



Patriot Property Management

355 Crawford St Suite 202E

Portsmouth VA 23704

Office: (757) 478-4881

Email: patriotofficeman@gmail.com

patriotproperty.accting@gmail.com

Business Hours: Monday-Friday 9-5

Tenant Handbook

THIS HANDBOOK CONTAINS INFORMATION THAT MAY ELIVIAE QUESTIONS/CONCERNS. IT WILL ANSWER SOME OF THE MOST COMMON QUESTIONS WE GET FROM OUR TENANTS. PLEASE READ SECTION I BEFORE SIGNING YOUR LEASE AS SECTION I OF THIS HANDBOOK IS PART OF YOUR LEASE.

WE HOPE YOU ENJOY YOUR RENTAL HOME. WE ARE HERE TO ASSIST YOU AND MAKE YOUR STAY A HAPPY AND ENJOYABLE TIME.

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355 Crawford St. Suite 202E

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Dear Tenants,

Below is a quick reference guide.

Rent is due on the 1ST of the month. Payments are to be made online or by check or money order. Money orders may be purchased at your local supermarket, post office, and convenience stores.

If paying within the grace period but after the 1st, your payment is LATE. The grace period is designed to allow tenants to pay late without penalties e.g. late fee/court proceedings. Late fees will be charged to tenant accounts if payment is not received by 5pm on the 4th of the month. Additionally, should a payment received prior to this date be reversed or otherwise returned by the bank the payment is considered late and penalties apply. Tenants will incur a \$45.00 charge for any returned checks.

Checks, cashier's checks and money orders must be made out to **Patriot Property Management** the address you are renting should be clearly written on the front of the check, cashier's check or money order.

Payments may be mailed to: **Patriot Property Management**
355 Crawford St Ste 202E
Portsmouth, VA 23704

NOTE: If you need to leave a payment before or after office hours, a secure drop box is located outside our suite door on the th floor. **Building LOCKS at 6pm weekdays and 2pm weekends.** Payments **MUST be in an envelope with your property address clearly printed on the outside.** To ensure your rent is processed in a timely manner. Envelopes will be retrieved by office staff in the AM of the next business day. Receipt of payment will be emailed to you once payment has been entered into your account.

Patriot Property Management requires proof of renter's insurance. Please contact your insurance company to establish this service upload proof insurance certificate through your tenant portal.

A move in inspection form will be provided to you once the lease has been finalized. Please fill this form out and send back via email or mailing to the above listed address within 5 business days of taking possession of the property. **Please note: The move in inspection form is NOT a maintenance request list. The move in inspection form is designed to protect the owner and the tenants as well a Patriot Property Management regarding, the condition of the property as of the date tenant(s) move in. Once lease is signed, tenants have agreed to take possession of property as is.** At this point all maintenance requests must be submitted through the tenant portal that will be set up for you once the lease has been finalized.

Questions regarding payments/accounting can be directed to Nichol Pickerill
patriotproperty.accting@gmail.com

Questions regarding property management can be directed to Neal Wilson
nealw.patriot@gmail.com

SECTION 1

OFFICE HOURS are 9am to 5pm Monday through Friday. All routine Communications should be directed to your Property Manager during office Hours at the following location:

Patriot Property Management
355 Crawford St Suite 202E
Portsmouth VA 23704
(757) 478-4881
Emergency Cell # (757) 615-2297

RENT; Rent is due on the 1st of every month. Payment may be made electronically, by check, cashier's check or money order. Make checks/money orders payable to **Patriot Property Management**. Payments can be mailed to the above listed address or dropped off in a sealed envelope listing the address you are renting from.

NOTE: Please list the property address on the check, cashier's check or money order. Patriot Property Management **IS NOT** responsible for checks or rent payments lost in the mail, unsigned money order(s).

DELINQUENT RENT: If rent is not received by the due date, a 10% late fee will automatically be charged to your account.

PER DIEM RENT:

RETURNED CHECKS/EFTs: Any Checks or Account Debits returned for non-sufficient funds or any other reason will incur a \$45 service fee. Repayment must be made by certified check or money order. Late rent payments, evictions, and judgments can and will be reported to our attorney and if not collected reported to the credit bureau agencies.

REVERSED EFT: Tenants who's EFT payments have reversed 3 times, will have their option to pay via EFT removed. From that point tenant will pay via credit card, cashier's check or money orders.

If your rent is not received by the 5th of the month, a 10% late fee will be charged to your account.

SECURITY DEPOSITS: Reimbursements will be made out to **all tenants listed on the lease**. Your security deposit MAY NOT be applied to your final month's rent. Deposits are fully refundable No later than 45-60 days after the lease end date provided all the below listed conditions have been met:

- **Tenants have fully vacated the property**
- **Full term of the lease has expired**
- **An inspection shows the property has been cleaned and is in move in ready condition. (normal wear and tear excluded). Any repairs needed due damage to the property that have not been listed on the move in inspection form will be charged to the security deposit. Plumbing clogs existing at move out that need to be cleared will be charged to the security deposit.**
- **HVAC filters have been replaced at move out.**
- **In addition to general unit cleaning, the stove/oven, refrigerator, bathrooms, baseboards, light fixtures and fireplace (if applicable) have been thoroughly cleaned**
- **All trash and debris have been removed from the property boundaries**
- **All keys including mailbox, storage, etc. have been returned**
- **All carpets have been professionally cleaned w/receipts provided, C&C Carpet Cleaners required contractor to clean carpets.**

COVENANTS BY LESSEE: Your lease will obligate you to certain upkeep, maintenance, limitation of alteration, etc...It is most important that you understand these covenants.

MAINTENANCE AND REPAIRS PROVIDED BY OWNER: ALL maintenance requests with exception of emergencies must be requested using the tenant portal of our property management program. Your Property Manager will coordinate all maintenance/repairs. Repairs (except emergencies) will be scheduled during normal business hours and the **tenant is responsible for granting access to the contractor** if required. Because of the distance involved and the number of repairs scheduled each day, our property managers are not able to (nor are they required to) be at the property to grant access or supervise jobs.

PETS: **The following breeds are prohibited under all circumstances: Pit Bull, Doberman, Rottweiler, German Shepherd, Chow Chow, Husky, Great Dane, Akita, Boxer, Wolf Hybrid.** Your pets must be leashed and controlled when outdoors at all times. You must clean any waste made by your pet.

INSURANCE: You are required to have Renters Insurance as a condition of your lease and to provide a copy of the coverage to your Property Manager. Please contact an insurance agent for a renter's policy which will afford you protection as well as liability coverage. Upload proof of insurance coverage to your tenant portal. Patriot Property Management must be on your policy as an additional insured. Failure to provide proof of insurance will result in a monthly fee of \$11.99 to cover an owner covered policy. Note: the owner policy does not cover tenant personal property. Owner policy covers only damages caused by the tenant.

LEASE RENEWAL: There will be a \$50.00 charge to tenants for renewal of a lease.

ADD/EXCHANGE/REMOVAL TENANT(S): There will be a \$50.00 charge to tenant ledger for replacement/removal of current tenant(s) on your current lease.

AGENCY: In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. **We cannot guarantee that the owner will perform his/her obligations under the lease.**

MAIL AND POSTAL SERVICE: Please inform your Property Manager of any mail delivered to the property for owners. Management is not responsible for payments lost in the USPS mail system.

UTILITIES: It is the responsibility of the tenant to establish utilities for the unit unless included in rent. Below is the list of contact info for the utility companies you will need. Make arrangements for turn on as early as possible as some utilities may require up to a week's notice.

Please ensure that you inform the utility company that you are leasing a property managed by Patriot Property Management. They may also ask for a copy of the lease. You can find this using your tenant online portal and downloading/printing your lease.

Hampton Roads Utility Company Information

Service	Virginia Beach	Norfolk	Chesapeake	Portsmouth	Suffolk
Water/Sewage	385-4631	664-6700	382-6352	393-8524	514-7000
Gas	*****866-229-3578 All Cities ***** (Portsmouth/Northern Suffolk 800-543-8911)				
Trash	430-2450	441-5813	382-2489	382-3434	923-2492
Cable	***** All Cities 497-2011 ***** (Suffolk 866-472-2200)				
Verizon	***** All Cities 954-6222 *****				
Direct TV	***** All Cities 800-347-3288 *****				
Dominion Power	***** All Cities 866-366-4357 *****				

Williamsburg: Water/Sewage JCSA (757) 253-6800 jcsa@jamescitycountyva.gov

EMERGENCIES: Please contact your Property Manager immediately for any emergencies. On weekends, holidays and after normal office hours please call your Property Manager **at (757) 478-4881**. If you are unable to reach him immediately, please leave him a message and he will call you back as soon as possible.

Note: Please do not call with requests as minor as changing light bulbs, air filters etc...as these are tenant responsibilities and do not constitute an emergency~

SMOKING/Vaping of any kind: Is never permitted in/ on premises! This includes marijuana.

INSPECTIONS:

A: Move-In: When you sign your lease, you will be furnished with a “Move-In Inspection Report” that must be signed, completed, and returned to your Property Manager within 5 days of occupancy. Any damage listed on the move in inspection will be verified by the property manager and if the property manager is in agreement, tenant will not be charged for repairs at move out date.

B: Periodic Inspections: From time to time the Property Manager, Property Owner, Service Vendors, and/or Maintenance Personnel may conduct inspections to determine condition/value of property. Except for Emergencies, Property Manager will give 24 hours’ notice of inspection.

No show fees will be charged if access to the property is not granted once an appointment is set with Tenant &/or Vendors.

LANDSCAPING: Tenants are responsible for the maintenance/upkeep of the lawn, trees, shrubs and flower beds. This includes but is not limited to cutting the grass, edging, removing weeds, and annual mulching. Grass shall be cut every two weeks at a minimum and must not exceed 6” in height. Trees, brushes, and shrubs should be cut and pruned. Grass, Shrubs, and trees should be watered as needed to prevent excessive dryness and damage. Any plants that are damaged and/or missing at the end of tenancy will be charged to the tenant security deposit.

VEHICLES: Parking of vehicles shall be either in assigned areas (garage, parking lot, and driveway spaces) or on the public street if allowed. Vehicles shall never be parked on lawns or sidewalks. *Tenants are allowed only one vehicle per person(s) on the lease, unless special written permission is given by the property manager.*

UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES: No unregistered, Unlicensed or non-operable vehicle shall be stored on the property unless it is in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time except in a garage. inoperable/unregistered vehicles will be towed at the vehicle owner's expense.

SECTION II

INSPECTION AND TROUBLE SHOOTING GUIDE

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service.

WATER SHUT OFF: One of the first things you should do after the move is to locate the water shut off valve. What you are looking for is a single faucet that shuts off all the water in the house. The most common place to find this faucet is in the garage, close to the water heater (not at the top of the heater), in a closet, under the kitchen sink, or in the utility room. Some old houses have a bent piece of iron coming up through the floor, usually in a closet, that you turn to shut the water off. Try the shut off, but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle. Main property water shut off is normally at the driveway or near the street in a covered box marked WATER, which requires a water key (Contact property manager in this case).

ELECTRICAL POWER PANEL: Locate the panel and check to see if you have fuses or circuit breakers. Fuse panels are common on houses more than 40 years old. Two types of fuses are found in the fuse box. The electrical stove, water heater, and air conditioner/heater will be serviced by cartridge type fuses. These are held in fuse holders that resemble drawers. To check the fuse, pull the fuse holder out of the box. Many times, blown fuses will be burned or the cartridge ruptured. Other times they will look perfectly normal, and the only way to check them are to replace the questionable fuse with a new one.

CAUTION #1: Do not pry the prongs of the fuse holder apart to release the fuse. Simply slide the fuse out toward the open end of the holder.

CAUTION #2: When you replace the fuse holder, it must be right side up. If you put it in upside down, The circuit will be off.

The other type of fuse is the screw-in type with fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped; push it in. All fuses must be replaced with the same size fuses as were originally installed. Slow blow fuses should be used for circuits when fuses blow often. They are available in both cartridge and screw-in types but only from hardware and electrical supply houses.

CIRCUIT BREAKERS: We have a number of problems each year because tenants think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. Off—then—ON. You may want to unplug or turn off all equipment when doing this.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to the ground and cuts the power off. It is used in bathrooms, exterior plugs, garages and some lights. Because the GFI circuit breaker is so expensive, there are usually only one per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom, you can bet you have lost all power to the plugs on the GFI. The trick now is to find the circuit breaker. Most houses have the GFI circuit breaker in the one bathroom or the main circuit breaker panel. It is usually marked with red, yellow, or black button and is between the upper and lower plugs in a bathroom or outside installation. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on outside plugs during rainy weather.

NOTE: The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

ELECTRIC STOVE: If the whole stove is off, check the fuse or circuit breaker.

If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer, but generally one of the two clocks has a knob that will pop out if you are back to normal operation. Just turn the set knob until it pops out.

SELF-CLEANING OVENS: (uses heat to clean-door locks) **DO NOT** use commercial cleaners such as Easy Off or Mr. Clean or Mr. Muscle.

CONTINUOUS CLEAN OVENS: The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with mild soap and water solution. Because the finish will not absorb large amount of grease, it is important that the bottom of the oven be lined with heavy duty aluminum foil or a shallow drip pan. **DO NOT** use regular aluminum foil – it will catch on fire.

DISHWASHER: Use at least once each week. If used less, the seals dry up and the motor may be ruined when put back into regular use.

FURNACES: Gas and oil furnaces have an emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF or OIL BURNER EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this is the first place to check.

OIL HEAT: It is best to have a service contract with an oil company. Most companies offer budget payments to customers with service contracts and automatically fill your tank when needed. Do not let your tank run dry as it may cause damage and require a service call to get the furnace restarted. Sludge in the bottom of the tank usually clogs the lines and nozzle, and the entire system must be cleaned before it will work again. If the furnace stops working check the RED switch first. Then check the furnace fuse in the main fuse panel. Also, check the reset button on the furnace motor. Next, check for oil in the tank. Finally, call for service.

GAS HEAT: Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot light is simple, and you should learn the procedure if you have gas heat. Most furnaces have a three-way switch labeled OFF-PILOT-ON. To light the pilot, turn the switch to OFF. Then turn to PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob down for several seconds or maybe even a minute after the pilot light is lit. Next, release the downward pressure and the pilot should stay lit. If not, repeat the procedure. Finally, move the selector from PILOT to ON.

Some selectors have red buttons that must be held down after lighting. Forget all the above and call for service if the furnace will not light.

For both types of gas furnaces, the first thing to look for is the red switch. Next, check for the pilot. Finally, call for service.

HEAT PUMP: The heat pump is the most economical method of heating in this area-if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

During the extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Use of the emergency heat mode is expensive! Do not be surprised if you find the outside unit caked with ice or steaming on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

BASE BOARD HEAT: Ensure that air is free to flow under the radiator unit. If blocked by a thick rug the unit will not heat properly.

Keep the door closed if you are heating one room only. Cold air will always rush into a room causing drafts and a false reading on the room thermostat.

WATER HEATER: If gas, learn to light the pilot light. (Same as a gas furnace.)

If electric, check for a timer. Learn to set the timer and which fuse or circuit breakers control the unit.

AIR CONDITIONERS: Poor cooling is usually caused by a clogged filter. If the filter has been changed and there is inadequate air flow – Call your Property Manager for service.

If the unit does not run at all, check the red switch. Check the fuse of the circuit breaker. If the unit still will not operate – call your Property Manager for service.

If water drops from the unit or runs on the floor, or drips through the ceiling (if the unit is in the attic.) Shut the unit off and clear the condensation drain. Some drains are very easy to clean with a vacuum cleaner or a garden hose used to blow out the line. If you cannot do it yourself – call the Property Manager for service.

DO NOT operate the unit until the clogged drain is cleared as the unit will continue to produce water and damage to the property may occur.

Patriot Property management as 2 portable A/C units available for emergency use. Must be picked up and dropped off by tenant. coordinate with property manager

PRECAUTIONS DURING FREEZING WEATHER

- Always leave the heat ON.
- Close the crawl space vents found around the bottom of the exterior walls of the house.
- Let both hot and cold faucets run slowly on extremely cold nights.
- Well pumps must have water drained from system prior to freezing weather. Some may be disconnected and stored in garage or shed.

OTHER POTENTIAL PROBLEM AREAS

AIR FILTERS: Check for location when moving in. Change monthly or more often as necessary to improve performance of furnace or air conditioner.

BATHROOM FIXTURES: Use SOFTSCRUB or other comparable cleanser on the tubs and sinks and showers. **DO NOT** use abrasive cleaners.

CARPETS: All flooring including carpet is considered part of cleaning at termination of lease and should be cleaned as specified in the security deposit policy.

WALLS: Use of contact paper on cabinet surfaces is prohibited. **DO NOT** use adhesive strips or products on walls, doors or cabinet services.

WOOD STOVES: Ask if there are any special instructions. Generally, stoves are restricted to hardwood only.

FIREPLACES: The fireplace is not an incinerator for Christmas wrappings, cardboard, etc. Burning these materials could be very dangerous. A professional chimney sweep should inspect the fireplace before using for the first time of the season. To prevent tar and soot buildup in wood burning fireplaces, use hardwood only. Use of wood of any kind is **prohibited** in gas fireplaces.

BUGS AND VERMIN: The property may be under a termite program and may have annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property.

Tenants are responsible for removal of small pests including but not limited to ants, roaches, spiders, wasps, mice etc if caused by an unclean environment. Small black ants are a seasonal problem throughout Hampton Roads; do not be alarmed by their continual presence in the spring and fall. You can pick up a product called TERRO in your local Lowe's or Home Depot to combat these pests. Ants should dissipate within 48 hrs. Your property manager(s) will handle extermination of squirrels, birds, or rats if they are ever found in your property.

Please enjoy the property and we appreciate your business!



355 Crawford St Ste. 202E
Portsmouth, VA 23704

ACKNOWLEDGE OF RECEIPT OF TENANT HANDBOOK

We feel that that this handbook covers the most common questions that are raised from tenants and hopefully this information will alleviate concerns during your tenancy. Please read the entire handbook and keep it in a prominent and easy to retrieve place for quick access to help you when questions arise.

Contents of this handbook range from Office Hours, Rental Payments, Utilities, Move-In and Out Inspections, and a Trouble Shooting Guide for a vast array of situations that you may encounter as a tenant.

Also, please be aware that if necessary you may contact directly your property manager for clarification if you are not able to solve your concern from information within this handbook.

 X I understand and acknowledge that I am responsible to read the contents of this handbook and utilize the information given to me to reduce any issues or problems during my tenancy with Patriot Property Management.

 X I acknowledge that I have received a copy of the PATRIOT PROPERTY MANAGEMENT TENANT Handbook.

_____	_____	_____	_____
Tenant Signature	Date	Tenant Signature	Date
_____	_____	_____	_____
Tenant Signature	Date	Tenant Signature	Date
_____	_____		
Tenant Signature	Date		