

Tenant Handbook  
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**Northern Virginia Residential  
Property Management & Leasing Specialists**

*Managing rental property is our ONLY business!*

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## INTRODUCTION



Welcome to your new home and thank you for selecting a property professionally managed by WJD Management! We look forward to working with you over the months ahead and have prepared this *Handbook* to assist you in properly maintaining your home and to answer some of the most commonly asked questions. Please take a moment to read it and keep it handy for reference. First, a few basic facts about your lease:

- The lease agreement (Deed of Lease) is a legal contract between you and your landlord. WJD Management 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. You will most likely never meet your landlord.
- Rental payments are to be made to WJD Management and are due in our office no later than the **1st day** of each month. If payment is not received by the close of business on the 1st, it is late. If payment is not received by the 3rd, a late fee is assessed. Seriously delinquent rents are reported to Equifax, the nation's largest credit bureau which could affect your personal credit rating. You must sign up for our electronic rental payment feature which eliminates the need to mail a check every month and guarantees that your rent will be received on time. Just go to our website and select the "WJD Tenants" tab, then select the "Pay Your Rent Electronically" link and download the authorization form. You may also send your payments electronically using Paylease. The "Send Payments Electronically" link will open a screen where you can sign up to use this service. Should the bank return a payment to us for any reason certified funds in the amount of the payment will be required. In addition, a \$100.00 handling charge and a late fee will be assessed.
- The duration of your lease is fixed. Any early termination or extension of the lease must be negotiated with your landlord.
- Your security deposit can not be used to pay the last month's (or any other month's) rent unless your landlord gives us written permission for you to do so.
- Pets are allowed only with prior approval of the landlord and only where permitted by the homeowners or condominium association. There is typically a higher security deposit required of tenants with pets. When you move out, you must have the home professionally treated for odor and pests.
- Smoking is not permitted in this home. If smoke or smoke-related damage is noted at the move-out inspection you may be liable for the entire cost of remediation.
- Your landlord will maintain all items referenced in the lease as "Fixtures Provided", except those which are noted in "As-Is Condition," provided a malfunction is not caused or aggravated by tenant abuse or neglect. "As-Is Condition" means that the landlord makes no representations as to the condition of the item and is not responsible for repair should it prove inoperable or break during your tenancy. However, tenants will be held responsible for any damages that result from abuse or neglect of the item. Tenants must promptly notify us when there is an equipment or system failure or a structural defect via our website. Select the "WJD Tenants" tab then select the "Submit a Maintenance Request" link and fill it out as completely as possible. When it is deemed appropriate and authorized by the landlord, WJD Management will arrange for repairs. You will receive an email confirming this along with a copy of the contractor's Work Order and

contact information. Tenants may not make repairs and deduct them from rental monies owed unless specifically authorized by the landlord.



- If you lose your keys or lock yourself out of your home you may come to our office during regular business hours and we will lend you a set of keys. These must be returned within one week or you will be charged \$25 to replace them. If the lockout occurs during non-business hours and you must call a locksmith, it will be at your expense. Should you desire to change the locks on your home this may be done only with permission from the landlord and will be at your expense. The original of the new key(s) and two copies must be given to WJD.
- Tenants are responsible for the following routine maintenance items:
  - a. Replacement of light bulbs and electrical fuses if applicable
  - b. Cleaning or replacement of furnace filters regularly
  - c. Regular lawn maintenance if applicable
  - d. Replacement of batteries in smoke detectors, thermostats and garage door openers as needed
  - e. Pest control
  - g. Using reasonable efforts to prevent the accumulation of moisture and the growth of mold.
- If your home has outside faucets (hose bibs), the inside shut-off valves may have been closed prior to your occupancy. Refer to your Property Condition Report to determine the location of these valves which are labeled with green tags. At the same time, locate the main water shut-off valve which is labeled with a red tag. In a water related emergency, close this valve immediately. Should you elect to open the valves to activate the outside faucets you must remember to close the valves prior to the winter season. You will be held responsible for any damage that may occur should you fail to do so!
- The use of available condominium or association amenities such as a swimming pool, tennis courts, parking garage or lot, party or recreation room, storage area or laundry facility may require a special permit, pass, or identification card. Tenants are responsible for obtaining these items unless otherwise noted. If your residence is within city limits be sure to obtain any street parking permit that may be required.
- Approximately 60 days prior to the expiration of your lease term WJD will begin the marketing process to find a new tenant. This will include the mounting of an electronic lockbox on your door and if you have a yard, the installation of a signpost. Realtors will be instructed to call before showing the home but if no one is home they may access the electronic lockbox to enter the home. If a yard signpost is installed the sign rider will indicate “For Rent” until a tenant has been found. Then the sign rider will be changed to indicate “Rented” and remain in place until the date the new lease commences. Under no circumstances may you remove, relocate or alter the yard sign!

*This Tenant Handbook is hereby made part of your lease as referenced in Article #46. Read your lease carefully, familiarize yourself with its contents and do not hesitate to contact us if you have any questions or need any additional information.*

The WJD Staff

**OUR STAFF**



Gina Talotta – *Director of Operations and Comptroller*: Gina is in charge of the daily operation of our company. She posts all the rents, pays all the bills and can answer any questions you may have about your rental payments.

Dila Saadi – *Leasing Manager*: Dila is responsible for all matters pertaining to your lease.

Casey McKlveen – *Maintenance Manager*: Casey is our primary maintenance manager and is responsible for coordinating tenant maintenance requests.

Randy Woods – *Maintenance Manager and Leasing Specialist*: Randy coordinates tenant maintenance requests and also shows prospective tenants the homes we currently have available for rent.

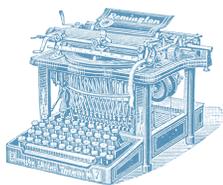
Henry Kurosaka – *Property Inspector*: Our contract with your landlord requires a complete inspection of the premises every six months, so Henry will be contacting you at these intervals.

Stephen Jacobs – *Maintenance Manager and Administrative Assistant*: Stephen is responsible for keeping all of your information current in our database as well as distributing parking and pool passes and the like from your HOA or condo association.

James (JT) Harrar – *Administrative Assistant*: JT assists with a wide variety of tasks, including leasing, maintenance and repairs, property inspections, accounting, data entry, document scanning and more.

**Please note that excepting emergencies, all maintenance requests must be submitted via our website, WJDPM.com.**

**OUR OFFICE**



Address: 3829 Plaza Drive, Fairfax, VA 22030

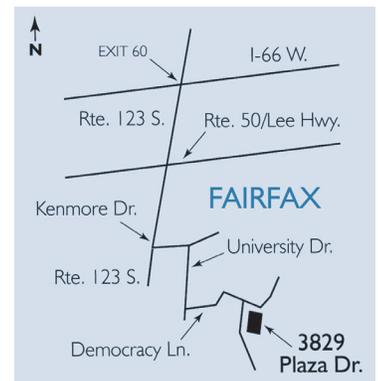
Business hours: 10:00am to 4:00pm, Monday through Friday. We are closed on weekends and holidays.

**Telephone numbers:**

Voice	703.385.3600
Fax	703.385.8144
Toll Free	866.936.3600
Emergency	703.385.3600 (Select option #4)

**E-mail addresses:**

Regarding your lease:	<a href="mailto:dila@wjdp.com">dila@wjdp.com</a>
Regarding rental payments:	<a href="mailto:gina@wjdp.com">gina@wjdp.com</a>
Regarding repairs:	<a href="mailto:casey@wjdp.com">casey@wjdp.com</a> <a href="mailto:randy@wjdp.com">randy@wjdp.com</a>
Regarding inspections:	<a href="mailto:henry@wjdp.com">henry@wjdp.com</a>
Everything else:	<a href="mailto:stephen@wjdp.com">stephen@wjdp.com</a> <a href="mailto:jt@wjdp.com">jt@wjdp.com</a>



Directions to our office: From I-495 (Capitol Beltway) take I-66 West to exit 60 for Route 123 South. Proceed on Route 123 South across Route 50/Lee Highway to Kenmore Drive just before the bridge and turn left. Go one block on Kenmore Drive to University Drive. Turn right on University Drive and proceed to Democracy Lane at the light. Turn left on Democracy Lane and follow to Plaza Drive. Turn right on Plaza Drive then take an immediate left into the parking lot. Bear to the left and we are the first entrance on the main floor.

## UTILITY INFORMATION

Listed below are the telephone numbers of most of the Northern Virginia area utility companies. Please have all utilities transferred to your name on or before the effective date of your lease.



### Water

<a href="#">City of Alexandria</a>	703.549.7080
<a href="#">Arlington County – DES</a>	703.228.6570
<a href="#">Dale City – Sewer</a>	703.550.9569
<a href="#">Dale City – Water</a>	703.549.7080
<a href="#">City of Fairfax Water Dept.</a>	703.385.7915
<a href="#">Fairfax County Water Authority</a>	703.698.5800
<a href="#">City of Falls Church Water Dept.</a>	703.248.5071
<a href="#">Loudoun County Sanitation Authority</a>	571.291.7880
<a href="#">City of Manassas</a>	703.257.8219
<a href="#">Prince William Co. Service Authority</a>	703.335.7950
<a href="#">Town of Herndon Water Company</a>	703.435.6814
<a href="#">Town of Vienna Water &amp; Sewer Authority</a>	703.255.6385

### Electric

<a href="#">City of Manassas Utilities</a>	703.257.8245
<a href="#">Dominion Virginia Power</a>	888.667.3000
<a href="#">Northern Virginia Electric Co-op (NOVEC)</a>	703.335.0500
<a href="#">SunPower</a>	800.786.7693

### Gas

<a href="#">Columbia Gas</a>	800.543.8911
<a href="#">Washington Gas</a>	703.750.1000
<a href="#">Washington Gas Emergency – escaping gas</a>	703.750.1400

### Trash Collection

<a href="#">AAA Trash</a>	703.818.8222
<a href="#">Fairfax County Special Pickup</a>	703.802.3322

### Communications/TV

<a href="#">Comcast</a>	Alexandria:	703.823.3000
	Arlington:	703.841.7700
	Loudoun:	800.226.2278
<a href="#">Cox Communications</a>	Fairfax/Falls Church:	703.378.8411
<a href="#">DirecTV</a>		855.246.8958
<a href="#">Dish Network</a>		877.211.2419
<a href="#">Fios</a>		855.456.6642
<a href="#">Time Warner Cable</a>		855.892.6683
<a href="#">Verizon</a>		800.837.4966

### Renters' Insurance

<a href="#">State Farm Insurance – Rick Mikszan</a>	703.847.6166
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### Utilities Change Online

[Utilities Change Online](#)

### Carpet Cleaning

(Please contact WJD Management for this information)

## EMERGENCY PROCEDURES



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, appliance malfunction, drain stoppage and the like while inconvenient are not considered emergencies and will be handled by our office on the next business day. If you experience an emergency situation, please take the steps outlined below. Note that if the problem occurs in the middle of the night it is unlikely that we will be able to dispatch a contractor to the property immediately so try to contain the emergency and contact us early in the morning.

### HEATING SYSTEM FAILURE

#### Electric Heat

- 1) Check the thermostat to see that the controls are set properly. Check battery if applicable.
- 2) Check all fuses and circuit breakers.
- 3) Check the access panel to the blower compartment; the blower will not operate if the panel is not securely closed.
- 4) If unable to restore operation, contact this office.

#### Gas Heat

- 1) Make sure the emergency shut off switch is in the “on” position.
- 2) Same as #1 – #3 above.
- 3) Test any other gas appliances to determine if service has been interrupted.
- 4) If unable to restore operation, contact this office.

#### Oil Heat

- 1) Make sure the emergency shut off switch is in the “on” position.
- 2) Check oil level in the fuel tank.
- 3) Check thermostat, fuses and circuit breakers and blower compartment panel as in above.
- 4) If unable to restore operation, contact this office.

In all instances, *slightly* open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

### WATER-RELATED

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 for the property**. If you reside in a condominium with on-site management, contact them immediately. Otherwise, contact this office immediately.

### FIRE

Your residence is equipped with smoke detectors which should alert you of the presence of fire or smoke. If you have a gas or oil furnace your residence is also equipped with a carbon monoxide detector. It is a good idea to keep a fire extinguisher on the premises at all times. Should you have an emergency, contact the fire department immediately. If you reside in a condominium with on-site management, contact them immediately.

## CARE OF FIXTURES & APPLIANCES



### Furnace

Familiarize yourself with the operation of the thermostat; the fan switch should always be set on “auto”. Set the other switch to the appropriate “heat” or “cool”. If you have an electronic or energy saving thermostat, consult the manual for operating instructions. Be sure to clean or change the furnace filter regularly – even electronic filters must be cleaned periodically. Remember, heat pumps usually do not circulate warm air as gas furnaces do unless they are run on the “Emergency Heat” setting which activates the resistance heat mechanism.

### Humidifier

See that the water supply valve is open. Set the control (usually located on or near the furnace) to your comfort level. Set it to the “off” position during the cooling season and shut off the water supply valve.

### Central Air Conditioning

Air conditioning can only lower the inside temperature from that of the outside by 10 to 15 degrees. With this in mind, the thermostat should not be set below 70 degrees.

### Window Air Conditioners

These machines should be operated conservatively as they are susceptible to icing, particularly at lower fan speeds.

### Stove or Oven

Be aware of the various bake, broil, time bake, and self-clean 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 and other approved non-metal items to prevent melting. Keep all inside surfaces clean, especially the top panel. Never place metal objects inside!

### Refrigerator

Make sure the drain at the bottom of the machine (under vegetable bins) is unobstructed. If possible, periodically move the appliance to clean underneath. In addition, remove the front grill to vacuum the coil area and clean the drip pan.

### Dishwasher

Use dishwasher detergent only, never laundry or other soaps! Always rinse dishes before washing; keep the strainer at the bottom of the machine clean and free of debris. Water should not flow out of the air gap into the sink during the drain cycle – if this happens, the air gap may be clogged.



### **Garbage Disposal**

Run cold water while in use. **Do not** put onion skins, celery, corn husks, bones, or any other hard or stringy items 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). Remember, disposals are not garbage cans!

### **Exhaust Fan or Range Hood**

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

### **Counter Tops**

Kitchen counters are easily burned and scratched. Do not put hot objects directly on them and do not slice food on them.

### **Clothes Washer**

Use laundry detergent only, never dishwasher or other soap! If the machine has 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. For front loading machines, always leave the door open after each use to prevent interior mildew growth.

### **Clothes Dryer**

Clean lint filter after every use. Do not overload and do not attempt to dry sneakers with this appliance.

### **Hardwood Floors**

Hardwood floors typically have either a polyurethane or a 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. Review your lease to see if you are required to cover a percentage of these floors with area rugs.

### **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 be a fire hazard. Sixty watts is generally the highest wattage recommended for any light fixture.

### **Wall-to-Wall Carpet**

Vacuum regularly. Immediately treat all spills and stains with carpet cleaner; do not over-saturate.

### **Fireplace**

Be sure the damper is completely open before use. Avoid excessive use of chemically treated "firelogs" as these leave potentially flammable residues on the chimney walls. Remove ashes regularly.

## SEASONAL MAINTENANCE



### INTERIOR

#### Furnace

- 1) Set the thermostat to the appropriate “heat/winter” or “cool/summer” position.
- 2) 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.
- 4) If you have a radiant heat system, make sure there are no leaking valves or radiators.
- 5) Clean or replace the filter regularly.

#### Fireplace (where applicable)

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

#### Smoke and Carbon Monoxide Detectors

- 1) Test all smoke and carbon monoxide detectors frequently to see that they are operating properly. Battery operated models will begin making an intermittent chirping sound when the battery runs low.



### EXTERIOR

#### Lawn and Shrubbery (where applicable)

- 1) Cut grass, prune shrubs and control weeds as needed. Remove all leaves in the fall; check with your neighbors for disposal procedures.
- 2) If necessary, contact county authorities for information on damaging insect control.

#### Gutters

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

#### Winterization of Outside Faucets and Electrical Outlets (where applicable)

- 1) Close all shut-off valves (green tags) to outside faucets, then open the faucets. Be sure to close faucets before opening shut-off valves in the spring.
- 2) See that all outside electrical outlets are capped if possible or disconnect the appropriate fuses or circuit breakers.



## VACATING CHECKLIST

We hope you have enjoyed your stay with us and we do understand that your final days of residence will be exceptionally busy ones. However, if you follow one simple directive, we will be able to return 100% of your security deposit to you. All you have to do is leave the home in the same condition as when you moved in, excepting reasonable wear and tear.

In addition, please make certain that you have accomplished all of the following items as required by your lease. **It is imperative that they are completed, including removal of all your household goods and personal belongings, no later than midnight on the final day of your lease.**

- A. **Have all carpets including stairs cleaned by the company required by the Landlord** and provide a copy of the paid receipt.
- B. **Have the Premises professionally treated for fleas, ticks and odor if pets have been present** and provide a copy of the paid receipt.
- C. **Where applicable, have all gutters and downspouts cleaned** and provide a copy of the paid receipt. This requirement is waived if Gutter Guards are in place.
- D. **Where applicable, have the fireplace(s) cleaned and inspected by the company required by the Landlord** and provide a copy of the paid receipt.

**\*\*\* PLEASE LEAVE ALL REQUIRED RECEIPTS ON THE KITCHEN COUNTER \*\*\***

- E. Eliminate all household pests and vermin from the interior of the Premises.
- F. Install clean air filters on furnace and air conditioning units. Where applicable, provide evidence from the company selected or approved by the Landlord that the fuel tank(s) are refilled.
- G. Ensure that the Premises are thoroughly cleaned and all trash and personal items removed. Stoves, ovens, cooktops, microwaves and refrigerators must be cleaned inside and outside, including the areas around and beneath them.
- H. If you have attached and/or anchored anything to any wall(s) where removal will require patching and painting, you must use a WJD-approved vendor to accomplish this. **Please do not patch nail holes or touch-up paint yourself.**
- I. Cut grass, prune shrubs and remove weeds from shrub beds, patios and walkways.
- J. Have all light bulbs and smoke detectors in working order.
- K. **Leave all keys, garage door openers and other remotes, parking/pool passes and documents provided on the kitchen counter in plain sight.**
- L. Ensure that the premises are empty. Any remaining personal property will be considered abandoned.
- M. Where applicable, close all outside faucet shut-off valves (Green Tag) regardless of season.

**In the event that all of these obligations have not been met when the move-out inspection is conducted, and an additional inspection(s) must be scheduled, a \$300 administrative fee will be imposed.** Thank you for your attention to these matters.

The WJD Staff



**3829 Plaza Drive  
Fairfax, Virginia 22030**



**703-385-3600  
Toll Free: 866-936-3600**