

Peabody Residential **Resident Handbook**

Welcome

Welcome to Peabody Residential! We're thrilled to have you join our community. At Peabody Residential, we believe that a strong landlord-resident relationship is fundamental to your satisfaction in your new home. Communication is key, and we're committed to fostering a transparent and productive dialogue.

Managed by a team of dedicated professionals, our aim is to ensure the happiness and well-being of both our residents and property owners. In this handbook, abbreviated as PR for Peabody Residential, you'll find essential information to help you navigate your tenancy—from payment instructions to emergency procedures, and much more.

The property owner has chosen Peabody Residential as their management representative, entrusting us with the responsibility to maintain and manage the property you now call home. Our commitment to excellence binds us to our owners and to you, our valued resident. We strive to provide prompt and efficient service to enhance your living experience.

Should you have any questions or concerns about the information in this handbook, please contact our office. We are here to assist and support you throughout your residency.

As a resident, you have certain responsibilities which are outlined in this handbook and your lease agreement. Familiarizing yourself with these will help ensure a successful and enjoyable tenancy.

We wish you a delightful and fulfilling experience in your new home with Peabody Residential.

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General Information

A. Agency Disclosure

We act as the property management agent for the owner, ensuring compliance with the Virginia Residential Landlord and Tenant Act (VRLTA). Our responsibilities include managing the property, enforcing lease terms, and addressing tenant issues on behalf of the landlord.

As the landlord's representative, we are the primary point of contact for tenants in the landlord's absence. While we cannot guarantee the landlord will meet all obligations, we strive to resolve issues and maintain a positive rental experience for both parties in compliance with the VRLTA.

B. PR Core Values

At Peabody Residential, we are committed to transparency, integrity, and excellence in all aspects of our operations. Our marketing materials and website reflect our capabilities honestly, in line with all relevant regulations, including the updates to the Virginia Residential Landlord and Tenant Act (VRLTA) as of 2024.

We prioritize hiring and developing top-tier talent, continuously training our staff to ensure they provide exceptional service and uphold the highest standards of professionalism and ethical behavior.

We embrace change and innovation, proactively adapting to market shifts and integrating new tools to enhance efficiency, improve tenant communications, and ensure the latest legal standards are met.

Safety and security are paramount in our communities, and we are committed to providing clean, secure, and compliant living environments for all tenants.

C. PR Commitment

Our mission is to serve: to serve our investors by helping them acquire properties that perform as expected; to serve our clients by managing their properties as if they were our own; to serve our residents by providing them with a pleasant and legally compliant rental experience; and to serve our staff by continuously training them and helping them achieve their highest professional potential. Peabody Residential is committed to adhering to the Virginia Residential Landlord and Tenant Act (VRLTA) as of July 1, 2024, especially with regard to upholding tenants' rights, maintaining fit and habitable premises, ensuring rent payment processing, resolving disputes, and adhering to the latest tenant communication requirements.

D. Office Hours and Website

Peabody Residential is open during normal business hours, Monday through Friday, from **9:00 a.m.** to **4:00 p.m.** Meetings at our office are by appointment only. For information and a variety of convenient services, including tenant resources, you can visit our website at www.peabodyresidential.com.

The Virginia Statement of Tenant Rights and Responsibilities, effective July 1, 2024, is available on our website and at Virginia Department of Housing and Community Development's website.

E. Problem Solvers

If you have a concern that cannot be resolved with our property management staff, please contact us via email at Info@PeabodyResidential.com to schedule an appointment. In accordance with the updated VRLTA, tenants are encouraged to use their tenant portal for most communication, ensuring efficient and documented resolution of issues. Tenants are also encouraged to contact their local legal aid program at **(866) 534-5243** or valegalaid.org/find-legal-help if additional assistance is required.

F. Tenant Charges

A list of Tenant Charges is included within the lease agreement and/or available on our website. These charges may be incurred for actions beyond the scope of routine tenancy or for services performed on behalf of the landlord. Examples include, but are not limited to, fees for late rent payments, administrative notices, maintenance requests, and other non-standard actions.

All fees comply with the VRLTA requirements, including, but not limited to, the following:

- **Application Fees:** As per VRLTA §55.1-1203, application fees are capped at \$50, excluding third-party background check costs.
- **Late Rent Fees:** Late fees for overdue rent will be assessed in accordance with VRLTA §55.1-1204. Late fees will be capped at 10% of the monthly rent or the unpaid balance, whichever is less.
- **Administrative Fees:** Charges may apply for notices or communications regarding violations or late payments, as specified in the lease agreement.
- **Repair Charges:** Tenants may be charged for repairs required due to negligence, misuse, or damages caused by the tenant, as outlined in the VRLTA. The cost of repairs to address issues affecting health, safety, or habitability will be assessed, and charges will be clearly stated in the lease.
- **Move-out Charges:** Tenants are responsible for any charges associated with cleaning, repairs, or maintenance necessary to return the property to its original condition, as per the terms in the lease agreement.

Transparency: All tenant charges, including those listed above, are clearly outlined in the lease agreement and addenda and are available on our website for easy reference. We are committed to adhering to the Virginia Residential Landlord and Tenant Act to ensure that all charges are reasonable, fair, and comply with state law. For any questions or concerns regarding tenant charges or fees, please contact our office directly or refer to the lease agreement.

Moving into The Property

A. Acceptance of Property

By signing, you accept the property 'AS IS' subject only to conditions affecting health or safety as required by the VRLTA. No cosmetic repairs will be performed after move-in unless specified in writing in the lease agreement. If you do not accept the property as-is at the start of your lease, contact Peabody Residential's Managing Broker through your tenant agent. Any disputes related to the property condition will follow VRLTA procedures for tenant assertions.

B. Mailbox Keys

You can pick up your mailbox key at the Post Office in your area. Call the U.S. Postal Service at **(800) 275-8777** to determine which Post Office branch services your address. Bring a copy of your ID and lease when picking up your keys.

C. Move-in Property Condition Report

As required by VRLTA (§55.1-1214), a Move-in Property Condition Report will be provided within **five (5) days** of the lease start date. You are responsible for reviewing and updating this report to document any preexisting conditions. Submit any updates within **five (5) days** of receipt or lease start date. Documenting preexisting conditions protects you from financial responsibility for such issues when vacating the property.

Key points:

- Failure to submit the updated report within 5 days will indicate acceptance of the property in its original condition, and pests reported after this period will be considered to have occurred after your possession of the property.

Note:

The Property Condition Report is not a request for repairs. Submit maintenance requests separately via the tenant portal. Repairs will only address issues affecting health, safety, or habitability as per VRLTA standards (§55.1-1220).

D. Possession/ Obtaining Keys

Keys will be available through a combination lockbox at the property. You or your agent will receive the lockbox code **no later than 12:00 p.m.** on the lease start date or the prior business day, provided all required payments are complete and necessary documents have been submitted.

Payment Requirements Prior to Move-In:

1. Full security deposit.
2. First full month's rent and prorated rent (if applicable).
3. Pet fees and deposits, if applicable.
4. Proof of utility account activation and renter's insurance.

Note: All required forms and payments must be submitted via the tenant portal. Failure to meet these requirements may delay access to the property.

E. Move-in Pictures

Peabody Residential will document the property's condition with photographs or videos prior to your move-in. This documentation will be used for reference during your move-out inspection.

F. Satellite Dish / Cable Installation

If your property is governed by a Homeowners Association (HOA), you must obtain written permission from the HOA before installing a satellite dish. You are responsible for ensuring compliance with HOA rules and paying any fines for noncompliance.

Installation Guidelines:

1. Satellite dishes or antennas must be installed either inside the dwelling or in an exclusive-use area (e.g., patio or backyard).
2. Installation is not permitted on roofs, exterior walls, windows, windowsills, or fences.

Upon Move-Out:

You must remove all equipment and restore the premises to their original condition. Any damages caused by the installation will be charged to you.

G. Utilities

Per VRLTA (§55.1-1227), tenants are responsible for establishing and maintaining utility services unless otherwise specified in the lease. Contact utility providers immediately upon lease approval to schedule activation on or before the lease start date.

Requirements:

- The Tenant Move-In Form, including all utility account numbers, must be completed and submitted before access to the property is granted.
- Residents are responsible for maintaining utilities throughout the lease term, ensuring compliance with lease terms to avoid disruptions in service.

Getting to Know Your Residence

A. If the Power Goes Out

1. Check the breaker box for switches that may have tripped. Reset them to the 'on' position.
2. In areas like the kitchen, bathrooms, patio, or garage, check the GFI plug (Ground Fault Interrupter). Resetting a circuit breaker or GFI will usually restore electricity to the plug.
3. If circuit breakers keep tripping, it may indicate that circuits are overloaded by appliances such as microwaves, toasters, curling irons, or blow dryers. Limit usage on the affected circuit.

B. Location of A/C Filters

1. At move-in, locate the A/C filter.
2. Per VRLTA (§55.1-1227), tenants are responsible for maintaining the property, including replacing A/C filters monthly to ensure proper function and prevent excessive wear.
3. If a new A/C filter is not in place upon move-in, submit a maintenance request through your maintenance portal immediately.

C. Water and Electricity Loss

As part of your lease agreement and responsibilities under the VRLTA (§55.1-1227), tenants are required to know the location and operation of the main water cut-off valve and all-electric breaker switches. **Familiarize yourself with these key systems to prevent or mitigate property damage:**

- Main electrical circuit breaker: Usually located in the garage, basement, or utility closet.
- Gas shut-off valve: Identify this valve and ensure you know how to turn it off during emergencies or disasters.
- GFI (Ground Fault Interrupter) plugs: These are typically found in kitchens, bathrooms, patios, or garages. Test and reset these plugs if your appliances stop working.
- Electric and/or gas meters: Locate meters to verify utility bills and usage.
- Main water shutoff valve: Essential for stopping water flow during a plumbing emergency.
- Water shutoff valves: Found under sinks and behind toilets; these can stop localized leaks.
- Time bake knobs on ovens: If left on, these may cause the oven to become inoperable. Verify proper use to avoid unnecessary service calls.

Paying Rent

A. Electronic Monthly Fixed Payments

Payment System Overview

PR offers a convenient and secure Rent payment system through 'Propertyware,' which allows tenants to pay their rent directly online using a checking or savings account.

Benefits

- Pay your rent anytime (24/7).
- Check your account balance online.
- Control when and how much you pay.
- Set up one-time or automatic payments.
- Sign up for automatic reminder emails.
- Access and view your payment history easily.
- Ability to stop 'Propertyware' payments at any time.

Security

- Online payments are more secure than mailing a check.
- All your information is password-protected, encrypted, and securely transmitted.
- Receive email confirmation of successful payments for your records.

3. Future Payments: Following an NSF incident, PR may no longer accept e-checks as payment. All future payments must be made by cashier's check or money order. You will have 24 hours after notification to pay all rent and charges to avoid additional action. If still unpaid after 24 hours, you may receive a Notice (an eviction notice demanding immediate payment).

PR will no longer accept E-checks as a payment method for your property after an NSF payment and all future payments must be made by Cashier's Check or Money Order. All personal checks will be returned, which may cause your rent to be considered late and subject to a Late Fee. This policy applies to all roommates and all payments for the property.

Important Note: There are no exceptions to this policy. Failure to resolve payment issues promptly may result in eviction proceedings as allowed by law (§55.1-1245).

C. Collection of Late Charges, Fees, and Repairs

- **Application of Payments:** Rent payments are first applied to any outstanding balances such as late charges, administrative fees, or repair costs, and then to the current month's rent. Failure to clear outstanding balances may result in collection actions.
- **Additional Costs:** To avoid additional costs, please ensure that all fees and charges are paid promptly.

D. Credit Cards

- **Restrictions on Usage:** You may not use credit cards to pay rent, late fees, eviction-related charges, NSF fees, maintenance charge-backs, or the security deposit.

E. Credit Reporting

We report to the credit bureaus any failure to pay rent as required by law and lease terms.

- **Impact on Credit Score:** PR reports failures to make timely payments to credit bureaus. This can affect your credit score.
- **Maintaining Good Standing:** Ensure timely rent payments, proper care of the property, and adherence to move-out procedures to secure a positive rental reference for future housing needs.
- **Protect Your Rental and Credit History:** Ensuring timely payment of rent and maintaining the property are essential for receiving positive rental references and safeguarding your credit score.

Avoid late rent payments, and when it's time to move out, ensure compliance with the Move-Out process to allow us to provide you with a favorable reference.

F. Eviction Notice in Lieu of Late Notice

Policy on Late Payments

- Residents may not receive a late notice or phone call if their rent is unpaid after the due date.
- If rent remains unpaid after the due date, PR will begin eviction proceedings by issuing a formal Notice as permitted under VRLTA.
- If, after 5 additional days, rent and all outstanding charges remain unpaid, PR will proceed with court filings through the local judicial system.

Late Payment Requirements

- Personal checks will not be accepted for late payments. Payments must be made using certified funds or through the online portal.
- Once the eviction process begins, any costs incurred for court filings, attorney fees, and other associated expenses will be added to your account balance.

Court Costs and Fees

- If PR or the Landlord must appear in court due to unpaid rent or other violations, the resident will be responsible for all associated fees, including court costs and attorney fees.

Conformance with Standards

- PR's collection policies align with industry standards and comply with all applicable legal requirements.

G. Last Month's Rent

Rent is due every month, including your last month. Security deposits may not be used as a substitute for paying rent, as this is prohibited under applicable laws, including the Virginia Residential Landlord and Tenant Act (VRLTA).

H. Exceptions

Do you ever make an exception to this policy?

No exceptions are made to the late fee policy. To ensure fairness, PR enforces this rule uniformly for all residents, with no special exceptions.

I. Paying at the Office / No Cash

For security and insurance purposes, PR enforces a strict NO CASH policy for all rent payments. PR does not accept any payments at our office. All payments must be made online or via other approved methods outlined in this handbook.

J. Payment Due Date

Rent is due on or before the 1st of each month, regardless of your lease start date.

PR's Zero Tolerance Policy:

- Rent must be paid on time.
- Late fees will not be waived or negotiated under any circumstances.
- Rent is due even if the 1st falls on a Sunday or holiday.

Encouragement to Pay Timely:

Timely rent payments avoid late fees, protect your credit, and maintain good standing with PR.

K. Payment Options

1. Online Payments via Resident Portal:

- Pay online through your PR Resident Portal for a fast, safe, and easy payment experience.
- ACH payments through our online service at www.peabodyresidential.com are encouraged for their convenience and efficiency.
- Once registered in the payment system, you can make recurring or one-time **payments electronically.**

2. Multiple Payments:

- PR accepts only one rental payment monthly.
- If multiple payments are made in a month they could be subject to a processing fee that will apply per additional payment.

L. Mailing Your Payment

- Rent payments may be mailed to PR; however, any payments received after the 2nd of the month could incur late fees.
- It is the resident's responsibility to ensure timely delivery and confirm that payments are received and applied to their account.

Property Maintenance

A. After-Hours Maintenance Charges

PR respects the time and schedules of our contractors. If you schedule maintenance outside of regular business hours—such as evenings, weekends, or holidays—you will be responsible for any additional fees incurred.

- Non-emergency maintenance scheduled for after-hours will result in an after-hours premium charge billed to you.
- Please plan routine maintenance appointments during standard hours to avoid extra charges.

B. Emergency Maintenance

PR provides an on-call rotation or answering service for after-hours emergencies to ensure critical issues are addressed promptly. Emergencies are defined as situations that pose an immediate threat to life, health, or the property, as outlined by the VRLTA.

IMPORTANT: Properly distinguish between emergency repairs and non-emergency issues.

- Non-emergency service calls placed on the emergency line will result in charges to your account.
- Emergencies are defined as situations that pose an immediate threat to life, health, or the property.

For emergencies, follow these steps:

1. Call 911 first if the situation is life-threatening.
2. Then call PR at **(703)-436-6964**.
3. Leave your name, address, and phone number. Your call will be returned as soon as possible.

. Emergencies Defined

Examples of Emergencies:

- Fire.
- Flood.
- Sewage backup.
- Burst water pipes.
- Burst water heater.



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Examples of NON Emergencies:

- Broken air conditioning.
- Refrigerator not working (PR is not liable for food loss due to appliance failure).
- Being locked out of the property.
- Power or gas outages.
- Oven not working.
- Heating system malfunctions.
- Water heater issues.
- Broken windows or doors.
- Toilet or plumbing stoppages (except in cases where all toilets in the home are non-functional).
- Broken appliances.

((Warning!!))

Misuse of the emergency line will result in additional charges.

- If you report an issue as an emergency when it is not, you will be charged for the service call fee associated with the contractor's visit.
- If you fail to keep an appointment with any contractor, a trip charge will be applied to your account.
- Abuse of the emergency line or "crying wolf" will result in unnecessary costs to you.

D. How to Submit a Work Order Request

We prioritize maintaining the property in excellent condition for the enjoyment and safety of all residents. To make submitting maintenance requests as convenient as possible, please use your Resident Maintenance Portal at: <https://app.propertymeld.com/tenant/peabody-residential/>.

Submitting a Request: As per your lease agreement, all routine and non-emergency maintenance requests must be submitted in writing through your Resident Maintenance Portal. Non-emergency repairs are addressed during regular business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m. If you have a valid emergency that cannot wait until the next business day, call (703) 436-6964 and follow the emergency instructions.

Maintenance Priorities: To ensure efficiency, maintenance requests are categorized based on priority levels. Each category has a target completion timeline:

Category 1: Emergency Maintenance

Emergencies include issues that pose an immediate threat to life, health, or property

Examples:

- Fire (please call 911 immediately).
- Flooding or active water leaks.
- Sewage back-ups.
- Gas odors (contact the gas company immediately).
- Broken water pipes.

Target Response Time: 1-4 hours.

Note: Seasonal delays may apply for heating and air conditioning during peak months.

The following are not emergencies:

- Refrigerator not cooling.
- Locking yourself out of the property.
- Power or gas outages (contact your utility provider first).
- Inoperable air conditioning when the property has multiple units.
- Broken oven or lack of hot water.

These situations, while inconvenient, do not constitute emergencies. Please ensure you have adequate renter's insurance to cover personal losses such as food spoilage or water damage to belongings.

Category 2: Urgent Maintenance

Urgent issues that do not threaten life, health, or property but require prompt attention.

Examples:

- Broken windows.
- Plumbing repairs (excluding minor clogs or tenant-responsible issues, as outlined in your lease).
- Loose railings or wobbly decks.
- Electrical issues.
- Leaky faucets

Target Response Time: 1-3 business days.

Note: Seasonal delays may apply for heating and air conditioning during peak months.

Category 3: Normal Maintenance

Standard maintenance requests that do not impact habitability or tenant safety.

Examples:

- Appliance repairs.
- Garage door issues.
- Toilet running.

Target Response Time: 2-5 business days.

Category 4: Non-Essential Maintenance

Repairs that are purely cosmetic or non-essential.

Examples:

- Fence repairs.
- Pressure washing
- Cabinet repairs.
- Window screens

Target Response Time: 7-20 business days.

E. Maintenance Personnel

Maintenance personnel are not employees of PR, so we do not control their work hours or schedules. However, we carefully select and contract licensed and insured vendors to ensure quality service.

If a repairman does not arrive as scheduled or if the work is not completed in a professional and satisfactory manner, please **notify us immediately** through the Resident Maintenance Portal at:

<https://app.propertymeld.com/tenant/peabody-residential/> or by contacting our office. Your participation in the maintenance process is essential. Timely notification of any issues helps us resolve problems promptly and maintain the property in good condition. Failure to notify us of maintenance issues, especially those resulting in damage, may result in liability for any additional damage caused due to the delay.

F. Resident Damages / Maintenance Charge-Backs

Residents are responsible for any damages caused by neglect, abuse, or misuse. Our servicing contractors will assess and report the cause of the issue.

Examples of resident-responsible damages include, but are not limited to:

- Clogged plumbing due to items dropped in the toilet (toys, diapers, napkins, personal items, etc.).
- Jammed garbage disposals.
- Resetting tripped circuit breakers or GFI switches.

These situations are not considered equipment failures. If a contractor determines that the issue was caused by resident misuse or negligence, the repair cost will be billed to you. If the contractor confirms that the issue was due to a system defect (e.g., root intrusion, collapsed pipe, or septic system failure), you will not be charged.

Maintenance Charge-Backs: If a contractor determines that the need for maintenance was due to resident neglect, such as failing to reset a garbage disposal or GFI switch, you will be billed for the service call. Any outstanding balance for these charges must be paid with your next rent payment or sooner to avoid further collection actions.

G. Resident's Maintenance Responsibilities

Residents are required to promptly notify Peabody Residential of all needed repairs through the Resident Maintenance Portal at:

<https://app.propertymeld.com/tenant/peabody-residential/>.

Failure to inform us of water leaks or other conditions that result in property damage may result in you being held liable for repair costs associated with the damage.

Notification Requirements:

Emergencies: Telephone notification is acceptable for emergencies that pose immediate danger to persons or property.

Notify PR Immediately of the Following Conditions:

- Visible mold or signs of moisture
 - Toilet or faucet leaks, plumbing backups
 - Electrical issues
 - Heating or air-conditioning malfunctions
 - Inoperative smoke or carbon monoxide detectors
 - Faulty appliances (if included in the lease agreement)
 - Roof leaks
 - Gas leaks
 - Broken windows or doors
 - Unsafe, unhealthy, or dangerous conditions
 - Evidence of termites, wood ants, or pest infestations
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- **Non-Emergency Repairs:** Written notification is required for all non-emergency repairs, as outlined in your lease agreement. Submissions must be made through the Resident Maintenance Portal at:
<https://app.propertymeld.com/tenant/peabody-residential/>.
 - While renting a house differs from renting an apartment, there are some minor maintenance tasks that you can manage independently, such as:
 - Resetting tripped circuit breakers or GFI switches.
 - Clearing minor garbage disposal clogs.
 - It is your responsibility to cooperate with repair appointments and to allow vendor access for scheduled maintenance. If you cannot keep a scheduled appointment with a vendor, contact them at least one day in advance to reschedule. Failure to do so will result in a vendor trip charge, which will be billed to you.

H. Follow-Up on Repairs

- If a problem persists after a recent repair has been completed (within 30 days), notify PR immediately. Failure to report ongoing issues may result in further damage, and you could be held responsible for the additional costs incurred due to delayed reporting.
- Any damages caused by abuse or misuse will be charged to you. PR will rely on the servicing contractor's report to determine if the problem resulted from misuse or neglect.

Security Systems: Monitoring of security systems is not managed by PR or the property owner. If the property has a security system, it is your responsibility to arrange for service and monitoring in your name.

I. Resident Renovations or Repairs

Residents are not permitted to make repairs or alterations to the property without written approval from PR. Unapproved repairs or alterations will not be reimbursed.

If you wish to make changes, follow these steps:

1. **Submit a Written Request:** Provide details of the proposed repair or alteration to PR before proceeding with any work.
2. **Wait for PR Approval:** Do not begin any work until PR has consulted with the property owner and notified you of their decision.
3. **Additional Requirements:**
 - PR may require obtaining an estimate for restoring the property to its original condition.
 - You may need to provide an additional security deposit equal to the restoration estimate.
 - A written agreement with PR regarding the alteration must be signed.

Conditions for Alterations Upon Move-Out:

- If approved alterations are part of the owner's acceptance conditions, they may remain in place.
- If restoration to the original state is required by the owner, you must return the property to its original condition and cover all restoration costs.
- Examples of alterations include, but are not limited to:
 - Basketball hoops or equipment
 - Painting, wallpaper, or other decorative changes
 - Light fixtures
 - Security systems
 - Flooring
 - Lawn, garden, bushes, trees, or landscaping changes
 - Fences or utility buildings
- Failure to follow these guidelines may result in charges to your account.
- Critical Issues of The Lease

A. Acceptance of Property

- You are required to provide PR with your most current work, cell, and home telephone numbers (including unpublished numbers), as well as your email address. Notify the office immediately of any changes. This ensures clear and prompt communication during your tenancy.

B. Contact with the Owner

- PR is your designated management company and will serve as your only point of contact throughout your tenancy. If someone contacts you claiming to be the owner (or a representative of the owner or lender), do not engage with them or allow them access to the property. Instead, refer them to PR. For your safety, always verify with PR before interacting with individuals claiming authority over the property.

C. Drug-Free Housing

- PR complies fully with all federal, state, and local fair housing laws, including maintaining drug-free housing. Our policies are designed to ensure consistent and fair treatment for all residents in accordance with these laws.

D. Early Termination

PR's primary responsibility is to act in the best interests of the property owner. However, we understand that unforeseen circumstances may arise, necessitating the early termination of a lease. Below are the options available if you need to vacate the property before the end of your lease agreement:

Option 1:

- You may find your own replacement resident, provided they meet PR's screening requirements and are approved. The charge for this option is equal to 100% of one month's rent. Note: NO personal online advertising, by you as the Tenant, shall be permitted.

Option 2:

- You may request PR to find a replacement resident for you. The charge for this option ranges between 100% to 150% of one month's rent, depending on the time and resources required.

To proceed with either option, the following terms must be satisfied:

- **Rent Responsibility:** You remain responsible for all rent payments until the property is re-leased to a new resident and the replacement resident begins paying rent or until your lease's expiration date, whichever occurs first.
- **Utility and Maintenance Responsibility:** You remain responsible for utilities (water, electricity, etc.), yard maintenance, and all other lease obligations until the replacement resident executes a new lease agreement.

Important Note: The re-letting charge is not a lease contract cancellation or buyout fee. It is a liquidated amount that offsets PR's time, effort, and expenses associated with finding and processing a replacement resident. The re-letting charge does not release you from continued liability for future or past-due rent, charges for cleaning, repairing, repainting, or unreturned keys, or other sums due.

E. Fair Housing

PR is committed to compliance with all federal, state, and local fair housing laws. Our policies are designed to provide consistent and fair treatment for all residents in accordance with these laws.

PR and its staff have a legal obligation to treat all tenants consistently and fairly. We understand that residents may face financial difficulties, health problems, or other emergencies. While we empathize with such situations, we are legally bound to enforce the terms of the lease agreement. Please be aware that we are unable to make exceptions to the terms of the lease based on personal circumstances.

F. Lawn Care

One key responsibility when renting a house is the maintenance of the lawn. Unlike townhomes or apartments, where exterior maintenance may be handled by the landlord or HOA, the upkeep of the lawn, trees, and shrubs typically falls to you, as outlined in your lease. This includes mowing, trimming, and controlling weeds. Failing to maintain the lawn can lead to complaints from neighbors and potentially fines from the HOA, which may be passed on to you.

If lawn care is not something you wish to handle yourself, consider hiring a lawn care service to ensure the yard remains in good condition. It is your responsibility to maintain the appearance of the yard, as this is important for both neighborhood relations and the homeowner's property value. For further guidance, please refer to the "Watering Yard and Foundation Care" section under Housekeeping, Sub-Chapter 'Q'.

G. Lease Expiration / Renewals

Between **90 and 60 days prior to your lease expiring**, you may receive a notice from us detailing the options for renewing your lease. It is essential that you return this notice to us promptly.

To renew your lease, we will first conduct a property survey. The lease renewal must be processed before the original lease expires to avoid any increase in rent. If the renewal is delayed, your lease will automatically convert to a month-to-month agreement at a higher rental rate, effective the first day of the month following the lease expiration.

H. Marketing During the Notice Period

If the property is listed for sale or lease during your notice period, it must be available for showings during reasonable hours, and it should remain in good condition. We will contact you before any showings; however, if we cannot reach you or if there is no answering system, we will still consider the call as notice.

Only licensed agents are authorized to show the property and use the lockbox for access. The lockbox records all entries into the property.

Minimum Showing Conditions:

- All beds made and rooms neat.
- Floors recently vacuumed and free of clutter.
- Kitchen, bathrooms, and sinks clean and empty.
- Walls clean and unmarred.
- Animals out of the way (crated or removed from the property) during showings; litter boxes clean and odor-free.
- Lawn mowed, trimmed, and in good condition.

Failure to allow agent showings to prospective residents or buyers during this period constitutes a default of the lease, and the security deposit may be forfeited in its entirety.

If you prefer not to have the property shown, you may opt to pay an additional amount equal to two months' rent to prevent showings during this period.

NOTE: Please do not allow any prospective residents to enter your home unless they are accompanied by a real estate agent.

I. Move-in Property Condition Report / Acceptance of Property

The move-in property condition report is designed to document the condition of the property before you take possession, so that you are not held responsible for pre-existing damages. This report will serve as the benchmark we use when you vacate the property to establish charges for damages.

By signing the lease, you accept the property in its present condition (AS IS), subject only to conditions that materially affect the health or safety of an ordinary resident. No additional cosmetic touches or repairs will be made after move-in.

J. Occupants / Roommates

Only those persons listed on the lease agreement have permission to occupy the premises. A reasonable number of guests may occupy the property without prior written consent, provided their stay is limited to **two (2) weeks**. After this period, they become unauthorized occupants.

PR holds you responsible for all occupants and guests, and their behavior. We must know who is occupying the property, regardless of their age, and they must be named on the lease agreement.

If you wish to add or change an occupant, and they are 18 years of age or older, an application must be submitted **(with a \$60 fee)**, and approval must be obtained through our office. A fee will be due for adding an occupant, and it must be approved by the landlord.

Residents must comply with PR's decision to add someone to the lease agreement. Failure to fulfill these requirements may result in the termination of your lease.

K. Pets

No pets may be kept on the property, even temporarily, without PR's written authorization.

Frequently Asked Questions:

Can I add a pet after I have already signed a lease?

You must have the pet approved and a Pet Agreement signed before bringing any pets onto the property. A pet fee will be charged, and an additional deposit may be required.

What if I have a pet that is not approved?

Having an unauthorized pet is a serious lease violation and may result in eviction.

Can pets visit the property?

No, pets may not visit the property.

Any unauthorized pets found on the property will automatically result in a fee per pet and possible forfeiture of the security deposit. Unauthorized pets may also result in eviction. This includes fish in aquariums larger than ten gallons, mammals, birds, and reptiles.

L. Rental / Lease Agreement

You received a copy of your rental/lease agreement and other pertinent documentation. We recommend that you keep this paperwork for future reference. Please remember that your lease agreement is a binding contract. If you have any questions regarding your lease agreement, please contact the PR management team.

M. Rescheduling Appointments / Denying Access

We always make an effort to contact residents either by phone or mail before we enter the property. Sometimes problems arise in setting up visits, showings, or scheduling maintenance. If you cause the need for rescheduling by not keeping an appointment, a rescheduling fee will be charged. If you break or reschedule two appointments, we will use our key to enter the property and charge the fee again. If PR is denied access to the property due to your failure to make the property accessible, a fee will be charged for not cooperating. The lease agreement gives the homeowner's agent permission to enter the property after attempting to contact you, as well as the right to place and use a lockbox during the final days of the lease or any extension of the lease.

N. Right of Access

Our policy is to respect your right to privacy at all times, and we will attempt to contact you prior to visiting the property. However, we must be able to access the property to perform periodic surveys, address needed repairs, and to market the property. The lease grants us this right.

Unless it is an emergency, PR will notify you prior to any visit, because we respect your privacy and understand your need to control what happens in your home. Courtesy will always guide us, so you can rest assured that someone will not stop by unannounced unless there is a significant issue, such as water flooding out the front door or another emergency situation threatening the property.

O. Routine Property Reviews / Visits

PR will conduct periodic property reviews for each property. You will receive written notice, via email, with the dates and times of the visit.

Can I refuse this review?

No, once PR has notified you, we may enter the house on the scheduled day. The email/letter serves as your official notice.

What about my pets?

Please place your pets in a crate or remove them from the property (such as into the garage) for the scheduled visit.

What are you looking for?

We are looking for the following during property reviews:

- Major damage
- Pet damage
- Cleanliness / Habitability
- Lease violations

How often are reviews done?

Routine property reviews are conducted up to twice per year. Additional visits may occur as necessary for resident violations or upon the owner's request.

Missed Appointment Fee

You will be charged a fee if PR or our contractor is unable to enter the house, or any locked rooms or closets, for any reason (such as unrestrained pets, changed locks, etc.).

P. Subletting

Subletting, which includes allowing someone to live in the property without adding them to the lease or moving out and letting someone else take over the rent, is strictly prohibited. Fines for violations can be significant. We require approval for all adult residents living in the property. If you need to move out or add someone to the lease, please coordinate directly with PR.

Q. Violation Notices

We take lease violations seriously and dedicate time to notifying residents of any infractions and following up to ensure they are addressed. As such, an administration fee will be assessed for issuing a lease violation notice.

Examples of lease violations include:

- Not maintaining the yard
- Leaving trash cans in view from the front of the property or out on non-trash pick-up days
- Not changing or using the incorrect A/C filter
- Failing to replace batteries as needed in smoke alarms.

These, as well as any other rules listed in this handbook or stipulated in your lease agreement, are subject to enforcement.

Housekeeping

A. A/C Filters

As stated in the lease agreement, you are responsible for supplying and changing the air conditioning filters at least every 60 days or as required depending on the filters used. If you use filters that require more frequent changes, you must replace them as specified.

We require that you use the correct size pleated-style filter (unless there is a permanent filter in the unit, which requires monthly cleaning) and install it in the correct position for proper airflow (look for arrows on the filter).

A clean filter helps prevent serious damage to the motor, compressor, and other parts of the AC/Heating unit. A dirty filter reduces the efficiency of the system, causing it to work harder, increasing your electric bill, and shortening its operating life.

Any cleaning or repairs required due to failure to change the filter will be charged to the resident. The repair technician will determine if the failure was due to neglect. This is an expensive maintenance issue, and the resident will be billed for the entire cost. We recommend you change the filter when you pay your rent and buy several filters at once to keep them on hand.

B. Cleaning and Care of the Home

The resident is responsible for keeping the property clean, odor-free, and orderly inside and out.

Kitchens & Countertops

Promptly wipe up any spills to avoid stains. Use hot pads to protect the surface, and avoid cutting items directly on the countertops to prevent damage. Always use a cutting board.

Dishwasher

Only use dishwasher-specific products.

- Do not use dish soap or laundry detergents, as they can cause the dishwasher to overflow.
- Run the dishwasher at least once a week to prevent the seals from drying out and the motor from becoming damaged.
- Avoid leaving soiled dishes in the dishwasher for long periods, as this attracts pests.

Stove, Hood, Vent Filters, and Ovens

Regular cleaning is essential:

- For self-cleaning ovens, follow the manufacturer's instructions.
- Avoid using harsh chemicals like "Easy Off" or "Mr. Muscle" on ovens as they can damage the interior.
- If using a continuous clean oven, set it to 450°F and leave it on for several hours, then wipe it clean.
- Never leave the oven unattended while cleaning.

Carpets and Floors

Clean up spills, pet accidents, etc., promptly. Vacuum carpets regularly, and sweep and mop floors as needed.

- Have carpets steam cleaned as necessary. Contact PR for a list of recommended carpet cleaners.
- Use only approved cleaners for vinyl floors (avoid wax).

Hardwood Floors

Only use appropriate hardwood cleaners. Never wet-mop wood or laminate floors or leave liquids on them.

Bathrooms

Report any leaks immediately.

- Notify the office if the caulk around your bathtub and tiles becomes cracked, broken, or chipped, as water seepage can cause serious damage to the property.
- Do not use abrasive cleaners, steel wool, or scouring powder on tubs, marble sinks, countertops, or any fixtures. Use non-abrasive cleaners like 'Soft Scrub'.
- Prevent mildew and mold buildup by using exhaust fans during and after showers, keeping the bathroom ventilated, and treating immediately with products like 'Tilex'.

Odors

You are responsible for keeping the home free of any lingering odors. These may result from pets, smoke, cooking, etc. If odors persist, you will be responsible for the cost of remediation. **This may include:**

- Interior painting
- Replacement of carpeting, draperies, or window blinds
- Extensive cleaning of ceilings, walls, and light fixtures

If the home requires deodorizing or more extensive cleaning to remove odors, it will be at your expense and is not considered normal 'wear and tear'.

C. Fireplace Use

If there is a fireplace on the property, it may be available for your use, but it is provided AS IS. Contact PR prior to using the fireplace to confirm whether it has been recently cleaned/inspected. If it has not, we will provide you with the Landlord-approved vendors for cleaning/inspection before use. However, you will be responsible for having the fireplace inspected and cleaned by a certified chimney sweep when you move out.

Proper Use of Fireplace:

- Before starting the fire, open the damper.
- Close the damper securely only when the fire is out and the ashes are cold.
- If smoke enters the room, put out the fire immediately and ventilate the house.
- Use hardwoods like oak or mesquite rather than softwoods like pine or cedar, which cause excessive sparks and creosote buildup.
- Never use fire starters such as lighter fluid, kerosene, or gasoline.
- Never burn trash or Christmas trees in the fireplace.
- Always use a log grate to position the fire properly and ensure good airflow.
- Build moderate to small fires. Most prefabricated fireplaces are not designed for large fires. Overfilling can cause excessive heat in the chimney and increase the risk of fire.
- Use a fireplace screen to prevent damage to the carpet and reduce the risk of a fire spreading.

- Never leave a fire unattended or allow children to be near an unattended fire.
- Always use a metal ash container to remove coals and ashes. Ensure the coals are cold before placing them in the container. Never place warm coals in a garbage can or any flammable container.
- Do not stack firewood next to the house, any building, or wooden fencing, as this promotes the infestation of wood-destroying insects.

D. Garbage Disposals

The garbage disposal is a convenient appliance if used properly.

Important Usage Tips:

- If you can't chew it, your disposal can't chew it!
- The disposal should not be used for bones, grease, fat, oil, meat, vegetable peelings, citrus peelings, or similar items.
- If an item such as a spoon or bottle cap becomes lodged in the disposal, ensure the disposal is turned off before attempting to retrieve it. Never stick your fingers in a running disposal.
- The disposal is self-cleaning, but occasionally adding baking soda can help reduce odors.
- Never use caustic drain cleaners, as they can damage the disposal.
- If the motor whines, turn off the switch and unjam the disposal. A special tool may be required and is typically available at your local hardware store. The reset button is located on the bottom outside of the disposal.
- You will be charged for maintenance service if the disposal is jammed, clogged, or if the safety button hasn't been reset properly.

E. Garbage and Recycling Containers

In areas with curbside garbage and recycling services, individual wheeled receptacles are typically used. If the property does not have containers, please contact your local town or government authority for further information.

- Trash must be placed in proper containers in accordance with HOA, town, city, and/or county policies.
- Receptacles should be placed at the curb the night before the scheduled collection and removed the same evening, storing them out of sight on non-collection days.
- Toxic waste such as paint, oil, antifreeze, solvents, and batteries must be disposed of according to local regulations.

F. Light Bulbs

- All light sockets should have working bulbs when you move in. If any lights are not functioning when you move in, please notify us immediately by submitting a work order request.
- It is your responsibility to replace light bulbs as needed during your occupancy, ensuring the correct size, type, and wattage.

- For example, if a light fixture is rated for a 60-watt bulb, do not use a 100-watt bulb as it could cause a short circuit or fire hazard.
- Upon move-out, all fixtures must have the correct working bulbs installed. You will be charged for any missing or burned-out bulbs, or if the wrong type or wattage is used.

G. Mold / Mildew

Mold has always been present in homes, and most types do not pose health risks. However, moisture can promote the growth of mold. To minimize this risk:

- Keep moisture levels low in the home.
- Clean shower tiles regularly and wipe down the refrigerator.
- If mold or mildew appears, it should be addressed promptly. Your lease agreement includes a Mold clause—please read it carefully.

H. No Smoking

- Smoking is not allowed inside the property or the garage.
- We will rent to residents who smoke, but they and their guests must smoke outside.

I. Pest Control

- Any pests, including insects and rodents, must be reported in writing within the first 5 days of the lease. After this period, pests will be assumed to have entered the property after the lease began.
- You are responsible for keeping the property free from pests, including ants, roaches, fleas, ticks, silverfish, scorpions, rodents, and bedbugs (excluding termites).
- If you notice any signs of termites, especially during the spring when they typically swarm, please notify our office immediately.
- Do not store wood against the exterior of the house, as it can attract pests.
- We recommend using a licensed pest control company for managing pests. If you need assistance in finding a company, we can refer you to the one we use.

J. Rain Gutters

If the property features gutters, you are responsible for clearing them of debris regularly to prevent damage to the eaves and cornices. Gutters must also be cleaned prior to moving out.

K. Appliances

Many owners do not warrant all appliances. (Please check your lease agreement for specifics.) If a non-warranted appliance becomes inoperable, it will be your responsibility to repair it at your expense.

- Repairing or replacing an appliance does not make it your property. If you replace an appliance, please contact PR so we can update our records and arrange for the removal of the old appliance.

- You must obtain written permission from PR before disposing of any appliance unless it is your own property.
- If you wish to use your own appliance in place of the one provided by the property owner, please contact management to discuss the proper storage of the owner's appliance.
- Any loss of food due to a malfunctioning refrigerator is your responsibility. Owners are not obligated to reimburse you for spoiled food. Please check with your renter's insurance for possible coverage.

L. Resident Agrees to:

- Not wash draperies. For instructions on cleaning window coverings, please contact PR.
- Not perform electrical work (except for changing light bulbs or batteries).
- Not paint, change walls, woodwork, flooring, or landscaping without written permission from PR.
- Not perform repairs of any kind unless authorized by PR.
- Not store items next to the furnace or water heater (a 3-foot clearance is required).
- Not store items in the attic.
- Not park on the grass, park more vehicles than are authorized, or store inoperative vehicles without PR permission.
- Not deduct any pre-authorized or unauthorized maintenance expenses from rent. If PR authorizes you to perform maintenance, you must submit all receipts for reimbursement.

We are here to maintain the property in a safe and habitable condition and to service your needs efficiently. However, we must also protect the owner's financial position so they can continue to maintain the property and avoid unnecessary costs.

M. Smoke Detectors

Your safety is of the utmost importance to us.

- Residents must test the smoke detector within one hour after occupancy and immediately inform PR if it is not working properly.
- Smoke detectors should be tested every 30 days. Replace the batteries as necessary, especially when the detector emits a beeping sound, indicating low battery.

N. Thermostats

- Do not switch the thermostat setting quickly from COOL to HEAT, or from HEAT to COOL. First, switch the thermostat to OFF and wait until it stops running, then switch to HEAT or COOL.

- Failure to follow this precaution may result in permanent damage to the unit. You could be charged for repairs and/or replacement.
- In hot weather, set the thermostat to "COOL" and the fan to "AUTO." Set the temperature between 75 and 80 degrees for optimal cooling. Setting it lower will not cool the home any faster.

O. Walls

- We recommend using "3M" picture-hanging adhesive strips to avoid damaging the walls. These create no wall damage and are easy to remove.
- If you have questions about hanging heavier or difficult items, please contact the office for assistance.
- Mirror tiles, contact paper, wallpaper, or other wall coverings with adhesive backing are not permitted without prior written consent.
- If you wish to change existing wallpaper, please contact the office for approval.
- You are responsible for removing nails and repairing any damage to walls and ceilings.

P. Watering Yard

Maintaining proper moisture levels in the yard is essential to prevent damage to the foundation.

- Water the yard regularly, ensuring the sprinkler is directed away from the foundation. Water for 30 minutes to one hour weekly during the spring and summer between rainfall.
- The best time to water is early morning or late evening. Water uniformly around the foundation. If soil is pulling away from the foundation, it indicates insufficient watering.
- During drought conditions, observe water rationing rules and local restrictions. Please refer to your local water company for Stage Restrictions, watering times, and dates for your address.

Q. Water Softeners

- If your home has a water softener, you are responsible for replenishing the salt levels in the salt tank regularly to ensure it operates properly.

R. Winter Conditions

To prevent plumbing from freezing during cold weather:

- Stay informed about cold weather reports. Any extended period of below-freezing temperatures could cause unprotected pipes to freeze and burst.
- Before the cold weather arrives, City Public Service can assist with lighting your furnace for a minimal service fee.

- **When the outside temperature falls below 32°F, take steps to protect the premises and prevent frozen plumbing:**
 - Maintain the heat at a minimum of 65°F.
 - Insulate, wrap, or cover exterior faucets and exposed water lines.
 - Allow both hot and cold water faucets to drip slowly.
 - Open cabinet doors to allow heat to reach plumbing fixtures.
 - Do not turn off the heat if you are leaving the property for the day or an extended period. Leave the thermostat set no lower than 65°F.
- **These precautions are necessary to prevent damage from frozen pipes. If damage results from failure to follow these precautions, you may be liable for the repairs.**

S. Yard Maintenance

- You are responsible for maintaining the lawn, shrubbery, and trees, including cutting, weeding, edging, trimming, reseeding (as needed), watering, and trimming trees and shrubs.
- The lawn should not exceed 6 inches in height.
- The areas around the driveway, sidewalks, curbs, and gutters must be kept free of weeds, leaves, and debris.
- The exterior appearance of the home reflects the living conditions of the residents, so please keep the yard neat and well-maintained.

Homeowner Association Issues

A. Access to Amenities

- Occasionally, there are keys, passes, or codes required to access community amenities. If you have trouble with these, let us know and we will assist you in securing them. While HOAs often try to limit access to amenities, we encourage you to remain cooperative in resolving any issues.

B. Rules and Regulations

- Many homes in Northern Virginia and surrounding areas are part of mandatory Homeowners Associations (HOAs). HOAs enforce their rules strictly, so resistance often leads to fines and other consequences.

Common HOA rules include:

- Proper lawn maintenance (mowing, edging, trimming).
- Storing garbage cans out of sight.
- No parking on grass or unauthorized areas.
- No improper storage of boats and trailers.
- These HOA rules may also be stipulated in your lease agreement and must be adhered to in order to avoid fines.

Miscellaneous

A. Key-less Deadbolt

- The key-less deadbolt is designed to protect you while you are inside the property, not to secure the property while you are away.
- When you leave the house, ensure the key-less deadbolt is disengaged to prevent being accidentally locked out.
- If the garage door opener or door lock malfunctions while the key-less deadbolt is engaged, you will be responsible for all costs to gain entry into the property.

B. Lost or Misplaced Keys / Rekeying

- If you lock yourself out after hours, you will need to contact a locksmith at your expense. We recommend hiring a licensed and insured locksmith to help you regain access. If we bring a key out to you, there will be a \$250 trip charge.
- If you lose your keys or lock yourself out, we may have a duplicate set available in the office. Only those on the lease may pick up keys, and identification is required. Keys must be returned within 24 hours, or you will be charged for key replacement.
- Residents are not allowed to change the locks. If you wish to re-key the property at your expense, please contact the office.

C. Maintenance Reimbursement

- If you arrange minor repairs yourself with prior approval from PR, please follow these steps:
 - Pay for the repair and submit the receipt to PR for reimbursement.
 - Do not deduct the repair amount from your rent.

D. Referrals

- If you refer someone to PR who then rents, buys, or sells a property or has their property managed within the company, we will give you a gift certificate!

E. Rental Verification

- We often receive requests from mortgage companies, other landlords, and institutions for verification of a resident's rental history. These requests typically require written confirmation, and there is a processing fee to cover the costs and time involved in this service. If you are a past resident, beyond one year, the cost for verification will be higher.

F. Renter's Insurance

- The homeowner's insurance policy covers the property itself, but it does not cover your personal property. We strongly encourage you to maintain renter's insurance while residing at the property. Contact your insurance carrier to obtain a policy, as renter's insurance protects you from loss or damage to personal belongings due to theft, casualty damage, or other unforeseen events.
- Without renter's insurance, you are at risk of losing everything. The landlord is not responsible for replacing personal items, and in the event that you cause damage to the property, injury to others, or loss, you could be held liable, including to the homeowner.

Why Do You Need Renter's Insurance?

- To protect yourself from liability.
- To safeguard your possessions in the event of loss or damage.
- To protect your financial well-being.
- To provide coverage for temporary living expenses if the residence is damaged.
- To ensure you have support when the unexpected occurs.

Buying A Home

A. Purchasing a Home Outside of PR

PR can also assist you in purchasing a new or pre-owned home, even if it's not managed by us. We work with a network of real estate agents specializing in Northern Virginia and Washington, DC. If you're interested, we can connect you with one of our partners at no cost to you. Whether you're giving notice to vacate or want to exercise the Early Termination clause in your lease, we can guide you through the process.

B. Purchasing the Home You're Renting

PR is happy to assist you in purchasing the home you are currently leasing, provided the owner is willing to sell, and all parties agree on terms. A sale can occur during your lease term, and it does not have to coincide with your lease expiration. If you are interested in purchasing the home you are renting, please contact our office at Info@PeabodyResidential.com for more information.

Move-Out Process

A. Carpet Cleaning (VA)

Residents are required to have the carpets professionally cleaned at move-out. This must be done once all personal belongings have been removed and the property is vacated. A receipt from a professional carpet cleaning company must be provided to PR when you return your keys. DIY carpet cleaning methods, such as renting machines or using home cleaning units, are not acceptable. Any pet odor found after move-out will be charged to you.

B. General Cleaning (Please Review Your Lease Terms)

Ensure that the property is clean both inside and outside. Accumulated dirt, grime, and damage are not considered "normal wear and tear." Responsibilities include:

- Cleaning floors, windows (inside and out), door casings, mini-blinds, appliances, sinks, toilets, bathtubs, and light fixtures.
- Removing debris and pet waste from the yard.
- Ensuring that the lawn is cut, flower beds weeded, shrubbery trimmed, and patios/decks swept.
- Cleaning the driveway and garage floor, including grease and oil stains.
- Ensuring the gutters are free of dirt and leaves.
- Cooperating with all appointments to show the property.
- Keeping utilities on for at least three days after returning your keys.
- Vacating and returning all keys by the expiration date.

C. How Do I Get My Security Deposit Back?

To maximize the return of your security deposit, you must return the property on time, care for it during your residency, and clean it thoroughly before moving out. Ensure that carpets are professionally cleaned and provide the appropriate receipts. For a detailed list of cleaning responsibilities, please refer to the Move-Out Instructions.

Painting & Nails: Remove all nails and holes caused by picture hangers, and do not attempt to fill them or touch up paint without prior approval. If you paint or fill holes and the touch-up doesn't match, you will be responsible for repairs.

Utilities: Ensure that utilities are on during the move-out inspection. If utilities are not active, you will be charged the reconnection fees and an administrative fee. A delay in the inspection will delay the return of your security deposit.

D. No Time to Clean the House?

If you don't have time to clean the house yourself, we can recommend reliable professionals to assist. Please refer to the Move-Out Instructions or contact our office for more information.

E. Responsibilities if You Had a Pet

If you had a pet during your residency, the Pet Addendum requires that the following actions be taken at move-out:

- Have carpets professionally cleaned and deodorized. Provide the receipts at the move-out inspection, or funds will be withheld for cleaning.
- Ensure the carpets are treated by a pest control company for flea removal, even if you didn't observe fleas.
- Remove all evidence of the pet, including food dishes, pet hair, leashes, waste, and holes in the yard.
- Address any pet-related odors before move-out.

F. Returning the Keys

Until PR receives your keys, you are still considered in possession of the property. All furnishings must be removed, and cleaning must be completed before keys are returned. Failure to do so will result in additional charges. Once the keys are returned, your tenancy ends, and you are no longer permitted to access the property.

G. What Happens if I Limit Agent Showings?

During the final days of your occupancy, it is essential to comply with your lease agreement, specifically regarding making the property available for showings by prospective buyers or residents. If you attempt to restrict access to the property between **9:00 a.m. and 8:00 p.m. daily for showings**, you will be in default of your lease, and additional penalties may apply.

H. What Happens if I am Not 'Out' on the Date Expected?

If you need to remain in the property after the move-out date, you must obtain a written and signed extension from PR. Without this written approval, staying beyond the agreed-upon move-out date will be treated as a "holdover," and you will be responsible for legal damages as outlined in your lease agreement.

I

. What Happens if My Deposit is Insufficient to Pay All I Owe?

You must make arrangements to settle any outstanding balances within 15 days of your move-out. While efforts will be made to give you time to pay, unresolved accounts will be reported to the Credit Bureau and may be referred to collection agencies for processing.

J. What Happens if I Accidentally Take the Garage Door Remotes?

If garage door remotes are missing at move-out, we will charge you for them. Garage remotes can be expensive, and finding replacements can be difficult. You will have five days to return the remotes to our office. If received within that time frame, we will remove the charge from your move-out inspection.

K. Where will the Security Deposit Check be Mailed?

The security deposit will be mailed to the address you provide to us in writing. If no forwarding address is provided, the deposit will be sent to the property address, and we will rely on the postal system to forward it to you. If there are multiple roommates, all names will appear on the check.

L. Why is There a Lockbox on My Door?

As per your lease, we reserve the right to market the property during the last 90-60 days of your tenancy. This may involve the use of a lockbox for access and, potentially, placing a sign in the yard. We will always make efforts to contact you by phone before showing the property. If you try to prevent showings, you will incur additional penalties, as outlined in your lease. We appreciate your cooperation in making this process as smooth as possible.

In Closing

We reserve the right to update these guidelines, policies, and procedures as needed due to changes in local, state, county, and jurisdictional codes. Any violation of these guidelines will constitute a breach of your lease agreement.

In the case of a conflict between these guidelines and the Lease Agreement, the terms of the Lease Agreement shall prevail, in accordance with Landlord and Tenant laws.

Approved for use by Peabody Residential

If you have any questions about your lease or concerns during your stay with PR, please don't hesitate to contact us via email. We value your business, and our staff is dedicated to resolving any issues that may arise. Our goal is to provide you with efficient, courteous service throughout your residency.

Thank you for choosing to lease with us!

Peabody Residential

11890 Sunrise Valley Dr., Suite 101

Reston, VA 20191

www.peabodyresidential.com



Thank You