



**305 Martha Lee Dr.  
Hampton VA 23666**

## **ACTON REALTY TENANT HANDBOOK**

This handbook contains information which is hoped to make your tenancy more enjoyable and answer the most common questions asked by tenants.

Please read section 1 before signing lease as it is a part of your lease

Enjoy your rental!

## **SECTION I**

All routine communications should be directed to the Property Manager during office hours.

If you need to drop off your rental check after hours, we have a door mail slot in the front of the building's middle glass doors.

**RENT:** Rent is due on the first of each month in advance, without deduction, offset demand. Payment must be by check or money order. Please make your check payable to: **ACTION REALTY**

### **NO CASH ACCEPTED**

**NOTE:** Be sure that your check shows the property address for which you are paying rent clearly marked on the face of the check.

**DELINQUENT RENT:** If rent is not received by the due date, a 10% late fee will automatically be charged to your account.

**PER DIEM RENT:** In addition to the rent specified in your rental agreement and the late fee described above, the sum of \$10,00 per day will be charged as additional rent for each installment of rent that remains unpaid after the 6<sup>th</sup> day of each month unless your lease agreement states otherwise.

**RETURNED CHECKS:** Checks returned for non-sufficient funds or any other reason will incur a \$25.00 service fee. Repayment must be made by certified check or money order. All skip/evictions will be reported to RETAIL ALLIANCE CREDIT BUREAU. This information will remain on your credit report for a minimum of five (5) years.

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

- Occupancy has been terminated
- Full term of the lease has expired
- An inspection shows the property to be in a 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 premises
- All keys including mail box keys have been returned
- All carpets have been professionally cleaned

**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 PROVIDED BY OWNER:** 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 (nor are they required) to be at the property to grant access or to supervise jobs.

**INSURANCE:** It is required that you obtain a renter's insurance policy.

**AGENCY:** In renting to you, we are acting as an 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 the owner will perform his/her obligations under the lease.

**UTILITIES:** Listed on the last page of this handbook are the phone numbers you may use to have the utilities turned ON. Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the lease period. You need to plan for this in advance of your lease start date by contacting all utility companies (electricity, water, trash, gas). Water and sewer must be connected in your name and must also be maintained in your name throughout the term of the lease. You will be responsible for the cost of your water and sewer. You should make arrangements for turn on as early as possible as some utilities may require up to three (3) days notice.

**LOCKOUT SERVICE:** In the event you are locked out of your apartment during business hours, a key may be obtained from the rental office. If you borrow a key during office hours, you agree to pay a fee not to exceed \$5.00. Keys that are borrowed during office hours must be

returned within (30) minutes, or by the close of business that day, whichever comes first, or you agree to allow the Landlord to re-lock the lock. You agree to pay for the cost of the labor and materials to re-lock the lock.

After business hours you can call a LOCKSMITH. You must also provide the management with a key if the locks are changed. Only residents on the lease may obtain a key and must provide positive identification. Attempting to gain entry by other means are prohibited.

**APPLIANCES AND PLUMBING:** You are responsible and will be charged for any misuse or abuse of the appliances, furniture (where applicable) and equipment in the apartment.

Shower Stalls/Tubs: Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

## **OCCUPANCY STANDARD**

The below referenced Occupancy Standard is in effect. With regard to an infant, the infant shall not be counted in the total number of persons to be occupying the subject apartment unit. As used in this Rental Criteria, "infant" shall be defined as and shall include any child up to the age of twelve (12 months).

Occupancy Standards: One Bedroom Maximum – 2 people; Two Bedroom Maximum – 4 people; Three Bedroom Maximum – 6 people; Four Bedroom Maximum – 8 people.

### **CHANGE IN THE AGE OF OCCUPANTS**

If at any time during the lease term (whether current or renewal lease) should an occupant reach the age of 18, then the occupant will need to complete a rental application and be added to the lease agreement as a lease holder. The re-qualification process will be waived for all occupants who reach the age of 18 during the lease term (whether current or renewal lease). However, all lessees shall be subject to re-qualification guidelines as outlines in the rental criteria in place at the time if and when a lessee should want to be deleted from the lease.

### **OVERNIGHT GUEST (S)**

Guests of residents may not occupy the leased premises for more than seven (7) days of continuous occupancy without prior written consent. Otherwise, any guest who occupies the leased premises for more than seven (7) days of continuous occupancy without our prior written consent shall be deemed to be an unauthorized guest and said resident shall be in breach of the subject lease agreement. In addition, the unauthorized guest shall vacate the leased premises immediately.

## **ALTERATIONS**

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches,) repairs or redecoration of any kind to the premises without the prior written consent of the management. Action Realty does not intent to unreasonably withhold consent, but will require you to return the premises to the original condition when the lease term is completed. No signs, lights, or antenna wires may be installed on the exterior premises or in the windows.

## **CONDITION REPORTS**

Please carefully review your condition report that will be given upon your move-in. The condition report must be completed within five days after your move in to your new apartment. You can return it to the Action Realty office at 304 Martha Lee Drive

## **VACATING GUIDELINES**

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys must be returned to Action Realty by 12:00 Noon on the lease termination date.

Each resident, upon returning his or her keys, relinquishes all rights and privileges granted under the lease and returns possession to the Landlord for any and all purposes. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated,

possession of the premises will return to the Landlord, and charges for replacing the keys will become the resident's responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248-38.1. Please see your property manager for more specific details of this procedure.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. Resident may request to be present at the time the landlord inspect the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.



**Management reserves the rights to assess the quality of work and deduction may occur as a result of poor cleaning or other work performed by the resident or a professional contractor hired by the resident at move out.**

1. All surfaces including baseboards, molding, doors, woodwork, outer and inner windowsills, window tracks, and heaters cleaned of all dust, dirt and fingerprints
2. All exterior entrance doors and ground floor windows including sliding glass doors and tracks cleaned inside and out. All windows above the ground floor need to be cleaned from the inside. All thresholds cleaned of dirt and cobwebs.
3. All closet shelves, doors, floors, furnaces, hot water, and louvers cleaned. All hangers removed from rack.
4. All balconies and patios swept clean of leaves and dirt. All plants, outdoor furniture and trash removed.
5. All light fixtures (interior and exterior) cleaned of dust, bugs and cobwebs. Light globes must be removed and cleaned of dust and dirt.
6. All mini-blinds cleaned of dust and dirt
7. All lights switch plates, thermostats, and semi-gloss walls cleaned of fingerprints, smudges and grease.
8. All floors swept clean of all dirt and thoroughly mopped, especially at edges and corners.
9. All washers and dryers cleaned thoroughly inside and out. All soap and lint residue cleaned from machines. All knobs and selection panels cleaned of fingerprints and dust. All lint and debris cleaned from hoses and spaces behind machines.

10. All cobwebs vacuumed from corners and ceilings.
11. All carpets thoroughly cleaned free of stains, dirt, hair and trash debris.
12. All heat and air conditioning vent covers must be free of dust

## **KITCHENS**

All surfaces and the interior and exterior of all appliances must be cleaned of any food, grease, dirt, dust and cleaning residue. In particular:

1. All cabinet doors, handles, shelves, and drawers cleaned of all food residue, handprints and grease. Cabinet shelves and drawers must not be sticky to the touch.
2. Refrigerators and freezer cleaned completely. All shelves, drawers, racks, ice trays, molding, and door gasket cleaned of food residue and mildew. All exterior surfaces cleaned of dust and food. Drawers should be cleaned on all surfaces, as well as the area beneath the crisper drawers.
3. Stovetop, broiler, oven and range hood cleaned of all grease, food and dirt. All knobs, burners, lights, exhaust fans, broiler pans, racks, window, burner pans, and area below the burner pans and bibs included. All cleaning residue wiped clean from appliance.
4. Dishwasher cleaned inside and out. Racks, soap dish and gasket cleaned of food and soap residue.
5. All counter top and appliance surfaces cleaned of dust and food, especially at the edges.
6. Sink cleaned of any residue, stains and water spots. All chrome faucets and fixtures cleaned to shine.

## **BATHROOMS**

All surfaces must be cleaned thoroughly of any debris, in particular:

1. Sink, drains, and faucets cleaned of soap residue and stains. Soap dish and toothbrush holder thoroughly cleaned of any soap or toothpaste residue. Chrome faucets and handles cleaned.
2. Toilet, base and tank cleaned.
3. Medicine cabinet, shelves, drawers, and vanity cleaned of hair, dust, shampoo, razors, etc. All mirrors cleaned of smudges and streaks.
4. All toilet paper, soap, shower curtains and curtain rings removed.
5. All tile and grout scrubbed free of mildew and soap residue.
6. Tub and shower stall cleaned of stains, rings and soap residue. Shower stall doors scrubbed free of soap and mildew.
7. All chrome fixtures including showerhead, towel racks faucets, toothbrush and toilet paper holder cleaned.

## **MOLD and MILDEW PREVENTION**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

## **Tips for Residents:**

Residents can help minimize mold growth in their apartment homes by taking the following actions:

A. Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.

B. In damp or rainy weather conditions, keep windows and doors closed.

C. If possible, maintain a temperature of between 50 degrees and 80 degrees Fahrenheit within your apartment at all times.

D. Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.

E. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.

F. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.

G. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.

H. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.

- I. Use care when watering houseplants. If spills occur, dry up excess water immediately.
- J. Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- K. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- L. Thoroughly dry any spills or pet urine on carpeting.
- M. Do not overfill closets or storage areas. Ventilation is important in these areas.
- N. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- O. Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- P. Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Q. Immediately report the management office any failure or malfunction with your heating, ventilation, air conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- R. Immediately report to the management office any inoperable windows or doors.

S. Immediately report to the management office any musty odors that you notice in your apartment.

## **SECTION II**

### **INSPECTION AND TROUBLESHOOTING GUIDE**

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by 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 there are many properties and every imaginable configuration, each subject is covered in detail. It is also assumed that you are not familiar with the items covered, hence the basic descriptions.

#### **SMOKE DETECTORS**

You are responsible for maintaining your smoke detector at all times during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is hard wired and equipped with a back-up battery. If a back-up battery should fail during your occupancy, it's your responsibility to ensure the battery is replaced.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time

of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire. Do not disconnect your smoke connector. You could be held liable for unhooking it during your residency. If the smoke detector stops working please contact the Management immediately. Thanks for your cooperation.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the

## **WATER SHUT OFF**

One of the first things you should do after move in is to locate the shut off valve. After a flood starts is not the time to be searching. You are looking for a single faucet that shuts off all the water in the house. The most common places to find this faucet are in the garage, close to the water heater (NOT at the top of the water heater), in a closet, under the sink, or in the utility room. Some older homes have a bent piece of iron coming up through the floor, usually in a closet, 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 homes will only slow the water to a trickle, but it is definitely better than a flood.

## **ELECTRICAL POWER PANEL**

Locate the panel, check to see if you have fuses or circuit breakers. Fuse panels are common on the houses more than 10 year old. Two types of fuses are found in the fuse panel box. The electric stove, water heater, and air conditioner/heater will be serviced by cartridge-type fuses. These are held in fuses and found in the fuse panel box. The electric stove, water heater, and air conditioner/heater will be serviced by cartridge-type fuses. There are held in fuse holders that resemble drawers. To check he 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 is 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 in upside down, the circuit will be off.

The other type of fuse is the screw-in type with the fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped, then push it back 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 blown often. They are available in both cartridge and screw-in types – but only from hardware and electrical supply houses.



## **CIRCUIT BREAKERS**

A number of problems occur each year because people think that a circuit breaker pops by moving the circuit switch to the off position. This is not the case!! The circuit breaker switch 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.

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 ground and cuts the power off. It is used in bathrooms, exterior plugs, garages and some lights. Because the GFI circuit breaker is so expensive, there is usually only one per house and all the above plugs are wired to it. If you use power to the plugs in one bathroom, you can bet you have lost power to all the plugs using the GFI. The trick now is to find the circuit breaker panel. It is usually marked with a red or yellow button and it 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 your 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 boiler. 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 when you are back to normal operation. Just turn the set knob until it pops out.

## **SELF CLEANING OVEN (Uses heat to clean – door locks)**

Follow instructions printed on the oven

Do not use commercial cleaners such as EASY OFF or MR MUSCLE

Do not put bright metal rings around stove burners in the oven for cleaning. They will turn black.

## **CONTINUOUS CLEAN OVEN**

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 manufactures recommend wiping the oven with a mild soap and water solution. Because the finish will not absorb large amounts 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. Also, DO NOT use commercial cleaners in the oven. If used, the oven will begin to rust in a few weeks.

## **DISHWASHER**

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

## **DISPOSALS**

If motor buzzes, then stop – turn switch off. Un-jam the disposal by turning the blade backwards with a broom handle or wrench if one is provided. Then reset the circuit breaker on the bottom of the disposal – small red button – and turn on. If the unit turns easily by hand but not with power, call for service; however, you may want to try and un-jam the disposal several times before calling.

## **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 switch is the first place to check.

## **OIL HEAT**

It is best to have a service contract with an oil company. Most oil 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 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 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 is simple and you should learn the procedure if you have gas heat. Most furnaces have a three switch labeled OFF-PILOT-ON. To light the pilot, turn the dial 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, go back to OFF and start again. Finally, move the selector from PILOT to ON.

Some selectors have a red button 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 – 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 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 will always be colder than the body temperature. **DO NOT** back up the heat vent trying to warm up – it does not work.

During extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Do not use emergency heat unless you are willing to pay the price.

Do not be surprised if you find the outside unit steaming or caked with ice on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

## **BASEBOARD 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 false readings on the thermostat.

## **WATERHEATER**

If gas, learn to light the pilot light (same as gas furnaces)

If electric, check for a timer. Learn to set timer and which fuse or circuit breaker controls 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 for service.

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

Water drips from inside the unit usually run onto the floor or drip through the ceiling if the unit is in the attic. Shut the unit off and clear the condensation drain. Some drips are very easy to clean with a vacuum cleaner or garden hose used to blow out the line. If you cannot do it yourself – call 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 monthly or as often as necessary to improve performance of furnace or air conditioner.

### **NO WAX FLOORS**

Use only preparations especially designed for these floors

### **FIBERGLASS TUBS**

Use "Soft Scrub" or other comparable cleanser on tubs and similar sinks and showers.

### **CARPETS**

Are considered part of cleaning at termination of lease and should be cleaned as specified in lease. Professionally and tenants must provide receipts as proof.

### **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**

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





## TENANT(S) HEREBY ACKNOWLEDGE RECEIPT OF:

- TENANT (S) HANDBOOK
- LEAD BOOKLET

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Tenant

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Date

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Tenant

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Date