

Executive Management Plus  
11325 Seven Locks Rd. #217  
Potomac, MD 20854  
301-299-1000 ex.358

## TENANT GUIDE

Ver. 04/27/01

This guide has been prepared to assist you with questions you may have regarding your tenancy. Please refer to your lease or call our office if you have any other questions.

### **Rental Payment**

Your rent is due in our office on the first day of the month. Your lease may provide for a grace period to allow for mail delays. If payment is not received in our office before the end of the grace period you will be charged the stated late charge. If the rent is not received promptly, our office will file a legal action for summary eviction. You agree to pay and will be charged for all legal fees (typical eviction legal fees are approximately \$75 per filing.) Should any sums due under the lease remain unpaid at the end of the lease, then you agree to pay all collection costs, court costs, and legal fees ( at the rate of \$150 per hour.) Legal fees, late fees, bounced check fees, repair fees, and any other monies due from tenant shall be deemed to be owed as additional rent. Any payment made by tenant shall first be used to pay off such charges before being applied towards the monthly reoccurring rental amount.

If your check is returned by the bank you must immediately bring a certified check or money order to our office to replace the bounced check. You will be responsible for all late fees and or bounced check fees as per your lease. All future payments must be made by cash, certified check, or money order. We cannot redeposit any bounced checks. If your check bounces and you do not immediately bring a money order, or certified check you will owe a late charge in addition to the bounced check fee.

### **Move-in Inspection**

As per your lease, you should immediately inspect the property and send us a written list of any existing defects or damages to the property. This list is very important. It will be consulted at your move-out inspection to determine any damages caused by your tenancy. Please pay particular notice to the condition of the carpet. You are required to return the property to us in the same condition as when you move in, normal wear excepted. You will be charged for any carpet stains which cannot be cleaned or any excessive/abusive wear.

### **Utilities**

As soon as you sign your lease please call all applicable utility companies and have the services put into your name. Be sure to inform our office of your new telephone number.

When you move out, please have the utility meters read and the final bills sent to your new address. Do Not have the Water, Gas, or Electricity Turned Off, have the service transferred to Executive Management Plus. **IF YOU DO NOT HAVE THE UTILITY SERVICES TRANSFERRED PROMPTLY UPON OCCUPANCY/VACANCY THEN UTILITY BILLS WILL BE PRORATED BY EXECUTIVE MANAGEMENT PLUS AND YOU WILL BE BILLED A \$25.00 ADJUSTMENT FEE.**

PEPCO (Electric)	202-833-7500
Baltimore Gas & Electric	800-685-0123
Washington Gas	703-750-1000
WSSC (Water & Sewer)	301-206-8000
City of Rockville Water	301-309-3370

### **Non-Emergency Repairs**

Please contact our office at 301-299-1000 Ex. 358 during normal business hours. We will arrange for the proper tradesman to contact you to schedule a time to have the repair completed. Please note that most tradespeople keep regular daytime hours, Monday through Friday. They also offer weekend, evening, and holiday service which is billed at overtime rates. If you wish to have non-emergency repairs completed during evenings, weekends, or holidays, you will be responsible for the additional charges. If you wish to have non-emergency repairs completed during evenings, weekends, or holidays please inform us when you call.

### **Emergency Repairs**

"Emergency repairs" are defined as repairs which if not attended to immediately will cause serious property damage or personal injury. Examples are: major uncontrollable water leakage, electrical problems which pose a fire or injury hazard, or no heat when the temperature is below 40 degrees.

If you need an emergency repair please call our office immediately. The office is staffed on evenings and weekends by personnel who can usually track down someone to assist you. You can also try 301-647-2300. If you cannot reach someone in our office, and you have a true emergency call a suitable tradesman yourself and we will reimburse you. Please note that if you call a tradesman yourself for a non-emergency repair you may be responsible for all or a portion of the repair costs. Our office will make the final decision as to if a repair was an emergency or not. If you do employ a tradesman on your own, continue to try to reach our office so that we can be informed A.S.A.P.

### **Hosebibs**

It is the tenants responsibility to shut off all outside water spigots in the wintertime so they do not freeze and burst. The correct procedure is to shut off the inside valve (usually located in the basement) then open the outside spigot and allow the water to drain. Make sure that all hoses are removed from the spigots during the winter months.

Please note that any damage caused by your failure to turn off and drain these spigots will be your expense. If you have any questions on how to shut off and drain the system please call our office.

### **Pests**

We will deliver the property free of any pests or vermin. Should a problem arise during your tenancy you are responsible for extermination. If you are leasing a condominium apartment, extermination may be available at no expense from the Condominium Association. Contact our office if you have any questions.

### **Furnace**

It is the tenants responsibility to replace furnace filters and oil the furnace blower motor. This will not only help prevent a breakdown during the cold months, but a new filter will save energy and help keep your utility bills lower. In most cases furnace filters should be replaced every 2-3 months. If you do not feel you can service the furnace yourself, please call a repairman. If you have an oil furnace you are required to have a yearly service contract. Please send a copy of the contract to our office.

### **Tree Leaves**

In most areas the county will post signs and give a date for leaf collection at the curb. If the county does not pick up in your area, leaves will have to be bagged and left for pick up by the trash removal company.

### **Gutter Cleaning**

Do not forget to clean the roof gutters of leaves. You may need to clean the gutters several times per season if the property has many tall trees. If the gutters are not cleaned, water can back up under the shingles and cause a roof leak, or water could pour against the foundation or into a window well and flood the basement. Yard maintenance and gutter cleaning are the tenants responsibility under your lease. Any damage caused by uncleaned gutters will be billed to the tenant.

### **Smoke Detectors**

Please test your smoke detectors every month. Batteries should be replaced every six months. It is easy to remember if you just change the batteries when you reset your clocks in the spring/fall.

### **Bath-tub/Shower caulking**

The tenant is responsible for making sure the bathtub/shower is caulked water tight. Any water damage caused by improper caulking will be billed to the tenant.

### **Cutting Boards/Disposal**

The use of cutting boards in the kitchen is mandatory. Countertops are not to be used as a cutting surface. Tenant is responsible for any damage to the countertops. Replacement costs run from \$50 to \$150 per linear foot. Garbage disposals are not designed for large amounts of heavy waste such as potato peels, chicken skins, etc. You must scrape off the majority of food from a plate into the trash before rinsing the remaining food into the disposal.

### **Glass Breakage**

The tenant shall be responsible for all glass breakage regardless of the cause. Tenant is advised to secure insurance coverage through a rental insurance policy.

### **Snow/Ice**

You are responsible to remove snow/ice from private sidewalks and driveways located on the property. As per county law, you are also responsible to remove snow/ice from public sidewalks/right-of-ways adjacent to the property.

### **Move Out**

As per your lease we must have written notice of your intention to move at the end of your lease. Consult the lease for the length of notice you must provide. Notice given shall run from the first day of a month to the last day of a month. We cannot accept mid-month terminations, you will be charged rent until the last day of your move out month.

Keys must be turned in within twenty four hours after you vacate the property. If we do not receive your keys within this time period we will make new keys and you will be charged a \$15.00 key fee.

You are expected to be completely moved out and have the property clean as of midnight of the last day of the month. We often have new tenants who expect occupancy on the first day of the month moving in as you move out. If you have not completely vacated the property on the date specified in your written notice or do not leave the property clean and in substantially the same condition as when you moved in (normal wear excepted), you will be charged a late move out fee. The late move out fee shall be one fifteenth of the current monthly rent, per day, until the property is available for reoccupancy.

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