



# Tenant Handbook

Richey Property Management, LLC

11870 Sunrise Valley Dr. #201

Reston, VA 20191

(703) 463-9715

[www.richeypm.com](http://www.richeypm.com)

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## **1.0 Introduction**

Congratulations on your new rental home! The Richey Property Management team is thrilled you have chosen to live in one of the properties we manage. We strive to provide our residents with exceptional customer service so that your stay is an enjoyable experience.

This handbook has been compiled to answer many frequently asked questions (FAQs) and help prevent any misunderstanding. Whether this is your first time renting a home or you are a seasoned veteran of the rental world, the information provided within will help you maintain your comfort and ensure there is no inadvertent damage to the physical condition of your new rental home.

After thoroughly reviewing the booklet, please detach and sign the final page to return to the office with your move-in inspection sheet and any other outstanding forms or paperwork. This booklet is an addendum to the lease and is designed to answer routine questions about your rental property. Please forward any additional questions or concerns to our team.

## 2.0 Contact Us

**RPM Office Address:**

11870 Sunrise Valley Drive #201  
Reston, VA 20191

**RPM Website:** [www.richeypm.com](http://www.richeypm.com)

**RPM Email Addresses:**

Team- [info@richeypm.com](mailto:info@richeypm.com)

Maintenance- [repairs@richeypm.com](mailto:repairs@richeypm.com)

**RPM Phone Numbers:**

Office: (703) 463-9715

Fax: (703) 537-5722

**Our Team:**

**Erika Sivertsen** • Client Care Manager

[erika@richeypm.com](mailto:erika@richeypm.com)

**Caity Jones** • Leasing Agent

[caity@richeypm.com](mailto:caity@richeypm.com)

**Cathleen Paul** • Property Manager

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[info@richeypm.com](mailto:info@richeypm.com)

**Sue Richey** • Broker/Owner

[sue@richeypm.com](mailto:sue@richeypm.com)

## 3.0 General Information

### Office Hours

**Monday through Friday 9:00 am to 5:00 pm.**

Routine communications should be delivered to the company during normal business hours. We are available for after-hours emergencies via voice mail at (703) 463-9715. **Residents are seen by appointment only and walk-ins can only be accommodated in the event of an emergency.** For your convenience, service requests can be made via e-mail, online via the Tenant Portal, by phone, in writing or in person. Report any issues promptly so that they may be duly noted in your file and/or resolved before they escalate.

### Emergencies

The following are considered emergencies:

- no heat
- no hot water
- no water
- roof leak
- severe storm damage
- main sewer line blockage (not a clogged toilet ) (unless you only have 1)
- broken pipes
- electrical hazards
- a broken refrigerator/freezer

The on call service coordinator uses his/her best discretion to determine true emergencies. When you are reporting your emergency you must include your name, a good contact number, address and the nature of the emergency. Be as specific as possible as it will allow the service coordinator to better determine what kind of vendor must be contacted and reduce confusion/miscommunication.

If you have an emergency that involves fire or criminal acts, NOTIFY FIRE DEPARTMENT/POLICE FIRST, then contact us.

If you are unable to reach us, you may call a service company listed in the Preferred Vendor List (Section 7). If none are available, you may revert to any local vendor but be aware of price. **You may be held responsible for excessive charges.** Any emergency repairs done by an outside vendor must be reported to the office immediately. Submit the paid receipt for the repair to the office. If it is determined that the repair was a valid emergency and not caused by tenant abuse or neglect, you will be reimbursed. Do not deduct the cost of the repair from your rent payment without authorization.

*Note: Contacting an outside entity without confirmation and/or consent from the Richey Property Management is done at the resident's own expense and/or risk. Richey Property Management is not responsible for any damage or secondary repairs needed after an unapproved outside vendor's repairs.*

### **Rent Payments**

Rent payments can be made by check, money order, direct withdrawal or online at [www.richeypm.com](http://www.richeypm.com). Only one check is to be sent as payment. Multiple checks may be returned (at our discretion). Rent is due on the first day of every month. To avoid late charges, please mail payment with enough time for it to be received prior to the due date. Rent can be mailed to:

**Richey Property Management  
11870 Sunrise Valley Drive #201  
Reston, VA 20191**

All checks and money orders should be made payable to Richey Property Management. Be sure that the address of your newly rented home appears in either the address line of the check or money order or that it is written into the memo line of either form of payment.

You also have the option of automatic withdrawal. If you elect this service, we will automatically deduct your rent from your checking or savings account on the first day of every month. If you are interested in this option, please access the Tenant Portal at [richeypm.com](http://richeypm.com) to enroll. If you do not have an account, click on “Tenants” and then use the “Sign Up” button to request one.

### **Delinquent Rents**

Most of our leases include a 5-day grace period. If rent is not received by the close of business on the 5<sup>th</sup> day, a late fee will be charged to your account and you will receive legal notice of default. Please pay the rent and late fee ASAP to avoid further problems. These default notices are serious as they precede legal action (eviction). They can affect your credit standings. Once we forward default notices to our attorney, you will be responsible for any court costs and attorney fees assessed.

### **NSF Checks**

We accept personal checks for payment of rent as a courtesy to our tenants. Checks returned by your bank for any reason incur a \$35.00 service fee; our bank may deposit the check once. We do not redeposit returned checks; you will be required to replace a bounced check with certified funds immediately upon notification. You may be required to make subsequent payments with certified funds.

A bounced check may also mean the rent has not been paid on time, which will cause a late fee to be assessed.

### **Agency**

By leasing a property to you, Richey Property Management is acting as an agent for the property owner(s). As REALTORS® we are dedicated to dealing honestly with all parties.

### **Insurance**

The lease requires you to insure your personal property and liability. Most insurance companies offer “tenant-renter” policies at very reasonable rates. The owner’s insurance policy protects only the owner’s property. Your belongings must be covered by your own renter’s policy. You are responsible for using any equipment in the home with reasonable care and to taking steps to ensure the safety of yourself, your family, and your guests. Damage to the owner’s property due to your negligence may be assessed against you. For that reason, liability coverage is required. The property owner is not required to compensate you for damage to your personal property, food, or lodging reimbursement (in most cases). It is your responsibility to ensure your coverage is adequate to your needs. A copy of your insurance policy should be received in the office within ten business days of move-in.

### **Security Deposits**

Your security deposit is held in an escrow account until the lease is terminated and you surrender possession of the property. Do not consider your deposit as the final month’s rent. We process security deposit refunds in the time specified by your lease and in accordance with local laws, generally 30-45 days.

### **Property Repairs**

To report an issue with your rental home or to request maintenance please **submit all requests in writing** using one of the following methods:

**For Repair Requests and Property Issues:**

**BEST:** Login to the Tenant Portal at [www.richeypm.com](http://www.richeypm.com)

**GOOD:** Email us at [repairs@richeypm.com](mailto:repairs@richeypm.com)

**EMERGENCIES:** Call (703) 463-9715

Routine maintenance/repairs will be performed during normal business hours. Workmen will contact you directly to arrange access. Richey Property Management is not required to grant access or supervise the



work. You may authorize the maintenance coordinator to release your keys to the vendor if you are unavailable during normal business hours. If, in order to accommodate your scheduling requests, the vendor goes into overtime rates, you will be responsible to pay that additional charge.

Please help us avoid unnecessary service calls. It is important that you check for simple or obvious solutions before calling in a service request. A dirty furnace filter, popped GFI outlet, breaker switch in the wrong position, or garbage disposal reset button are some of the most frequent easy to fix issues that seem much more complicated than they are... failure to check for these simple resolutions can result in you being billed for the unnecessary service call. Clogged plumbing and slow drains are always the responsibility of the tenant. During the time you occupy this property you are responsible for notifying the office of any service issues (even those you repair yourself). Establishing a work order history can help us identify a larger problem before it manifests into an emergency (like a burst pipe or broken heater).

Your lease prohibits you from making any permanent alterations to the rental property without written permission. Ordinarily you will not be asked to perform maintenance of any kind (with the exception of items such as maintaining filters, light bulbs, and ordinary care of the fixtures and appliances). Any other responsibilities will be clearly detailed in your Deed of Lease. Should you propose to do any maintenance to which the owner agrees, or should you be asked to perform maintenance at some point during your tenancy for which you expect reimbursement or compensation, get an agreement and authorization in writing, in specific detail, prior to beginning work. The Owner and Agent are under no obligation to reimburse expenses without a written agreement to that effect.

### **Property Inspections**

Representatives from Richey Property Management will inspect your property periodically throughout the course of your lease. You will be

notified in advance of the inspection, as outlined in the lease, and are not required to be present. The purpose of the inspection is to identify any issues (e.g., needed maintenance) so they can be addressed before they become larger problems. Inspections are for your protection as well as the owner's.

### **Lease Covenants**

Some terms of your lease are based on the information you provided in your rental application; therefore it is imperative that you report any changes to that information to your property manager immediately. We must be advised of any changes in household members, employment, phone numbers, email addresses, etc.

### **Lockouts**

Keys provided to you when you take possession of the property are your responsibility. The landlord is not responsible for providing lockout service to the tenant. If the tenant becomes locked out the following options will be available:

- 1) If a spare key is available the Tenant may pick up a key from RPM during normal office hours at no charge. The key must be returned within 5 days or a \$25 fee will be applied to the Tenant's account.
- 2) After regular business hours, if a representative of RPM is available, the tenant may pick up a key from RPM for a fee of \$25.00 or, if RPM meets the tenant at the property or another location the fee will be \$50.00.
- 3) The tenant may have the locks opened by a licensed locksmith at their own cost.

Management must be informed of any changes to locks and/or keys. Should an emergency require the locks to be changed, we must be

furnished with two complete sets of keys within 24 hours. Other than emergencies, you are not authorized to re-key any lock without written permission from management. All locks should be lubricated periodically with WD-40 or another lightweight lubricant to ensure smooth operation and prevent corrosion (which could result in a lock out).

### **Zero Tolerance**

Richey Property Management has a policy of Zero Tolerance. Arrest of any tenant, their family, or guests for illegal activity at the property to include, but not limited to, any drug activity, will result in termination of the lease. Residents and other persons on the premises with permission shall not engage in acts or threats of violence including, but not limited to, disturbing the peace and unlawful discharge of firearms. A single violation shall constitute a material non-compliance with the lease, which is cause for termination.

### **Military/Relocation Clause**

The lease may contain a military clause that you may invoke in the event that you receive PCS orders. There are specific requirements for proper termination due to orders. We must receive a copy of your orders and your notice to vacate as soon as possible. Acceptance into base housing is not grounds to terminate the lease. If the landlord is a military member or the lease specifies such, the lease may also be terminated if the landlord receives PCS orders. Consult management for further details.

### **Joint and Severability Liability**

The concept, when used in conjunction with a residential lease, means that all tenants are responsible for all terms of the lease, including the payment of rent and the maintenance of the premises, both singularly and as a group. Simply put, each tenant is responsible for the obligations of every other tenant. An understanding of this concept becomes particularly important when roommates are involved. Each roommate is responsible for the entire property and the entire rent.

## **4.0 Maintenance**

Please review the following information at the beginning of your lease and refer to it if any issues are discovered during your tenancy.

### **Electrical Power**

Locate the power panel, normally situated back to back with the electric meter. In most properties you will find circuit breakers that are operated by flipping a switch on and off. To check breakers, turn them off then on again. Often a tripped breaker will move only slightly and cannot be detected at first glance. There is normally a legend on the inside of the breaker box door indicating which circuits the breakers control. Circuit breakers are not designed to be used daily or as a substitute for on/off switches.

Ground Fault Interrupter (GFCI) breakers function as additional safety devices that can cut power to circuits when an abnormality (such as a short or overload) is detected. These breakers may be identified as a red or yellow button in the circuit breaker box or are otherwise different in appearance from other breakers. Another type of GFI looks like a typical wall outlet with a test/reset button between the plugs. GFIs typically control the power to and are normally located in kitchens, baths, and exterior outlets or lights, sometimes they are also found in garages or utility rooms near the electric panel. Always check the GFI breaker(s) and outlets before requesting maintenance. Covers on exterior outlets should remain closed when not in use. All breakers should remain on during tenancy.

If you have a partial power outage, check all circuit breakers and GFIs before calling for maintenance.

### **Water Shutoff**

Locate the main water cutoff valve for use in case of emergency. Most properties have a single valve that will stop all water from going to the interior lines. The cutoff valve is often located on the inside of an exterior wall near the front door, in the garage, utility room, basement, closet, or under a sink. In addition, most fixtures have individual cutoffs to enable you

to shut off a specific fixture (e.g., a leaking toilet), without impact to the rest of your water supply. It is your responsibility to know the location of these cutoffs and how to use them properly in order to prevent excessive water damage to the property in the event of an emergency.

### **Plumbing/Drains**

Tenants are responsible for keeping all drains clear, including those in bathrooms, kitchens, and utility rooms. Please keep all outdoor drains clear of leaves and other debris, as those may cause water to back up into your home. Notify us if any water is detected around a sump pump or in the basement.

### **Kitchen Appliances**

Follow all manufacturers' guidelines for cleaning and operating kitchen appliances. A few reminders:

- Oven cleaner should never be used in self-cleaning ovens.
- If the garbage disposal jams, try turning the key or allen wrench that fits in the slot at the bottom. Turn it counter clockwise a few turns and try again. Also try the reset button usually located on the side or bottom of the disposal.
- Run the disposal before running the dishwasher and always rinse dishes before loading them. This helps prevent sink back ups.
- Clean under and behind the refrigerator regularly, being careful not to stretch the water line if moving the refrigerator.
- Always run the disposal for ten seconds, with plenty of running water, after it sounds clear. This will help wash out any waste and reduce drain odors. Disposal cleaners are also available at the hardware store.

### **Hot Water Heater**

It is a safety hazard to set the temperature of the hot water heater above 125 degrees. Water heated to higher temperatures can cause burns, especially to children. Lowering the water temperature will also save in heating costs. Please take care not to store flammable objects within 6 feet of the water heater.

### **Furnace/Air Conditioning**

Tenants are responsible for regularly changing the air filter in the home's heating/air conditioning system. As stated in the lease, **filters must be changed at least every 2 months.** If your home has a humidifier, turn it on when the heat is on. Turn off the humidifier when the heat is turned off for the season.

A clogged air filter can make your heat or A/C not work well and it can easily damage the system. You will be responsible for damage caused by dirty filters.

### **Lawn Care**

In almost all rental properties (except condos), tenants are responsible for lawn care. Please check your lease to find out if this applies to your home. If so, keep grass mowed and shrubs trimmed. Water as appropriate based on weather conditions.

You are welcome to plant annuals and ornamental flowers as you wish.

### **Preparing for Winter Weather**

Before winter begins, please take the following steps to help prepare your rental home for the season and allow us to address any maintenance problems before they become emergencies:

1. Test the heat, replace the furnace filter.
2. Shut off exterior water faucets at the indoor cutoff valve. Disconnect all hoses and allow all excess water to drain. Leave the outside valve open. (Note: there are likely to be separate shut-off valves for the front and rear of the house)
3. Check smoke and carbon monoxide (if present) alarms, replace batteries every six months, spring and fall.
4. Arrange to have oil or propane tanks filled, if applicable.
5. Clean exterior stairwells and gutters of leaves and yard debris.
6. Close fireplace damper (if applicable) when not in use. Have the chimney cleaned after each season. Store wood carefully, at least 10 feet from the house or flammable materials.

If you lose power for more than an hour and the temperature is below freezing, open at least one faucet to a slow drip to prevent pipes from freezing. Open any cabinets that enclose pipes so warm air can reach them.

If you will be traveling during the winter, set the thermostat no lower than 60 degrees so that pipes do not freeze.

## 5.0 Local Services and Contact List

<b>Regional</b>			
<b>Emergency</b>	<b>Fire, Police, Rescue</b>	<b>911</b>	<b>n/a</b>
Poison Center	National Capitol Poison Center	800-222-1222	<a href="http://www.poison.org">www.poison.org</a>
Radon Information	Virginia Dept. of Health	800-468-0138	<a href="http://www.vdh.virginia.gov/epidemiology/radiologicalhealth/Radon/">http://www.vdh.virginia.gov/epidemiology/radiologicalhealth/Radon/</a>
Electric Svc.	Dominion Virginia Power	888-667-3000	<a href="http://www.dom.com">www.dom.com</a>
Electric Svc.	NOVEC - Northern Virginia Electric Co-op	703-335-0500	<a href="http://www.novec.com/">http://www.novec.com/</a>
Gas Svc.	Columbia Gas	800-543-8911	<a href="http://www.columbiagasva.com/">http://www.columbiagasva.com/</a>
Gas Svc.	Washington Gas	703-750-1000	<a href="http://www.washgas.com">www.washgas.com</a>
Telephone Svc.	Verizon Telephone	800-837-4966	<a href="http://www.verizon.com">www.verizon.com</a>
Newspaper	Washington Post	202-334-6100	<a href="http://www.washingtonpost.com">www.washingtonpost.com</a>
Newspaper	Washington Times	202-636-3333	<a href="http://www.washingtontimes.com">www.washingtontimes.com</a>
Satellite TV	DirecTV	888-777-2454	<a href="http://www.directv.com">www.directv.com</a>
Satellite TV	DISH Network Satellite	888-825-2557	<a href="http://www.dishnetwork.com">www.dishnetwork.com</a>
Transportation	Metrorail & Metrobus	202-637-7000	<a href="http://www.wmata.com">www.wmata.com</a>
Transportation	Virginia Railway Express	800-784-1001	<a href="http://www.vre.org">www.vre.org</a>
Transportation	Fairfax Connector	703-324-7329	<a href="http://www.fairfaxconnector.com">www.fairfaxconnector.com</a>
Trash & Recycling	AAA Rainbow	703-818-8222	<a href="http://www.aaatrash.com">www.aaatrash.com</a>
Trash & Recycling	American Disposal Services	703-368-0500	<a href="http://www.american-disposal.com">www.american-disposal.com</a>

<b>Alexandria City</b>			
General Information	Alexandria City Government	703-746-4000	<a href="http://alexandriava.gov/">http://alexandriava.gov/</a>
Police Non-Emergency	Alexandria Police	703-838-4444	<a href="http://alexandriava.gov/police/">http://alexandriava.gov/police/</a>
Voter Registration	Alexandria City Registrar	703-747-4050	<a href="http://alexandriava.gov/Elections">http://alexandriava.gov/Elections</a>
Vehicle Registration	Alexandria City Fin. Dept.	703-746-4000	<a href="https://cheyenne.alexandriava.gov/finance/vehicle/registration.php">https://cheyenne.alexandriava.gov/finance/vehicle/registration.php</a>
School Information	Alexandria City Public Schools	703-824-6600	<a href="http://www.acps.k12.va.us/">http://www.acps.k12.va.us/</a>



Water & Sewer	Virginia American Water Company	800-452-6863	<a href="http://www.vawc.com">www.vawc.com</a>
Cable TV Svc	Comcast Cable	703-823-3000	<a href="http://www.comcast.com">www.comcast.com</a>

### Arlington County

General Information	Arlington County Government	703-228-3000	<a href="http://www.co.arlington.va.us">www.co.arlington.va.us</a>
Police Non-Emergency	Arlington Police	703-558-2222	<a href="http://www.co.arlington.va.us/police">www.co.arlington.va.us/police</a>
Voter Registration	Arlington County Government	703-228-3456	<a href="http://www.arlingtonva.us/departments/VoterRegistration/VoterRegistrationMain.aspx">http://www.arlingtonva.us/departments/VoterRegistration/VoterRegistrationMain.aspx</a>
Vehicle Registration	Arlington County Dept. of Taxation	703-228-3135	<a href="http://www.arlingtonva.us/departments/CommissionerOfRevenue/CommissionerOfRevenueVTRegistrationForms.aspx">http://www.arlingtonva.us/departments/CommissionerOfRevenue/CommissionerOfRevenueVTRegistrationForms.aspx</a>
School Information	Arlington County Public Schools	703-228-6000	<a href="http://www.arlington.k12.va.us">www.arlington.k12.va.us</a>
Water & Sewer	Arlington County Government	703-228-3000	<a href="http://www.arlingtonva.us/departments/EnvironmentalServices/uepd/EnvironmentalServicesWss.aspx">http://www.arlingtonva.us/departments/EnvironmentalServices/uepd/EnvironmentalServicesWss.aspx</a>
Cable TV Svc	Comcast Cable	703-823-3000	<a href="http://www.comcast.com">www.comcast.com</a>

### Fairfax City

General Information	Fairfax City Government	703-385-7855	<a href="http://www.fairfaxva.gov/">www.fairfaxva.gov/</a>
Police Non-Emergency	Fairfax City Police	703-385-7960	<a href="http://www.fairfaxva.gov/Police/Police.asp">www.fairfaxva.gov/Police/Police.asp</a>
Voter Registration	Fairfax City Government	703-385-7890	<a href="http://www.fairfaxva.gov/Registrar/GeneralRegistrar.asp">www.fairfaxva.gov/Registrar/GeneralRegistrar.asp</a>
Vehicle Registration	Fairfax City Government	703-385-7900	<a href="http://www.fairfaxva.gov/automobiles/decals.asp">http://www.fairfaxva.gov/automobiles/decals.asp</a>
School Information	Fairfax City Public Schools	703-385-7911	<a href="http://www.fairfaxva.gov/school/school.asp">http://www.fairfaxva.gov/school/school.asp</a>

Water & Sewer	Fairfax City Water	703-385-7920	<a href="http://www.fairfaxva.gov/Utilities/Utilities.asp">www.fairfaxva.gov/Utilities/Utilities.asp</a>
Cable TV Svc	Cox Communications	703-378-8400	<a href="http://www.cox.net">www.cox.net</a>

#### **Fairfax County**

General Information	Fairfax County Government	703-324-7329	<a href="http://www.fairfaxcounty.gov">www.fairfaxcounty.gov</a>
Police Non-Emergency	Fairfax County Police	703-691-2131	<a href="http://www.fairfaxcounty.gov/police">www.fairfaxcounty.gov/police</a>
Voter Registration	Fairfax County Government	703-222-0776	<a href="http://www.fairfaxcounty.gov/eb/vregis.htm">http://www.fairfaxcounty.gov/eb/vregis.htm</a>
Vehicle Registration	Fairfax County Dept. of Taxation	703-222-8234	<a href="http://www.fairfaxcounty.gov/dta/RegistrationPreface.htm">http://www.fairfaxcounty.gov/dta/RegistrationPreface.htm</a>
School Information	Fairfax County Public Schools	571-423-4440	<a href="http://www.fcps.edu">www.fcps.edu</a>
Water & Sewer	Fairfax County Water Authority	703-698-5600	<a href="http://www.fairfaxwater.org">www.fairfaxwater.org</a>
Cable TV Svc	Cox Communications	703-378-8400	<a href="http://www.cox.com/fairfax">www.cox.com/fairfax</a>
Radon Info	Fairfax County Government	703-246-2541	<a href="http://www.fairfaxcounty.gov/hd/air/radon.htm">www.fairfaxcounty.gov/hd/air/radon.htm</a>

#### **Falls Church City**

General Information	Falls Church City Government	703-248-5071	<a href="http://www.fallschurchva.gov">www.fallschurchva.gov</a>
Police Non-Emergency	Falls Church Police	703-241-5053	<a href="http://www.fallschurchva.gov/Content/Government/Departments/PublicSafety/PoliceDept/PoliceMain.aspx?&amp;cnlid=673">http://www.fallschurchva.gov/Content/Government/Departments/PublicSafety/PoliceDept/PoliceMain.aspx?&amp;cnlid=673</a>
Voter Registration	Falls Church City Government	703-248-5085	<a href="http://www.fallschurchva.gov/Content/Government/Voting/RegistrarVoters.aspx?&amp;cnlid=1189">http://www.fallschurchva.gov/Content/Government/Voting/RegistrarVoters.aspx?&amp;cnlid=1189</a>
Vehicle Registration	Falls Church City Dept. of Taxation	703-248-5019	<a href="http://www.fallschurchva.gov/Content/Government/Departments/COR/VehicleRegistration.aspx?&amp;cnlid=1215">http://www.fallschurchva.gov/Content/Government/Departments/COR/VehicleRegistration.aspx?&amp;cnlid=1215</a>

School Information	Falls Church City Public Schools	703-348-5600	<a href="http://www.fccps.k12.va.us">www.fccps.k12.va.us</a>
Water & Sewer	Falls Church City Water & Sewer	703-248-5070	<a href="http://www.fallschurchva.gov/Content/Government/Departments/AdminServ/Customerserv.aspx?&amp;cnlid=1080">http://www.fallschurchva.gov/Content/Government/Departments/AdminServ/Customerserv.aspx?&amp;cnlid=1080</a>

#### Town of Herndon

General Information	Town of Herndon	703-435-6800	<a href="http://www.herndon-va.gov">www.herndon-va.gov</a>
Police Non-Emergency	Herndon Police	703-435-6846	<a href="http://www.herndon-va.gov/content/public_safety">www.herndon-va.gov/content/public_safety</a>
Voter Registration	Fairfax County	703-222-0776	<a href="http://www.fairfaxcounty.gov/eb/vregis.htm">http://www.fairfaxcounty.gov/eb/vregis.htm</a>
Vehicle Registration	Town of Herndon Fin. Dept.	703-435-6813	<a href="http://www.herndon-va.gov">www.herndon-va.gov</a>
School Information	Fairfax County Public Schools	703-246-2502	<a href="http://www.fcps.k12.va.us">www.fcps.k12.va.us</a>
Water & Sewer	Fairfax County Water Authority	703-698-5800	<a href="http://www.fcwa.org">www.fcwa.org</a>
Cable TV Svc	Cox Communications	703-378-8400	<a href="http://www.cox.com">www.cox.com</a>

#### Town of Leesburg

General Information	Town of Leesburg	703-777-2420	<a href="http://www.leesburgva.org">www.leesburgva.org</a>
Police Non-Emergency	Leesburg Police	703-771-4500	<a href="http://www.leesburgva.org/services/police">www.leesburgva.org/services/police</a>
Voter Registration	Loudoun County Registrar	703-777-0380	<a href="http://www.loudoun.gov:80/Default.aspx?tabid=530">http://www.loudoun.gov:80/Default.aspx?tabid=530</a>
Vehicle Registration	Town of Leesburg	703-777-2420	<a href="http://www.leesburgva.gov/index.aspx?page=901">http://www.leesburgva.gov/index.aspx?page=901</a>
School Information	Loudoun County Public Schools	571-252-1000	<a href="http://www.loudoun.k12.va.us">www.loudoun.k12.va.us</a>
Water & Sewer	Town of Leesburg	703-771-2750	<a href="http://www.leesburgva.gov/index.aspx?page=183">http://www.leesburgva.gov/index.aspx?page=183</a>
Cable TV Svc	Adelphia Cable	800-522-2588	<a href="http://www.adelphia.com/cable">www.adelphia.com/cable</a>

**Loudoun County**

General Information	Loudoun County Government	703-777-0100	<a href="http://www.co.loudoun.va.us">www.co.loudoun.va.us</a>
Police Non-Emergency	Loudoun County Sheriff's Office	703-777-1021	<a href="http://inter4.loudoun.gov:80/Default.aspx?tabid=813">http://inter4.loudoun.gov:80/Default.aspx?tabid=813</a>
Voter Registration	Loudoun County Registrar	703-777-0380	<a href="http://www.loudoun.gov:80/Default.aspx?tabid=530">http://www.loudoun.gov:80/Default.aspx?tabid=530</a>
Vehicle Registration	Loudoun County Treasurer	703-777-0100	<a href="http://inter4.loudoun.gov:80/Default.aspx?tabid=1052">http://inter4.loudoun.gov:80/Default.aspx?tabid=1052</a>
School Information	Loudoun County Public Schools	571-252-1000	<a href="http://www.loudoun.k12.va.us/">www.loudoun.k12.va.us/</a>
Water & Sewer	Loudoun Sanitation Authority	571-291-7880	<a href="http://www.loudounwater.org/">http://www.loudounwater.org/</a>
Cable TV Svc	Adelphia Cable	800-522-2588	<a href="http://www.adelphia.com/cable">www.adelphia.com/cable</a>

**Manassas City**

General Information	Manassas City Government	703-257-8200	<a href="http://www.manassascity.org">www.manassascity.org</a>
Police Non-Emergency	Manassas City Police	703-257-8000	<a href="http://www.manassascity.org/index.aspx?nid=17">http://www.manassascity.org/index.aspx?nid=17</a>
Voter Registration	Manassas City Government	703-257-8230	<a href="http://www.manassascity.org/index.aspx?NID=72">http://www.manassascity.org/index.aspx?NID=72</a>
Vehicle Registration	Manassas City Comm. of Rev.	703-257-8222	<a href="http://www.manassascity.org/index.aspx?NID=108">http://www.manassascity.org/index.aspx?NID=108</a>
School Information	Manassas City Schools	571-377-6000	<a href="http://www.manassas.k12.va.us">www.manassas.k12.va.us</a>
Water & Sewer	Manassas City Government	703-257-8219	<a href="http://www.manassascity.org/index.aspx?nid=77">http://www.manassascity.org/index.aspx?nid=77</a>
Electric Services	Manassas City Government	703-257-8245	<a href="http://www.manassascity.org/index.aspx?NID=77">http://www.manassascity.org/index.aspx?NID=77</a>
Cable TV Svc	Comcast Cable	703-368-4227	<a href="http://www.comcast.com">www.comcast.com</a>

<b><u>Manassas Park City</u></b>			
General Information	Manassas Park City Government	703-335-8800	<a href="http://www.cityofmanassaspark.us">www.cityofmanassaspark.us</a>
Police Non-Emergency	Manassas Park City Police	703-361-1136	<a href="http://www.manassasparkpolice.com">www.manassasparkpolice.com</a>
Voter Registration	Manassas Park City Registrar	703-335-8806	<a href="http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_Registrar/index">http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_Registrar/index</a>
Vehicle Registration	Manassas Park City Comm. Of the Rev.	703-335-8825	<a href="http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_Revenue/index">http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_Revenue/index</a>
School Information	Manassas Park City Schools	703-335-8850	<a href="http://www.mpark.net">www.mpark.net</a>
Water & Sewer	Manassas Park City Public Works	703-335-0881	<a href="http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_DPW/index">http://www.cityofmanassaspark.us/Public_Documents/ManassasParkVA_DPW/index</a>
Electric Services	NOVEC – Northern Virginia Electric Co-Op	703-355-0500	<a href="http://www.novec.com">www.novec.com</a>
Cable TV Svc	Comcast Cable	703-368-4227	<a href="http://www.comcast.com">www.comcast.com</a>

<b><u>Prince William County</u></b>			
General Information	Prince William County Government	703-792-6000	<a href="http://www.co.prince-william.va.us">www.co.prince-william.va.us</a>
Police Non-Emergency	Prince William County Police	703-792-6500	<a href="http://www.pwcgov.org/Default.aspx?topic=040074">http://www.pwcgov.org/Default.aspx?topic=040074</a>
Voter Registration	Prince William County Government	703-792-6470	<a href="http://www.pwcgov.org/default.aspx?topic=010022">http://www.pwcgov.org/default.aspx?topic=010022</a>
Vehicle Registration	Prince William County Dept. of Fin.	703-792-6710	<a href="http://www.co.prince-william.va.us">www.co.prince-william.va.us</a>
School Information	Prince William County Public Schools	703-791-7200	<a href="http://www.pwcs.edu">www.pwcs.edu</a>
Water & Sewer Svc.	Prince William County Svc. Authority	703-335-7900	<a href="http://www.pwcsa.org">www.pwcsa.org</a>
Cable TV Svc	Comcast Cable	703-730-2225	<a href="http://www.comcast.com">www.comcast.com</a>

<b><u>Town of Vienna</u></b>			
General Information	Town of Vienna Government	703-255-6300	<a href="http://www.viennava.gov">www.viennava.gov</a>

Police Non-Emergency	Vienna Police	703-255-6366	<a href="http://www.viennava.gov/Town_Departments/Police.htm">http://www.viennava.gov/Town_Departments/Police.htm</a>
Voter Registration	Fairfax County Government	703-222-0776	<a href="http://www.fairfaxcounty.gov/eb/vregis.htm">http://www.fairfaxcounty.gov/eb/vregis.htm</a>
Vehicle Registration	Vienna Dept. of Fin.	703-222-8234	<a href="http://www.viennava.gov/Town_regulations/vehicle_reg.htm">www.viennava.gov/Town_regulations/vehicle_reg.htm</a>
School Information	Fairfax County Public Schools	571-423-1000	<a href="http://www.fcps.edu">www.fcps.edu</a>
Water & Sewer Svc.	Town of Vienna Water & Sewer Services	703-255-6381	<a href="http://www.viennava.gov/Town_Departments/Public_Works.htm">http://www.viennava.gov/Town_Departments/Public_Works.htm</a>
Cable TV Svc	Cox Communications	703-378-8400	<a href="http://www.cox.com">www.cox.com</a>

## **6.0 Move Out Guidelines**

Your lease outlines the specific notification periods that apply to your rental agreement. Typically, notice must be provided to Richey Property Management 60 days prior to the end of the lease if you intend to terminate the lease upon its expiration.

At the end of your lease term, you are responsible for returning the home to the landlord in as good a condition as it was at the beginning of the term with reasonable wear and tear excepted. Please see your lease for specific conditions. You will be sent detailed move-out instructions at the time you give notice but usually, the following items are required at move-out:

1. Professionally clean the home by a vendor approved by Landlord, and provide receipts for such.
2. Professionally clean the carpets by a vendor approved by Landlord, and provide receipts for such.
3. Professionally treat for fleas, pests or vermin if present or if pets were kept in the home.
4. Professionally clean the gutters and provide receipts for such.
5. Professionally clean the chimneys (for wood burning fireplaces) and provide receipts for such.
6. Ensure all smoke detectors and carbon monoxide detectors are in working order, with batteries.
7. Return all copies of keys, fobs, remotes, etc. including any duplicates made.
8. Ensure that an operating light bulb is in each light socket to verify operation of the fixture.

Properly following these move-out guidelines will help us make your transition to your next home as smooth as possible.

### **Inspection and Refund of Security Deposit**

Following your move-out we will schedule an inspection to note the condition of the property and any repairs needed. You will be notified of the inspection time and may attend if you want. You will be notified of any damages and given the opportunity to fix them immediately if you wish, and if another tenant is not moving in immediately. Otherwise, we will have them repaired and will deduct the cost from your security deposit. You may be responsible for costs in excess of your deposit.

Refunds of the security deposit must be written as one check to all tenants unless we receive a written request to do otherwise. It must be signed by all tenants. The refund will be mailed to the one forwarding address we have on record.



## 7.0 Preferred Vendor List

Please contact the vendors listed in bold first for service.

<b>Company Name/Address</b>	<b>Contact</b>	<b>Number</b>
<b>APPLIANCE REPAIR</b>		
<b>Mr. Appliance</b>	Greg	703-272-4100 (Business)
<b>Luxman Appliance</b> (Alexandria based)	Colleen	703-922-9099 (Business)
<b>CARPET CLEANING/REPAIR</b>		
<b>Absolute Carpet Care</b>		703-925-0022 (Business)
<b>Lutronc</b>	Luis Troncoso	703-327-5171 (Business) 703-303-5995 (Cell) <a href="mailto:lutronc@aol.com">lutronc@aol.com</a>
<b>CARPET SERVICES/SALES</b>		
<b>Custom Floors</b>	Mr. Steven Kim	703-906-9440 (Business)
<b>Carpet Gallery</b>	Kambiz Abdul	703-568-0169 (Business)
<b>CLEANING COMPANIES</b>		
<b>Holly Turner's Detailing Service</b>		703-509-7828/571-261-3391
<b>I &amp; J Window Cleaning Services</b>		301-933-2598 (Business)
<b>GARAGE DOOR REPAIR</b>		
<b>Academy Door &amp; Control</b>	Annette	703-541-0300 (Business)
<b>GENERAL HANDYMAN</b>		
<b>L.J. Homes LLC</b>	L.J. Kloukov	703-964-7131 (Cell)
<b>HEATING &amp; COOLING</b>		
<b>Residential Systems, Inc.</b>	Mark/Julie	703-502-3040 (Business)

<b>Company Name/Address</b>	<b>Contact</b>	<b>Number</b>
		703-502-4706 (Fax)
<b>S &amp; S Heating &amp; Cooling</b>	Julie/Sandy	703-406-9410 (Business)
		703-404-1053 (Fax)
<b>JUNK</b>		
<b>Got Junk</b>		1-800-GOTJUNK (Business)
<b>JR Hauling</b>		703-431-9387 (Business)
<b>LANDSCAPING</b>		
<b>Dave's Lawn Service</b>	Dave Weise	703-405-5307 (Business)
<b>Rick's Townhouse Turf Maintenance</b>		703-273-2628 (Business)
<b>Ultra Turf</b>	Chuck Berry	703-996-8636 (Business)
<b>LOCKSMITH</b>		
<b>Baldino's Lock and Key</b>		703-550-0770 (Business)
		703-550-8857 (Fax)
<b>Fairfax Lock &amp; Security</b>	John Fairfax	703-273-2514 (Business)
<b>PEST CONTROL</b>		
<b>Superior Termite &amp; Pest Control</b>	Melody/Terry Joseph	703-404-1921 (Business)
<b>PMSI</b>	Dana	703-723-2899 (Business)
<b>Clover Plumbing</b>	Brooke	703-352-2700 (Business)
<b>Booze Plumbing</b>		703-938-8212 (Business)

Company Name/Address	Contact	Number
<b>ROOFING</b>		
Roofing and More	Joe	703-467-0206 (Business)
Master Roofing	Mark	571-237-0559 (Business)
<b>SCREEN &amp; GLASS</b>		
All-Tech Screen & Glass	Robert Watts	703-481-9660 (Business)
<b>PLOWING</b>		
Dwayne Jewell		703-470-7500
<b>TREES</b>		
K & M Tree Service	Joey Jarvis	540-869-6640 (Business)
		888-666-1988 (Business)
		<a href="mailto:kmtree@live.com">kmtree@live.com</a>
Ross Tree		703-583-tree (Business)
Tree Doc	Joe Cacciapaglia	703-850-9118 (Business)

## Tenant Handbook Receipt

Please complete, sign, and return this form to Richey Property Management. It may be returned by fax, mail, or email to:

Erika Sivertsen • Client Care Manager

[erika@richeypm.com](mailto:erika@richeypm.com)

Fax: (703) 537-5722

Tenant Name(s): \_\_\_\_\_

Tenant Address: \_\_\_\_\_

\_\_\_\_\_

I/we have received the Richey Property Management Tenant Handbook and have reviewed the information provided. We understand that this handbook serves as an addendum to our lease.

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_