



## TENANT HANDBOOK

**Office Location:**

4900 Augusta Ave

Suite #101

Richmond, VA 23230

\*By Appointment Only

**Mailing Address:**

Peak Property Management

PO Box 11285

Richmond, VA 23230

**Office Hours:**

9:00AM-5:00PM Monday-Friday

CLOSED Saturday-Sunday

**Office Phone/Email:**

804-372-3272

\*Dial this number and follow prompts for maintenance emergencies

Your primary email to reach our team is [support@joinpeakpm.com](mailto:support@joinpeakpm.com)

**Website:**

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

\*Access Tenant Portal to pay rent or submit maintenance

**General Disclaimer:**

Peak Property Management is a hired agent on behalf of the Property Owner. Peak Property Management cannot force the Property Owner to make repairs or improvements unless required by Virginia Law. In signing your lease, Tenant acknowledges and agrees that Agent shall not be liable to Tenant for any claims related to the Lease or the Property.



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## TENANT RESOURCES:

In an effort to be as transparent as possible, we have listed the majority of our Tenant-related documents and procedures online. Please go to our website at [www.joinpeakpm.com](http://www.joinpeakpm.com) and visit the Tenant Resources page for Tenant admin fee schedules, move out instructions, and more.

## TENANT MOVE-IN:

Frequently we receive requests to visit the property before move-in. We can accommodate these requests during business hours, however a fee of \$175.00 will apply per one hour appointment.

Now and then we will have a unit available days in advance of move-in, and a Tenant may desire to move in early. If you'd like to move in earlier than the availability date or the lease start date, we can perform a "rapid move in" for a one-time payment of \$250.00.

Your rental unit has been professionally cleaned before move-in.

It is vital for you to document any and all damage to the property at the time of your move-in. If you fail to document damage, it is likely that you'll be charged for the damage at move-out...even if you did not cause it. Your move-in walk through, performed through the "My Walk Thru" app, is due to Peak Property Management within 3-days of the lease start date.

We try to identify and fix all maintenance issues before you take possession, but sometimes there are issues which are tough to identify until someone is living in the house. We are diligent in repairing maintenance issues. The presence of a maintenance issue at move-in does not relieve you from paying rent from the lease start date.

## GENERAL TENANT RESPONSIBILITIES:

-Change your HVAC air filter(s) every 2 months unless the maintenance team handles this, which is typical in a larger apartment complex. It is your responsibility to know where they are located and how to install the filter(s), as well as install the proper size filter(s).

-Always ensure that all smoke detectors are operating correctly and have working batteries.

-Report any maintenance issues immediately by logging into your tenant portal and submitting a maintenance request. Many maintenance issues will get worse with time. If a tenant neglects reporting maintenance, the tenant may be responsible for payment of the additional work needed.



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-Replacing light bulbs is the responsibility of the tenant. If any lightbulbs are hard to reach or in a dangerous location (above 10ft high), please fill out a maintenance request on the tenant portal and our team will assist you.

-Lawn care is the responsibility of the tenant in a single-family home unless otherwise stated in your lease. If you're interested, you may hire a landscaper to maintain the lawn at your cost.

-It is the tenant's responsibility and our expectation that the tenant keeps the rental unit in clean and safe condition at all times.

-Illegal or criminal activity, smoking inside the rental unit, unapproved guests or pets, or any other lease violations are grounds for additional fees and/or eviction. We will enforce the policies within the lease at all times.

### ANIMALS:

**Please refer to your lease for our Animal Policy.** We require the use of a third-party pet screening service if the Tenant wishes to have an animal on the property. Any cost of this screening service is the responsibility of the Tenant. The screening service may be required for the Agent to proceed in allowing any animal on the property, and will also determine the amount of animal rent paid per month, per animal.

Link to Required Third Party Pet Screening Source: <https://joinpeakpm.petscreening.com>

Animals may require additional fees and monthly rent.

### TENANT BENEFIT PACKAGE:

This is a package put together to enhance the tenant experience. Packages might include the following benefits:

- **Tenant renter's insurance policy- meets requirement in lease**
- **Tenant liability policy- meets requirement in lease**
- **Concierge utility set up services**
- **Convenient online rent payments through tenant portal**
- **Convenient online maintenance requests through tenant portal**
- **Utility and Maintenance Reduction Program, HVAC filter delivery**
- **Monthly credit reporting- boost credit with on-time payments**

\*Always refer to your lease agreement first. Your lease agreement overrides all language in this handbook.



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- **Annual property inspections- preventative maintenance**

\*This package may **not** be available to all tenants based on the owner's policies, current lease policies, or property type. Packages may vary in services or benefits provided for the same reasons above. Always refer to your lease first and foremost. Contact our team with any questions you might have. Your lease will specifically state if you DO have a package. The cost of the package is the responsibility of the Tenant.

### TENANT CONTINGENCY:

Higher credit scores often result in less administrative tasks for the Manager through Tenancy. Therefore, we have implemented a Tenant Contingency Admin fee based on our screening report for each Tenant.

### UTILITIES:

Our third-party partners at Citizen Home Solutions provide a FREE concierge Utility Service. Their team should be contacting you by phone to help you setup your utilities upon move in. This is a free service to assist you with connecting utilities, cable and internet according to your area. If you have not heard from Citizen Home Solutions go to their website at: <http://myfreeconnection.com/peakpm/> to set up your utilities.

Whether you decide to use this service or not, it is your responsibility to ensure your electric, gas, water and any other utility have been connected into your name by the start date of your lease agreement. This will ensure you do not have any disruption of utility services when you move in.

- Tenants must have all utilities transferred to their name 5-days before moving in if the business days allow, however no later than the lease start date in any circumstance.
- Your unit may require transferring water, electric, trash, gas, oil, and cable in your name. Please be sure you are aware of what your unit requires, and who to call for what service.
- Tenants must keep utilities in their name for 5-days after move-out. Tenant moving in will put the utilities in their name before or on move-in, which will automatically remove your name from the utility service. We recommend for you to stop your services a minimum of 5-days after lease termination date to be sure you are not charged for any utility fees.



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If the Tenant does not put utilities into their name on or before the lease start date, or if the utilities are disconnected prematurely, the Tenant will be charged administrative fees plus actual costs.

### Chesterfield County

Electricity	Dominion Energy	<a href="http://www.dominionenergy.com">www.dominionenergy.com</a> 866-366-4357
Gas	Columbia Gas of Virginia	<a href="http://www.columbiagasva.com">www.columbiagasva.com</a> 800-543-8911
Trash / Recycling	County Waste	<a href="http://www.county-recycling.com">www.county-recycling.com</a> (804) 843-9288
Water	Chesterfield County Public Utilities	<a href="http://www.chesterfield.com/utilities">www.chesterfield.com/utilities</a> 804-748-1291

### City of Richmond

Electricity	Dominion Energy	<a href="http://www.dominionenergy.com">www.dominionenergy.com</a> 866-366-4357
Gas and/or Water	Richmond Public Utilities	<a href="http://www.richmond.gov">www.richmond.gov</a> 804-646-4646
Trash / Recycling	Richmond Public Works	<a href="http://www.richmondgov.com/PublicWorks/RefuseCollection.aspx">http://www.richmondgov.com/PublicWorks/RefuseCollection.aspx</a> 804-646-7000
	City will provide 96-gal trash and recycling can. Please request one from the city if one is not on-site.	

### Hanover County

Electricity	Dominion Energy	<a href="http://www.dominionenergy.com">www.dominionenergy.com</a> 866-366-4357
Natural Gas	Virginia Natural Gas	<a href="https://www.virginianaturalgas.com/">https://www.virginianaturalgas.com/</a>
Trash and Recycling	Central VA Waste Management Authority	<a href="http://www.cvwma.com">www.cvwma.com</a> 804-340-0900
Water and Sewer	Hanover County Public Utilities	<a href="https://utilities.hanovercounty.gov/">https://utilities.hanovercounty.gov/</a> 804-365-6024

### Henrico County

Electricity	Dominion Energy	<a href="http://www.dominionenergy.com">www.dominionenergy.com</a> 866-366-4357
Gas	Richmond Gas Works	<a href="http://www.richmondgasworks.com">www.richmondgasworks.com</a> 804- 646-4646



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Recycling	Central VA Waste Mgmt Authority	<a href="http://www.cvwma.com">www.cvwma.com</a> 804-340-0900
Water and/or Trash	Henrico County Dept of Public Utilities	<a href="http://www.henrico.us/utility">www.henrico.us/utility</a> 804-501-4275
<u>In Henrico you have a choice for Trash. You may contact private companies as well.</u>		

### TENANT PORTAL:

- The tenant portal is how tenants can pay rent or request maintenance. The portal also is a place to store important documents like this one. If you are having a problem logging in, please contact [info@joinpeakpm.com](mailto:info@joinpeakpm.com) immediately.
- Most tenants will receive their log in instructions during the move in process. If you did not receive this information and need to set up your portal, please visit this link: [https://kanawha.appfolio.com/connect/users/request\\_access](https://kanawha.appfolio.com/connect/users/request_access)

### RENT REPORTING:

Peak Property Management reports both paid rent and unpaid rent to a third-party credit bureau as a benefit to tenants. This reporting is beneficial for those tenants hoping to establish or build credit while renting, however credit may be negatively affected if rent is not paid on time. We are glad to provide more information on this as requested.

### MAINTENANCE REQUESTS:

We do not advise submitting maintenance requests via e-mail. By e-mailing it, you are taking a risk that the person you e-mailed to may be out of the office or on vacation and your request may be delayed in being processed.

All maintenance requests should be made online through your Tenant Portal, unless emergent.

- Report any maintenance issues immediately by logging into the tenant portal. Many maintenance issues will get worse with time. If a tenant neglects reporting maintenance, the tenant may be responsible for payment of the additional work needed.
- If you feel your maintenance issue is an emergency, please dial the number below:

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**For Peak Emergency Maintenance Line: Dial 804-372-3272 and Press “1”**

LIST OF POTENTIAL EMERGENCIES (not limited to items on this list):

- Gas leak
- Inoperative smoke alarm or carbon monoxide detector (where applicable)
- No air conditioning (if outside temperature is 90 degrees or above)
- No heat (if outside temperature is below 50 degrees)
- Overflowing or broken toilet causing water leak, flooding
- Power completely out in your rental unit only (if it isn't an area outage)
- Stopped up toilet (only emergency if 1-toilet apartment/home)
- Any uncontrollable water leak or flooding

### DRAIN MAINTENANCE:

**Your lease requires you to prevent the clogging of waste pipes. Should water or waste pipes become clogged due to tenant negligence, the tenant will be liable for repair and damage costs, plus administrative fees.**

**Sink Drains:** Do not put hard food items down the drain such as uncooked pasta or eggshells or dispose of grease in the drain.

**Bathtubs, Sinks, Showers:** These drains need to be cleared from time to time. The tenant is liable for this maintenance. Neglect could lead to a drainage issue billable to tenant. No foreign items to include hair should be allowed to go down into a drain. Hair might accumulate over time and it is the tenant's responsibility to keep the drain clean.

**Garbage disposals** are designed to only dispose of small quantities of soft foods while being flushed down with water. Do not put peels or shells into garbage disposals.

**Laundry Drains:** Regularly clean out the dryer vent.

**Toilets:** If there is a blockage, try using a plunger. If plunging doesn't work, a plumber will be required to come in and remove the toilet to remove the obstruction from below. This is the tenant's responsibility. Do not dispose of feminine hygiene or paper products down the toilet.



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**The Owner is liable** to clear drains clogged or stopped due to defective systems, whether a mechanical failure such as a broken pipe, or an environmental issue such as a tree root growing into a pipe. In a multiple tenant building, the owner will also be liable if there is a clog or stoppage found in a common area of a drainage pipe shared by multiple units.

**The owner will not be liable for tenant caused clogs or stoppages and will not be responsible for associated repair or damage costs.**

### LOCKOUT AND/OR BROKEN KEY POLICY:

**Apartment buildings with apartments accessible from interior only:** Manager does not respond to lockouts unless a tenant's key FOB or Entry Code is not working for entry into **main building** and no other access is available to main building due to key FOB or Entry Code not working.

In this situation, please call our emergency maintenance line. In all other situations, including the tenant being able to enter the main building but locked out of an interior apartment space, Tenant must call a locksmith at the tenant's expense. The cost of a lockout or broken key is the tenant's responsibility. The tenant should not call Manager for lock outs or broken keys to interior apartments if they can enter the main building.

**Single family houses and/or apartment accessible from outside of building:** Tenant must call a locksmith at the tenant's expense. The cost of a lockout or broken key is the tenant's responsibility. The tenant should not call Manager for lock outs or broken keys.

\*If Peak Property Management responds to a lockout, the Tenant will be charged a \$125.00 fee. If the response happens during after-hours or weekends, the fee is increased to \$225.00.

If a new lock is needed after a lockout or broken key situation, please submit a maintenance request through your tenant portal. Tenants shall be liable for the entire cost of all key and lock replacements to include labor and materials.

Tenants shall not change the locks or add a deadbolt lock without our written consent.

Tenants that submit maintenance requests for filter changes, improper use of equipment, cleaning, clogged pipes or drains, removing sink or tub traps, re-setting breakers, changing light bulbs, debris in sink disposal, or anything else that is necessitated by the acts of Tenant, Tenant's Invitees or Agents, will be billed to the Tenant. The Manager will not always know in advance who will be responsible for the repair bill, and sometimes will only know what caused the need for repair after the maintenance technician arrives. This means that the Manager may make the





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determination to charge the Tenant after arrival and/or repair and without prior notice. Any maintenance repairs billed to the Tenant will include a trip charge of \$85 plus the time and materials to complete the request, along with an additional administrative and coordination fee. By signing your lease, the Tenant acknowledges these charges.

### MAINTENANCE TIPS:

#### TOILETS

- If your toilet is backed up, insert a plunger into toilet at a slight angle, covering the drain. Hold onto the plunger handle with both hands and slowly, but forcefully, plunge the drain. If the first attempt fails, try again. Contact our team if the clog cannot be removed.
- Drain cleaners like Drano or Liquid Plumber are very powerful and dangerous chemicals that can cause severe personal injury, especially if an obstruction is in the drain. Please do not use drain clog removers to unclog any drain or toilet as this may cause damage to the pipes.
- If your toilet is leaking (if you hear constant running water), turn the water valve off and contact our team.

#### GARBAGE DISPOSAL

- A good rule of thumb is to avoid putting non-food items in the disposal, or items that you would not eat. Running water while the disposal is in use will help soften and wash items down the drain.
- If the garbage disposal is not working, turn off the switch and check for jammed items. If something is jammed, carefully attempt to remove it. Push the “Reset” button located under the sink on the garbage disposal.
- Contact our team if your garbage disposal is not functioning after trying the above steps.

#### DISHWASHER

- Using anything other than dishwasher detergent (such as hand soap) in your dishwasher will cause excess suds and leaking. Use only dishwasher detergent to avoid damage and a mess!

#### AIR CONDITIONING



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- Keep the fan set to “Auto”.
- Change the thermostat temperature no more than 5 degrees at a time.
- Keep windows, blinds, and doors closed to conserve energy.
- If the outside temperature is extremely high, the inside temperature will probably not cool to lower than 75 degrees.
- Close vents to allow cool air to flow into those rooms used more often.
- If ice forms on the interior or exterior coils, turn the unit off and contact our team.

### HEAT

- In a townhouse or multi-level home, close upstairs vents to conserve heat and energy.
- Keep the temperature setting above 60 degrees to help avoid frozen pipes.
- Keep the fan set to “Auto”.
- Change the temperature no more than 5 degrees at a time.
- If the outside temperature is below freezing, the inside temperature will probably not heat to above 75 degrees.
- When turned on for the first time, an initial smoke smell is normal. If the smell lingers for more than 10 minutes turn the unit off and contact our team.

### GAS UTILITY

- If you smell gas, turn the gas valve OFF. If the odor is strong, leave your rental unit and contact emergencies services and our team immediately.
- NEVER try to relight the pilot light yourself.

### STOVE

- If experiencing a spark from an electrical stove do not attempt to operate. Contact our team immediately.
- If the pilot light is out, do not attempt to relight. Contact our team for assistance.

### ELECTRICAL PROBLEMS

- If experiencing any arch or spark from a receptacle, do not attempt to operate. Contact our team immediately.



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- If the power is completely out, contact the power company to determine if something is going on in the area. If the problem appears to be just within your rental unit, contact our team.
- If you have a maintenance emergency, please call the cell phone numbers listed in the “Maintenance Requests” section. Please place all non-emergency maintenance requests online by doing so through your tenant portal.

### SEASONAL REQUIREMENTS:

- Disconnect all outside hoses no later than October 1st of each year. Double check that all hoses are disconnected prior to any weather calling for sub-freezing temperatures. Ensure that all hoses are disconnected before you leave town if you are traveling. A frozen hose can cause water to travel up the line and freeze your pipes - even with a frost-free hose spigot. Walk around and make sure all hoses are disconnected. This is a tenant responsibility and you are responsible for any damage caused due to failure to remove hoses and take proper precautions.
- Never leave your thermostat below 60 degrees. If you are traveling for the Winter, make sure you have sufficient heat oil (if relevant) and that your thermostat is set to 60 degrees or higher. It is your responsibility to keep your unit heated. In the Summer, never leave your thermostat above 75 degrees. You are responsible to maintain air conditioning to the property at all times.
- When the weather is calling for temperatures to drop into the 20’s or below, leave a faucet dripping overnight and open doors to sink cabinets to expose plumbing to the warmer air.
- If you have questions or concerns, be proactive. Please submit a question through the tenant portal or contact the office.

We appreciate your help in preventing damage.

### INSPECTIONS:



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Peak Property Management will provide a minimum of 24-hour notice to a financially responsible tenant before we enter the rental unit. We appreciate your cooperation and communication; however, we do not need your approval to enter if we have provided appropriate notice.

With this reasonable notice period, Peak Property Management is permitted to enter and inspect your rental unit for any reason such as maintenance issues or inspections.

In the case of potential lease compliance concerns, illegal activity, or the apparent need for a health-check, Manager and Owner have the right to enter the property without notice.

Move-In, Lease Renewal, and Move-Out inspections may be performed as routine services.

In the event a Tenant denies access to rental unit when reasonable notice has been provided, the Tenant will be responsible for a \$100 fee the first occurrence, \$250 fee the second occurrence, and 100% of the current monthly rent if there is a third occurrence.

### TENANT MOVE-OUT:

If Peak is required to fill out a Landlord verification form for your next rental unit, a \$15.00 administrative fee will be charged to the Tenant per occurrence in order to process this request.

**If you provide notice to vacate, then cancel your notice and wish to renew your lease, it will be at the sole discretion of the Manager whether to accept the renewal. The following fees will apply if accepted:**

- 60-90 Days from Lease End Date: 10% of rent.
- 30-59 Days from Lease End Date: 25% of rent.
- <30 Days from Lease End Date: 75% of rent.

\*Tenant will also be responsible for appropriate renewal administration fees

**If you provide a late termination notice, it will be at the Manager's sole discretion to accept your late notice. The following fees will apply if accepted:**

- 60-89 Days: 50% of rent
- <60 Days: Reverts to early termination policy

Please review all move-out responsibilities in your lease thoroughly.



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The unit must be vacated by 11:00AM est. time on move-out day.

**Your rental unit must be professionally cleaned, including all floors, walls, carpet, the inside/outside of all appliances, windows and mirrors. If Manager determines the need to clean the unit after you move out, you will be charged reasonable cleaning fees, administration charges, and a minimum of 2-weeks rent to cover the cleaning and repair time needed.**

The following Items are the responsibility of the tenant upon move out:

- All personal items must be removed from the house by your move-out date. Tenant will be charged moving and administrative fees to dispose of any items left in the house after the move-out date.
- Touch Ups: All walls touched up and painted. All trim touched up. Any trim that has been damaged to be flagged for professional replacement by the property manager. Paint must match and be of good quality or Peak will repaint as needed and the Tenant will be billed.
- Floors: Floors shall be in similar condition as they were received. Hardwood floors to be mopped with hardwood floor cleaner. Carpets are considered to have a useful life of 3-5 years.
- Bathrooms to be cleaned including toilets, tubs, grout, and caulk
- Utilities must remain in the tenant's name 5 days after scheduled lease end date. If new tenants move in before the 5 days expire, the utilities will be transferred to their name.

### **Cleaning, Replacement, and Repair Cost Upon Vacating Your Unit**

Prior to moving out, the Premises should be professionally cleaned and in the same working condition it was in at move-in. Peak Property Management will perform an inspection to verify the condition of the Premises and compare it to our videos and pictures taken before you moved in. You will be invited to attend the inspection. Should Peak find the Premises not in such condition, the following states the cost that will be charged to the Tenant for correcting the units condition, and additional administrative costs will apply.

The following are potential charges that could be deducted from your security deposit or owed to us if your security deposit is insufficient to cover the charges. These charges may be updated at any time without notice. Please note that the prices given below are average prices only. If our cost incurred is higher, you will be responsible for paying the higher amount. For example, in the list below, replacing a countertop is listed at \$500, although a granite countertop may cost much more than that amount.



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**Please also note that this is not an all-inclusive list; you may be charged for cleaning, replacing, or repairing items not on this list.**

Interior Cleaning- Depends on size of rental unit, minimum \$300  
Carpet Cleaning- \$150 per room, whole unit minimum of \$300  
Stove/Oven Cleaned- \$140  
Dishwasher Cleaned- \$100  
Refrigerator Cleaned- \$140  
Cabinets Cleaned- \$100  
Trash/Item Removal- \$200 minimum  
Painting per Room- \$300 minimum, total repaint per room \$900 minimum  
Drywall Repair/Patch- \$150 minimum  
Replace Toilet- \$400 minimum  
Install New Bath Fixtures- \$100  
Replace Interior Doors- \$300 minimum, additional with door jamb damage  
Replace Kitchen Sink- \$300 minimum  
Replace Countertop- \$500 minimum for basic countertop  
Replace Sliding Window Glass- \$250 minimum  
Replace Picture Window Glass- \$200  
Replace Sliding Door Glass- \$250 minimum  
Replacement of Tile- \$50 per tile, minimum, depending on if tile is still available to match  
Replacement of Carpet- \$400 per room minimum, depending on size  
Refinishing of Hardwood Floors- \$600 per room minimum, depending on size  
Replace Exterior Doors- \$900 minimum depending on size and type of door  
Replace Kitchen Disposal- \$250 minimum  
Lost Door Keys- \$25/key plus Locksmith fees to replace locks  
Light Bulbs Missing or Burnt Out- \$10 each  
Owner/Landlord Provided Furniture Missing- \$150 minimum  
Owner/Landlord Property Missing- \$150 minimum  
Window Blinds- \$50 per blind, minimum, depending on type and style of blind.  
Miscellaneous/Other- Various Charges Apply

\*Office administration fee for processing any of the above is a minimum of \$35 per hour for researching materials and/or coordinating the repairs with subcontractors. Deductions will also incur an administrative fee per line item.

### **Option to Expedite Your Security Deposit Return:**

Tenant has the option to pay \$150 to expedite security deposit return. This will be offered on case-by-case basis pending office staff availability to expedite. In paying the expedite fee, your security deposit, if any amounts are owed, will be mailed within 20 days from move-out. More



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details apply to this option and an addendum is required. Please contact our team if you are interested!

**Thank you, on behalf of the entire Peak Property Management team, for your cooperation.**

**Our team will do our best to exceed your expectations and to make your experience with us pleasurable. As always, let us know how we can improve. We listen and welcome your feedback!**

**In signing below, Tenant acknowledges receipt, understanding, and agreement of the terms and policies within this Tenant Handbook:**

**Name:**

**Sign:**

**Date:**

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**Name:**

**Sign:**

**Date:**

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**Name:**

**Sign:**

**Date:**

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**Name:**

**Sign:**

**Date:**