

Tenant Handbook

Below we have put together some general guidelines to address many common issues and questions that tenants have and to help you as a tenant to have the most positive experience in your home. Please keep in mind that these are generalities and may not apply to your specific lease or property in certain circumstances, or at all. If there is ever a question or discrepancy between this handbook and your lease, your lease will take priority.

Rental Payment

Unless otherwise specified in your lease, your rent is due on the first day of each month. This is the date that your payment must be received by Total Property Solutions. Your lease will typically provide you with a 5 day grace period. If your rent is received within this grace period (on or before the fifth of the month), it is considered late but you will not be assessed a late fee. After the fifth of the month, you will be automatically assessed a late fee which is typically a percentage of the unpaid rental installment, the amount of which is specified in your lease.

Payments can be made in any of the following ways:

1. US Mail: Total Property Solutions, LLC – you should plan on mailing your check 5 days prior to the first.
2. You can set up automatic payments through your bank to be deposited directly into our account. Please let us know if this is your intention and we can provide you with the necessary deposit information.
3. You can pay online through our website www.totalpropertysolutionsva.com

Please remember to reference your name and address on all payments so that they will be properly credited to your account.

Lease End

Prior to the end of your lease, (your lease usually specifies 30 or 60 days) we will contact you to determine whether your lease will be allowed to terminate, will be renewed, or will continue on a month-to-month basis. If either you or we decide that your lease will terminate, you must plan to be completely moved out prior to the termination date. You are also responsible for paying all rental installments including the final month's rent. Your security deposit cannot be applied to any rental payment.

Early Termination of Lease

Generally, except as provided by the Servicemember's Civil Relief Act, you cannot terminate your lease prior to the termination date specified in the lease. If you find that you must leave the property early for whatever reason, we will work with you to find a new, qualified tenant to replace you. However, you would be responsible for any costs of finding a replacement tenant, and, until such a tenant was found, you would be responsible for all rent, utility and maintenance costs and other obligations specified in your lease.

Military Transfer

Typically if you are in the military and receive transfer orders to a station more than 35 miles away you may terminate the lease early by giving a minimum of a 30 day written notice on or before the 1st of the month. The lease will terminate on the last day of the month. Notice must be accompanied by a copy of transfer orders and the final month's rent.

Tenant Responsibilities

Unless otherwise specified in your lease, you are generally responsible for the following occurrences and would be responsible for the costs of correction or repair.

1. **Damage:** You are responsible for the costs to repair any damage that your or any guest of yours may cause to the property beyond normal wear and tear.
2. **Reporting:** You are responsible for reporting at the earliest possible time to Total Property Solutions any damage to the property, whether caused by you or not, any mechanical failures of any appliance or fixture, or anything that could develop into a problem or hazard. In the event of an emergency, you should call us right away. For less urgent matters, you may call or report it on our website.
3. **Drain Clogs:** You are responsible for clearing, or paying a licensed contractor to clear, all drain stoppages, including dishwashers, floor and exterior drains.
4. **Lock-Outs:** You are responsible for the keys to your property. If you are locked out or lose your key, you may call us during normal business hours and we should be able to lend you a key, or if someone is available, for a small fee they could meet you at your property, otherwise, you would need to hire a locksmith at your own cost. Remember, if you change the locks, we must be provided with a key immediately.
5. **Household Pests –** You are responsible for the prevention and elimination of pests including fleas, roaches, silverfish, ants, crickets and rodents. The best prevention is to maintain your property in a clean and sanitary condition and regularly and promptly removing any garbage or waste from the property and depositing it in sealed trash receptacles away from the house.

Common Items and Their Care

Electricity – if you lose power in the entire house, check the main breaker in your circuit panel, but it is typically a power outage and you should contact your electric company. If only some of the lights or outlets are not working, check the circuit panel for a tripped breaker. If one of the outlets that is not working is a GFI, you should try pushing the reset button.

Water – If you plan to be away from the property for a period of time (more than 2 days) you should turn off the main water valve. If you have a pipe burst, turn off the main water valve immediately and contact us.

Exterior hose bibs - All hose bibs should be turned off from inside and drained, or otherwise winterized prior to thanksgiving.

Walls – never use tape or adhesives on walls. To hang pictures always use picture hangers or small nails.

Dishwasher – Always pre-rinse dishes before loading into dishwasher. Never use soap not specifically labeled for automatic dishwashers.

Garbage Disposal – Do not place bones, wood, paper, metal or any other non-soft food item in the disposal. Always run the water while using the disposal. 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, turn it off and try pressing the reset button.

Fireplaces - Make sure damper is open prior to lighting. Never burn anything but seasoned hardwood or other product specifically labeled for fireplaces. Make sure the screen or doors are closed while fire is burning. Ashes can be "hot" for several days. Always dispose of them in a metal container and never dump in the trash or on a flammable surface. Never store firewood inside or against the house.

Barbecues – Always keep them away from the house and use according to manufacturer instructions.

Cleaning – General Guidelines

1. Never use powdered or abrasive cleansers.
2. Never use bleach on carpets or wood flooring.
3. Hardwood floors: Use a cleaner specifically designed and marked for hardwood floors and damp mop only. Use protector pads on furniture legs to prevent scratches.
4. Stove/Oven: NEVER use oven cleaner in self-cleaning ovens, or anywhere other than the oven box. If your stovetop lifts make sure to clean underneath.

In the event of an emergency, you can call us 24 hours a day at _____

The following would be considered an emergency:

1. The heat does not work and the outside temperature is expected to be below 60 degrees – check the circuit breaker and thermostat and then call
2. Electrical sparking or burning smell – Turn off electric breakers and then call
3. Broken water pipes or other severe water leak – Turn off main water valve and then call
4. Gas Leak – If you smell gas, get out of the house immediately and contact the gas company
5. Anything causing severe damage to the house.
6. Break-in – Call 911

The following are **not emergencies** that should be reported by phone during normal business hours or at any time on the website:

1. Being locked out. – You should contact a locksmith after hours
2. Air Conditioning not working
3. Neighbors making loud noise – you can call the police

Specific information for your property at _____

This is a list of the local utility companies and other points of contact

1. Electric Company: Delmarva Power
2. Water Company: Fairfax Water
3. Gas Company: Washington Gas
4. Trash Collection: Various -

At move-in you should know the location and operation of the following items:

1. Circuit breaker panel - Location _____
2. Main Water Shut-off – Location _____
3. Sump Pump – Location _____

You are responsible for the following regular maintenance and upkeep items:

1. Change Furnace filter every 60 days. Filter size ____X____ - Use pleated filter
2. Clean Dryer filter at every use
3. Clean stove exhaust filter every 60 days
4. Clean behind and under refrigerator every 90 days
5. Have chimney cleaned every year
6. Mow Lawn – Grass should be kept between 2 1/2 inches and 4 inches
7. Rake Leaves – Leaves should be completely removed from lawn prior to 15 December
8. Shovel Snow – sidewalks in front of your house should be clear of snow within 24 hours after the snow stops falling.