

# RESIDENT HANDBOOK



Fredericksburg  
Area Rentals  
& PROPERTY MANAGEMENT



***PLEASE KEEP THIS HANDBOOK IN A  
SAFE PLACE FOR REFERENCE***

*January 2013*



## **OUR PERSONAL MESSAGE TO YOU...**

Congratulations on the selection of your new home. Welcome to the Fredericksburg area and to your association with Fredericksburg Area Rentals and Property Management.

We want to make your association with our firm a pleasant experience and hope you will look to us for all your real estate needs.

As professional property managers, we have obligations to both you, as the resident/tenant, and to the property owner. This handbook, **which is part of your lease**, outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Please read the lease agreement which you have signed with us, as it is a legal document and is binding to all parties who have signed it. Your security deposit indicates your good faith to abide by all covenants of the lease agreement. If good faith is not used, the deposit will be used to reimburse the owner for any loss suffered. If the deposit is inadequate to cover the loss, you will be billed for the balance.

Your safety is very important to us. A smoke detector has been provided. Please do not remove the batteries except to change them. A smoke detector without a battery will not help you in a true emergency. Please check the detector at least once a month to be sure the detector has a working battery.

Should you decide to purchase a home and are unclear of how to proceed with your proposed purchase, call our office and we can help you locate a realtor who is experienced in the area and price range you desire.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

## **I. GENERAL RULES AND REGULATIONS**

**A. PART OF YOUR LEASE** – This Resident Handbook is part of your lease and is legally binding on both parties.

**B. THE PROPERTY** – You have leased a home...think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the property owner and you are expected to care for and maintain the premises.



**C. RENTAL PAYMENTS** – All rents are due and payable in advance on the **first day of the month**. Monthly bills will not be sent. Payment should be in the form of a check, money order or certified funds and made payable to Fredericksburg Area Rentals & PM and can be mailed to:

**Fredericksburg Area Rentals  
and  
Property Management  
10601 Courthouse Road  
Fredericksburg, VA 22407**

**We do not accept cash and we can not accept post-dated checks.**

Please mail or deliver your payment to the above address. Write your address on your payment to assure proper credit. You may pay in person seven days a week: Monday through Friday from 9:00am to 7:00pm, Saturday from 9:00am to 5:00pm and Sunday from 10:00am to 5:00pm.

Rents remaining unpaid after the 5<sup>th</sup> of the month are delinquent and are subject to the late fees stated in your lease agreement. Late **notices** will be sent along with a 5-day Pay or Vacate Notice. This will not end you lease obligation. After the 5 days court papers can be issued and a hearing will be scheduled.



**D. PHONE NUMBER** – All residents are required to have telephone accessibility and to provide our office with their home and work

phone numbers. Please be sure to notify us when you change home or work numbers. Even unlisted numbers must be provided.

You may send it to us via fax at (540) 898-5390 or email to: [cfbutler3600@yahoo.com](mailto:cfbutler3600@yahoo.com) .

**E. RETURNED CHECKS** – The amount of any NSF checks plus the returned check charge of \$50.00 must be paid in certified funds or a money order within 24 hours of notification or legal action maybe taken without further notice. After a personal check is returned for insufficient funds, you will required to pay either with a money order or certified funds for the balance of your tenancy. If your NSF check makes your rental payment late, the late fee as stated in your lease will also be due and payable in addition to any NSF fee. All amounts due must be paid in full at the time of notification.

**F. DEFAULT OF RENTAL PAYMENT** – If your rental payment is not paid in full by the 5<sup>th</sup> day of the month in which it is due, be advised that the eviction process may begin. You will be responsible for all attorney and legal fees as well as any court and collection fees incurred in our efforts to collect the rent monies due. Any and all charges unpaid by the end of the month in which they are charged may be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped. If your rental payments are late more than twice in a 12 month period, your lease agreement may not be renewed.

**G. EARLY TERMINATION POLICY** – From time to time it becomes necessary for a tenant to break the lease early. If you are not an active member of the United States Military, the following conditions must be met to terminate the lease early. **Early termination does not relieve you of your lease obligation.**

1. A 30-day written notice must be received in our office. Notice must be at the end of one rental period for the end of the following rental period.
2. A sign and lockbox will be placed on the property when you have provided contact information and the property then can be shown by agents. The tenant must keep the house neat and clean and allow showings at reasonable times with reasonable notice. Tenant must also maintain the yard.
3. The tenant is responsible for paying the leasing fee to market the property. This fee is one month's rent. Rent and utilities are also tenant responsibility until property is rented again.

**ALL OTHER TERMS AND PROVISIONS OF YOUR LEASE MUST ALSO BE MET.**



**H. KEYS AND LOCKS** – Alterations or replacements of locks, installations of additional locks, door knockers, mirrors or other attachments to the interior or exterior of doors requires Property Owner's approval. If you are locked out of your property and require the use of a locksmith, you may not re-key or replace the property locks. You may have the locksmith make duplicate keys for the current lockset only. We must retain keys to each lock on the property. If it is determined that you have changed the locks, we may re-key these locks at any time in the event access is denied and charge the cost to you. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to us upon vacating the premises. If you are locked out during office hours, an authorized resident with proper ID may borrow a key from us provided we have one. There will be a \$25.00 charge for any borrowed key that is not returned to our office within 24 hours.



**I. TRASH, GARBAGE, & RECYCLING** – All garbage, trash and recycling materials must be placed in appropriate containers (management does not provide these). All containers are to be discretely stored. The residents are required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on trash pick up days. Any recycling items collected must be property contained and discretely stored. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time.



**J. DISTURBANCES, NOISE AND NUISANCE** – All tenants, residents, and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or any one passing by. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is cause for eviction. This type of activity includes loud or lewd music and vulgar or profane language. If music or other sound can be heard outside the perimeter of the leased premises, it is considered too loud.





**K. MOVE-IN/MOVE-OUT CHECKLISTS** – Included in this move-in packet is a Residential Inspection Report. We are providing this form for you to note the condition of the premises, listing all defective items. Please sign your name, date it and return to us within 5 days of taking occupancy of your new rental property. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, the leased premises will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure.

**L. PERIODIC PROPERTY INSPECTIONS** – As part of our agreement with the property owner, we may at any time conduct a routine inspection on the condition of the property. You will be notified of any problems, and given 14 days to remedy them. Any breach not corrected will be addressed per your lease.



**M. PARKING AND VEHICLES** – All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. There will be no parking on lawns, sidewalks and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs such as changing a tire) are allowed at any time. No oil or fluid stains are allowed on the garage floor, driveways, walkways or any other area of the property.



**N. GUESTS** - Any person or persons staying more than three weeks each calendar quarter will be considered residents for the purposes of your lease agreement unless prior written permission is obtained from the Property Owner. Only those persons listed on the Rental Lease have permission to occupy the premises. You will be responsible for the behavior of your guests and invitees. All portions of this handbook and your lease agreement apply to your guests.



**O. EMERGENCY MAINTENANCE/REPAIRS** – An emergency is when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency during office hours, contact our main office number at **(540) 898-3316**. To report an emergency after office hours, call **(540) 424-9540** and leave a message. Be sure to report the specific emergency and **include your telephone number and property address in your message**. If the emergency involves a fire or similar emergency, please notify the proper authorities at **911** before calling.



**P. INSURANCE** – It is required that you have tenant's/renter's insurance. A copy of the declarations page of your policy is to be given to us during the first month of your residency. Please notify your insurance company that Fredericksburg Area Rentals and Property Management is the property manager/property owner's agent and must be notified of any change in your policy status.



**Q. PETS** – No pets, animals, snakes, or birds, etc. of any kind are allowed on the premises unless you have prior written permission and have paid the pet deposit. You will be charged for deodorizing and for spraying for fleas and/or repair of any damage caused by your pet. You are responsible for your pet at all times. Having a pet in a rental property is a privilege and may be revoked at any time without terminating your lease agreement.



**R. VIDEO/TELEVISION/SATELLITE DISH** – You are not allowed to make any additional auxiliary video/telecommunication or satellite installation at the property without prior written permission. If you wish to make such an installation, please request in writing to the office.

**S. HOMEOWNER'S ASSOCIATION** – You are responsible for abiding by all Homeowner Association rules and regulation, if applicable, for the community in which the property is located. Any violation caused by the Resident or their guests that results in

a monetary penalty to the Owner will be your responsibility. These fines will be due and payable upon notice to you and if left unpaid at the end of the month will be considered additional rent. A copy of the rules and regulations, if applicable, may be obtained through the Home Owner's Association.

## **II. WHEN YOU FIRST MOVE IN**

- A. GET TO KNOW YOUR PROPERTY** - when you first move in, locate the breaker box and note the location of the ground fault circuit breaker. Also locate the water shut off valve for the property as well as the gas shut off if the property has gas service. The water shut off is usually in the front yard near the house, often close to a front spigot. The gas shut off is usually at the gas meter on the exterior of the house. If these shut offs have been covered over, contact Management so they can be properly marked. Also locate the water shut off for the hot water heater and shut offs under the sinks and toilets. Locating these items now may eliminate damage later.
- B. PUT THIS HANDBOOK WHERE YOU CAN FIND IT** - Near the phone works well for most people. Before calling, see if the answer to your question is in this handbook.

## **III. IN AND AROUND THE HOUSE**

- A. COUNTRY LIVING** - We live in a beautiful area with a moist climate in the summer and a dry climate in the winter. It is important to keep the vents in the crawl spaces under the floor open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. Watch for puddles of water that do not go away around the perimeter of the house. They are often a sign of a water problem underneath. For slab homes, be careful that the grass, dirt, flower bed or other coverings do not go up the wall over the level of the slab. Keep the perimeter of the house clear of all matter. This includes fallen leaves in the fall. Stack wood away from the exterior walls and off of any wood deck flooring to prevent water damage or termite infestation. Use a wood rack or keep on a concrete slab and cover the wood to repel moisture. Report any suspected water problem to us. Failure to report this may result in financial responsibility to you.





**B. HEAT/AC UNITS AND SMOKE DETECTORS** –You are responsible for changing the heat/AC filters monthly. Failure to do so may cause the equipment to malfunction. Should this occur it would become your financial responsibility for the repair. Also, keep the air returns clear and do not block with any furniture, etc. You will need to test the batteries for the smoke detectors at least monthly. Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not feel as warm in the winter. Heat pumps are designed for the temperature to be set and then left alone. The air runs over the heating or cooling element and then gradually warms or cools to the desired temperature. During extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire. When the heat index is high, the heat pump may not lower the inside temperature more than about 10 degrees below the extreme heat. You should close window coverings, keep doors closed, do not run hot appliances (oven, etc.) and take all other precautions given by public authorities. Do not set the thermostat at a low temperature when the outside temperature is over 95 degrees. If the equipment cools too dramatically, moisture will freeze on the exterior of the unit and the equipment will freeze up and not produce any cool air. If water drips from the inside it is usually due to a clogged condensation drain line. If the line becomes clogged or frozen, turn off the unit and clear the drain line or allow the equipment to defrost.



**C. CIRCUIT BREAKERS/FUSES** – Circuit breakers move slightly when triggered. I may appear to be ON when it has popped OFF. To reset, turn the breaker to the OFF position then back to ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sinks, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI's are located at the breaker box and are marked with a red or yellow button. Many homes have the circuits at the plug or outlet. When these pop, simply reset the breaker as outlined above or per the instructions on the outlet cover. Older homes may have a fuse box – either in the basement or on the exterior. Be sure to have a flashlight near the fuse box and keep an extra supply of the appropriate size fuses near the box for replacement.



**D. EXTERMINATION** – Please report any pest problem within 5 days of possession of the premises. If not reported in writing, it is agreed that the premises has no infestation of any kind. Any future infestation of any kind will be your responsibility. Ants may appear in extremely dry weather conditions. You can place “ant stakes” around the perimeter of the property. Roaches and water bugs can be treated with container applications from the hardware or grocery store. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. We assume **NO** responsibility for the control of roaches, mice, ants, fleas, or other pests. Please report if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e. ants and wasps building nests in the air conditioning unit as this can damage the unit).



**F. GUTTERS** – You are responsible for cleaning the gutters on the premises on a regular basis. This may need to be done several times a month during the fall. Clogged gutters can cause water to back up under the eaves and leak into the property. If a roof leak is found to be caused by a clogged gutter, the cost of the repair is tenant responsibility.

#### **IV. MAINTENANCE, DAMAGE AND REPAIR**

**You are expected to maintain the home and keep it in as good condition as when you took possession. Only repairs required because of normal wear and tear will be provided by us and/or the property owner. You will be charged for repairs caused by tenant’s misuse or neglect.**



**A. REPORT MAINTENANCE** – Work request must be in writing. Please be specific about the problem. Write clearly, legibly, and include your daytime phone number. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Management.

You may fax your repair requests to (540) 898-5390 or email to [cfbutler3600@yahoo.com](mailto:cfbutler3600@yahoo.com) .



**B. WHO DOES WHAT** – All breakdowns, mechanical system failures and structural defects must be reported to management immediately. If an urgent repair is needed such as the hot water heater is leaking, YOU are responsible to stop further damage from occurring if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker servicing that area until the repairman arrives. Once management have been notified, necessary repairs will be performed within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

**Some examples** of maintenance you are expected to do at your own expense are replace light bulbs; replace torn or damaged screens; replace or repair cabinet latches, knobs or handles; re-light gas furnace or hot water heaters; treat for lawn pests; keep flower beds weeded and edged; and replace batteries in smoke detectors.

Examples of repairs at no expense to you are repairs to the heat/AC system from normal use, replace heating elements from hot water tanks from normal use, repair roof leak, repair or replace any part of the plumbing which fails from normal use, replace broken electrical components, repair/replace rotted wood and treat for termites.

Examples of repair for which tenant will be held responsible are repairing burst water lines when caused by no heat in the property, any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking, or any other unusual or unreasonable use, damage to fences, outside walls, shrubbery, trees or plantings.

**C. UNAUTHORIZED REPAIRS** – Please do not make any repairs or authorize any maintenance without prior written permission. All repairs must be authorized by the property owner. Per the Virginia Residential Landlord Tenant Act rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.



**D. LAWN & GROUNDS MAINTENANCE** - You are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession. This care includes regularly cutting the grass, trimming shrubs, edging all walkways, curbs and driveways, and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves and side of house. You are required to report any condition which can cause damage to the grounds and to treat lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flower beds must be kept free of weeds, grass, etc. **DO NOT LEAVE HOSES CONNECTED TO THE EXTERIOR FAUCETS DURING WINTER MONTHS.**

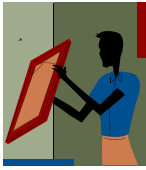


**E. LIGHT BULBS** - At move-in, all light fixtures will be equipped with proper light bulbs. All burned out light bulbs are to be replaced during your residency (including flood lights). Upon move-out, all lights must be equipped with the proper number and kind of bulbs. All decorative bulbs must match.



**F. PLUMBING/SEPTIC SYSTEMS** - You are responsible for keeping all sinks, lavatories, and toilets open. Do not allow anyone to throw anything into the plumbing system or use for any purpose other than what is was designed for. Do not flush feminine products, disposable diapers or wipes. You will be responsible for any damage or stoppage after 5 days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged after this date, you are responsible for calling a licensed plumber to clear or repair the plumbing at your own expense. No reimbursement will be made for charges not approved by us.

**G. WATERBEDS** - You will be responsible for ANY damage caused by a waterbed.



**H. WALLS AND CEILINGS** – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred upon vacating. All walls, baseboards, and trim must be washed before vacating. If you are a smoker, you are responsible for all smoke residue and damage which may include but not be limited to, replacement of window blinds, draperies, and light fixture covers.



**I. VINYL FLOORS/HARDWOOD FLOORS** – With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times per year. Do not use gas, benzene, turpentine or waxes containing these solvents. Rubber heel marks can be easily removed with the proper product. Do not apply varnish, lacquer, or shellac to the floor. You will be responsible for damage done by using improper cleaning methods or broken tiles and torn floor coverings.



**J. CARPET CARE** – Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and keep the pile upright. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A copy of the cleaning company's bill is required at the time of check-out. Please check with us before move-out for a list of acceptable cleaning companies.





**K. STOVES** – If the oven or broiler will not turn off, check the timer on the stove. Be careful when cleaning the oven so that the oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. If you have a glass top range, please wipe up spills immediately and clean with the proper product. If left on, spills will damage the cooktop. You will be charged for damage to an appliance caused by improper use, cleaning, maintenance or lack of maintenance.



**L. DISHWASHERS** – Use at least once a week. The appliance seals may dry and the motor may be damaged by long period of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Please rinse heavily soiled items prior to placing in dishwasher. This will prevent system clogs which may be tenant responsibility.



**M. GARBAGE DISPOSALS** – Garbage disposals are not for bones, greasy items, meat or any other coarse, fibrous material. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade counterclockwise with a broom handle or allen wrench. Reset the circuit breaker on the bottom or side of the disposal – usually a small red or yellow button. If the unit turns easily but not with power, call the office for service. Almost all disposal jams can be avoided by keeping inappropriate items out of the appliance. If unit jams after the initial 5 day move in period, it is tenant responsibility to repair.



**N. WASHER/DRYER HOOK-UPS** – When you install your washer and dryer it is a good time to check your hoses and washers to eliminate leaks. Please do not leave units operating while

unattended. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply.



## **V. MOVING OUT**

**You will need to verify your move-out date at least 30 days prior to your stated lease expiration date. Notice must be given from the end of one rental period to the end of the next rental period. If no notice is given, your lease will continue on a month to month basis until notice is given by either party.**



**A. MARKETING DURING THE NOTICE PERIOD** – The property may be listed for re-leasing or possibly for sale. The most probable showing hours are between 9:00am and 8:00 pm. The property must be available and in good showing condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. Your contact number will be called prior to showing. Extra effort is expected in keeping the house and yard neat and clean during marketing.

Minimum showing conditions are .....

1. All bed are made and rooms are neat.
2. Floors are recently vacuumed, clutter free, no piles of dirty clothes.
3. Kitchen and baths are clean, sinks are clean and empty.
4. Walls are cleaned and unmarred.
5. Dogs are out of the way, litter boxes are clean and odor free.
6. TV is off or volume is low so as not to be intrusive.
7. Yard is mowed, trimmed, and in good condition.
8. Blinds/curtains are open and home is well lit (when possible).

**The better a home shows, the more likely it will rent quickly. The faster a new tenant is found, the less you will be bothered by showings. A home that shows well benefits everyone!**

**B. THE MOVE-OUT/CHECK-OUT** – The Virginia Residential Landlord Tenant Act allows that you may be present at the check out inspection. You must notify us that you wish to be present and we will schedule the inspection within 72 hours of the day you return the keys to our office. (Inspections are not done on weekends) If you do not want to be present or fail to show up at the scheduled time, our inspection report will be final. You may not be allowed back in the property to correct any defects.

1. Inspections are made from 9:00 am to 3:00 pm Monday through Friday. Please do not plan on an inspection being made on weekends or holidays. The inspection may take 30 to 45 minutes depending on the property.
2. Inspections are made only after you have completely vacated and the premises are cleaned, carpets are professionally cleaned and dry, yard is mowed and edged, all trash is removed, shrubs are trimmed, and you are ready to turn over keys.
3. A room by room check will be made including interior, exterior, yard, garages, out-buildings, appliances, window, curtains, blinds, etc.
4. The Check-Out Cleaning Checklist is a cleaning guideline. Upon receipt of your written notice to vacate, another copy will be sent to you. Most tenants who use these guidelines receive their entire security deposit back.

**C. RETURN OF SECURITY DEPOSIT – THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH’S RENT!**

Your security deposit will be refunded with 45 days from the date you return the property keys.

The following are the requirements for a full refund of your deposit:

1. You have left the premises clean and undamaged and followed the check-out procedures.
2. All the walls are clean and unmarred. (Homes are NOT painted between tenants).
3. Have paid all charges and rents due.
4. Have removed all debris, rubbish, and discarded all items from the premises.

5. Have provided a forwarding residence address and telephone number. No work addresses will be accepted.
6. Have an acceptable move-out/check-out inspection report.

**7. SHOW PROOF OF FINAL PAID UTILITY BILLS.**

8. Rent will continue to accrue until keys are turned into Management office.
9. One check will be issued naming all parties as listed in the lease for the return of a Security Deposit.



## **CHECK-OUT CLEANING CHECKLIST**

**In order to refund your security deposit, the property must be left clean. The following is a guide to the type of cleaning we expect to be done. In preparing to move, be sure to allow enough time to do a thorough cleaning job.**

### **WALLS AND CEILINGS:**

Remove all nails, hooks, and tacks. Patch holes NEATLY. Repair any damage. Smudges can often be washed off walls or cleaned using a "Magic Eraser".

### **CARPETS:**

Carpets must be professionally cleaned and a copy of the receipt provided to Management. If there have been animals in the property, the carpets must also be deodorized.

### **FLEAS:**

If there have been animals in the property, you must have a professional exterminator treat for fleas. A copy of the receipt must be provided to Management.

### **WINDOWS:**

Windows should be washed inside and out, if they can be reached safely.

### **SCREENS:**

Screens are to be replaced on appropriate windows after cleaning.

### **FURNACE:**

Furnace closet should be cleaned and furnace filter changed. Clean all return air grills.

### **FIREPLACE AND CHIMNEY:**

Chimneys must be professionally cleaned and a copy of the receipt provided to Management. Leave any fireplace equipment provided with the property. Remove all firewood and kindling.

### **FIXTURES:**

Vacuum and wipe all wall fixtures, window sills, and drapery rods. Wash all light fixtures and leave working light bulbs.

**SEE NEXT PAGE FOR MORE**



**KITCHEN:**

All countertops washed and rinsed.

All grease removed from walls.

Woodwork washed and rinsed.

Stovetop and burners cleaned of all grease, stains, and food.

Replace drip pans if necessary.

Oven and broiler cleaned. Do not use oven cleaner on self or continuous cleaning ovens.

Range hood and filter cleaned, top and underneath washed, all grease removed.

Cabinets and drawers washed out. Remove all food, crumbs, etc.

Cabinet and drawer exteriors washed and dried.

Floors mopped and free of dirt, food, sticky spots, etc.

Baseboards washed and dried.

Trash or garbage removed from inside and outside of property.

Wash and dry refrigerator inside and out. If power is cut off, make sure refrigerator doors are left open.

**LIVING ROOM/FAMILY ROOM:**

Carpet edges next to baseboard swept out, carpets cleaned.

Heater vents/return air grills cleaned of dust.

Light switches and plug outlet in place and washed and dried.

Woodwork/baseboards washed and dried.

Drapery rods and blinds washed/dusted

Clean out fireplace. Remove ashes, wood and clean grate/glass doors, protective screen.

**BEDROOMS AND HALLS:**

Carpet edges next to baseboards swept out, carpets cleaned.

Closet doors and shelves washed and dried.

Heater vents/return air grille cleaned of dust.

Light switches and plug outlets in place and washed and dried.

Woodwork/baseboards washed and dried.

Drapery rods and blinds washed/dusted.

Remove all clothes and hangers from closet.

Remove all items from linen/storage closet.

**SEE NEXT PAGE FOR MORE**

**BATHROOMS:**

Toilet, sink and tub washed and dried.  
Polish chrome with soft, dry cloth.  
All tile to be cleaned of dirt, soap residue, etc.  
Grout in the tile to be free of streaks and water spots.  
Mirror washed and free of streaks and water spots.  
Medicine cabinet emptied, shelves, walls, doors washed and dried.  
Floors mopped and free of dirt, debris, etc.  
Shower/tub enclosure washed and soap residue removed. Clean out metal track.

**PATIO, BALCONY, PORCH, FRONT DOOR, AND STEPS:**

Swept and clean. Free of debris, dead plants, spider webs, trash.

**GARAGE, CARPORT AND STORAGE AREA:**

Floors swept and degreased.  
Trash hauled away.  
All items not belonging to the property removed.

**YARD AREA:**

Cut grass, trim, edge yards.  
Shrubs trimmed and neat.  
All yard debris, dead plants, and container plants removed.

**REMOVE ALL TRASH AND DEBRIS FROM PROPERTY**

**THIS LIST IS INTENDED AS A GUIDE ONLY IN HELPING YOU DETERMINE WHAT TYPE OF CLEANING IS EXPECTED. THIS MAY NOT BE A COMPLETE LIST FOR YOUR PARTICULAR PROPERTY. IF YOU HAVE QUESTIONS CONCERNING THE MOVE-OUT CONDITION OF THE PROPERTY, PLEASE CONTACT US PRIOR TO YOUR WALK-THROUGH.**

**PLEASE MAKE SURE YOU TURN IN A FORWARDING ADDRESS TO INSURE PROMPT RETURN OF SECURITY DEPOSITS.**



## **MAINTENANCE EMERGENCIES**

Kitchen fire, leaking water heater, burst water pipe, tree on house, etc.

Resident Responsibility:

- \*Secure from additional damage immediately
- \*Turn off source of water, electricity or gas as needed
- \*Notify Fredericksburg Area Rentals and Property Management – leave message in voice mail or if after hours notify Property Manager at 540-424-9540.
- \*Provide emergency (police, fire, etc.) report to Fredericksburg Area Rentals and Property Management with 5 days of incident
- \*Provide access for insurance and repair people to assess and repair damage
- \*Notify Fredericksburg Area Rentals and Property Management for delays, “no show” appointments and problems with repairs

You should be contacted within 48 hours by the insurance company. They will assess the damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If necessary we will provide repair personnel with a key to the property to expedite the necessary repairs.

After the repairs are complete, we will set up a time to inspect the completed work. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the work. Your help is vital to the process. You are responsible for any loss to the owner to due resident negligence. If the damage was caused by a current resident or guest, please be aware that all charges not covered by insurance will be billed to you.

WE SINCERELY HOPE YOU HAVE ENJOYED YOUR STAY AND WILL COME BACK IN THE FUTURE SHOULD THE NEED ARISE.