

OFFICE HOURS

The Rental Office is open from 9:30 a.m. to 4:00 p.m. Monday through Friday. The office phone number is (757) 486-5800. Our fax number is (757) 486-3443.

BEST TIME TO CALL

The first and last week of the month are normally our busiest times. Callers during these times may experience some delay. For the fastest service, the best time to call is between 10:00 a.m. and 3:00 p.m., Tuesday through Friday.

CORRESPONDENCE

Under no circumstances should any additional correspondence be sent along with your rent check.

Including additional information will slow down the processing of your rent payment and could result in late charges and other fees. All correspondence should be mailed to 3634 S. Plaza Trail, Suite 103, Virginia Beach, VA 23452.

RENTAL PAYMENTS

Rent may only be paid by CHECK OR MONEY ORDER, made payable to **THE RENTAL OFFICE INC.** and **mailed to P.O. Box 4838, Virginia Beach, VA 23454-4838.**

Payments **MUST** include the payment coupon to ensure proper credit to your account. Failure to include a payment coupon, or delivery of your payment to an address other than the one above, may delay processing of your payment by up to a week, which will result in a late fee being charged. The payment address is subject to change at any time upon written notice of not more than 30 days.

All rents are due and payable **on or before the third day of each month.** Late charges will be enforced for delinquent accounts after this. You are responsible for ensuring that rent is mailed early enough that it **received** no later than the third to avoid a late charge.

After move-in, **payments may not be made in person at the office,** unless you are specifically instructed to do so. Payments are to be mailed and should be mailed far enough in advance to ensure that they are received in time. **All payments made in person must be by certified funds, and are subject to an additional \$25.00 service fee.**

RETURNED CHECKS

All checks, returned by your financial institution, **REGARDLESS OF REASON,** will result in a returned check charge of **\$25.00** and a late fee, as specified in your lease agreement. Payment of returned checks will only be accepted by certified funds. One returned check will cause you to lose check writing privileges **PERMANENTLY.**

DIRECT DEBIT

For your convenience, you may elect to have monthly payments automatically debited directly from your checking account. To do so, please complete the ACH Authorization Form and provide a voided check for account verification.

It will normally take between 30 and 45 days from the time you first select this option for the automatic debits to be activated. Therefore, plan to make at least one additional payment by check or money order after you elect direct debit.

Direct debit transactions, as described in the previous section, are subject to late fees and NSF fees in the same manner as normal checks if your financial institution fails to honor any draft that we present in accordance with your instructions.

LATE RENT

While payments are not normally accepted at the office, The Rental Office reserves the right to require that late rent be paid in person at the office, in certified funds, along with the appropriate late fees to prevent legal action from being taken. In addition, payment for returned checks, as outlined above must be made in person at the office by certified funds.

MOVE-IN / PICKING UP KEYS

Your security deposit must be paid, in certified funds, at the time of your lease signing. In addition, your first month's rent must be paid, in certified funds, at the time you pick up keys. If your move in date is on or before the 16th of the month, you must pay the pro-rated rent shown on your lease. If your move-in date is after the 16th of the month, you must pay the pro-rated amount, plus the rent due for the following month.

We are closed on Weekends. If your lease starts on Saturday or Sunday, you may pick up keys after 3pm on the preceding Friday. Be sure to call ahead to verify office hours.

MOVE-IN CONDITION

Each rental unit undergoes a general cleaning when it first became vacant. However, in many cases, due to the length of vacancy and wear from showings, some light dirt will accumulate. We find that most tenants wish to do some light cleaning before moving in to ensure that the property's cleanliness meets their personal tastes.

Prior to move-in, an inspection is performed to ensure the premises are in good, clean and habitable condition. Any problems discovered must be addressed with the property manager at the time of your move-in.

NOTICES TO VACATE

You are required to give written notice of your intent to vacate **60 days prior to the end of your lease term**, as specified in your lease. Failure to give the required notice will result in the renewal of your lease for additional periods of one month each, until such notice is received. Failure to pay rent through the end of your lease term can result in the forfeiture of your deposit, legal action, or both.

MOVE-OUT

Upon receipt of notice to vacate, a move-out inspection will be scheduled to determine the condition of the property. The inspection will only be made after the unit is completely empty. Inspections are held Monday through Friday between 10 a.m. and 4 p.m. You have the right to be present during the move-out inspection of the property. **UTILITIES MUST BE ON AT TIME OF MOVE-OUT INSPECTION.**

ALTERATIONS

Prior written approval must be obtained from The Rental Office for any and all alterations to the premises and its grounds, including, but not limited to, painting, wallpaper, lawn, gardens, fences, utility buildings, etc. Should alterations be made without prior consent, you will be responsible for returning the property to its original condition.

SECURITY DEPOSITS

Your security deposit will be held by **THE RENTAL OFFICE INC.** during the term of the lease and any renewals or extensions thereof. This deposit will be refunded within 30 days of move-out, provided you have performed all terms and conditions of the lease agreement. In the event you have failed to perform any of the terms and conditions of the lease agreement, the cost of correcting any damage, and any other money owed, will be deducted from the security deposit, and an itemized list of deductions will be provided.

ACCIDENTAL LOSS OF KEYS

In some cases we have duplicate sets of keys available in the office, should you lose your keys or lock yourself out. Only those on the lease can pick up keys, and identification is required. The key must be returned within 24 hours or you will be charged for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours, and only to tenants who do not have an outstanding balance. If you lock yourself out after hours, or if you have a delinquent account balance, you will need to contact a locksmith at your expense.

APPLIANCE CARE

Each property has different appliances. Appliances are "convenience items," meaning the owner, in some cases, will not replace, repair, or maintain these appliances; it is the resident's responsibility.

To lower your utility bills, and to prevent damage to the heating and cooling system, **air filters MUST be changed monthly**. You will be charged for damages that occur as a result of your neglect or abuse, such as failure to change air filters, use of oven cleaner on self-cleaning ovens, refrigerator/freezer punctures resulting from defrosting attempts, or bones, metal objects, etc., being put into the garbage disposal and so on.

Prior to calling in a repair, please read the suggestions in the Maintenance Request section.

PICTURE HANGING

We suggest you use the "bulldog" type picture hanger when hanging pictures. This type of hanger leaves a smaller hole and creates less wall damage. You are responsible for removing nails and repairing any damage to walls or ceilings.

CARPET CARE

Weekly vacuuming will help in prolonging the appearance and life of the carpet. You are responsible for having the carpets cleaned by an approved firm once a year and upon move-out. You are **REQUIRED** to provide a receipt from an approved vendor, and your receipt must state that the property was vacant when the carpets were cleaned. For a list of approved vendors, ask your property manager.

CHIMNEY AND FIREPLACE CARE

You are responsible for having the chimney cleaned by an approved firm once a year and upon move-out. You are **REQUIRED** to provide a receipt from an approved vendor. For a list of approved vendors, ask your property manager.

VEHICLE STORAGE AND PARKING

Inoperable vehicles, as defined in city code, may not be kept on the property, and no major repairs may be performed. Vehicles may not be parked anywhere other than on the concrete parking or in the street. Boats may only be stored in the areas not visible from the street.

OTHER STORAGE

The front of the Premises and any common areas must be kept reasonably clean and free of obstructions, unsightly objects, and trash. You are to keep unused tools, sporting equipment (including basketball hoops), furniture, and other personal articles and equipment within the Premises or any storage unit.

USE OF ATTIC

You may not enter the attic or store any items in the attic, nor may you permit guests, family members, or others to enter the attic. You are liable for any damage to Premises or items placed in the attic prior to your move-in date that result from entry into the attic by you or any family member, or guest.

PEST CONTROL

Any pests, including insects and rodents, not reported in writing within the first 30 days of the lease, will be assumed to have entered the property after the start of the lease. You are responsible for keeping the property free of such vermin and pests.

MAINTENANCE REQUESTS

For day-to-day maintenance, notify the office during normal working hours (see "Best Time to Call"). Please remember that you are responsible for the repair of all broken or damaged glass, screens, doors, and wood, and all NORMAL plumbing stoppages. You are also responsible for any repairs caused by you, your family or your guests.

If you request any type of maintenance or service to your unit, and the serviceman is unable to gain entry on the scheduled time and date for service, you must promptly pay for the cost of the service call. The contractor will not return until that charge has been paid.

Please be sure to provide your home and work phone numbers when requesting maintenance. If the contractor is unable to reach you to confirm the appointment, he may not come.

A heat pump or air conditioner will only lower the inside temperature 15 degrees from the outside temperature. So if it's 90 degrees outside don't expect 70 degrees inside. Any service call on the unit will be charged to you if nothing is found to be wrong.

PERIODIC INSPECTIONS

Periodic inspections are conducted by the property manager during the lease, to ensure that the property is being properly maintained, and to make reports to the property owner on future repairs needed.

The Property Manager may take photographs of or videotape the Premises in order to document the condition of the Premises.

FIREARMS

You may not keep or store any firearm on the Premises, including shotguns, handguns, and rifles. You may not permit any family member, guest, or other person to bring a firearm on the Premises.

EMERGENCY MAINTENANCE

If you have an **EMERGENCY** after normal business hours, please call **486-5800 and select option 252**. However, before calling, please be certain that your request is really an emergency and cannot wait until normal business hours. **After-hours service calls for non-emergency repairs will be billed to the Tenant at a rate of \$35 per hour**. Below are some steps to take before calling:

1. **CHECK THE FUSE OR CIRCUIT BREAKER BOX**: flip the breaker off and back on again.
2. **IN CASE OF NO HEAT**: check your filter and change it if necessary. Again be sure to check the circuit breaker.
3. **DISCONNECT TO PREVENT FURTHER DAMAGE**: If the problem is electrical, unplug the appliance or lamp. If water, turn off the water at the main shut off. If the hot water tank, cut off the circuit breaker and water.

Examples of Emergencies Include:

1. Loss of Heat when the temperature is below 45^F
2. Loss of Electricity Throughout the Dwelling
2. Sparking from Electrical Outlet or Circuit Box
3. Sewer Blockage Affecting All Drain Lines
4. *Major* Water Leak
5. Stoppage Affecting the Only Toilet
6. Fire (*Be sure to call the fire department first :-)*

LAWN, TREE, SHRUB, GUTTER CARE

Unless the property is located in an apartment or condo complex, you are responsible for lawn, tree, and shrub care. You are required to maintain these items, which includes cutting the lawn, re-seeding if needed during tenancy, as well as spraying and pruning shrubs and trees and maintaining the flower beds. Any grass higher than 4 inches will need to be cut and if not cut within five days of notification, will constitute a breach of your lease, and we will have the lawn mowed and bill you.

You are also responsible for periodic cleaning of the gutters and down spouts, if any, as well as cleaning them immediately prior to move-out. For safety reasons, you are required to use only insured contractors for cleaning, and are not allowed to clean the gutters yourself.

EXTENDED ABSENCES

If you plan to be away for an extended period of time, you should discontinue mail and paper delivery, or have someone trustworthy to pick them up DAILY from your unit. Contact the office and leave an emergency number.

Please remember to notify The Rental Office if you will be away from the property for more than seven days. Under the terms of your lease, we may enter the property during extended absences to ensure that no damage occurs. If you fail to notify us of extended absences, you are responsible for the cost of any damage sustained.

INSURANCE

The insurance on the property DOES NOT cover your personal belongings, it only covers the dwelling itself. Therefore, you must obtain a renter's insurance policy that becomes effective on the date that the first enters the property and maintain the policy so long as you occupy the Premises. The policy must provide for minimum of \$100,000 in liability coverage and name the Agent and Owner as additional insured on said policy. You must provide Agent with a copy of the policy.

Note that the insurance policy on the dwelling does not cover food spoilage or costs associated with loss of use of the property (e.g., lodging), You should confirm that its renter's insurance policy covers such events.

BUSINESSES

No business activity may be conducted on the property without prior approval from the Landlord. This restriction includes, but is not limited to, day care conducted for profit. You are responsible for ensuring that any business activity it conducts does not violate any law, regulation, or other applicable rule, such as zoning regulations, city code, and homeowner and condominium rules. Also, the business may not consist of any activity that results in regular visits to the property by customers or clients, that increases the wear and tear on the property, or involves the storage of hazardous materials on the property.

PHONE NUMBERS

You are required to provide the rental office with your work and home telephone numbers (including non-published numbers), and must notify the office of any changes in those numbers.

COMMUNITY MAILBOXES

To ensure the security of our tenants' mail, we do not provide mail box keys. If the rental unit is located in an area with a common mail box, you must take a copy of your lease to the post office which services that zip code, approximately one week prior to a move in. The post office will change the mailbox lock and provide you with a key.

WINTER CONDITIONS

To protect the property from freeze during winter months, you are responsible for maintaining heat to the property at a minimum of 65 degrees F. Exterior faucets should be covered to prevent freeze.

TRASH COLLECTION

To determine the trash collection schedule for your neighborhood, call the city department of waste management at one of the following numbers.

| | |
|----------------|----------|
| VIRGINIA BEACH | 430-2450 |
| NORFOLK | 441-5813 |
| CHESAPEAKE | 547-6420 |

If your rental is located in a condominium association, the association is responsible for trash pick-up, please consult with the community rules and regulations for details, or call the association manager at the phone number provided.

EARLY TERMINATION BY MILITARY PERSONNEL

The fact that you are in the Armed Forces and can receive orders requiring you to move does not automatically release you from your lease. The military clause applies only to permanent change of duty station more than 35 miles away, TAD/TDY in excess of 90 days, or release from active duty. The military clause does not apply to moving into Navy Housing, deployment, or orders to another duty station in Hampton Roads. This is regulated by the Virginia Residential Landlord/Tenant Act.

The military clause permits you to terminate the lease not more than 60 days prior to your detachment date from your current duty station. You must submit a written notice of your intent to vacate, with a copy of your official orders to your landlord and shall not be less than 30 days after receipt of orders. You will be required to pay a specific amount called "liquidated damages" for early termination. If you have lived in the rental unit for less than six months, you will be required to pay a sum equal to one month's rent. For leaving any time after six months, but less than 12 months into the rental agreement, you will be required to pay 50% of a month's rents.

***Thank you for renting from
THE RENTAL OFFICE INC.!***

3634 S. Plaza Trail, Suite 103
Virginia Beach, VA 23452
Phone: 486-5800
Fax: 486-3443