



# **CARESWELL MORRIS PROPERTY SERVICES, LLC (CMPS)**

## **Tenant Handbook**

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# CARESWELL MORRIS PROPERTY SERVICES, LLC

## Tenant Handbook

### Table of Contents

<b>WELCOME .....</b>	<b>2</b>
<b>WHAT'S IN THIS MANUAL? .....</b>	<b>2</b>
<b>OFFICE INFORMATION .....</b>	<b>3</b>
<b>RENTAL PAYMENTS .....</b>	<b>3</b>
<b>YOUR LEASE .....</b>	<b>3</b>
<b>LEASE RENEWALS .....</b>	<b>4</b>
<b>MONTH TO MONTH RENTALS .....</b>	<b>4</b>
<b>INSPECTIONS .....</b>	<b>5</b>
CHECK-IN .....	5
CHECK-OUT .....	5
PERIODIC .....	5
<b>LEASE TERMINATION .....</b>	<b>6</b>
MILITARY TRANSFER .....	6
OWNER TERMINATION CLAUSE .....	6
EARLY TERMINATION .....	6
EVICTIONS .....	6
<b>PLACING THE HOME ON THE MARKET FOR RENT OR SALE .....</b>	<b>7</b>
<b>LOCKBOX .....</b>	<b>7</b>
<b>SECURITY DEPOSIT REFUND .....</b>	<b>7</b>
FAIR WEAR AND TEAR .....	7
<b>INSURANCE .....</b>	<b>8</b>
RENTER'S INSURANCE .....	8
REPLACEMENT COST VS. ACTUAL CASH VALUE .....	8
LIABILITY INSURANCE .....	8
<b>MAINTENANCE—TENANT .....</b>	<b>9</b>
EXTERIOR .....	9
<i>Gutters</i> .....	9
<i>Exterior drains</i> .....	9
<i>Lawn</i> .....	9
<i>Shrubs</i> .....	9
<i>Flower/Garden Beds</i> .....	9
INTERIOR .....	10
<i>Clogged plumbing</i> .....	10
<i>Garbage Disposal</i> .....	10
<i>GFCL</i> .....	10
<i>HVAC Systems</i> .....	10

No Heat/Cooling (pilot lights and circuit breakers) .....	10
Furnace Filters .....	10
Heat Pumps .....	11
Damper controls .....	11
Condensation Lines .....	11
<i>Flapper Valves</i> .....	12
<i>Smoke Detectors</i> .....	12
<i>Cleaning – Tubs, vanities</i> .....	12
<i>Caulking</i> .....	12
<i>Dryer Filters &amp; Vents</i> .....	12
<i>Telephone/cable TV wiring</i> .....	12
<i>Service Calls</i> .....	13
<b>MAINTENANCE SCHEDULE</b> .....	<b>13</b>
THINGS TO DO WEEKLY .....	13
THINGS TO DO MONTHLY .....	13
THINGS TO DO SEMI-ANNUALLY .....	13
THINGS TO DO SEASONALLY .....	13
<b>WATER CUT OFF VALVES</b> .....	<b>13</b>
<b>MAINTENANCE—OWNER</b> .....	<b>13</b>
NORMAL/ROUTINE MAINTENANCE .....	14
AS IS EQUIPMENT .....	14
PREVENTATIVE MAINTENANCE .....	14
EMERGENCY MAINTENANCE .....	14
<b>WINTERIZING</b> .....	<b>15</b>
<b>KEYS</b> .....	<b>15</b>
RE-KEYING .....	15
<b>SMOKING</b> .....	<b>15</b>
<b>REDECORATING</b> .....	<b>16</b>
<b>OWNER VISITS</b> .....	<b>16</b>
<b>YOUR INFORMATION</b> .....	<b>16</b>
<b>PETS</b> .....	<b>16</b>
<b>LEAD PAINT</b> .....	<b>17</b>
<b>HOMEOWNER’S ASSOCIATIONS AND CONDOMINIUM ASSOCIATIONS</b> .....	<b>17</b>
<b>RECREATIONAL FACILITIES</b> .....	<b>17</b>
<b>VEHICLE PARKING</b> .....	<b>17</b>
<b>UTILITIES</b> .....	<b>18</b>
<b>WINTERIZING YOUR HOME</b> .....	<b>19</b>
<b>UTILITY INFORMATION</b> .....	<b>20</b>
<b>ACKNOWLEDGEMENT</b> .....	<b>22</b>

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**DIRECT ALL CORRESPONDENCE**

**TO:** P.O. BOX 635  
Churchton, MD 20733

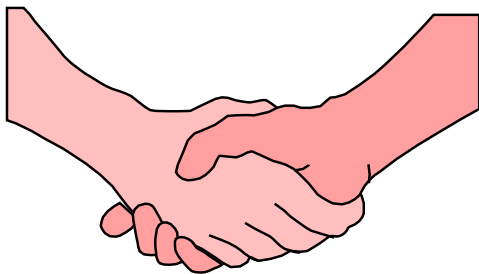
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**PROPERTY MANAGER, MARYLAND**

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## WELCOME



Thank you for leasing one of our properties. Our goal is to make this relationship as pleasant as possible during your stay in the property. Should you have any questions or concerns about the property please refer them to your property manager. If we don't know the answer to your question, we will attempt to contact the owner for the answer. While you are in the home, please take care of the home as if it were your own. We would rather you call us about a "potential" problem that turns out not to be anything rather than ignore it and it becomes a serious problem.

Our management agreement gives us the authority to do certain things on behalf of the owner, but we try not to abuse that privilege. There may be instances where we need to seek the owner's approval before we can authorize an expense. Many of our owners have email so we can generally get responses quickly. There may be times when an owner is unreachable. If the problem is not an emergency such as flooding or no heat in the winter, we may need to wait until the owner responds. This is typically not the case.

Again, we want to welcome you to the area and we hope that you enjoy your new home. Our goal is to make your

tenancy as enjoyable as possible. While we cannot always accommodate your requests we will be sensitive to your needs and desires.

The lease and the property management agreement, the documents signed by the owner, are the documents by which we oversee the property. These documents spell out what we can do on behalf of the owner. It also spells the Tenant's and Landlord's obligations. These are the **only** documents by which we can make a decision. We cannot enforce verbal agreements, so if it is not in writing the terms of the lease will be enforced. This manual is for explanation purposes only and is not part of the lease. If there is a conflict between this manual and the lease, the lease will take precedence.

## WHAT 'S IN THIS MANUAL?

This manual has been written to provide you with answers to some commonly asked questions, as well as a guide to explain some of our policies and procedures plus other information you may find helpful in maintaining the property. While no one expects you to repair a leaking roof or replace a worn out furnace, there are certain things that you are responsible for such as replacing batteries in smoke detectors, changing furnace filters, cutting the grass, etc. See the section on maintenance for more information and refer to your lease for a more complete list of your responsibilities.

We have attempted to cover the most commonly asked questions. No manual can be so complete as to cover every instance or circumstance. We will not



be reviewing every provision in your lease in this manual. If we haven't covered it this manual, you should refer to the lease, which is the document outlining your obligations.

## **OFFICE INFORMATION**

Your property manager is available Monday—Friday from 9:00am to 5:00pm. The nature of our business requires us to be out of the office approximately half the time checking properties, performing inspections or meeting with owners. If your property manager is not at their desk a voice mail system will enable you to leave a detailed message. It is important that you leave your name, property address and both daytime and evening phone numbers when you leave us a voice mail. Of course, you can always communicate by email, fax or letter.

## **RENTAL PAYMENTS**

Rents are due on the first of the month. If a rent is received (in our office) after the 5<sup>th</sup> calendar day of the month by close of business it is considered late and a late charge of 5% is assessed. We do not accept cash. To avoid late payments, please mail your check early. We do not hold checks received prior to the 1st. Mailing the check on the 4<sup>th</sup> or 5<sup>th</sup> of the month will oftentimes cause the rent to be received late and a late charge will be assessed. An overnight delivery service such as Federal Express will cost less than paying a late charge.

When paying the rent, please use only one check to pay the rent.

Tenants that pay their rent late (after the 5<sup>th</sup> of the month) are reported to the credit bureau. Failure to pay filings may be submitted to the appropriate court on the 6th of the month if rent payment is not received. There is an additional charge (in addition to the late charge) for filing fees that will be added to your account.

In the event your bank does not honor the rental check, there is a return check charge of \$50.00. This is in addition to the late charge. If a check is returned we may ask that all future checks be in certified funds.

If you know your rent will be received late, please email your property manager and inform them of the delay and let them know when to expect the rent.

## **YOUR LEASE**





Your lease is a legally binding contract. It spells out your rights and responsibilities. These rights include the use of the property during the term of the lease. It also spells out what you can and can't do while you are residing in the property. Your responsibilities such as paying rent, replacing furnace filters, leaving the property clean upon the termination of your lease are spelled out in this document. This is the document we use when it comes to our job as property manager for the owner. We seldom have problems and when we do it are because you may have forgotten some of the terms of the contract you signed. A copy of the lease is attached to the end of this handbook as an easy reference. You should refer to the lease if you are being transferred and need to break the lease. If you have questions about your responsibilities during the term of the lease including checkout procedures review your lease or speak to your property manager.

## LEASE RENEWALS

Assuming the owner of the property wants to continue renting the property

you should receive a renewal notice approximately 90 days prior to the lease expiration. Please let us know immediately what your plans are. If you want to stay for another year, you will be required to sign a new lease. IN THE EVENT WE DO NOT HEAR FROM YOU OR THE LEASE IS NOT RETURNED TO OUR OFFICE 60 DAYS PRIOR TO ITS EXPIRATION THE PROPERTY WILL BE AUTOMATICALLY LISTED FOR RENT.

The property manager may do an inspection of the property before the lease is signed so that the owner can be assured everything is fine at the property.

Typically the rent will be increased with the new lease. Generally speaking, if you don't renew the lease prior to 60 days the lease expiration, the renewal rate will not be honored and if you decide to stay in the property, the rent will be adjusted to the market rate (higher than the renewal rate). *If your plans are to renew, do so immediately to save yourself money!*

Before a lease will be renewed, all outstanding charges must be paid in full. You will be given an accounting of any outstanding charges with the renewal package.

## MONTH TO MONTH RENTALS

We do not do month to month renewals. A new lease must be signed with a specific termination date. Many of the owners prefer the lease to expire in the



spring or summer months. We will try to accommodate your needs, however we generally will not extend a lease with an expiration date in the winter months.

## INSPECTIONS



### CHECK-IN

Prior to your move-in, an inspection of the property will be done. This is done to determine what the condition of the property is when you occupy the property so that discrepancies that were present when you moved in are not assessed to you when you move out. Because we can't always find every discrepancy during our inspection, you should send us a supplemental list of anything you find within seven days of your occupancy. This should be done in writing to protect your interests.

### CHECK-OUT

Prior to the termination of the lease, you will receive our checkout guide. This guide is designed to aid you in preparing the home for your checkout inspection. All personal property must be out of the property at the time of the check-out inspection, utilities must be on, and we will need receipts showing that the carpets have been professionally cleaned

(by a firm approved by us), the fireplace cleaned and inspected by a professional and the gutters have been cleaned. If you had pets in the home at any time during your occupancy, the home must be professionally treated for fleas and ticks and a receipt showing the work was done must be presented at the time of the check-out inspection. There is a \$50.00 charge for a second inspection should the home not be ready when the property manager arrives and/or if the property manager has to arrange to have work done in the property that is a tenant responsibility. As per the lease, you must be out of the home by 12:00 noon on the last day of the lease.

Call your property manager at least two weeks prior to your departure date to get put on the inspection schedule. You do not need to be present, but you are welcome to be there. If you are not there, make sure we have your forwarding address. Checkout inspections are done during normal business hours M-F. If an inspection is done in the evening, it is subject to re-inspection during daylight hours along with the \$50.00 re-inspection fee.

### PERIODIC

Your property manager will make arrangements to inspect the property during the terms of the lease. These periodic inspections help us plan future preventative maintenance such as exterior painting, roof replacement, landscaping, etc. We will ask you during these inspections if everything in the home is operating properly so that



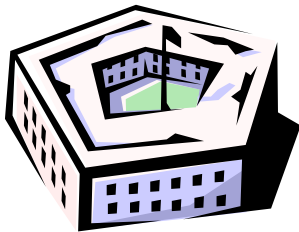


we can provide the owner with a report on future expenditures that he may be faced with. Yes, we also want to make sure you are doing your part in maintaining the property.

## LEASE TERMINATION

Leases generally terminate at the expiration date specified in the lease. Unless the lease has been extended, you will be expected to vacate the premises on the termination date of the lease. Should you fail to vacate at the termination date, the daily rental rate doubles until you vacate the property.

There may be times when the lease is terminated at a date other than the termination date. See below for more information.



MILITARY TRANSFER

The lease contains a military transfer clause for the tenant. If the tenant is in the military and is transferred out of the area, the Tenant may terminate their lease by giving the Agent/Landlord 30 days written notice along with a copy of their orders and the payment for the last months rent.

The notice will take effect on the first day of the month following receipt of the notice. For example, if you give us

notice on the 20<sup>th</sup> of June, the notice takes effect on July 1<sup>st</sup> so the lease is terminated at the end of July (30 days). Should you move out of the property prior to 30 July, the rent is not pro-rated. Depending on how long you have been in the property the owner may be entitled to liquidated damages.

## OWNER TERMINATION CLAUSE

The owner also has a transfer clause, which works basically the same way. Should the owner get transferred back to the area he may also terminate the lease by giving you 30 days notice.

## EARLY TERMINATION

Should you decide to move out of the property (or not take possession at the start of the lease) you will be responsible for the maintenance of the property (cutting grass, snow removal etc.), the payment of rent, utilities, the costs of re-renting the property until a new tenant is found (or purchaser should the owner decide to sell the property) and takes possession or the lease expires, whichever comes first.

## EVICTIIONS

In the event of non-payment of rent, the Owner has the right to seek legal actions which include, but are not limited to, eviction. You will be responsible for the costs of the eviction and all legal charges relating to the eviction.



## **PLACING THE HOME ON THE MARKET FOR RENT OR SALE**

At the termination of the lease, the owner may list the property for sale or for rent if they are not returning to the property. If the property goes on the market, it may be placed on the rental market during the last 60 days of the lease or if the owner elects to sell the property it may go on the market the last 90 days of the lease.

## **LOCKBOX**

A lockbox will be installed on the property to facilitate showing. Common courtesy dictates that the agent showing the property calls and notifies you they will be stopping by. There are times that they may show up unannounced and ask permission to view the property. If an unaccompanied individual wants to view the property DO NOT let them in. You should direct them to call the number on the sign/or in the MLS and a Realtor will arrange to show the property.

## **SECURITY DEPOSIT REFUND**

The security deposit is not the last months rent and cannot be used as such. A check out inspection will be preformed after the home is vacated. If there are any damages, adjustments may be made to your deposit. We must verify the final water bill has been paid prior to refunding the deposit. The deposit will be refunded in full assuming there are no damages (fair wear and tear

expected), no outstanding charges due such as late charges, the final water bill has been paid and you have complied with *all* the terms of the lease. The security deposit will be refunded within 45 days of the expiration of the lease and if there are any deductions you will receive an itemized breakdown of them. Unless required by law, interest is not paid on security deposits. A forwarding address will be required so that the deposit can be mailed to you.

## **FAIR WEAR AND TEAR**

Few things improve with age so it is to be expected that the home will not be in as good of condition as it was at the start of the lease. The carpets will have a little more wear on them and a few more pictures will have been hung on the wall. Having said that let me clarify what fair wear and tear is not.

By example the following (this is not a comprehensive list) is not considered fair wear and tear.

- Installing stickers or decals on walls, appliances or fixtures
- An excessive number of picture holes on a wall
- Improperly spackling holes upon your departure or spot painting holes
- Children drawing on walls
- Stains on carpets
- Fingerprints on doorjambs and around light switches
- Leaving a home dirty
- Overgrown or uncut shrubs
- Vines growing on the premises
- Weeds in flower/garden beds



## INSURANCE

The owner of the property carries fire insurance and liability insurance on the property. (Note: Condominium owners are covered for fire insurance through the master policy obtained by the condominium owners association.) Their policies DO NOT cover your possessions. It is required that you obtain the appropriate coverage to protect your possessions as well as the liability coverage (minimum \$300k), which you are required to obtain per the terms of the lease.

### RENTER'S INSURANCE

Renter's insurance covers your personal property. It covers clothing, furniture, household items and much more. While it is rare that you may ever need to make a claim, having insurance is prudent. A policy will typically cost less than \$200.00 per year. The premium is based on the total amount of coverage you need. Having insurance to cover your contents is not required by the terms of your lease but it is highly recommended. If you don't have an insurance agent, please ask your PM for a list. See replacement cost coverage below for important information.

### REPLACEMENT COST VS. ACTUAL CASH VALUE

When you purchase your renter's insurance it is important that you make sure your contents are covered by replacement cost not actual cash value. With replacement cost coverage the insurance company will not depreciate the covered item. For example, someone

walks off with your 5-year-old big screen television, which would cost \$1000.00 to replace. If you had replacement cost coverage you would get a check for \$1000.00 less your deductible. On the other hand, if you had an actual cash value policy the insurance company would determine the life expectancy of the television. For the purpose of this example it has a 10-year life expectancy. You would receive only \$500 less your deductible. If the insurance company doesn't offer replacement cost coverage, find a new insurance company.

### LIABILITY INSURANCE

You are required to obtain a liability policy in an amount not less than \$300,000. This covers you in the event one of your guests is injured in the property or perhaps the mailman trips on your son's skateboard. Speak to your insurance agent for more information on this policy. You should have them send us a copy of your policy. In the event, we do not receive a copy of the policy; the lease authorizes us to purchase one at your expense. The least expensive way to acquire this policy is to have the liability coverage on your contents policy increased to \$300,000. This typically costs less than \$30.00 when done this way. Just buying a liability policy may cost \$200.00.



## MAINTENANCE—TENANT



Leasing a home comes with certain responsibilities. Below is a guide, which spells out some normal maintenance issues you need to be concerned with. In addition, please refer to your lease for items left in as is condition and items that are specifically listed as your responsibility. Should you ever have a question as to whose responsibility something is call your property manager.

### EXTERIOR

#### Gutters

Should be cleaned in the spring and fall. One of the biggest causes of water leaking into basements is clogged gutters and downspouts. If the water is allowed to collect next to the home it may seep into the basement. Also, the gutter will need to be cleaned prior to your departure. There are companies in the area that will economically perform this service.

#### Exterior drains

If your home has a stairwell leading to the basement, there is probably a drain at the bottom of the stairs. It is important that this drain be kept free of leaves and

other debris. During a heavy rain, water could rise and flow under the door into the home if the drain is obstructed. The resulting damages would be your responsibility. Check the drains on a regular basis, especially in the spring and fall.

#### Lawn

Yards need to be kept cut during the growing season typically April-November. During the hot summer months, late June – August it is best to set the blade to its highest level on your mower and cut the grass every 10 days to 2 weeks. The longer grass will protect the roots from getting parched and dying. This is especially true should we experience a drought in the area. The last cut in the fall should be low so that people walking on the yard during the winter months don't damage the grass.

If the owner doesn't have a lawn service, it is a good idea to put down a pre-emergence crabgrass killer in the early spring and to do a good fertilizing in late summer. In some instances, the owner will reimburse you for yard supplies. Call your property manager before you purchase them.

#### Shrubs

Shrubs need to be trimmed on a regular basis. Don't worry about damaging the shrub, it will grow back. Keep the shrubs away from the home and they should be no higher than the bottom of the windowsill.

#### Flower/Garden Beds



Flowerbeds need to be kept free of weeds and extraneous growth. Fresh mulch should be added to the beds on an annual basis.

## INTERIOR

### Clogged plumbing

Keeping drains free and clear is your responsibility. Be careful what you put down the drain. Grease should not be disposed of in the kitchen sink. Toilets should be used for the purpose for which they were intended. A plunger will typically clear a stoppage. Should you experience a clogged line *you* will need to call a plumber and have that problem resolved.

### Garbage Disposal

Freeing a jammed disposal is a tenant responsibility. There is a reset button on the bottom of the disposal. If the disposal isn't running press this button. If that doesn't solve the problem, use the wrench by inserting it into the bottom of the disposal, and twisting it until it is free. Make sure the power is turned off at the switch before doing this or reaching into the disposal.

### GFCI

Many homes have what is known as a GFCI circuit breaker installed on electrical in the kitchen, baths, exterior outlets and garage outlets. These breakers are designed to trip quickly

should you ever be using an electrical appliance and come in contact with water. When the breaker trips, power to the outlet is turned off to prevent electrocution. Sometimes the breaker will pop if it is overloaded or during electrical storms. If you ever experience a power loss at an outlet in the bathroom or kitchen, check the GFCI. Sometimes the breaker is located in the electric panel box, but more often it is on an electrical outlet in one of the baths—many times it is in the powder room on the main level.

### HVAC Systems

#### No Heat/Cooling (pilot lights and circuit breakers)

In the event you are experiencing no heat, check to make sure the pilot light is lit (gas furnaces only with a pilot light system). There are instructions on the furnace on how to light a pilot light. Lighting pilot lights is a tenant responsibility.

Also check the circuit breaker. Sometimes a breaker may have tripped. Reset the breaker by turning it off then to the on position. If that doesn't solve the problem, call your property manager. Remember that service calls where the service person lights a pilot light or resets the breaker will be your responsibility.

#### Furnace Filters

Gas and electric forced air heating and cooling systems have filters, which need



to be changed on a regular basis. Changing the filter keeps the system running more efficiently which allows more hot/cold air to be circulated in the home. Not only will changing the filters make the home more comfortable, it will cut down on your utility bills. Filters should be changed every 30-60 days. A supply of disposable filters can be purchased at hardware stores.

### **Heat Pumps**

If you have never lived in a home with a heat pump, it may take some getting use to. Heat pumps work by pulling warm air out of the exterior air in the winter and cool air in the summer. It then cycles the air into the home. Many people don't think the system is working at first because the air blowing out of the air ducts in the winter is cool. The air blowing out of the system is probably 68-75 degrees. Since your body temperature is 98 degrees, the air does appear to be cool.

The other complaint we often hear is the home appears to be drafty. Because the air that is blowing from the ducts is closer to room temperature, it takes more air to maintain that temperature.

Unlike gas or oil systems, it is best to set the thermostat at a specific temperature and leave it alone. Do not set it back when you go to bed and raise the temperature when you get up. It will use more electricity if you do that.

A heat pump has a back-up heating system known as emergency heat. If the heat pump stops working or if it is extremely cold outside the emergency

heating system will kick in. When emergency heat is working, electric coils heat the air and your electric bills will be high. The good news, during those sweltering summers, a heat pump is more efficient in cooling than a non-heat pump cooling system.

Because the outdoor unit will run all year round, it is important that you keep plantings away from the unit and in the event of snow, please ensure the snow isn't blocking the unit.

### **Damper controls**

Many multi-level homes may have damper controls on the ductwork. Look in the basement at the ductwork in the ceiling near the furnace. If there are damper controls, you can direct/restrict air flow to either level of the home. For example, in the summer, you may want to direct more cold air to the third floor. Since cold air falls, it will find its way to the main level. In the winter, you would do the reverse. You may have to play with the controls to balance the system so that it is comfortable. Not every home has damper controls so you need to look for them.

### **Condensation Lines**

If you find water standing around the furnace, the condensation line may be clogged, or perhaps the line has been moved away from the floor drain. First, make sure the line is over the floor drain. If it is, it may be clogged. Lines can be





clogged because the furnace filter has not been changed or a regular basis, the system was run without a filter in place or there has been a lot of dust in the air, perhaps from major repairs being done in the home.

In the summer months, the air conditioning system(s) pulls humidity out of the air on the interior of the home. This water is what you hear running down the floor drain in the summer. If you have a line that is clogged, turn the air conditioner off to prevent water from damaging the property or your personal property. This repair is a tenant responsibility because of dirty or missing filters. If the problem was caused by something other than a dirty or missing filter, have the HVAC mechanic call us from the property for approval to invoice our office.

#### Flapper Valves

If water in the toilet runs continually, the flapper valve may need to be replaced. The flapper valve is a rubbery valve that allows water to flow into the toilet when the handle is depressed. Sometimes these valves lose their sealing capability. To replace the valve, disconnect the two ends and remove it. A new one will cost approximately \$2.00 and can be obtained from most hardware stores.

If you are unsure if water is seeping from the toilet tank put a few drops of food coloring in the tank. If the water in the bowl turns colors, you have a leak and should replace the flapper valve to conserve water and keep your water bill in check.

#### Smoke Detectors

It is the sole responsibility of the Tenant to replace batteries in smoke detectors and to check detectors on a regular basis. If, after you replace batteries the smoke detector is not working notify your property manager immediately so that a replacement smoke detector can be installed.

#### Cleaning – Tubs, vanities

Do not use an abrasive cleaner such as Comet on these surfaces as it will harm the finish.

#### Caulking

You are responsible for maintaining the caulking around the tubs and showers. Before caulking, remove all old caulk, clean the area thoroughly and then apply new caulk.

#### Dryer Filters & Vents

Make sure the dryer filters are cleaned every time the dryer is used. This will allow the dryer to work more efficiently, your clothes will dry quicker and the utility bills will be minimized. Clogged filters can be fire hazards.

#### Telephone/cable TV wiring

If you want to install cable TV outlets or additional telephone jacks in the property, please check with your property manager. Typically this is not a problem, providing the wires are run through the walls, the unfinished portion of the basement or attic. We do not want wires running from room to room along the baseboards or in the corners of walls and ceilings.



The owner does not maintain existing cable television wiring or telephone wiring in the property. Should you experience a problem with this wiring call the appropriate company for service.

#### Service Calls

You will be responsible for the cost of any service call where the repairman finds nothing wrong with the property, or just resets a circuit breaker, lights a pilot light, or flips a switch. Before you call for a maintenance request, take the time to check the problem. We will respond to your requests, but we cannot charge an owner for the service call if there isn't something wrong with the appliance/equipment you requested be serviced.

## MAINTENANCE SCHEDULE

The schedule below is general, but can be used as a guide for maintaining the property.

#### THINGS TO DO WEEKLY

- Cut the grass
- Edge the walkway

#### THINGS TO DO MONTHLY

- Trim the bushes (keep at windowsill height)
- Weed flowerbeds
- Change furnace filter
- Keep ivy and other vines off the property and fences

#### THINGS TO DO SEMI-ANNUALLY

- Replace batteries in smoke detectors
- Check caulking in baths and replace if necessary

- Apply pre-emergence crabgrass killer to lawn (March)
- Adjust dampers in ductwork
- Clean gutters (spring and fall)

#### THINGS TO DO SEASONALLY

- Cut off water to exterior hose bibs
- Rake leaves
- Keep walks and drive free of snow and ice
- Keep snow from drifting up around heat pump

## WATER CUT OFF VALVES

Find the main water cut off valve and make sure everyone in the home knows where it is located. If you ever have an emergency situation such as a broken water pipe, turning off the water at the main valve will minimize damage to the home and your belongings. After turning off the water call your property manager so that a plumber can be called.

The front and rear hose bibs (exterior water faucets) typically have a shut off valve on the interior. It is important that water is turned off to the exterior hose bibs and the lines drained in the fall. SEE SECTION ON WINTERIZING FOR MORE INFORMATION.

## MAINTENANCE—OWNER

We recognize that from time to time you may require maintenance in the property. There are three types of maintenance; normal or routine maintenance, which includes repairing things that wear out such as a dishwasher or furnace. From time to time the owner may want to perform preventative maintenance, such





as painting or replacing a roof before a problem arises. Finally, there is emergency maintenance, which requires immediate attention to a problem such as fire or flooding. We deal with each of these differently.

#### NORMAL/ROUTINE MAINTENANCE

If the refrigerator is not working or the faucet is dripping we will deal with those calls during normal business hours. You can call in a maintenance request, send us a fax, letter or email. We prefer that the request be emailed in so there is a record of the request. A maintenance request form is at the end of this handbook. That request will be directed to your property manager and they will call the appropriate vendor. Most of the vendors we use work normal business hours Monday—Friday. Should you require maintenance, you will be required to be at the property to allow access or leave a key for them to gain access.

By way of example, the owner is responsible for maintaining the equipment in the property. This includes plumbing and electrical systems, heating and cooling systems, appliances, and structural elements such as the roof. Your lease does require you to perform some maintenance on some of these items such as replacing bad caulk and changing furnace filters. Service calls required by virtue of your failure to perform your responsibilities under the lease will be charged to you. Likewise the lease requires you to repair certain equipment such as freeing a jammed garage disposal or unstopping a clogged toilet. Again, these repairs are your responsibility as spelled out in the lease.

#### AS IS EQUIPMENT

If any system in the home is listed in “as is” condition in the lease, the owner will not repair or replace that item. Items such as window treatments, garage door openers and washers/dryers are typically listed in “as is” condition. These items are listed on the first page of the lease form.

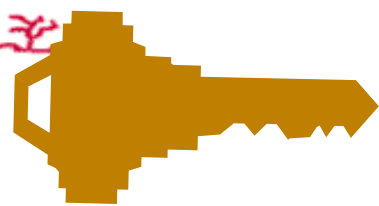
#### PREVENTATIVE MAINTENANCE

From time to time you will be asked to allow contractors to have access to your home for performing preventative maintenance. This may include, but is not limited to, exterior painting, termite inspections, servicing heating or cooling systems, etc. Most contractors work from 9:00am –5:00pm Monday through Friday. You will be asked to arrange access to the home for them during normal business hours. In some instances we will loan them our key if you cannot allow them access to the property during “normal business hours.”

#### EMERGENCY MAINTENANCE

Emergency Maintenance is defined as flood, fire or no heat in the winter. In the event of flooding, turn off the main water valve and then call our office. If there is a fire, call the fire department and then call our office.

During office hours, call your property manager. If they are not in, please leave a message.



The property manager on call will return your call and assist you.

Locking yourself out of your home is not considered an emergency nor is no air conditioning in the summer. We do not provide a lockout service, however, we will loan you our key (during normal business hours) if you'd like to pick it up at the Churchton office so that you can get back into your home.

## WINTERIZING



In the fall you will receive a letter from us reminding you to turn off the water to the exterior hose bibs. This needs to be done to prevent the water line from freezing and rupturing. You will be responsible for damage caused by your failure to winterize the exterior hose bibs. A copy of our winterizing letter is in the rear of this manual.

Remember, if you turn the water on to wash your car, don't forget to follow the

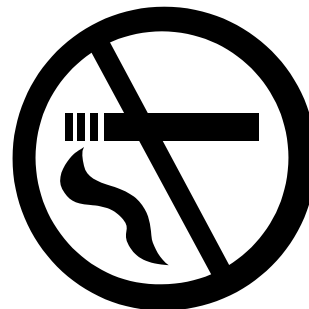
procedures for winterizing the hose bibs after you finish.

## KEYS

Once a check-in inspection has been completed and the first months rent and security deposit (plus pet deposit if applicable) has been paid you will be given key(s) to the property (assuming the lease has started). Our office will maintain an extra set of keys to allow us access to the property in the event of an emergency. **WE DO NOT ENTER A PROPERTY OR GIVE KEYS TO VENDORS UNLESS WE HAVE SPOKEN WITH YOU OR UNLESS WE FEEL THERE IS AN EMERGENCY SITUATION OR THE HOME HAS (OR APPEARS TO HAVE) BEEN ABANDONED.**

## RE-KEYING

In the event you feel for safety reasons, you would like the locks to be rekeyed, contact your property manager. Permission is typically given for you to have the locks changed or rekeyed (at your expense) provided we are given a complete set of new keys.



## SMOKING



Most of our rentals have been listed as non-smoking homes. If your lease prohibits smoking, do not allow any family member or any of your guests to smoke in the property or garage.

## **REDECORATING**

Sometimes a tenant may want to change the color of a wall or do some wallpapering. Before you make any changes you should check with your property manager. If you are going to wallpaper send us a sample so that we can send it to the owner for approval. Typically, we will authorize painting, however we do reserve the right to ask you to return the walls to the original color. Approval must be in writing.

If your request is authorized you will be sent a letter authorizing the change.

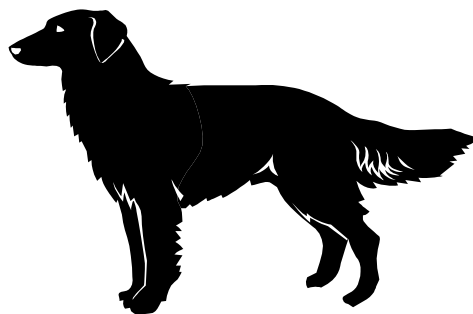
If you are interested in painting some of the interior (the same colors), oftentimes the owner will reimburse you for the paint. If this is the case, the letter authorizing you to paint will ask you to forward the receipts for the paint to us and a check will be sent to you after the property manager insures the job was satisfactorily completed without damage (paint spills) to the property.

## **OWNER VISITS**

The owner of the property may want to visit the property when they are in town. We encourage our owners to notify us if they want to view the property and then we would notify you. For safety reasons, **DO NOT** let strangers in your home that show up unannounced.

## **YOUR INFORMATION**

You are required to keep us informed of your telephone numbers, fax numbers, email addresses, etc. We respect your privacy and do not sell or distribute this information to people outside the company, except when we need to give it to vendors (to provide maintenance to the property), law enforcement officials, governmental officials, collection agencies (should you not pay the rent) or any other legitimate person having a valid reason to have such information. After you move in and get a phone number, please advise our office. If you are locked out of the home, asking for your home and office phone number may be one of the questions we ask to verify who you are. Additionally, should the need ever arise for us to gain access to the property, we would prefer to notify you by calling you rather than walking in on you.



## **PETS**

Most of our clients have expressed a desire not to have pets in their home. If you are allowed to keep a fur bearing pet, you will be required to put down a pet deposit, which is in addition to the



security deposit. At the expiration of the lease, you will need to present evidence that the home was treated for fleas and ticks. During the last 60-90 days of the lease, the pets should be confined to facilitate showing of the property, especially when you will not be present.

## **LEAD PAINT**

You will be asked to sign a lead paint addendum when you sign a lease and when you renew your lease. Homes built prior to 1978 may have been painted with lead paint. In 1978 the Federal Government banned the use of lead in paint. Rather than trying to remember which homes require this addendum and which homes do not, we have elected to have everyone sign a lead paint addendum. In the event we have any records pertaining to the home you are renting we will provide you with that information. If you are renting an older home you should read the pamphlet which is reproduced at the end of this manual.

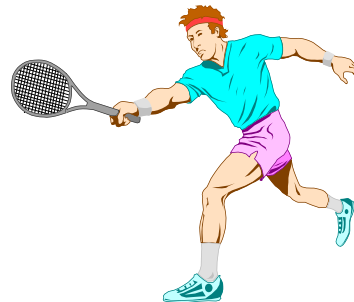
## **HOMEOWNER'S ASSOCIATIONS AND CONDOMINIUM ASSOCIATIONS.**

If the home you are leasing is in a community with a homeowner's association or is located in a condominium, you agree to abide by the rules of the association. These rules typically deal with keeping the exterior clean and neat, not changing the color scheme, not parking commercial vehicles, boats, trailers or recreational

vehicles in the community, not putting the trash out more than the night before trash day, etc. The rules are designed to maintain the look and value of the community.

Some associations have restrictions about running a business from the property. If you have any questions about the restrictions, contact the association for more information.

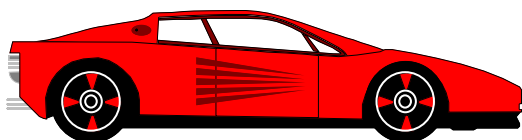
## **RECREATIONAL FACILITIES**



In most instances, the Landlord will transfer the right to use the recreational facilities to the Tenant. Sometimes there are fees associated with this use. The association typically requires proof that you are a resident (a copy of the lease will usually satisfy that requirement). Some associations will send you a notice that needs to be signed by the Landlord in order for you to get pool passes. Forward those notices to us and we will sign them and return them to you. **IF YOU ARE BEHIND IN THE RENT OR HAVE ANY OTHER OUTSTANDING CHARGES, WE WILL NOT AUTHORIZE YOU TO USE SUCH FACILITIES UNTIL YOUR ACCOUNT IS CURRENT.**

## **VEHICLE PARKING**





In communities where parking is regulated, you will need to park in the appropriate spaces. If you have more cars than the number of spaces, you should contact the community association for guidance in parking your extra vehicles. Some communities tow, some require stickers, some have numbered parking. Please check with the community association to make sure you are in compliance with all parking rules and regulations. If your car is unregistered, does not have current license plates or is in disrepair, you may not be allowed to park the vehicle in the community.

If you have a boat, trailer or RV check with the community to see if there is a storage facility within the community for such vehicles. If not, you may be required to park on a public street or

store the vehicle in a storage facility outside the community.

## UTILITIES

You will be responsible for payment of all utilities that are billed to the residence. This includes, but is not limited to, water, gas, oil and oil burner services, electricity, telephone, cable television or satellite television. A flyer with many of the utility phone numbers is at the end of this manual.

Utilities need to be transferred into your name by the effective date of the lease. When you vacate the property, utilities **MUST** be on when the final checkout inspection is done. If your lease is being terminated early you **MUST** keep the utilities on until the lease expires or the property is reoccupied, whichever comes first.



# WINTERIZING YOUR HOME

RE: Fall/Winter Letter

Good Morning:

Before cold weather arrives there are several items that you should do to ensure that you don't have problems as a result of the cold weather.

1. Ensure gutters are securely attached and that they are free and clear of debris.
2. Smoke detectors need to be checked to ensure they are in working condition. If your smoke detector is battery operated, this would be a good time to change the battery.
3. Furnace filters need to be changed on a regular (30-60 days) basis. A clean filter will make the system work more efficiently and will keep your utility bills lower.
4. The last mowing of the season should be done at the mower's lowest setting. Make sure all leaves are raked and the application of fertilizer will make things green up quicker in the spring.
5. If you have an exterior stairwell leading to the basement, make sure leaves or other debris doesn't cover the drain at the foot of the stairs. This should be checked daily while leaves are falling.
6. Check to make sure the fireplace damper (wood burning fireplaces) opens and closes properly. If you used the fireplace last winter you should have it cleaned and inspected before you start using it again.
7. If your furnace is a gas furnace, make sure the pilot light is lit so that you will have heat when you need it.
8. Disconnect all hoses from the exterior water faucets and drain the lines. **THIS IS REAL IMPORTANT! IF THE LINE FREEZES AND BREAKS THIS IS YOUR RESPONSIBILITY.** Below are instructions on how to drain the lines to the exterior hose bibs (exterior faucets).

Draining the lines to the exterior hose bibs.

1. The first step is to locate the cut-off valve to the exterior hose bib(s). They may be in the basement, utility room, above a hot water heater or in a crawl space. Generally, there are two valves, one for the front and one for the rear hose bib.
2. Turn off the water at that valve.
3. Go outside and turn open the hose bib. Water should not be flowing if you turned off the water on the inside of the home. If the hose bib has a backflow diverter, you must slip up the ring to allow an air gap to occur for the pipe to properly drain.
4. Get a cup or pan and put it under the drain cock on the side of the indoor valve you just turned off. Open that valve. Water, that is in the pipe, from the exterior hose bib to the interior valve will flow out of the drain cock valve you just opened. After water has stopped flowing tighten that valve up.

We do experience several warm days during the winter months so repeat this procedures should you turn the water on during the winter months to wash your car. Remember you are responsible should you not properly winterize the home and pipes freeze and break. If you have any questions, please call your property manager.

Sincerely,

Careswell Morris Property Services, LLC



**UTILITY INFORMATION - SEE ATTACHED**



**UTILITY INFORMATION - SEE ATTACHED**





I/We hereby acknowledge receipt of Careswell Morris Property Services, LLC, (CMPS) Tenant Handbook, a copy of our lease, the lead paint addendum (required for all properties constructed prior to 1978) and a copy of the Federal Lead Paint booklet.

Tenant: \_\_\_\_\_

Address: \_\_\_\_\_

Tenant Signature	Date
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Tenant Signature	Date
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## ACKNOWLEDGEMENT

I/We hereby acknowledge receipt of Careswell Morris Property Service's, LLC, (CMPS) Tenant Handbook, a copy of our lease, the lead paint addendum (required for all properties constructed prior to 1978) and a copy of the Federal Lead Paint booklet.

A copy of this form will be removed from this handbook and filed with your original lease and kept by CMPS. You should refer to this handbook for maintenance items that are your responsibility, lease termination procedures, lease renewal procedures and other valuable information. In the event you have any questions during your stay, please contact your property manager, listed below. This handbook contains useful information, however it is not made a part of the lease.

Tenant: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

**PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION**



**WITHIN TWO (2) WEEKS AFTER YOU MOVE-IN**

PROPERTY ADDRESS: \_\_\_\_\_

Mailing Address if Different than above: \_\_\_\_\_

Name (Tenant #1) \_\_\_\_\_

Employer: \_\_\_\_\_

New Home Number: \_\_\_\_\_ Cell: \_\_\_\_\_

Work Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Name (Tenant #2) \_\_\_\_\_

Employer: \_\_\_\_\_

New Home Number: \_\_\_\_\_ Cell: \_\_\_\_\_

Work Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Name (Tenant #3) \_\_\_\_\_

Employer: \_\_\_\_\_

New Home Number: \_\_\_\_\_ Cell: \_\_\_\_\_

Work Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION**

Name / Relationship: \_\_\_\_\_

Home Number: \_\_\_\_\_ Cell: \_\_\_\_\_

Work Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Updated Database: \_\_\_\_\_



UTILITIES & AREA INFORMATION

	<i>ST. MARY'S</i>	<i>CALVERT</i>	<i>CHARLES</i>	<i>ANNE ARUNDEL</i>	<i>PRINCE GEORGE'S</i>
<b><u>Public Water &amp; Sewer</u></b>					
City of Annapolis				<b>410-263-7970</b>	
Anne Arundel County				<b>410-222-7517</b>	
City of Bowie					<b>301-809-3016</b>
WSSC					<b>301-206-4001</b>
Beaches Water Company		<b>410-586-8710</b>			
Chesapeake Ranch Est. Water Co.		<b>410-326-4122</b>			
Water Services, Inc. (Calvert Util.)		<b>800-834-8643</b>			
St.Mary's County Metropolitan Commission(Metcom)	<b>301-373-4733</b>				
Leonardtowne Utilities	<b>301-475-5445</b>				
<b><u>Electric</u></b>					
BGE				<b>410-269-5299</b>	<b>410-269-5299</b>
Southern Maryland Electric Co-op (SMECO)	<b>301-475-5631</b>	<b>410-535-4400</b>	<b>301-645-3636</b>		
<b><u>Telephone</u></b>					
Verizon	<b>800-256-4646</b>	<b>800-256-4646</b>	<b>800-256-4646</b>	<b>800-256-4646</b>	<b>800-256-4646</b>
AT&T	<b>800-222-0300</b>	<b>800-222-0300</b>	<b>800-222-0300</b>		
<b><u>OIL &amp; GAS</u></b>					
Griffith's				<b>410-956-3000</b>	
BGE				<b>410-269-5299</b>	
Besche Oil Company Inc.	<b>800-842-6181</b>	<b>410-586-0760</b>			
Burch Oil Company	<b>800-784-9134</b>	<b>800-784-0894</b>	<b>800-784-9134</b>		
Ridgell Oil & Oil Service	<b>301-373-2070</b>	<b>800-776-0378</b>			
St. Mary's Ice & Fuel	<b>301-475-9251</b>				
Southern MD Oil (SMO)	<b>800-492-3420</b>	<b>410-286-8717</b>	<b>800-492-3420</b>	<b>800-492-3420</b>	
Suburban Propane	<b>301-373-8600</b>				
Taylor Gas Co.	<b>301-862-1000</b>				
Washington Gas	<b>800-752-7520</b>				<b>800-752-7520</b>
United Propane	<b>301-447-2500</b>				
Gott Company	<b>301-862-1714</b>	<b>800-446-8826</b>	<b>301-645-4947</b>		
<b><u>Maryland MVA</u></b>					
	<b>800-950-1682</b>	<b>800-950-1682</b>	<b>800-950-1682</b>		
<b><u>Refuse, Recycling, Yard Waste</u></b>					
City of Annapolis				<b>410-263-7967</b>	
Anne Arundel County				<b>410-222-7500</b>	
Prince George's County					<b>301-952-7625</b>
Bishop & Associates		<b>800-966-0700</b>			
Case Waste	<b>800-969-2783</b>	<b>800-969-2783</b>			

	<i><b>ST. MARY'S</b></i>	<i><b>CALVERT</b></i>	<i><b>CHARLES</b></i>	<i><b>ANNE ARUNDEL</b></i>	<i><b>PRINCE GEORGE'S</b></i>
Calvert Trash		410-535-5757			
Johnson Brothers		410-586-9601			
Quality Trash Removal	410-586-8250				
St. Mary's Disposal	301-862-2212				
<b><u>Cable TV/Satellite</u></b>					
Comcast	800-445-6017			800-445-6017	800-445-6017
GMP	301-373-3201				
St.Charles CATV		301-645-9302			
Next Communications	301-862-5050	877-840-7902			
Davis Antenna	800-426-8366	301-645-5474			
Dish Network		888-922-0896			
<b><u>Housing Licenses (Required)</u></b>					
City of Annapolis				410-260-2200	
City of Bowie					301-809-3008
Prince George's County					301-883-6100