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McEneaney Associates, Inc.
Property Management Department
Mailing address: PO Box 8287, McLean, VA 22106
Office: 1320 Old Chain Bridge Rd, Suite 300, McLean, VA 22101
Phone: 703-537-3340 Fax: 703-717-5700
www.McEneaney.com

Welcome to your New Home!

We would like to take this opportunity to welcome you into one of the homes we manage. We are thrilled to have you as a Tenant, and look forward to working with you to make your experience pleasant and positive. Important information is contained in the following pages. We ask that you, please, take a few moments to read through this entire guide—it may help clarify expectations and alleviate inconveniences that may arise if those expectations are not met. **Remember: this is a general guide, and some items may not apply to you. Always refer to your Deed of Lease for a complete list of your obligations.** Furthermore, there may be specific rules or guidelines for the property as outlined by the Landlord or Homeowners Association (HOA/COA). Check your Lease for additional terms that may apply to you.

Our Property Management offices are in three (3) locations for your convenience.
Office hours are Monday – Friday 9:00am to 5:00pm

Main Office, McLean

1320 Old Chain Bridge Rd. Suite 300, McLean, VA 22101
Main Office: 703.537.3340
Property Manager: Lexi Cavada - 703.537.3346

Alexandria

109 South Pitt Street, Alexandria, VA 22314
Property Manager: Cindy Troupe - 703.537.3331
Property Manager: Dan Dever - 703.537.3327

Arlington (servicing DC & MD)

4720 Lee Highway, Arlington, VA 22207
Property Manager: Evelyn Mieszala - 703.537.3326

If you need to mail anything to us, we ask that you send it to our P.O. Box:

**McEneaney Associates, Inc.
Property Management Division
P.O. Box 8287
McLean, VA 22106-8287**

MEET THE TEAM



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OLD TOWN OFFICE



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ALEXANDRIA OFFICE



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MCLEAN OFFICE



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ARLINGTON, DC & MD OFFICE



Evelyn Mieszala
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Max Gill
PM Assistant & Tenant Support
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mgill@mceneaney.com

OFFICE STAFF



MCLEAN OFFICE
1320 Old Chain Bridge Rd, Suite 300
McLean, VA
Main Office - 703.537.3340

Assistant Office Manager/Accounting, Cindy Colorado
703.537.3351 - ccolorado@mcenearney.com

Leasing Coordinator, Chris Jensen
703.537.3349 - cjensen@mcenearney.com

Leasing Coordinator, Lee Hagan
703.537.3328 - lhagan@mcenearney.com

Administrative Assistant, Sara Gray
703.537.3340 - sgray@mcenearney.com

Associate, Carlita Gilham
703.537.3336 - cgilham@mcenearney.com

EMERGENCY INFORMATION

After-Hours Repair Emergencies

EMERGENCY REPAIRS: 703-537-3332

During business hours (9am-5pm), please call your Tenant support contact. If you need to report an emergency repair or a repair outside normal business hours, please call 703-537-3332 and leave a detailed message. Someone will return your call as quickly as possible. The team member assigned to the emergency line will review the nature of the call and determine if it's an emergency. If the situation can wait until the next business day, please do not call the emergency phone.

Remember! **An emergency is when there is a threat of increasing and imminent damage to the property, yourself or both.** Any non-emergency calls received after hours will be responded to the next business day. In an emergency situation (fires, gas leaks, etc.), you will need to contact the proper authorities immediately. Please do not contact property management to do this for you. Contact Property Management after placing the call to the proper authorities.

Examples of EMERGENCIES:

Broken or frozen pipes
No heat in winter
Flooding
Sewer back up

Examples of NON-EMERGENCIES:

Lock-outs
Jammed garbage disposal
Slow drains
Pest Control

Important Phone Numbers for Emergency Situations

In case of FIRE, MEDICAL EMERGENCY or NEED FOR POLICE: Dial 911

For gas leaks, call Washington Gas: 703-750-1000 or Columbia Gas: 800-531-8911

If you use a different gas company, find the emergency number and write it next to the number above. Make sure everyone knows how to shut off the gas in the event that you smell gas and suspect a leak. Vacate the premises immediately, call the gas company from your cell phone and do not re-enter the property until the gas company says it is safe to do so. Do not turn on anything electrical, including light switches as doing so could spark an explosion.

For major water leaks, locate and shut off the main water supply valve. If you cannot shut it off call your water provider and they will send someone to shut off the water at the street. Call Property Management immediately after observing an active water leak inside the property.

Have a Plan

It is imperative that all members of the household know what to do and who to call in the event of an emergency. For this purpose, we have included a list of important phone numbers for you. Make sure all residents of the property know where this binder is located and ensure it is accessible to everyone. As a Tenant in a rental property, it is your obligation to ensure the protection and maintenance of the house, apartment or condominium in which you reside. REMEMBER: First priority should always be your safety and the safety of others.

UTILITIES

EMERGENCY.....911

ELECTRIC:

Dominion Virginia Power	888-667-3000	
Pepco (MD & DC)		202-833-7500
City of Manassas		703-257-8219
Sun Power		800-786-7693
NOVEC		703-335-0500

GAS:

Washington Gas (VA, DC & MD)		703-750-1000
Columbia Gas (VA & MD)		800-543-8911

WATER:

Fairfax County Water Authority		703-698-5800
Division of Solid Waste – Trash		703-802-3322
District of Columbia Water & Sewer Authority		202-354-3600
City of Fairfax		703-385-7915
City of Falls Church		703-248-5071
Town of Vienna (and trash pickup)		703-255-6385
Town of Leesburg		703-777-2420
City of Alexandria (Virginia American Water Company)		703-549-7080
Arlington County Department of Public Works		703-228-6555
Environmental Center Customer Call – Trash		703-228-6570
Prince William County Service Department		703-335-7900
Herndon Water Company		703-435-6814
Loudon County Water/Sanitation		571-291-7880
Dale City (Virginia American Water Company)		703-549-7080
Dale City Sewer		703-590-4495
City of Manassas		703-257-8219
Washington Suburban Sanitary Commission (for Montgomery County, MD)	703-206-9772	

TELEPHONE:

Verizon		703-876-7000
GTE (Lorton, Woodbridge, Occoquan, Manassas)		800-392-1552

CABLE:

Cox Communications (Fairfax, Falls Church)		703-378-8411
Comcast		888-966-7552
Verizon FIOS		855-242-1849

THINGS TO DO BEFORE MOVE-IN

QUICK GUIDE:

- ✓ Purchase renter's insurance.
- ✓ Transfer utilities into your name.
- ✓ Pay security/pet deposit and one month's rent to pick up your keys.

INSURANCE

As noted in your Deed of Lease, you will need to purchase and maintain a renter's insurance policy that provides public liability and protects your personal property. You're required to provide proof of insurance at lease signing. Generally, renter's insurance costs approximately \$200.00 a year.

Do your research when looking for renter's insurance. Ask what additional riders are available, as these may be of interest to you. The internet is a great place to obtain and compare insurance company information, but it is always to your advantage to talk to a representative who can help you find the best policy to fit your needs. Remember, the Landlord's insurance does not cover your possessions. In the case of damage, loss or theft of your possessions, if you do not have your own renter's insurance policy, then you will bear the full cost of the loss.

UTILITIES

Prior to occupying the property, you must call the utility companies and have the utilities transferred into your name. Refer to your Deed of Lease to determine exactly which utilities you will be responsible for paying during your lease term. **If you are moving in & out during the summer months, be advised: there are a lot of people moving during this time and utility companies are especially busy. Plan ahead. Call about two weeks before your lease start date to ensure that they will have adequate time to accommodate your request.**

MOVING IN

- Keys - Be sure to call and schedule a time for the key pick-up with your leasing coordinator. One month's rent and security/pet deposits in separate certified funds, cashier check or money order are due before keys will be released.
- Check-In Inspection Report - This will be given to you when you pick up the property keys. An initial Check-In Inspection will have been done prior to your occupancy. The report is used to establish the general condition of the property prior to your tenancy and will be used to compare it with the condition of the property at your Check-Out Inspection.
- Please go through the Check-In report carefully and return it within 5 days of your lease start date. If you notice anything that is not marked on the report, please make a note using a different colored pen. If you do not respond or return the Check-In report within 5 days, the report is assumed to be accurate. You will be responsible for any discrepancies between the Check-In and Check-Out Inspection Reports beyond normal wear and tear.

RENTAL PAYMENTS

Rent is due on the first day of the month, in advance. You may pay by personal check, money order, cashier's check or through our online Tenant Portal which can accept e-check and credit/debit cards. Be sure to include your property address on any check you send. If there are multiple Tenants splitting the rent, please note that we only accept one check per property per month for the payment of rent. **Payments may be dropped off at any of our office locations or mailed to our P.O. Box (McEneaney Property Management, P.O. Box 8287, McLean, VA 22106).** If you make your payment at a location other than our corporate office in McLean, please notify us.

If you drop off or hand deliver your rent, please make sure it is in a sealed envelope on which you clearly write: "Property Management - Rent" on the outside of the envelope and be sure to include the property address on your check.

There is no grace period for your rent. Late fee charges are applied to your account if payments are not received by the fifth (5th) of each month. If the fifth (5th) falls on a weekend or a holiday, you will be allowed the following business day to ensure payment is received. If you choose to mail in your payment, be sure to do so before the first (1st) of the month to ensure it will arrive on time.

For **Montgomery County, MD** Properties be advised that late fee charges are applied to your account if payments are not received by the tenth (10th) of each month. If the tenth (10th) falls on a weekend or holiday, you will be allowed the following business day to make payment. If you choose to mail in your payment, be sure to do so before the first (1st) of the month to ensure it will arrive on time.

If we receive your payment after the fifth (5th) of the month, a late fee (5% of your monthly rent) will be automatically applied to your balance due. McEneaney does not need to give you additional notice that the late fee has been charged or is due. If for any reason you know you will be paying your rent late, let us know as soon as possible and be sure to include the late fee with your payment. If your rent check is returned from the bank, you will be charged a \$25.00 Non-Sufficient Funds (NSF) fee. If the replacement check does not clear our account prior to the 5th, you are also responsible for the 5% late fee.

**QUESTIONS ABOUT YOUR RENT PAYMENT?
CONTACT CINDY COLORADO AT 703-537-3351 OR CCOLORADO@MCENEANEY.COM.**



TENANT PORTAL

We've initiated a service for our Tenants that will make reporting maintenance requests and paying rent and other Tenant charges easier online. The following instructions show how to access the Tenant Portal. Prior to your lease start date, an email will be sent to you for you to access your Tenant Portal.

Once activated, you will be able to do the following online through the Tenant Portal:

1. Submit a maintenance request and review the status of all prior maintenance requests.
2. Submit a one-time payment (i.e., repair charge or other non-recurring bill) by E-check or Credit/Debit Card.
3. Set-up a recurring payment for your monthly rent by E-check or Credit/Debit Card.

After you have set up your Tenant Portal account, you can:

Submit an Online Maintenance Request



1. On the Tenant Portal login page, enter your email address and password and click the Log In button. NOTE – Be sure to use the same email address you have on file with the property management company. The first time you access the system you will be prompted to create a password and activate your account. You are now logged into the Tenant Portal system.
2. Click the New Maintenance Request button.
3. Enter a description of the problem and what needs to be done to fix it.
4. Select the radio button to authorize the management company to enter with their key.
5. Click the Submit Request button.

Your maintenance request has been submitted and you will be able to track the status of your request within the Maintenance portion of the Tenant Portal anytime in the future that you log on. Only the status of maintenance requests submitted through the online Portal can be checked online. Any requests submitted by phone or email will not show up through the Tenant Portal.

How to Make a One-time E-Check Payment (Direct debit to your checking/saving account)

1. On the Tenant Portal login page, enter your email address and password and click the Log In button.
2. Click the Make a Payment button.
3. On the pop-up box, select E-check and click the Continue button.
4. The Make a Payment page loads, on the page:
 - Enter the amount to pay, and click the Payment Details button
 - Enter the Bank Account information click the Verify Payment button
 - Confirm the bank account and payment details and click the Submit button
 - Your payment is made and you will receive a payment confirmation



How to Make a One-time Credit Card Payment

1. On the Tenant Portal login page, enter your email address and password and click the Log In button.
2. Click the Make a Payment button.
3. On the pop-up box, select Credit/Debit card and click the Continue button.
4. The Make a Payment page loads, on the page:
 - Enter the amount to pay, and click the Payment Details button
 - Enter the Credit Card Account information click the Verify Payment button
 - Confirm the Credit Card account and payment details and click the Submit button
 - Your payment is made and you will receive a payment confirmation

How to Setup Auto Pay/Recurring Online Payments (E-Check or Credit Card)

1. On the Tenant Portal login page, enter your email address and password and click Log In.
2. Click the Set-Up Auto Pay button.
3. On the pop-up box, select the desired payment method, E-Check or Credit/Debit card, and click the Continue button.
4. The Set-Up Auto Pay page loads, on the page:
 - Enter the name of the payment
 - Select the Payment Amount, either a flat amount or the Outstanding Balance in Full
 - Enter the amount to pay

If selecting a flat amount (i.e., your monthly rent)

 - Enter the date for the first payment
 - Enter your bank account or credit card details
 - Click the Create Auto Pay button

Your auto payment is activated and will make automatic payments based upon your settings.

FREQUENTLY ASKED QUESTIONS ABOUT THE TENANT PORTAL

What is required to setup and use online payments?

Online payments are either electronic checks (direct debits from your checking account) or credit card transactions. For E-Check, you need an active checking or saving accounts with Routing and Account numbers to setup the service. For Credit Card, you need an active credit card with an available balance to cover the charge.

I submitted a payment and want to cancel that payment but not delete future payments, what do I do?

Please contact your bank or credit card company immediately to stop a specific payment.

Once I schedule an auto payment, can I change the date the payment will submit?

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

Can I see my complete payment history once I am in the Tenant Portal?

Yes, you can see a full history of all payments, made both in person and online.

Is there a charge for making payment by E-Check?

No, there is no charge for making any payments by E-Check through the Tenant Portal.

Is there a charge for making payment by Credit Card?

Yes, all credit card payments made through the Tenant Portal are processed by a third-party and include a processing fee for your credit card payment. This fee is paid to the processing company and not to the Landlord or property management company. The fee for using a credit card will be listed on the payment page and is determined by the amount you are paying.

Credit card payments are offered as a convenience to Tenants. Your Landlord and property management company are not encouraging the use of credit cards to pay your rent.

The Tenant Portal is for your convenience. You do not have to use the Tenant Portal system. You can continue to report maintenance requests directly through email, if you choose to do so. You can also continue to pay your rent by either Direct Debit, mail or physical drop off. We hope you will investigate the Tenant Portal and see the advantages it offers you for submitting and tracking maintenance requests and for making one-time or recurring payments.

If you have any questions, please feel free to contact Cindy Colorado at 703-537-3351 or ccolorado@mcenearney.com.

TENANT OBLIGATIONS

The owner of your home - your Landlord - has hired McEneaney Associates, Inc. to manage their property on their behalf. Please be reminded that the Owner/Landlord is our client, and you are a Tenant in their home. While we do everything possible to make your tenancy a positive experience, decisions made by the Owner must be implemented by us. We are legally bound to follow the instructions of the Landlord(s) on most major decisions including repairs, permission to modify (paint, etc.) the property, and deductions from your security deposit are determined by the Landlord(s), not the Property Manager. That said, we will do everything possible to make your stay in the property satisfactory and enjoyable to you. We will work with you to ensure the property is well maintained and any necessary repairs are completed quickly and professionally.

As the Tenant, you have certain obligations to maintain the property. Refer to your Deed of Lease for the complete list of your obligations. Below, we've summarized the most important and pertinent items. This summary is not intended to contradict or reduce your obligations under the Lease.

Expected Tenant obligations include, but are not limited to:

Ensuring the property is not damaged, destroyed or defaced. This responsibility extends not only to the Tenant(s) on the Lease, but also to pets, guests and family members who are at the property. Please keep in mind that you are a Tenant in someone's home. Treat the property with the respect and care that you would want from someone staying in your home. **Report any damage immediately.**

Keeping the property in a clean, sanitary and safe condition. You're responsible for disposing of garbage, trash and waste properly; maintaining the yard, lawn (if you have one) and any bushes/shrubs; keeping all gutters and exterior drains clear of debris; cleaning the interior of the house on a regular basis and removing ice/snow from all walks, driveways and steps during the winter. This also includes using all appliances and systems in a safe and reasonable manner. For helpful information on proper maintenance, refer to the Home Maintenance section of this binder.

Changing filters regularly for furnaces and air conditioning units. Typically filters need to be purchased and changed every 3 months, but check them at least once a month, especially during the summer & winter months! We recommend writing the installation date on the side of the filter that shows the last time you changed it.

Keeping all drains and toilets clear. If either gets blocked, call us and we will send one of our contractors to the property. If the blockage is found to be a Tenant responsibility, you will receive a copy of the invoice and prompt payment will be expected.

Complying with all rules and guidelines laid out by any governmental authority, Owners' Association, Condo Association, insurance company and/or Landlord. It is the responsibility of the Tenant and their guest(s) to abide by the rules and regulations set forth in the Lease as well as Home Owner Associations and/or Condo Associations.

Keeping the tub and shower clean and caulked so water and mildew damage don't occur. If you notice the caulking or grouting needs to be redone and you don't feel as though it is something you can handle, call our Repairs Department and we will send one of our vendors out to the property. You will be billed for the work completed. Letting this go can lead to future more costly damage.

Promptly reporting any problem, damage or breakage. Your lease requires that you promptly report any maintenance problems, damage, or health/safety issues. E-mail or submit a work order via the Tenant Portal to notify us of any maintenance or repair issues. You will need to provide a very specific explanation. We use this information when reporting issues to your Landlord and when notifying a service vendor. Please provide the utmost accurate information.

For emergencies, call 703-537-3332

Notify your Property Manager or PM Assistant if you will be absent from the property for more than two weeks. Let your Tenant Support know when you will be away from the property for an extended amount of time.

Making (and keeping) service appointments with contractors. They require access to the property in order to make repairs. If you fail to keep a scheduled appointment, you will be responsible for the cost of the trip fee charged by the vendor. So please contact the vendor in advance if you need to reschedule.

The costs associated with the elimination and control of household pests such as mice, fleas, roaches and ants. If you would like to request recommendations or phone numbers for Pest Control companies, you may call our Repairs Department. However, if you notice carpenter ants or termites at any point, let us know immediately—these are wood-eating insects, and we will need to discuss treatment with the Landlord.

Alterations. If you wish to alter or make an addition to any part of the property you are renting (i.e. painting or installing a satellite dish), you must submit a written request to McEneaney Property Management. We will contact the Landlord who must approve your request.

Wall Mounted TVs. The Tenant(s) has permission to install one (1) wall mount TV in the home. It cannot be mounted on walls constructed of brick, stone and/or wood. Upon moving out of the home, the Tenant has to remove the TV, the wall bracket and wires and have the holes repaired and the entire wall painted by a professional contractor. Any additional Wall Mounted TVs in the home will have to be approved by the Landlord.

PERIODIC INSPECTIONS

We perform Periodic Inspections approximately every 10-12 months or as seen fit to see if there is anything the Landlord may need to know about the property and to examine the general condition of the property to assure it is being well maintained. Adequate notice will be provided (at least 24-hours) for scheduling. Inspections generally take 30 minutes to complete and you do not need to be present while they are being conducted. If you have any pets, please make sure they are secured during the time of the inspection. If there is an alarm system for the property, you will need to disarm it the day of the inspection. Should you have anything you would like to bring to our attention, please e-mail or call your assigned Tenant Support prior to the inspection date.



HOME MAINTENANCE

Tenant Obligations to Maintain the Property

PLEASE REPORT NEEDED REPAIRS PROMPTLY.

GENERAL MAINTENANCE

Air Conditioning

Change the filter every three months at the very least; check the filter once a month. Not only will changing the filter keep your unit functioning longer, it could cut down on the electric bill as the unit will not have to work as hard to cool and circulate the air. As tempting as it may be, do not turn the A/C below 70 degrees in extremely hot weather—A/C systems cannot handle drastic temperature changes (more than 15 degrees or so) and you can possibly cause damage to the system if set too low.

Electrical

Be sure you're able to locate the fuse box or circuit breaker box. Keep a working flashlight in a spot where everyone knows it can be found in case you lose power. If you need to replace a fuse, make sure the new fuse is appropriate in terms of amps.

If you have a circuit breaker and one trips to the OFF position, push it all the way OFF before flipping it back to the ON position. Whenever something electrical does not work, first check the fuses or circuit breaker. If all the electricity goes out at once, call the electric company. If the electricity goes out on an entire floor but is on elsewhere in the property, look for and try pushing the RESET button on the area outlets. The RESET button is usually found by the bathroom sink or in your breaker box. If a Ground Fault Indicator (GFI) outlet does not work, try pushing the RESET button on the outlet (usually near a sink), or pushing RESET button on the other GFI outlets in the home.

Humidifier/Dehumidifier

Many homes do not have humidifiers or dehumidifiers, but if the property you are renting does, please ensure that it is being used appropriately. Speak with your Tenant Support if one or the other of these items are present to assure proper usage.

Locks

Locks may not be changed nor may additional chains, bolts or hooks be added without the expressed permission of McEearney Property Management. Once you receive permission, you will need to supply Property Management with copies of any new keys—a minimum of 2 copies of each key is required.

Smoke Detectors

Note the location of all smoke detectors when you move into the property, and test them to make sure they are working properly. If they aren't, let us know immediately and we will have the batteries or detector replaced, as needed. To prevent a smoke detector failure in an emergency, it is recommended that you change the battery every six (6) months. An easy way to remember to do this is to change the batteries when you change your clocks twice a year.

Fireplaces & Candles

If you use the fireplace during your tenancy, you will need to have it professionally cleaned before you move out (at your expense). Use caution with fireplaces, especially when there are young children or pets present. Always make sure the damper is open before starting a fire and assure the screen is closed and secured, even after you put the fire out. Properly dispose ashes.

Use candles with caution as well. Never leave them burning unattended, even if it is only for a few minutes. Do not place candles near anything flammable. Never place them near blinds or under shelves/cabinets (they may seem far away to you, but they can easily catch fire from the heat). Additionally, please take precautions to ensure that a hot match is never placed in a trash can or elsewhere where it can catch items on fire. To prevent this from happening, wet the match with water before disposing of it.

Firewood

If you have a fireplace and need to stack firewood outside, make sure the pile is at least 8 feet away from the house. Never stack wood where it touches the house—termites that may be in the firewood can easily find their way to the house. Also, keep an eye out for termites in the garden beds if the beds have mulch or wood chips.

Carpets

During your tenancy, you are expected to keep the carpets clean. If there are stains, you should clean them immediately. If you notice several stains, you should have the carpet professionally cleaned. Leaving stains untreated can cause them to become permanent; and if the carpet is excessively stained or damaged when the Check-Out Inspection is done, you may be held responsible for its replacement. Take precautions when using harsh cleaners to remove stains—some of them contain bleach or other chemicals that may further damage the carpet.

Floors

Covering 80% of all wood floors with carpet and or area rugs, especially in high-traffic areas such as entry ways, dining rooms and kitchens is required per the Lease. To further prevent scratches, you can buy felt pads that adhere to the bottom of chairs, table legs, and sofas—all things that can leave 'big impressions'! Take special care with a damp mop when cleaning the floors and never over saturate.

Light Fixtures

Always check the recommended wattage on the light fixture before putting in a new light bulb. Don't just look at the wattage of the bulb you are replacing—it may be incorrect. If you put in a higher wattage bulb, it will burn out more quickly and the heat it produces may also cause damage to the ceiling, wall or fixture. Most ceiling light fixtures take light bulbs with wattages of 60 or less.

Countertops & Shelves

Always place something in between a hot pan/pot/baking sheet/etc. and the kitchen countertop. You can use an oven mitt, cooling rack or even a folded dish towel—anything to prevent the countertops from being scorched, scratched and damaged. If there are granite countertops, do not use Windex or similar cleaners as they will gradually take off the sealant over time. Always use a cutting board when preparing food in the kitchen. Never cut directly on the countertop.

If you wish to use shelf liner, please buy removable shelf liner. Contact paper is extremely difficult to remove, and the cost of doing so will be deducted from your security deposit when you move out.

APPLIANCES

REPORT NEEDED REPAIRS PROMPTLY.

Disposals

NEVER use the disposal without running cold water. Some objects that should never go down the disposal include coffee grounds, corn silks and bones (i.e. food items that are stringy and/or hard). Don't risk potentially ruining the disposal by tossing just anything down it—if it seems like it might be harmful to the disposal, throw it in the trash can. Never dispose of grease or fat down the disposal or any other drain. It will harden, clog the drain and paying to get it fixed will be your responsibility. If the disposal is grinding and making loud, awful noises, there's likely something too hard that accidentally found its way down there (a piece of plastic, silverware, etc.). Make sure the disposal is OFF before you ever stick your hand in to remove an object. If the disposal stops working or is humming, try hitting the RESET button on the bottom of the disposal and then try turning it back on. If it's still not working, call us. Additionally, some disposals use the same pipe line as the dishwasher, and when either is in use, the other cannot be running.

Dishwasher

Always make sure to use the appropriate detergent for your dishwasher. Never use laundry liquid dish detergents. Rinse off all dishes before loading them in the dishwasher to prevent the drain from clogging. Never overload the dishwasher, and clean the door and seals both inside and out to prevent mold and mildew from forming.

Washer & Dryer

Clean the lint trap in the dryer after every use. Failure to do so can lead to longer drying times for your clothes and can also be a fire hazard. Check the outside vent every couple of months to assure it is clear of debris for adequate air flow. If the washer and dryer are in the basement, the vent may be near the ground outside; make sure it is not blocked by leaves/dirt/bird nests. Never overload the washer or dryer.

Refrigerators

Do your best to keep the refrigerator clean & spill-free. If something leaks or spills, clean it up immediately to avoid setting stains that can become difficult to remove. The refrigerator should be thoroughly cleaned every six (6) months. It's always a good idea to put an open box of baking soda in the fridge to absorb odors—they usually last for a month or so. Avoid breaking or bending any of the door bars, shelves or drawers in the refrigerator or freezer. You will be responsible for replacing damaged parts.

Oven/Range

If you have a self-cleaning oven DO NOT use store-purchased oven cleaners; these will ruin the finish inside the oven. If the oven does not come on, make sure it is set on manual rather than time bake or set in a clean cycle. **When using the oven-cleaning feature on self-cleaning ovens, always refer to the oven maintenance instructions prior to cleaning.** Improper use could cause costly repairs and be at your expense.

BATHROOM MAINTENANCE

Mildew

Mildew IS preventable; and as such, you should take every measure to stop it from developing in the property. Most newer homes have exhaust fans in the bathrooms, and these should be turned on during and after every shower or bath. If there is no exhaust fan, open any windows in the bathroom and keep the shower curtain open to allow the humid air to escape. If there is not window access, leave the bathroom door opened. If you do notice any mold, take care of it immediately—use a bathroom cleaner with mold & mildew remover anywhere the mold is present.

Tubs, Showers & Toilets

Whenever you take a shower or bath, make sure that the curtain is on the inside of the shower. If the shower has a door, be sure that it is completely closed to prevent water from escaping out and onto the floor. Don't flush anything down the toilet that will be hard to break up—facial tissues, paper towels, feminine products, and so forth. If the toilet is running continuously, make sure the flapper is down to assure it is closing properly. Take care of it quickly otherwise it could lead to a high water bill. We work with some great, reliable plumbers and will contact them for you and bill you directly.

Caulking/Grouting

Per your Deed of Lease, maintaining the caulking is your responsibility as the Tenant, so take time to inspect the caulking upon your move-in. You want the caulking to be tight and gap-free to prevent water from seeping into areas that are hard to access and costly to repair (i.e. floors and ceilings). If the caulking or grouting needs repair and you cannot do it yourself, we will arrange a contractor to meet you at the property. Clean the caulking & grout regularly to prevent mildew from growing.

Fiberglass

The most important thing to remember with fiberglass is that it needs to be cleaned regularly. If a stain is left for too long, it can easily become permanent and you will be responsible for the cost of replacing the tub or shower. Make sure that the cleaner you use is safe for fiberglass—some cleansers are too strong and may remove the protective coating.

Exhaust Vents

Exhaust fans and vents need to be vacuumed and cleaned when you notice dirt build up.

REPORT NEEDED REPAIRS PROMPTLY TO THE ASSISTANT PROPERTY MANAGER.



EXTERIOR HOME MAINTENANCE

Yard, Lawn & Garden Care

You are required to maintain, cut and water the lawn, beds and shrubbery of the property. This should be done regularly to prevent the lawn from deteriorating to a point that requires costly remediation. The lawn should be cut every 7 – 10 days during the growing season (March – November) and watered during dry spells. Do not place any large object on the lawn that prevents the grass from growing; such objects may include above-ground swimming pools, sandboxes, children’s play equipment and dog houses. If you have a dog, please clean up after it regularly and keep an eye on it when it is outside to ensure that it is not digging or otherwise damaging the lawn, garden beds, or fence. If you do not wish to do the yard work required for the property, we can recommend some companies that can do it for you. Be advised that the cost of any contract or service will be your responsibility.

Stairwells & Window Wells

Outside stairwells equipped with drains must be kept free of leaves & debris to prevent clogging which can cause water to seep under the door into the basement. Remove any accumulated debris from the stair wells, floor drains and window wells. Check these monthly, especially during the rainy season in the spring and summer

Gutters

Make sure that the gutters are clean and clear of leaves, branches and other debris. Generally, gutters need to be cleaned twice a year; but if you live in a wooded area or have large trees near the property, you may need to clean them more often. Don’t assume that if you don’t live near trees that the gutters don’t need to be cleaned. If you notice water spilling over the gutters instead of coming out through the downspout, it is time to clean them out. Gutters are essential to the protection of the home because they keep water away from the foundation. If they are not functioning properly, water can leak in, causing major damage to the floors, walls and ceilings. If you plan on cleaning the gutters yourself, use caution. Never climb a ladder without another person present to steady the ladder at the bottom and stay away from power lines. And if at any point you feel like you may be in over your head, don’t risk your safety for the sake of saving a few dollars—call a professional! **There are several contractors who can clean the gutters for you at a reasonable cost, and we would be happy to recommend someone to you.**

Septic System

Chances are, your house does not have a septic tank. In the off-chance that it does, however, we have included a few rules of thumb to ensure it is properly maintained. Septic tanks need to be pumped out every four or five years when they are used correctly; so if the property has one, follow these simple suggestions to prevent issues from “surfacing”. Never flush feminine products, facial tissues, paper towels, cigarette butts, coffee grounds, etc. down the toilet. You also want to take measures to ensure that harsh chemicals such as varnish, paint thinner, gasoline, and some cleaning items do not find their way in the septic tank. They can kill beneficial bacteria which break down solids, and the harsh chemicals can also be a danger to groundwater. Also, make sure you know the location of the septic tank and never drive or place heavy objects over or near the septic or drain field.

REPORTING REPAIRS

Even if you follow every maintenance guideline we've given you, there can be unforeseeable factors that lead to an issue requiring a repair. The following information will help you when you need to contact Property Management in the event of either an emergency or a routine maintenance situation.

REPORT NEEDED REPAIRS PROMPTLY.

ROUTINE REPAIR & MAINTENANCE

Please report all repair and maintenance requests to your assigned Assistant Property Manager. You can also access your on-line Tenant Portal to submit a maintenance request. Email is another convenient way to contact us regarding maintenance issues, you can detail the problem as you see it. That way we don't miss anything and can pass along notice to the Landlord and contractors exactly as you report it. Report all problems as soon as they occur—do not wait for them to accumulate or escalate into emergencies. All water issues are especially time sensitive.

Please note that we do not have maintenance employees. All work is sent to independent contractors and we do not dictate their schedules. You will need to work directly with the contractor to schedule an appointment. Please be patient. If maintenance requests are reported during normal business hours, work orders are submitted to the contractor on the same day. If a contractor has not contacted you within a reasonable amount of time (24 hours or so, from the time you reported the problem) to schedule an appointment, please call them directly.

All repairs need to be approved and scheduled through Property Management. The only exception to this is in case of an emergency that could result in significant damage and you are unable to contact property management. If you personally pay for an authorized repair that is not your responsibility under your Deed of Lease, please submit the bill to us and we will send you a reimbursement check. Unauthorized repairs will not be reimbursed. You are never authorized to deduct maintenance/repairs costs from your rent.

We, McEneaney Property Management, do not own the property that you are renting. We are only authorized by the Landlord to order minor repairs. On major repairs, we must get approval from the Landlord, many of whom live overseas and may take additional time to respond. Your patience and understanding is appreciated, as larger more costly items are usually the hardest to do without (they typically include air-conditioning units, hot water heaters, and appliances). We will make every effort to resolve these types of issues as quickly as possible.

MAINTENANCE AND REPAIRS EMERGENCY CONTACT: 703.537.3332



EMERGENCY WATER LEAKS

You are the Landlord's first responder to any emergencies that may occur at the property, and your quick action can help alleviate unnecessary inconveniences and expenses. Water leaks can be very serious if not dealt with quickly and accurately. In an emergency situation, contact your Tenant Support. If our office is closed, call our emergency number (703.537.3332), an on-call team member will guide you through steps to determine the type of leak and the appropriate action to take.

There are basically two kinds of water leaks:

1. A leak that originates from inside the home. These leaks consist of leaking hot water heaters, broken pipes, leaking faucets or toilets etc.
2. A leak that originates from outside the home. These leaks include a roof issue or a flooded basement.

If you are experiencing a water leak, remember your A.B.C.'s:

Assess the situation to determine where the leak is originating.

Be quick to stop the leak by turning off the water shut off valve or main water shut off valve.

Catch & Clean up the water.

If you cannot find the water shut off valve or if the leak originates from the outside, place a trashcan or bucket under the leak to catch the water to prevent additional damage. If it is a leak coming in through the ceiling and you have a bucket or trash can in place, you may need to use a thin, sharp object to poke a small hole in the center of where the water is forming on the ceiling. This will allow gravity to drain the water out of the hole and into the bucket—otherwise it may spread across the ceiling and cause more damage.

Remember: Many times roof, window, and basement leaks are the result of clogged gutters & drains. See the section on gutters under the Maintenance tab to make sure this doesn't happen to you!

While waiting for help, try and contain the leak. It is critical that you immediately start drying the affected area. Use towels and/or a shop-vacuum to soak up as much water as possible. This is especially important if the carpet has gotten wet because the padding acts as a sponge and can ruin the carpet (and start to smell) if not dealt with quickly and properly.

If you do find yourself in the unfortunate event of serious flooding and the flooring and carpet is saturated, we will likely have to contact a professional to help with clean-up and repair. The Landlord will need to be notified.

Remember anytime there is a water leak you should contact us immediately.



WOOD FLOOR CARE

To prevent scratches on wood flooring, place mats and throw rugs at doorways to help protect floors from dirt & grit. Place felt pads under furniture legs and vacuum/dust your wood floor regularly. Do not drag furniture across wood flooring.

Never use harsh chemicals, floor/tile cleaner or self-polishing acrylic waxes on wood floors. Such waxes can cause wood to become slippery and dull, which in turn could cause the wood to need refinishing.

CLEANING:

Dust mop or vacuum regularly at least once a week. If needed you can generally use a dampened (near dry) mop to maintain a wood floor; however, excessive moisture will cause damage. Standing water can dull the finish, damage the wood, and leave a discoloring residue. If water spills on a wood floor, immediately wipe it up with a clean cloth.

DO's:

- ✓ Wipe up spills immediately.
- ✓ Use interior and exterior doormats at entrances to collect dirt and moisture to prevent debris from being tracked onto the wood flooring.
- ✓ Place area rugs at kitchen & bathroom sinks where hard wood flooring is present.
- ✓ Place area runners and area rugs (with slip-resistant backings) along high traffic areas.
- ✓ Keep nails trimmed on house hold pets to prevent scratching, especially large dogs.
- ✓ Protect floors from direct sunlight.

DON'Ts:

- X Use any of the following products to clean your hardwood floors: ammonia-base cleaners, acrylic finishes, wax-based products, detergents, bleaches, polishes or oil soaps or abrasive cleaning soaps
- X Allow water to stand on your floor for any length of time- wipe all spills up immediately.
- X Don't walk across the floor in heel taps, spike heels or any sharp object protruding from the shoe.
- X Allow furniture to rest on the floor on small metal or wood tips.
- X Use rubber, foam back, or plastic mats. They can trap moisture and possibly discolor the wood flooring.
- X Use vacuums with beater bars or hard heads while cleaning the wood flooring.

WINTERIZING YOUR HOME

IMPORTANT INFORMATION !!



In the fall, before the cold weather truly sets in, you will need to drain the outside faucets. If there is an exterior pipe that can be turned off from the inside and drained it should be done before mid to late October. Generally, if you have an exterior hose faucet, it will have a cut-off valve located in one of the following places: directly behind it inside the house, on a water line or by the hot water heater. Turn the inside valve clockwise to shut off the outside water supply. Next, go outside and remove any hoses attached to the faucet. Turn the faucet counter-clockwise (open/on) and leave open. This will drain the water completely out of the pipe. If draining water does not stop quickly, chances are you have not correctly turned off the interior water valve to that faucet. Double check the inside valve and try again.

Draining the outside faucets helps to insure against frozen pipes, which can quickly become burst pipes that cause severe flood damage. Take time to locate the main water supply valve in the home. If an emergency arises this winter, you will be able to quickly turn off the water at the source rather than frantically searching for the correct cut-off valve. **If you do find yourself with frozen pipes, call us immediately.** This constitutes an emergency situation. If pipes freeze and burst due to negligence, you will be responsible for repairing the broken pipe(s) as well as any additional repair costs.

If the kitchen or bath is located on an outside wall, you can take a few small steps to prevent a pipe from becoming too cold and bursting. In the kitchen, you can open the cabinet doors to let heat inside. If you think the pipes may be frozen, try using a hair dryer to blow warm air over the area.

If you go on vacation for any period of time during the winter season, be sure to leave the heat on and set the temperature for a minimum of 60 – 65 °F. Leave one water faucet slightly on & dripping to keep water moving while you are gone.

MOVING OUT

Lease Renewal & Termination

If you wish to renew your lease, we will work with you and the Landlord to determine how long the lease will continue and at what monthly rental rate. The renewal process begins well before the 60 day notice period required by the Landlord; so if you know what your intentions are before that time, we encourage you to let us know so we can complete the process in advance. If you are offered a renewal by the Landlord and you choose not to accept it, please notify us in writing as soon as possible of your intentions. If you don't sign the Addendum to the Deed of Lease that is sent to you, your lease will terminate as specified in the lease and a letter will be sent to you 60-days before your lease expires notifying you of your lease termination.

Your lease only extends on a month-to-month basis if no offer of renewal is made from the Landlord, the Landlord has not given 60 days notice to vacate, and you have not provided a 60-day notice of intent to vacate in writing. All of this communication is handled through McEnearney Property Management.

Note: Procedures vary from state to state. Refer to your Deed of Lease for your specific terms.

You will receive a letter/email from us on or before the 60-day mark—it may be a renewal offer, a notice of lease termination or a letter informing you that your lease will continue on a month-to-month status. Landlords generally want a lease for a specific amount of time, so month-to-month leases are the exception rather than the rule when it comes to lease renewals.

If you are in a roommate situation and one or more of you wish to renew and someone will be leaving, we will need to work with you on this process. The Tenants who wish to stay need to look for replacements for those leaving, and they must have any prospects fill out the McEnearney Rental Application form that will be processed by our office. You can find our lease application on our website. There is a \$50.00 application processing fee per adult that will need to be paid with the submitted application. Once applicants are approved, we will complete a new Deed of Lease that states the correct "new" leaseholder names and has an attached Transfer of Interest and Rights which will remove the Tenants leaving. The fee for Tenant replacement is \$200.00 and must be paid by the first month of the new lease start date or once approved if occurring during the course of an existing lease. The entire process needs to be completed before entering the 60-day timeframe before the existing lease's expiration date. We do not refund partial security deposits, so any security deposit monies expected when there is a partial move out will need to be handled among the Tenants. McEnearney Property Management only accesses the security deposit that is held in escrow after there is a full move-out and the lease has terminated.



EARLY TERMINATION OF OCCUPANCY

We understand that circumstances may arise that require you to vacate before your Lease termination date. If you need to vacate early, contact Karen McKenzie at 703-537-3329 or kmckenzie@mcenearney.com to discuss your options as well as your obligations. You will be responsible for the property, paying rent, utilities, etc. until either: a new Tenant moves in OR until the original lease termination date. You will be responsible for a lease termination fee that can range up to one (1) month's rent. It is up to your Landlord to decide on the terms per your lease, for an early lease termination request.

Different terms apply if:

- 1.) You are transferred 50 miles or more by your current employer. The lease termination will be effective on the last day of the second calendar month following the month in which we receive your notice. You will need to provide a copy of your transfer letter/orders, the final month's rent and the following:
 - a.) 1 month's rent if you have completed less than 6 months of tenancy as of the effective date of termination.
 - b.) ½ of 1 month's rent if you have completed 6 months or more of tenancy as of the effective date of termination.

- 2.) You are a member of the United States Armed Forces or are on full-time duty or technician status with the National Guard and are transferred at least 35 miles away for more than 90 days. In these cases, which fall under the Servicemembers Civil Relief Act of 2003 ("SCRA"), you must provide us with a copy of your transfer letter or orders not less than 30 days before you plan on terminating your lease. Refer to your Deed of Lease for more information. There is no fee for terminating your lease under these conditions.

Note

Leases vary from state to state. You will need to refer to your Deed of Lease for your specific terms.

VACATING PROCEDURES

When you send us your written notice stating your intent to vacate, we will send you a letter confirming receipt of your notice. Also, you will receive a two-page document that details what you need to do to prepare the property before you vacate. Your Check-In Inspection is also useful in preparing the property for your move-out (and the Check-Out Inspection). Remember that any discrepancies—and repairs needed to remedy them—between the Check-In and Check-Out Inspections are your responsibility. You will need to contact the Property Manager to schedule your Check-Out Inspection.

Refer to your Deed of Lease for a complete list of items that need to be taken care of prior to the Check-Out Inspection. The furniture needs to be removed and the entire property needs to be thoroughly cleaned—this means walls, windows, appliances, cabinets, showers, sinks, light fixtures, etc. Carpets need to be professionally shampooed and cleaned. If pets have been present, you must have the premises professionally treated for fleas and ticks. For all professional work, you must provide receipts to McEnearney Property Management for the completed work. If you do not get the carpets professionally cleaned, the cost of doing so will be deducted from your security deposit. All wall mounted TVs must be removed (including wall brackets and wires) the holes must be repaired and the entire wall painted by a professional contractor and provide a paid receipt for the repairs at the Check- Out inspection.

Utilities

The utilities must be kept on, in your name until the last day of your lease. Even if you have to move out several months or days before your lease end date, you are responsible for the payment of utilities until the new Tenants have moved in. Your security deposit will not be refunded until a final water bill has been paid in full and you have provided a receipt or copy of the paid bill to McEnearney Property Management.

Tenant Portal

After your last month's rent is paid, be sure to log into your Tenant Portal to deactivate the monthly rent withdraw. Contact the Cindy Colorado @ 703-537-3351 if assistance is needed.

Keys and Remotes

You must turn in all keys and remotes at the Check-Out Inspection or return them to the Property Management office immediately upon vacating. You will be charged rent for each day the keys are in your possession past your lease expiration date. If for any reason the keys are not returned, the cost of changing the locks on the property will be your responsibility.

Return of Security Deposit

Per the terms of your Deed of Lease, your security deposit will be returned within 45 days after the lease terminates and you have vacated the premises. The receipt of proof that the final water bill has been paid and any other professional cleaning receipts required must be turned in promptly to help this process along. If any repairs need to be made and are found to be your responsibility, they will be deducted from your security deposit. You will receive a Final Tenant Statement that details any deductions made from your security deposit. Contact your Property Manager regarding any questions or concerns.

Please Note: The security deposit cannot be returned to you until after the Property Manager has reviewed the check-out inspection and any necessary repairs/replacements with the Owners, who then determines what, if anything, will be charged to the Tenant. These are the decisions made by the Landlord and carried out by Property Management.

Thank You!

We wish you a smooth and happy tenancy.

Please do not hesitate to contact us with questions, comments or concerns.

Enjoy your home!

Additional Property Documents & Information

- Additional DC documents
- Additional Maryland documents
- Condo Association
- HOA
- Special Instructions
- (etc.)

