property Data and Special Instructions**
- **Existing Service Contract (If applicable)**
- **HOA/Association Bylaws (If applicable)**
- **Other HOA/Association Forms (If applicable)**

#### **Establishing Your Online Account**

Once your online account is established, you will be sent an email to register into your on-line account with us. Please look for this email and respond accordingly.

#### **Initial Funds Required For Your Account:**

An initial contribution of \$500 is required for your account. The \$500 will be used to fund the Operating Reserve Minimum established through our management agreement.

We request that after the completion of your online account registration, you make the contribution for all initial funds due. If you anticipate any final utility bills and other maintenance bills that will need to be paid in within 30-45 days after your departure, we request you contribute an additional \$500 to ensure that we have available funds to pay all expenses. We will send you all funds above the \$500 required reserve with your first rental disbursement.

#### **Moving Out And Property Transition To Us:**

You have many things to coordinate as you are preparing to relocate and we want to be as helpful as possible. If we are coordinating the marketing and leasing process while you are still in your property, you will be introduced to and in communication with most of your team prior to your move out.

Once we have an application the leasing process will move very quickly. We will process the application, and if approved, draft the lease and sent it to all parties to sign. Once the lease is signed by the tenants

you will receive it to review and execute. Be ready and anticipate that we will send you the lease for execution within 3 days after we approve the application. After the lease is executed you can focus fully on your Move Out and we will coordinate all the necessary steps to help ensure a smooth Tenant Move In. We will be scheduling a Move Out appointment with you. This appointment is when we will officially take over the property from you.

After your Move Out and the tenant Move In is completed, you will not hear from us often. Our job is to take care of things for you and contact you when there are issues. You should contact us at any time you would like to be provided an update on your property, just touch base with us or have us take care of any property related tasks. Even though you don't hear from us we are here working every day to ensure your property is being looked after.

**Property Transition To Us With An Existing Tenant In Place:**

This process is heavily administrative. Your team will work with you to collect all the documents upfront, then establish your account, and then work with you on the introduction of us to your tenants or introduction of us to your current manager. If you have a current manager, once the introduction has been made, we take lead to transition all the documents, materials, and funds to us. We make it easy and stress free to take over management.

**Communicating With Your Team:**

During the initial Leasing Process, Your Move Out and New Tenant Move In events your team will communicate with you directly through email and phone communication (as needed). After the New Tenant Move In and a lease begins, the communication process transitions to our conversation system. Our conversation system is how we track, assign tasks, update the team, update you, follow up on your communication and finally close out and log the event as completed. We ask that you initiate communication with us through your online account as a conversation. This will ensure a timely response, assignment to the appropriate team member and tracking of our follow up. The conversation feature allows you to contact us for any reason. This is one of the key ways in which we are able to provide excellent client servicing in a timely and thorough manner. You can always send us direct communication through email or phone calls and we will always follow up with you, but we will remind you of the conversation feature and to use it in the future to help our staff service your account the most effectively they can.

**I have read and understand the instructions and my responsibilities associated with transitioning the property to Peabody Residential.**

\_\_\_\_\_  
**Signature (Owner)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature (Owner)**

\_\_\_\_\_  
**Date**

## PROPERTY TRANSITION CHECKLIST

**This checklist is designed to help you track and complete all the requirements prior to the full transition of your rental property to us.**

Property Address: \_\_\_\_\_

- \_\_\_\_\_ - Management Agreement
- \_\_\_\_\_ - New Property Information Form
- \_\_\_\_\_ - Property Data and Special Instructions
- \_\_\_\_\_ - Existing Service Contract (If applicable)
- \_\_\_\_\_ - HOA/Association Bylaws (If applicable)
- \_\_\_\_\_ - Other HOA/Association Forms (If applicable)

Move Out Date \_\_\_\_\_

OR

Account Activation Date \_\_\_\_\_

- > - Power
- > - Gas
- > - Water/Sewer

When you contact the utility companies (each individually metered utility needed to operate the property, this does not include cable/internet/phone) please:

Inform each company that Peabody Residential is the management company and that we are an authorized party to the property account. Please provide them our mailing address as your forwarding address. We will plan to pay any final utility bills we receive, so please continue to have bills sent electronically to you if that is how you normally receive them and you pay them online.

**Our Mailing Address is: C/O Peabody Residential 11890 Sunrise Valley Drive Suite 101, Reston, VA 20191**

\*Please be sure to maintain your name on the account and then include the C/O and our name and address for mailing purposes.

If you have a new lease in place, provide them the name(s) of the new tenant(s), so they can easily set-up/transfer the utility. Some utility companies require that only owners may permit changes to the account. Please clarify the policy with your utility provider in order to avoid costly delays. If your provider does require you change the account, please provide them the new tenant(s) name and start date of the lease for them to send the utility bill to the property with the tenant(s) name on them. Most of the Utility Providers in our area have a "REVERT TO OWNER" or similarly named form available. Use your name and the Peabody Residential address on the form. This billing option will be used if there is a gap between tenants in the future. Please inquire to the availability of such a form and service and complete the necessary steps to complete/enroll. This authorization will prevent unnecessary utility cancellation charges.

**Instructions for transferring accounts for the common utility companies in the Washington DC/Northern Virginia area:**

> \_\_\_\_\_ - **Fairfax Water**

Contact information:

Phone: 703-698-5800

Website: <https://www.fairfaxwater.org/>

Email: [customers@fairfaxwater.org](mailto:customers@fairfaxwater.org).

Contact via email and request Peabody Residential be added to the account.

> \_\_\_\_\_ - **American Disposal Services**

Contact information:

Phone: 703-368-0500

Website: <http://www.americandisposal.com>

Email: [info@adsimail.com](mailto:info@adsimail.com)

Contact via email and request Peabody Residential be added to the account.

> \_\_\_\_\_ - **PEPCO**

Contact information:

Phone: 202-833-7500

Website: <http://www.pepco.com>

Contact via telephone and request a copy of the Landlord Agreement. The document will be mailed to you. After receipt and completion of the document return via fax or mail per the directions that arrived with the document.

> \_\_\_\_\_ - **DC Water**

Contact information:

Phone: 202-354-3600

Website: <https://www.dewater.com/>

Email: [custserv@dewater.com](mailto:custserv@dewater.com)

Contact via email and request Peabody Residential be added to the account.

> \_\_\_\_\_ - **Washington Gas**

Contact information:

Phone: 703-750-1000

Website: <http://www.washgas.com>

Email: [ANCP@washgas.com](mailto:ANCP@washgas.com).

Navigate to <http://www.washgas.com/pages/ANCPProgramDetails> and follow the prompts.

> \_\_\_\_\_ - **Dominion Energy**

Contact information:

Phone: 877-366-7658

Website: <https://www.dominionenergy.com/>

Email: [AccountSupport@DomEnergy.com](mailto:AccountSupport@DomEnergy.com)

Navigate to <https://www.dominionenergy.com/library/domcom/media/home-and-small-business/manage-service/property-managers-and-landlords/rto-agreement-dominion-energy-virginia-companies-that-manage.pdf> and download the document, fill out and return via instructions on document.

**Instructions for notifying other important organizations/entities associated with your property:**

**>           - HOA/Association Notification**

Notify the HOA/CONDO association that Peabody Residential will be the Management Agent for the property and to send ONLY Notices and Violations to us. Please provide them with the following Email address for all communication purposes Info@PeabodyResidential.com.

**>           - Rental Documents Required by HOA/Association**

Confirm with your HOA/Association if there are any required documents that need to be included in the leasing of your property, special instructions once the lease is executed, documents for the tenant to complete. If there are, please send them to us as soon as possible if the property will be actively marketed for rent.

**> - Post Office**

Be sure to notify the post office of your change in mailing address.

**> - State and Federal Entities**

It is important you update your information with the state and federal government entities that send you mail. Please provide them your updated address. We do not open any mail that does not include our name on it (C/O Peabody Residential) and cannot forward any mail we have not opened.

**Instructions for preparing the property for transition to Peabody Residential:**

**> - Equipment - Keys, Garage door openers, parking pass(s), pool pass(s), etc.**

Please plan to leave one set of house keys in the lock-box (if applicable) in order for Peabody Residential personnel OR our contractors to gain access prior to the tenant move in date. We also request two additional full sets of house keys in addition to parking passes, garage door openers and mail box keys should all be left in the kitchen, in a drawer, in a plastic bag ONLY IF we have not or will not be scheduling a Move Out appointment. If we are taking over management, and there is a tenant in place, please plan to mail us the keys as soon as we have an executed agreement. As a standard practice we will have your property re-keyed after a new tenant moves in and thereafter each time a new tenant moves into the property. This is an owner expense to ensure the tenant's safety and reduce the owner's liability.

**> - Removal of all personal property (including tools, paint, exterior furnishings, grills, drapes/window treatments, etc.)**

The home should be left completely empty when transitioned to us. If any personal property remains at the home after the move out appointment or when we take over management, it will be removed and disposed of.

**> - Cleaning and Maintenance (checklist on the following pages)**

The checklist is for your reference and to help you complete all the condition requirements prior to the transition of the property to us.

## **CLEANING & MAINTENANCE MOVE OUT CHECKLIST** **(For Reference Only)**

### **General:**

- Air Vents & Air Intake Vents** – free of dust and filters replaced;
- Baseboards** – Clean and dust free;
- Doors** – Interior and exterior must be clean, including door jambs, door knobs, thresholds and side lights;
- Carpeting** – Must be vacuumed and professionally cleaned; (Tenants are required to use an approved Vendor and must save receipt and provide receipt copy to management at time of vacate). **CARPETS MUST BE PROFESSIONALLY CLEANED AT LEAST 24 HOURS PRIOR TO TIME OF VACATE.** If carpet stains are still present after cleaning, carpeting must be replaced so it is important to ensure that professional cleaning firms guarantee spot removal.
- Fireplace/Wood Stoves** – All cinders & debris shall be removed and swept clean;
- Flooring** – Vinyl and tile floors must be mopped; • Hardwood floors should be swept and damp mopped. **DO NOT STRIP/WAX HARDWOOD FLOORING.**
- Light Bulbs** – Shall be replaced wherever bulbs have burned out with compatible matching bulb, i.e., energy saving bulb to match prior energy saving bulb;
- Light Fixtures** – Interior and exterior light fixtures must be clean and dust free including fan blades; light globes must be washed, broken globes replaced;
- Light Switch Covers** - Replace damaged or broken receptacle & light switch covers. Covers should match existing.
- Smoke Detectors** - Smoke detectors need to be cleaned, dirt and dust free, and remove all cob webs, etc. Smoke detector batteries should be replaced and checked for expiration. We highly recommend you replace all current smoke detectors with 10 year guarantees that are tamperproof.
- Trash** – All trash must be removed from premises, not awaiting trash pickup;
- Walls** – Wiped clean, dusted so that no marks are visible, and cobwebs are not present. Nails must be removed and holes patched
- Windows** – Interior & exterior glass cleaned in every room; Window tracks should be vacuumed & free of debris; Screens need to be cleaned and/or replaced or repaired if holes are present.
- Window Sills** – Window sills should be vacuumed and washed in every room;
- Window Treatments** – Mini blinds and curtain rods must be clean and free of dust; Curtains and or valances should be dry cleaned, if applicable;

### **Kitchen:**

- Cabinets and Drawers** - Wash cabinets and drawers inside and out. Remove any shelf paper. Wipe out drawers with damp rag.
- Countertops and Backsplashes** – Thoroughly cleaned, free of grease, debris and food particles;
- Dishwasher** - All interior and exterior surfaces should be free of soap residue and food particles. Exterior surfaces should be wiped clean of all dirt, stains and food particles to include the door seals.
- Garbage Disposal** - Disposal should be clean of all food particles and odor free.
- Range Hood/Microwave** - All surfaces should be clean of dust, food particles and grease; Metal filters shall be cleaned or replaced, if applicable; Hood fan light bulb should be operational.
- Refrigerator** – Interior and exterior washed throughout – after removing all bins and racks so that all refrigerator components have been thoroughly cleaned; the seal around all doors should be clean and free of mildew, stains, etc. The condensation (drip) pan under fridge needs to be cleaned if, accessible. The appliance shall be moved so that floor underneath is cleaned and coils behind have been vacuumed; Refrigerator bulbs shall be replaced with compatible bulbs if burned out; If refrigerator is not frost free, freezer must be defrosted; Refrigerator should not be turned off or unplugged, but instead turned to a low setting.
- Stove** - Remove racks and broiler pan, soak in hot water to clean, dry well. Clean inside of oven, top of stove, under elements, pan drawer, exhaust fan, hood. Remove lower drawer and clean under stove. Wash and dry outside of stove. Drip pans should be replaced if signs of wear are evident.

### **Bathrooms:**

- Bathtubs/showers** - Clean and remove all stains, dust, lime, mineral deposits and soap residue from bathtubs, toilets, sinks, showers, shower doors, shower surrounds, door tracks, towel bars and built-in soap dishes. Caulk/grout tubs as necessary.
- Floors (vinyl, ceramic, etc.)** - Should be mopped and all base molding and trim cleaned including crevasses and corners.
- Toilets** – Entire toilet fixture shall be scrubbed and disinfected including toilet base, tank top and crevices behind toilet; If stains cannot be removed from toilet seat it should be replaced.
- Sinks/Mirrors/Faucets** – Should be cleaned and chrome should be free of streaks and spots;
- Vanities/Cabinets/Shelving/Towel Bars** – The interior of all medicine cabinets and vanity cabinets must be clean and shelving should be free of rust; if rust cannot be removed, medicine cabinet should be replaced. Contact paper or shelving liners should be removed. Towel bars should be cleaned and/or replaced if broken.
- Walls/Ceramic Tile** - Wash all walls and doors until free from dirt, mildew, marks, etc. Ensure that tile is thoroughly cleaned from all soap scum.
- Exhaust Fans** - Need to be cleaned and free of dust.



