

ARMI

Property Management Specialists



The Resident's Handbook



www.armiva.com

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Welcome Home!

Thank you for selecting a property professionally managed by A.R.M.I. Our mission is to provide quality housing at a reasonable rental price for all of our residents. You have been selected as one of

our residents based on many factors provided to us by your application and the references you provided. We look forward to working with you over the months ahead. We take pride in effective management of your new home and have prepared The Tenant Handbook to assist you in properly maintaining your residence and to answer some of the most commonly asked questions that have arisen based on our many years of experience in property management. Please familiarize yourself with the contents of this handbook and refer to it when you have any questions regarding your responsibilities as a tenant and the proper upkeep of your property. Please do not hesitate to get in touch with us if you have any questions about your current lease or for your future housing needs, whether it involves another rental or the purchase of your next home. Again, welcome home!

THE BASICS

The Lease

The lease agreement (Deed of Lease) is a legal contract between you and your *Landlord*. A.R.M.I. is a legal agent for the Landlord acting under the authority and direction of the Landlord by way of a property management agreement, but is not a party to the lease. It is our responsibility to collect rent, arrange for any necessary maintenance or repairs, inspect the property periodically and answer any questions or concerns that may arise with respect to the home or your lease agreement. Our leases are all governed in accordance with the Virginia Residential Landlord Tenant Act.

Rental Payments

ALL RENTAL PAYMENTS MUST BE SUBMITTED THROUGH APPFOLIO at:

<https://armiva.appfolio.com/connect>

Within 3 days of move-in, the primary contact person designated will receive an email from us providing specific instructions on how to log into your tenant portal. From there you can set up an auto bank draft, or log in each month to pay by e-check or credit card. There is no charge to use your bank but Credit Card processing is not free and there is a pass through fee involved for that service. Remember you are solely responsible for setting up payment each month and ensuring it goes through properly. If you have any questions please call us.

Please remember that rent is due on the 1st and there is a 5 day grace period, meaning you have 5 days to submit payment so please do not wait. If your payment is received after the 5th day of the month for any reason, **you will be charged the late fee per your lease agreement.** Seriously delinquent rents are reported to Equifax, the nation's largest credit bureau, which will affect your personal credit rating. If payment is still not received after the 10th day of the month, the necessary legal action will be taken. Should the bank return a payment to us for any reason, it will not be re-deposited and certified funds in the amount of the check will be required. A \$35.00 administrative fee will be assessed as well as the late fee. After your initial payment, if we do receive a payment via check there will be a processing fee of \$25.

Utilities

Per the terms of your lease, you are responsible for determining the utilities that serve your property and having them turned on prior to, or at the commencement of your lease. For your convenience a "Utility Contact Sheet" is included on page 11 of this handbook.

Smoking

Smoking is not permitted in any of our rental properties. If you smoke, it must be done outside the home and must be disposed of in a proper receptacle.

Property Condition

Unless otherwise agreed to in writing, your home is leased in as-is condition. Any promise to decorate, alter, repair, or improve the property must be agreed to, in writing, by A.R.M.I.

Renter's Insurance

You are responsible for obtaining and maintaining adequate renter's insurance throughout the course of your lease. The extent of personal possession coverage is up to you, however, **general liability coverage of at least \$300,000** must be in place while residing in your home. A certificate of insurance coverage must be given to A.R.M.I. prior to occupancy. In accordance with the VRLTA, if your insurance expires during the course of your occupancy, A.R.M.I. reserves the right to purchase insurance for you, and charge the cost of coverage to your account.

Moving In & Key Exchange

An appointment must be made with A.R.M.I. for key exchange. At this time, proof of your renter's insurance is required along with all funds due before keys are provided. If not already done so, you will be required to sign all original lease documents.

Inspections

It will be necessary, from time to time, for a representative from A.R.M.I. to inspect the premises to ensure, among other things, that the home is in good condition. At a minimum this will be performed every 6 months. Prior to the Interim Inspection date, you will receive a notice in the mail informing you of the time frame and date of when the inspection will occur. The inspections last approximately 15 minutes and you do not need to be present at the time of inspection. For all other inspections, 24-hour notice will be given via telephone or email. Please know that ARMI will take photos and video of the property but will respect your personal property and takes your privacy very seriously. These will never be used for marketing and are only used to provide a general condition report to the Owner.

Move-In Condition Report

You will be given the pre-inspection condition report noting the condition of the property either at key exchange or mailed to you within five (5) days of your lease start date. The report shall be deemed correct unless you submit additional items in writing within 5 days after receipt of said report. Failure to return the report will constitute acceptance of the report as-is.

Lock-Outs

If you lose your keys or lock yourself out of your home during our normal business hours, we will lend you a set of keys which must be returned within 24 hours, or you will be charged \$75 to replace them. If the lockout occurs during non-business hours, weekends, or holidays, you are responsible for calling a locksmith at your own expense. Please note, if you decide to change your locks during the term of your lease, you must provide A.R.M.I. with 2 new sets of keys. Should A.R.M.I. attempt to enter your home and is unable to do so, you will be assessed a \$75 trip charge, and you will be found in violation of your lease agreement.

Living in an HOA Community

Many of our homes are located within a Homeowner's Association. You are responsible for obtaining any forms needed to gain access to the amenities offered by the HOA. You are also expected to abide by the rules and regulations of the community. Tenants are responsible for obtaining permits, passes or identification cards unless otherwise noted.

Breaking Your Lease

Please know that you have signed a contract for an agreed upon duration of time. Unless you are a

member of the Armed Services and receive orders to transfer, as dictated by the VRLTA, you cannot break your lease. Please contact our office immediately if you are unable to pay the rent or must leave the area due to personal obligations.

MAINTENANCE

Operations and Maintenance of Appliances, Fixtures, and Utilities

You are responsible for the proper operation and maintenance of all appliances, fixtures, and utilities in your home. Upon moving into your home, take time to familiarize yourself with the location of all shut-off valves, electrical disconnects, filter locations, and electrical panels in your home. A.R.M.I. requires you to have a working knowledge of the safe operation of this equipment. Any damage caused by the improper use or neglect of this equipment will be your responsibility.

General Maintenance Request

You must request maintenance through your tenant portal account at:

<https://armiva.appfolio.com/connect>

In the event of an emergency please call 911. If you need immediate assistance please contact our office. *Please note, that if a contractor is sent to your home to make a requested repair and the cause of the damage was due to negligence or not knowing how to properly use any of the fixtures, appliances, or utilities in the home, the full cost of the bill will be charged to you.*

General Maintenance & Repairs

For routine maintenance, plumbing, appliance repair, and service to HVAC systems, A.R.M.I., whenever possible will authorize and make arrangements for contracted workers to coordinate with you the time and date when workers can enter the premises. It shall be your responsibility to ensure that these workers have access at a time and date that is convenient for you and the worker. Per the lease agreement any request for repairs or service is understood to mean that permission to enter the premises to make the repair or service has been given by you. We would appreciate your feedback on the quality of work and service provided by our vendors by following the contact options provided above.

Garbage Disposals

Run cold water while in use. Do not put onion skins, potato skins, celery, egg shells, cornhusks, bones, or any other hard or stringy items in the disposal. Additionally, do not dispose of grease or greasy foods in the disposal. If the machine jams, turn it off and clean out. If it still will not operate, push the red reset button (usually located on the bottom of the unit).

Cable & Satellite Installation

Please do not make any additional or auxiliary cable or satellite installation at the property without prior written permission. If you wish to install a satellite dish, please advise us and we will provide you with the necessary guidelines and insurance requirements. **All satellite dishes must be removed at the end of your lease term.**

Unauthorized Repairs

Please do not make any repairs or authorize any maintenance without our prior written permission. All repairs must be authorized by A.R.M.I. in writing and the work performed must be by a licensed and insured contractor. Rent **cannot** be withheld because of repairs nor can the cost of repairs be

deducted from the rent.

Unauthorized Construction

All changes to the home must be authorized by A.R.M.I. in writing, and the work performed must be by a licensed and insured contractor. This shall include any painting done to the home or the replacement of any furnishings, fixtures, or appliances.

Pest Control

Please report any pest problem within five (5) days of possession. If not reported in writing, it is agreed that premises has no infestation of any kind. Any future infestation of any kind will be your responsibility. You will be charged for any damage caused by uncontrolled pests.

Your Maintenance Responsibilities as a Tenant

You're Responsibilities as outlined in paragraph 14 of your lease agreement include but are not limited to;

- General exterior maintenance, including grass cutting, snow removal, leaf removal, and trimming of shrubbery, and weeding of flowerbeds.
- Replacing light bulbs, smoke detector batteries, and fuses.
- Unstopping of sinks, commodes, dishwasher hoses, and disposals.
- Adequately maintaining caulk around tubs and showers.
- Cleaning or replacing furnace filter(s) every other month (a clean furnace filter will increase the furnace efficiency and may decrease your utility bill. Moreover, you may be charged for damage caused by a dirty filter).
- Keeping all exterior drains, gutters and downspouts clear of leaves and debris.
- Periodically checking washing machine hoses for signs of excess wear, bulging, rust, and or/loose fittings (If any of the above are observed, notify A.R.M.I.).
- Keeping dryer vents clear of lint.
- Periodically checking for the proper operation of sump pumps, if applicable.
- Cleaning dust and grease from all bath and kitchen exhaust fans.
- Elimination of household pests including rodents, mice, ants, roaches, & stinkbugs.

SEASONAL MAINTENANCE

Fireplace Maintenance

A.R.M.I. requires that all fireplaces be professionally inspected and cleaned prior to each seasonal use. This is your responsibility as a tenant to hire someone to perform this work or refrain from using the fireplace. We reserve the right to deny the use of the fireplace for any reason.

Exterior

It is your responsibility to keep yards and exterior drains free from leaves and debris. In the fall season, keep the yard & gardens free of leaves and debris. In the summer, mow the lawn weekly as needed. Trim shrubs as needed. Water plants and shrubs in dry seasons. Report to A.R.M.I. any dead trees, branches or shrubs. Please do not go onto your roof for any reason. It is your responsibility to monitor the gutters to ensure that they are clear and water is running away from the home.

HVAC Maintenance

Please change furnace filters at least every other month. This is necessary to ensure that the system can circulate enough clean air throughout the home and run properly. The best way to heat or cool your house is to set the thermostat to your desired temperature and leave it that way. Variations in

the temperature settings will decrease the efficiency of the unit

Pipe Maintenance

You are responsible for frozen pipe damage. To avoid frozen pipes, the following needs to be done before the onset of freezing weather:

1. Shut off the water to all outside faucets.
2. Bleed (empty) the faucets and remove all outside garden hoses attached to them.
3. Maintain adequate temperatures in the interior of the home. Do not shut off heat during the winter months for any reason. Always keep the thermometer set above 60 degrees.

SAFETY & SECURITY

Smoke Detectors

Each home we manage comes equipped with a functioning smoke detector(s) in accordance with the Uniform Statewide Building Code. However, it is your responsibility to replace batteries as needed.

Carbon Monoxide Detector

Although carbon monoxide detectors are not a requirement in the State of Virginia, if you wish to install a carbon monoxide detector, you may do so at your own expense. You may not remove or tamper with a carbon monoxide detector installed by a landlord.

Natural Gas

If your home is equipped with natural gas appliances (stove, furnace, water heater, fireplace), please familiarize yourself with using natural gas safely. For your convenience, when calling to connect your service you should request a pamphlet "Using Natural Gas Safely", which your service company should provide you for your information.

EMERGENCY PROCEDURES

Emergencies

An emergency is specifically defined as flooding, no heat during the winter season, a gas leak, fire, or an issue that needs to be addressed immediately to avoid damage to the property or to your personal well-being. Air conditioning failure and appliance malfunctions, while inconvenient, are *not considered* emergencies and will be handled the next business day. Report all emergency situations to A.R.M.I. at (540) 347-1901. During non-business hours, weekends, and Holidays, you will be given an emergency phone number to call when you call this main number. When calling, be sure to leave your name, telephone number, address, and nature of the emergency. When handling all emergency situations, you should take whatever action you feel prudent to manage the situation to ensure you and your family's safety and to minimize damage to the premises caused by the emergency. Below are some guidelines;

Heating System Failure

Should the heating system fail, please check before calling:

- The thermostat to see that controls are set properly.
- All fuses and circuit breakers are in order and not in the "off" position.
- The access panel to the blower compartment is closed; the blower will not operate if the panel is not securely closed.
- Other gas appliances are working (if applicable, stove, water heater) to determine if service has been interrupted.

Oil Heat

Please refer to the first three items listed under "Heating System Failure" above. Additionally, make sure the emergency shut off switch is in the "on" position and check the oil level in the tank.

Water Related Emergencies

If water is running onto floors from any appliance, fixture or pipe, close either the shut-off valve for the appliance or fixture or the main shut-off valve to the property. If you live in a condominium with on-site management, contact them immediately, and then contact A.R.M.I.

Fire Emergencies

Your residence is equipped with smoke detectors, which should alert you to the presence of fire or smoke. It is also a good idea to keep a fire extinguisher on the premises. If you have an emergency, contact the fire department or 911 immediately, and then contact A.R.M.I.

END OF LEASE

Move-out Inspection

We understand that your last few weeks of residence will be exceptionally busy ones. However, we do request that you attend to a number of small but important details. We will make every effort to perform the inspection within 72 hours of your departure from the Premises. Inspections are scheduled Monday thru Friday, from 10am until 4:00pm. A.R.M.I. has the sole discretion of determining the time of your checkout inspection. If you wish to be present at the move-out inspection, you must notify us in writing at least 10 days prior to your intended checkout date. All of your personal property must be removed prior to the inspection. Your lease stipulates the date and time that possession of the home must be given to Management, which is usually not later than noon on the last day of the month. Keys must be returned to the A.R.M.I. office where you originally received the keys upon your initial occupancy. Any other arrangements must be approved *in writing* prior to your move-out. There will be no opportunity to return to the Premises to correct deficiencies. The following is a checklist to help you ready the house for move-out day:

Kitchen

- All exhaust fans and vent covers should be in working order and free of dust and grease. Filter screens can be washed in the dishwasher
- Kitchen cabinets, shelves, drawers, and counter tops must be washed inside and outside and all shelf liner removed
- Refrigerators and freezers must be cleaned inside and outside. They must also be pulled out and all dust and dirt must be removed from the back, sides, floor, and walls surrounding the appliance. Leave refrigerators and freezers running; do not disconnect
- Stoves, ovens, cook tops, and microwaves, must be cleaned inside and outside, including the areas around and underneath them. Do not use steel wool on appliances; plastic scrub pads work best. Be sure to operate the self-clean cycle if applicable
- Dishwashers and trash compactors must be cleaned inside and outside, especially the inside lip of the door
- All sinks, faucets and garbage disposals must be washed out and wiped clean
- Kitchen floors, walls and doors must be washed and free of stains, dust, dirt, and grease

Bathrooms

- All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking
- The area behind the toilet must be cleaned
- All tubs, showers, sinks, and commodes must be cleaned, disinfected and free of soap scum and cleanser residues
- All medicine cabinets, vanities and drawers must be cleaned inside and outside, and shelf liners removed
- All mirrors should be wiped clean

Windows

- All windows are washed, including storm windows
- Area between windows and screen/storm windows is clean
- All blinds are clean
- All storm door inserts and screens are left in good condition

Exterior

- No items left outside or in storage sheds
- All trash is removed from the property and all trash bins empty
- Lawn is cut and free of leaves
- Gutters clean
- Walkways are swept and free of weeds
- Shrubbery is trimmed
- Flowerbeds are free of weeds
- Oil Stains are cleaned off of garage or driveway

HVAC

- There is a clean filter where required
- Oil/Propane tank must be filled to the level of when it was received

General

- All drains are clear
- All toilets flush properly
- All light fixtures are clean with working bulbs
- All storage areas clear of stored items
- All walls & woodwork cleaned & free of marks & stains
- All keys, manuals, and remotes are returned
- Washing machine exterior must be cleaned and the inside left free of soap residue
- Dryer exterior must be cleaned and the filter screen left free of lint
- All carpeted surfaces, including steps, must be professionally cleaned by an approved vendor (please contact ARMI for this information), with a copy of the paid receipt given at the time of the final inspection. If you have a pet carpets must also be treated for odor and pests. Should carpets be unsatisfactorily cleaned and/or treated by an unapproved vendor, they will be cleaned and/or treated again at your expense
- All electrical outlets and switch plates must be free of dirt and smudges
- Laundry and utility rooms must be free of dust, dirt and debris
- Sliding glass doors must be wiped and the door tracks must be cleaned

Normal Wear and Tear

Per your lease, “normal wear and tear” is permitted. This does not include any damage to the property including, stains, scratches or holes in the wall. We understand that you will want to have pictures on the wall while you live at your residence. While the addition of one or two picture hangers to a wall is considered “normal wear and tear” and should be left in place without patches, multiple holes and large hangers and holes will require patching and, in most cases repainting of the entire wall or room. Please check with A.R.M.I. if you have any questions about the need to patch and paint.

Security Deposit

Your security deposit cannot be used to pay the last month's rent. The security deposit will be returned to you within 45 days of the end of your lease per the VRLTA, following an onsite

inspection of the property. A forwarding address must be provided to A.R.M.I. Failure to do so will result in a delay in receiving the refund of this money. Our goal is to return all of your security deposit to you as soon as possible. Your cooperation with the above listed items is essential in making this happen.

Utility Shutoff

Utilities must remain on through the final day of your lease agreement. Any reconnect fees, service call charges, and other costs incurred as a result of not having the utilities turned on, will be charged to your account. Additionally, you must provide proof that your water bill has been paid in full. Failure to do so may result in a delay in returning your security deposit to you.

THANK YOU!!!

Thank you for choosing to call one of our residences home! We appreciate having you as a resident and for the care you will take of your new home. Please do not hesitate to get in touch with us with any questions for your future housing needs.

GENERAL INFORMATION

Website:

www.armiva.com

Office Addresses:

Warrenton – 10 Rock Pointe Lane, Warrenton, VA 20186

Gainesville – 7250 Heritage Village Plaza, #202, Gainesville, VA 20155

Mailing Address for both offices is PO Box 3413, Warrenton, VA 20188

Office Hours

The management office is open Monday through Friday between the hours of 8:30 AM and 5:00 PM. Our staff works by appointment, only between 9:00 AM and 4:00 PM Monday thru Friday. A.R.M.I. is closed on the weekends and holidays.

Telephone Numbers:

Warrenton Office – (540) 347-1901

Gainesville Office – (703) 753-1801

FAX – (540) 347-1900

E-mail addresses:

All general correspondence should be sent to info@armiva.com

UTILITY CONTACTS

For your convenience, we have compiled a list of the utility companies that serve Northern Virginia. **It is your responsibility to determine which utilities serve the property, and to have these connected in accordance with your lease agreement.**

If your new home has gas or propane, it will also be your responsibility to have the pilots lit. Please remember that gas/propane can service furnace, hot water heaters, and stoves. Several of the companies require advance notice and may require a security deposit.

Should you have any other questions, please call the office for assistance.

ELECTRIC

NOVEC
Dominion Virginia Power

(703) 335-0500
(888) 667-3000

WATER

Fauquier County Water & Sanitation Authority

(540) 349-2092

Prince William County Service Authority	(703) 335-7950
Fairfax Water	(703) 698-5600
Culpeper County	(540) 727-3409
Loudoun Water	(571) 291-7880
City of Manassas (Elec. Incl.)	(703) 257-8219
Virginia American Water	(800) 452 6863
Dale City Sewer	(703) 590-4495

(If you reside within a city limit, please contact the local jurisdiction)

GAS

Washington Gas	(703) 750-1000
Columbia Gas	(800) 440-6111

CABLE/PHONE

Verizon	(800) 837-4966
Comcast	(800) 266-2278