



Tenant Handbook

Congratulations on the selection of your new rental home! We welcome you to the Central Virginia area and to your association with **ALLY PROPERTY MANAGEMENT**.

We want to make your stay in your new home and your association with our firm as pleasant an experience as possible.

You are expected to care for and maintain your new home as if you were the homeowner including both the home itself, the yard, and any outbuildings.

As professional property managers, we have both obligations to you as the resident and to the property owner. Accordingly, we will abide by the Virginia Residential Landlord Tenant Act and require that you do the same. This handbook, **which is a part of your lease**, outlines our responsibilities to you and your responsibilities to us and the home in which you will reside.

Please read each heading carefully and place this handbook as well as your lease in a location for easy reference. Often answers to common questions can be found within either of these documents. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Resident relationship. We are always ready to help answer questions and to help solve problems.

We are excited to have you!

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CONTACT INFORMATION FOR ALLY PROPERTY MANAGEMENT

OFFICE HOURS:

Monday-Friday 9:00am-5:00pm

Our office will be closed in observance of specific holidays including Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and the day after, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. In cases of inclement weather, please contact our office in advance to see if we are open.

CONTACT PHONE NUMBER:

For All Calls: (434) 207-6557

PHYSICAL ADDRESS:

3510 Remson Court, Suite 202
Charlottesville, VA 22901

WEBSITE ADDRESS AND EMAIL ADDRESS:

www.allypropertymanagement.managebuilding.com
suzanne@yourallypm.com

Email is the preferred method of communication.

RENTAL PAYMENTS

All rents are due and payable, in advance, on the FIRST DAY of the month.

*WE STRONGLY RECOMMEND USING OUR ONLINE RENT PAYMENT SYSTEM at www.allypropertymanagement.managebuilding.com. Otherwise, payments should be made in the form of check, money order or certified funds and made payable to **Ally Property Management**. Please make sure to include your address on your payment to assure proper credit. Only one check per property is permitted and only persons listed on the lease may make rent payments.*

Payments should be mailed to the following address:

Ally Property Management
3510 Remson Court, Suite 201
Charlottesville, VA 22901

Ally Property Management also offers Electronic Transfers in the form of an ACH. If you would like to set up payment using this method, please contact our office. You will be asked to provide a voided check from the account from which the funds will be withdrawn.

WE DO NOT ACCEPT CASH OR POST-DATED CHECKS.

Another convenient way to pay rent automatically every month is to contact your banking institution and set up online bill pay. Be sure to add a memo to each payment to include address of the property so we can ensure proper credit.

Be sure to allow for at least 3-5 days mailing time as any payment (including internet banking) **must be received by our office on or before the 5th of the month. Rent is deemed paid when received by our office regardless of the postmark date.** Any payments received on or after the 6th of the month are considered delinquent and will be assessed a 10% of rent or \$100 late fee as outlined in your lease agreement. Any balances over \$50 are subject to late fees after the 5th of the month. It is important to pay any late fees, maintenance fees, etc. as soon as possible to avoid any additional fees.

After the 10th of the month, we will no longer allow personal checks. All payments will need to be made by money order or certified funds or through our online rent payment service.

If your rent is late more than twice in a 12-month period, your lease agreement will not be renewed.

TENANT CONTACT INFORMATION

All residents **MUST** provide our office with their current contact information including telephone numbers (home, work, and cell) and a valid email address. We conduct most communication through email, but we must be able to reach you in case of an emergency. It is imperative that you update any contact information if there are any changes during your tenancy.

RETURNED CHECKS

In the case of insufficient funds, checks will not be re-deposited. The amount of the check, plus the returned check fee in the amount of \$50.00 will be charged to your rental account. A late fee will be charged to your account if returned check is after the 5th of the month. Only payment made by money order, online or certified funds will be accepted. After two instances of insufficient funds, we will no longer accept personal checks as payment of rent for the rest of your tenancy.

SECURITY DEPOSIT RETURNS

All security deposit returns will be made within 45 days of the lease end date and made payable to ALL residents and sent to the forwarding address provided. If no forwarding address is provided the security

deposit will be sent to the last known address. Only one check will be issued, and it is the responsibility of the residents to request in writing any changes to the disbursement.

The security deposit may not be used for the last month's rent. The following are the requirements for a full refund of your deposit:

- The premises have been left clean and undamaged.
- All check out procedures have been followed and Move-Out Report is acceptable.
- All keys have been returned to the Management Office by lease termination.
- All walls are clean and unmarred. (Homes are not necessarily painted between tenancies)
- All charges and rents due have been paid.
- All debris, rubbish, and garbage has been discarded from the property.
- Management has been provided with a forwarding address and telephone number. No work numbers or post office boxes will be accepted.

Per the lease agreement, following the receipt of all bills for damages and repairs, the bills will be totaled and will include a 20% service charge that will be deducted from the total security deposit. Any remaining balance will be sent to the Resident.

FORWARDING ADDRESS

Resident must provide Management of a forwarding address so that Management can forward a statement of deposit explaining the disposition of the deposit prior to the required 45-day period required by the VRLTA. If no address is provided, Management shall send the deposit to the last known address for the tenant.

EMERGENCY MAINTENANCE

If you have an emergency repair, please call 434-207-6557. In case of fire, dial 911 before calling Management's number. This number is for emergencies only and is not to be abused. Be sure to include your name, telephone number and address in your message including the type of emergency.

An emergency is defined as anything that can cause harm or damage to property. Examples of emergencies are as follows:

- Fires, floods, smell of gas, etc. **Please call proper authorities first.**
- Total loss of electricity. **Please call power company first.**
- Broken locks, windows, doors that provide security.
- Flooding or leaks from heavy rainfall.
- Flowing water or sewer backups.
- Anything with the potential to cause harm or damage.

For non-emergency repairs, please utilize our online maintenance request system or call our office at 434-207-6557 to submit your request. Please understand that it can take several days for repairs to be completed since we utilize third party contractors.

MAINTENANCE, DAMAGE & REPAIR

It is the expectation of management that residents will maintain their home in as good condition as when they took possession. Only repairs required because of normal wear and tear will be provided by management or the property owner. Residents will be charged for repairs caused by misuse or neglect.

All maintenance requests must be made in writing via email to the Property Manager or by utilizing our online maintenance request system. Please be specific about the problem (i.e., the front right burner will

not heat), list your property address and daytime phone number on every request. If you are not contacted by a repair person within 48 hours (not including weekends and holidays), please notify our office so the repair request can be reassigned.

All breakdowns, mechanical system failures and structural defects must be reported to Management immediately. If an emergency repair is needed (i.e., the water heater is leaking), YOU are responsible to stop further damage from occurring, if possible (shut off water, power to appliance etc.). Repairs will be made within a reasonable time.

Resident will be responsible for any additional costs that result from the Resident failing to keep appointments with service providers that require access to make scheduled repairs.

You will not be reimbursed for any unauthorized repairs you make yourself.

EXAMPLES OF EXPECTED RESIDENT MAINTENANCE:

- Replacement of light bulbs
- Repair/Replacement of torn/damaged screens
- Repair/Replacement of cabinet catches, knobs, or handles
- Re-lighting of gas furnace
- Pest Control
- Yard Maintenance including grass cutting, weeding, mulching
- Keep all vents for stove, dryer, heating, air conditioning, and refrigerator clean and clear
- Replace batteries in all smoke detector and carbon monoxide twice annually.

EXAMPLES OF REPAIRS MADE BY MANAGEMENT AT NO COST TO RESIDENT:

- Repairs to heating/cooling systems from normal use
- Repairs to appliances from normal use
- Replacement of heating elements on water heaters if not due to an empty tank
- Roof leaks
- Replacement or repairs to plumbing from normal use
- Electrical work not from normal use
- Treat for termites
- Repair and repaint rotted wood not at fault of resident
- Gutter Cleaning
- Filter changes (2 times a year)

EXAMPLES OF REPAIRS THAT ARE BILLABLE TO RESIDENTS:

- Repairs to burst pipes as a result of freezing weather.
- Any unusual wear and tear on appliances, floors, carpets, walls, and ceilings
- Damage caused by pets, children
- Damage caused by misuse

****Please note that the above list is not comprehensive and is subject to change without notice.***

Please do not make any unauthorized repairs/alterations or authorize any maintenance without management's prior written consent. Rent cannot be withheld because of needed repairs nor can the cost of repairs be deducted from rent. You may not paint, repaint, or change any wall color without the express written consent of the landlord.

Any repairs completed by management that are the responsibility of the Resident may be billed to Resident's rental account.

SMOKING

Smoking is prohibited in any area of the premises including the garage and other enclosed areas. It is the Resident's responsibility to inform their guests of this no smoking provision. Any damage to the premises as a result of smoking will be the responsibility of the Resident.

ALTERATIONS

Residents are not allowed to make any alterations to the property without prior written consent of the landlord. This includes painting, adding additional locks, or redecoration of any kind. Landlord does not intend to not (??)allow certain changes however you may be required to return the home to its prior condition once lease has ended.

RENTER'S INSURANCE

Ally Property Management REQUIRES that you have a renter's insurance policy for the term of your lease. Renter's insurance is relatively inexpensive and protects your personal items in the case of damage from fire, flood, equipment failure, theft, etc. Ally Property Management is not responsible for the replacement of any personal items damaged due to any reason.

Within the first month of your residency, a copy of the declarations page of your policy must be submitted for your file. Ally Property Management must be named as the property manager/property owner's agent and must be notified of any changes to your policy. If Management does not receive a copy of your insurance declarations page within the first 30 days of tenancy, Ally Property Management is entitled to purchase said insurance on your behalf and the cost of said policy will be at your expense.

CONFIDENTIALITY: There are limited instances whereby we can disclose or discuss the terms of our landlord/tenant relationship and the status of your lease agreement without your written consent. Any request for information on your lease status should be requested in writing by all parties who signed the original lease agreement.

MOVE-IN & CONDITION REPORT

At move in you will receive a current check list/report on the condition of the property. You will have 5 days to make any changes to the report or it will be deemed that you accept the property in its current condition. Any damages beyond normal wear and tear and those noted on the report at move out, will become the responsibility of the resident. No exceptions will be made to this procedure.

This report should not be used as a request for repair work.

Any requests for maintenance at move-in will need to be made on a separate form and in writing to the property manager or through our online maintenance request system.

LEASE RENEWALS

The Landlord will provide you with a renewal notice between 75-95 days prior to your lease end date which will include written notice of all new terms and conditions. You will be required to give Landlord 60-75-day written notice of their intent to renew upon receipt of the Lease Renewal Agreement.

EARLY LEASE TERMINATION

It is our expectation that residents will fulfill the entire term of their lease. Per the terms of your lease, you may not sublet or assign your rights under the lease. However, we understand that circumstances can change, and you may need to terminate your lease early. We offer the following options:

OPTION 1:

Pay a fee equal to 2 FULL month's rent and forfeit security deposit. Ally Property Management will market the property as available and residents will cooperate with showings. Ally Property Management will

qualify applicants and incur the costs to advertise, promote and show the home as available. A new lease end date will be mutually agreed upon in writing. No verbal agreements will be honored. It will be the responsibility of the resident to provide Ally Property Management with an expected vacate date. Resident's obligation under the terms of the lease will terminate as of 30 days after receipt of the 2 full month's rent and any damages will be assessed within 45 days of termination.

OPTION 2:

For a fee equal to 1 month's rent, Resident will advertise, show, and provide Ally Property Management a qualified applicant(s). A qualified applicant is defined as a prospect who has submitted an application to Ally Property Management, paid appropriate application fees and has met the credit check as provided by a third-party company. Resident will remain rent responsible until new lease begins and security deposit will be returned within 45 days less any damages. All utilities must remain in resident's name until the commencement of a new lease.

KEYS & LOCK OUTS

Any alterations or replacements of locks, installation of new locks, door knockers, mirrors, and other attachments to interior or exterior doors require prior written approval. If you are locked out of your home during regular business hours, you may borrow the office key for a 24-hour period. If key is not returned within 24-hours a \$50 fee will be assessed to your rental account. If you are locked out after hours and call a locksmith, the locksmith may not rekey or replace the locks for any reason. Management must retain a set of keys to all properties at all times. If it is determined that locks have been changed for any reason without written approval, Management can rekey the locks at your expense at any time. Access will be available via appointment and at Management's convenience.

TRASH & RECYCLING

All garbage, trash, and recycling materials must be placed in appropriate containers and discretely stored. As specified in your lease, residents are responsible for making arrangements for trash removal on a weekly basis. Containers are not to be out of storage area except on trash pick-up days. No more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time.

GUESTS

Any person or persons staying more than three weeks each calendar quarter will be considered residents for the purposes under your lease agreement. Only those persons listed on the lease agreement that have submitted applications, have permission to occupy the premises. Anyone over the age of 18 must be on the lease. All residents are responsible for the behavior and conduct of their guests.

DISTURBANCES, NOISE, & NUISANCE

One of the most common complaints in any rental community is noise. All residents are entitled to quiet enjoyment of their home. All residents and their guests are expected to conduct themselves in a way to not offend or disturb their neighbors. Most common complaints of noise are the result of automobiles, pets, vulgar and profane language, and loud music. In most communities there are noise ordinances and multiple violations can result in possible eviction. Residents are responsible for the conduct of any guest. A good rule of thumb for noise is if it can be heard outside the perimeter of the property, it is considered too loud.

INSPECTIONS

Management will conduct periodic inspections of the property for the purposes of determining the condition of the property and to note any possible lease violations. Management will provide 24 to 48-hour advance notice of any inspection requiring entry into the premises.

PARKING & VEHICLES

All vehicles shall be parked in assigned areas: garages, parking lots, driveways, parking pads, or on the public street where allowed. There should be no parking on lawns, sidewalks, and other areas not specifically designed for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs are allowed at any time. No oil fluids stains are allowed on the garage floor, driveway, walkways, or any other area on the property.

PETS

Not all of our properties will accept pets, please check with your Property Manager to determine if your home allows pets. All pets are subject to approval and require a \$500 pet deposit. **No dogs, cats, snakes, rabbits, birds or small caged animals or over 50-gallon fish tanks of any kind are allowed on the premises** at any time unless you have prior written permission from Management and have paid the required pet deposit. Any pets found on property that have not been added by a Pet Addendum are subject to a \$100/per pet fine.

You are responsible for your pet at all times including excessive noise disturbances. All dogs must be leashed, and excrement must be properly disposed. Any violations can result in lease termination.

HAVING A PET IN A RENTAL PROPERTY IS A PRIVILEGE AND MAY BE REVOKED AT ANY TIME.

EXTERMINATION

Please report any pest problem within five days of possession. If not reported in writing, it is agreed that the premises do not have an infestation of any kind. Any future infestation of any kind will be your responsibility. Ants may appear in extremely dry weather situations. You can place ant stakes around the perimeter of the property. Roaches and water bugs can be treated with container applications from the hardware/grocery store. We assume no responsibility for the control of roaches, mice, ants, fleas, or other pests. You are responsible for reporting any suspected or known termite infestation. You will be charged for any damage caused by uncontrolled pests (i.e. ants, wasps, bees, building nests in the air conditioning unit as this can cause damage to the unit).

SECURITY SYSTEMS, CABLE, SATELLITE DISHES & TELEPHONE LINES

Please make no additional or auxiliary security/cable/telephone or satellite dish installations at the property without prior written permission. We have a form that must be signed and dated by the installer outlining restrictions for installation including but not limited to use of existing holes whenever possible, all holes must be watertight, etc. Residents need to be advised that many subdivisions HOA documents require approval of placement on satellite dishes and it is up to the resident to obtain this approval. Any codes for security systems need to be provided to Management within 24 hours of installation.

FOUNDATIONS & WATER ISSUES

We live in a beautiful area with a moist climate in the summer months and a dry climate in the winter. It is important to keep vents in crawl spaces under the floors open, especially in wet weather. Closed vents can cause excessive damage to floor joists and other areas under the home. Watch for puddles of water that do not go away around the perimeter of the house. They are often a sign of a water problem underneath. For slab homes, be careful that grass, dirt, flower beds, or other coverings do not go up the wall over the level of the slab. Keep the perimeter of the home clear of all matter and make sure that there is a positive slope away from the building. Stack wood away from the exterior walls and off any wood deck flooring to prevent water damage or termite infestation. Use a wood rack or keep wood on a concrete slab and cover wood to repel moisture. Report any suspected water infiltration to us as soon as possible.

SNOW REMOVAL & FREEZING TEMPERATURES

From time to time Central Virginia sees extreme snowfall and freezing temperatures. It is the responsibility of residents to clear driveways, sidewalks, and cars of snow and ice. At most properties, the roads are state maintained and will be plowed after all major and secondary roads have been plowed. Per the City of Charlottesville ordinance, all sidewalks have to be cleared of snow within 24 hours of the last snowfall or be fined. Any fines levied due to lack of snow removal will be the responsibility of the Resident.

Please make sure to keep cabinets under sink and vanity cabinet doors open in extreme cold to help to prevent freezing of the pipes. Lack of heat in extreme cold is considered an emergency. Please make sure to call Management's emergency number at 434-207-6557.

AIR CONDITIONING & HEATING SYSTEMS

Management will have the filters cleaned or replaced twice a year (Fall & Spring). Most of the homes have heat pumps for air conditioning and heating. Heat pumps are designed for the temperature to be set and not adjusted often. During extreme hot or cold temperatures, the heat pump may not keep the home as comfortable as desired. When the heat index is high the heat pump may not lower the inside temperature more than 10° degrees below the extreme heat. Do not set the temperature at a low temperature when the outside temperature is over 95° degrees. If the equipment cools too dramatically, moisture will freeze on the exterior and the equipment will freeze up and not produce cool air. Water dripping from inside the unit is usually due to a clogged condensation drain line. If the line becomes clogged or frozen, turn off the unit and clear the drain line and allow the equipment to defrost.

If the property has a furnace that uses fuel oil or propane, you should arrange for the supplier to place your account on automatic fill status so that you will not run out. This will eliminate the discomfort of being without heat in freezing temperatures. Fuel tanks should not go below 25% to insure best operation of the furnace. If the fuel tank runs out, the fuel line and furnace will have to be checked at the expense of the resident.

SMOKE/ CARBON MONOXIDE DETECTORS

At move-in all smoke detectors are installed and working. Unless they are hard-wired, you will need to test the batteries for the smoke/CO₂ detectors monthly. Batteries should be replaced each year in both Spring and Fall. Management recommends using lithium 9-volt batteries when necessary due to their longer life.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your tenancy. Neither Management nor the Property Owner are responsible for the replacement of battery replacement or alarm operation.

LAWN & GROUNDS MAINTENANCE

Unless yard service is provided by the HOA or Agent/Owner per the terms of your lease, you are expected to care for the grounds, maintaining them in as good condition as when you took possession. This includes regularly cutting the grass, fertilizing, trimming the shrubs, mulching the flowerbeds, edging all walkways, curbs and driveways, and keeping vines from growing onto the structure. Please keep shrub and tree growth away from the roof, eaves, and side of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Flowering trees must be pruned at the proper time of year for their species and all flower beds must be kept free of weeds, grass, etc. If Management determines the need for grounds maintenance and hires a contractor, the resident will be held responsible.

DO NOT LEAVE HOSES CONNECTED TO EXTERIOR FAUCETS DURING THE WINTER MONTHS, FAILURE TO DO SO CAN CAUSED FROZEN PIPES.

LIGHT BULBS

At move-in, all light fixtures will be equipped with proper light bulbs. All burnt out bulbs are to be replaced by the resident throughout your lease term (including floodlights).

PLUMBING & SEPTIC SYSTEMS

The resident is responsible for keeping all sinks, lavatories, and toilet lines open. Do not allow anyone to throw anything into the plumbing system or use it for any other purpose than for what it is designed. The resident will be responsible for any damage or stoppage after 5 days of occupancy unless caused by a mechanical failure of the plumbing system. If the system becomes clogged after this date, the resident is responsible for calling a licensed plumber to clear or repair the toilet at their expense. No reimbursement will be made for charges not pre-approved by Management.

Do not flush any toilet cleaning equipment after use even if it indicates it can be flushed. Do affix bleaching or other cleaning chemicals in toilet bowl/tank.

WINDOW COVERINGS

Residents are required to provide window coverings unless they are a part of the home as noted on the Move-In Condition Report. Do not place foil or other materials, including stickers or decals on any window. The resident will be responsible to any damage to windows, window blinds, or from any other window covering.

WALLS & CEILINGS

Please keep the walls of the home clean and unmarred. Residents are able to hang pictures as long as the walls remain unmarred at move-out. Management suggests using Command Strips available in most stores.

If there is smoke damage from cigarette smoke or the fireplace to the property, Resident will be responsible for any damages including the replacement of blinds, painting, drapes, and light fixture covers.

VINYL & HARDWOOD FLOORS

Clean any hardwood floors or vinyl with warm water and soap. Prefinished hardwood floors should only be cleaned with Bruce Hardwood Floor Cleaner or Murphy's Oil. Do not use any cleaning product that contains gas, benzene, naphtha, or turpentine. Rubber heel marks are common and can be removed with proper cleaning. No varnish, lacquer, or shellac should be added to the floors. When waxing use a water-emulsion, self-polishing wax on both hardwood and vinyl floors. Residents are responsible for damage done by improper cleaning methods such as broken boards, broken tiles or torn vinyl floors.

CARPET CARE

Please place entry mats at all exterior and garage entry doors. Routine carpet care requires a thorough vacuuming at least once a week. Heavy traffic areas may require more frequent vacuuming. Shampooing is required about once a year and is the Resident's responsibility.

GRANITE CARE

Some homes have granite countertops in the kitchen and/or bathrooms. Make sure to wipe with a damp cloth and dry with a towel to prevent water spots. Make sure to avoid abrasive cleaners when cleaning. This can scratch granite. Do not place hot pans directly on granite, please use trivets.

Residents could be held responsible to any damage to granite from improper use and care.

FIREPLACES

In winter months, fireplaces can be useful in helping heat a home. Please abide by the following guidelines when using the fireplace:

- Do not burn pine or any other sappy wood or use any accelerant.
- Wood must be stored outside the home and not touching the exterior of the home.
- Make sure damper is open when fireplace is in use. When not in use make sure to keep damper closed to avoid any loss of heat.
- Ashes should be properly disposed of once completely cooled. Do not bury ashes in yard.

APPLIANCES

To ensure proper operation of appliances, check the FAQ on the appliance manufacturer's website. Residents will be charged for any damages due to improper use, lack of cleaning or from improper cleaning products.

No appliances provided with the property, are to be moved or dislodged from its location. Residents having their own appliances must store them in proper storage areas within the home or off the property. If any appliance is dislodged or moved, the resident can be held responsible for any damages including appliance replacement.

Each kitchen appliance must be cleaned regularly.

RANGES & OVENS: Do NOT use oven cleaner on self-cleaning or continuous cleaning ovens. Be careful when using oven cleaner to make sure it does not drip on the floor onto the floor. Please do not place aluminum foil on drip pans.

ICE MAKER: The lever in the up position within the freezer determines whether or not ice will be made. It is important to keep the lever up and free of anything touching it.

DISHWASHERS: Use the dishwasher at least once a week to avoid damages caused by long periods of non-use.

GARBAGE DISPOSALS: Garbage disposals are not suitable for bones, greasy items, meat, or any other coarse, fibrous material. Almost all disposal jams can be avoided by using a strainer and keeping inappropriate items out of the appliance.

WASHER/DRYER: It is the responsibility of the Resident to keep all drains, vents and screen clear of lint. In case of a long absence from the property, please disconnect hot and cold-water supply to the washer. Keeping a dryer vent clear of lint or other build up will reduce the risk of fire in the venting.

CLEANING GUIDELINES DURING TENANCY

Management works hard to deliver a clean, well-maintained home to you with all the mechanical equipment operating properly. Proper cleaning will help keep the home and its parts usable for both current and future residents. It is Management's expectation for Residents to clean the home and perform the following tasks on a regular basis:

1. Keep windows and storm doors clean both inside and outside.
2. Keep interior doorways and walls washed and clean.
3. Sweep and mop floors.
4. Clean all appliances regularly.
5. Dust regularly including baseboards, windows (sills, grids and tops), ceiling fans, air returns, and corners of rooms.

6. Clean and sweep out fireplace after use.
7. Clean bathrooms including toilet, toilet bases, tub, showers, vanities, sinks, mirror, etc.

MOLD

Resident will use reasonable efforts to maintain the home in such a condition as to prevent the accumulation of moisture and the growth of mold and will promptly notify Management in writing of any moisture accumulation that occurs or of any visible evidence of mold discovered by the Resident.

MOVING OUT

All residents must vacate the property by noon on the lease end date. Lease end dates may not be modified. Residents may have an option to renew and any notice of renewal will be sent 60 days prior to the lease termination. Residents who do not vacate by noon on their lease end date will be held responsible for any damages including but not limited to, additional rent.

Residents may be present at the move-out inspection. Management must be notified in writing at least 72 hours prior to lease end date to schedule the inspection. If the resident chooses to not be present or fails to show up at their scheduled appointment, the inspection report will be final, and resident will not be allowed back on the property to make corrections to any defects.

Inspections will be conducted after residents have completely vacated the property and the premises has been cleaned per the cleaning checklist as outlined in Appendix A. Inspections will be conducted Monday -Friday between the hours of 10:00am and 4:00pm (No weekends or holidays) and can take anywhere from 45 minutes to over an hour and a half.

RESTORE FEE CLEANING GUIDELINES

Within 24 hours of moving into the apartment, Ally Property Management recommends that you inspect your apartment to assure Cleaning Guidelines have been met.

It is the Resident's responsibility to leave the apartment "broom clean". That means all surfaces are wiped and swept clean. The non-refundable fee pays for the following:

- Steam clean carpets (not to include spot removal or excessive damage)
- Wax & buff hardwood floors (where applicable)
- Touch up painting
- Clean appliances (not to include scrubbing, scraping of food or spills)
- Clean kitchen cabinets & countertops
- Light cleaning of vinyl flooring in hallway, kitchen and bathroom
- Clean bathroom fixtures and countertops
- Two light bulb replacements
- Clean mini-blinds and windows
- Sweep clean balcony
- Clean washer/dryer (where applicable)
- Clean shelving in closets, cabinets, etc.

The nonrefundable Restoration Fee will not cover the cost incurred by the Landlord for excessive cleaning of the apartment and or the carpets and floors, repairing pet damage, repairing wall damage, painting walls back to the original color, removing trash, debris or personal items, repairing and/or replacing fixtures including but not limited to, mini-blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railings. Any excessive cleaning and/or damage will be deducted from the remaining deposit on hand or billed in excess.

Finally, we understand that no one wants to be charged for repairs. If you have any questions regarding possible charges, please contact your Property Manager.

SHOWING YOUR HOME

Residents understand that their home may be listed for lease or rent 60-90 days prior to their lease end date. As a result, the home may be shown to prospects until leased or sold. The most probable showing times are between 9:00am-6:00pm and the home needs to be in good showing condition. Residents will be notified by email or phone with date and time of the showing. Cooperation with showings will result in the home being leased or sold faster and will cause less of a hassle once off the market. It is imperative that Residents do their best during this time to help accommodate showing requests.

Minimum requirements for a showing...

1. All beds are made, and rooms are neat.
2. Floors are recently vacuumed, clutter free.
3. Kitchens and baths are clean. Sinks are clean and empty.
4. Animals are out of the way and litter boxes are clean and odor free.
5. TV is off or volume turned low so as to not be intrusive.
6. Yard is mowed, trimmed and in good condition.
7. Blinds/curtains are open, and home is well lit
8. Laundry should be in laundry container.

The better a home shows, the more likely it will rent/sell quickly. The faster a new resident is found the less residents will be bothered by showings. A home that shows well benefits everyone.

UTILITY INFORMATION

Electricity and water/sewer must be in tenant's name from the day the lease begins and must remain connected through the entire lease term. You will be billed for any days that are within your lease term when electricity is not in your name and additional fees may apply.

ELECTRICITY:

Dominion Virginia Power - 866-366-4357 or www.dom.com
Central Virginia Electric Co-Op – 800-367-2832 or www.forcevec.com
Rappahannock Electric Co-Op – 800-552-3904 or www.rappelec.com
Allegheny Power – 800-255-3443 or www.alleghenypower.com

WATER & SEWER:

City of Charlottesville – 434-970-3211 or www.charlottesville.org
Albemarle County Service Authority – 434-977-4511 or www.acsa.net
Rapidan Service Authority – 434-985-7811
AQUA Virginia 800-537-4865 or 919-467-7854

GAS:

City of Charlottesville – 434-970-3211 or www.charlottesville.org
**Natural gas contact for the County of Albemarle*

TELEPHONE:

Century Link/Embarq – (877) 307-6621 or www.embarqmove.com

CABLE INTERNET & TELEVISION SERVICE:

Comcast – 888-266-2278 or www.comcast.com

PROPANE & FUEL PROVIDERS:

Tiger Fuel – 434-293-6157 or www.tigerfuel.com
AmeriGas – 434-295-4194 or www.amerigas.com
Economy Propane – 540-832-5503

MOVE-OUT CLEANING CHECKLIST

In order to refund the entire security deposit, the home must be left clean. The following is a guide of the type of cleaning that Management expects to be completed after vacating the premises. In preparing to move, Residents should allow enough time to do a thorough job cleaning. This checklist is intended to be a guide and may not be a complete list for all homes.

WALLS & CEILINGS: Remove all nails, hooks, and tacks. Patch holes neatly. Repair any damage. Smudges can often be washed off walls. TSP cleaner is an excellent cleaning agent for painted walls.

CARPETS: Carpets must be vacuumed.

FLEAS: If there has been an animal at the property, treat for fleas after cleaning.

FLOORS: All hardwood, ceramic tile and vinyl floors should be swept and mopped clean. All stains and smudges removed. All baseboards should be wiped down and carpet edges swept out.

WINDOWS: Windows should be washed inside and out if they can be reached safely. Once windows are cleaned, blinds are to be lowered and cleaned.

SCREENS: Screens are to be replaced on appropriate windows after cleaning.

FURNACE: Furnace closet should be cleaned, and filter should be changed. Clean all return air grills.

OUTLETS: All light switches and outlets should be wiped down and free of smudges.

FIXTURES: Vacuum and wipe all wall fixtures, windowsills, and drapery rods. Wash all light fixtures and leave working light bulbs.

TRASH: All trash and debris should be removed including in wastebaskets.

KITCHEN: All countertops should be cleaned (washed and rinsed). Walls should be cleaned of grease and woodwork is washed and rinsed. Stove top cleaned of all grease, stains and food and drip pans replaced if necessary. The oven and broiler should be cleaned, and the range hood filter should be cleaned and washed. Cabinets doors and drawers should be cleaned and swept out. All liners should be removed. Refrigerator should be cleaned out and wiped down. Do not turn off interior control or unplug from electrical outlet.

BATHROOM: All plumbing fixtures should be polished with a soft, dry cloth. All of the tile throughout the room should be cleaned of dirt and soap. Grout in the tile should be white and the mirror washed and free of streaks. The vanity and medicine cabinet should be swept and vacuumed out as well as cleaned. Shower and tub doors should be free of soap residue and metal track cleaned out.

PATIO, DECK, PORCHES, ENTRYWAYS: All areas should be swept and cleaned, free of any debris and trash.

YARD AREA: Cut grass and remove all trash and debris. Beds should be weeded and mulched.

GARAGE & STORAGE AREA: Areas should be cleaned out and trash hauled away. The floor should be swept and degreased if necessary.