

Resident Handbook

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Website Address: www.renttnt.com

Resident Portal Access: www.tnt.twa.rentmanager.com

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**All incoming & outbound phone calls are recorded

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1. Resident Handbook is Part of your Lease.

The terms and conditions of this Resident Handbook are considered part of your Lease, and violation of the obligations listed in this handbook may be considered a default under the Lease by the Owner. The terms and conditions contained in this Handbook may be amended from time to time by the Owner, and you agree to be responsible under the amended terms and conditions of the revised Resident Handbook upon Owner's prior notice of the amendments to you. The current version of this Handbook may be viewed and downloaded from the TnT website at: renttnt.com/handbook. In the event of any direct conflict between the terms and conditions of the Lease and those of this Resident Handbook, the Lease terms and conditions shall govern the obligations of the parties.

2. Application & Guarantor

The application is made a part of the Lease and if any of the statements made in the application or Lease by the Resident are found to be untrue, Owner reserves the right to cancel the lease and repossess the apartment. A Guarantor may be required if Applicant, after filling out the Resident Application, does not qualify on their own. The Guarantor Application is also the Guarantor Agreement which clearly explains their obligations and rights. No application fees will be refunded.

If a Guarantor was required by Owner to guarantee payment of rent and damages by Resident according to the terms of the Lease, Resident grants permission to the Owner to discuss any information regarding the lease and the Resident's circumstances. Owner will discuss any information regarding Resident's tenancy with the Guarantor, including but not limited to Resident's renewal of the Lease, any changes or amendments to the Lease, and any circumstances in which Residents' rental payments are delinquent. Resident still assumes full responsibility to share any such information with their Guarantor.

The Residents represent that prior to entering this Lease to occupy the Apartment and premises that they had prior knowledge and familiarity with each other, and that this was a primary factor in their decision to share the premises. The Residents, and their Guarantors, further represent and agree that they agree to be jointly and severally responsible for damages in the Apartment and premises.

In the event a Resident is evicted or otherwise excluded from the premises by legal action, and/or voluntarily delivers possession of the premises prior to the end of the term of the current Lease, all Residents agree that the written approval of remaining Residents MUST be obtained prior to allowing any new resident to sublet or replace the outgoing Resident on the current Lease, and/or on any renewal Lease entered by the outgoing and remaining Residents. Remaining Residents agree to act in good faith, and in reasonable circumstances to grant their permission to allow another person to occupy the premises for the remaining term of a current Lease, and to allow another person to enter a renewal Lease to take the place of the outgoing Resident.

For any and all Lease changes/modifications, there will be a \$50 document modification fee per occurrence.

3. Moving in Requirements

Move-in must occur during office hours and only if: A) all parties have signed the Lease, B) all Guarantors have signed Guarantor Agreements (or Owner has agreed to accept, in writing, alternate guarantee of payment arrangements), C) all monies due at time of signing have been paid, AND D) proof of Renter's Insurance has been provided for ALL Residents listed on the Lease.

All leases begin at noon. Keys may be picked up between 11 am and Noon or 1 pm and 5 pm.

If Resident Fails to Occupy the Apartment and pay rent to the Owner for the term indicated by the Lease, Owner will be entitled to use the deposit and prepaid rent to apply against any damages sustained by the Owner as a result of the Resident's failure to occupy the apartment for the remainder and/or any part of the term

4. The Move-in Condition Report

Resident will receive and sign for a condition report on date of move-in, which must be completed by the Resident and returned to Owner within seven (7) days. MAKE SURE YOU COMPLETELY FILL IN AND THOROUGHLY DETAIL THE CONDITION OF THE UNIT AS SOON AS THE FIRST RESIDENT MOVES IN. Failure to return condition report within the time allowed will result in Resident **accepting the unit AS-IS**, and Resident will be responsible for all damages exceeding ordinary wear and tear assessed during the move-out inspection by Owner at the end of the Lease term. Resident understands and agrees that the Owner is not responsible for completing turnover work prior to the move-in date (i.e. carpet cleaning, maintenance repair, etc.) when there are less than five working days between the previous move-out date and the new Lease commencement date.

5. Security Deposit

The Security Deposit will be retained by Owner during the term of the Lease and to be refunded or applied according to the state law after termination of the tenancy or the date the tenant vacates the dwelling unit, whichever occurs last, and provided that Resident has kept and completely satisfied the conditions and obligations of the Lease and Vacating Requirements (See Item #48). In the event Resident defaults in any provision of the Lease, the deposit may be used by the Owner to apply against the defaults of the Resident. Resident may not apply Security Deposit toward rent without a prior, written agreement endorsed and signed by the Owner.

6. Renter's Insurance

In the event a fire, flood or other occurrence causing damage to your personal property, the Owner is not responsible for any damages or cost of replacement. If Resident is directly or proximately responsible for causing a fire, flood or other damage to the Property, Owner will hold Resident responsible for all repairs. Owner requires Resident to obtain and keep current an appropriate renter's insurance policy against damage to the premises if Resident is not covered under another policy. If Resident does not provide proof of current and valid Renter's Insurance or otherwise appropriate coverage under another policy, Resident shall be in violation of the Lease Terms. **MINIMUM RENTER'S INSURANCE REQUIREMENT: \$300,000 IN PERSONAL LIABILITY COVERAGE and must include coverage for Resident's actual unit.**

7. Pets

If Resident lives in a property that allows pets, ONLY pets that have been previously approved and are listed on the Pet Addendum are allowed on the premises. Resident agrees to follow ALL terms listed in the signed Pet Addendum. There will be a maximum of 2 pets per dwelling. If an unauthorized pet is found, whether a actual pet is seen or only evidence of pet, on the property (visiting/temporary or otherwise, indoor or out), a **non-refundable \$400 per pet per month Illegal Pet Fee** will be levied; the pet must be removed; an interim inspection will be made; damages will be assessed with payment due upon receipt; and unit will be professionally fumigated at Resident's expense at the conclusion of the tenancy. If the illegal pet fee is not paid, the outstanding fee will be paid first by any monies received before being credited to rent. Also, the unauthorized presence of a pet is grounds for termination of the Lease.

8. Transfer Due to Military Service

If Resident is in the U.S. Armed Forces and is transferring under orders from the U.S. Government, Resident may terminate this contract by providing a copy of those Orders in accordance with the laws of the State of Virginia.

9. Resident Contact

Resident agrees that Owner, in addition to providing notice by U.S. Mail to Resident's current address, or by posting on the door of the Apartment, may send notices in electronic form in the following manner text messages, email, DocuSign, or any other document signing software and to the contact information provided by Resident(s) in the Lease Agreement Resident MUST contact the Rental Office immediately if Resident's telephone number or e-mail address changes.

10. Renewal Letters

For any renewal term of this Lease, the Resident must give written notice to the Owner of her/his intention to renew the Lease or her/his intention to allow the Lease to expire. In the absence of any written notice from the Resident to renew the Lease, Owner shall proceed to rent the premises to other tenants for the next lease term. Lack of a written vacating notice or Resident's failure to surrender possession of the premises at lease expiration may result in the Owner applying the Security deposit against any rent loss or damages sustained for Resident's holdover.

The Owner shall have the right prior to the expiration of the term of the Lease or any renewal period to have applicants admitted at reasonable hours to view the premises until it is rented.

If a lease renewal is offered, Owner will notify Resident by written notice or via the Resident's online portal in the Fall of each year, and Owner will notify Resident of any rental increases or changes in the Lease for the next lease term. Resident must return her/his written notice of intent to renew the lease for the next lease term by the date specified in the Owner's written offer to the Resident to renew their lease. If Resident does not deliver the renewal letter by date specified therein to the Owner (so that the Owner receives it on or before the date indicated by the offer to renew), Resident understands that the Owner has the right to begin immediately showing the unit for rental, and the offer to renew the Apartment/premises at the indicated rate and renewal term is automatically revoked.

Resident must provide a telephone number to Owner to allow Owner to contact Resident prior to dates and times of showing the premises to prospective tenants. If Resident does not provide a working or valid phone number, Resident understands that the premises may be shown during regular business hours. Resident will be notified of showings via text message at least 24 Hours prior to any scheduled showing.

11. Resident Changes on Renewal Leases or Current Leases

All new and/or additional Residents agree and understand that he/she/they accept the Apartment/premises AS-IS. If Resident is being added to a lease which is being renewed, they along with the renewing Residents are responsible for accepting all damages except for what was noted on the original move-in condition report.

A Roommate Change Form Between Lease Terms is required to be completed. Owner is not responsible for settling disputes among Residents. **Owner strongly recommends that Residents enter a separate written agreement to determine how damages will be apportioned at the end of the tenancy.**

Resident Changes On Current Lease:

All new/additional Resident(s) agree and understand that he/she/they accept possession of the Apartment/premises AS-IS. Final move-out assessments will be against those Residents who are in possession of the Apartment/premises on the date of the last Lease term. Any Resident being added to an existing Lease who does NOT wish to be held responsible for existing damages **should not sign this Lease or move in to occupy it.** Any outgoing Resident (roommate) moving out of the property will need to receive his/her/their security deposit from the incoming Resident. Residents are responsible for settling the security deposits among themselves. Owner is not responsible for settling disputes among Residents. **DO NOT SIGN THIS LEASE, AND/OR ANY APPLICABLE GUARANTEE AGREEMENT, IF YOU ARE NOT IN COMPLETE AGREEMENT THAT THE APPROVAL OF ALL THE REMAINING RESIDENTS MUST BE OBTAINED PRIOR TO ALLOWING ANY ADDITIONAL OR REPLACEMENT RESIDENTS TO OCCUPY THE PREMISES ON CURRENT AND RENEWAL LEASES.**

No Subletting, No Company Transfers, or Resident Changes of any Nature on/of the premises or assignment of the Lease and its included addenda may be made without prior written permission of the Owner and all Residents who will remain in possession of the premises. Resident hereby agrees to comply with Owner's written statement concerning policy and procedure. A copy of said written statements shall

be available in the rental office upon request and online at the TnT Flinchum Property Management Corporation website. Subleases are subject to building profile. Prior to any sublease, all rents must be made current, a sublease fee of \$400 paid, and a sublease agreement signed by the Owner, Resident, and subtenant specifying all responsibilities. Prior to any roommate change, all rents must be made current, a roommate change fee of \$200 paid, and a roommate change agreement signed by all Residents, including the incoming Resident, specifying all responsibilities. Any new Resident must complete an application, pay the \$40 application fee and be approved by TNT.

If possession is abandoned or obtained by the Owner, Resident will be responsible for a \$500.00 re-rental fee, in addition to any other costs to prepare the unit for a new renter (i.e. painting, cleaning, carpet cleaning, painting, repairs, advertising)

12. Crime, Noise, or Emergency

If you experience a crime or another type of emergency, call 911 immediately. If you experience a noise issue, you should first approach the neighbor causing the disturbance. Discuss the situation and make an attempt to come to a satisfactory resolution. If this approach fails to rectify the situation, the second step is to notify the Local Law Enforcement Agency for assistance. Each municipality has a noise-related ordinance. Inform the Leasing Office in writing on the following business day of the situation; be sure to provide as much detail as possible.

13. Fire Extinguishers

Owner recommends that you get a fire extinguisher and keep it in your home in case of an emergency. There are some TnT locations that provide fire extinguishers. If you have a fire and must use your TnT-provided fire extinguisher, please call the office so that we can get the extinguisher recharged. If the extinguisher needs to be recharged and there was not a fire, this will be at the Resident's expense. If a fire extinguisher is provided at your residence and is missing during any inspection, Resident will be charged for the replacement.

14. Fire

If you have a fire, first, use your fire extinguisher or baking soda. **NEVER throw water on a grease fire.** Second, call the fire department for assistance. Finally, call the TnT office and report the fire. Residents are not allowed to store combustible materials in the building, the individual unit, on patios, porches, or balconies.

15. Maintenance

Maintenance requests should be promptly reported to TnT Flinchum Property Management Corp. at (540) 951-1075 by Residents only as soon as Resident is aware of any problem on the premises that may require maintenance or repair. Maintenance Requests are **NOT** accepted via text message, email, or from Guarantors.

******After Hours Emergency Maintenance******

In the event of an after-hours maintenance emergency, please call the office telephone number (Blacksburg) 540-951-1075 or (Radford) 540-731-3026 and follow the prompts to reach a maintenance person. Please leave your name, telephone number and address for maintenance to call you back. Please be sure to speak slowly and clearly.

The following are considered after hours emergencies:

- Water leaks (toilet won't stop running, water leaking from ceiling, etc.)
- No hot water
- No heat in the winter
- No air conditioning in the summer when temperatures are above 80 degrees
- Inoperable refrigerator
- Gas leak
- Door or window lock broken
- Sewer line backup
- Clogged toilet (where there is only 1 bathroom and you have attempted to plunge it open but were unsuccessful)

Resident is responsible for any maintenance that is the result of Resident or guest negligence, abuse, or damages. **Resident understands that all labor charges for maintenance to repair damages exceeding ordinary wear and tear on the premises will be up to \$100.00/hour/person, though rates for specialized and/or third-party contractor repairs may exceed this rate.**

In the event the services of specialized and/or third-party contractors is required, Resident also agrees to pay an administrative fee to Owner in the amount of ten percent (10%) of the total amount due for parts and labor charges of the repair. Resident agrees to pay all such charges immediately upon presentment of the bill by Owner. If the amount is not paid within fifteen days after billing, the outstanding fee will be paid first with any monies received from Resident before remaining funds are credited to rent. Before requesting maintenance, Resident should communicate with roommates to avoid duplicate work orders.

Resident is responsible for the replacement of ALL light bulbs.

16. No Alterations

Resident is prohibited from altering or modifying the Apartment and the surrounding premises without prior written authorization of the Owner. Resident agrees to leave walls painted in the original color/condition as presented at move-in. The prohibition against alteration of the premises includes, but is not limited to the installation of shelves, painting, wallpapering, etc. Nothing is to be attached or affixed to the exterior of the property without prior written permission of the Owner.

Interior door locks are prohibited. Interior door locks, and any other locks installed by Resident without prior written permission from Owner will be removed at Resident's expense. Owner must have access for maintenance and showings. **Entry door locks are not to be changed without prior written consent of the Owner.**

17. Lockouts

Resident should keep keys for the premises securely in their possession at all times. It is not management's responsibility to assist during a lock out.

For lockouts occurring during business hours, Resident may come to the Rental Office with proper identification and obtain an additional key at their expense; key will be logged and must be returned upon vacating.

For lockouts occurring after business hours, Resident may contact the Emergency Maintenance Line. If an employee is available to assist, there will be a \$100 Emergency Lock Out Fee assessed and is due at the time of service. If no employee is available to assist, Resident will need to call a locksmith directly at their own expense.

18. Smoke & Carbon Monoxide Detectors

Resident acknowledges the presence of operational smoke and/or carbon monoxide detectors in their residence. It is recommended that Resident tests the operation of all Smoke/Carbon Monoxide Detectors weekly. Resident understands that they are responsible for checking and replacing batteries when needed, as well as contacting the Owner if the detector becomes inoperable. Some Smoke/Carbon Monoxide Detectors contain an internal battery that cannot be changed; if Resident tests such a detector and finds it to be inoperable, Resident shall contact the Leasing Office as soon as possible. If a Resident reports an inoperable Smoke/Carbon Monoxide Detector and it is found that the batteries have been removed, Resident will be charged for the service call & any applicable materials cost.

19. Waterbeds, Alternate Heat, Portable Washing Machines/Dryers, Portable Dishwashers, & Bidets

Water beds, alternate heating (electric, kerosene, etc.), portable washing machines/dryers, portable dishwashers, and bidets will not be allowed under any circumstances because of their enormous damage potential.

Any violation will result in immediate eviction and Resident will be liable for all damages to the building(s) and/or adjacent residences. Resident may only use pre-approved appliances in the premises, which are provided by the Owner.

20. Vehicles

No driving on the lawn and no vehicles parked on lawn without Owner's prior written permission; any vehicles found on lawn will be towed without notice and Resident will be responsible for any and all damage to underground utilities and lawn repair. All vehicles on premises must be operable with current license plates. Vehicle tarps or covers are prohibited. No vehicle repairs/modifications can be conducted on the premises.

Mopeds must be properly tagged and registered with the DMV in order to be parked on the premises. Residents must obtain a parking pass for the moped and may only park it in the designated area for the property. Residents should refer to the Moped Parking Rules & Regulations Sheet for more information.

No storage units, PODS, boats, campers, trailers, etc., are permitted on the property without prior written approval of Owner.

Some TnT properties require parking stickers. If your vehicle or one of your guest's vehicles is towed due to not having a parking sticker or Guest Parking Pass, recovery of vehicle will be at the vehicle owner's expense. Residents with parking stickers agree to follow the rules outlined on the Parking Rules & Regulations Form.

21. Residents and Guests

Resident will see that the conduct of themselves, their family, and their guests in the Apartment and on all Apartment premises is never disorderly or boisterous; that it does not disturb or interfere with the rights, comfort, health, safety, welfare and convenience of other persons on or around the premises; that it is not unlawful or immoral; and that it does not create or maintain any sort of nuisance.

Resident agrees that any actions or conduct that is deemed by the Owner to cause injury or which is otherwise likely to be detrimental to the property or Owner is prohibited.

Resident is prohibited from operating or conducting any business or commercial enterprises on the premises.

22. Care of Property

Resident agrees to take good care of property of the Owner including proper cleaning of the premises and will report promptly to management any repairs which may be needed on Owner's property, fixtures, or furnishings. Lack of such notifications may result in the Resident being charged for repairs or replacements.

Owner shall have the right to make repairs, renovations, and alterations at reasonable times.

If the Apartment is damaged more than ordinary wear and tear, the Owner shall make such repairs and replacements equal in quality to the original construction and Resident shall pay for the cost.

23. Changes and Additions to Rules and Regulations

TnT reserves the right to make changes and additions, at any time, to the rules and regulations relative to the entire community. Rules and regulations follow the Virginia Residential Landlord and Tenant Act. The Leasing office will notify you of changes or additions in the rules and regulations, or procedures.

24. Use of Grills, Smokers, Firepits, & Other Outdoor Cooking Equipment

Grills, smokers, & other outdoor cooking equipment are **PROHIBITED** at the following communities: 100 Edgewood Lane (Blacksburg), 410 Houston Street (Blacksburg), 502 Warren Street (Blacksburg), Harding Avenue (Blacksburg), 405 Wilson Avenue (Blacksburg), 109/110 Northview Drive (Blacksburg), 800 Orchard Street (Blacksburg), 720 East Roanoke Street (Blacksburg), 722 East Roanoke Street (Blacksburg), 717 Lee Street (Blacksburg), 515 Progress Street (Blacksburg), Toms Creek Terrace (Blacksburg), Chrisman Street (Christiansburg), Mountainview/Village Lane (Christiansburg), & **ALL RADFORD PROPERTIES.**

At all other Residences, outdoor cooking is prohibited on combustible decks, balconies, or within ten (10) feet of combustible construction according to state law. All grills & other outdoor cooking equipment must be fully cooled before being stored. Residents will be responsible for any damage that occurs to the property as a result of improper or unauthorized use of outdoor cooking equipment.

Fire pits of any kind are **PROHIBITED** at **ALL** residences!

25. Mailboxes

In multifamily housing, there are typically cluster mailboxes. TnT will provide Residents with the keys for the mailbox that corresponds to your address. Cluster mailboxes are typically scrambled for security reasons and therefore may not match your apartment number. Residents will be notified of mailbox number at move in.

Residents are responsible for checking their mail regularly and reporting any malfunction of the mailbox mechanisms to Management. Management is not responsible for the delivery of your mail or other parcels and will under no circumstances accept mail or parcels at the Leasing Office for the Resident. Residents who experience delivery issues for mail or parcels should contact the company in charge of delivering said mail or parcels.

26. Utilities

Resident will use utilities supplied by Owner only for ordinary household appliances and household uses unless written permission is obtained in advance for other use. Resident is to contract and pay for all other utilities and amenities not otherwise indicated. Resident is responsible for contacting the utility companies to initiate service and must maintain utility service from the day the lease begins until five (5) days after the lease ends unless otherwise stated in the Lease to avoid damage to premises. Residents hereby give permission to owner (TNT) to obtain any utility information.

In the event Resident fails to maintain utilities on the premises in his/her own name for the period indicated, and Owner must pursue payment of utilities from the Resident, Resident agrees to be responsible for a **\$35.00** administrative fee to the Owner for each and every bill. Owner shall not be liable for losses or damages resulting from failure, interruption, or malfunctions in the utilities,

27. Trash Removal and Recycling

For Residences that are provided with a dumpster for trash and/or recycling disposal, Residents agree to place refuse in the appropriate container and agree to inform Management if said receptacle is overflowing. At no time may large items be placed beside of or around dumpsters for disposal. Residents should refer to any posted signage regarding items that are not allowed for disposal in the dumpsters.

For Residences that rely on municipality-sponsored trash and/or recycling curbside collection program, Resident agrees to follow all rules/regulations regarding disposal set forth by the municipality. This includes the proper presentation of refuse for disposal and storage of bins during non-collection days. Resident is also responsible for retrieving trash/recycling containers from the collection area within 24 hours of collection time or there will be a \$40.00 charge per can for Management to retrieve them. Large items may not be placed on the curb for disposal unless a special order or removal event exists from the municipality.

For Residences that must dispose of trash without the use of a dumpster or a municipality-sponsored curbside collection program, Residents must promptly bag and dispose of refuse in a timely manner to prevent potential pest & health/safety concerns.

All Residents agree not to place refuse in the yard, on patios/porches, or in any applicable common areas of the property. Resident must promptly and properly bag, remove, & deposit garbage, or debris in the proper waste removal container.

28. Filters, Heating, and Air Conditioning

Resident is responsible for replacement of heating/cooling system air filters (where applicable) each month unless they reside at the following communities: **Harding Avenue (Blacksburg), 722 East Roanoke Street (Blacksburg), Toms Creek Terrace (Blacksburg), & 410 Houston Street (Blacksburg)**.

Any damages incurred due to neglected or improperly installed air filters will be a Resident Charge.

If a dwelling is found to have no heat or other utilities because Resident failed to pay to connect them in his/her name, failed to pay for continued service, or if Resident has left town and turned heat off, there will be an automatic \$100 fine plus any damages.

Where Owner provides heat, Residents must keep windows, storm windows, and doors closed to prevent heat from escaping. If a Resident is found to violate this clause, the Resident will be billed for the heat for the entire month in which the violation occurred.

29. Preventing Frozen Pipes

During bitter cold temperatures in our area (below 15 degrees), Residents should open the cabinets for the kitchen sink, bathroom sinks, and open doors to the laundry room to allow warm air to get into the cabinets/room. Residents should also leave kitchen and bath sink faucets dripping slowly. Moving water is far less likely to freeze. Resident may contact Owner with any questions.

During cold weather, Resident is required to maintain the heat at a minimum of 60 degrees Fahrenheit. Failure to do so will result in Resident's responsibility to pay damages from frozen water pipes for the Apartment/premises and/or adjoining residences.

30. Extermination

Pest services in single-family detached dwellings are not the responsibility of the Property Owner and if performed, the cost will be the Resident's responsibility.

In multi-family buildings, these services are provided at the Owner's expense unless necessitated by Resident's actions or inactions in maintaining the premises.

31. Exterior Appearance

Resident is responsible for exterior appearance of the rental unit to conform to Owner's standards (i.e.: no trash, upholstered furniture, or other items on decks, balconies, breezeways, hallways, porches, patios, yards, etc.). Holiday décor must be in good condition and removed within 15 days after the holiday has passed.

No sheets, towels, blankets, tapestries, or any other nontraditional window covering will be allowed. Residents are not permitted to display advertisements or other signs in the yard or on the property.

32. Nails, Hooks, Sticky Removable Hooks, Wall-Mounted TVs or Computer Screens

Residents can use a small number of bulldog picture hangers in the home but understand that they are to be removed and hole patched upon vacating. Patches must be flat and smooth or Resident could be responsible for the cost of sanding rough patch areas. Large items such as white boards, TV mounts, affixed bathroom cabinets, are NOT allowed without written permission of the Owner. The use of tape, glue, poster putty or sticker type hangers are not allowed, and they damage paint when they are removed. These damages are damages beyond normal wear and tear and will be the responsibility of the Resident.

33. Appliances

Owner shall not be liable for losses or damages resulting from failure, interruption, or malfunctions in the utilities, amenities and/or appliances provided to Resident to include but not limited to maintenance requests requiring repair or replacement parts to be ordered; Owner is also not liable for damages incurred (i.e. loss of food) as a result of any appliance/fixture malfunction. Residents are to clean appliances frequently to remove food, grease, or ice buildup. Maintaining clean appliances also keeps them working more efficiently. We recommend that you seek out the cleaning recommendations of the appliance manufacturer to ensure that you do not cause damage to the appliances by misuse.

34. Garbage Disposal

We recommend that you cover the side of the sink where disposal is located to prevent nonfood items from falling into the disposal. Only food scraps should ever be put in garbage disposals. Items should be disposed of in small batches and never stuffed full to avoid clogging the disposal or the drain. If the disposal should stop working, please locate the small button on the cylinder of the disposal and press to reset the disposal. If the garbage disposal stops working, please call the office to place a work order. If the disposal stops working due to inappropriate items or simply too much food at one time, the cost of such repairs/replacement will be the responsibility of the Resident. Be sure that you keep your garbage disposal clean to prevent odors or bugs. You can do this by pouring a few drops of dish soap into the disposal and let it run for a minute or so with cold water after washing dishes. Be sure to run your disposal regularly. When grinding waste, be sure to use a **strong flow of cold water**.

35. Kitchen Cabinets and Counter Tops

Kitchen cabinets are to be treated in the same manner as you would treat furniture. Cabinets need to be cleaned frequently inside and out to avoid pest control issues. If you find a problem with cabinet drawers, doors, or knobs, please contact the office to place a work order. Countertops need to be cleaned frequently to avoid pest control issues. When dealing with hot items such as pots and pans or baking dishes, Residents should always place something between the item and the countertop to avoid damage. Cutting boards should also be used to prevent damage to the countertops. Burns or cuts are not considered as normal wear and tear and could result in damage charges to the Residents.

36. Light bulbs

Light bulbs are provided when you move in. During the term of tenancy, light bulbs are to be replaced by the Resident. This includes fluorescent bulbs. Some light fixtures will only work properly with the correct type of bulbs. Some bulbs are LED and some are incandescent. We recommend that you take the bulb with you to the store to ensure that you purchase the correct type; incorrect bulb types can cause the fixture to malfunction.

There are a few TnT locations that have fixtures more than 8 ft tall where it is not safe for Residents to change the light bulbs. In this case, please call the office to place a work order.

Only appliance bulbs should be used in the refrigerator, oven, range hood or microwave range hood. Some ceiling fans and bathroom light bars require specialty bulbs. Please check with your local home improvement store with specific questions. Under cabinet light bulbs are the responsibility of the Owner. For these bulbs, you will need to call the office and place a work order.

37. Plumbing

TnT has properties with both gas and electric water heaters.

If Residents do not have hot water and they have an electric water heater, they should first check the breaker box to see if a breaker has been tripped. If the Residents is not able to trip the breaker to get the heater functioning properly, they should call the office to place a work order.

If Residents do not have hot water and they have a gas water heater, they should first verify that they have an active natural gas account and that the gas service has been connected. If the Residents have gas service, and still do not have hot water, they should call the office and place a work order.

38. Plumbing Fixtures

Plumbing fixtures such as sinks, tubs, drains and toilets are to be used for the intended purpose only. There should never be paint, kitty litter, disposable diapers, disposable wipes, rags, paper towels, food scraps, grease, sweepings, ashes, cigarette butts, sanitary napkins, tampons, Q-tips, cotton balls or any other fabric placed in them. **Items that are marked as flushable, including wipes, litter and tampons may not be flushed.** Items which cause blockages that must be removed by maintenance will be at the Residents expense.

TnT **highly recommends** that Residents purchase a plunger to keep in the home. Most blockages can be taken care of by simply plunging the clogged drain/toilet.

39. Dishwashers

Dishes should be rinsed and clean of food debris before being placed in the dishwasher. This will not only ensure that your dishes will be clean, it will also prevent a buildup of food or grease that could clog your dishwasher and potentially back up into your sink drain. Always run your garbage disposal before running your dishwasher. Hand washing dish detergent is **not** to be used in a dishwasher. This can cause the dishwasher to overflow and leak. Only specific dishwasher liquids, powders or tabs are to be used.

Frequent cleaning of both the inside and outside of the dishwasher should be performed frequently to prevent pest issues and potential odors. We recommend that you periodically run a cycle of simply a cup of bleach to clean the inside. Owner will not be responsible for items that are ruined in the dishwasher.

40. Balconies, Patios, Decks and Rooftops

No upholstered or other inside furnishings will be allowed on balconies, patios, porches, stoops, decks, driveways, or yards. These areas are for recreation only and may not to be used as storage areas. There is to be no trash, clothes lines, grills, smokers, griddles, beer kegs, string lights, swimming pools, treadmills, cigarette butts or any other items that are not outdoor furniture.

Residents acknowledge that even though there may be access to the roof from one or more of their windows, or apartments located within the building, **NO** access to the roof is permitted. Anyone found on the roof without permission will be subject to trespassing charges and will be responsible for costs to have roof inspected for damages and all the cost of all repairs.

41. Laundry Facilities

Where provided, laundry facilities are either in the home or on the property in a more central location. Not every TnT unit includes washers and dryers or washer dryer connections. If you use common area laundry facilities, we do ask that you leave the laundry area neat and clean. TnT will not be responsible for any damaged or stolen items. Items left in laundry area will be left for seven (7) days and then will be disposed of if not collected. Be sure to always clean the lint filter on dryers in the laundry area or in your home after each use.

If you live in a community with laundry facilities managed by Caldwell-Gregory (Northview Drive, Toms Creek Terrace, Downtown), please contact them using the information on the posted signage regarding machine malfunction.

All other Residences with laundry equipment provided by TnT should contact the Leasing Office to report machine malfunctions.

42. Lawns, Shrubbery, Sidewalks, and Parking Lots

TnT manages many properties where lawn care is included, but not all of them are. **Unless otherwise noted in your Lease**, all lawn and shrubbery are to be maintained by Residents.

Properties located at the Lofts at the Lyric and Downtown Blacksburg in the Old Mill Building do not have any grass to maintain so there will not be anything marked for lawn care.

If not properly maintained, Owner will give Resident 24-hour notice to correct the problems, and then will have work performed at the expense of the Resident. If lawn or weeds have grown over 12 inches, owner will have work performed **without** notifying the Resident. Resident agrees to pay for such work plus a **\$35.00** administrative fee for each bill, within fifteen days of being billed. If not paid, the outstanding fee will be paid first with any monies received before being posted to rent.

Residents understand that neither the Owner nor any of its agents or employees, including TnT and its agents and employees, are responsible for removing snow or ice from sidewalks, steps, stoops, patios, or decks. Owner will not be responsible for moving snow from around vehicles that have been plowed in by snowplow.

43. Hallways, Porches, and Stairwells

Hallways, porches, and stairwells must be clean of any items that could impede traffic in both normal use and in the case of an emergency. There should not be any trash bags, bicycles, furniture etc. in any common area. Residents may not post any signs or other advertising matter (including political signs) in windows, hallways, doors, mailboxes, or outside the building unless a designated area is provided.

44. Moving Out

Resident is encouraged to be present for the move-out inspection. The vacating inspection will be made no later than seventy-two (72) hours after Resident has vacated the property and returned all of the keys.

Owner must be notified by Resident, in writing, no later than 5:00 pm at least 15 calendar days prior to the Lease expiration or delivery of possession of the premises, that Resident wishes to be present for the move-out inspection. Inspections will only be performed during regular business hours of 9 am to 5 pm Monday through Friday. Owner shall notify the Resident of the time and date of said inspection within the 72-hour time period after Resident delivers possession of the premises, and pursuant to applicable law.

If Resident fails to schedule and/or attend move-out inspection, this shall constitute concurrence by Resident of Owner/Management's assessment of charges for damages and/or cleaning. If there is a dispute regarding the move-out charges, this must be provided by the Resident to the Owner in writing. In the event a Resident elects to contest final damage charges assessed by the Owner, and the Resident was not present for the final move out inspection of the premises, Resident agrees that Owner may charge a \$50 administrative fee to retrieve and copy inspection records. Residents understand and agree that they must dispute any damage charges in writing only and deliver any such written dispute letter to the Owner at the address indicated on the Lease or to Management's Official Email Address (office@renttnt.com). Disputes may only be submitted by Residents, NOT Guarantors.

Any items left in the rental unit after noon on the date of Lease expiration will be considered abandoned and removed at Resident's expense within 24 hours after the end date of the Lease term. No items are to be left for future Residents.

Resident will be responsible for any additional charges per vendor for working overtime if the Residents do not vacate by noon on the day the Lease expires. All removal of Resident's possessions and cleaning by Resident must be done prior to the scheduled move-out inspection appointment. Smoke detector and/or carbon monoxide batteries and all light bulbs must be present and working (replacement of a standard incandescent bulb is \$1.00, other bulbs run more).

All keys are to be returned before or during your scheduled inspection. No exceptions will be made. If less than the number of keys given at move-in are returned, locks will be replaced or rekeyed, and Resident will be charged for the re-keying. There is a \$25.00 fee charged if all keys are not returned together.

If any cleaning is needed, damage done, or locks changed, Owner shall have such work accomplished and deduct this cost from the deposit.

If Resident schedules a move-out inspection appointment and fails to have everything removed from the premises and declines to allow the inspection of the premises at that time or requests rescheduling because he/she is not ready for the inspection, a \$100.00 service charge will be made, and the follow-up inspection will be on a date at management's convenience.

Upon vacating the Apartment, Resident agrees to thoroughly clean their home or pay the Owner the cost of having this done (see section on Vacating Requirements).

Prior to termination of occupancy, Resident agrees to provide forwarding address to which any deposit refund and correspondence will be mailed. If Resident fails to provide a forwarding address prior to the move-out date, the refund will be sent to the last known address of the Resident (i.e.: the vacated property's address).

45. Security Deposit Refund/Invoice

The Security Deposit will be refunded within the time allotted by applicable law. The Security Deposit will be returned in one check made payable to all leaseholders, unless requested differently in writing, signed by all leaseholders prior to the move-out deadline.

If monies are owed, over and above the Security Deposit, the invoice will be handled the same as a refund and mailed only to one address, unless requested differently in writing, signed by all leaseholders prior to the move-out deadline.

If a refund check is lost in the mail, a new check will not be re-issued until 30 days after the original check has been mailed.

If the Security Deposit refund has not been received via the mail and Resident insists on having a new check reissued before 30 days past issue date, there will be a \$50 fee.

If the Security Deposit refund is not received because Resident did not provide a forwarding address and a new check must be reissued there will be a \$50 fee.

If separate checks are needed for each Resident and this was not requested prior to the move-out deadline and new checks are reissued, there will be a \$50 fee.

46. Mold /Mildew

Residents acknowledge that it is necessary for them to maintain appropriate climate control, keep their dwelling unit clean, and take necessary measures to retard and prevent mold/mildew from accumulating in the dwelling unit. Residents agree to clean vacuum/sweep and dust the dwelling unit on a regular basis and to remove visible moisture accumulation on windows, windowsills, walls, floors, ceilings, and other surfaces **including bathrooms** as soon as reasonably possible. Especially during the winter, there can be issues with excessive condensation on windowsills. This also includes the cleaning of mildew that can

frequently grow in bathrooms without proper ventilation.

Where there are not exhaust fans in the bathrooms, you will need to open bathroom windows briefly to allow steam to leave the bathroom or leave the door to the bathroom open to the rest of the home for circulation. Residents agree not to block or cover any heating, ventilation, or air-conditioning ducts.

Resident(s) also agree to report immediately in writing to Owner: (i) any evidence of a water leak or excessive moisture in the dwelling unit, common hallways, storage room, garage or other common area; (ii) any evidence of mold that cannot be removed with a common household cleaner; (iii) any failure or malfunction in heating, ventilation or air conditioning, and (iv) any inoperable doors or windows. Resident(s) further agree that they shall be responsible for damage to the dwelling unit and their personal property as well as any injury to them and all occupants of the dwelling unit resulting from their failure to comply with the terms of this paragraph.

47. Carpeting & Hardwood Flooring

Residents are responsible for vacuuming the carpet on a regular basis (2 times weekly) - merely sweeping the carpet is not sufficient. Immediate attention to spots and stains will prevent their "setting" in. Ground in dirt resulting from failure to properly clean carpet will cause damage above normal wear and tear. The Resident shall be responsible for such damage, which could result in the replacement of the carpet throughout the entire home. We estimate the life of carpet to be 10 years. Charges for replacement will be prorated based on life expectancy.

Carpet in all rooms will be professionally cleaned once you have vacated, by a TnT approved carpet cleaning company and will be deducted from your security deposit. Personal cleaning with a rental machine or receipt for professional cleaning is not acceptable.

If a Residence has hardwood flooring, it is **HIGHLY RECOMMENDED** that Residents place felt padding or other appropriate protection under their furniture in order to prevent scratching/damage to the flooring.

48. Satellite Dishes/Internet receivers

Satellite or digital television receivers or dishes may NOT be attached to any roof, building, railings, posts or located in the front of any building. Prior to installation of satellite and digital television receiver dishes, Resident MUST contact the Owner for written permission and to receive instructions regarding where such devices may be located on the premises. If dish is improperly installed, Residents understand that they are responsible for any cost to relocate the dish and for the repair to the surface that the dish was improperly attached to. Devices must be removed at move-out (per the Vacating Requirements) or there will be a \$100.00 Removal Fee assessed.

49. Broken Glass, Windows, & Doors

Resident will be charged for any repairs or replacements necessary for windows, doors, or screens. Resident is responsible for any and all broken glass, including vandalism. Resident must notify Management in writing of any incidents involving broken glass. It is the responsibility of the Resident to ensure that storm doors are properly latched at all times. Resident must inform Management in writing of any problems or repairs needed to securely latch storm doors. Resident will be charged for any repairs or replacement of storm doors, including not having storm doors properly latched in high wind situations.

50. Vacating Requirements

Please use this vacating checklist as a guideline for moveout procedures. Be sure to read it thoroughly; if you have any questions, feel free to contact our office.

(1) Residence must be thoroughly cleaned. If you use a professional cleaning company, you must provide us with a receipt prior to the last day of the lease. If there is ample time between move out and move in, we will attempt to make a call back to that company to address any problems. If we are unable to get them back in the property, we will have the work completed and charge it against your security deposit.

- (2) You are responsible for rent through the expiration date of your lease. The security deposit may not be used for the last month's rent. If rent must be deducted from your deposit, you will be charged all late fees.
- (3) You are responsible for providing us with your forwarding address, in writing, on or before your lease expiration date for the return your security deposit. If we do not have a forwarding address, we will mail the check to the last known address (the vacated property's address). We are not responsible for further attempts to secure an address. No checks will be reissued within 30 days after the first issue date. If the security deposit refund has not been received via the mail and Resident insists on having a new check reissued before 30 days past issue date, there will be a \$50 fee. If the security deposit refund is not received because Resident did not provide a forwarding address and a new check is reissued there will be a \$50 fee. If separate checks are needed for each Resident and this was not requested prior to move-out and new checks are reissued, there will be a \$50 fee.
- (4) The Lease specifies that you leave all utilities on until 5 days after lease termination.
- (5) Walls, baseboards, doors, door frames/trim, light switch and thermostat covers, and receptacles must be present and free of dirt, blackened areas from candle burning, fingerprints, crayons, and grease. All the above must be washed. Any damage or holes in the walls beyond what is allowed on your lease must be filled/repaired/painted at your expense. Over spackling that requires sanding is charged to you. Any damage to doors (interior or exterior) will be charged to you. Any painting required beyond normal wear and tear will be charged to you. All doorstops must be present and in proper working order. If you have painted or wallpapered with or without authorization, you may be charged to bring the unit back to its original condition. This is also true for any alterations made to the unit without prior written approval of the owner. All bedrooms must have non-keyed locking knobs. if keyed knobs are present, they will be removed/replaced and charged to you.
- (6) Stove drip pans must be replaced; make sure you purchase the correct type. rings, chrome, and all other surfaces must be thoroughly cleaned. oven, oven racks, and storage drawers must be cleaned. Be sure to clean under your range top/under the drip pans. some range tops lift: others must be cleaned by reaching in through burner openings. if you use oven cleaner, be sure to remove the residue. Do not use oven cleaner in self-cleaning ovens. If your oven is self-cleaning, be sure to wipe out residue after the clean cycle. also, clean underneath and around the sides of the range. Be sure to leave the broiler pan in the oven or in the oven drawer. Be sure your oven light (if applicable) is working and use only recommended appliance bulbs for replacement.
- (7) Refrigerator must be cleaned inside and outside. Use only recommended appliance bulbs for replacement. Be sure to clean the grill, the coil, underneath it, the sides, behind it, and the top. Do not leave food in the refrigerator. Do not use sharp objects to defrost it. Such damage, as well as broken shelves or broken liners, will be charged back to you. It may even require the purchase of a new refrigerator.
- (8) Dishwashers must be cleaned inside, outside, and underneath. If broken glass or debris are found in the drain, you will be charged for the service call and parts.
- (9) Garbage disposal should be checked for debris before vacating. A service call for any inoperative machines will be charged back to you. Any sink, commode, or tub drain plunging necessary from debris or hair is a Resident charge.
- (10) Cabinets and drawers in the kitchen must be cleaned of all items, be in good working order, and be cleaned. This includes vacuuming out loose materials, as well as washing them out with a damp cloth. If shelf paper has been used, please remove it. Doors and drawer fronts should be washed to remove any dirt, fingerprints, spills, or grease build-up.

- (11)** Stove hood, filter, and microwave (if applicable) must be cleaned and free of grease. Usually the filter must be replaced. Be sure to clean inside the hood and the front inside ledge where grease can accumulate. Make sure the hood light is working and has the correct type of bulb.
- (12)** All vinyl, tile and hardwood flooring must be cleaned. All carpeted floors must be vacuumed.
- (13)** Patio or balcony must be cleared of all items and cleaned. Do not forget to vacuum and wash out your patio door track. Also, where applicable, you may need to clean out your patio/balcony storage area.
- (14)** Bathrooms must be thoroughly cleaned, including medicine cabinet, walls, sink, tub, floor, commode, heater, baseboard, door, grout/caulking, light fixtures, exhaust fan, cabinets, shower curtain rod, and shower tile. All built-up soap scum must be removed; be sure to also remove any residue left by the cleaning agent used. Mildew is not normal wear and tear and must be removed. Any damage to the bathrooms must be repaired at your expense, e.g. damaged toilet seats, towel bars, toilet paper holders, etc. Do not leave dirty shower curtains or padded toilet seats.
- (15)** Furnace filters must be replaced. Damaged thermostats/thermostat covers will be replaced at your expense. If there is air conditioning in the dwelling, the air conditioning must be left on at move out so that we are able to determine if the unit is working properly.
- (16)** Carpet in all rooms will be professionally cleaned once you have vacated, by a TnT carpet cleaning company and will be deducted from your security deposit. Personal cleaning with a rental machine or receipt for professional cleaning is not acceptable. If you had a pet, the professional steam cleaning contractor will also deodorize the carpets along with the regular cleaning process. If there is a permanent pet odor, you may be charged for replacement of the floor covering or other damaged items. If there are permanent stains and/or damage to the carpeting, hardwood, or vinyl, said floor covering may be replaced at your expense. A damage documentation charge on your deposit form means we took pictures.
- (17)** All closets must be cleared of all items and cleaned. Utility closets should be done as well—furnace, water heater, washer/dryer (if applicable), wash control panels, around doors, and empty out dryer lint filters thoroughly, wash inside and outside of washer/dryer, outside of water heater, furnace, etc., thoroughly.
- (18)** Fireplace and/or woodstove, where applicable, must be cleaned, all chimney flues will be professionally inspected/cleaned at lease expiration and charged to your security deposit.
- (19)** Windows (inside and outside), windowsills, window tracks, screens, and blinds must be cleaned of all dirt, trash, and dust. This includes but is not limited to vacuuming out window tracks and sills, as well as screens, and the thorough washing of glass and window blinds. All mildew must be removed out of metal window tracks.
- (20)** Any missing or damaged window screens, patio door screens, or damage to window/blinds/window treatments will need to be repaired or replaced at your expense.
- (21)** All light bulbs, including appliance bulbs, must be in working order. Use correct bulbs (all bulbs in a fixture must match); if the wrong types or wattages are used, they will be replaced at your expense. All light covers, globes, and vents must be removed, cleaned, and reinstalled.
- (22)** All keys (door, storage, and mailbox keys) must be turned in together to TnT on or before noon the day of your lease expiration. If turned in separately, or left in the unit, there is a \$25 charge per key. It will be at your own risk regarding the proper crediting of your account. If all keys are not returned, the locks will be changed and charged to you; any additional keys necessary will also be charged to you. Do

not forget to turn in your mailbox and/or storage keys; if not, these locks will be changed at your expense. If you choose to mail your keys, you are accepting responsibility that they may be lost in the mail or not received on time. **Keys must be received in our office no later than noon on the day the lease expires.**

(23) Any damage to residence beyond normal wear and tear will be repaired and charged to you.

(24) Resident understands that all labor charges for maintenance to repair damages exceeding ordinary wear and tear on the premises will be at a base rate of \$100.00/hour/man. However, rates for specialized and/or third-party contractor repairs may exceed this rate. In the event the services of specialized and/or third-party contractors is required, Resident also agrees to pay an administrative fee to owner in the amount of ten percent (10%) of the total amount due for parts and labor charges of the repair. Resident agrees to pay all such charges immediately upon presentment of the bill by owner.

(25) You may be billed for storage/hauling charges for any personal items or trash which must be removed from the residence (including all storage areas) after move-out. This includes the retrieval of municipality-provided refuse/recycling containers that are left in the collection area at move out; there will be a \$40.00 per container collection fee assessed.

(26) Smoke detectors and/or carbon monoxide detectors must be present and in working condition. Be sure to check your battery or batteries.

(27) If pets were present, the unit must be professionally fumigated for fleas and ticks. TnT will have this done and deduct it from your security deposit. Flea bombing is not acceptable. If there are odors because of the pet, you are responsible for any replacement costs to eliminate the odor for the next Residents. If there is evidence that an unauthorized pet was there, you will also be charged a \$400.00 pet fee per pet.

(28) Mildew is not considered normal wear and tear. It must be properly removed. Any permanent damage because of improper removal or lack of consistent removal during residency will be charged to you.

(29) If you are responsible for mowing and lawn care, you will be charged if such work is not completed within 24 hours prior to lease expiration. This may include but is not limited to mowing, trimming, weed pulling, tree/shrub trimming, leaf removal, etc. In addition, a \$35.00 administrative fee will be charged for each and every bill.

(30) If you have had a satellite dish installed you are responsible for the removal of the dish when you vacate or you will be charged a \$100 fee for removal per dish.

(31) If there are pests present in your unit, to include but not limited to fleas, ants, silverfish, moths, spiders, roaches, etc., you will be charged for professional fumigation.

(32) There will be no "move out" inspection on a renewal lease. Incoming Residents on roommate change leases accept the unit in "as is" condition based on the original condition report.

(33) If you have other special provisions in your lease, please complete any required items prior to vacating.

(34) If you wish to be present at your vacating inspection, you must make your request in writing by 5 pm, at least 15 calendar days prior to your lease expiration date; after the receipt of your request, you will be notified of the time and date of the inspection and it will not be rescheduled. Only one inspection will be completed; you will not be allowed to remedy problems found at your inspection. If an appointment is made and the Resident does not have everything removed from the premises and is not ready for the inspection, a \$100.00 service charge will be charged and the follow up inspection will be at management's convenience. The inspector will not be able to wait for you to finish moving out. If Resident fails to

schedule and attend move-out inspection this shall constitute concurrence by Resident of management's assessment of charges for damages or cleaning.

(35) Any items left in the property will be removed and disposed of within 24 hours according to the laws of the state of Virginia, section 55-248.38:1. Disposal will be at Residents' expense.

(36) Final charges will not be available until all work is completed and invoices are received. General note: if you are having professional cleaning or repair work done, please be very careful in your selection of contractors. An approved list of contractors is available in our office.

TNT PROPERTY MANAGEMENT THANKS YOU FOR RESIDING WITH US. IF YOU HAVE ANY QUESTIONS REGARDING THE CONTENTS OF THIS HANDBOOK, PLEASE CONTACT THE LEASING OFFICE DURING BUSINESS HOURS.

THANK YOU,

TNT FLINCHUM PROPERTY MANAGEMENT