

Padgett Properties, LLC

P.O. Box 4954
Midlothian, VA 23112
(804) 739-7191

Tenant Handbook

This handbook contains information we hope will make your tenancy more enjoyable. It will answer some of the most common questions we get from our tenants. Please read section 1 before signing your lease as section 1 of this handbook is part of your lease.

We hope you enjoy your rental home. We are here to assist you and make your stay a happy and enjoyable time.



By Signing below, I am confirming that I have received a copy of the handbook and agree to the terms and conditions contained within.

Dear Tenants,

**IN CASE OF EMERGENCY PLEASE CONTACT
CRYSTAL @ 804.836.8859 call, leave a message AND text to follow up
crystal@padgettpropertiesva.com**

Here are just a few reminders to help you with your rent payments.

Rent is due on the 1ST of the month. The preferred method of payment is through the Padgett Properties on-line portal. (<http://padgettpropertiesva.managebuilding.com>.) With approval of your property manager payments may also be made by check, or money order. Money orders may be purchased at your local supermarket, post office, and convenience stores.

CASH PAYMENTS FOR RENT ARE NOT ACCEPTED.

Checks or money orders must be made out to **Padgett Properties, LLC** and the address of the property you are renting should be clearly written on the front of the check or money order. Padgett Properties **IS NOT** responsible for checks or rent payments lost in the mail.

Payments may be mailed to: **Padgett Properties, LLC
P.O. Box 4954
Midlothian, VA 23112**

If your rent is not received by the 5th of the month, a 10% late fee will be charged to your account.

There is a \$25 service fee for any returned checks or Insufficient funds of an EFT. Repayment must be made by certified check or money order.

Thank You

SECTION 1

Our contact information is:

Padgett Properties, LLC
P.O. Box 4954
Midlothian, VA 23112
(804) 739-7191

Rent: Rent is due on the 1ST of the month in advance, without deduction, offset or demand. Payment **MUST** be made at <http://padgettpropertiesva.managebuilding.com>.

We do not handle any amounts of cash, **we WILL NOT accept cash for payment of rent or security deposits.**

NOTE: Be sure that your check shows the property address for which you are paying rent clearly marked on the face of the check or money order. Padgett Properties **IS NOT** responsible for checks or rent payments lost in the mail.

DELINQUENT RENT: If rent is not received by the 5th of the month, a 10% late fee will automatically be charged to your account.

RETURNED CHECKS: Any checks or account debits that are returned for non-sufficient funds or for any other reason, will incur a \$25 service fee. Repayment must be made by certified check or money order. Late rent payments, evictions, and judgments can and will be reported.

SECURITY DEPOSITS: Your security deposit **MAY NOT** be applied to your final month's rent. Deposits are fully refundable within 45 days of vacating property provided all the below listed conditions have been met:

- **Occupancy has been terminated**
- **Full term lease has expired**
- **An inspection shows the property to be in clean and satisfactory condition (normal wear and tear excluded)**
- **Stove, oven, refrigerator, bathrooms and fireplace have been thoroughly cleaned**
- **All trash and debris have been removed from the property boundaries**
- **All keys including mail box, storage, etc. have been returned**
- **All carpets have been professionally cleaned w/receipts provided**
- **Yard maintained and returned in move in condition**

BREAKING THE LEASE/EARLY TERMINATION: If Tenant vacates from the property prior to the Lease End Date, (breaks the lease), the Tenant will be responsible for paying the following:

- **An Early Termination of Lease Fee equal to ONE full months rent, except for military transfer**
- **Rent due for the remainder of the Lease to the Lease End Date or until a new tenant has taken possession of the property and begins paying rent, whichever comes first**
- **The cost of rekeying the locks**
- **The cost of the leasing fee (\$850)**
- **The cost of any advertising done to re-rent the property (Typically \$5 per day)**
- **Utilities to remain ACTIVE/ON, unless otherwise directed by Agent, until Tenants' obligation is terminated.**

CHANGES TO THE LEASE/ROOMMATES, ETC.: There will be a \$125 charge for any addendum or lease changes that need to be made to the original lease for change of occupants, roommates, etc.

LOCKS: Tenants may not change locks on a property. If locks need to be changed for some reason you should contact the property manager during business hours and schedule with our maintenance team. If during a routine inspection or at move out we find the locks have been changed, tenants will be charged the cost of replacing locks with original kind (re-keyable).

Tenants who find themselves locked out of the property during business hours may in certain circumstances come to the office to pick up a spare key, however if it is after hours on holidays and/or weekends it is the tenants responsibility to call a locksmith to gain access. If this results in changing the locks, 2 copies should be provided to the property manager within 2 business days.

COVENANTS BY LESSEE: Your lease will obligate you to certain upkeep, maintenance, limitation of alteration, etc...It is most important that you understand these covenants.

MAINTENANCE AND REPAIRS:

Please submit any repair requests through your tenant portal, this is the best way to get your issue seen right away by everyone in our office. The portal is monitored daily by our office, while texting your property manager who may be off or on vacation will not get your needs met quickly. Please submit issues right away, do not wait until the weekend/holidays or afterhours to report issues. Contractors charge premium for weekend service calls and at times you will have to wait until business hours on Monday.

Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the owner. Repairs (except emergencies) will be scheduled during normal business hours and the tenant is responsible for granting access to the contractor if required. Because of the distance involved and the number of repairs scheduled each day, our property managers are not able to (nor are they required to) be at the property to grant access or supervise jobs.

If a contractor/handyman is sent to the property due to the fault or neglect of tenant, any invoices will be added to the tenant portal and payment will be expected to be arranged right away.

At NO time may repairs done by the tenant be deducted from your rent payments.

****Maintenance issues should be reported right away. Any extended damage as a result of a non-reported problem will be charged to the tenant. Also, any inflated utility cost due to an unreported issue is the responsibility of tenant****

INSURANCE: You are required to have Renters Insurance as a condition of your lease and to provide a copy of the coverage to your Property Manager. Please contact an insurance agent or Padgett Properties for a renter's policy which will afford you protection as well as liability coverage. ****It is Virginia law that tenants have renters insurance, if you do not provide proof of insurance, insurance will be obtained for you and charged to your tenant portal**** If you need a referral for insurance please call the office and a list of local agents will be provided.

AGENCY: In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligations under the lease.

MAIL AND POSTAL SERVICE: Please inform Padgett Properties of any mail delivered to the property for owners.

UTILITIES: The phone numbers you may use to have the utilities turned ON are listed on the last page of this document. You should make arrangements for service connection as early as possible as some utilities may require up to a week's notice. You must provide proof of service to your property manager. Any outstanding charges due to non-transferred service will be added to your tenant portal and payment expected. ****Included in your Resident Benefit Package is a Utility Concierge Service, you may utilize this feature to help set up your utilities.**

EMERGENCIES: Please contact Padgett Properties for any emergencies. If you are unable to reach us immediately please leave a message and we will call you back as soon as possible.

SMOKING: Is never permitted in the rental property!

INSPECTIONS:

Move-In: When you sign your lease, you will be furnished with a Move-In Inspection Report that must be signed, completed, and returned to Padgett Properties within 5 days of occupancy.

Periodic Inspections: From time to time by the Property Manager, Property Owner, Service Vendors, and Maintenance Personnel will conduct these to determine condition/value of property or as needed. With the exception of Emergencies, Property Manager will give 24 hours notice of appointment. **Tenant will be responsible for any fees related to no show by tenant for appointment or access not being granted once appointment is set with Tenant & Vendors.**

GRASS and SHRUBBERY: The grass, shrubbery, and leaves are the tenant's responsibilities. Grass shall be cut every two weeks at a minimum or more frequently to ensure grass does not exceed 6" in height. Trees, bushes, and shrubs should be cut and pruned when required. Grass, Shrubs, and trees should be watered as needed to prevent excessive dryness and damage.

GUTTERS: Please make sure to keep your gutters cleaned and free from obstructions. Water is the worst enemy of a property. Drains must be kept flowing and water away from the foundation. If you are uncomfortable cleaning your gutters, call the office for preferred vendor options.

VEHICLES: Parking of vehicles shall be either in assigned areas (garage, parking lot, and driveway spaces) or on the public street if allowed. Vehicles shall never be parked on lawns or sidewalks. *Tenants are allowed only one vehicle per person(s) on the lease, unless special written permission is given by the property manager.*

UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES: No unregistered, unlicensed or inoperable vehicle shall be stored on the property unless it is in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time, except in a garage.

SMOKE DETECTORS: Smoke detectors are inspected yearly and maintained by a 3rd party, to comply with current legislation regarding landlord responsibilities of fire safety in rental units. You will be notified via email, text or phone yearly to schedule this appointment. It is forbidden to remove batteries and tamper with smoke and/or CO2 detectors. If you find detectors are not operating properly please call the office and report the issue.

HOA & CONDO PROPERTIES: For properties located in a Home or Condo Association you will be provided a copy of the Rules & Regulations. If you do not abide by the rules and regulations, you may receive violation notices. There are times when there will be monetary fines attached to such notices and added to the tenant portal for payment. Padgett Properties charges an additional \$125 to process payment and manage complaints between tenants and HOA.

PETS: Pets are approved on a case by case basis as approved by the owner of each property. Approved pets are required to pay a non-refundable pet fee and/or pet rent, or additional deposit. Copies of vet records with proof of immunization and flea medication as well as a picture of the pet are required to be kept on file at the office. If an unauthorized pet is found on the property, you will be assessed an unauthorized pet fee of \$500. You will be asked to remove the pet immediately.

SECTION II

INSPECTION AND TROUBLE SHOOTING GUIDE

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every configuration imaginable, we must cover each subject in detail. We must also assume that you are not familiar with the items covered. If we are too basic, we apologize.

WATER SHUT OFF: One of the first things you should do after the move is to locate the water shut off valve. After a flood starts is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common place to find this faucet is in the garage, close to the water heater (not at the top of the heater), in a closet, under the kitchen sink, in the utility room or under the house. Some old houses have a bent piece of iron coming up through the floor, usually in a closet, that you turn to shut the water off. Try the shut off, but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle, but this is definitely better than a flood. Main property water shut off is normally at the driveway or near the street in a cover box marked WATER.

ELECTRICAL POWER PANEL: Locate the panel and check to see if you have fuses or circuit breakers. Fuse panels are common on houses more than 40 years old. Two types of fuses are found in the fuse box. The electrical stove, water heater, and air conditioner/heater will be serviced by cartridge type fuses. These are held in fuse holders that resemble drawers. To check the fuse, pull the fuse holder out of the box. Many times blown fuses will be burned or the cartridge ruptured. Other times they will look perfectly normal, and the only way to check them are to replace the questionable fuse with a new one.

CAUTION #1: Do not pry the prongs of the fuse holder apart to release the fuse. Simply slide the fuse out toward the open end of the holder.

CAUTION #2: When you replace the fuse holder, it must be right side up. If you put it in upside down, the circuit will be off.

The other type of fuse is the screw-in type with fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped; push it in.

All fuses must be replaced with the same size fuses as were originally installed. Slow blow fuses should be used for circuits when fuses blow often. They are available in both cartridge and screw-in types but only from hardware and electrical supply houses.

CIRCUIT BREAKERS: We have a number of problems each year because tenants think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. Off—then—ON. You may want to turn off electrical & electronic equipment when doing this.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to the ground and cuts the power off. It is used in bathrooms, exterior plugs, garages and some lights. Occasionally, there are only one per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom, you can bet you have lost all power to the plugs on the GFI. The trick now is to

find the circuit breaker. Most houses have the GFI circuit breaker in the one bathroom or the main circuit breaker panel. It is usually marked with red, yellow, or black button and is between the upper and lower plugs in a bathroom or outside installation. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on outside plugs during rainy weather.

NOTE: The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

ELECTRIC STOVE: If the whole stove is off, check the fuse or circuit breaker. If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer, but generally one of the two clocks has a knob that will pop out if you are back to normal operation. Just turn the set knob until it pops out.

SELF-CLEANING OVENS: (uses heat to clean-door locks)

- Follow instructions printed on the oven.
- DO NOT use commercial cleaners such as Easy Off or Mr. Clean or Mr. Muscle.
- DO NOT put bright metal rings around stove burners in the oven for cleaning. They will turn black.

CONTINUOUS CLEAN OVENS: The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with mild soap and water solution. Because the finish will not absorb large amount of grease, it is important that the bottom of the oven be lined with heavy duty aluminum foil or a shallow drip pan. DO NOT use regular aluminum foil – it will catch on fire.

DISHWASHER: Use at least once each week. If used less, the seals dry up and the motor may be ruined when put back into regular use.

DISPOSALS: If disposal motor just buzzes, then stop and turn switch off. Free the disposal by turning the blade backwards and forwards from beneath the sink with a wrench that fits in the center of the bottom of the motor. Check the reset circuit breaker on the bottom of the disposal and try disposal again. If the unit turns easily by hand but not with power, call for service.

FURNACES: Gas and oil furnaces have an emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF or OIL BURNER EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this is the first place to check.

OIL HEAT: It is best to have a service contract with an oil company. Most companies offer budget payments to customers with service contracts and automatically fill your tank when needed. Do not let your tank run dry as it may cause damage and require a service call to get the furnace restarted. Sludge in the bottom of the tank usually clogs the lines and nozzle, and the entire system must be cleaned before it will work again. If the furnace stops working check the RED switch first. Then check the furnace fuse in the main fuse panel. Also, check the reset button on the furnace motor. Next, check for oil in the tank. Finally, call for service.

GAS HEAT: Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot light is simple, and you should learn the procedure if you have gas heat. Most furnaces have a three-way switch labeled OFF-PILOT-ON. To light the pilot, turn the switch to OFF. Then turn to PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob down for several seconds or maybe even a minute after the pilot light is lit. Next, release the downward pressure and the pilot should stay lit. If not, repeat the procedure. Finally, move the selector from PILOT to ON.

Some selectors have red buttons that must be held down after lighting. If you have not looked your furnace over before the pilot goes out, you may not be able to figure out where the light is located because it is dark in there.

New furnaces have automatic lighting devices and no pilot is required. Forget all the above and call for service if the furnace will not light. For both types of gas furnaces, the first thing to look for is the red switch. Next, check for the pilot. Finally, call for service.

HEAT PUMP: The heat pump is the most economical method of heating in this area-if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

The air coming from the vents is colder than body temperature. DO NOT stand over the heat vent to try and warm up, it does not work.

During the extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Use of the emergency heat mode is expensive! Do not be surprised if you find the outside unit caked with ice or steaming on a cold day. It is not an emergency, but let the office know if ice is forming on the unit.

BASE BOARD HEAT: Ensure that air is free to flow under the radiator unit. If blocked by a thick rug the unit will not heat properly.

Keep the door closed if you are heating one room only. Cold air will always rush into a room causing drafts and a false reading on the room thermostat.

WATER HEATER: If gas, learn to light the pilot light. (Same as a gas furnace.)

If electric, check for a timer. Learn to set the timer and which fuse or circuit breakers control the unit.

AIR CONDITIONERS: Poor cooling is usually caused by a clogged filter. If the filter has been changed and there is inadequate air flow – Call your Padgett Properties for service.

If the unit does not run at all, check the red switch. Check the fuse of the circuit breaker. If the unit still will not operate – call Padgett Properties for service.

If water drops from the unit or runs on the floor, or drips through the ceiling (if the unit is in the attic.) Shut the unit off and clear the condensation drain. Some drains are very easy to clean with a vacuum cleaner or a garden hose used to blow out the line. If you cannot do it yourself – call Padgett Properties for service. DO NOT operate the unit until the clogged drain is cleared as the unit will continue to produce water and damage to the property may occur.

PRECAUTIONS DURING FREEZING WEATHER

- Always leave the heat ON.
- Close the crawl space vents found around the bottom of the exterior walls of the house.
- Let both hot and cold faucets run slowly on extremely cold nights.
- Well pumps must have water drained from system prior to freezing weather. Some may be disconnected and stored in garage or shed.

OTHER PROBLEM AREAS

AIR FILTERS: Check for location when moving in. Change bi-monthly or more often as necessary to improve performance of furnace or air conditioner. *If you are on the filter program, date stamped filters will be delivered to your door every OTHER month. Please change the filters within 2 days upon arrival. HVAC issues due to non-changed or clogged filters will be at the expense of the tenants and invoices will be added to tenants portal for payment arrangements.

NO WAX FLOORS: Use only preparations especially designed for these floors.

FIBERGLASS TUBS: Use SOFTSCRUB or other comparable cleanser on the tubs and sinks and showers.

CARPETS: All flooring including carpet is considered part of cleaning at termination of lease and should be cleaned as specified in the lease. Ask for a list of our preferred vendors for better pricing

WALLS: DO NOT use contact paper or sticky paper hangers on walls, doors, or cabinet surfaces.

WOOD STOVES: Ask if there are any special instructions. Generally, stoves are restricted to hardwood only.

FIREPLACES: The fireplace is not an incinerator for Christmas wrappings, cardboard, etc. Burning these materials could be very dangerous. Before your first fire of the season, the fireplace should be inspected by a professional chimney sweep. Please burn hardwood only, so a build-up of tar and soot can be avoided.

BUGS AND VERMIN: The property may be under a termite program and may have annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property.

Small black ants are a seasonal problem throughout Virginia; do not be alarmed by their continual presence in the spring and fall. You can pick up a product called TERRO in your local Lowe's or Home Depot to combat these pests. Follow the directions found on the package and "presto", your ant problem will be solved in about two days. It is the tenant's responsibility to combat other occasional pest found in the home when it come to roaches, bugs or the occasional mouse. It is Padgett Properties responsibility to deal with squirrels, birds or rats if they are ever found in your property. If you have a need for an exterminator, please call our office and get the contact information for our preferred vendor. You will get better service and pricing by using our vendors.

Please enjoy the property and we appreciate your business!

Community Information

Government Websites

Charles City	www.charlescity.org
Chesterfield	www.chesterfield.gov
Colonial Heights	www.colonialheights.gov
Dinwiddie	www.dinwiddieva.us
Goochland	www.goochlandva.us
Hanover	www.hanovercounty.gov
Henrico	www.henrico.us
Hopewell	www.hopewellva.gov
King William	www.kingwilliamcounty.us
New Kent	www.co.new-kent.va.us
Petersburg	www.petersburgva.gov
Powhatan	www.powhatanva.gov
Prince George	www.princegeorgeva.org
Richmond	www.richmondgov.com

Schools Websites

Charles City	www.ccps.net
Chesterfield	mychesterfieldschools.com
Colonial Heights	www.colonialhts.net
Dinwiddie	www.dinwiddie.k12.va.us
Goochland	www.goochlandschools.org
Hanover	www.hcps.us
Henrico	www.henricoschools.us
Hopewell	www.hopewell.k12.va.us
King William	www.kwcps.k12.va.us
New Kent	www.newkentschools.org
Petersburg	www.petersburg.k12.va.us
Powhatan	www.powhatan.k12.va.us
Prince George	www.pgs.k12.va.us
Richmond	www.rvaschools.net

Gas/Electric

Richmond Gas Works	www.richmondgasworks.com	804-646-4646
Columbia Gas of VA	www.columbiagasva.com	800-543-8911
Dominion Energy	www.dominionenergy.com	866-366-4357
Southside Electric Coop.	www.sec.coop	800-552-2118

Telephone/TV

Verizon	www.verizon.com	800-VERIZON
Comcast	www.xfinity.com	800-XFINITY
Direct TV	www.directv.com	800-795-9488
Dish Network	www.dish.com	855-781-2954