

SAMSON
PROPERTY MANAGEMENT, LLC.

Tenant Handbook



MANAGED BY:

SAMSON PROPERTY MANAGEMENT

14291 Park Meadow Drive, Suite 500, Chantilly, VA 20151

SAMSON

PROPERTY MANAGEMENT, LLC.

Welcome

Samson Property Management is excited to have you as our tenants! We are looking forward to working with you to make your rental experience smooth and pain free! Please take some time to read through the following materials. This guide contains an abundance of information you may need during your lease term. It is a general guide, so some information may not apply to you. For specific questions you should refer to your lease.



YOUR PROPERTY MANAGER



Emergency Contacts

IMPORTANT CONTACTS FOR EMERGENCY SITUATIONS

IN THE CASE OF A FIRE, MEDICAL EMERGENCY, NEED FOR POLICE,
OR ANY OTHER EMERGENCY **DIAL 911.**

FOR GAS LEAKS, CALL

Make sure everyone knows how to shut off the gas! If you smell gas or suspect a leak, turn off the gas immediately, vacate the premises and DO NOT re-enter the home until the gas company says it is safe. Also, DO NOT turn on anything electrical if you suspect a gas leak, this could cause an explosion! If the situation is serious call 911 immediately! Please call Samson Property Management (SPM) once you have safely vacated the premises and have contacted the gas company.

FOR ELECTRICAL OUTAGE, CALL

FOR WATER LEAKS

Turn off the Main Water Valve immediately and reach out to your property manager to inform us of the leak inside the property.

MAKE SURE ALL MEMBERS OF
THE HOUSEHOLD KNOW
WHAT TO DO IN THE CASE OF
ANY EMERGENCY!



IMPORTANT

Contact Information

Maintenance Requests can be made through your Appfolio portal. You can upload pictures, if needed, or make updates to your maintenance request. In-house maintenance coordinator, Bowen Murphy, is available for maintenance requests Monday-Friday 9AM-5PM and in the evenings and weekends for EMERGENCIES ONLY. He can respond to all maintenance requests, via the Appfolio Portal.

HVAC

Call

ELECTRIC

Call

GAS

Call

WATER

Call

TRASH & RECYCLE

Call

TELEPHONE/CABLE/INTERNET

Call



Move-in Process

OBTAIN INSURANCE:

Per the Deed of Lease, tenants are required to maintain an insurance policy. Tenant to follow instructions in the Residential Benefits Package (RBP) Lease Addendum for Renter's Insurance requirements.

TRANSFER UTILITIES

Before occupying the home you will need to **transfer all utilities over to your name**. Refer to page 4 of this handbook for all contact information you will need. Call in advance to ensure the company has enough time to process your request! **REMEMBER** utility companies do not activate service on weekends. If your move-in date is scheduled for a weekend be sure to schedule the activation for the prior business day. If your move-in date is more than a week out, your RBP includes a Move-In Concierge Service, which can help you with setting up all your utilities. Not recommended, if your move-in is less than one week out.

PROCEDURES

Keys & Garage Door Openers will be provided on or before your scheduled move-in date. We will also provide a Check-in Inspection Report. Please go through home, fill out the form, and return a copy to SPM via email at:

YOU MUST return the inspection form within 5 days after move-in, per the lease. After the term of your lease we will go through and perform a check-out inspection. We will then compare the two inspection forms to determine what damage/wear and tear has occurred. This will help in determining the disbursement of your security deposit.

PAYMENT OF RENT

Rent payments are due on the 1st of the month. **Pay through your AppFolio Portal.** We provide a 5 day grace period for delays. Ensure your payment arrives on time!



Move-in Process

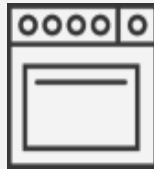
(PER LEASE)

As tenants you have the obligation to ensure the home is not damaged, destroyed or defaced in any way! You have the responsibility to keep the home in a clean, sanitary and safe condition. Refer to the lease to view a complete list.

PROCEDURES FOR MAINTAINING THE PREMISES



- Disposing of all trash in sealed containers
- Operating appliances and equipment in a safe manner



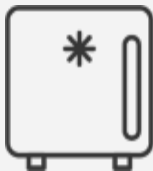
STOVE OR OVEN

Be aware of the various bake, broil, time bake, and self-cleaning controls. To operate the self-cleaning feature, follow the instructions on the appliance. For continuous-cleaning ovens use soap and water; never use oven cleaners or abrasives as this will ruin the finish.



MICROWAVE OVEN

Use only microwave-safe cookware while cooking with the microwave. Keep all inside surfaces clean, especially the top panel.



REFRIGERATOR

Do not set the refrigerator or freezer to the max cooling setting. This is the source of many problems.



DISHWASHER

Use specific dishwasher soap only. **Never use laundry detergent or other soap(s).** Always rinse dishes before washing. Keep the strainer at the bottom of the machine clean and free of debris.



GARBAGE DISPOSAL

Run cold water while in use. **Do not** put onion skins, celery, corn husks, bones, spaghetti noodles, or any other hard or stringy items in the disposal. If it locks up and will not function, turn it off and clean it out. If it does not reset, put an Allen wrench in the bolt hole at the center of the bottom of the unit and turn to break it loose. If it still will not operate, push the red reset button (usually located on the bottom of the unit). **Remember, disposals are not garbage cans!**

Tenant Obligations

(PER LEASE)

PROCEDURES FOR MAINTAINING THE PREMISES



EXHAUST FAN OR RANGE HOOD

Clean filter screens regularly; keep entire unit clean and free of grease buildup.



CLOTHES WASHER (if equipped)

Use laundry detergent only, never dishwasher or other soap. If the washer is high efficiency, you must use high-efficiency detergent. If the machine is equipped with a lint filter, clean it after every use. Do not overload. If the washer shuts off or makes a banging noise during the spin cycle, stop cycle and rearrange clothes to balance the load.



CLOTHES DRYER (if equipped)

Clean lint filter after every use. **DO NOT OPERATE THE DRYER WITHOUT THE LINT FILTER IN PLACE.** Do not overload and do not attempt to dry sneakers with this appliance.

Periodically vacuum under and around dryer to clean excess lint and dust.



SMOKE DETECTORS / CARBON MONOXIDE

Your alarm may be sensitive to smoke caused by cooking in the kitchen; the solution is **NOT** to disable the smoke detector. Instead, turn on the exhaust fan and open a window prior to cooking. **DO NOT remove the smoke detectors for any reason.**

- Check batteries twice a year to ensure smoke detectors are working.



LIGHT FIXTURES

Do not use a light bulb of higher wattage than a given fixture was intended to have, especially in ceiling fixtures. This may damage the fixture and could potentially be a fire hazard. 60 watts is generally the highest wattage recommended for any interior light fixture.

- Replacing light bulbs and fuses as needed.

- Controlling and eliminating any type of household pests
- Changing furnace and A/C filters at least every 2 months

Tenant Obligations

(PER LEASE)

PROCEDURES FOR MAINTAINING THE PREMISES



FURNACE

Become comfortable with the operation of the thermostat. The fan switch should always be on the "auto" setting. The mode switch should be set to the proper function (heat or cool). If the property has an electronic or energy saving thermostat, consult the manual for operating instructions.



WOOD FIREPLACES (if equipped)

Be sure the damper is completely open before use. Avoid excessive use of chemically treated "fire logs" as these leave potentially flammable residues on the chimney walls. Remove ashes regularly. Chimneys must be professionally inspected at the end of your lease.

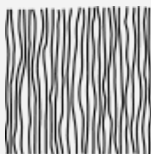
- Maintain caulking around showers and tubs.
- Carpeting and flooring kept in clean and good condition.



HARDWOOD FLOORS

Hardwood floors typically have either polyurethane or regular wax finish. In either circumstance avoid using water on the floors as this will ruin the finish.

Polyurethane floors should not be waxed. However, there are several cleaning products that may be applied. If the floors have a wax finish, make sure that the high traffic areas are well maintained to prevent damage. Wax floors should be cleaned, waxed, and buffed at least twice a year.



WALL-TO-WALL CARPET

Vacuum regularly. Immediately treat all spills and stains with carpet cleaner; do not oversaturate. All carpeted areas are required to be professionally cleaned at the end of your lease.

- Prevent the accumulation of moisture and the growth of mold; if evidence of mold is visible contact SPM immediately!

Tenant Obligations

(PER LEASE)

PROCEDURES FOR MAINTAINING THE PREMISES

- Provide a key to SPM if the locks are replaced and provide the new code if any security codes need to be changed.
- Winterize the home to ensure the pipes do not freeze or burst.

SEASONAL MAINTENANCE

FURNACE

1. Ensure thermostat is at the proper “heat/winter” or “cool/summer” position.
2. Visually check to see that all supply and return air vents are clean and unobstructed.
3. Make sure the condensation drain (central air only) is not clogged or obstructed with debris.
4. Your RBP includes 90 day, date stamped, filter delivery services. You will be responsible to change them when received. If filter delivery does not arrive or is not the correct size, please reach out to your Property Manager. Please review your RBP Lease Addendum for further information on this program.

WOOD FIREPLACE

1. Be sure the damper is in good operating condition. Damper should remain closed unless the fireplace is in use.
2. Ensure the flue and chimney are unobstructed. Periodic inspection and cleaning is strongly recommended, however, this is typically at tenant’s expense.

Tenant Obligations

(PER LEASE)

PROCEDURES FOR MAINTAINING THE PREMISES



LAWN AND SHRUBBERY

(where applicable)

- Cut grass and prune shrubs as needed. Remove all leaves in the fall; check with your neighbors or the HOA for disposal procedures.

GUTTERS

- All gutters should be free of leaves and debris. Downspouts should drain away from the foundation.

MISCELLANEOUS ITEMS

- Report a defect, damage, or breakage to SPM immediately. If you do not report a problem, you will be held liable for the repair of any additional damage.
- Tenants are responsible for paying the cost of any unnecessary service call and any costs incurred due to the tenant missing an appointment with a service person.
- If you request a repair it is understood that you are giving permission to enter the premises to make the repair.
- You must provide notification to SPM if you are planning on being absent from the premises for over 14 days.



Tenant Obligations

(PER LEASE)

PROCEDURES FOR MAINTAINING THE PREMISES

- You are not allowed to place or display a sign/advertisement on any part of the premises.
- Tenants shall not create or permit a lien on the premises or tenant's interest in lease. Lease can not be recorded by tenant.

SITUATIONS WHERE LANDLORD CONSENT IS REQUIRED

- Remodeling, making any structural change, alteration, addition or decoration
For example: wallpapering, painting, etc.
- Installing, attaching, removing or exchanging appliances or equipment.
For example: A/C, Heating, refrigeration, satellite dish, fireplace inserts, etc.
- Driving nails or other devices into walls/ceilings.
- Affixing any object containing adhesive backing to any surface.
- Re-keying locks or security systems.
- Installing iron safes, water beds, over 20 gallon aquariums, or any other extra heavy objects.



Important Items to Locate

1

Location of water main shut-off valve

2

Location of gas main shut-off

3

Location of main electrical fuse/breaker box

4

Location of smoke detectors

5

Appliance handbooks and/or instruction manuals

(if hard copy is not provided an electronic copy can be found by searching for the brand name and/or model via the internet)





Parking Guidelines

SEE ATTACHED DOCUMENTS
FOR PARKING GUIDELINES
AND HOA/CONDO ASSOCIATION
RULES & REGULATIONS.

TENANT MUST ABIDE BY THE
HOME OWNERS ASSOCIATIONS
GUIDELINES, PER LEASE.

Move-out Procedure

LEASE RENEWAL

If you would like to renew your lease, you will need to provide written notice to SPM at least 60 days prior to your move out date. If a mutual agreement is reached between you and the Landlord on renewing the lease, SPM will provide a new lease and will send out for all parties to sign with the new lease terms.

EARLY TERMINATION OF LEASE

If a situation arises where you need to terminate your lease, reach out to SPM immediately to discuss a resolution. Tenants will be responsible for rent and utilities, at a minimum, until a new tenant is procured or the end of the lease term is reached. This is case by case.

MOVE-OUT CHECKLIST

Prior to moving out, we require you to have the home and carpets professionally cleaned. If you have pets you must have the carpets treated for fleas and ticks. Please provide receipts of all professional work performed at the property to SPM. Utilities must be kept on until the last day of your lease. Your security deposit will not be refunded until the final utility bills have been paid, with a copy of the paid receipt, along with all other paid receipts for lease required work performed at the property. Return all keys and fobs to the SPM office or provide at check-out inspection.



Move-out Checklist

We understand that your last few weeks of residence will be a busy one. However, we do request that you take care of a number of important details:

- We must know the exact date the home will be vacated so we can represent the property as being available. The final inspection must also be scheduled.
- If leaving in winter, set the thermostat no lower than 60 degrees to prevent pipe freezing.
- **We must have your forwarding address.**
- All utilities must remain on until the final day of your lease unless otherwise authorized and you must provide us with proof of payment of your final water bill where applicable before your deposit will be refunded.
- The condition of the home should be move-in ready for new tenants. **Please remember that a certain amount of cleaning is expected and required upon move out.**

KITCHEN

- All exhaust fans and vent covers must 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 liners removed, if installed.
- Refrigerators and freezers must be thoroughly cleaned inside and outside. Leave refrigerators and freezers running; do not disconnect or turn them off.
- Stoves, ovens, cook tops, and micro-waves must be thoroughly cleaned inside and outside, including the areas around and underneath them. Do not use steel wool on appliances; plastic scrub pads work best.

KITCHEN

- Dishwashers and trash compactors (if equipped) must be cleaned inside and outside, especially the inside lip of the door and the drain filter.
- All sinks, faucets, and garbage disposals must be washed out and wiped clean.
- Kitchen walls and floors must be washed and free of stains, dust, dirt, and grease. Any floors that need to be oiled or waxed must be treated as required.

Move-out Checklist

BATHROOMS

- All bathroom floors and walls must be thoroughly cleaned including the grout and caulking. Re-caulk areas as required.
- All tubs, showers, sinks, and toilets must be thoroughly cleaned, disinfected, and free of soap scum and cleaner residues.
- All medicine cabinets, vanities and drawers must be thoroughly cleaned inside and outside. All mirrors should be wiped.

ALL ROOMS

- If you have alterations to the home, to include, painting, you must restore it to its original condition unless otherwise agreed.
- All non-carpeted floors should be free of stains, dust, and debris. They should be washed and waxed where appropriate.
- All windows, screens, storm windows, and window sills must be washed. This includes the area between the sash (interior window) and storm windows or screens.
- All window treatments such as curtain rods, shades, and blinds that were provided must be cleaned and left in good working order.
- Sliding glass doors must be wiped down and door tracks cleaned.

ALL ROOMS

- All walls, ceilings and closet interiors must be free of smudges, grease, and food stains. A light cleanser such as "soft scrub" will remove black marks from walls.
- All woodwork, moldings, trims, doors, and baseboards must be free of dirt, dust, and stains.
- All electrical outlets and switch plates must be free of dirt and smudges.
- All light bulbs must be in working order and light fixtures must be cleaned.
- All smoke and carbon monoxide detectors must be left in working-order with fresh batteries.
- Laundry and utility rooms must be free of dust, dryer lint, dirt, and debris.
- Washing machine exterior must be wiped down and the inside rinsed clean.
- Dryer exterior must be cleaned out and the filter screen left free of lint.
- Furnace filters must be changed.
- All wood fireplaces (if equipped) must be broom swept and free of ashes, wood, and debris.
- Chimneys (if equipped) should be professionally cleaned.
- All carpet surfaces including steps, must be professionally cleaned by an APPROVED VENDOR** with a copy of the paid receipt available at the time of final inspection. If you have an approved 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.

Move-out Checklist

GROUNDINGS

- All trash, yard debris, and personal items must be removed from the property. If trash collection is not scheduled for the day you vacate, please make arrangements ahead of time to have it removed prior to your move out date. A minimal amount of trash may be left at the curb or pick up point.
- If there was a supply of firewood when you moved in, then a like-amount should be left on departure. Please ensure it is not stacked against the home.
- All flowers and shrub beds must be clean and free of weeds, leaves, and debris. Be advised we do not consider leaves and debris to be mulch. They should be returned to the condition you found them.
- All shrubs must be neatly trimmed. They should be returned to the condition you found them.
- All grass must be cut and free of debris. The grass should be returned in the condition, you found it.
- All walkways must be swept and free of weeds.
- If your vehicle has leaked oil in the garage or driveway, the oil stain must be removed. There are a number of specific products available to take care of this.
- If there were tools present in the garage when you moved in, make sure they are all in place when you leave.
- If you have a tool shed, please sweep it. Clean up any chemical spills and make sure all tools are stored properly.

GROUNDINGS—CONT'D.

- All garden tools must be cleaned, including BBQ grills.
- Gutters and downspouts must be free of leaves and debris.

PESTS

- You are responsible for the elimination of any pests present in or about the home prior to vacating. Fleas and roaches can be particularly difficult to eradicate, so please make every effort to see that the home is left pest free, especially if you have a pet. Should an infestation of any kind be discovered after you move out, it will be treated at your expense.

KEYS

- All keys, garage door openers, parking placards, etc. will be collected at the time of the final inspection. Place them in an envelope and leave in plain sight on the kitchen counter. **There will be a \$30 charge for each key not returned.**

SECURITY DEPOSIT

- You can expect a refund of your security deposit within 45 days. If damage is noted, we must receive estimates or invoices from vendors before your deposit can be returned minus the cost of damage. This can take up to 30 days from the date of inspection. Remember to provide us with your forwarding address and proof of payment of your final utility bills, where applicable.

Move-out Checklist

Note: Your Lease Agreement terminates at 5:00 PM on the final day of your tenancy. All cleaning, carpet treatment, yard work, etc. (except for final exterior trash pick-up) must be finished at this time. Should you not fulfill all of these obligations, they will be completed for you at your expense.

THANK YOU FOR YOUR
COOPERATION!

WE LOOK FORWARD TO
WORKING WITH YOU
THROUGHOUT THIS
PROCESS.

*We hope you enjoy
your new home!*

DO NOT HESITATE TO
CALL US WITH
ANY QUESTIONS OR
CONCERNS.



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