



Resident Handbook

Dear Prospective Resident,

Congratulations! Your application has been accepted to rent a Flat Fee Landlord managed property. We look forward to working with you and assisting you with your transition into your rental. In order to move forward with your acceptance, please make sure the following is completed.

1. *Please submit your security deposit (and any applicable pet deposits) and application fee to **Flat Fee Landlord** and the 1st month's rent in certified funds made out to the **Real Estate brokerage that listed the property for rent** (it is the tenants' responsibility to make sure we have possession of these funds before we can move forward).*
2. Once all checks have been collected, a lease will be sent to you within **3 business days** of receiving this acceptance letter or the checks have been collected (whichever is most recent).
3. Once the lease has been received, you have **48 hours** from the time the lease was sent to sign/initial the lease. If the lease is not signed within **48 hours** of being presented to you then your acceptance is void and the property will become an active rental.
4. Once the lease has been signed by all parties, please make arrangements with Flat Fee Landlord to schedule a check-in time/date. *No Check-in inspections will be conducted with less than 24 hour notice.*
5. Please make arrangements to transfer all utilities into your name as of the date your lease starts and confirm transfer with Flat Fee Landlord.
6. Please purchase renter's liability insurance and forward a copy of your policy to Flat Fee Landlord within the first week (7 days) of moving into the property.

Let us know if you have any questions regarding move in. We look forward to creating a long lasting relationship to you.

Warmest Regards,

Flat Fee Landlord Management

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Submitting a Service Request:

You may submit a new service request for the property you live in by logging into your tenant portal and clicking on the orange “New Service Request” button on your home screen. Fill out the service request information page with as much detail as possible. You may also take a picture of the repair issue and upload it to submit with the request at the bottom of the information page. ****Note, each non-emergency service request submitted is subject to a repair deductible as noted in your lease.***

Only use the service request feature for submitting service requests. If you have questions or non-service request comments, you will want to use the conversation method which is outlined below.

Communicating with your Account Manager:

The fastest and best method of communication with your Account Manager is by creating a “New Conversation” in your tenant portal. You may create a “New Conversation” by logging into your Tenant Portal and clicking on the blue “New Conversation” tab towards the bottom of the My Account page. Please use this feature on non-repair issues. You may also reach us by calling our office at 703-261-9414. All communication can be completed during normal business hours.

Emergency Repairs:

All non-emergency repairs should be submitted via the tenant portal by creating a service request. For your safety and convenience, Flat Fee Landlord provides a 24 hour emergency maintenance answering service to answer and route your request. The following are examples of what is considered an “after hour’s maintenance emergency:”
ALL AFTER HOURS EMERGENCY REQUESTS SHOULD BE CALLED IN TO AFTER HOURS PHONE LINE. REPAIR REQUESTS MADE THROUGH THE PORTAL WILL NOT BE SEEN UNTIL THE FOLLOWING BUSINESS DAY.

HVAC

- No heat in the property and the outside temperature is below or forecasted to be below 45 degrees
- No air conditioning in the property and the outside temperature is above or forecasted to be above 80 degrees

ELECTRICAL

- No electricity to major appliances such as a refrigerator, or HVAC units
- No electricity to over 50% of the home

PLUMBING

- No usable bathroom in the property
- Burst water supply lines

APPLIANCE REPAIR

- Refrigerator repair

STRUCTURAL

- Storm damage to roof: tree limbs through roof, etc.
- Community entrance blocked

SECURITY

- Actual fire on property
- Fire Systems: Smoke alarm continuously sounding, sprinklers running, etc.
- Break In/ Burglary (DIAL 911 First)

Response time on non-emergency repair requests:

Please allow for ***24 -48 business hours*** for your account manager to contact you regarding the service request. Non- Emergency service requests made over the weekend or a holiday will be addressed the following business day.

Tenant Frequently Asked Questions

1. When is my rent due?

Rent is due on the first of every month, with the first full month's rent required before occupancy. Rent is considered late if received on the 5th after 5:00 pm. If rent is late, there is a late fee consisting up to 10% of one month's rent.

2. Who do I call if there is a problem?

Call our office at 703-261-9414 to speak to a member of our team (the maintenance extension is 105). Our maintenance division is on-call 24 hours a day, seven days a week. Follow the phone prompts for communicating an emergency situation afterhours.

3. Do you do periodic inspections?

Yes. It is Flat Fee Landlord's policy to inspect the property every few months. These inspections are quick and benefit both the owner and tenant. We want to make sure that little issues are caught before they turn into big problems. Tenant will receive at least a 24 hour notice by phone call and/or a message in the tenant portal.

4. What do I have to do to the property?

Tenant must not damage the property and is responsible for minor upkeep (mow the grass, change light bulbs, air filters, and other maintenance as described in the lease). The tenant does not have a duty to make repairs except to keep the plumbing clean and sanitary, or where it is required by the terms of the lease.

5. Can I run a home business on the property?

No

6. Can I do the repairs and take it off my rent, or have a friend complete a repair?

No. We have licensed approved contractors who are bonded and insured.

7. We're roommates; can we each pay our portion of the rent with a separate check?

Each tenant/roommate will have access to pay rent through the portal, how much is paid by each roommate is up to you. Please remember that each roommate is responsible for the whole rent, so you are on the hook for your roommate's half the rent if he/she fails to pay.

8. What do we do if we want to stay another year?

We will notify you 60 days prior to the termination of the lease and ask your intention. If you wish to stay, inform us in writing and we will ask the landlord's permission.

9. When will I get my deposit back?

You will receive your deposit back by returning the property back to the owner in the condition you were given it. You will receive move-out instructions. Security deposits are usually returned within 30-45 days.

10. Does your office have an extra set of keys if we get locked out?

No, you will need to call a locksmith. We recommend that you have a copy made of the keys for emergencies. We cannot check out keys to you.

11. Can I let others move in to help with the rent?

No. The owner must approve any occupants. If the owner approves allowing the addition or replacement of a roommate, the application process must be completed by each new applicant.

12. Can I cancel the utilities if I move out prior to my lease expiration?

No. You are required to keep the utilities on from the beginning to the end of your lease. You will be charged for any damage to the property due to shutting of the utilities.

13. Can I Pet Sit or add a pet after I have signed a lease without a pet addendum?

No. There should never be any pets or additional pets allowed into the property without the consent of the management company. Should we find any evidence of pets at the property that does not allow pets, an unauthorized pet fee will be enforced.

14. Am I responsible for being home for repairs on my rental property?

Yes, as per the lease you are responsible for coordinating times and allowing access to vendors scheduled to conduct repairs to the rental property. As the tenant, you are also responsible for allowing emergency access to repair vendors in a timely fashion that does not cause excessive/additional damage to the property. Any fees associated with not upholding scheduled meetings with vendors during business hours or requesting a member from our management team to be present in your absence will be passed on to you. We do charge a fee if you request us to be present for a repair (this service is subject to our availability).

PAYING RENT

Rent is due on the 1st of each month, and may be mailed or delivered to our office, or paid directly through tenant portal.

Make checks payable to: Flat Fee Landlord

Rent may be paid by money order or cashier's check. No cash payments or personal checks will be accepted as payment.

Remember that late charges are assessed on the 5th of each month.

Please put your name and rental address on your check/money order *every time* to ensure that you are properly credited with the payment.

Be sure checks/money orders are completed with names of payer & payee.

Flat Fee Landlord will not be responsible for cash or incomplete *money orders left on the premises.*

MAINTENANCE

If a maintenance issue should arise, you may complete a maintenance request using the tenant portal. When filling out the online service request form be sure to provide the following:

Be specific about the problem and remember to include your name, address and the best number to reach you.

Permission to enter your home. Please submit a time when you will be available to let a vendor or repair person into the property.

Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY.

FURNACE

All tenants are responsible for cleaning or replacing the furnace filter at least once a year, preferably at the beginning of the fall or winter.

Problems caused by failure to clean/replace the filter may be the tenant's responsibility.

To care for your furnace please do the following:

Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

POWER, FURNACE & HOT WATER HEATER OUTAGES

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the utilities company already knows about it. You can, however, try calling them to report the problem.

If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call the utilities company.

If either your furnace or water heater is not working, **call the utilities company first** to have them check it out and/or relight the pilot. If there are additional problems, they will inform you as to what needs to be repaired.

DRAINS

Please avoid letting food, hair, and excess soap get down the drains.

Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. An excellent drain cleaning/clearing solution recipe is:

1 cup salt

1 cup baking soda

1 cup vinegar

Followed by 8 cups boiling water.

We recommend performing this treatment monthly to avoid build-up. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

GARBAGE DISPOSALS

Be sure to always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up **organic items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. **Never put paper, plastic, glass, aluminum foil or grease in the disposal.**

Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance.

Problems with the garbage disposal are the tenant's responsibility.

REFRIGERATOR COILS / DRIP PANS

Keep coils on refrigerators (especially sub-zeros) free of dust. Coils need free air flowing around them to operate efficiently. **Failure to keep coils clean may cause the appliance motor to burn out.** The replacement of a burned out motor due to dirty coils may be the tenant's responsibility. Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your home.

FIREPLACES

Please burn only hardwoods in the fireplaces and woodstoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard. Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from burning the floor or floor coverings.

OVEN RACKS AND PANS

The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

PLUMBING FIXTURES

Never use abrasives on brass or gold fixtures. It is best to wipe fixtures clean after each use. If brass needs to be polished, please use a product specifically designed for use on brass. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.**

WATER DAMAGE

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

MOLD

Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

KITCHEN COUNTERS

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times. **Tenants will be responsible for any damages to kitchen counters during move out.**

CERAMIC TILE - MOLDED TUB AND SHOWER WALLS

To clean ceramic tiles and molded fixtures tiles follow these instructions:

Dilute 1 part white vinegar in 5 parts water

Never use scrubbing cleansers like Comet or AJAX on molded fixtures, as these products will permanently scratch the surfaces. Use a soft sponge and apply the solution to the molded areas.

MINI BLINDS

When cleaning mini blinds, don't soak them - the finish may bubble and peel. Spray them with a mild soap & water solution and wipe them.

You can buy a spray cleaner which is inexpensive and easy to use, making cleaning a breeze. Weekly dusting or wiping can save a lot of work later.

SMOKE DETECTORS

Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries twice a year.

WOOD DECKS / PORCHES

If you have planters or pots, please put raised trays under them so that they are off the deck a few inches. This will allow air to flow beneath the pot, and to prevent water run-off from rotting the deck.

HARDWOOD FLOORS

Never use a mop or oil for cleaning hardwood floors. Use a soft cloth to avoid scratching the surface. It is best to sweep and dust regularly to avoid build up of dirt. We recommend cleaning your hardwood floors in your home with a small amount of vinegar in water.

Periodically clean floors with Murphy's oil following the directions on the label. We encourage the use of throw rugs in front of the sink and the stove to protect these areas from water and grease.

MARBLE AND GRANITE

Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface since it will permanently stain the marble. **Never use any acidic or abrasive cleaning products including vinegar.** It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

Winterization Checklist

The tenant is responsible for keeping the property winterized during the cold weather season. To make sure that there is no damage to the property, please complete the following tasks:

1. Turn off the interior water valves to the outside faucets and open the exterior faucets. Remove and drain hoses.
2. When it is extremely cold, circulate the warmer air by opening cabinet doors under the sink.
3. If a water line does burst, immediately turn off the water valve and call the property management company.
4. Keep all air ducts clean.
5. In the case of a power outage, immediately report that to your power company.
6. Change furnace filters monthly.
7. In the event of a heating system failure, immediately notify the property management company.
8. If a heating system failure or power outage lasts an extended period, allow inside faucets to drip slowly.
9. If you are going to be gone for a long period of time (as specified in your lease), please inform the property management company and keep the temperature set above 55 degrees.
10. Keep storm doors, storm windows, and garage doors shut.
11. Keep all trees and shrubs trimmed.

Resident Move-Out Checklist

Please review over your lease if you may have an questions regarding this move-out list prior to contacting the office. Under section 14. Inspections and Condition of Premises on **page.8** sub-section **B) Move-out Inspection** that continues onto **page 9**. This outlines specifically what you will need to follow for a smooth & easy check-out. Please note most items of work must be done by a professional company who is licensed, bonded & insured. It is your responsibility to ensure we receive corresponding invoices for the services needed. If you need a cleaning company we can refer you recommended companies. Please use the following checklist:

➤ **Wall and ceilings**

Nails and pictures must be removed from the wall. **Wash the walls if there is dirt, scuff marks, and hand-prints etc.** Touch up paint where needed. If there is damage to a wall, make sure to fix the hole, sand and paint the entire wall to match the rest of the room. Paint matching/touch-up & drywall repairs should be completed by a professional.

➤ **Woodwork**

All woodwork should be dusted and clean of fingerprints or smudges.

Floors All tile floors must be scrubbed. Wet mop the floors and consider polishing if the floors are showing wear.

➤ **Carpeting**

Carpets should be professionally cleaned. The rented carpet cleaners do not complete the job. If we have to have the carpets cleaned we will charge the incurred cost to you. Please provide receipts upon check out.

➤ **Cleaning of Premise**

A professional cleaning company must be used, a move-out cleaning & deep cleaning should be arranged. We have a cleaning company we use & would happy to provide you their info who offer these services. We will not accept DIY cleaning.

➤ **Lights**

All fixtures must be cleaned and in working order. This means that any burnt out bulbs should be replaced.

➤ **Windows, Screens, and Sliding glass Door**

Have the professional cleaning company clean all windows, window sills, screens, and sliding glass doors, including blinds. Make sure to clean the tracks of the doors and windows as well.

➤ **Kitchen**

Clean all cabinets(inside & out), shelves, pantries, counters, and appliances. Stove, refrigerator, and microwave should be opened and cleaned. Make sure to get all grease out of the stoves and burners. Clean beneath all mobile structures.

➤ **Smoke Detectors**

All smoke detectors must be in working order. New batteries should be put in.

- **Pets**
Property professionally treated with tick and flea chemicals. Repair the damage to the interior or exterior of the property (carpet, holes in the grass, etc.).
- **Bathrooms**
Clean all shelves, vanities, medicine cabinets, mirrors, and counters. Make sure to scrub the toilets and tubs/showers. Make sure to remove any mold or soap scum.
- **Plumbing**
Drains should be clear and running freely. All leaks and dripping faucets should be repaired. Toilets should not be running or overflowing. Shower-heads & bath-tub faucets working properly.
- **Laundry**
Washers and dryers must be empty. Washing machine clean & dryer vents free of lint.
- **Storage areas**
Empty and swept.
- **Garage or carport**
Empty, clear of cobwebs and swept or hosed out as needed. Leave the garage door opener on the kitchen counter or return it with keys.
- **Utilities**
Pay final bill and any other amount owed to the utility company. Do not turn off utilities; rather ask for them to be reverted back to the owner.
- **Exterior**
Yard needs mowed and cleared of debris, weeds, and trash. Trash should be collected and put in the correct container for pick-up. Gutters must be professionally cleaned with receipt.
- **Fireplace**
Clean and free of debris. Chimney must be professionally cleaned with receipt. Gas fireplaces must be functioning & serviced if needed with receipt.
- **HVAC**
Replace furnace filters (replace both levels if it is a dual zone system).
- **Pest Control**
Leave any documentation of recent pest control services during your tenancy. Property must be free of all pests, fleas, ticks etc.

Utility Company List

CABLE COMPANIES

Comcast	1-800-COMCAST (1-800-266-2278)
Cox	703-378-8422
Verizon	1-800-837-4966
Adelphia Cable	1-800-835-4949
Arlington Cable	703-841-7700

GAS COMPANIES

Washington Gas	703-750-1000
Northern VA Electric Coop	703-335-0500
Columbia Gas	1-800-543-8911
Frederick Gas Co.	301-662-2151

Phone Companies

Comcast	703-730-2225
Cox of Northern VA	703-378-8422
Verizon	703-954-6222

Power Companies

Dominion	1-866-366-4357
Novec	703-335-0500
Pepco	202-833-7500
Rappahannock Electric Coop	540-898-8500

Water / Sewer

Fairfax water	703-698-5800
City of Fairfax	703-385-7915
City of Falls Church	703-248-5071
Town of Herndon	703-435-6814
Town of Vienna	703-255-6385
Arlington County Utilities	703-228-6570
Manassas	703-257-8219
Dale Service Corp	703-590-4495
Stafford County Water and Sewer	540-658-8616

Solid Waste

AAA Recycling and Trash Removal	703-818-8222
Arlington County	703-228-6570
Dale Services Hylton Enterprises (Dale City)	703-550-9569
Dept. of Public Works DC	202-727-4600
Fairfax County	703-550-3481