

***THE RESIDENT'S INFORMATION
AND
POLICY HANDBOOK***



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The requirements of both landlord and tenant stated in this handbook shall become part of every lease agreement signed by residents and management.

Revision 1/1/08-11

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RAINES PROPERTY MANAGEMENT, INC

1007 North Main Street, Blacksburg, VA 24060

Telephone (540)-951-0000 Fax (540)-953-0406

E-mail: raines@bellatlantic.net Internet address <http://www.rainespropertymanagement.com>

Dear Residents,

We wish to extend you a most cordial welcome and thank you for choosing to be a part of our community. We want to take this opportunity to assure you that our sincere goal is your happiness and satisfaction with your residency. We need everyone's consideration and cooperation to maintain the high quality of our properties.

To help ensure your comfort and convenience we have prepared this handbook. Included are some of the regulations regarding the properties we manage. The policies included in this handbook are part of your lease agreement and are designed to provide standards of operation. You have a right to expect and to ensure an atmosphere of which we can all be proud. We suggest that you **READ** this booklet **CAREFULLY**. Should you desire clarification of any information within this booklet, the office staff will be glad to be of assistance. To keep our service responsive to the changing needs of the community, these policies and regulations are subject to revision. Any revision will be stated in a newsletter or special notice delivered to your unit.

Our maintenance staff is on call and ready to assist you with the care and service of your unit. Maintenance service requests can be made to our rental office during regular hours. Our hours are Monday through Friday 8:30 a.m. to 5:00 p.m., with the exception of major holidays. In case of an emergency, our phone system will instruct you on how to properly receive emergency service.

We are happy to have you living in our community and if we can be of service to you, please let us know.

Sincerely,

Raines Property Management

**IMPORTANT TELEPHONE NUMBERS TO HAVE
AT YOUR FINGERTIPS**

| | |
|---|--------------|
| Raines Property Management | 951-0000 |
| Maintenance Calls (during and after office hours) | 951-0000 |
| Rescue Squad | 911 |
| Fire Department | 911 |
| Police Department (Emergency) | 911 |
| Blacksburg Police Department (Non-emergency) | 961-1150 |
| Christiansburg Police Department (Non-emergency) | 382-3131 |
| Radford Police Department (Non-emergency) | 731-3624 |
| Lockout Service (after office hours) | 951-0000 |
| Montgomery Regional Hospital | 951-1111 |
| Town of Blacksburg Utilities | 961-1119 |
| Town of Christiansburg Utilities | 382-9519 |
| City of Radford Utilities | 731-3602 |
| Public School Information | 382-4901 |
| Atmos(Blacksburg) | 877-247-7188 |
| Atmos(Christiansburg) | 877-247-7188 |
| American Electric Power | 800-956-4237 |
| Virginia Tech Electric | 231-6437 |
| Comcast Cable (Blacksburg) | 552-3341 |
| Jet Broad Band (Christiansburg & Radford) | 693-3991 |
| Verizon | 800-621-9900 |
| MCI Telecommunications | 800-950-5555 |
| Sprint | 800-877-4646 |
| Dog Warden- Montgomery County | 382-2951 |
| Roanoke Times | 382-4905 |
| Virginia Tech Information | 231-6000 |
| Radford University Information | 831-5000 |
| Shentel | 200-1463 |
| N'telos | 888-753-5566 |
| Charter Communication (Cable-Giles County) | 800-642-9163 |
| Town of Narrows (Utilities) | 540-726-2423 |
| Town of Pearisburg (Utilities) | 540-921-1222 |
| Town of Pembroke (Utilities) | 540-626-7191 |
| Pembroke Telephone Co. | 540-626-7111 |
| Giles Craig Communications (cable) | 540-626-7111 |

UNIT RESERVATION

Raines Property Management under no circumstances will hold a unit for anyone without a reservation fee. A reservation consists of completing an application, reservation form and depositing the full reservation fee (which equals one months rent) plus a \$25.00 application fee per applicant. If the tenant's application is approved, then the reservation fee will be applied towards the security deposit. An additional deposit is required on all properties where pets are allowed. The deposit required is \$200.00 per pet, which must be paid prior to move-in.

LEASE AGREEMENT

A lease is a legal document. Your lease indicates what you can legally expect from Raines Property Management and what we legally expect from you. This is a joint lease and every person that has signed the lease is responsible for the entire rental amount. The lease states the terms by which you are expected to abide. A resident is obligated for the stated term of the lease, and a lease cannot be canceled. If the resident vacates the premises before the lease ending date and does not pay rent, we have the right to take legal action for damages and outstanding rent for the remainder of this legal contract.

GUARANTOR

Guarantor of payment is required when the applicant's monthly income is less than three times the total monthly rent. The guarantor is required to complete a form, which explains his rights and responsibilities. The guarantor needs to be a resident of the United States. A guarantor may be required when the applicant has a credit history problem or an insufficient rental reference. The guarantor is liable for all lease obligations in full.

SECURITY DEPOSIT

The reservation fee will convert to the security deposit when your application is completed and the lease is signed. If your property falls under the Virginia Residential Landlord Tenant Act all security deposits held for 13 months or more from the lease commencement date shall accrue interest at the prevailing rate as required by law.

When residents completely vacate, an inspection will be made of the unit. Residents have a right to be present at the move-out inspection. It is the resident's responsibility to arrange for an appointment with the Maintenance Coordinator if he/she wishes to do so. All appointments **MUST** be made 72 hours in advance and cannot be past your lease ending date. The unit must be completely empty with all cleaning, repairs, etc., done. A refund of the security deposit will be made subject to the condition of the unit. Keys must be turned over to management on or before the resident's lease expiration date. If all keys are not returned on time, residents will be charged for lock and key replacement. If you have scheduled your move-out early, the keys must be turned in at that time. After the move-out inspection has occurred under no circumstances will the vacating residents be able to re-enter the unit for additional cleaning, repairs, etc.

If the residents default in any provision of this contract, the security deposit may be applied against any defaults or breach.

Residents may not, under any circumstances, apply the security deposit toward rent outstanding on the lease agreement. A security deposit cannot be used as rent, but a deposit is to ensure the fulfillment of all lease conditions and is to be used as a contingency against any damages to the unit.

After residents vacate the unit, the security deposit, refund check or notification of impending charges will be mailed no later than 45 days of the lease expiration date. There will be **ONLY** one security check sent out per unit. **IT IS THE RESPONSIBILITY OF THE RESIDENTS TO NOTIFY RAINES PROPERTY MANAGEMENT OF THE FORWARDING ADDRESS THE CHECK IS TO BE SENT TO.** It is up to the person receiving the check or notification to disburse the total received between the other roommates.

MOVE IN DAY / INSPECTION FORM

Residents are responsible for paying rent on or before the move-in day. **NO KEYS WILL BE ISSUED UNTIL THE MANAGEMENT OFFICE HAS RECEIVED ALL SECURITY DEPOSITS, RENTS DUE, AND LEASE SIGNATURES.**

A walk through report on the condition of the unit will be given to the resident that picks up keys. This report must be returned within five (5) days after taking possession of the keys. Since our staff is extremely busy during the peak turnover season (July-August), please allow 30 to 60 days for non-emergency maintenance items to be completed. At the termination of your lease, this move-in report will be used to determine damages and charges against your security deposit. Therefore, a complete and accurate report is vital to protect your security deposit.

RENTER'S INSURANCE

For your own safeguard and security, we require that you obtain renter's insurance. The property owner's insurance policy **DOES NOT** cover damage to your personal property located within the unit. Any damage occurring to your unit, to an adjacent unit or to public areas, which is caused by your negligence will be your responsibility.

We will not be responsible for damages to personal property as a result of fire, flood, or damage by the elements of vandalism. Also, we will not be responsible for any personal injuries occurring inside your unit to residents and/or visitors.

Raines Property Management requires all residents to obtain a renter's insurance policy to cover damage for personal property.

ELECTRIC & ANY REQUIRED UTILITY SERVICES

Utility services not included in the rent must be in the name of the residents on the lease commencement date and remain in effect until the lease expiration date. Any lapse in utility service will result in Raines Property Management establishing utility service hook-up at resident expense.

TELEPHONE

Raines Property Management is responsible for one working phone line and jack at each property. If you choose to add additional lines or options, or to change the current wiring configurations this will be at your expense. Telephones may be installed only in those specific places, which have been previously wired for service. No new telephone wire or outlets may be installed without prior written permission. For information on telephone installation and service, please contact the local telephone company.

Your telephone service **must** include terms that the phone company maintains the internal wiring at your unit. This option may include a small additional cost, which is the resident's responsibility.

KEYS

Keys to your unit will be turned over to you when you pick up your move-in packet. Replacement keys will be issued at a charge of \$2.00/key. If all issued keys are not returned during our office hours by your lease expiration date residents will be charged for lock replacement.

For your protection, the rental office will only give keys to individuals listed specifically on the lease who have a picture I.D.

Alterations or replacement of locks, installation of additional locks, door knockers, mirrors or other attachments to the interior or exterior of doors requires our prior 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 a duplicate key for the current lockset only. We must retain keys to each lock of the property. If we determine that you have changed the property locks, we may re-key these locks at any time in the event access is denied, and charge such action 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 our office hours, an authorized resident with proper ID may borrow a key from us Monday-Friday 8:30am to 5:00pm. There will be a \$25 charge for any borrowed key that is not returned to our office within 24 hours.

MAILBOXES

The proper receipt of mail is important to everyone. Each property that we lease has a mail delivery system. Should you have a locked mailbox you will be issued one key. Please keep these mailboxes locked, as the postal services cannot deliver to unlocked or broken boxes. Additionally the postal service will discontinue service to full mailboxes. Under no circumstances will Raines Property Management accept residents' mail. Should you experience difficulty with your mailbox contact our office. If you have problems with delivery contact the postal service. Loss of a key will result in automatic re-keying of the mailbox and a \$25.00 fine will be charged to the resident.

RESIDENT PHONE NUMBERS

For your protection and convenience, the lease requires that the rental office be furnished with your home, cell and work telephone numbers as well as your current email address. On occasions, due to an emergency or other reasons, it may be important for us to be able to contact you immediately. Your telephone numbers will always be treated as confidential information by our staff. Failure to provide valid contact numbers will result in the forfeiture of your right to notice of entry.

RENTAL PAYMENTS

All rents are due and payable on or before the first day of every month. **Please indicate your unit number** and telephone number on the check to insure proper crediting. Residents are **required** to present **ONE CHECK FOR THE TOTAL AMOUNT OF RENT FOR THE UNIT.**

For your convenience there is a secure drop box on the entrance door. **(NO CASH. Raines Property Management will not be responsible for cash payments left in the drop box)** Failure to follow the one check policy will result in a \$25.00 multiple check fee. Remember, according to your lease agreement, you **CANNOT** make any deductions from your standard monthly rental payment. Security deposits are not treated as rent. Non-payment of rent will result in late fees and the start of an eviction process. When rent is received after the fifth day of the month, residents agree to pay a **LATE FEE** according to the lease terms. If the fifth day of the month falls on a weekend or a holiday, you will need to make prior arrangements as your rent is still due by the fifth.

Notice: If previous charges exist against your account, all outstanding obligations will be paid **FIRST**, followed by current months rent leaving your rental account with a balance due plus other charges.

PAY OR QUIT NOTICES

If your rent is late we are required by the court to issue a pay or quit notice, which explains your rights and responsibilities regarding your debt. This is a legal document, which begins the eviction process. **FOR ANY PAY OR QUIT NOTICES NOT SATISFIED BY THE TIME DESIGNATED, A WARRANT IN DEBT WILL BE ISSUED FOR ALL PARTIES ON THE LEASE AGREEMENT, REGARDLESS OF WHO IS ACTUALLY LIVING IN THE UNIT. ANY PAY OR QUIT NOTICES ISSUED WILL RESULT IN A \$25.00 FINE.**

Note: Vacating the property does not terminate your financial obligation thru the lease term.

RETURNED CHECKS

There is a charge of \$25.00 plus late fees for any returned checks. Returned checks must be repaid by certified check, cashiers check, or money order. All residents that have had a returned check may lose the option of paying with a personal check.

PAYMENT OPTIONS

Raines Property Management accepts payments in the form of: certified check, cashiers' check, personal check or money order. (Please retain all duplicate copies for proof of payment). **Cash cannot be accepted.** Rent in full must be paid in a single payment option. Multiple payments toward monthly rent will result in a multiple check charge of \$25.00. Residents may pay in advance without incurring multiple check charges, if the remaining balance is paid with a single payment. Any rent balance in arrears must be paid with a certified check, cashers check or money order.

ADDING OR CHANGING A ROOMMATE

A \$25.00 processing fee is required for all forms prepared and signed. (Rental application and lease modification agreement forms).

All incoming and remaining residents must agree by signing a lease modification agreement form, available in the rental office prior to adding a roommate. Roommate additions are subject to the approval of Raines Property Management and all current occupants. Management does not conduct an inspection at this time.

Remaining and incoming residents and their guarantors accept responsibility for all damages and cleaning charges when the unit is completely vacated. At the end of the lease, new tenants accept

the responsibility of restoring the unit to the condition at the time of the original lease move-in. Since security deposits have been paid by the present tenants no additional security deposit is required by Raines Property Management. Any transactions of the security deposits should be handled between outgoing/incoming residents. If the new tenants own a pet and moves into a pet approved property an additional pet deposit is required.

SUBLEASING

A considerable number of problems arise from unauthorized subleasing practices. It is a violation of your lease to allow others to live in your unit without prior written consent from management. A **\$25.00** processing fee is required for all forms to be prepared and signed once the transition is completed. (rental application and sublease agreement forms).

A sublease is when the resident leases the unit to another for a period less than the original lease term. **THE ORIGINAL RESIDENT RETAINS THE RESPONSIBILITY FOR THE UNIT EVEN THOUGH THE UNIT IS RENTED TO ANOTHER.** The relationship between management and the new resident (sublease) is the same as between management and the original resident. Management retains the right to enforce the terms of the lease as if the sublessee were the original lessee. At the same time, the original residents are legally obligated to complete their original lease term if the sublessee fails to perform.

If the sublessee, at the expiration of the original lease, contracts for a new term on the same unit, the former lessees have no obligations or responsibilities under the new lease.

The original resident handles the entire procedure, with the exception of approval and lease preparation by the rental office. Management does not conduct an inspection, therefore we do not, paint, clean or do any maintenance on the unit at the time of subleasing. At the end of the lease, the sublessee accepts the responsibility of restoring the unit to the condition at the time of the original lease move-in. The deposit will be issued to the last remaining resident(s) when the lease terminates. During the sublease process any transaction of the security deposit should be handled between outgoing/incoming residents.

Lessee must obtain a parking permit from the lessor.

TERMINATION OF LEASE BY MANAGEMENT

A resident's lease may be terminated if there is a breach of any lease provision or non-compliance with related regulations. A written (21) day remedy or quit notice may be served to the residents as the first warning of a breach, non-compliance or violation has been issued. If the conduct of the residents or their visitors is objectionable, improper, or creates a disturbance to the other residents, management reserves the right to terminate the lease.

INTENT TO RENEW AND LEASE RENEWALS

We value your residency each year. Therefore, each November Raines Property Management will require every unit to complete a form notifying this office whether or not the tenants intend to stay another lease term. If the lease is modified, renewed, or extended or if the resident holds over beyond the term of the lease, the obligations of the guarantor shall extend and apply with respect to the full and faithful performance of all the covenants, terms, and conditions of the lease and of any such modification, renewal, or extension thereof.

MANAGEMENT ENTRY

In any housing community, the manner in which a resident lives can have a direct effect on a neighbor. Management must maintain the right to enter units at any reasonable time to inspect, maintain or to verify lease obligations (illegal resident, pets, etc.). We will always give reasonable notice of the intent to enter a unit, except in cases of emergencies, residents requested work orders, or in the event it is impractical to do so. Failure of a resident to provide Raines Property Management in writing with a contact phone number automatically waives the resident's right to notice.

LOCK OUTS

Lockouts generally happen at a most inconvenient time and can be embarrassing, especially when these occasions become repetitive. In addition, the rental office personnel may not be readily available on these particular occasions. Only persons on a lease may use the lockout service. A picture I.D. must be presented in order for you to be allowed entrance to the unit.

During our office hours, a key may be purchased from the rental office for a nominal charge of \$2.00. If the office staff makes a trip to let you in your unit there will be a \$25.00 trip charge. If after hours, weekends and holidays, you lock yourself out of your unit, there will be a \$100.00 charge for the lock out service. The resident must pay the cost of the lock out at the time of entry.

VACATION

If you go on vacation or away from home for just a few days, remember:

1. Do not leave a key hidden for any reason.
2. Discontinue newspaper and mail delivery.
3. Let Raines Property Management know you plan to be away from your unit and where you can be reached. By law, if you are away 7 consecutive days without notice to management, the premises may be considered abandoned.
4. Do not hesitate to contact our office if you notice unusual behavior or circumstances that may be of an illegal nature. Your observance of unusual occurrences and noises can prevent vandalism. In case of an emergency, contact the local police by calling 911.
5. The resident(s) will be held responsible for any damages to the property resulting from suspension of utility services.

Common examples are freezing pipes due to lack of heat and refrigerators ruined from lack of electrical service.

NOISE DISTURBANCES

The most common grievances expressed by residents to the Raines Property Management office are concerning noise. Each and every resident in this community has the right to quiet and peaceful enjoyment of their unit. Residents who have no previous experience living in this type of housing may not be aware of how some sounds can carry. The sounds emitting from a television, radio, stereo system, musical instrument, or even boisterous conduct should not leave the confines of the unit. All private parties must be maintained within the confines of the unit itself and not allowed to overflow into the common areas such as balconies, hallways, sidewalks, and parking areas. Please keep in mind that your unit is only one in a building with several other units. Keg parties are not allowed due to their potential to attract large uninvited crowds.

Residents who might experience such-noise problems are asked to contact the local sheriff or police department for corrective action as each locality has a noise ordinance. We also request that you advise the rental office in writing on the following workday of the unit number of the respective resident and the circumstances surrounding the situation. Continued resident grievances, with management verification, will result in a warning from the rental office and eviction if the situation is not corrected.

PETS

Absolutely NO PETS ARE ALLOWED under any circumstances in Raines Property Management units or on the premises unless otherwise noted on your rental agreement. This applies to visiting pets as well. If a pet is reported or discovered in your unit there will be an automatic \$200.00 pet fine and a possible forfeit of your entire security deposit leaving you responsible for resubmitting your entire security deposit. You will also be written up for a lease violation and a subsequent inspection will occur to verify that the violation no longer exists. Should violations continue to occur Raines Property Management would consider this grounds for eviction?

Should your lease allow pets, there is a total of 2 pets allowed at any Raines Property and the terms of your specific lease must be followed.

Pets can be a joy when properly cared for. In consideration of your neighbor please observe the following rules: Under no circumstances are pets allowed to roam. Pets on common grounds of the community must be carried or leashed. Any animal found roaming the community would be removed. Please “walk” the pet away from the community premises. This will be strictly enforced. Do not chain or tie the animal to balconies, patios, or outside buildings. Any damages caused by pets are the responsibility of their owners. Residents come first, so it is important your pet does not become a nuisance. If so, you will be asked to remove your pet from the community.

No reptiles, dangerous, harmful or poisonous animals will be allowed. Pet deposits of \$200.00 per pet are required for cats, dogs, ferrets, rabbits and birds. Rabbits, hamsters, gerbils and birds must be caged at all times.

PET REGISTRATION

All pets must be registered annually with Raines Property Management. The cost of this registration is \$10.00 per unit. Failure to register your pet(s) may result in a fine or lease termination.

FRIENDS, VISITORS & GUESTS

The property management office staff is pleased to see the residents’ welcome friends, visitors, and guests. We do want to point out that you will accept responsibility for the individuals while they are on the premises. Also, please see that your visitors are considerate and respectful of your neighbors. We do respect the resident’s privilege of having people visit, however, please do not allow this to become a permanent situation with a visitor transforming into an additional occupant in your unit. Since only individuals listed on the lease contract are authorized to reside in the unit, this once visitor and now occupant, is an illegal resident. The situation will result in legal proceedings against the residents. Your cooperation is appreciated.

PARKING REGULATIONS

Towing policies are strictly enforced. If your vehicle is towed, this is a situation between yourself and the towing company. Raines Property Management does not have any leverage with the towing company. Any decision made by the towing company is final. To avoid this problem and expense, make sure you know what parking lot regulations exist before parking your vehicle. It is your responsibility to see that your guests follow parking regulations. When vehicles are towed, it is at the vehicle owner's expense. No vehicle storage is allowed. Inoperable vehicles are subject to being towed. Vehicles must display **current** tags and inspection stickers to be considered operable.

Vehicles cannot be washed or repaired on the property. No loitering is allowed in the parking lots. Under no circumstances should motorcycles, mini-bikes or other motorized vehicles be taken into a unit or hallway. Under no circumstances can any vehicles be parked on lawns or any grassy area. If this occurs, vehicles are subject to automatic towing.

Boats, trailers, campers or unlicensed vehicles, are not to be driven or parked on premises.

PARKING DECALS

Where parking decals are required, it is your responsibility to obtain, maintain and clearly display a parking decal in the window of your vehicle. Permits are renewed annually.

BICYCLES

Bicycles are permitted on the grounds. They are to be stored in the appropriate bike racks provided. If bikes are found on the premises other than in bike racks, they will be removed at cost to the owner. Bikes may be removed if not maintained.

EMERGENCY MAINTENANCE SERVICE AFTER HOURS

Raines Property Management provides you with maintenance service for emergencies 24 hours a day, 365 days a year.

Emergencies include:

- Severe water leaks (other than faucets)
- No heat (in winter)
- Gas leak
- Entrance lock broken where the unit cannot be secured.
- Sewer back ups
- Water heater

In such situations, call the rental office at 951-0000, and follow the verbal instructions. If you receive no response within 30 minutes, please call back and repeat this process. Remember, this is for those items which cannot wait until the next workday. No charge will be made for a service call unless the resident is responsible for the situation through negligence, or if emergency maintenance is requested for a situation, which, in reality, is only routine maintenance.

MINOR HOUSEHOLD REPAIRS

Residents will be responsible for all minor household repairs in their unit. Examples of minor household repairs include, but are not limited to the following:

- Changing light bulbs -- including fluorescent lights (correct bulbs must be used)
- Extermination of bugs -- Spiders, earwigs, ants, roaches, mice, all types of bees, etc.,
- Checking to make sure electrical breakers and fuses are working.
- Clogged drains or slow draining drains -- try liquid plumber and a plunger

- Patching small holes or cracks
- Replacing batteries in smoke detectors (should be changed every 6 months)
- Stopped up commodes -- try plunging first
- Disposal not working -- push the red reset button on the disposal under the sink (see separate disposal maintenance section.)

If the phone, gas, water or electricity is cut off or not working, contact the proper companies to alert them of any problem. If the problem exists within the walls of your unit we will be happy to send someone out.

We are always happy to be of assistance and send a contractor out to assist you with a problem you are having in your unit. However, if we send someone out and the repair needed was caused by resident neglect the bill will be sent to you for immediate payment.

Additionally, if your service call is determined to be unnecessary or resident neglect, then all associated bills will be sent to the resident for payment. Common examples of these cases are: heat or A/C not working when the thermostat is in the off position; garbage disposal clogged by foreign objects such as forks, bottle caps, coins, or broken glass; and feminine products in the sewer line.

USE OF GAS OR CHARCOAL GRILLS

No combustible fuels are permitted within the confines of any unit. Gas, charcoal and kerosene and their associated grills and heaters are prohibited. This includes balconies and first floor porches. Exceptions may be made in single-family homes if management provides written approval.

TRASH REMOVAL

All residents should be responsible for trash disposal and keeping the lease premises clean of trash and debris. Recycling bins are available at many of the properties. If you are on a municipal solid waste removal system and a problem arises, please contact the municipality directly. If the unit provides dumpster systems, trash must go directly from inside your residence to dumpster. Failure to comply with policy will result in a fine.

HEATING, AIR CONDITIONING AND TEMPERATURE CONTROL

If your unit has a heat pump, during the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the same lever to the COOL position. For normal satisfactory operation, it is recommended that the thermostat be set at 70 degrees in the winter and 76 degrees in the summer. Air conditioning units should never be set below 69 degrees. When changing from cooling to heating or visa-versa, allow about five minutes to elapse while switching modes otherwise the unit may be damaged. Do not 'jiggle' the controls or frequently reset the cooling and heating lever.

For optimal operation, remember to close all windows and doors when air conditioner or heater is on. Throughout the winter months, we expect you to maintain a room temperature of at least 60 degrees in order to prevent the freezing of pipes. This is especially important over the winter breaks. **If the proper temperature is not maintained and damages result, the resident will be responsible for paying all damages.**

If your unit has another source of heating and you experience difficulty in its operations, please contact Raines Property Management. If your unit is heated by oil or gas it is your responsibility to maintain an adequate supply to keep the residence properly heated.

OUTSIDE VENTS, CRAWLSPACE ACCESSES AND DOORS

It is the tenant's responsibility during the winter season to make sure that all outside vents, crawlspace accesses and doors are closed to prevent frozen pipes. Any damage that occurs due to these being open will be charged to the tenants.

DRAPES/MINI BLINDS

If drapes, venetian blinds or other window coverings are in your unit, prior residents have left them and the owner is not responsible.

GARBAGE DISPOSAL

If your unit is provided with a garbage disposal, it is recommended that the cover be left in the drain position when not in use to prevent any foreign materials from accidentally falling into the unit. Only cooked meat scraps and vegetable matter should ever be put into a garbage disposal. Start by turning the cold water on and leave it running. It is important to maintain a sufficient flow of water to flush shredded waste through the drains even after the disposal has been turned off. Next, the garbage disposal should be turned on and then and only then, should the waste matter be put in the disposal. Allow the waste to clear before turning off the disposal. Remember, allow the water to run even after the unit is turned off to flush the disposal and clear the drain.

Should the disposal shut off due to an overload, allow the motor to cool for three to four minutes, then push the red reset button on the motor (located in the cabinet under the sink) and resume operation. If this fails call the rental office for assistance.

CAUTION: NEVER PUT YOUR HAND IN THE GARBAGE DISPOSAL WHEN THE SWITCH IS IN THE "ON" POSITION.

The disposal is self-cleaning. Never use caustic drain cleaners in the unit. An occasional use of baking soda should eliminate odors.

Do not put bottle caps, tabs, glass, pins, bones, foil, rags, string, paper, etc., in the disposal. Any damage or expenses for repair or replacement because of negligence will be charged to the resident.

LIGHT BULBS

All light fixtures will be in working order at the time the resident takes possession. Thereafter, the resident will be responsible for the replacement and installation of all light bulbs. All light bulbs must be working when the resident vacates. When replacing bulbs in appliances, track lighting, vanity mirrors, fluorescent lights and fans, tenants must take care to use the proper size wattage and type of bulbs.

PLUMBING FIXTURES

All plumbing fixtures such as sinks, tubs, drains, commodes, etc. are to be used only for the purpose intended. Therefore, no solid articles, disposable diapers, rags, rubbish, or grease should be placed in them. **Feminine products should never be disposed of through the waste**

disposal lines at your unit. All such waste should be placed in the trash containers. Articles that result in plumbing blockages or that must be removed will be at the resident's expense. One article that will provide you with a great deal of assistance and is most inexpensive is a plunger. **If maintenance is requested to plunge a line, the resident will be charged.** If your commode overflows, immediately lift the cover off the tank, reach inside and push the flapper **firmly** into the hole on the bottom of the tank; then call the rental office for maintenance. Turning the handle located under the commode tank in a clockwise direction can cut off the water supply for the commode.

SMOKE DETECTOR

Smoke detectors are in your unit to insure your safety. We suggest that you check the detector in your unit on a weekly basis to make sure it is working properly. Simply press hard on the Test button and hold for 5 seconds. If the detector fails to operate, you will need to replace the batteries. Batteries should be replaced every 6 months or as needed. If the smoke detector still will not operate after installing new batteries, please call the rental office and request maintenance on the unit.

NOTE: THE LAW REQUIRES THAT ALL SMOKE DETECTORS REMAIN IN OPERATION. THEREFORE, DO NOT REMOVE THE BATTERY OR IN ANY OTHER WAY IMPEDE THE FUNCTION OF THE DEVICE. REMEMBER IT IS FOR YOUR PROTECTION.

FIRE

What to do when a fire strikes? **THINK!! DO NOT PANIC!!** First, see that the fire department is called, and pull the fire alarm, if applicable. Do not leave your unit door open if you find it necessary to vacate your unit. Exit in an orderly manner. Remember, fire thrives on air and fuel. A closed door slows air supply and can help to control the fire. As soon as possible notify the rental office.

No resident will be allowed to keep gasoline or any combustible material in his or her unit or do anything that will increase the risk of fire. Any fire damage caused by negligence which occurs to your unit or any of the other premises will be the resident's responsibility.

Every fire alarm should be treated as if an actual fire is occurring. However, if upon inspection no fire is discovered, please call the Raines Property Management office or maintenance line to have the alarm shut off.

BALCONIES AND PATIOS

Residents provided with a balcony or patio is responsible for its condition and are expected to maintain the area at all times. No cigarettes, trash, or other items shall be thrown from the balconies or patios. Neither balconies nor patios should be used for drying laundry or putting up antennas. Only well maintained flower gardens of a reasonable size would be permitted. No vegetable gardens can be grown in these areas. Furthermore, we ask that the items such as motorcycles, boats, signs, trash containers, doghouses, etc., not be kept on balconies or patios.

For your safety, Raines Property Management warns you to limit the number of people on a balcony at one time. Residents assume liability for any items left in these areas and are responsible for maintaining their balcony or patio in a neat and orderly manner at all times.

HALLWAYS AND PORCHES

It is against fire regulations to block the entry hallways with bicycles, baby carriages, toys, shoes, boots, etc. We must provide safe passage for all residents and guests. If such items are found in the entry halls, we will give one warning. On the second offense, a \$ 25.00 fine will be assessed. Please keep all porches, stairwells and sidewalks clear of all items, which could impede traffic in both normal use and in the case of an emergency. Residents may not post any signs or other advertising matter in windows, hallways, doors, and mailbox or outside the building.

VACATING AND MOVE OUT DAY

Please see Procedures for Vacating List (see pages 15, 16 &17) to advise you how to clean your unit before you leave. Moving trucks and vans must be parked in authorized spaces.

Please be sure not to block other vehicles or passageways with moving trucks. All move-out inspections must be scheduled 72 HOURS IN ADVANCE, as this is an extremely busy time for you and Raines Property Management. If you do not schedule this appointment, the inspection will take place in your absence. Be sure to turn in all unit door keys, mailbox keys as well as all forwarding addresses.

ABANDONED PROPERTY

Raines Property Management will consider any property left in a unit after the lease term as abandoned property. Raines Property Management will dispose of any abandoned property in accordance with Virginia Residential Landlord Tenant Act.

SATELLITE DISHES

The rules regarding the installation of satellite dishes vary from property to property. Should you want to install a satellite dish, you must make a written request to the management office. Your written request must include the location of the dish, detailed method of installation and proof of liability insurance specifically relating to the satellite dish. If your request is granted, the satellite dish cannot exceed 18". Satellite dishes may never be installed in a manner that permanently alters the property (i.e. NO DRILLING OF HOLES).

LAWN AND GROUNDS MAINTENANCE

You are expected to care for the lawn and grounds, keeping them in good condition. This includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, raking leaves, edging all walkways, curbs and driveways, treating fire ant beds, and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves and side of the house. You are required to report any conditions, which will cause permanent or temporary damage to the grounds, and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover or mulch (pine straw, pine bark, etc.) must be kept up by the residents. If a section of the lawn is blocked off for any reason (ex: dog pin) it still has to be maintained regularly.

DO NOT LEAVE HOSES CONNECTED TO EXTERIOR FAUCETS DURING THE WINTER MONTHS

WALLS AND CEILINGS

Please keep the walls of the home clean and in good repair. Do not paint or wallpaper the walls without prior approval. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating. Do not put any holes in wooden

or paneled walls or fixtures since these cannot be patched or matched. You will be charged for entire replacement of walls if needed.

IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE.

An additional deposit may be required for smoking on the premises.

VINYL FLOOR COVERINGS/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, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer, or shellac to the floor. When waxing, use a water-emulsion, self-polishing types such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors, avoiding any solvent based waxes. You will be responsible for damage done by using improper cleaning methods such as broken tiles or torn floor covering.

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 erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush and a beater type vacuum cleaner is required if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets have been professionally cleaned. Raines Property Management will professionally steam clean carpets at the end of the lease and deduct the cost from the security deposit. Residents may not rent a carpet cleaner or hire the carpets to be cleaned.

WASHER/DRYER HOOKUPS

When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. This is especially important in country properties as a **burst pipe can run a well dry in a very short time.**

CLEANING AND HOW TO'S

We work hard to deliver to you a clean, well-maintained comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and residents who take occupancy after you leave. The key to proper cleaning is to do it often and regularly. Set up a schedule where each family member is responsible for specific tasks. Monitor the work and see that cleaning is performed as often as needed.

MINIMUM CLEANING STANDARDS

1. Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month, exterior every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways, and walls in heavily traffic areas every 1-2 months.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter, and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.

4. Mop and wax vinyl floors biweekly.
5. Dust baseboards, windowsills, window grids, tops of windows, ceiling fans, doors, ceilings, and corners of room monthly.
6. Clean AC/Heat air return grill often. It helps the mechanical operation of the equipment.
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
8. Curtains and blinds, if provided, should be cleaned or washed semiannually. Decorator drapes should be dry-cleaned every 2 years.
9. Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub, and shower (including walls) weekly. Wipe out medicine cabinet, drawers and cabinets.
10. Caulk tub as necessary.
11. Sweep out garage as needed.
12. Keep all floors free of clothes, toys, and other items which may be trip hazards.

COUNTER TOPS AND CABINETS

Always use cutting boards and hot pads when chopping, cutting, or placing hot items on counter tops. Do not use abrasive cleaners on counter tops. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

KITCHEN APPLIANCES

Each kitchen appliance must be cleaned regularly. In particular, the stove hood, the filter in the stove hoods, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon move-out all drip pans must be new. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be held responsible.

FIREPLACES

If there is a fireplace in your home, please do not burn pine or any "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc.

TOWING

Many of the properties that we rent have towing policies in effect. It is solely the resident's responsibility to understand and comply to the policy where you live. The residents must also make their guest aware of any towing policies. Towing charges or damages that a resident or guest incur are strictly between them and the towing company. Raines Property Management cannot make adjustments to any towing costs.

All vehicles must meet town codes as well as individual association rules.

ADDITIONAL RULES

Raines Property Management reserves the right to make such changes and additions to the rules and regulations relative to the entire community which may from time to time be necessary for the safety and well being of all the residents and the control, care and cleanliness of the premises. These rules and regulations are in compliance with the Virginia Landlord - Tenant Act. The rental office will notify the residents of any additions or changes in the rules and regulations.

CLEANING PROCEDURES FOR VACATING

IMPORTANT: UTILITIES NEED TO BE LEFT ON THROUGH YOUR LEASE ENDING DATE!!

Kitchen Cleaning

Clean counter tops, inside & outside cabinet door, inside cabinets, underneath cabinets and back splashes.

Stove:

1. Move stove from wall (pull straight out from wall, be careful not to tear vinyl. You will be responsible).
2. Clean grease and grime from behind & sides of the stove and on the walls.
3. Clean the floor removing all grease where stove usually stands.
4. Remove fan filter and clean filter & fan; put back in place.
5. Pull up stove top & clean thoroughly underneath and **replace** drip pans. (If stovetop does not pull up, remove eyes and drip pans & reach under to clean.)
6. Clean all grease and grim from top & back of stove.
7. Clean the inside of oven and racks thoroughly. There should not be any grease or stains remaining.
8. Do not leave any remaining oven cleaner present in the oven.
9. Clean inside and out of the oven drawer.

Refrigerator:

1. Move refrigerator from wall (pull straight out, be careful not to tear vinyl. You will be responsible).
2. Same procedure as for the stove, clean underneath & behind.
3. Move back into place.
4. Clean inside freezer removing all crumbs & dirt (freezer must be defrosted).
5. Clean ice trays and/or icemaker.
6. Remove and clean shelves & crispers.
7. Clean inside of refrigerator, crevices & corners before placing shelves and crispers back into place.

- Clean gasket around the refrigerator and freezer door, outside and creases need to be wiped out.

Dishwasher:

- Remove all items.
- Clean inside and out.
- Clean around inside of door.

Microwave:

- Clean inside, outside and behind.

Bathroom Cleaning

Sink:

- Clean in and around sink (remove all hair out of drains).
- Clean inside & outside of cabinets including the sides.

Commode:

- Clean inside & outside removing any stains including base.
- Disinfect

Shower/Tub:

- Scour and remove all dirt & rust stains from tub and shower walls.
- Remove all watermarks & soap from tub and shower walls
- Remove all mold from ceiling above the shower.
- Remove all hair from tub/shower drain.

Vanity:

- Scour soap & toothbrush holders.
- Clean inside and outside of medicine cabinets, vanity cabinets, and all mirrors.
- Make sure all bathroom light bulbs are working.

Bedrooms, Hallways, Living Room, Dining Area:

- Clean all windowsills, frames, and tracks. (It's easier if you dust first.)
- Clean ALL Windows.
- Clean ALL closet shelves, rods, and wipe down closet doors and other interior doors on both sides.
- ALL baseboards and doorframes need to be dusted and cleaned.
- Clean all outlets and switch covers throughout unit.
- Vacuum and clean all registers and fans.
- Dust and clean all blinds.
- Raines Property Management will professionally steam clean carpets at the end of the lease and deduct the cost from the security deposit. Residents may not rent a carpet cleaner or hire the carpets to be cleaned.

Floors:

- Scrub all vinyl to remove accumulated grease and dirt.
- Mop floors and do not walk on afterwards.
- Wax all vinyl and wood floors.

Light Fixtures:

- Remove all light fixtures, clean dust and bugs from fixtures.
- Replace burned out light bulbs. All bulbs must be working.

Laundry Room:

1. Wipe out washer and dryer.
2. Clean tops of washer and dryer.
3. Clean and mop floor.
4. Clean walls behind and around washer/dryer.

Deck and/or Patio:

1. Clean out storage room.
2. Sweep off deck and/or patio.
3. Clean sliding door tracks on outside.
4. Yard must be mowed, trimmed, raked if tenant is responsible for yard care.

If you have a **PET** we do require **PROFESSIONAL EXTERMINATION**. Receipt of such will be required.

*** If your move out inspection is completed two weeks or before your lease expiration date, you maybe subject to additional cleaning charges.**

MAINTENANCE PROCEDURES FOR VACATING

All items listed below will be checked during your move-out inspection. The following items are the resident's responsibility, although the residents' responsibilities are not limited to the following items.

ALL keys must be turned in at Raines Property Management office or given to the inspector at the time of the move-out inspection. This does include the mail key. The postal service charges a standard \$25.00 fee for mailbox lock change.

- ALL light bulbs must be working including appliance bulbs.
- ALL doorstops must be in place.
- Stovetop drip pans must be **REPLACED**.
- Smoke alarms must be working (residents are only responsible for battery replacement).
- ALL holes in the wall must be filled (nail, door knob, fist, etc.)
- ALL patched areas must be touched up with matching paint.
- ALL yard care must be completed at the time of the lease ending date.
- ALL window and door screens are in place and without holes

Any cleaning or maintenance completed at the resident's expense will be subject to a \$50.00 service fee that will be deducted from your security deposit.

* Upon inspection the resident forfeits his/her right to re-enter the unit and perform any additional cleaning or maintenance work.

* If you wish to be present for your move-out inspection, please call at least 72 hours in advance of your lease ending date to schedule an appointment.

**** PLEASE HAVE RECEIPT FOR EXTERMINATION AVAILABLE UPON MOVE OUT.
THE SERVICE HAS TO BE PROFESSIONALLY PROVIDED****

I acknowledge that these policies become part of the lease agreement and are legally binding. In any instance where the lease agreement and the handbook are in conflict, the lease agreement shall have precedence on all parties to the contract. I acknowledge my legal obligations and have obtained Renter's Insurance.

Name

Date

By signing above, residents of properties that utilize Shentel services give Raines Property Management permission to disclose information. Resident hereby consents and gives Landlord permission to disclose Resident's name and address

to Shentel Communications, L.L.C., the building's provider of network access, cable television and telephone services. The information will not be disclosed to any other party and will be used by Shentel only to assist in providing telecommunication services.

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