

COLDWELL BANKER ELITE

RESIDENT HANDBOOK

THIS HANDBOOK AND ALL UPDATES PROVIDED DURING YOUR
TENANCY ARE PART OF YOUR LEASE

Revised May 2025

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TENANT RULES AND REGULATIONS

This packet consists of information and answers to questions that you may have during your lease period. The regulations contained within are provided to all our tenants and are designed to make your stay in the property more enjoyable. Please keep in mind that this is a general handbook for all our units, some specific items (sump pump, gas fireplace, etc.) may not apply to the property where you reside.

Your cooperation in following these procedures is mandatory. All terms contained within the Resident Handbook are a part of your lease. Any waiver, noncompliance or breach of these rules and regulations shall not be interpreted as a waiver of any subsequent noncompliance or breach. Per Virginia Residential Landlord Tenant Act 55-248.17, any updates this Handbook that are provided to you during your tenancy are enforceable and considered part of your lease, just as the original Handbook provided to you at the start of your lease.

1. Rentals Payments

All rents are due and payable on the first day of each month. The payment must be made online through the Tenant Portal using credit/debit information, for debit either checking or saving information. Other options are dropping off or mailing a personal check, money order, certified bank check or cashier's check. **Cash is not accepted**. Make sure to write the address of the property on the payment. Rent payments should be made payable to COLDWELL BANKER ELITE and mailed or brought to 520 William Street Fredericksburg VA 22401. Payments can be received in person, during our normal business hours (Monday – Friday 9:00am – 5:00pm). Tenant may also use drop box, located on the left at the front entrance of our building, marked 'Night Drop' but you do so "at your own risk."

Rent is late when received after the 5th day of the month. A late fee will be assessed and due as of 12:00am on the 6th. Rent received on the 6th of the month, is considered late. The late fee is 10% of one month's rent. Late rent paid after the 5th of the month must be paid in certified funds only. Online payments will not be accepted. A *Letter of Noncompliance for Failure to Pay Rent* will be mailed and emailed to any tenant whose rent has not been received from as of the 6th of the month. A \$100.00 NSF fee, plus any other remedies allowed under the law, will be assessed in addition to late fee if a payment is returned for any reason. Late rental payments will not be tolerated, and we will enforce the collection of rent payments through the court system. "Lost in the mail" or any other reason will not excuse a late payment. A \$250.00 administrative fee will be charged to the tenant if rent has not been paid, and CBEPM (Coldwell Banker Elite Property Management) must file a *Summons for Unlawful Detainer* in court.

2. Security Deposits

Per the VRLTA 55-248.15:1. A. The security deposit and any deductions, damages and charges shall be itemized by the landlord and/or CBEPM in a written notice given to the Tenant, together with any amount due to the tenant(s) within 45 days after termination of the tenancy and delivery of possession. The landlord/CBEPM may withhold a reasonable portion of the security deposit to cover an amount of the balance due to the water, sewer, or other utility account. That is an obligation of the tenant to a third-party provider under the rental agreement for the dwelling unit. Upon payment of such obligations the landlord shall provide written confirmation to the tenant within 10 days thereafter, along with payment to the Tenant of any balance otherwise due to the Tenant. A copy/proof of the final bill paid to each utility must be provided to CBEPM before the security deposit can be released. The *Move Out* guideline must also be completed and returned. An administrative fee of \$250.00 will be charged to any Tenant requesting expedited processing of the return of their security deposit. Tenant must provide CBEPM with a

forwarding address. The deposit check will be made out jointly when more than one person is named on the lease. TENANTS ARE PROHIBITED TO DEDUCT THE SECURITY DEPOSIT FROM ANY RENTAL PAYMENTS OR APPLY THE SECURITY DEPOSIT AS THEIR LAST RENT PAYMENT.

3. Office Hours and Contact Information

Office hours are from 9:00 am to 5:00 pm Monday through Friday. The CBEPM team can be reached at (540) 720-3012. If no one answers, leave a message and we will return the call as soon as possible.

In the case of an EMERGENCY involving an *immediate* threat to life, health, or property – please call 911.

If tenant encounters an after-hours emergency that cannot wait until the next business day, call the office at (540) 720-3012, *then choose option one*, for the on-call repair service, EZ Repair, who is available 24 hours a day, 7 days a week. Please only use this in the case of an emergency. If no one picks up, leave a message, and the call will be returned as soon as possible.

4. Rental Use and Insurance

Remember, this is a residential property. Therefore, the property is to only be used for residential purposes. Storage of personal items must be neatly kept, not blocking entrances/exits, and not cause damage to the home. Tenants, guests, and/or visitors are not allowed to disturb any neighbors or allow the premises to be used for any unlawful purposes. THERE WILL BE NO ILLEGAL DRUGS ON OR ABOUT THE PREMISES.

All personal property is placed on the premises at the sole risk of the tenant. Neither Coldwell Banker Elite nor the landlord will take any responsibility for the loss or damage of personal property. You are required to obtain renter's insurance immediately from a reputable insurance agency. It is required that Coldwell Banker Elite be listed as an interested party. Pet(s) must be covered under the renter's insurance policy to cover any damages, hazards, and liability, to the property, or any person(s) resulting from the Pet(s). Proof of coverage must be provided to Coldwell Banker Elite prior to move in.

5. Keys

Tenant will be issued at least one set of house keys. If the tenant locks themselves out of the home during CBEPM office hours, contact the office to come pick up a key. The key must be returned to the office within 24 hours, or a lock-out fee of \$75.00 will be charged. If the tenant is unable to come to the office to retrieve a key, and a staff member must come to the property to assist, a lock-out fee of

\$100.00 will be charged to the tenant. After regular business hours, a lock-out fee of \$250.00 will be charged to replace lost or stolen keys. Tenant is permitted to contact a locksmith for assistance. Should tenant have the keys duplicated, tenant must turn in all sets of keys upon vacating the property. Tenant may not re-key any of the locks without the expressed written permission of CBEPM. If it is determined that the locks have been changed without permission, we may re-key the locks at any time and charge the tenant the invoice total. All keys and garage remotes must be returned to our CBEPM office by date of move out/final inspection.

6. Pets

Farm animals, snakes, other reptiles, exotic animals, and any large or aggressive animal will not be permitted. Akita, Chow, Pit Bull (a.k.a. Staffordshire Terrier), Presa Canario, Rottweiler, Sharpei, Wolf Hybrids, and mixed breeds including any of the above mentioned will not be permitted. If your Lease allows pets to be kept on the premises remember that the privilege of keeping a pet(s) can be revoked at any time. If any animal becomes a nuisance to neighbors, destroys the interior or exterior of the property, or becomes a danger to anyone, the tenant will receive written notice and the pet must be removed within five (5) days. Pet(s) must be covered under the renter's insurance policy to cover any damages, hazards, and liability, to the property, or any person(s) resulting from the pet(s). Proof of coverage must be provided to CBEPM prior to move in. Tenant will be required to pay a pet deposit and will be responsible for any damage by the pet. Tenant shall pay according to the damage assessed, such as cleaning or replacing of carpet, cabinets, grass, interior and exterior treatment of fleas, ticks, etc. If a pet is on the premises at any time, tenant is required to have the carpets cleaned and deodorized with a de-flea/de-tick solution added by a professional carpet cleaning company and provide a receipt of these services to CBEPM.

Tenant must obey all local ordinances by keeping pet(s) on a leash when outdoors. **Guests are not permitted to bring their pet(s) onto the premises. Any unauthorized pet will result in a \$500.00 nonrefundable pet fee, and pet must be removed from property. A Notice to Terminate Lease may be issued to the tenant.**

7. Condo/Townhouse/Neighborhood Association

If home is governed with Association By-laws, the tenant agrees to abide by all rules, regulations and restrictions as set forth by the Association. Any penalties assessed to the property because of tenant non-compliance will be charged to the tenant. Most specifically the parking rules.

8. Change of Employment, Emergency Status, Home Phone Numbers or E-Mail Address

The tenant is required to notify CBEPM immediately upon the change of employment and provide CBEPM with a new work phone number. Any change of personal information, including E-Mail address or phone number must also be given to CBEPM immediately.

9. Trash Removal

All trash must be removed from the property on a regular basis – at least once a week. Some localities offer free trash removal service. If trash service is not included in the lease, tenants must contact a private refuse service, at the tenant's expense, or take the trash to an approved dump site.

10. Parking and Vehicles

All vehicles must be parked in driveways, garages or on the street if allowed. No vehicles are ever to be parked on lawns. DO NOT drive any vehicle(s) onto lawns when loading or unloading. This could damage septic systems or sewer lines. Tenant will be responsible for any damage from vehicles that are driven on the lawn. All tenants will observe neighborhoods and locality restrictions as to the number and type of vehicles that are permitted to be parked at the property. No boats, campers, RVs, school buses, commercial or any large vehicle(s) are to be parked anywhere on the premises without expressed written approval of the landlord and community in which the home is located. No unlicensed or unregistered vehicles will be permitted on the property. Tenants grant Coldwell Banker Elite the authority and right to have any vehicle that is unlicensed or unregistered towed from the property at the tenant's expense.

LEASE INCEPTION, RENEWAL AND TERMINATION

1. Move-In Inspections

Each home is inspected prior to move in. A Service Technician completes a pre-occupancy inspection report, which is kept on file. Tenant will be provided a blank "move-in" inspection report from CBEPM at the time of move in. We have found it is best to have the Tenant(s) complete their own inspection report and return the report within five (5) days of taking occupancy of the property. It is recommended that Tenant take pictures of interior/exterior of home and record condition of the property upon receiving and exiting the home. Tenant may turn in photos with report for the CBEPM to keep in Tenant file. Photos can be supplied on a CD, thumb drive, cloud storage link, or hard copy. In the event CBEPM does not receive a written move in condition report within the proper time (5 days after move-in), the inspection report completed by CBEPM shall be considered true and accurate by all parties. It is the tenant's responsibility to make sure that CBEPM receives the report. This report will be cross-referenced upon Tenant departure, and any damages not deemed normal wear and tear will be addressed. Damages more than the security deposit will be the responsibility of the tenant.

2. Move-Out Inspections

The move-out inspection will be performed once possession has been turned over to CBE/Landlord. If Tenant would like to be present, Tenant must notify CBEPM, and schedule an appointment. Do not schedule utility shut off prior to your lease expiration date. If utilities are turned off prior to CBEPM connection, Tenant will be charged reconnection fee. If tenant fails to give forwarding address CBEPM will send the move-out damage report to the last known mailing address of tenant. The check will be retained until a forwarding address has been provided, in writing to our office or until law requires the funds to be forfeited to the State.

It is the tenant's responsibility to surrender the property professionally cleaned, inside and out, including but not limited to all appliances and fixtures, flooring, carpets, light fixtures, heating and air conditioning filter, windows, attic, basement or crawl space, tool shed, gutters, etc. Tenant is financially responsible for expenses associated with repairing scuff marks, stains and dings they caused to all walls, floors, fixtures, etc. throughout the home. All burned out light bulbs must be replaced. The grass must be freshly cut, **gutters must be cleaned**, the yard raked of any debris, and the shrubbery trimmed if needed. A receipt for professional home and carpet cleaning must be provided to CBEPM at the time of move out, as proof that these items have been completed.

3. Roommate and Lease Modification

Any changes in Occupants and/or Lease Modifications must be approved in writing. An administrative fee of \$250 will be charged for all Roommate and Lease Modifications. Any new Occupants must apply through CBEPM and meet all rental qualifications. Occupant approval is not guaranteed. If a Tenant moves out prior to the expiration of the Lease, all remaining Tenants must be requalified.

4. Notice to Terminate

We do not permit Lease breaks. Should Tenant need to vacate prior to expiration of Lease, Tenant must contact CBEPM immediately, to determine the course of action per the Lease. Tenant is responsible for providing the Landlord's Agent CBEPM, a minimum of a sixty (60) day written notice PRIOR TO THE RENEWAL of current lease if Tenant does not wish to renew Lease for another term. All notices must be in writing and delivered to CBEPM only. Written notice must be received on/before the first of the month and will carry for the two-month term thereafter. If notice is received after the first of the month, the notice period will begin on the first of the following month and carry for the two-month term thereafter. The property manager must receive the notice in the appropriate period, or it will not be considered valid and proper notice. Excuses of "lost in the mail" or the failure of the post office to deliver the notice on time, WILL NOT be accepted. Notice must be received on/before the first of the month and will cover the 'notice period' as outlined in your Lease.

A sample of the move out instructions you will receive as a guide as you prepare to move out is contained within the following three pages. Please review this information. Once your notice has been received, an updated and personalized copy will be provided to you.

I/We _____ the Resident(s) in the rental home, located at:

_____. I/We hereby file formal written notice to vacate said premises on or before
the _____ day of _____.

I/We understand and agree that per the terms of our lease, Owner(s) and Management of this rental property retain the right to enter and show this rental home to prospective residents, with appropriate notification given, and according to the terms of our Lease. I/We understand that we must always keep the property in showable condition, and that a penalty can be charged for the home not being maintained in showable condition.

Resident(s) agree that the Owner and future residents may rely on this notice. If the above Resident(s) does not vacate on or before the above-specified date, Resident(s) will be responsible for all costs if the premises are not vacated by the date above. This notice may not be rescinded, nor may the move-out date be changed without written permission of the Owner and/or Owner's Agents.

Resident(s) understand that the conditions outlined in the attached *Move Out Instruction* sheets must be met to be eligible to receive a refund of the deposit.

Resident's reason for vacating:

_____ Job Transfer	_____ Military Transfer	_____ Leaving the Area	_____ Personal Concern
_____ Change In Household	_____ Rent Increase	_____ Financial Reasons	_____ Lost Job
_____ Home Purchase	_____ Another Rental Home	Why? _____	
_____ Health Reasons	_____ Customer Service	Why? _____	
_____ Other _____			

Resident's Forwarding Address: _____

Resident (Date)

Resident (Date)

Resident (Date)

Resident (Date)

We have found more misunderstandings arise concerning security deposits than any other factor in tenant – management relationships. We feel it is best to let you know under what conditions you can expect your deposit back in full. The property must be left in the same or better condition as when it was leased to you. The following provisions must have been met:

1. Full term of lease has expired.
2. Full written notice, as stated in your lease, was given prior to leaving the property. Notice to vacate must be given two full months prior to lease expiration date by the owners or tenants of the lease unless otherwise stated in writing. Notice must be received on/by the first of a month and will continue for the two-month period thereafter.
3. You must permit Coldwell Banker Elite to market the home for a maximum of 60 days prior to your move out. The leasing agent will discuss this process with you. You must accommodate showings with reasonable notice and at reasonable times. The home must be clean, and well kept, in showable condition during marketing.
4. No damage to property beyond normal wear and tear.
5. No stickers, scratches, nicks, scuffs, stains, handprints, or holes in/on the walls. If home was freshly painted prior to your move in, all picture holes, scuffs, etc. must be remedied/repared. This can be completed by one of our service techs, so paint is matched appropriately. Bad patch/repairs or mismatched paint will be corrected, and invoice total deducted from your security deposit.
6. No indentations, scratches, rips, or tears in flooring.
7. Carpets must be cleaned and deodorized by a licensed and insured professional carpet cleaning company at tenant's expense, and a receipt provided to Coldwell Banker Elite Property Management. Renting a carpet cleaning machine does not suffice. If a pet was present in the home, de-flea/de-tick treatment must be added to the carpet cleaning solution. Receipt must show proof of all services performed. If services are not outlined on the vendor's receipt, we will conduct these services and deduct the invoice total from your security deposit. If the cleaner/carpet cleaner hired does not perform services to our satisfaction, or proof of receipt is not given at move out, these services will be performed and deduct the invoice total from your security deposit.
8. Fireplace must be cleaned by a professional chimney sweep and receipt provided to Coldwell Banker Elite Property Management.
9. A licensed and insured professional cleaning company must be used to clean the home, so that no areas are missed.

The following list must be completed, prior to final inspection, and outlined on a receipt/invoice provided to CBEPM

KITCHEN

Clean ALL appliances completely inside and out
Clean and mop floors
Clean sinks and fixtures
Clean cabinets and drawers inside and out,
including cabinet doors, trim & countertops
Clean all trim and moldings including baseboards
and chair rails
Clean closet shelves and floor

PATIO, DECK, GARAGE/SHED & BACKYARD

Clean, sweep and rake debris, and
dispose of properly
Grass to be trim and short
Bushes and landscaping neat & trim
No weeds in flowerbeds
Garage/shed must be broom swept and clean
Gutters must be cleaned, and proof provided to CBEPM

BATHROOMS

Clean bathtubs, sinks, and polish fixtures
Wash tile walls completely
Clean medicine closet and shelves
Clean soap trays, toilet bowl, & exterior of commode
Mop and clean floors
Clean baseboards
Clean grout and caulk – dirty caulk will be removed and
remedied at Tenant expense

THROUGHOUT THE HOME

Clean all woodwork to include trim & moldings
including baseboards, chair rails, etc.
Wash the interior of windows and glass doors (all
smudge marks from pets must be removed)
Clean blinds
Clean closet shelves, racks, floors. Etc.
Clean laundry area, inside and outside of washer/dryer
and hook up connection areas
Lint vent must be clean
Vacuum all flooring prior to prof. carpet cleaning
Remove cobwebs
Dust light fixtures
Clean both sides of all doors
Clean light switch & outlet covers
Fireplace clear of all ashes and debris
All trash & debris removed from the property
All baseboards & chair rails cleaned
Remove scuffs, wear marks, fingerprints, etc.
Change any burnt-out lightbulbs
Change all air filters

We recommend Four Season Cleaning LLC 540-699-7201 for both
Carpet and House Cleaning.

A to Z 540-720-3528 for Carpet Cleaning Only
Down & Dirty 540-227-4755 for House Cleaning Only

MOVE-OUT INSPECTION GUIDELINES:

The move-out inspection is predicated on the move-in inspection report you received at lease signing or when you picked up the keys to your rental home. If you never returned your move-in inspection, **we will refer to our copy of the move-in condition of the property at the time you began your tenancy.** Please keep in mind, normal wear and tear is not an excuse for dirty.

- a. Move-out inspections are conducted Monday-Friday from the hours of 10:00am – 3:00pm
- b. The tenant has the right to be present for the inspection but must call the office to schedule.
- c. All Keys, garage remotes and parking decals/hangtags must be delivered to CBEPM Office located at 520 William Street, Fredericksburg, VA 22401
- d. Tenant will be charged rent daily until keys are received by PM.
- e. The inspection can only occur once the home is completely vacant.
- f. The property must be cleaned, and carpets cleaned and deodorized.
- g. CBEPM will arrange for utilities to be placed in CBE's name for the 1st of the next month and MUST not be turned off prior. Failure to comply will cause an interruption in utility services and will result in a penalty of \$75 per utility and charged to the tenants(s).
- h. If you have not already returned the following to CBEPM, keys, remotes, and parking decals/hangtags should be returned during the move out inspection. If you will not be present for the move out inspection, you must return keys, remotes, and parking decals/hangtags to our office located at 520 William Street, Fredericksburg, VA 22401 on/before the expiration date of your lease. Leaving keys in the home will result in a penalty until your inspection is completed. If keys are not returned any charges associated with changing the locks on the property will be a tenant responsibility.
- i. Please note that any items of personal property left in the premises will be disposed of within the twenty-four (24) hour period after termination as set forth herein.
- j. Please provide your forwarding address to CBEPM so that we can disperse the remainder of your security deposit.

☐ Lease term will not be fulfilled.

Agent for Owner Initials _____

Resident understands that the lease term is not being fulfilled according to the signed agreement. They also understand that they are liable for the leasing fee and all of the remaining rent due for the full lease term unless the unit is rented and occupied prior to the lease term end. At which time the rent will be prorated out for the existing resident and in for the new resident. Resident also understands that they will be charged any and all other charges due and payable per the original lease agreement, unless there is an agreement, in writing, signed by the resident and the management, stating otherwise. Resident will also be responsible for reimbursing the owner for any concessions given.

INITIAL TO ACCEPT:

_____/____

5. Early Lease Termination Due to Military Transfer

Upon presentation to our office of military orders, tenant(s) may qualify for an early termination of your lease. If vacating due to military transfer, tenant must provide a minimum of one full month notice. Notice must be received on/by the first of the month and continues for the one-month term thereafter. Please contact us immediately if considering this option and refer to lease agreement for details.

6. Early Lease Termination

In the event tenant(s) desire an early termination of lease for any reason, tenant(s) will be responsible for ALL terms and conditions of lease, including but not limited to rent, utilities, lawn, and property maintenance, until a new tenant has taken occupancy. CBEPM will market and show the property. Once a qualified new tenant has moved in, the existing tenant(s) will be released from their lease agreement. Tenant(s) moving out will be responsible for the leasing fee associated with the marketing and leasing of the property.

7. Showing the Property

Upon notice that tenant will be vacating, CBEPM has the authority to show the property to prospective tenants if the rental agreement so provides. If a tenant without reasonable justification declines to permit the Landlord or Managing Agent to exhibit the dwelling unit for sale or lease, the landlord may recover damages, costs, and reasonable attorney fees against such tenant. The leasing agent will give notice when the property is to be shown, the tenant is expected to have the property in appropriate condition. Remember that having the home clean and neat for showings will aid in the property renting sooner, which means the tenant will be bothered less. Agents will do their best to schedule showings when it is most convenient, but that may not always be possible. If a real estate agent calls to schedule a showing, and receives no answer/no voice mail, it is still considered notice. Per the lease, only reasonable notice is required.

Please maintain the following minimum standards during the showing period: keep all rooms dusted and vacuumed, beds made, kitchen and bathrooms clean, kitchen sinks empty, pets secured, litter boxes empty, lawns kept cut, and yards raked.

8. Renewal of the Lease

If you would like to renew your Lease, you must contact CBEPM to schedule the annual inspection of the property 120 days from the expiration date of your Lease. At the 60-day mark, or earlier, you will receive a renewal offer, if the owner(s) intend to renew the lease. You must complete and return the lease addendum provided to you no later than 60 days prior to the expiration date of your current Lease. If you do not return the *Lease Renewal Addendum*, the terms as outlined in the addendum will go into effect.

GENERAL MAINTENANCE INFORMATION

1. Overview

Upon moving into the home, please become familiar with the property. Locate the breaker or fuse box, the water shut off, and the gas shut off. This may help avoid damages later. Please contact our office for assistance.

There is no way this handbook can cover every item that must be maintained. However, the tenant is expected to know general home care that is necessary to protect and care for the property. The information contained hereafter is helpful and should be used as a guide for maintaining the property. Under no circumstances will a tenant be reimbursed for repairs, alterations, or maintenance that they perform or cause to have performed without the prior written consent of the Property Manager.

Renting a home through CBEPM is very different from renting other properties, such as apartments. There is no "on premises" maintenance department to take care of maintenance problems. Tenant(s) must promptly report all broken or failed items for maintenance service to be rendered. Tenant is responsible for taking care of the general maintenance of the property. However, should an incident occur that the tenant feels is out of their responsibility to maintain, it is necessary that the tenant notifies CBEPM immediately. Maintenance requests are permitted by email, phone, and through your Tenant Portal. Failure to notify us of a problem could result in tenant responsibility for the repair, replacement, resulting damage, etc. The owner(s) of the property will not pay for damage caused by the tenant's negligence, damage, or abuse. Should the tenant notify CBEPM of an item not working properly, and a vendor states that the item is in fact working properly, there is no problem or repair to be made, or the damage is due to tenant negligence, the tenant will be responsible for paying for vendor's service call fee, and invoice total.

2. Periodic Inspections and Repairs

CBEPM has the option to do interior and/or exterior surveys of the property and we will do at least annually, to assure the property is being maintained in a favorable manner. In the event CBEPM determines that the property needs general maintenance, the tenant will be notified in writing. All attempts will be made to provide a 24-hour notice window, unless the situation is deemed an emergency. If we are unable to reach you and written notice has been given, the appointment will commence as planned. If the property is not maintained or repaired within the allotted time stated in the letter, we will arrange to have the work completed and the tenant will be charged for the work performed. The charges assessed will be considered "Rent due" under the terms of lease agreement.

3. Painting

If the tenant wishes to paint during the lease term, the tenant must obtain written permission of CBEPM, including approval of the desired paint color, prior to starting the job. Present a paint swatch to CBEPM with written description of the desired rooms to be painted for owner approval. Natural wood trim or paneling may not be painted. Any excess paint should be left for touch ups. At the discretion of CBEPM, the tenant may be required to return paint to the original color. Tenant(s) is responsible for repairing scuff marks, stains, and dings they cause to all walls, floors, fixtures, etc. throughout the home.

4. Alterations

No alterations will be allowed without prior written permission of CBEPM. Should the tenant(s) make any authorized or unauthorized improvement to the property, it then becomes the property of the owner of the premises. If an adequate job is not done, the cost of returning the property to its proper condition will be the tenant's financial responsibility.

5. Wells & Whole House Water Filters

If the property has a well, there are several things to know. The well pump is operated by electricity. If the electricity is off for any reason, DO NOT pump water. During storms, it is wise to fill several containers with water as a precaution. In the event the water from the well becomes discolored or develops any type of unusual odor, contact CBEPM immediately.

If at the property has a whole house water filter, the tenant is responsible for changing the whole house filter cartridge every thirty days.

6. Septic Tanks

If the property has a septic tank, keep in mind that the septic system cannot accommodate anything other than human waste. Do not place ANY foreign object into the septic system including paper towels, greases, sanitary napkins, disposable diapers, flushable wipes etc. It is necessary to flush yeast or some other type of septic tank cleaner into the septic monthly. This will "eat up" the waste and allow it to decay quickly, keeping the system clean.

7. Heating with Oil

Keep a close watch on the oil level in the tank. The heating system will not function properly without a sufficient fuel level. Low oil levels cause trash in the bottom of the tank to be pumped into the furnace, normally causing the fuel jet nozzle to become clogged. This is the main reason that oil heating systems stop working, and the tenant will be charged for the service call. Even if oil is added to the tank, the furnace will not work without a service call, and the technician will be able to tell that you ran low on oil before refilling the tank. Automatic delivery is the best way to maintain an adequate supply for oil. The furnace filter MUST be changed on a regular basis, every one to two months. Changing the filters helps maintain clean air and assures a properly operating furnace and lower fuel bills. DO NOT store any items on or near the furnace. Coldwell Banker Elite will keep a visual record of fuel level at the time of move in. Tank must be restored to that level at time of move out.

8. Heating with Gas

The furnace filter MUST be changed on a regular basis (every one to two months) to maintain cleaner air and to assure a properly operating furnace and lower fuel bills. DO NOT store any items on or near the furnace. Monitor the level of propane in the tank to ensure you do not run out. Tenant must return the propane level to the level present at move in. The level is kept on record with CBEPM. Coldwell Banker Elite will keep a visual record of fuel level at the time of move in. Tank must be restored to that level at time of move out.

9. Heating with Radiators and Electric Baseboards

Usually, these heat sources are fairly maintenance free. The most frequent problems with electric baseboards occur with the fuses. Sometimes, radiators must be drained if the heat is not circulating throughout the entire radiator. Typically, both radiators and electric baseboards must be turned on at the site in each room. The units MUST be vacuumed frequently to keep their operation efficient. Do not block the airflow of these types of heating units.

10. Heating with a Heat Pump

A heat pump operates very similar to a central air conditioning unit. Note that the heat pump handles both the heating and the cooling therefore, the filter needs to be changed more frequently, at least once a month. Heat pumps have a set of strip heaters that come on manually by turning the thermostat to "emergency heat" or automatically when the temperature outside reaches around freezing and, on some units, when the unit is low on Freon. If available, read the operating manual. DO NOT store any items on or near the furnace.

11. Cooling with Central Air or Window/Wall Units

Filter(s) MUST be changed monthly while in use. If a technician comes to the home for an HVAC call and it is determined that dirty/improper/lack of air filters aided or are the reason the system was not working properly, the tenant will be responsible for invoice total. Most units require freon. If a lack of cooling ability is noticed, the unit should be serviced by a professional air conditioning technician. Operation of the unit without a proper freon charge can destroy the compressor, possibly causing a major repair or replacement at the tenant's expense. DO NOT store any items on or near the unit. Grass and debris should be clear of any exterior unit. If a technician determines that debris (such as long grass, weeds, dog urine) entered the unit and caused it to malfunction, tenant will be responsible for invoice total for HVAC repairs.

12. Electrical Problems

Frequently when tenants experience electrical problems, a circuit breaker has tripped, or a fuse has blown. If the home has circuit breakers, the tenant must become familiar with how to turn the power off and how to reset a breaker. If the power goes off in a certain room, the breaker may not be tripped all the way. Try turning the breaker all the way off and then all the way on. This may need to be repeated a couple of times in order to regain power. If a vendor comes to the home and it is determined there is no electrical problem, just a tripped breaker that must be reset, this will be a Tenant charge.

If the panel operates with fuses, keep several fuses of each amperage on hand. The inside of the socket will state the proper size to use. If Tenant attempts to use a different size fuse it will not screw in far enough to operate properly. TENANTS MUST USE THE PROPER SIZE FUSE. Also, fuse panels have a large fuse buss located behind the breaker bar. Remove the fuse bar to check these busses. Very often, the fuse is okay, but the buss is bad.

Some homes feature GFCI (Ground-Fault Circuit Interrupter) outlets which shut off an electrical power circuit if it detects an imbalance in the current flow. Often these outlets are located in bathroom(s) and kitchen. Test the GFCI by plugging in a lamp to the outlet and turning the lamp on. Next, press the Test button. If the light goes out, the outlet is working properly. Press the reset button to restore the GFCI function and power to the lamp. Please keep in mind that these outlets can also control other outlets/switches in the home. CBEPM recommends each GFCI be tested at least once a month. If a vendor comes to the home for a service call, and there is no electrical problem, just a need to reset the GFCIs, this will be a tenant charge. Tenants are responsible for checking and testing GFCIs.

It is very important that you do not use light bulbs of wattage in excess of what is specified on the lamps or light fixtures. This can damage the fixture or cause a fire. If the wattage restriction is not evident on the fixture, please call our office.

13. Smoke Detectors

The tenant is required to check and replace batteries in smoke detectors at least twice a year. If smoke detector(s) are not operable, notify CBEPM immediately. DO NOT disable smoke detectors for any reason. A re-installation fee will apply per smoke detector.

14. Appliance Care

All appliances are expected to be maintained in good working condition and cleaned regularly; to include vacuuming the refrigerator coils/vent/grill found on back or front bottom of the refrigerator. Do not use any type of oven cleaner on ovens that are "continuous clean" or "self-cleaning." These cleaners will destroy the cleaning ability of the oven. Garbage disposals are not intended to break down large items or large quantities. Disposals are not for pastas, rice, bones, eggshells, fats, oils, or grease. Most service calls for repair of the garbage disposal are billed back to the tenant due to improper use. A garbage disposal is to be used for the purpose it was intended, to shred residual food waste (less than 2mm) to pass through plumbing. DO NOT put any foreign objects in the disposal unit. Always run cold water when the disposal is on. All clothes washers and dryers are left as a courtesy to tenants. Maintenance of washer(s) and dryer(s) is the responsibility of the tenant(s).

15. Drains

If a plumber determines the cause is roots in the system, and ONLY if that is the cause, the landlord will be responsible for the repair. If drains become clogged, the tenant is responsible for the invoice total. Outdoor areas/cellar stairs are the responsibility of the Tenant to keep clean and free of leaves and debris to avoid flooding.

16. Carpets and Hardwood Floor Covering

Carpets must be cleaned by the tenant on a regular basis, at least once per year. A lack of cleaning will cause the carpeting to wear faster than normal and may result in a charge to the tenant for excessive wear and tear. Hardwood floors need to be cleaned with cleaning products made for wood floors only. Like carpeting, lack of cleaning and proper care can cause the floors to wear faster than normal and may result in a charge to the tenant for excessive wear and tear. Hardwood floors must be covered 70% by area rugs.

17. Tub and Tile Care

If the property has a fiberglass or plastic tub and/or shower enclosure, a special non-abrasive cleaner such as *Soft-Scrub* must be used. Ceramic tiles should be cleaned regularly. Cracks in the grouting must be repaired. Tenant should notify CBEPM of any cracks immediately. Failure to notify CBEPM of any cracks in the grout will result in the tenant being charged for damages caused by the water seeping through the cracks. Tenant is responsible for cleaning and maintaining caulk. If any re-caulking is required at any point during or after tenancy, it will be completed by a vendor of CBEPM's choice at the tenant's expense.

18. Window Treatments

All window treatments have been left as a courtesy by the landlord or a previous tenant. Should they become inoperable, they will not be repaired or replaced. If for any reason tenants want to remove any window treatments, written approval from CBEPM must be obtained. Tenant may be required to store the window treatments and re-install them at move out.

19. Yard and Shrubs

All tenants are required to keep the grass cut and the yard tidy. Grass should be trimmed every 5 – 7 days minimum Spring – Fall, unless otherwise indicated in the lease. This includes raking leaves, trimming shrubbery, keeping a light layer of mulch, cleaning gutters, removing weeds, watering the lawn and shrubbery, removing snow and ice, and keeping limbs and vines off the house and roof. Firewood must be stacked a minimum of ten feet away from the house or other structures. Regular inspections may be performed to ensure tenants are keeping the yard properly maintained. If not, these services can be contracted, and the tenant will be charged. You **MUST** have a vendor clean your gutters regularly so there are no leaves/debris clogging them. Do not attempt to do it yourself.

20. Pest Control

Please report any pest problem within three days of taking possession. If not reported in writing, it is agreed that the premise has no infestation of any kind, and it will be the tenant's responsibility if any future infestations occur. This includes, but is not limited to, ants, roaches, silverfish, mice, and rats.

21. Fireplaces and Wood Stoves

Tenants are required to have all chimneys and wood stoves professionally inspected and cleaned at time of move out and must provide a receipt to CBEP. Embers, especially larger ones, can heat up the ash can enough to start a fire if placed on a flammable surface such as a wooden porch or dry grass. These embers can remain hot for days. To prevent blowing of embers be sure to store cleared out ash in a metal bucket with a lid. Keep ash bucket away from home and do not place it near combustibles.

22. Outdoor Grills

All grills must be used TEN FEET (10') away from the building to prevent fires. It is PROHIBITED to use grills less than 10 feet away from the building.

23. Smoke

Smoking is strictly prohibited in all homes and garages. Any smoke damage incurred is the responsibility of the tenant(s). Keep in mind that smoke damage can be caused by cigarettes, e-cigarettes, vape pens, candles, incense, plug-in air fresheners, emitting air fresheners etc.

24. Satellite Dish / Cable

It is strictly prohibited to install a satellite dish to the roof or any part of the building structure. All satellite dishes must be fixed to a pole in the yard, never attached to any portion of the home, deck, chimney, and/or roof.

25. Winter Weather

The next page provides a glimpse of the *Winter Weather Maintenance Memorandum* issued each Fall. Review and adhere to all terms in the Fall, before the first freeze.



WINTER MAINTENANCE INFORMATION SHEET

IMPORTANT!!!!



Disconnect exterior water hoses and turn off the water to spigots.

Even though a hose bib is labeled "freeze-proof," it can still burst if a hose is connected to it. If the home has shut off valves inside for the exterior hose bibs, turn off these valves and drain the hose bibs from the outside. Once you have disconnected the hoses and bled the lines per instruction, do not reconnect the hose for any reason until Spring. Burst pipes due to not following the above instructions regarding hose bibs, are the tenant's responsibility. If you cannot complete this, you must notify CBEPM.

- Inspect gutters, downspouts, removing all leaves and debris.
- Crawlspace & foundation vents should be cleaned/closed/secured.
- Clear snow away from outside heating units.
- Do not use supplemental heating devices. THIS INCLUDES SPACE HEATERS.
- Check heating fuel levels.
- Clean exterior drains frequently to prevent back up of leaves/debris.
- Change furnace filters monthly to prevent excessive usage & higher bills.
- If home has wood burning fireplace, have chimney inspected and cleaned annually.
- Remove leaves/acorns from property promptly.
- If power goes out, contact electric company.
- ALL sprinkler systems must be winterized.
- Trees/bushes/shrubs should be trimmed away from the home, gutters and HVAC.

*****IF YOU ARE PLANNING A WINTER VACATION*****

Do not turn off the heat to your home, setting the thermostat at 60 degrees should keep all plumbing safe and minimize cost on power/gas bills.



RESIDENT REMINDERS – SPRING AND SUMMER

- ▶ Keep gutters clean.
- ▶ Keep yard maintained. Cut the grass, trim the hedges, and weed the beds.
- ▶ Clean exterior drains of leaves/debris frequently to prevent backups.
- ▶ Replace HVAC/furnace filters every 30 days.
- ▶ Change smoke detector batteries.
- ▶ Open crawlspace vents.
- ▶ Use an enzyme treatment in your septic tank every 30 days.
- ▶ Have carpets professionally cleaned.

RESIDENT REMINDERS – FALL and WINTER

- ▶ Keep gutters clean.
- ▶ Close crawlspace vents.
- ▶ Rake leaves and acorns and remove them from your property.
- ▶ Clean exterior drains of leaves/debris frequently to prevent backups.
- ▶ Don't run out of heating oil/gas.
- ▶ Have chimneys professionally cleaned before using for the season.
- ▶ Change smoke detector batteries.
- ▶ Replace HVAC/furnace filters every 30 days.
- ▶ Disconnect water hoses and turn off the water leading to outdoor faucets.
- ▶ Do not use supplemental heating devices, especially kerosene heaters.

This Coldwell Banker Elite Resident Handbook is for you. Remember, it is impossible to cover every detail of caring for a property. We hope it will help make your residency a pleasant one. Clear communication is the key to a successful landlord/tenant relationship. Our management team is here to help, so if you have any questions, comments, or concerns, please contact us. We want to assist you for ALL of your real estate needs...whether renting, buying, or selling.

WHO DO I CONTACT?

Main Office Line and Office Email reaches everyone.

(540)720-3012 / pm@cbeva.com

Martha Castro - Application Processor sevice2@cbeva.com

- Application processor, new leases, annual inspection

Ryan Marrow - Service Coordinator service3@cbeva.com

- Maintenance requests, Ext. 274

Gabriel Rodriguez - Service Coordinator service@cbeva.com

- Maintenance requests, Ext. 208

Doug Reed – Service Technician – dreed@cbeva.com

- Maintenance Repairs and Inspections

Dave Bartley – Service Technician – dmaintenancetech@cbelitepm.com

- Maintenance Repairs and Inspections

Katina Taylor – Bookkeeper – pmaccounting@cbeva.com

- Processing of Rent Payments, Monitoring of Bills and Ledgers, Owner Statements Ext. 206

– Leasing Agent pmleasing@cbeva.com

- Marketing of Rental Units Ext. 102

DeAnna Josemans – Property Manager – pmadmin@cbeva.com

- Lease compliance, defaults, renewals, extensions, move out notice, Move Out Security Deposit Disposition Ext. 210

Dawn Josemans – VP of Property Management – djosemans@cbeva.com Ext. 204

After Hours/Weekend Emergencies: Call the office number 540-720-3012 select option #1

The Tenant(s) acknowledges receipt of a copy of the *Resident Handbook*. The *Resident Handbook*, *Damage Addendum*, and *Pet Addendum* are legally binding and are a part of their Lease. Tenant should read Lease, Addendums, and Handbook thoroughly, and should consult those items as needed.

Tenant Signature: _____

Date: _____

Tenant Signature: _____

Date: _____

Tenant Signature: _____

Date: _____

Management: _____

Date: _____