



TENANT INSTRUCTIONS AND MANAGEMENT POLICIES

Welcome to the Northern Virginia area. We hope you enjoy your stay. You are requested to read the instructions outlined below.

AREA	GAS	Electricity	WATER
City of Alexandria	(703) 750-9500	(888) 667-3000	(703) 549-7080
Arlington	(703) 750-9500	(888) 667-3000	(703) 228-3636
Fairfax City	(703) 750-9500	(888) 667-3000	(703) 385-7915
Fairfax County	(703) 750-9500	(888) 667-3000	(703) 698-5800
City of Falls Church	(703) 750-9500	(888) 667-3000	(703) 248-5071
City of Herndon	(703) 750-9500	(888) 667-3000	(703) 435-6814
Springfield/Burke	(703) 750-9500	(888) 667-3000	(703) 698-5800
Sterling	(703) 750-9500	(888) 667-3000	(703) 478-8016
Town of Vienna	(703) 750-9500	(888) 667-3000	(703) 255-6385
Loudoun County	(703) 750-9500	(888) 667-3000	(703) 478-8016
Dale City	(703) 750-9500	(703) 335-0500	(703) 549-7080
* City of Manassas	(703) 361-3181	(703) 257-8245	(703) 257-8245
* City of Manassas Park	(703) 631-5363	(703) 335-0500	(703) 335-8805
* Prince William County	(703) 631-5363	(703) 335-0500	(703) 335-7900
Washington DC	(703) 750-9500	(202) 833-7500	(202) 727-5240
Woodbridge	(703) 750-9500	(703) 335-0500	(703) 335-7900

* Water and electric in Prince William County, City of Manassas and Manassas Park generally require a written request or visit to their office to initiate service.

Trash Removal: Contact your neighbor or Homeowner's Association for local trash service contractors.

Cable TV: Contact the cable company in your area. **Phone Service:** Contact Verizon

Rental Payments: Unless otherwise specified in your lease, your rent is due and payable on the FIRST day of each month. Payments are to be made payable to and mailed to Professional Property Management of Northern Virginia, 5105K Backlick Road, Annandale Virginia 22003. If you are in a roommate situation, please be aware that rent payments should be in the form of one check. In all cases, please put your property number on your rent check.

Terminating Lease: When terminating a lease, notification must be made in writing at lease sixty (60) days in advance of your move-out date, and must be received on or prior to the first of any given month, and occupancy must end the last day of the second month. If it is received after the first, you will be held responsible for the extra 30/31 days of the following month. In all cases, you will be sent a list of instructions to help guide you through the move-out procedures. In addition, you should review your lease to ensure a smooth transition.

Military Transfer: Unless the lease states differently, a minimum of a 30 day written notice on or before the 1st of the month, and termination of lease will be the last day of the month. Notice must be accompanied by a copy of transfer orders, the final month's rent, and the amount of "liquidated damages" (see Para 23 A, B, & C of your lease)

Lease Break or Skip: You are responsible for rent, utilities, normal tenant maintenance, lawn care (if applicable) and all other lease terms until a new qualified tenant re-occupies the home, or until the end of your lease (if owner is re-renting). In addition, you are responsible for all related costs, i.e. prorated commissions paid to agents to find a replacement tenant. It is in your best interest to communicate with PPM, as we will work with you in every way possible in order to make the transition as smooth as possible and to keep your costs to a minimum.

Eviction: Even though an eviction takes place you are still subject to the terms of the lease after you are evicted. You are responsible for rent, utilities, and all other lease terms until a new qualified tenant re-occupies the home, or until the end of your lease (if owner is re-renting). In addition, you are responsible for all related costs, i.e. prorated commissions paid to agents to find a replacement tenant. In addition, you will be held responsible for all related legal costs.

Tenant Responsibilities: In accordance with your lease, there are certain situations that may arise that would be considered tenant responsibilities. Most of the following are listed in clause #15 of your lease. However, the following are the most common occurrences.

- a) **Drain Clogs:** Tenants are responsible for all drain clogs to include garbage disposal and dishwashers, unless it is due to mechanical failure.
- b) **Broken Glass & Screens:** Torn screens, bent screen frames, broken and cracked glass are tenant responsibilities.
- c) **Lock-Outs:** If they occur during normal business hours call us as we most likely have a key to lend you. If it happens after hours, you will need to contact a locksmith yourself, at your own cost.
- d) **Damage from frozen pipes:** If the damage occurs due to your not winterizing the exterior pipes or any other negligence, the cost of the plumbing bill and the cosmetic repairs are tenant responsibility. Please review "Cold Weather Procedures".
- e) **Water on Bathroom Floors:** If damage occurs from a leak due to water spilled on bath floors, or overflowing fixtures, the tenant will be responsible for all repair costs.
- f) **Exterior Drains:** If you have exterior stairwells leading to basements or open window wells, please make sure to keep them free of leaves and other yard debris. Otherwise the drain at the bottom of the steps, and the window wells clog up with silt and allow water to infiltrate the home. The tenant would be responsible for any damages that occur due to water infiltration.

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Inspection Report : You will receive a copy of your move in inspection. You should review it, do your own inspection by checking the entire home, appliances, and systems, and report any discrepancies within 7 days of the start of your lease. Make 2 lists: One for requested repairs and the other for additional items to be added to your inspection report.

Water Heater : Run the hot water in a sink. The water should not burn you. FYI – Raising the temperature will not provide more hot water, just hotter water. Check surrounding pipes once in a while for leaks. Do not store flammable items within 6 feet of unit.

HVAC and Filter : Change or clean once each month. It will bring down utility bills and adds life to the furnace. Not changing the filter can cause the system to fail. Take care in removing/replacing HVAC panels, they have cutoff switches built in. Vacuum the air return and supply vents. It will cut down on dust in your home and in the HVAC system.

Humidifier : Turn on humidistat when heat is turned on. Make sure water feed pep-cock is turned on at the same time. Filter should be cleaned twice each season if appropriate. Turn off humidistat when heat is turned off for the season and close pep-cock valve.

Circuit Breakers : When breaker flips make sure to turn all the way off and then back on. Should you have “GFI” breakers (which are outlets with reset switches in the center), typically in bathrooms and kitchens, make sure the GFI is reset before resetting circuit breakers. If you have a partial outage, check all GFI’s and breakers before calling for maintenance.

Main Water Cutoff : Make sure you know the location. It should be shutoff when a pipe leak occurs, and when you will be gone from the home for more than a full day.

Exterior Faucets : Locate interior shutoff valves and shut off when temperatures are freezing or below. Disconnect all hoses from exterior faucets and leave the faucets open. Then use bleeder valve to drain any excess water in the pipe.

Sump Pump : Make sure the plug is secure. If you notice water in the basement always notify us. Some sump pumps help to drain water from exterior stairwells. Keep leaves from accumulating at the bottom of all exterior stairwells.

Cleaning : Never use powdered or abrasive cleansers on any portion of the house. Never use bleach on carpets or wood flooring.

Hardwood floors : Use Murphy’s Oil Soap as a cleaner or ¼ cup white vinegar to 1 cup water and damp mop only. If paste wax has been used before, then you will need to use it as well. Use protector pads on furniture legs. Take care not to use “Carpet Mode” when vacuuming. Properly protect wood floors from potted plants.

Vinyl & Ceramic : Most Vinyl & Ceramic floors only need to be damp mopped. Use a specified grout cleaner on Ceramic floors.

Stove/Oven : NEVER use oven cleaner in self-cleaning ovens, or on any stove control panels! Drip pans, oven racks, and burners can go in dishwasher for cleaning. (Please do not clean these items in a self cleaning oven) Check to see if your stovetop lifts up for easy cleaning.

Garbage Disposal : DO NOT place bones, wood, paper, metal, silver ware, or any other non-soft food item in the disposal. Throw a cut up lemon in it once in a while to freshen. If it jams, and you hear a humming noise, turn it off and then use the Allen key that fits in the slot at the bottom. Turn it counter clockwise a few turns and try it again. If you don’t hear the humming noise, try pressing the reset button (usually on side or bottom). Then try it again. Remember that if you clog it, you pay for the repair.

Dishwasher : ALWAYS pre rinse dishes before loading into dishwasher. Your dishwasher is exactly that and not a garbage disposal. If you don’t, it will eventually clog the vent that comes out near your kitchen sink. **Always run the garbage disposal before starting the dishwasher.** Keep the inside door lip and seal clean. Never use detergent not designed for automatic dishwashers.

Refrigerator : NEVER turn off and leave doors closed. If it has rollers, pull out and clean back and underneath. If you have an icemaker, be careful not to stretch water line. Remove grill from front at bottom and vacuum the dust. Keep inside lip and seal clean.

Fireplaces : Make sure damper is open prior to lighting. When disposing of ashes, make sure you use a metal container with a lid. Ashes can burn for days after a fire appears to burn out. Never burn pine wood, pressure treated wood, magazines, or any other shiny paper. Always make sure only seasoned hardwoods are used. Have chimney cleaned after each season. Make sure to close screen or glass doors when a fire is burning. Do not store firewood in house and never closer than 3 feet away from house. For gas fireplaces, turn gas key to off position for summer months.

Window Treatments & Carpets : If you remove any window treatments or carpets to install your own, please remember that you must reinstall them when you vacate.

Barbecue Grills : Keep barbecue grills away from sides of home to prevent damage to siding, deck rails and low lying tree branches. If it is a charcoal grill make sure burning coals or ashes do not fall out of bottom of grill.

Pictures & Wall/Plant Hangers : Please **do not** use adhesive hangers, or molly bolts. We recommend picture hooks, or small nails.

Emergency Maintenance Calls : What constitutes an emergency? **** No heat from October 15th to May 15th ** Electrical Sparking ** Severe leaks or flooding ** Fallen trees if damage is done ** Gas leak **.** No air conditioning is NOT an emergency. During any emergency **Always** consider safety first. If you smell gas, call Washington Gas first, and then notify us. If you have electrical sparking, turn main breakers off, and then call us. If there is a leak, turn main water valve off first, and then call us. Being locked out is not an emergency. You must call and pay for a locksmith yourself or wait until the next business day to get a spare key from this office.

Routine Maintenance Calls : Please call 703.642.3010. We are open Mon – Fri 9Am to 5PM. After hours you can call and leave a message. Please remember that we do not have maintenance “employees”. All work is contracted to independent contractors. Therefore, we **CANNOT** dictate their schedules. When they call you, you need to work directly with them to make appointments, or you can arrange for them to pick up a key from you or from our office.

Report all maintenance problems as soon as they occur. Do not wait until they become an emergency.

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