

WELCOME TO YOUR NEW HOME

Our office hours are 9:00 a.m. to 5:30 p.m. Monday through Friday and 9:00a.m. to 5:00 p.m. on Saturdays.

Berkeley Realty Property Management, Inc. will NOT accept cash payments or third party checks. We prefer all payments to be paid **online** or by personal checks, traveler's checks, cashier's checks and money orders. There is a \$50 bank fee and a \$50 administrative fee for processing a returned check for any reason. If the NSF check causes the funds to be paid after the 5th, a late fee will also be assessed. If a second check is returned, we will require all future rents to be paid by money order or cashier's check only.

The property address must be notated on all payments to assure payment is credited to the proper account.

The following information is designed to answer frequently asked questions, and to minimize confusion related to caring for the property and interacting with our management company. Please review this document and keep it on file for handy reference.

1. If you need to report a maintenance request, you **do not** need to talk to your leasing agent, you can report maintenance immediately by:
 - Regular mail
 - Fax – (757) 229-8208
 - Email – frontdesk@berkeley-realty.com
 - Website – www.williamsburgrentals.com
 - Forms located at Berkeley Realty Property Management
- When making a request, be specific about the problem and remember to include your name, address, and the best number(s) to reach you.
- Tenants must be prepared to schedule time and make themselves available to let a contractor or repair person into the property, or give permission for the management company to provide a key for the contractor to enter in their absence.
- Tenants are responsible for securing any pets that the contractor may encounter on their visit to the property.

A property manager is available for emergency service needed during holiday and evening hours. For emergency assistance, you may call our office phone (757) 229-6810 and the answering service will reach the property manager on duty. The following situations will be considered emergencies:

1. Water leaks caused by a plumbing breakdown.
2. Lack of heat in extreme winter low temperatures.
3. Lack of air conditioning in extreme summer high temperatures **IF** there is a health problem.
4. Damage caused by wind, storm or fire.

These are the situations the answering service has been instructed to deal with as emergencies. For all other calls, they will be happy to take a message that will be reported the next business day.

Lock-outs are NOT considered emergencies. During office hours, if you have locked yourself out, you may come to the office to borrow our key. This does not guarantee a key will be available. After business hours, keys aren't available and you will have to call a locksmith.

Be sure to carry all of your door keys (handle and deadbolt) with you. When contractors are authorized to enter a property to make a repair, they are required to secure the premises when they leave. That includes setting the deadbolts or locks whether you set them or not.

2. The move-in inspection report must be turned into our office within 5 days. **Make sure your phone number is on this form.** If the tenant makes changes, an agent must initial the changes before the inspection can be confirmed. A copy of your inspection will be given to you at that time.
3. As a tenant, it is imperative that you check your smoke detectors and their batteries every month. If it is found to be inoperable during the term of your lease it is the tenants' responsibility to promptly place a work order and allow access for the repairs to be made. Financial responsibility for any repairs may be placed on the tenants depending on the cause of the problem.

TENANT TROUBLESHOOTING CHECKLIST

Listed below are some troubleshooting tips to try if you find that an item in your rental is not functioning properly. Please try these quick helpful tips before calling our office as they may correct the problem.

AIR CONDITIONER/HVAC:

- Check the breakers. Make sure all are switched to the on position.
 - On the thermostat, make sure fan setting is on AUTO.
 - Check the filters to see if they are dirty. This will prevent air from being pulled into the system, which in turn will reduce airflow output. If filters are dirty, it is your responsibility to replace them. These filters should be checked at least once a month.
 - If filters are clean, go outside the house to the compressor unit (the box unit with the fan) to see if the fan is turning. If NOT, there is usually a RESET button on the compressor unit itself. Try pressing this and see if fan begins to turn.
 - If the property has gas/oil supply, make sure the pilot light is lit or you have oil/fuel in the supply tank.
- TENANTS ARE REQUIRED TO FAMILIARIZE THEMSELVES WITH ALL EMERGENCY SHUT OFF VALVES/SWITCHES IN THE PROPERTY.**
- If there is ice on the compressor unit, the ice will need to thaw before operation can return to normal. On the inside thermostat, turn the A/C to the OFF position, leave fan setting on AUTO. It will take approximately 4 hours for a unit to thaw and operation will return to normal.

TOILET PROBLEMS:

- If running constantly, remove the top of the toilet and see if the chain is connected to the flapper and pull bar. Check to see if the flapper covers the drain hole when flushed.
- If clogged, use plunger to unclog.
- If toilet is leaking or the source of the problem cannot be located, turn off the water valve at base of the toilet and call the office.

REFRIGERATOR NOT COOLING:

- If you have just loaded the refrigerator with groceries, it usually takes a few hours for it to reach optimal temperature. PLEASE LEAVE ALL SETTINGS AT THE RECOMMENDED FACTORY SETTINGS.
- If you feel any cool air on the walls of the refrigerator, just be patient, it is properly functioning.
- Make sure not to completely pack the wall of the freezer portion of the refrigerator as the fridge pulls the air from the freezer side to cool itself. If the freezer is cooling, the fridge side will eventually cool as well.
- If all else fails, unplug the refrigerator and see if there is any difference in temperature.

ANY ELECTRONICS NOT FUNCTIONING:

- 99 % of the time, this is due to a tripped breaker. CHECK YOUR CIRCUIT BREAKERS and GFCI RESET BUTTONS!
- Unplug the device and plug it back in, most of the time this resolves the problem.

DRAINS:

- Avoid letting food, hair, and excess soap get down the drains.
- Clogged drains caused by hair, grease, and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning/clearing solution recipe is 1-cup salt, 1-cup baking soda, and 1-cup vinegar, followed by eight cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

GARBAGE DISPOSALS:

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. Never put paper, plastic, glass, aluminum foil, or grease in the disposal.
- Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. **Remember:** Problems caused by users are the tenant's responsibility.