



RINER RENTALS RULES AND REGULATIONS HANDBOOK

Thank you for choosing to rent with Riner Rentals! We know that you have many options when it comes to finding a home in Harrisonburg, and we are glad you found us! We hope that your rental experience with our company is a good one, and that you will be sure to let us know at any time if there are ways we can improve our service to you. So that Riner Rentals (the landlord) and you (the tenant[s]) are on the same page, we have compiled a helpful guide outlining items that we believe will help you throughout your tenancy with us.

Upon the signing of your lease agreement or lease renewal, you, your guarantor(s) and your guests acknowledge the policies and procedures specified herein and agree that they become a part of the lease agreement. We also ask that you sign the last page of this packet and return with your lease or lease renewal.

These policies have been implemented with your safety and your neighbors' safety in mind and are subject to change at any time if deemed necessary. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to one of our property managers.

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

1. The Virginia Residential Landlord Tenant Act (**VRLTA**)
2. The Lease signed with Riner Rentals
3. The Policies and Procedures governing the property as stated herein

Riner Rentals' regular office hours are as follows:

Monday - Friday 8:00 a.m. to 5:00 p.m.

Saturday 9:00 a.m. to 1:00 p.m.

****NOTE: During some holidays, or at Management's discretion, the office may be closed. If it is during the hours listed above, please call (540) 438-8800 for assistance.****



IMPORTANT CONTACT NUMBERS:

Emergency	911
Police Department (Emergency)	911
(Non-Emergency)	(540) 434-2545
Fire Department (Emergency)	911
(Non-Emergency)	(540) 434-6452
Rescue Squad	911
Poison Center	(540) 433-9706
KAR Towing	(540) 564-0131
City of Harrisonburg	(540) 437-2670
Daily News Record	(540) 574-6200
Department of Motor Vehicles	(540) 433-8009
Dog Warden (Police)	(540) 434-2545
Harrisonburg Electric Commission (HEC)	(540) 434-5361
JMU General Information	(540) 568-6211
Recycling Department	(540) 801-8668
Rockingham Memorial Hospital	(540) 433-4100
UDAP (JMU Utility Deposit Assistance Program)	(540) 568-6071
UPS	(800) 782-7892
US Post Office	(540) 574-4436
Voter Registration	(540) 433-2150



POLICIES AND PROCEDURES

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your rental property an attractive and comfortable location in which to live.

PAYING RENT

During office hours you may pay rent at 1587 Port Republic Road, Suite #3. After hours, you may drop CHECKS ONLY in the drop slot to the right of the office front door. You can make a credit card/debit card payment at www.clickpayrent.com/riner or from a link on our website. A service fee will be charged for each transaction, and rent is still expected to be processed in our office by the 5th of every month. Please allow AMPLE time for your payment to process and post. We recommend paying by credit or debit card by the 20th of the month preceding the month that the payment is due.

If mailing rent, please send in advance to:

Riner Rentals

P.O. Box 1391

Harrisonburg, VA. 22803

We also ask that you put your name and address in the memo line for any check or money order.

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) A late fee of 10% of the rent amount is automatically charged on the 6th of the month. Please remember to allow extra time for holiday and weekend mail delivery. Also remember you are rent responsible for the apartment and utilities upon your lease start date.

The first month's rent is due by the lease start date. You will not be able to pick up keys until all rent has been paid.

Please write your address on your payment. No post-dated checks will be accepted. Any late payments or partial payments to your Riner Rentals rent balance will be accepted with reservation.

Checks returned by the bank for non-payment will not be deposited a second time. In addition to a returned check fee, late fees will be applied in accordance with your lease. Your account will be considered delinquent until all rent and fees have been collected.



EMERGENCY and NON-EMERGENCY SERVICE

We provide emergency service after normal business hours for the situations listed below. Please call (540) 438-8800 to report the problem. An on-call property manager is available 24-hours a day, 7-days a week, 365-days a year.

Emergencies will be classified into one of three Service types:

Type 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Riner Rentals' after-hours property manager on call should be contacted right away:

- Total loss of electrical power (you should also contact HEC)
- Loss of heat
- Burst plumbing or flowing water
- Sewer back up
- Heavy rainwater leak
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that presents a serious threat to persons or property

**** PLEASE NOTE: If a toilet, sink, or other plumbing fixture is running continuously or overflowing, TURN THE WATER OFF TO THE SPECIFIC FIXTURE USING THE KNOB FOUND BEHIND OR UNDER THE FIXTURE. THIS WILL PREVENT FURTHER DAMAGE TO THE PROPERTY.****

Type 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. ***IF POSSIBLE.*** (If a call comes in on a Sunday- Thursday night Riner Rentals maintenance will handle it during normal weekday hours.) In case of the following, Riner Rentals maintenance should be contacted as soon as possible:

- Loss of hot water
- Inoperable refrigerator or Inoperable range
- Clogged commode (**residents are asked to plunge first**) in only bathroom



-Stopped-up tub in only bathroom

-Loss of A/C (**Response will be at the discretion of management**)

Type 3:

Non-Emergencies: Non-emergencies will be responded to by Riner Rentals' maintenance during normal weekday business hours and in the order that the maintenance request is received. Non-emergencies include but are not limited to the following:

-Inoperable dishwasher

-Inoperable washer/dryer

-Inoperable microwave

-Inoperable outlets/lights in one area

-Inoperable disposal

GARBAGE DISPOSAL TIPS- DOS AND DON'TS

The handy kitchen garbage disposal is useful for getting rid of a variety of food scraps and waste that might otherwise create unpleasant smells in the kitchen. However, many foods can actually damage your disposal or render it useless. These tips can help keep your garbage disposal running smoothly:

1. Avoid putting fibrous foods or tough-skinned vegetables into the disposal. The strings of celery, artichokes, asparagus, lettuce, corn husks, carrots, onion skins and potato peels can wrap around the blades, preventing proper operation of the motor. If you feel you must put fibrous foods into your disposal, do so in very small quantities, and run the cold water while you operate the unit.
2. Don't put extremely hard foods into the garbage disposal. Items such as bones and fruit pits can dull and even break the unit's blades. In a worst-case scenario, hard foods will jam the disposal, preventing blades from turning and causing the motor to burn out.
3. Keep grease and greasy foods out of the disposal. Greasy foods will distribute a film over



the blades, diminishing their effectiveness. Eventually, the grease will begin to decay, causing an unpleasant odor in the kitchen. Pouring grease into a garbage disposal can result in clogged drains when the grease solidifies.

4. Contrary to popular belief, egg shells have no place in the garbage disposal. Some people claim that egg shells sharpen the blades of the unit, but this is not true. The shell's stringy membrane layer can wrap around the shredder ring, and the shell itself will be ground to a sandlike consistency capable of clogging pipes.

5. Avoid putting expandable foods such as pasta and rice into the garbage disposal. Even small particles of these foods will swell with water and eventually clog the trap.

6. Exercise common sense, and don't put non-food items into the garbage disposal. Avoid the example of homeowners who have placed rubber bands, twist ties, cigarette butts, pull tabs, fabric, sponges and plant clippings into their disposal units. These items cannot break down enough to wash down the drain.

IMPORTANT COLD WEATHER REMINDERS

We want to take this opportunity to remind you of a few preventative measures that can make your winter experience a pleasant one:

-HEATING RELATED REMINDERS

- Please leave your heat set at 65 degrees or higher. This will help to prevent frozen pipes and possible leaks in the winter.
- Lack of heat is considered an emergency; please call our emergency maintenance at (540) 438-8800.
- Under extremely cold conditions, leave bathroom and the vanity doors open under your sinks so the heat will be sure to reach the pipes when it is especially cold. By following this advice you reduce the risk of freezing pipes which can cause a large water leak in your rental unit.
- In the event that you turn your water on and no water flows from the faucet please **CALL US**

IMMEDIATELY. This could indicate that your pipes have frozen and a burst is possible.



-SNOW REMINDERS

- FOR YOUR SAFETY WE RECOMMEND THAT IF YOU CAN, PLEASE STAY AT HOME DURING SNOW OR ICE STORMS.
- Keep in mind that even after the roads are clear the melting and run off will continue to freeze at night. These conditions can make the parking lots and sidewalks treacherous late in the evening and early in the morning. Again, we recommend that you not drive during these conditions.
- Please use caution whenever there is inclement weather.

Again, 24 hour emergency maintenance is available; please call 540-438-8800 for an emergency situation (night or day) regarding any heating concerns or the possibility of frozen pipes.

MAINTENANCE AND MANAGEMENT ENTRY

Riner Rentals, as well as contracted employees, have the right to enter rental units for any normal reason, as long as 24-hours notice has been provided. We typically send this by e-mail. **PLEASE ENSURE THAT THE EMAIL ON FILE WITH RINER RENTALS IS UP TO DATE. IF YOUR EMAIL HAS CHANGED AND WE ARE NOT NOTIFIED, WE WILL NOT BE RESPONSIBLE SHOULD YOU NOT RECEIVE NOTICES SENT FROM OUR OFFICE.** Notice will not be provided in the case that you have requested service or in the event of an emergency in your rental unit or another connected unit; however, they will always knock first and announce themselves upon entry.

CONDUCT AND NOISE COMPLAINTS

Living in any community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to ALL of their neighbors.

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature travels very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound travels.

There is a noise ordinance in the City of Harrisonburg. Please contact the local police if you are experiencing a serious problem after hours. Also, notify Riner Rentals' management the following business day with the address of the offending resident(s) and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction should the problem continue.

IF A POLICE REPORT IS FILED FOR A NOISE VIOLATION, THE RENTAL UNIT WILL BE ASSESSED THE FOLLOWING PENALTIES:



1st violation: \$100

2nd violation: \$150

3rd violation: \$300

Legal action may be taken at any time in consideration of the type of violation and in reference to the VRLTA.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter your rental unit whether such actions are known by you or not. All costs incurred by the Landlord to repair any damage including but not limited to any leased space, common areas, exterior of the building, other rooms in your apartment, neighboring properties, etc. as a result of a party or gathering, or the actions of your guests, whether invited or not, will be your responsibility.

KEG POLICY AND FINES

Per your signed lease agreement, **kegs of any kind are not allowed on the premises of your rental unit.**

They can cause extensive damage to floors and property. If a keg is found in your rental unit at any time, the following fines will be assessed.

1st violation: \$100

2nd violation: \$150

3rd violation: \$300

SMOKE DETECTORS

You are responsible for making sure that your smoke detector stays in good working condition during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. If your smoke alarm battery should fail during your occupancy, please notify your property manager immediately. This will most likely be known by a “chirping sound”. Please be advised that if a battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire. Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. We appreciate your cooperation.

IF YOU TAMPER WITH OR DISABLE ANY SMOKE DETECTOR DURING YOUR TENANCY, YOU WILL BE FINED \$50.00 PER OCCURANCE. You may also be subject to a fine of up to \$2000.00 per Section 36-106 Virginia Building Code.



FIRE ALARMS (where applicable): In the event of a fire, pull the fire alarms located in the breezeways or hallways of your rental unit or building. We also ask you to call 911 IMMEDIATELY.

LOCKOUT SERVICE

In the event that you are locked out of your apartment:

During business hours a key may be borrowed from the office. This key may be used free of charge but must be returned by the close of business that day. **Failure to return this key within the allotted time can result in a fee of \$25.00.** You will need to bring in a photo ID to borrow a key and this ID will be held by the management office.

After business hours please call (540) 438-8800. A Riner Rentals property manager will respond to your call as soon as possible. **A fee of \$35.00 will be charged to your account for this lockout service.** Only residents on the lease may obtain a key and must provide identification. Attempting to gain entry by other means is prohibited, and you will be billed for any damages because of this action.

TRASH

Garbage is to be removed from your rental unit once a week to prevent health hazards. Costs incurred by Landlord removing trash that is not placed in the proper receptacles or left in common areas will be charged to the resident. **The charge for trash removal is \$25.00 per bag or large item to the rental unit responsible.** Any trash items found in the breezeways of buildings or anywhere on the outside property will be charged accordingly to the residents after being removed or cleaned up.

PARKING & VEHICLES (if applicable)

Some Riner Rentals' residents will receive a parking decal for his/her registered vehicle in order to park if needed. To obtain your parking sticker, each resident must provide a valid driver's license and a vehicle license plate number to the management office. Parking in some instances is not guaranteed and is available on a first-come, first-serve basis. Riner Rentals does not provide guest spaces unless they are readily available. These will be marked as such at each property where applicable.

Any vehicle parked illegally, even with a sticker, can be towed at any time without notice at the vehicle owner's expense. Unfortunately, towing is necessary to keep fire and traffic lanes clear. **RINER RENTALS WILL NOT REIMBURSE FOR TOWING THAT IS NOT THE FAULT OF THE RENTAL OFFICE.**

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not be parked on any rental property for more than 24 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning.



UTILITIES (Section 12 of your lease agreement)

Electricity and Water must be connected in your name from the day the lease begins and must remain connected throughout the lease period. Plan for this in advance of your lease start date by contacting the appropriate provider. One resident per apartment must take responsibility for the electric and water bill. Any electrical or water service which is not covered under your service account during the lease term will be billed to you by Riner Rentals to recover our costs for electric or water service, including connection fees. Administrative fees to cover the cost of processing **MAY** also be added. JMU has a program to assist students with the utility deposit called UDAP (Utility Deposit Assistance Program). For more information call (540)-568-6071 or visit udap.jmu.edu.

You are responsible to keep service in your name for 10 DAYS after move out so that any work attributable to you (i.e. cleaning, floor work, etc.) can be done without the cost of reconnection. In the event that work is completed after your move-out, then any subsequent power bills will be applied to your security deposit return.

APPLIANCES, PLUMBING & WALLS

You are responsible and will be charged for any misuse or abuse of the appliances, furniture, and equipment in the rental unit.

Shower Stalls/Tubs: Do not clean with anything abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible. Be sure to use the exhaust fan if applicable.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. After making this attempt, call (540) 438-8800 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. **Any charge for removal of any foreign objects as well as any resulting damages will be billed to the resident.**

Walls: When hanging anything on the walls please use 3-M adhesives or other types of hangers that are easily removable without damage to the walls. Double-sided tape, poster putty, large screws, nails and glue are not recommended and the removal of them can cause damage to the walls that may be charged back to the tenant upon move out per the Vacating Checklist.



LEASE TAKEOVERS, SUBLEASES AND TRANSFERS

Listed below, you will find the options available to you for vacating your apartment early.

LEASE TAKEOVER (current lease or renewal for next year) : FEE IS \$50.00 or \$25.00 per tenant

A lease takeover will be signed when any permanent change in residents is needed. A new lease must be signed by the incoming applicant and he/she is required to pay a new security deposit and Move Out Fee. The new lease must have the same monthly rent and ending date as the original lease. The rental must be vacated and prepared for the new resident, unless the new resident agrees to take the apartment "As-Is". The original lessee must vacate the premises no later than noon five business days prior to the start of the new lease to allow time for the room to be prepared. The security deposit (minus any damages) will be returned to the original resident per the terms of the VRLTA.

The original resident is required to find the new person to take over the lease and pay the required takeover fee. **If Riner Rentals' is asked, they will look for a new tenant, without the guarantee that one will be found. If one is found by Riner Rentals, a \$100 sublease fee will be required to be paid to Riner Rentals.** The new applicant must undergo the application and approval process. Keys from the current resident will not be accepted by the office until the applicant is approved. A Lease Takeover Agreement must be signed by the original resident and the takeover fee paid before a new resident will be allowed to begin the application process to take possession of the apartment. If the resident has signed an agreement for lease takeover with Riner Rentals, there is a fee of **\$50.00**. If the new resident agrees to take the apartment "As-Is" the fee will be **\$25.00**. This fee is due upon receipt of the Takeover Form. Rent payment obligations under the terms of the lease remain in force until a new applicant is approved, lease is signed, and the new applicant takes possession of the apartment. **If there are roommates in the rental unit, all current residents must approve and sign the Lease Takeover Agreement before a new tenant is approved.**

RE-RENT (New lease, lease has not begun) FEE IS \$50.00 TOTAL

A re-rental agreement will be signed when an applicant has applied and been approved to move into an apartment, but wants to break their contract prior to their move-in date. The original applicant is required to find the new person to re-rent the apartment. **If Riner Rentals' is asked, they will look for a new tenant, without the guarantee that one will be found. If one is found by Riner Rentals, a \$100 sublease fee will be required to be paid to Riner Rentals.** No paperwork is done or money paid until a new applicant has applied and has been approved by management according to the Riner Rentals rental criteria. A new lease will be signed by the new person, and he/she is required to pay a new security deposit and Move Out Fee. The new applicant will sign a lease for the same price, move-in, and move-out dates as the original lease. **The fee is \$50.00.**



SUBLEASE

A Sublease will be signed for anyone wishing to vacate an apartment for a short-term basis (i.e. a semester or two months). The original resident remains obligated to the terms of the lease agreement until the termination of the original lease. The new tenant must complete an application and will be subject to approval by management. **A fee of \$100 is due at the time of signing the sublease agreement if Riner Rentals finds the sublessee for the tenant.**

SAFETY AND SERVICES

There is a maximum occupancy limit of 12 per rental unit for all gatherings. Residents may have no more than 12 people in the rental unit at one time and no more than 6 on any balcony or deck at one time.

The entire rental unit should be kept free of trash and debris, including all doorways, hallways, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the rental unit and especially not stored in any utility room. Storage items should be placed at least 3 feet from furnaces and hot water heaters. The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, bikes, large boards, banners, signs, trash, laundry, towels, blankets, clothes etc., are not to be stored on the balcony or left in the breezeways or property common areas. **IF THERE IS, MANAGEMENT RESERVES THE RIGHT TO CLEAN UP/PICK UP/REMOVE ITEMS AND BILL THE TENANT(S) \$25.00 PER OCCURANCE.** Railings on landings, balconies and porches must never be climbed over, loosened or removed by anyone.

Broken windows or doors discovered by Riner Rentals' management will be replaced immediately by Riner Rentals, at the tenants' expense. In most cases, breakage is due to abuse, neglect or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not enter the rental unit through the windows. Damaged screens look like easy access to your rental unit to people driving or walking by. It is your responsibility to report them promptly to (540) 438-8800. Please do not run any wires across any doorway.

ALTERATIONS

As a resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of Riner Rentals' management. Riner Rentals does not intend to unreasonably withhold consent but will require you to return the premises to the original condition at the end of your lease term. No signs, lights, sheets, blankets, cardboard, banners or antenna wires, etc. may be installed on the exterior premises or in the windows.



Should the resident choose to paint their leased apartment/room, the resident is responsible for returning the walls to their original condition and color upon move out.

OVERNIGHT GUEST(S)

Guests of residents may not occupy the leased premises for more than seven (7) days of continuous occupancy without Management's prior written consent. Otherwise, any guest, who occupies the leased premises for more than seven (7) days of continuous occupancy without prior written consent, shall be deemed to be an unauthorized guest and said resident shall be in breach of the subject lease agreement. In addition, the unauthorized guest shall vacate the leased premises immediately.

SECURITY DEPOSIT RETURN

Please review and fill out carefully the condition report that is given to you upon picking up your keys. This list may itemize permanent defects in the apartment that will not be repaired or considered your responsibility at move-out. When you move in, you are given the opportunity to create this list as part of your permanent file.

The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. *(Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work unsatisfactorily performed by the resident.)*

We strive to return your entire deposit without deductions and want you to understand the type of repairs that may be deducted from your deposit or applied to your account. **You must provide a forwarding address before we can issue your security deposit refund. If we do not receive a forwarding address, the security deposit will be mailed to the last known address (your rental unit).**

These damages include, but are not limited to:

1. Holes in walls or damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens.
3. Damage to doors, windows, and screen doors.
4. Carpet stains, rips, burns and tears or replacement.
5. Stains, cuts, scratches, rips, tears, missing cushions or broken parts to furnished furniture, box spring or mattresses.



6. No keys returned.

CONDITION REPORTS

The condition report must be completed within 72 hours after your move in date and returned to the Riner Rentals Office, or it will not be accepted. In the event of a group lease agreement, this move-in inspection sheet will be given to the first resident to pick up keys. **PLEASE BE SURE THAT THIS ROOMMATE IS AWARE TO FILL OUT THE MOVE-IN SHEET FOR THE ENTIRE PROPERTY.**

VACATING GUIDELINES

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property, trash and furniture. All keys, including front door lock, bedroom door lock (if applicable), and mailbox keys (if applicable), must be returned to the Riner Rentals leasing office before the end of your lease agreement.

Before your lease end date arrives, remember to notify the following:

- Riner Rentals office with forwarding address(es) for all tenants
- Post Office to fill out a mail forwarding form
- All magazine and newspaper publishers
- Insurance company (if applicable)
- Utility providers
- Banks
- Employers
- DMV
- Colleges or Universities

Each resident, upon returning his or her keys, relinquishes all rights and privileges granted under the lease and returns possession to the landlord for any and all purposes. These rights include but are not limited to parking and right of entry into the rental unit. The landlord may assume that the condition of the apartment at that time is the condition in which the resident intended to leave it. **In the event that all keys have not been returned by noon of the lease termination date, and the apartment has been vacated, possession of the premises will return to the landlord, and charges for replacing the keys will become the resident's responsibility.**



No right of storage is given to residents after the lease agreement ends and landlord has no duty to protect the resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details of this procedure.

Before departure, the resident shall turn over to the landlord the premises, all its fixtures and equipment in good and substantial repair, cleaned, and in sanitary condition. All furniture must be returned to the designated room and location as required. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents during normal business hours, as long as 72-hours request to do so has been given to the Riner Rentals office. Residents shall prepare their apartment for inspection according to the cleaning guidelines that are a part of the signed lease agreement.

MOVE OUT FEE AND CLEANING GUIDELINES

Landlord will retain the non-refundable \$50.00 move out fee to offset any actual expenses incurred by Landlord in performing a complete walkthrough of the unit to assess damages, if any are present. A Riner Rentals contractor will assess the condition of appliances, walls, outlets, light fixtures, doorways, locks, windows, blinds, and flooring using this fee to ensure that all components of the rental property are in working order. **If they are not, additional funds will be taken from the security deposit to remedy any damage or additional required work found through this inspection.**

The non-refundable move out fee will not cover the cost for cleaning, repairing pet damage, wall damage, damage to carpets, floors, furnished furniture, removing trash, debris or personal items and repairing or replacing damaged fixtures including **but not limited to** mini-blinds, light bulbs, window screens, doors, faucets, sinks, lights, cabinets, tile, countertops and railings. **Any excessive cleaning and/or damage will be deducted from the security deposit on hand.**

We have outlined for you the charges that may be deducted from your security deposit if repairs are necessary in the Vacating Checklist and Damage Addendum as a part of your lease agreement. We hope that this information will be helpful to you. The items listed in the Vacating Checklist and Damage Addendum, and as a part of your lease agreement, is not all-inclusive and prices are subject to change to reflect market rates.

MOLD and MILDEW PREVENTION

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.



Tips for Residents:

Residents can help minimize mold growth in their rental unit by taking the following actions:

1. Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the rental unit air-handling unit to circulate fresh air throughout your rental unit.
2. In damp or rainy weather conditions, keep windows and doors closed.
3. If possible, maintain temperature of between 50 degrees and 80 degrees Fahrenheit within your rental unit at all times.
4. Clean and dust your apartment on a regular basis. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
5. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and any patio doors using a common household disinfecting cleaner.
6. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
7. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.
8. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running (if applicable) and allow the fan to run until all excess moisture has vented from the kitchen.
9. Use care when watering houseplants. If spills occur, dry up excess water immediately.
10. Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
11. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
12. Thoroughly dry any spills on carpeting.
13. Do not overfill closets or storage areas. Ventilation is important in these spaces.
14. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
15. Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.



16. Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.

Q. Immediately report to the management office any failure or malfunction with your heating, ventilation, air conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.

R. Immediately report to the management office any inoperable windows or doors.

S. Immediately report to the management office any musty odors that you notice in your apartment.



Address: _____

We have reviewed and agree to the terms outlined in the attached “Riner Rentals Rules and Regulations” document. We have received a copy by email, or we have reviewed the entire document at the Riner Rentals office.

We understand that by signing this document, we agree to abide by the guidelines and rules in the attached document, and that we will be held responsible in the event that we do not do so.

These Rules and Regulations may change at any time, and Riner Rentals agrees to notify us in the event this occurs.

_____ Tenant _____ Date

_____ Riner Rentals Property Manager _____ Date



Riner Rentals has adopted the new policies and procedures booklet as well as a move out fee that will become a part of all lease agreements, (VRLTA 55-248.17; 55-248.6 A, B) effective immediately. Some parts of the booklet may or may not be applicable as this covers all of our rentals. If you need any clarification, please ask one of our Property Managers. The move out fee is for all leases; both student and non-student.

FAQ

Q: What is the \$50.00 new move out fee?

A: To ensure that all appliances, lights, outlets, heating/cooling systems, doors, windows, and anything of that nature are working properly, maintenance needs to check these things between each tenancy. If something is broken and in need of repair or replacement and deemed 'tenant damage,' we need to be sure it is addressed in the appropriate time line for deposit processing (VRLTA 55-248.15:1). The fee is for the inspection itself and does not cover the cost of repairs if they are needed.

Q: Will I be refunded the \$50 move out fee should there be nothing found wrong with any appliances, outlets, blinds, etc?

A: This is a non refundable fee because we still need maintenance to check everything as it was done for you before you moved in. The same will apply when you move out.

Q: What if I do not agree with the new move out fee or the policies and procedures booklet?

A: The new move out fee and policies and procedures booklet is non-negotiable and will be incorporated into our lease agreement. Its purpose is to promote the convenience, safety or welfare of the tenants in the premises, preserve the landlord's property from abusive use or make a fair distribution of services and facilities held out for the tenants. A rule or regulation adopted, changed, or provided to the tenant after the tenant enters into the rental agreement shall be enforceable against the tenant if reasonable notice of its adoption or change has been given to the tenant and it does not work a substantial modification of his bargain. (VRLTA 55-248-17 B) We are within our rights to adopt said changes and are no way altering the lease/rules in such a way to affect the lease in an unfair manner. Furthermore, unlike other rental companies, we do not charge maintenance fees of \$300 or more, administration fees, or application fees.