

Tenant Handbook

We don't expect your confidence...We earn it!



ejf REAL ESTATE
SERVICES



Introduction

EJF Real Estate Services, Inc. welcomes you as our tenant! We are dedicated to making your tenancy as carefree and enjoyable as possible. This Rental Handbook will serve as a helpful reference guide for any questions you may have. It outlines some of your responsibilities as a tenant, clarifies some of the provisions of your lease, and offers a few suggestions which, we hope will make life in your new home a little easier. Although this Handbook will answer many of your questions, please do not hesitate to call us should you need further clarification or assistance. We are always happy to hear from you!

Please understand that this Handbook serves as a guide; it does not in any way supersede the provisions of your Lease Agreement, the Lease Addendum, the building's House Rules (if applicable), and/or any applicable federal or local laws.

Our Company

EJF Real Estate Services is a progressive real estate agency offering a genuinely personal level of service, while at the same time delivering the highest standard of professional real estate service and expertise.

EJF's focus is on residential property management services and real estate sales within the Washington, DC metropolitan area. For more than twenty years, our success as an 'independent' real estate agency has been built on the personal referral of business from past satisfied clients, tenants and landlords.

EJF Real Estate Services is an active member of the Greater Capitol Association of Realtors, National Association of Realtors, National Association of Residential Property Managers, Community Association Institute and the DC Preservation League.

EJF's professionally qualified and highly motivated personnel enable us to guarantee a constantly high standard of personal real estate service.



Our History

EJF Real Estate Services traces its origins to the 1920's when Edmund J. Flynn introduced the concept of housing cooperatives to Washington, DC. Since then, the Edmund J. Flynn Company has established itself as the DC industry leader in all areas of cooperative home ownership. In 1996, the Flynn Company's real estate and property management departments branched off to form a separate company. Choosing to honor the connection with its parent company, this new business became EJF Real Estate Services, Inc.



The Edmund J. Flynn Company was the pioneering force behind many of the area's premiere cooperative and condominium associations, directly involved in the development or conversion of many of Washington's finest buildings. Today, the Flynn Company serves the DC area through its settlement and transfer services and maintains the ownership records for hundreds of cooperative associations.

James Goode, in his landmark publication, *Best Addresses, A History of Apartment Living in Washington* (Washington, Smithsonian Books, 1988), notes that:

"A great deal of the information came from the extensive files of the Edmund J. Flynn Company. The leading co-op apartment house Realtor to emerge in the 1920s was Edmund J. Flynn (1889-1983). It specialized in both selling co-op units and converting rental apartment houses to co-op status. Some 58 were converted. Flynn's success was due in part to his two iron-clad rules: the land must be owned by the co-op, not held on a ground lease, and the apartment's unit price must include the building's mortgage, not just the down payment. In addition, Flynn always opposed setting aside part of the co-op building for rental space."

Mr. Flynn's legacy of real estate expertise, personalized service and ethical business practices lives on through the hard work of EJF's dedicated staff.



EJF's Staff

EJF is staffed by experienced, service-oriented professionals. You will work with and get to know most members of our staff during your tenancy. We work as a team to serve your needs. Although any staff member will offer assistance on any matter, it is important to remember that each person has specific responsibilities. If a staff member is unable to assist you on a specific matter, they will be happy to direct you to someone who can.

EJF's Office Hours

EJF's office is open Monday through Friday 9am to 5pm.

Office location

EJF's office is open to the public **Monday through Friday 9am to 5pm**

Our office is located at **1428 U Street NW, 2nd Floor, Washington, DC** which is part of the U Street Corridor, between the U Street and Dupont Metro Stations on the Green and Red Lines.

Condition of Property

It is our intention to deliver the property to you in good condition and, with your help, keep it that way. We understand that it is going to be your home, and as such, you care about its condition. You will discover that we share your desire to keep the property in good condition.

Please understand that few of our properties are new. Each property has its own idiosyncrasies, blemishes and problems. It is both impractical and impossible to maintain the property in perfect condition. Unfortunately, sometimes individual expectations of the condition of the property differ from ours. We make every effort to avoid disappointment. To this end, every property is cleaned, the walls freshly painted, and all appliances and plumbing fixtures are in working order at the time of move-in, unless you are otherwise informed by the Property Manager. Each property is prepared for move-in's in keeping with our tough standards.

Move-In Inspection

If any additional problems are discovered following move-in, please notify us in writing or by email or phone within the first few weeks of occupancy. These additions will be attached to your move-in inspection report and we will make every effort to fix them. Please note both the problems that need attention as well as the problems that you do not want to be held accountable for at the end of your tenancy.

Moving-In

It is our policy to collect one full month's rent upon move-in. If your move-in day is other than the first day of the month, your rent will be pro-rated accordingly. The pro-rated rent will be due on the first day of the following month.

If you are renting an apartment within a condominium or cooperative building, all move-ins must be completed in compliance with the association's rules. Please contact the association's management office to schedule your move-in and to determine their requirements. You will be responsible for the payment of any move-in fees charged by the association as well as fines which may be imposed for violating their rules.

Of course, you will be responsible for any damage that occurs during your move-in. Please take proper care in supervising your movers.

Utilities

If you are responsible for the payment of one or more utilities, as stated in your lease, it is your responsibility to contact the appropriate utility company prior to move-in to arrange for service to be activated and billing to be placed in your name. You will be responsible for the payment of any hookup or new service fees.

Gas

PEPCO (electricity)..... 202-833-7500..... pepco.com
Washington Gas 844-927-4427..... washingtongas.com

You must contact the gas company at least 2 business days prior to your move for service.

Water

DCWASA (water service in DC)..... 202-354-3600..... DCwater.com



In D.C. water usage is billed to the property, not to the resident. To make certain that you are not billed for the prior resident's water usage, please request a meter reading prior to occupancy.

WSSC (water service in Maryland) 301-206-4001

Phone

Verizon02-954-6263 (service in DC)301-954-6260 (service in MD)

EJF is not responsible for the condition of telephone wiring in the property or the number, condition or location of phone jacks. Repair of the telephone wire and installation or relocation of phone jacks is to be done at the expense of the tenant.

Cable

Comcast (Cable) 202-635-5100 my.xfinity.com

Payment of Rent

Rent is due on or before the first day of each month. A late fee equal to 5% of the monthly rent will be charged for all rental payments not received in our office or through your tenant portal by close of business on the fifth day of the month. Please do not mistake this five-day grace period as the correct due date for the rent. The time is granted simply to allow for any possible delays caused by the delivery of mail.

EJF will send you a notice of rent due through your tenant portal. All rent should be paid through your tenant portal or by personal check, money order, or certified funds made payable to EJF Real Estate Services. Unfortunately, we cannot accept cash payments. To ensure that your rental payment is correctly credited, please indicate your address and unit number on the check.

You will be charged a fee of \$75.00 if your check is returned by your bank due to insufficient funds. In addition to the returned check fee, you will be assessed a late fee if the returned check causes your rent to be paid late.

DIRECT DEBIT PAYMENT PROGRAM

EJF Real Estate Services offers a direct debit program for the payment of your monthly rent through your tenant portal. If you choose to participate in the program, your rent will be automatically deducted from your checking or savings account on or around the first business day of every month. The program is completely voluntary and is provided at no cost to you.

Some benefits include:

- Eliminates the need for check writing
- Eliminates postage expense
- Avoids late charges
- Eliminates check writing fee charged by your bank

If you would like to participate, please complete the sign-up sheet and return the original to EJF along with a copy of a check marked "void" from the account from which the funds will be debited. Once the forms have



been submitted it will take about two weeks to activate the direct debit of your account. Feel free to contact EJF to check on the status of activation of the direct debit of your account.

Roommates

If you have roommates that are reflected on the lease, rent may be paid by separate checks or payments. However, if paying by check, please mail all the checks in the same envelope if possible. If rent is paid by separate checks, and one payment is late or returned for non-sufficient funds, the entire rent will be considered late and a late fee will be assessed on the full amount of the rent. Please remember that each person named on the lease is mutually and individually responsible for the payment of the full amount of the rent.

Maintenance

We must work together to keep the property in a good state of repair during your tenancy. Your responsibilities include all areas of the property which need constant or periodic attention and/or care. You are also responsible for properly using the appliances, heating & a/c system as well as plumbing. Finally, of course, if you break or damage anything in the property, you will be held responsible for the cost of its repair or replacement. Beyond that, EJF will help coordinate all other maintenance and repairs. Any maintenance requests can be submitted through your tenant's portal or can be done through email or by calling our maintenance phone number.

Tenant's Responsibilities

This is not necessarily a complete list. Some of the listed responsibilities may not be applicable to all properties.

Light Bulbs: You are responsible for the replacement of all burned out light bulbs regardless of their location, type, or accessibility. You will be responsible for replacing all burned out bulbs prior to your move-out.

Cleaning Filters: You are responsible for replacing or cleaning the furnace and air conditioning filters. They should be replaced at least once every two months. You will be held accountable for any damage which results for your failure to properly clean and/or maintain the system. If you are uncertain how to change or clean the filter, please contact us.

Appliances: You are responsible for the proper use and cleaning of all appliances, including ensuring there is no damage and any vents are open and accessible.

Carpeting: You are responsible for proper care and cleaning of any carpet which may exist in the property. Proper care includes regularly vacuuming and steam cleaning the carpet as needed.

Wood Floors: You are responsible for the proper maintenance and cleaning as well as waxing of wood floors. Please use care not to scratch or damage the floors and use felt pads on all furniture. In accordance with your lease, 80% of the floors must be covered by carpeting.

Plumbing: You are responsible for keeping the plumbing free from stoppages. Please report any drips or leaks to EJF. You are responsible for unclogging all plumbing stoppages which are

not directly caused by faulty plumbing.

Exterior Drainage: You are responsible for keeping the gutters, downspouts and exterior drains cleaned and clear of leaves and other debris.

Yard: You are responsible for the proper upkeep of the yard and gardens, which includes mowing, pruning, weeding, raking and mulching.

Snow & Ice Removal: You are responsible for removing snow and ice from the driveway, sidewalks, patios, balconies and walkways. Please take care to keep the utility closet door clear in case access is needed.

Please report all maintenance problems to EJF as they are discovered. We will respond promptly to all requests for service.

You **MUST** contact EJF in regard to all service requests. EJF will then contact the appropriate service contractor. If you request service from any source other than through EJF, you will be responsible for payment of the resulting invoices. This applies even if your property has on-site maintenance personnel.

You will be responsible for providing repair persons access to your property. If your property does not have front desk service, it may be necessary for you to meet with repair persons during normal business hours. EJF is not responsible for providing repair persons access to your property.

For EMERGENCIES which pose immediate danger to person or property (such as fire, flood or gas leak) please contact the proper authorities immediately and then call EJF.

Keys

One set of keys is issued to every person named on the lease. Additional sets of keys may be made at your own expense. **All additional keys made must be turned in to EJF at time of your move out.**

If you are moving into a building with a controlled access system, you will be issued one access card or key for every person named on the lease. You may obtain additional cards or keys at your own expense, if permitted by the building. You may not alter, change or install any lock(s) without the prior written consent of EJF. If locks are changed, you must provide a copy of the new key to EJF.

All sets of keys, even sets that you may have made at your own expense, must be returned to EJF at the time you vacate. Failure to return all keys on or prior to the last day of your lease may result in you being billed for extra days of rent, new locks and/or new keys.

Authorized Occupants

Only those persons named in your Lease Agreement are permitted to occupy the premises.

All adult occupants must be named in the lease.

Change in Occupancy

If you wish to add, switch or remove persons named in the lease, you must notify EJF prior to doing so. We will draft a new lease accordingly. Failure to inform EJF of a change in occupancy will constitute a breach of your Lease Agreement.

EJF reserves the rights to screen all prospective tenants and deny a change in occupancy if the prospective tenant does not meet EJF's qualifications. We require a \$50.00 credit report fee at the time of application. An administrative fee of \$500 will be charged for screening new occupants and drafting a new lease agreement.

Subleasing

Subleasing or assigning the property to another person, in whole or in part, is strictly prohibited without EJF's prior written consent. If you must vacate the property prior to the expiration of the lease, we will do our best to accommodate your needs. Please refer to the above section of this Handbook titled "Termination Prior to Lease Expiration".

Pets

No pets of any kind are permitted to be kept in the property unless specified in the Lease Agreement, or written permission has been granted by EJF. If permission to keep a pet has been granted, you will be subject to submitting a pet application and pay a \$20 pet screening fee per permissible pet. If the pet passes our screening process, you will be charged a minimum of \$50/month pet fee per pet and be subject to signing a pet addendum. If permission to keep a pet has been granted, you must assume all liability and responsibility for any damage caused by your pet.

Carpeting

It is required that 80% of your floor be covered by carpeting and padding, excluding bathrooms and the kitchen. The purpose of this requirement is to help minimize the amount of noise which transmits to neighboring apartments and to protect the floors from scratches and other damage. Failure to provide the required amount of carpeting and padding is a violation of the Lease Agreement. Damage to the floor which results from insufficient carpeting and padding will not be considered "normal wear and tear."

Decoration and Alterations

No alterations may be made without the prior written consent of EJF. Alterations include such things as, but not limited to painting, wallpapering, installing or removing wall-to-wall carpet, and installing or removing any fixtures.

If you wish to alter the property in any manner, simply ask. We will be reasonable in assessing the proposed alteration and will approve or deny the request primarily based on the long term effects it will have on the property as well as a discussion with the property's owner.

You will not be responsible for repairing the damage to the walls resulting from normal and proper use or removal of picture hooks, nails or fasteners. However, you may be held liable for the cost of repairing the walls if they are damaged through improper or excessive use or removal of hooks, nails or fasteners. Never use adhesive fasteners! They typically cause damage to the walls and paint when removed and you may be held responsible for repair.

Renter's Insurance

You are required to obtain a renter's insurance policy unless provided through our Resident Benefits Package. The policy protects your personal property and any damage to the property for which you may be held liable. If you would like, you can obtain a supplemental policy at your own expense.

Please remember that EJV assumes no responsibility whatsoever for the loss, disappearance, destruction, theft, or damage of your personal property or that of your guests. If anything happens to the property which causes damage to your personal property, such as flood or fire, it is your insurance policy which will cover the loss.

Smoke Detectors/CO2 Detectors

All properties are equipped with at least one smoke detector. Please test all detectors on a regular basis to ensure that they are functioning properly. If you discover, or suspect, that a detector is malfunctioning, please call EJV immediately and we will have it repaired or replaced. Batteries should be replaced every six months or as needed.

Extermination

If you experience a problem with bug or rodent infestation, please contact EJV. If needed, EJV will provide extermination services at no cost to you.

Rental Increases

At the time of lease renewal, your monthly rent may be increased. If you are currently on a month-to-month tenancy, or if your lease converts to a month-to-month tenancy, your rent may be increased once every 12 months, following proper notice.

In general, increases in rent are based on such factors as rises in the CPI, increases in the association fee charged to the owner, and increases in the rental rates of similar properties. Please be assured that EJV will be reasonable with any rental increase. You will receive written notice from EJV between 60-90 days in advance of any increase in rent.

Lease Renewal

As the end of the lease approaches, you may be offered two options regarding lease renewal. You may generally extend the lease for an additional term or you may convert the lease to a month-to-month tenancy. Both have advantages and disadvantages depending on your situation. Please contact EJV if you would like help deciding which option is best for you.

When renewing, it is not necessary to draft and sign a new lease. EJV will extend the original lease for an additional term. This is accomplished by signing a short extension form which EJV will mail to you 30-60 days prior to the expiration of your lease.

If, for whatever reason, the lease is not renewed and you remain in the property, your tenancy status will be converted to a "tenant at sufferance," which is sometimes known as a "holdover tenant." As a holdover tenant, all the provisions of the original lease remain in full effect until you vacate the property. This includes the requirement to provide proper notice to vacate.

We will inform you as far in advance as possible if the owner has expressed any intention not to renew or extend the lease at its expiration.

Notice to Vacate

If you choose to move out at the end of the lease, you must provide EJF with written notice to vacate. Notice by e-mail is not sufficient. Please check your lease agreement to determine the specific notice requirements. Most EJJ leases require that tenants provide a 60-day notice to vacate.

Please note that no matter when your notice to vacate is mailed and received or submitted electronically, the notice period will not begin until the first day of the month following receipt of the notice. This is the case because all notice periods must coincide with the rent payment cycle which runs from the first day of the month to the last.

Examples of Proper and Improper Notice to Vacate (when a 60-day notice is required):

Proper Notice:

Notice received by or before May 1st to vacate June 30th.

Notice received by or before April 14th to vacate June 30th.

Improper Notice:

Notice received May 1st to vacate May 31st (not 60 days' notice)

Notice received May 5th to vacate June 31st (not received by the 1st)

Please include the following information in your notice to vacate:

1. Your name
2. Your present address and unit number (if applicable).
3. The date you intend to vacate
4. Your current telephone numbers, both home, office, & mobile and email address.
5. Your forwarding address (if known at the time)
6. The signature of every tenant named on the lease
7. Briefly state the reason for your move (Job Transfer, Student Graduating, Roommate Change, Marital Status Change, Illness, Buying House/Condo, etc.)

Notices may be mailed to EJJ or submitted electronically. The notice must be signed by all tenants listed on the lease. Notices do not have to be formal or complicated. EJJ will respond by sending you a written acknowledgment of receipt of your notice to vacate. Along with this confirmation, you will receive a Move-Out Checklist. This list will help you prepare the property for the final inspection. .

Termination Prior to Lease Expiration

If, for whatever reason, you would like to vacate prior to the expiration of the lease, please contact EJV. We will make every attempt to accommodate your needs. As managing agent, we are vested with the responsibility of protecting the interest of the owner of the property. Typically, if you are willing to spend a little of your time, effort, and money, we will be able to accommodate your needs and protect the interest of the owner.

In general, you must agree to the following conditions in order to be released from your lease prior to its expiration:

1. You will be responsible for finding a qualified replacement tenant. We will give you the option of finding a replacement tenant yourself or having EJV find the replacement tenant for you. If you choose to find a replacement tenant yourself, EJV **will be charged half a month's rent** for screening applicants and processing the new lease. If you have EJV find a replacement tenant for you, EJV will charge you a finder's fee equal to one month's rent. In addition to the finder's fee, you will be responsible for reimbursing EJV for the cost of advertising.
2. You will be obligated to pay rent until the new tenant moves in.
3. You will be responsible for preparing the property for the next occupant.
4. You will be responsible for paying all fees and/or expenses charged by the homeowner's association in connection with transfer of occupancy. Please contact EJV to determine if this applies to your property.

We will ask you to enter into a Lease Termination Agreement which sets forth the conditions under which we will agree to release you from your lease.

Once a replacement tenant is found, EJV will enter into a new 12-month lease with the replacement tenant. Your lease will be terminated and EJV will return the security deposit pending a satisfactory move-out inspection.

Moving Out

As your move-out date approaches, please contact EJV to inform us of the specific date in which you will vacate the property. If your property is located in a building or association, your community most likely has a move-out policy which you must follow. Please contact the association's management to determine their specific requirements.

You are responsible for the full amount of the last month's rent. Security deposits may not be used for rent.

Final Inspection

After you have vacated the property and you have completed all items listed on the Move Out Checklist (see below), EJV will conduct a final move-out inspection. The final inspection will document the overall condition of the property following move-out. This will be compared to the condition of the property when you moved in. If any damage or excessive wear and tear is discovered, it will be noted during the inspection and a

portion of your security deposit may be withheld.

You have a right to be present during this inspection. Inspections will be conducted during regular business hours. If you wish to be present, please contact EJF prior to vacating to arrange a mutually convenient time.

EJF will not be able to provide any specific figures regarding deductions to your security deposit at time of the inspection. If any deductions from your security deposit will be made, the amount of such deductions will be determined only after repairs have been completed.

If you caused any damage to the property which was not discovered during the final inspection, you may still be held responsible for the cost of its repair. If this occurs, you will be informed by EJF.

Any key you still have in your possession must be given to the person conducting the move-out inspection or they can be dropped off at our office in person. Please do not mail keys back to us.

Security Deposit

The security deposit is collected and held to help assure that all terms of the Lease Agreement are fulfilled. Holding the deposit not only helps assure that you pay the full amount of all rent, late fees and penalties, it also helps assure that you will properly use and maintain the property.

EJF pays interest on security deposits in the amount required by local laws. Please remember, EJF does not pay interest on deposit held for less than 12 full months.

Your deposit and accumulated interest will be returned within 45 days following move-out, unless deductions from the deposit are necessary. If deductions are necessary, a list of such deductions will be mailed to you within 45 days following move out. Your deposit and interest, less deductions, will be sent 30 days following the 45-day notice. These dates are dictated by law.

Please keep in mind that if you owe back rent, late fees, penalties or if you have caused excessive damage to the property, your security deposit may not be sufficient to cover all amounts owed. If this should occur, EJF will bill you for the amount you owe which your deposit and accumulated interest did not cover.

In some cases, it may be necessary for EJF to extend the period in which we keep your security deposit. Should this be the case, you will receive a letter informing you of this mailed before the 45 day return period has ended.

Other Helpful Numbers

Department of Motor Vehicles.....202-727-5000..... www.dmv.washingtondc.gov/main
Metro.....202-637-7000.....www.wmata.com
Washington Post800-873-0179
Washington Times202-636-3333
Police non-emergency..... 202-727-1010 or 311
United States Postal Service1-800-556-1587USPS.com/moversguide
Appfolio.com **EJF Real Estate Services, Inc.**



MOVE-OUT CHECK LIST

To help assure a full return of your security deposit, please accomplish the following tasks prior to moving out:

- If applicable, schedule the move-out time and date with building
- Remove all personal items and trash
- Thoroughly clean entire kitchen, including appliances, floors, inside and outside of cabinets, and counter tops
- Thoroughly clean the bathroom(s), including floors, walls, tub/shower, tiles, toilet, sink and inside and outside of medicine cabinet
- Clean carpets and/or floors
- Remove all hooks, nails or other hanging devices from walls; **Do NOT fill in the holes**
- Clean all windows and secure all screens
- Clear off and sweep porch/balcony (if applicable)
- Replace all burned out light bulbs
- If applicable, call utility companies for final readings and to close out your account
- Turn in all keys and entry cards either to the move out inspector or by dropping them off in person at our office
- Provide the EJJ with your forwarding address and phone numbers for the return of your deposit

To avoid having any of the above tasks charged against your security deposit, please make a special effort to have all of the tasks accomplished prior to move-out. Please keep in mind that once keys are surrendered, you will lose the opportunity to correct any issues.

THANK YOU!