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# TENANT HANDBOOK<sup>©</sup>

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Northern Virginia Residential  
Property Management &  
Leasing Specialists

*Property management is  
our ONLY business!*



## TABLE OF CONTENTS

|                                       |         |
|---------------------------------------|---------|
| Introduction .....                    | 2 - 4   |
| Our Staff .....                       | 5       |
| Our Office .....                      | 5       |
| Utility Information.....              | 6       |
| Emergency Procedures.....             | 7       |
| Care of Fixtures and Appliances ..... | 8 - 9   |
| Seasonal Maintenance.....             | 10      |
| Vacating Checklist .....              | 11      |
| Wear & Tear Defined .....             | 12 - 13 |
| Damage Costs .....                    | 14      |
| WJD Approved Vendors.....             | 15      |
| WJD Recommended Vendors.....          | 16      |

## INTRODUCTION

Welcome to your new home and thank you for selecting a property professionally managed by WJD Management! We look forward to working with you over the months ahead and have prepared this Handbook to assist you in properly maintaining your home and to answer some of the most commonly asked questions. Please take a moment to read it and keep it handy for reference. First, a few basic facts about your lease:



- If there are multiple parties to your lease, we will select a “Main Tenant” and this person will receive a password to access our Tenant Portal where a record of rental payments and other important information can be found.
- Pursuant to Article 16. SECURITY DEPOSIT of your lease, we are unable to issue multiple refund checks if there are multiple parties to your lease. Your security deposit refund will be in the form of one check which will be issued to the “Main Tenant.” Your security deposit cannot be used to pay the last month’s (or any other month’s) rent unless your landlord gives us written permission for you to do so.
- The lease agreement (Deed of Lease) is a legal contract between you and your landlord. WJD Management is a legal agent for the landlord acting under the authority and direction of the landlord by way of a property management agreement, but is not a party to the lease. It is our responsibility to collect rent, arrange for any necessary maintenance or repairs, inspect the property periodically and answer any questions or concerns that may arise with respect to the home or your lease agreement. You will most likely never meet your landlord.
- Rental payments are to be made to WJD Management and are due in our office no later than the **1st day** of each month. If payment is not received by the close of business on the 1st, it is late. If payment is not received by the 3rd, a late fee is assessed. Seriously delinquent rents are reported to Equifax, the nation’s largest credit bureau which could affect your personal credit rating. You must sign up for our electronic rental payment feature which eliminates the need to mail a check every month and guarantees that your rent will be received on time. Just go to our website and select the “WJD Tenants” tab, then select the “Pay Your Rent Electronically” link and download the authorization form. You may also send your payments electronically using ZEGO-PayLease. The “Send Payments Electronically” link will open a screen where you can sign up to use this service. Should the bank return a payment to us for any reason, certified funds in the amount of the payment will be required. In addition, a \$100.00 handling charge and a late fee will be assessed.



**Pay Your Rent  
Electronically**



Powered by  
**PayLease**



- The duration of your lease is fixed. Any early termination or extension of the lease must be negotiated with your landlord.
- Pets are allowed only with prior approval of the landlord and only where permitted by the homeowners or condominium association. There is typically a higher security deposit required of tenants with pets and a \$20 per month Pet Administration Fee is imposed. When you move out, you must have the home professionally treated for odor and pests.
- Smoking is not permitted in this home. If smoke or smoke-related damage is noted at the move-out inspection you may be liable for the entire cost of remediation.
- Your landlord will maintain all items referenced in the lease as “Fixtures Provided”, except those which are noted in “As-Is Condition,” provided a malfunction is not caused or aggravated by tenant abuse or neglect. “As-Is Condition” means that the landlord makes no representations as to the condition of the item and is not responsible for repair should it prove inoperable or break during your tenancy. However, tenants will be held responsible for any damages that result from abuse or neglect of the item. Tenants must promptly notify us when there is an equipment or system failure or a structural defect via our website. Select the “WJD Residents” tab then select “Maintenance Request” from the drop-down menu and fill it out as completely as possible. When it is deemed appropriate and authorized by the landlord, WJD Management will arrange for repairs. You will receive an email confirming this along with a copy of the contractor’s Work Order and contact information. Tenants may not make repairs and deduct them from rental monies owed unless specifically authorized by the landlord.
- If you lose your keys or lock yourself out of your home you may come to our office during regular business hours and we will lend you a set of keys. These must be returned within one week or you will be charged \$100 to replace them. If the lockout occurs during non-business hours and you must call a locksmith, it will be at your expense. Should you desire to change the locks on your home this may be done only with permission from the landlord and will be at your expense. The original of the new key(s) and two copies must be given to WJD.
- Tenants are responsible for the following routine maintenance items:
  - a. Replacement of *light bulbs* and electrical *fuses* if applicable
  - b. Cleaning or replacement of *furnace filters* regularly
  - c. Regular *lawn maintenance* if applicable
  - d. Replacement of *batteries* in smoke detectors, thermostats, garage door openers and other remotes as needed
  - e. *Pest* control
  - g. Using reasonable efforts to prevent the accumulation of *moisture* and the growth of *mold*.

- If your home has outside faucets (hose bibs), the inside shut-off valves may have been closed prior to your occupancy. Refer to your Property Condition Report to determine the location of these valves which are labeled with green tags. At the same time, locate the main water shut-off valve which is labeled with a red tag. In a water related emergency, close this valve immediately. Should you elect to open the valves to activate the outside faucets you must remember to close the valves prior to the winter season. You will be held responsible for any damage that may occur should you fail to do so! During the winter months, if you plan to be away from your home even for a few hours, NEVER turn the heat off! Rather, set your thermostat to a minimum of 60 degrees.
- The use of available condominium or association amenities such as a swimming pool, tennis courts, parking garage or lot, party or recreation room, storage area or laundry facility may require a special permit, pass, or identification card. Tenants are responsible for obtaining these items unless otherwise noted. If your residence is within city limit be sure to obtain any street parking permit that may be required.
- Your lease requires that you purchase a Renter's Insurance policy. It is imperative that this policy provides for alternate lodging should your home become temporarily uninhabitable due to unforeseen circumstances such as a flood or fire. Your landlord may not reimburse you for the cost of any such lodging!
- Approximately 60 days prior to the expiration of your lease term WJD will begin the marketing process to find a new tenant. This will include the mounting of an electronic lockbox on your door and if you have a yard, the installation of a signpost. Realtors will be instructed to call before showing the home but if no one is home they may access the electronic lockbox to enter the home. If a yard signpost is installed the sign rider will indicate "For Rent" until a tenant has been found. Then the sign rider will be changed to indicate "Rented" and remain in place until the date the new lease commences. Under no circumstances may you remove, relocate or alter the yard sign!



*This Tenant Handbook is hereby made part of your lease as referenced in Article #46 and is subject to change without notice. Read your lease carefully, familiarize yourself with its contents and do not hesitate to contact us if you have any questions or need any additional information.*

The WJD Staff

## OUR STAFF

**Gina Talotta** – *Director of Operations and Comptroller*: Gina is in charge of the daily operation of our company. She posts all the rents, pays all the bills and can answer any questions you may have about your rental payments.

**Henry Kurosaka** – *Property Inspector*: Our contract with your landlord requires a complete inspection of the premises every six months, so Henry will be contacting you at these intervals.

**Karen Medrano** – *Leasing Manager*: Karen is responsible for all things pertaining to your lease. She also distributes parking and pool passes and the like from your HOA or condo association and keeps all your information current in our database.

**Heather Reeder** – *Administrative Assistant*: Heather is our voice on the phone when you call us. No matter what your interest or need may be, she can help you.

**Please note that excepting emergencies, all maintenance requests must be submitted via our website, WJDPM.com.**

## OUR OFFICE

Address: 3829 Plaza Drive, Fairfax, VA 22030

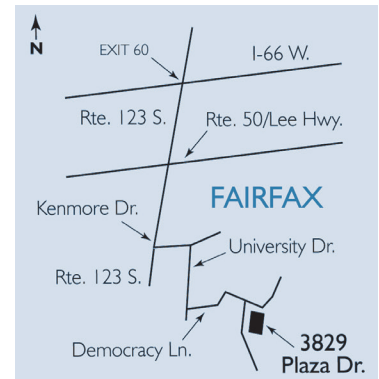
Business hours: 9:00 a.m. to 3:00 p.m., Monday through Friday. We are closed on weekends and holidays.

### Telephone Numbers

|           |                                    |
|-----------|------------------------------------|
| Voice     | 703.385.3600                       |
| Fax       | 703.385.8144                       |
| Toll Free | 866.936.3600                       |
| Emergency | 703.385.3600<br>(Select option #4) |

### E-mail Addresses

|                                 |                                                          |
|---------------------------------|----------------------------------------------------------|
| Regarding your rental payments: | <a href="mailto:gina@wjdpm.com">gina@wjdpm.com</a>       |
| Regarding your lease:           | <a href="mailto:karen@wjdpm.com">karen@wjdpm.com</a>     |
| Regarding inspections:          | <a href="mailto:henry@wjdpm.com">henry@wjdpm.com</a>     |
| Everything else:                | <a href="mailto:heather@wjdpm.com">heather@wjdpm.com</a> |



Directions to our office: From I-495 (Capitol Beltway) take I-66 West to exit 60 for Route 123 South. Proceed on Route 123 South across Route 50/Lee Highway to Kenmore Drive just before the bridge and turn left. Go one block on Kenmore Drive to University Drive. Turn right on University Drive and proceed to Democracy Lane at the light. Turn left on Democracy Lane and follow to Plaza Drive. Turn right on Plaza Drive then take an immediate left into the parking lot. Bear to the left and we are the first entrance on the main floor.



## UTILITY INFORMATION

Listed below are the telephone numbers of most of the Northern Virginia area utility companies. Please have all utilities transferred to your name on or before the effective date of your lease.



### Water

|                                                            |              |
|------------------------------------------------------------|--------------|
| <a href="#">City of Alexandria</a>                         | 703.549.7080 |
| <a href="#">Arlington County – DES</a>                     | 703.228.6570 |
| Dale City – Sewer                                          | 703.670.5131 |
| <a href="#">Dale City – Water</a>                          | 703.549.7080 |
| <a href="#">City of Fairfax Water Dept.</a>                | 703.385.7915 |
| <a href="#">Fairfax County Water Authority</a>             | 703.698.5800 |
| <a href="#">City of Falls Church Water Dept.</a>           | 703.248.5001 |
| <a href="#">Loudoun County Sanitation Authority</a>        | 571.291.7880 |
| <a href="#">City of Manassas</a>                           | 703.257.8200 |
| <a href="#">Prince William Co. Service Authority</a>       | 703.335.7950 |
| <a href="#">Town of Herndon Water Company</a>              | 703.435.6814 |
| <a href="#">Town of Vienna Water &amp; Sewer Authority</a> | 703.255.6385 |

### Electric

|                                                          |              |
|----------------------------------------------------------|--------------|
| <a href="#">City of Manassas Utilities</a>               | 703.257.8245 |
| <a href="#">Dominion Energy</a>                          | 866.366.4357 |
| <a href="#">Northern Virginia Electric Co-op (NOVEC)</a> | 703.335.0500 |
| <a href="#">SunPower</a>                                 | 800.786.7693 |

### Gas

|                                                         |              |
|---------------------------------------------------------|--------------|
| <a href="#">Columbia Gas</a>                            | 800.543.8911 |
| <a href="#">Washington Gas</a>                          | 703.750.1000 |
| <a href="#">Washington Gas Emergency – escaping gas</a> | 703.750.1400 |

### Trash Collection

|                                               |              |
|-----------------------------------------------|--------------|
| <a href="#">AAA Trash</a>                     | 703.818.8222 |
| <a href="#">Fairfax County Special Pickup</a> | 703.802.3322 |

### Communications/TV

|                                    |                       |              |
|------------------------------------|-----------------------|--------------|
| <a href="#">Comcast</a>            | Alexandria:           | 703.823.3000 |
|                                    | Arlington:            | 703.841.7700 |
|                                    | Loudoun:              | 800.226.2278 |
| <a href="#">Cox Communications</a> | Fairfax/Falls Church: | 703.378.8411 |
| <a href="#">DirecTV</a>            |                       | 855.246.8958 |
| <a href="#">Dish Network</a>       |                       | 855.742.4923 |
| <a href="#">Verizon Fios</a>       |                       | 800.300.4184 |
| <a href="#">Spectrum</a>           |                       | 800.892.4357 |
| <a href="#">Verizon</a>            |                       | 800.837.4966 |



### Renters' Insurance

|                                                     |              |
|-----------------------------------------------------|--------------|
| <a href="#">State Farm Insurance – Rick Mikszan</a> | 703.847.6166 |
|-----------------------------------------------------|--------------|

### Utilities Change Online

|                                         |              |
|-----------------------------------------|--------------|
| <a href="#">Utilities Change Online</a> | 888.261.0959 |
|-----------------------------------------|--------------|

### Carpet Cleaning

(Please contact WJD Management for this information)





## EMERGENCY PROCEDURES

An emergency is specifically defined as flooding, no heat during the winter season, a gas leak, fire or an issue that needs to be addressed immediately to avoid damage to the property or to your personal well-being. Air conditioning failure, appliance malfunction, drain stoppage and the like while inconvenient are not considered emergencies and will be handled by our office on the next business day. If you experience an emergency situation, please take the steps outlined below. Note that if the problem occurs in the middle of the night it is unlikely that we will be able to dispatch a contractor to the property immediately so try to contain the emergency and contact us early in the morning.

### HEATING SYSTEM FAILURE

#### Electric Heat

1. Check the thermostat to see that the controls are set properly.  
Check battery if applicable.
2. Check all fuses and circuit breakers.
3. Check the access panel to the blower compartment; the blower will not operate if the panel is not securely closed.
4. If unable to restore operation, contact this office.

#### Gas Heat

1. Make sure the emergency shut off switch is in the “on” position.
2. Same as #1 – #3 above.
3. Test any other gas appliances to determine if service has been interrupted.
4. If unable to restore operation, contact this office.

#### Oil Heat

1. Make sure the emergency shut off switch is in the “on” position.
2. Check oil level in the fuel tank.
3. Check thermostat, fuses and circuit breakers and blower compartment panel as in above.
4. If unable to restore operation, contact this office.

### WATER-RELATED

If water is running onto floors from any appliance, fixture, or pipe **close either the shut-off valve for the appliance or fixture or the main shut-off valve for the property.** If you reside in a condominium with on-site management, contact them immediately. Otherwise, contact this office immediately.

### FIRE

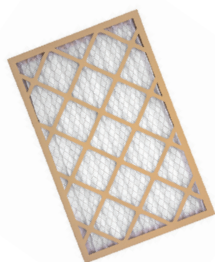
Your residence is equipped with smoke detectors which should alert you of the presence of fire or smoke. If you have a gas or oil furnace your residence is also equipped with a carbon monoxide detector. It is a good idea to keep a fire extinguisher on the premises at all times. Should you have an emergency, contact the fire department immediately. If you reside in a condominium with on-site management, contact them immediately.

#### IMPORTANT!

*For all heating system types, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.*



## CARE OF FIXTURES & APPLIANCES



### Furnace

Familiarize yourself with the operation of the thermostat; the fan switch should always be set on “auto”. Set the other switch to the appropriate “heat” or “cool”. If you have an electronic or energy saving thermostat, consult the manual for operating instructions. Be sure to clean or change the furnace filter regularly – even electronic filters must be cleaned periodically. Remember, heat pumps usually do not circulate warm air as gas furnaces do unless they are run on the “Emergency Heat” setting which activates the resistance heat mechanism.

### Humidifier

See that the water supply valve is open. Set the control (usually located on or near the furnace) to your comfort level. Set it to the “off” position during the cooling season and shut off the water supply valve.

### Central Air Conditioning

Air conditioning can only lower the inside temperature from that of the outside by 10 to 15 degrees. With this in mind, the thermostat should not be set below 70 degrees.

### Window Air Conditioners

These machines should be operated conservatively as they are susceptible to icing, particularly at lower fan speeds.

### Stove or Oven

Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning feature, follow the instructions on the appliance. For continuous-cleaning ovens use soap and water; **never** use oven cleaners or abrasives as this will ruin the finish.



### Microwave Oven

Use only microwave safe cookware and other approved non-metal items to prevent melting. Keep all inside surfaces clean, especially the top panel. Never place metal objects inside!

### Refrigerator

Make sure the drain at the bottom of the machine (under vegetable bins) is unobstructed. If possible, periodically move the appliance to clean underneath. In addition, remove the front grill to vacuum the coil area and clean the drip pan.

### Dishwasher

Use dishwasher detergent only, never laundry or other soaps! Always rinse dishes before washing; keep the strainer at the bottom of the machine clean and free of debris. Water should not flow out of the air gap into the sink during the drain cycle – if this happens, the air gap may be clogged.



## CARE OF FIXTURES & APPLIANCES (Cont'd)

### Garbage Disposal

Run cold water while in use. **DO NOT** put onion skins, celery, corn husks, bones, or any other hard or stringy items in the disposal. If the machine jams, turn it off and clean out. If it still will not operate, push the red reset button (usually located on the bottom of the unit). Remember, disposals are not garbage cans!

### Exhaust Fan or Range Hood

Clean filter screens regularly; keep entire unit clean and free of grease buildup.

### Counter Tops

Kitchen counters are easily burned and scratched. Do not put hot objects directly on them and do not slice food on them.

### Clothes Washer

Use laundry detergent only, never dishwasher or other soap! If the machine has a lint filter, clean it after every use. Do not overload. If the washer shuts off or makes a banging noise during the spin cycle, stop cycle and rearrange clothes to balance the load. For front loading machines, always leave the door open after each use to prevent interior mildew growth.

### Clothes Dryer

Clean lint filter after every use. Do not overload and do not attempt to dry sneakers with this appliance.

### Hardwood Floors

Hardwood floors typically have either a polyurethane or a regular wax finish. In either circumstance avoid using water on the floors as this will ruin the finish. Polyurethane floors should not be waxed however there are several cleaning products that may be applied. If the floors have a wax finish make sure that the high traffic areas are well maintained to prevent damage. Wax floors should be cleaned, waxed and buffed at least twice a year. Review your lease to see if you are required to cover a percentage of these floors with area rugs.

### Light Fixtures

Do not use a light bulb of higher wattage than a given fixture was intended to have, especially in ceiling fixtures. This may damage the fixture and could be a fire hazard. Sixty watts is generally the highest wattage recommended for any light fixture.

### Wall-to-Wall Carpet

Vacuum regularly. Immediately treat spills and stains with carpet cleaner; do not over-saturate.

### Fireplace

Be sure the damper is completely open before use. Avoid excessive use of chemically treated "firelogs" as these leave potentially flammable residues on the chimney walls. Remove ashes regularly.



## SEASONAL MAINTENANCE

### INTERIOR

#### Furnace



- 1) Set the thermostat to the appropriate “heat/winter” or “cool/summer” position.
- 2) Check to see that all supply and return air vents are clean and unobstructed.
- 3) Make sure the condensation drain (central air only) is not clogged or obstructed.
- 4) If you have a radiant heat system, make sure there are no leaking valves or radiators.
- 5) Clean or replace the filter regularly.

#### Fireplace (where applicable)

- 1) Be sure the damper is in good operating condition. Damper should be closed unless fireplace is in use.
- 2) See that the flue and chimney are unobstructed. Periodic inspection and cleaning is strongly recommended, however this is typically at tenant’s expense.

#### Smoke and Carbon Monoxide Detectors

- 1) Test all smoke and carbon monoxide detectors frequently to see that they are operating properly. Battery operated models will begin making an intermittent chirping sound when the battery runs low.

### EXTERIOR

#### Lawn and Shrubbery (where applicable)



- 1) Cut grass, prune shrubs and control weeds as needed. Remove all leaves in the fall; check with your neighbors for disposal procedures.
- 2) If necessary, contact county authorities for information on damaging insect control.

#### Gutters

- 1) All gutters should be free of leaves and debris. Downspouts should drain away from the foundation.

#### Winterization of Outside Faucets and Electrical Outlets (where applicable)

- 1) Close all shut-off valves (green tags) to outside faucets, then open the faucets. Be sure to close faucets before opening shut-off valves in the spring.
- 2) See that all outside electrical outlets are capped if possible or disconnect the appropriate fuses or circuit breakers.

## WJD VACATING CHECKLIST



**Please leave  
ALL REQUIRED  
RECEIPTS  
on the kitchen  
counter.**

We hope you have enjoyed your stay with us and we do understand that your final days of residence will be exceptionally busy ones. However, if you follow one simple directive, we will be able to return 100% of your security deposit to you. All you have to do is leave the home in the same condition as when you moved in, excepting reasonable wear and tear.

In addition, please make certain that you have accomplished all of the following items as required by your lease. **It is imperative that they are completed, including removal of all your household goods and personal belongings, no later than midnight on the final day of your lease.**

- A. **Have all carpets including stairs cleaned by an APPROVED vendor and provide a copy of the paid receipt.**
- B. **Have the Premises professionally treated for fleas, ticks and odor if pets have been present and provide a copy of the paid receipt.** The approved carpet cleaning vendor can provide this service.
- C. **Have the Premises professionally cleaned by an APPROVED vendor and provide a copy of the paid receipt.**
- D. **Where applicable, have all gutters and downspouts cleaned and provide a copy of the paid receipt.** This requirement is waived only if Gutter Helmets are in place.
- E. **Where applicable, and regardless of whether it has been used or not, have the wood-burning fireplace(s) and chimney(s) cleaned and inspected by an APPROVED vendor and provide a copy of the paid receipt.** Gas fireplaces do not need to be cleaned or inspected.
- F. Eliminate all household pests and vermin from the interior of the Premises.
- G. Install a clean furnace air filter at every location. Where applicable, provide evidence from the company selected or approved by the Landlord that the fuel tank(s) is refilled.
- H. If you have attached and/or anchored anything to any wall(s) where removal will require patching and painting, you must use a WJD-approved vendor to accomplish this. **Please do not patch nail holes or touch-up paint yourself.**
- I. Cut grass, remove leaves, prune shrubs and remove weeds from shrub beds, patios and walkways.
- J. Ensure that all smoke detectors and carbon monoxide detectors are in working order with fresh batteries.
- K. Ensure that every light bulb socket contains a working light bulb.
- L. **Leave all keys, garage door openers and other remotes, parking/pool passes and documents provided on the kitchen counter in plain sight. Should ANY such items which you were provided with at move-in not be returned, you will be charged the cost of replacement plus a \$250 administrative fee.**
- M. Ensure that all trash and personal items have been removed from the premises. Any remaining personal property will be considered abandoned.

**In the event that all of these obligations have not been met when the move-out inspection is conducted, and an additional inspection(s) must be scheduled, a \$400 administrative fee will be imposed per additional inspection. — The WJD Staff**



## WEAR & TEAR DEFINED

Normal wear and tear refers to that deterioration which occurs, without negligence, carelessness, accident, or abuse of the premises by the tenant or members of the tenant's household, or their invitees or guests.

Damage can therefore be defined as deterioration that occurs due to negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or members of the tenant's household, or their invitees or guests.

***Normal wear and tear does not include dirt — excessive dirt is considered negligence, carelessness, accident or abuse.***

The following incomplete list is intended as a guide to reasonable interpretation of the differences between expected wear and tear from normal residential use and irresponsible, intentional, or unintentional actions that have caused damage to a landlord's property.

The length of time a tenant has occupied a property will be taken into consideration when accessing damages in relation to deductions to a tenant's security deposit.



| WEAR & TEAR                                                                                                                                               | DAMAGES                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls. | Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage larger than a 6-penny nail. |
| 2. Faded, chipped or cracked paint.                                                                                                                       | <b><i>Tenant painting, patching, or “touch-up” painting of any kind.</i></b>                                                                                                |
| 3. Faded caulking around the bathtub and tiles.                                                                                                           | Missing caulking around the bathtub and tiles.                                                                                                                              |
| 4. Hard water deposits.                                                                                                                                   | Buildup of dirt, mold, mildew, or water stains from a preventable or unreported water leak or drip.                                                                         |
| 5. Worn-out keys.                                                                                                                                         | Broken, lost or unreturned keys.                                                                                                                                            |
| 6. Loose or stubborn door lock.                                                                                                                           | Broken or missing locks.                                                                                                                                                    |
| 7. Loose hinges or handles on doors.                                                                                                                      | Damage to a door from forced entry, or damage from using feet to open doors.                                                                                                |
| 8. Worn carpet traffic patterns.                                                                                                                          | <b><i>Torn, burned, stained, missing, ripped, scratched, or snagged carpet.</i></b>                                                                                         |

## WEAR & TEAR DEFINED (Cont'd)

| WEAR & TEAR                                       | DAMAGES                                                                                              |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 9. Faded finish on wood floors.                   | <b><i>Scratched, gouged, warped or water-damaged wood floors.</i></b>                                |
| 10. Linoleum worn thin.                           | Linoleum with tears, chips or holes.                                                                 |
| 11. Worn countertops due to daily use.            | Burned, cut, stained, scratched or water-damaged countertops.                                        |
| 12. Drywall cracks from settling.                 | Holes in walls, doors, screens or windows from misuse, negligence, carelessness, accident, or abuse. |
| 13. Loose wallpaper.                              | Ripped or marked-up wallpaper.                                                                       |
| 14. Worn or heat-blistered mini-blinds.           | Broken, bent, cracked mini-blinds or missing slats, wands or hardware.                               |
| 15. Dirty window and door screens.                | Torn or missing screens.                                                                             |
| 16. Difficult-to-open window.                     | Broken window.                                                                                       |
| 17. Loose or inoperable faucet handle.            | Broken or missing faucet handle.                                                                     |
| 18. Worn toilet seat, running or wobbling toilet. | Broken toilet seat or tank lid, chipped or cracked tank or toilet bowl.                              |
| 19. Musty odor.                                   | <b><i>Urine or pet odor anywhere in the home.</i></b>                                                |
| 20. Closet bi-fold door off track.                | Damaged or missing bi-fold door.                                                                     |
| 21. Non-functioning smoke or CO detector.         | Missing or disconnected smoke detector or missing batteries, missing CO detector.                    |
| 22. Non-functioning light fixture.                | <b><i>Missing, burnt-out, or incorrect style light bulbs.</i></b>                                    |
| 23. Dry lawn.                                     | Lawn with pet urine or other tenant-caused dead areas or excessive weeds.                            |



## DAMAGE COSTS



|                                          |                                       |                                          |                            |
|------------------------------------------|---------------------------------------|------------------------------------------|----------------------------|
| Additional House Cleaning Required       | \$150*                                | Fireplace / Chimney Cleaning Required    | \$200*                     |
| Burned Out / Missing Light Bulbs         | \$15<br>(per bulb plus trip charge)   | Gutter Cleaning Required                 | \$150*                     |
| Carpet Cleaning Required                 | \$350*                                | Painting                                 | \$350*<br>(per room)       |
| Connecting Utilities if Terminated Early | \$200<br>(per utility)                | Pest Control                             | \$250*                     |
| Dirty / Missing Furnace Filter           | \$50<br>(per filter plus trip charge) | Replacement of Damaged Window Treatments | \$200*                     |
| Drywall Repair                           | \$250*<br>(plus cost to paint)        | Smoke Detector Battery Replacement       | \$15<br>(plus trip charge) |
|                                          |                                       | Yardwork Required                        | \$150*                     |

\* Minimum cost

## WJD APPROVED VENDORS

Be sure to identify yourself as a WJD Tenant!

### For Carpet Cleaning

1. Absolute Carpet Cleaning: [info@absolutecarpetcare.com](mailto:info@absolutecarpetcare.com) – 703.925.0022 (Brenda)
2. A & B, Inc.: [aandbdecorating1@gmail.com](mailto:aandbdecorating1@gmail.com) – 703.560.4350 (Brenda)
3. Lustre Clean Carpet Services: [lustrecleancarpet@yahoo.com](mailto:lustrecleancarpet@yahoo.com) – 703.941.2206 (Jim)

### For Carpet Pest Treatment if You Have a Pet

1. Absolute Carpet Cleaning: [info@absolutecarpetcare.com](mailto:info@absolutecarpetcare.com) – 703.925.0022 (Brenda)
2. A & B, Inc.: [aandbdecorating1@gmail.com](mailto:aandbdecorating1@gmail.com) – 703.560.4350 (Brenda)
3. Lustre Clean Carpet Services: [lustrecleancarpet@yahoo.com](mailto:lustrecleancarpet@yahoo.com) – 703.941.2206 (Jim)



### For House Cleaning

1. Northern Virginia Cleaning Service: [novacleaning1@gmail.com](mailto:novacleaning1@gmail.com) – 571.316.5430 (Georgina)  
WEBSITE: [www.northernvacleaning.com](http://www.northernvacleaning.com)
2. A & B, Inc.: [aandbdecorating1@gmail.com](mailto:aandbdecorating1@gmail.com) – 703.560.4350 (Brenda)
3. Katya's Cleaning: [katyasenterprise@aol.com](mailto:katyasenterprise@aol.com) – 703.409.1444 (Katya)
4. Ara's Cleaning: [allcleannow@hotmail.com](mailto:allcleannow@hotmail.com) – 571.242.3133 (Marcela)

### For Fireplace/Chimney Cleaning and Inspection

1. Bell & Burkett Renovation: [heather@bellburkett.com](mailto:heather@bellburkett.com) – 571.991.2308 (Heather)
2. A & B, Inc.: [aandbdecorating1@gmail.com](mailto:aandbdecorating1@gmail.com) – 703.560.4350 (Brenda)
3. Phoenix Chimney: [phoenix6433@aol.com](mailto:phoenix6433@aol.com) – 703.750.6433 (Donny)
4. Winston's Service: [jkrampel@winstonsservices.com](mailto:jkrampel@winstonsservices.com) – 703.379.5006 (Johnny)

### For Gutter Cleaning

(You are not required to use an approved vendor – we're providing this list only for your convenience)

1. A & B, Inc.: [aandbdecorating1@gmail.com](mailto:aandbdecorating1@gmail.com) – 703.560.4350 (Brenda)
2. Bell & Burkett Renovation: [heather@bellburkett.com](mailto:heather@bellburkett.com) – 571.991.2308 (Heather)
3. A Better View, Inc.: [bvincinfo@gmail.com](mailto:bvincinfo@gmail.com) – 703.486.4089 (Melvin)

## WJD RECOMMENDED VENDORS

Should you need help with either of these lease requirements.



### Pest Treatment

1. My Pest Pros: blieberman@mypestpros.com – 703.665.4455 (Brett)
2. Cropp Metcalfe Pest Division: thorton@croppmetcalfe.com – 703.698.9158 (Toscha)
3. County Termite & Pest, LLC: sandy@countrytermite.com – 540.338.7821 (Sandy)

### Yard Work

1. A & B, Inc.: aandbdecorating1@gmail.com – 703.560.4350 (Brenda)
2. Mr. Chao Lawn Care: chaolawn@gmail.com – 202.409.6488 (Mr. Chao)

### Painting and Repairs

1. A & B, Inc.: aandbdecorating1@gmail.com – 703.560.4350 (Brenda)
2. Bell & Burkett: heather@bellburkett.com – 703.856.7659 (Heather)