Tenant Handbook

This booklet is an addendum to the lease and is designed to answer routine questions about rental property.

Please read Section I prior to signing your lease.
OFFICES

Please contact your property manager at one of the offices listed below for all your property management needs.

MAINTENANCE EMERGENCY HOTLINE: (757) 481-8515

CHURCHLAND / PORTSMOUTH / SUFFOLK
5806 Harbour View Boulevard, Suite 101
Suffolk, VA 23435
(757) 638-9090
Fax: (757) 638-1005

GLOUCESTER
7319 Martin Street, Suite 3
Gloucester, VA 23061
(804) 695-2512
Fax: (804) 695-1757

GREENBRIER
701 Greenbrier Parkway
Chesapeake, VA 23320
(757) 420-0071
Fax: (757) 420-1074

HAMPTON
2306 Cunningham Drive
Hampton, VA 23666
(757) 595-7350
Fax: (757) 599-6379

STRAWBRIDGE
2117 General Booth Boulevard
Virginia Beach, VA 23454
(757) 821-1130
Fax: (757) 821-1139

VIRGINIA BEACH / BEACH (Vacation Rentals/Property Mngmt.)
600 22nd Street, Suite 101
Virginia Beach, VA 23451
(757) 428-0201
Fax: (757) 491-0751
Toll Free: 1-866-474-8222

WILLIAMSBURG
4135 Ironbound Road
Williamsburg, VA 23188
(757) 645-4930
Fax: (757) 645-4950
Emergency/After Hours: (757) 220-4363
# TABLE OF CONTENTS

## SECTION I

**General Information**

- Office Hours ............... 4
- Emergencies ............... 4
- VRLTA ..................... 4
- Agency ..................... 4
- Rent Payments ............. 4
- Delinquent Rents .......... 5
- NSF Checks ................. 5
- Security Deposits .......... 5
- Insurance ................. 5
- Maintenance ............... 5
- Lease Covenants .......... 5
- Water Conservation ........ 5
- Lockouts ................... 6
- Zero Tolerance ............ 6
- Community Involvement ..... 6

## SECTION II

**Maintenance**

- Purpose .................... 7
- Water Shut Off ............. 7
- Electric Power .............. 7
- Heat/AC ..................... 7
- Appliances .................. 9
- Freezing Weather .......... 10
- Miscellaneous ............. 11

## SECTION III

**Guidelines for a Successful Move-Out**

- Notice Period .............. 13
- Responsibilities ........... 13
- Final Inspection ........... 13

## APPENDIX I

**Utility Company Numbers** .......... 16
SECTION I—GENERAL INFORMATION

Welcome to Berkshire Hathaway HomeServices Towne Realty Property Management and your new home. This booklet is an addendum to the lease and the purpose is to familiarize you with our procedures and answer routine questions about renting residential property. Please read Section I prior to signing your lease.

OFFICE HOURS

MONDAY thru FRIDAY
9:00 am - 5:00 pm
SATURDAY
9:00 am - 1:00 pm
Routine communications should be directed to your property manager during normal business hours. Please call for appointments.

EMERGENCIES

Emergencies consist of such things as no heat or hot water, severe storm damage, main sewer line blockage, ruptured water lines, etc. Please call the 24-hour Maintenance Emergency Hotline to notify duty personnel. All property management offices use an answering service to receive emergency calls after hours, weekends and on holidays. The answering service requires that you provide your name, phone number, address and the nature of your emergency so we can respond promptly. **NOTE:** If you have an emergency that involves fire or criminal acts, please notify the fire department/police **FIRST**, then contact the BERKSHIRE HATHAWAY HOMESERVICES TOWNE REALTY duty Property Manager.

VRLTA

The Virginia Residential Landlord and Tenant Act (VRLTA) became law in 1974; its purpose being to express the rights and obligations of all parties to a rental agreement. We adhere to all provisions of the VRLTA.

AGENCY

In leasing property to you, Berkshire Hathaway HomeServices Towne Realty is acting as agent for the property owner(s). As REALTORS®, however, we are dedicated to dealing fairly with all parties.

RENT PAYMENTS

Rent is due the first day of each month **without deduction or demand.** Payments must be in the form of cashier’s check, money order, or personal check. **Payments are not accepted if drawn on the name of anyone other than a tenant/leasee. CASH IS NOT ACCEPTED.** Rent is to be paid in the form of one payment per household. Multiple individuals renting a single property must remit one full payment for the total rent amount: not two or three checks or money orders. All monies should be made payable to BERKSHIRE HATHAWAY HOMESERVICES TOWNE REALTY and mailed to: 701 Greenbrier Parkway, Chesapeake, VA 23320. Please ensure that the address for which you are paying rent is clearly printed on the check/money order. If you wish to deliver payment in person, you may drive up and drop your rent off in the rent drop slot in the window. **Receipts are not given and payments are not accepted in the Property Management Offices or by sales associates at any other location.**
**DELINQUENT RENT**

If rent is not *received* by the fifth (5th) day of a month, a late fee will be charged to your account and you will receive a legal notice of default. These default notices are serious as they precede legal action and affect credit standings. Once we forward default notices to our attorney, you will be responsible for court costs and attorney fees even if rent and late fees are paid prior to the court date.

**NSF CHECKS**

Checks returned by your bank for any reason incur our claim for late fees, a $50.00 processing charge, interest from the date of the check, a civil penalty of $250.00 and attorney’s fees, if any. *We cannot redeposit returned checks.* You are required to replace returned checks with certified funds for the face amount of the check, plus the charges listed above, immediately upon notification. All receipts will be credited to the NSF charges first and rent last. You will also be required to make all future rent payments with certified funds upon a second occurrence. These are severe, expensive consequences for passing a bad check. Please be sure any check presented for rent or any other payment will clear your bank account. **DON’T BOUNCE A CHECK!!**

**SECURITY DEPOSITS**

Your security deposit is held in an escrow account until the lease is terminated and you surrender possession of the property. **DO NOT CONSIDER YOUR DEPOSIT AS THE FINAL MONTH’S RENT** as it cannot be used as such. In accordance with the VRLTA, security deposit disbursements are processed within 45 days of lease termination. Interest is earned on deposits held longer than thirteen months at rates set forth in VRLTA.

**INSURANCE**

The lease requires you to insure your personal property. Most insurance companies offer a “renter’s or tenant-homeowner” policy at very reasonable rates. **THE OWNER’S INSURANCE PROTECTS THE OWNER’S PROPERTY ONLY.** Your personal effects are not covered by the owner’s insurance. If you are unable to secure insurance coverage through an insurance agent, you may call the Virginia Property Insurance Corporation for assistance at 1-800-899-7973.

**MAINTENANCE**

Routine maintenance/repairs will be performed during normal business hours and you are responsible for arranging access for repair contractors. You may authorize the release of keys to a repair contractor by your Property Manager if you are unavailable during normal business hours.

**LEASE COVENANTS**

Your lease application is part of the lease; therefore, it is essential that you report any changes to that information immediately. We must be advised in writing of any changes in household members, employment, phone numbers, e-mail addresses, vehicles, etc.

**WATER CONSERVATION**

Local city governments often enact ordinances to restrict the use of domestic water during periods of drought. **Knowledge of water restrictions is your responsibility and the owner of the property assumes no liability for non-compliance.**
**LOCK OUTS**

Keys are provided to you when you take possession of the property. Property Managers will not facilitate access in the event of a lock out. If you lose your keys or accidentally get locked out of the property, call a locksmith. Should some emergency require the locks to be changed, we must be furnished a complete set of keys immediately. You must inform your Property Manager of any change to locks and/or keys. Other than emergencies, you are not authorized to change or re-key any lock without written permission from your Property Manager.

**ZERO TOLERANCE**

BERKSHIRE HATHAWAY HOMESERVICES TOWNE REALTY has a policy of Zero Tolerance. Arrest of any Tenant, their family or guests for illegal activity will result in termination of the lease. Residents and other persons on the premises with permission shall not engage in acts or threats of violence including, but not limited to, disturbing the peace and unlawful discharge of firearms. A single violation shall constitute a material non-compliance of the lease which is cause for termination.

**COMMUNITY INVOLVEMENT**

We encourage you to participate in the civic league, neighborhood watch programs or other functions in your community. This will enhance your enjoyment of the area as well as benefit you, your neighbors and Hampton Roads.
SECTION II—MAINTENANCE

PURPOSE
The purpose of this section is to guide you with operation and routine requirements of most common appliances, heating and cooling units, electrical panels and plumbing fixtures. When you experience a problem, refer to the appropriate item to assist you in isolating and describing the circumstances to your Property Manager.

WATER SHUT-OFF
Locate the main water cut-off valve for use in case of emergency. Most properties have a single valve (often located on an exterior wall near the front door, in the garage, utility room, closet or under a sink) which will stop all water from going to the interior water lines. Most fixtures have individual cutoffs to enable you to shut off a leaking toilet, for example, without loss of service responsibility to know the location of these cutoffs and how to use them to prevent excessive water damage to the event of an emergency.

ELECTRIC POWER
Locate the power panel, normally situated on the interior wall opposite the electric meter. In newer properties, you will find circuit breakers in the panel box. These are operated on/off by flipping a switch. To check breakers, turn them off and then on again. Often a tripped breaker will move only slightly and cannot be detected at first glance. There is normally a legend on the inside of the breaker box door indicating which circuits the breakers control. CIRCUIT BREAKERS ARE NOT DESIGNED TO BE USED DAILY OR AS SUBSTITUTE ON/OFF SWITCHES.

GFCI CIRCUITS are included in many homes. GFCI stands for Ground Fault Circuit Interrupter and these breakers function as a safety device to cut power to circuits when an abnormality (such as a short or overload) is detected. These breakers may be identified by a red or yellow button in the circuit breaker box or are otherwise different in appearance from other breakers. Another type of GFCI looks like the typical wall outlet with a test/reset button between the plug-ins. GFCIs may be found in bathrooms, kitchens, garages or utility rooms. Always check the GFCI breaker(s) before requesting maintenance. Covers on exterior outlets should remain closed when not in use. ALL BREAKERS SHOULD REMAIN “ON” DURING TENANCY.

FUSE PANELS are common in older homes and replacement of inoperative fuses is a tenant responsibility. To check a cartridge-type fuse, pull it out and check for ruptures or burns. REPLACE THE HOLDER RIGHT-SIDE-UP. DON’T FORCE THE PRONGS APART. If inserted upside-down, the holder will not operate. You should always keep several spare fuses in the required sizes on hand. Screw-in fuses have a visible wire or red button in the cap which you can check. If the wire is broken/ melted, replace the fuse. If the button is popped, push it in. NEVER REPLACE FUSES WITH SIZES OTHER THAN DESIGNATED.

HEAT/AC

HEAT PUMPS provide both heating and cooling from a single unit. Heat pumps operate efficiently in all but the most extreme temperatures. They also have an auxiliary/emergency back-up system which assures you of heat in the event of a primary system failure. You can use
the back-up system to: a) supplement the heat output of the system when the weather is extremely cold or b) provide emergency heat when a primary system outage occurs.

Should you notice water dripping from the interior portion of the heat pump during air-conditioning season, shut off the unit immediately and call for service. If you live in a two-story property, adjusting the vents to regulate air-flow from winter to summer (since warm air rises) will help you maintain a uniform temperature throughout the house. **You should change heat pump return-air filters monthly as they move large volumes of air.** A new filter will reduce the amount of dust in your home, prevent damage to the heat pump and increase heating and cooling efficiency, thereby lowering your utility costs. **The expense of repairs needed due to clogged filters will be charged to you.**

Heat pumps are most efficient when you select a temperature you find comfortable, fan control on auto and then leave the settings alone. Turning the thermostat up and down uses more energy than simply allowing the unit to regulate a preset temperature. The output from a heat pump (in the heat mode) will only feel lukewarm to you since this air is in the 80° - 90° range, lower than your body temperature. The most reliable way to verify that the heat pump is working properly is to compare the temperature you have selected against the reading on the thermometer. If there is a large disparity between the two, call for service. Do not set the thermostat for temperatures lower than 70° or higher than 84° as this may cause damage to the heat pump system during extreme weather conditions.

**ELECTRIC FURNACES** are operated by the thermostat. Remember to clean or change the filter monthly and do not block the return vents with furniture.

**ELECTRIC BASEBOARD HEAT** is operated by the temperature control located on each unit or on the wall near a room entrance. Never place furniture or other articles in front of the baseboard heaters. As with any electrical device, check fuses and/or breakers first when you experience an outage.

**GAS/OIL** furnaces have an emergency cut-off switch located near the furnace which is often mistaken for a light switch. It normally has a red cover plate. If your furnace fails to operate, check this first. **You control the power circuits for your air serious emergency or are specifically times.**

Some gas furnaces have automatic lighting and no pilot light is required. The gas company technician who connects your service will be able to explain safe and efficient usage of your gas equipment. Some other type gas furnaces have a pilot light which stays lit at all times. Most units have relighting instructions on the furnace itself so that you may safely relight if the pilot goes out. **It is wise to familiarize yourself with the relighting procedure before you have a situation which requires it.**

If you have an oil furnace, your lease may require you to purchase oil from a particular company. Oil may be bought on a “budget plan” which helps ensure that the tank does not run dry since the oil company will automatically fill the tank according to seasonal demands. If you allow the tank to run dry and the feed nozzle becomes clogged, you will be responsible for the expense involved in cleaning/restarting the unit. If your heat is provided with radiators and one or more remain cold, the lines supplying them may need to be bled of trapped air.
CENTRAL AIR CONDITIONING is operated by the thermostat. Ensure that the filters are changed monthly during the cooling season as with heat pumps. Doing so will protect the unit from overload, allow maximum cooling in extreme heat conditions and substantially save on electricity expense. Do not set the desired temperature below 70°. Selecting a lower temperature will not increase cooling capacity and may cause damage to the unit. Remember, an air conditioning unit overloaded to failure provides no cooling at all and repairs can take several days.

WINDOW/WALL UNIT A/Cs require periodic removal and cleaning (by rinsing with water) of the filter, normally located behind the front panel of the unit or in a tray.

APPLIANCES

ELECTRIC STOVES will not operate if circuit breakers are tripped or fuses inoperative. If the oven will not turn on, try the broiler to check the upper element. If neither element comes on, check the timer. If the timer is activated, reset the manual control. A timer that is active will prevent the oven from working. Check the broiler and baking elements for proper heating well before holiday cooking seasons.

SELF-CLEANING OVENS have a safety latch on the top of the door and use extreme heat to clean. Carefully follow instructions on the stove to clean. DO NOT use cleaners of any kind on self cleaning ovens.

CONTINUOUS CLEANING OVENS have a cavity which absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping with a mild soap & water solution. Because the cavity has a limited capacity to absorb grease, it is suggested that you line the bottom of the oven with heavy duty aluminum foil or a shallow drip pan. DO NOT USE OVEN CLEANERS OR OTHER CHEMICALS ON THE CAVITY, AS THEY WILL PERMANENTLY DAMAGE THE OVEN! Damage of this nature could be assessed against your security deposit.

GAS STOVES: Re-light the pilot light according to the manufacturer’s directions. Make sure to clean burner holes if they become clogged. Do not use a toothpick because it can break. If you smell gas, call the gas company.

REFRIGERATORS require little in the way of upkeep; however, you should keep coils and grate free of dust and other debris. The refrigerator MUST be kept running at all times. DO NOT use sharp instruments to defrost a manual type refrigerator. No-frost models will normally shut off for a period of time each day to perform their defrost function controlled by an internal timer. Keep seals/gaskets clean and free of mildew. If you must move the refrigerator at any time, exercise extreme caution to avoid damage to the appliance or the floor for which you would be responsible.

DISHWASHERS must run through a complete cycle at least once a week to keep the seals properly lubricated. Failure to do so may damage the dishwasher and result in leaks for which you would be responsible. Use only dishwasher-type detergents.
WASHER/DRYER connections should be checked periodically to ensure that no leaking is occurring. Dryer filters should be cleaned after each use and the vent hose should be free of kinks or other laundry equipment resulting from misuse or neglect. Always turn off supply valves when away on periods of time. Supply lines are always under pressure and a ruptured hose will cause extensive damage to your personal effects and the property. Renew washing machine water supply hoses at least every five(5) years.

DISPOSALS may jam when foreign objects are allowed into the sink opening. If the disposal fails to operate, follow these steps: a) turn the blades backwards with a broom handle or special wrench (if provided); b) reset the power to the disposal by pressing the reset button found on the body of the disposal; and c) check the circuit breaker. If the unit fails to work after performing these steps, call for service. Be aware that you are responsible for plumbing problems caused by excess grease in the plumbing lines. ALWAYS RUN WATER WHILE USING THE DISPOSAL TO PREVENT BUILD-UP OF PARTICLES IN THE DRAIN LINE. Grinding a tray of ice periodically helps to keep the blades sharp. DO NOT INSERT YOUR HAND INTO THE DISPOSAL OPENING AT ANY TIME FOR ANY REASON.

WATER HEATERS may be gas or electric. If gas, learn to relight the pilot as on a gas furnace. If electric, check to see if you have a water heater control device installed by Virginia Power and learn to recognize what the indicators mean. If the water heater fails to provide any hot water, check the breaker. If the tank is leaking, you should: a) turn off the circuit breaker powering the heater; b) shut off the water supply valve (normally on top of the heater) by turning clockwise, then; c) connect a hose to the drain valve at the bottom of the heater and open the valve to allow the water to drain outside of the property. These steps will minimize water damage to the property and your personal items until a repairman arrives.

FREEZING WEATHER It is a tenant’s responsibility to take precautions during freezing weather to prevent damage to the rental property. Although there is no guarantee that you can keep pipes from being damaged by a hard freeze, we offer these guidelines to minimize the chances that it will happen. It is not unusual to wait for a plumber several days when the weather is extremely cold, so the more precautions you take the better.

1. For exterior well pumps, drain the pump housing. There is normally a drain plug on the bottom which can be removed. Unplug the pump from its power source. Open any exterior faucets connected to the pump.
2. If your house is on a crawl space, ensure that all exterior crawlspace vents are completely closed to the cold outside air.
3. Disconnect all hoses from exterior faucets and cover the faucets with a plastic bag or commercially available faucet covers. If there is a cutoff valve inside the house, turn the water supply off to exterior fixtures and leave the valves open to drain as much as possible.
4. When the outside temperature is 30° or below, leave the interior door open to an unheated utility room. Leave cabinet doors open under sinks to allow warmed air to circulate around the pipes. Leave a small amount of water dripping from all faucets at night. Frozen pipes can sometimes be thawed using a blow dryer.
5. If you are away for any length of time during the winter months, leave heat ON, turn water OFF, open faucets. (NOTE: The water supply cannot be secured if the heating system uses
the city water supply. Examples are Apollo-type systems, radiators and hot water baseboard heat.) Have a friend check your home frequently. It is advisable to give this person a point of contact at Berkshire Hathaway HomeServices Towne Realty Property Management should a problem occur while you are gone. THE COST ASSOCIATED WITH DAMAGE DUE TO FROZEN PIPES COULD BE YOURS.

6. If you experience a frozen water line, turn the water to that line off and report the problem to your Property Manager immediately. Monitor the affected line to ensure that it does not thaw and leak through a rupture.

MISCELLANEOUS

**SMOKE ALARMS** - It is vital that smoke alarms in the property be operational at ALL times. There should be one smoke alarm on each floor of a multi-story home. If you have one or more battery powered smoke batteries on hand and test the units using the month. Hard-wired A/C powered smoke alarms will normally have an indicator light (usually red) to show they have power. This type of alarm may also contain a battery back-up, so again you should familiarize yourself with the type of alarm you have and how to keep it operational. REPORT PROBLEMS OR FAILURES OF SMOKE ALARMS TO YOUR PROPERTY MANAGER IMMEDIATELY.

**CARBON MONOXIDE DETECTORS** are not required by law for units with natural gas or oil furnaces. Please request permission from your Property Manager if you wish to install one.

**NO WAX FLOORS.** Use only products designed for them.

**FIBERGLASS TUBS & SINKS.** Use NON-ABRASIVE CLEANERS ONLY. Use of any abrasive cleanser or pad/sponge will permanently damage the finish and render them impossible to clean thereafter. Damage of this nature would be your responsibility.

**CARPET** should be professionally cleaned as needed to maintain proper appearance and condition. Carpet cleaning prior to the final inspection with proof by receipt is required.

**WALLS.** DO NOT use sticky hangers, molly bolts, contact paper, anchors or any other type of material or device which will cause permanent damage to the walls. Small nails and picture hangers in reasonable quantities are acceptable. DO NOT ATTEMPT TO SPACKLE OR FILL NAIL HOLES.

**STAINLESS STEEL APPLIANCES.** DO NOT USE STEEL WOOL PADS OR HARSH SCOURING POWDERS SUCH AS COMET OR BON-AMi. These will scratch the stainless steel surface. It is best to use a soft rag using soap and water or specially formulated stainless steel cleaners found at many hardware and appliance stores.

**CABINETS.** DO NOT use contact paper to line shelves or drawers as you may responsible for any residue. For exterior appearance, use only those cleaners appropriate for your type of cabinet (i.e.: wood, Formica, etc.).

**WOOD STOVES.** Ask about any special instructions and use seasoned hardwoods only. Annual cleaning by a qualified professional is essential to preclude damage or possible chimney fire (receipt required).
**FIREPLACES.** *Use seasoned hardwoods ONLY.* The same requirement for wood stoves is applicable for fireplaces and we require a receipt. Ensure that precautions are taken to protect the surrounding carpet and fixtures from sparks and ash. Avoid low, smoldering fires as they encourage buildup of residues in the flue. **IMPORTANT:** IT IS RECOMMENDED THAT YOU KEEP A FIRE EXTINGUISHER OF THE PROPER TYPE ON HAND WHENEVER YOU ARE USING A WOOD STOVE OR FIREPLACE.

**EXTERIOR.** Ensure that flower beds are maintained and shrubs kept neatly trimmed. Gutters must be kept clear of debris, leaves, etc. Examine the exterior of the house periodically and advise your Property Manager of any maintenance needs.

*IF YOU DO NOT UNDERSTAND ANYTHING ABOUT THE UNIT YOU HAVE LEASED OR BELIEVE THAT ANY OF THE EQUIPMENT/APPLIANCES ARE MALFUNCTIONING, CONSULT YOUR PROPERTY MANAGER FOR ASSISTANCE.*
SECTION III—GUIDELINES FOR A SUCCESSFUL MOVE-OUT INSPECTION

NOTICE PERIOD
The standard notice period under our lease is sixty (60) days and such notice must be given in writing. If you are uncertain as to the proper length of notice to give, consult your Property Manager. We will automatically mail you a form to indicate your desire to renew or terminate the lease approximately seventy (70) days before the expiration of the current term. It is very important that you return this form promptly to ensure compliance with the notice provision of your lease. It is your responsibility to ensure that proper notice is given when you renew or vacate. NOTE: Any notice period, whether sixty (60) days or thirty (30) days depending on the circumstances, does not begin until the first (1st) day of the month following the date notice is received. Regardless if a notice is received on the first, fifteenth or thirtieth of a month, the notice period will begin on the first of the next month. For example, a sixty (60) day notice received on April 15th will commence on May 1st and terminate June 30th.

RESPONSIBILITIES
When you give notice to vacate, you will receive written acknowledgement from us as well as a Tenant Vacating checklist and we will request a preliminary inspection of the property. Also, we need to advertise and show the property prior to your departure and we must have access (with reasonable notice) during normal hours. Therefore, it is important that the property be kept in good order and the general appearance satisfactory at all times. If you have pets, they must be confined or segregated in such a way that the property may be shown without interference. Any other condition which may affect the showing process must be disclosed to your Property Manager.

FINAL INSPECTION
When you have determined a date to surrender possession, you should contact your Property Manager to schedule a time for the final inspection (preferably at least one week prior). Most people move during the last few days of a month and appointments are made on a “first come, first served” basis. You should contact us as soon as possible to ensure an inspection time that is compatible with your schedule.
ALL UTILITIES MUST BE ON FOR THE FINAL INSPECTION

You should also have any required receipts and all keys (including mailbox) ready to return to the Property Manager. **RENT IS CHARGED UNTIL ALL KEYS ARE RETURNED.** All cleaning must be completed prior to the appointment. Once all personal belongings are removed, carpets must be professionally cleaned by a professional carpet cleaning company prior to final inspection with proof by receipt provided to the Property Manager at move-out. Fireplaces must be inspected and/or cleaned by a professional chimney sweep prior to final inspection with proof by receipt provided to the Property Manager at move-out. Any items not accomplished when the property manager arrives will be completed by contractor with security deposit monies, so it is important that you inspect carefully to ensure nothing is overlooked.

If you have a pet, the property must be professionally fumigated prior to final inspection with proof by receipt provided to the Property Manager at move-out. It is recommended that this be done after the carpet cleaning.

*If the property is not ready for inspection on the day and time scheduled, you may be assessed a re-inspection fee. You may also be responsible for damages (monetary and otherwise) if your failure to vacate on time results in delays and/or expenses for the property owner and/or new occupants.*

**NOTE:** Beware of “bargain basement” prices offered by companies (i.e.: carpet cleaning, fireplace, etc.) as the quality of the job is your responsibility.

You are not responsible for normal wear and tear to the property. However, excessive damage due to misuse, abuse or neglect will be assessed against you. We will be happy to provide you guidance at the preliminary inspection on what steps should be taken if problems exist.

**YARD.** The lawn should be freshly cut, edged and free of leaves, trash and other debris. Holes should be filled with firmly packed soil and reseeded or repaired with sod. Any remaining damage to the yard will be corrected at your expense. Flower beds must be free of weeds and bushes are to be trimmed.

**EXTERIOR.** Driveways/parking spaces will be free of excessive grease or oil. Solvents are available at most hardware stores which will safely remove oil/grease deposits. The exterior walls should be free of damage and excess dirt or mud. Excess accumulations of mildew can be treated with solution of one part bleach to three parts water and then thoroughly rinsed with a hose. Gutters and down spouts should be clear of leaves and debris at the time of inspection.

**STORAGE ROOMS/GARAGES** must be empty (other than items which belong with the property), cleaned and swept. Floors should be clean and dry for the inspection.

**INTERIOR.** Windows should be clean and free of decals. Windowsills should be free of bugs, dust, leaves, etc. Close storm windows and ensure that screens are intact and clean. Any window treatments provided by the owner should be clean and neatly hung. Blinds and shades should be clean and operational.

Vinyl/tile floors should be swept and mopped clean. Door thresholds should be cleaned of accumulations of dirt. Moldings and baseboards should be free of dust/dirt.

Walls and ceilings should be free of cobwebs. Large smudges, crayon marks, food stains and oil or grease or the like are NOT considered normal wear and tear. Ceilings should be
brushed lightly with a broom. Damage to walls due to the installation of adhesive papers, hangers, decals, etc. are NOT considered normal wear and tear. Nails and the like should be removed from the walls. DO NOT ATTEMPT TO FILL NAIL HOLES.

Bathrooms should be cleaned and the walls, floors, fixtures, etc. should be free of soap residue. Grout and caulk should be free of mildew. Clean accumulations of dust/lint around exhaust fans. Clean fiberglass tubs, sinks, showers, etc. with NON-ABRASIVE CLEANSERS ONLY. Damage to fiberglass from the use of abrasives is very expensive to correct and will be assessed against you.

Light fixtures should be free of dirt, dust, bugs, etc. Working bulbs of the proper type and size should be in every fixture.

Appliances will be thoroughly cleaned inside and out. Stoves and refrigerators should be pulled out and cleaned behind/ underneath. Most stovetops will lift to allow you to clean under the burner area. Burner pans should be thoroughly cleaned or replaced. The dishwasher should be clean inside and free of mildew or standing water. All parts (flatware basked, racks, accessories, etc.) will be intact and operational. Any accessories (ice trays, etc.) for other appliances should be clean and appropriately installed.

The range hood should be clean and free of grease. The hood filter can be cleaned by running through the dishwasher or a replacement can be obtained.

Ensure that all articles are removed from the cabinets including shelf paper and shelves wiped down.

HVAC filters are to be replaced immediately prior to final inspection.

All smoke alarms are to be operational.
APPENDIX I

Prior to taking possession of the property, please contact the appropriate utility company to establish service in your name. The following numbers cover areas serviced by Berkshire Hathaway HomeServices Towne Realty Property Management as well as school information numbers for all cities.

NORFOLK:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 664-6700
Phone 954-6222
Cable 222-8394
Schools 628-3843  www.nps.k12.va.us

VIRGINIA BEACH:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 385-4631
Phone 954-6222
Cable 222-8394
Schools 263-1000  www.vbschools.com

CHESAPEAKE:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 382-6352
Phone 954-6222
Cable 222-8394
Schools 547-0153  www.cps.k12.va.us

PORTSMOUTH:
Electric 1-888-667-3000
Gas 1-800-543-8911
Water* 393-8524
Phone 954-6222
Cable 222-8394
Schools 393-8743  www.pps.k12.va.us

SUFFOLK:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 514-7000
Phone 954-6222
Cable 539-2312
Schools 925-5633
HAMPTON:
Electric 1-888-667-3000
Gas 1-800-543-8911
Water* 514-7400
Phone 727-8100
Cable 222-8394
Schools 591-4500

NEWPORT NEWS:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 926-1000
Phone 954-6222
Cable 222-8394
Schools 591-4500

POQUOSON:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water* 926-1000
Phone 954-6222
Cable 222-8394
Schools 868-4403

YORK COUNTY:**
Electric 1-888-667-3000
Gas 1-866-229-3578
Water 926-1000
Phone 727-8100
Cable 224-2388
Schools 898-0391
Sewer/Trash 890-3702

WILLIAMSBURG:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water/Sewer/Trash 220-6188
Phone 727-8100
Cable 224-2388
Schools 253-6777

JAMES CITY COUNTY:
Electric 1-888-667-3000
Gas 1-866-229-3578
Water/Sewer/Trash 253-6800
Phone 727-8100
Cable 224-2388
Schools 253-6761
UTILITY COMPANY WEBSITES:

Electric
Virginia Dominion Power:  www.dom.com
Community Electric Cooperative:  www.comelec.coop

Gas
Columbia Gas:  www.columbiagasva.com
Virginia Natural Gas:  www.virginianaturalgas.com

Water
Norfolk:  www.norfolkgov/utilities
Virginia Beach:  www.vbgov.com/dept/putility

Phone
Verizon   www.verizon.com
Cox Communication   www.cox.com

Cable
Cox Communication   www.cox.com
Charter Communication   www.charter.net

*Also establishes an account with Hampton Roads Sanitation District. You will receive two separate bills.

**In addition to York County numbers, Poquoson residents must call the City at 868-7151 for sewer service connection.