



PO Box 914 ~ Culpeper ~ VA ~ 22701

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[www.vhsmanagement.com](http://www.vhsmanagement.com)

Property Management Department Business Hours

Monday through Friday 9-5

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## Tenant Handbook

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***THIS HANDBOOK CONTAINS INFORMATION  
WE HOPE WILL MAKE YOUR TENANCY MORE  
ENJOYABLE. IT WILL ANSWER SOME OF THE  
MOST COMMON QUESTIONS WE GET FROM OUR  
TENANTS.***

***WE HOPE YOU ENJOY YOUR RENTAL HOME. WE ARE  
HERE TO ASSIST YOU AND MAKE YOUR STAY A HAPPY  
AND ENJOYABLE TIME.***

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# GENERAL INFORMATION

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## Office Hours

### 9am to 5pm Monday through Friday

All routine Communications should be directed to the office during regular office hours or through your tenant portal.

## Contact Information:

### Payment History / Billing:

Please log in to your Tenant Portal:

[www.vhsmanagement.com](http://www.vhsmanagement.com) top right corner of the website

\*If you do not have email you may call 540-825-8100

### Non-Emergency Maintenance/Repairs:

Please report issues through your Tenant Portal at:

[www.vhsmanagement.com](http://www.vhsmanagement.com) top right corner of the website

\*If you do not have email you may call 540-825-8100

### AFTER HOURS, HOLIDAYS AND WEEKEND EMERGENCIES:

855-559-5525

**PLEASE DO NOT TEXT TO REPORT MAINTENANCE  
ISSUES OR TO NOTIFY US OF ANY EMERGENCY**

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# Rent Payment Information

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**Rent is due on the 1<sup>ST</sup> of the month** in advance, without deduction, offset or demand. We do not handle any amounts of cash, so **we WILL NOT accept cash for payment of rent or security deposits.** Payments are to be made by check, money order or through your tenant portal. Money orders may be purchased at your local supermarket, post office, and convenience store. **CASH PAYMENTS FOR RENT ARE NOT ACCEPTED.** VHS Management, Inc. **IS NOT** responsible for checks or rent payments lost in the mail.

Checks or money orders must be made out to **VHS Management, Inc** and the address of the property you are renting should be clearly written on the front of the check or money order.

***Payment Mailing Address:***

VHS Management  
PO Box 914  
Culpeper, Va 22701

***Physical Payment Drop-Off Location:***

206 S Main St, #203  
Culpeper, Va 22701

**Mail Slot on Front Door**

**Pay Online:**

Please log in to your Tenant Portal:

[www.vhsmanagement.com](http://www.vhsmanagement.com) top right corner of the website

**DELINQUENT RENT:** If rent is not received by the due date, a 10% late fee will automatically be charged to your account.

**RETURNED CHECKS:** Any Checks or Account Debits returned for non-sufficient funds or for any other reason will incur a \$35.00 service fee. Repayment must be made by certified check or money order. Late rent payments, evictions, and judgments can and will be reported.

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# Security Deposit Information

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**SECURITY DEPOSITS:** Your security deposit **MAY NOT** be applied to your final month's rent.

We have found more misunderstandings arise concerning security deposits than any other factor in tenant-management relations. We feel it best to let you know under what conditions that you can expect your deposit back in full. The property must be left in the same or better condition as when leased to you. Deposits are fully refundable within 45 days of vacating property provided all the below listed Conditions have been met: (Including but not limited to)

1. Occupancy has been terminated.
2. Full term of lease has expired.
3. A full notice, as stated in your lease, was given prior to leaving the property.
4. No damage to property beyond normal wear and tear.
5. No stickers, scratches, or holes in the walls.
6. No indentations, scratches, rips, or tears in wood or vinyl floors.
7. All carpets have been professionally cleaned and deodorized by approved company at tenant's expense, and a receipt provided to VHS Management, Inc
8. Final bills for utilities have been paid in full.
9. Fireplace (gas & wood burning) and Dryer Vents have been professionally cleaned and a receipt provide to VHS Management, Inc.
10. All trash and debris have been removed from the property boundaries
11. All keys including mail box, storage, etc. have been returned
12. An inspection shows the property to be in clean and satisfactory condition
13. As well as completing the following list (including but not limited to):

## ***KITCHEN:***

Clean and defrost refrigerator, clean behind it.  
Clean stove & oven completely  
Pull out oven drawer and clean underneath oven  
Exhaust fan & light should be free from grease and dirt, including screen.  
Clean and mop floors.  
Scour sink & fixtures  
Clean cabinets inside and out, including cabinet doors, trim & countertops  
Clean baseboards & chair rails.  
Clean closet shelves & floor.

## ***LIVING/FAMILY/REC ROOMS:***

Clean blinds, baseboards, trim & chair rails.  
Clean closets & shelves.  
Wash inside of windows & glass doors.  
Clear fireplace of all ashes & debris.

***BEDROOMS:***

Clean closet shelves  
Wash windows inside  
Clean blinds, baseboards, trim & chair rails.

***BATHROOMS:***

Scour bathtubs, sinks, and polish fixtures.  
Glass door should be cleaned so all soap scum is removed.  
Wash tile walls completely.  
Clean medicine cabinet & shelves.  
Clean soap trays, toilet bowls, & tank  
Mop and clean floors.  
Clean baseboards and trim  
Use bleach to clean grout & caulking  
Caulking around tubs/sinks in should be in good condition  
Vacuum exhaust fan.

***PATIO, DECK, & BACKYARD***

Clean, sweep, & rake debris, properly dispose of.  
Grass to be cut, bushes and landscaping neat & trim – no weeds in flowerbeds, add a light layer of new mulch.  
All animal waste removed from yard  
Gutters must be cleaned  
Clean/Clear exterior drains

***GENERAL:***

All trash & debris removed from the property.  
Leave trash cans empty at vacancy. A \$100 penalty will be charged per trip to dump if trash cans are not emptied or left at curb at time of departure.  
All light covers should be removed, cleaned, & replaced.  
Replace burnt out light bulbs  
Ceiling fans cleaned of all dust.  
Ensure all smoke detectors are working properly  
Furnace filters replaced & grate cleaned of all dust debris.

- A. Move-out inspections are conducted Mondays through Fridays from the hours of 9:00 am to 5:00pm.
- B. The tenant shall call for the inspection with Agent. Tenant has the right to be at the inspection.
- C. The inspection should be scheduled only after the unit is empty, cleaned, and carpets cleaned and deodorized. Keys should be ready to hand over to Agent.
- D. If you were allowed to have a pet in the property, the home must be professionally sprayed for pest and fleas upon your exit. A receipt must be supplied to the Agent as proof of this service.
- E. The utilities should be on for the inspection and remain on in the tenants name for the next 5 days. This is in case cleaning or repairs are needed from the inspection. Failure to comply with this rule will result in the utilities being turned back on for a penalty per utility and charged to the tenant(s).
- F. All traces of odors from cooking, smoke, pets, etc., must be absent from the property or the tenant shall be charged to remediate such smells.
- G. If the Property Manager/Agent has to order and supervise any repairs necessitated by Tenants omission at move-out, the Tenant will be charged a Coordination Fee for each contractor needed to cure the deficient items.

H. In the event of actions taken in Paragraph G above, the tenant shall be charged rent for the property from the date of the check-out date until repairs are made or cleaning finalized.

**Q. What charges are made if I do not comply with the above conditions?**

A. The costs of labor and materials for cleaning and repairs. Delinquent payments, unpaid late charges and any rental fees due if the lease has not expired shall also be deducted from security deposit.

**Q. What type of damage should one be especially careful to avoid?**

A. Floor and wall damage. Departing residents will be held responsible for damage to vinyl and wood floors. Indentations caused by “gliders” under furniture legs cause extensive damage. Gouges and holes can be made in walls when moving furniture. Caution with corners and stairs is advised.

**Q. How is the security deposit returned?**

A. After completion of final walk-thru with the Agent, your security deposit check will be mailed to your forwarding address. The check will be made jointly to all persons whom signed the lease.

**List of Charges/Fees: (including but not limited to)**

- \$75.00 - Move Out Re-Inspection Fee
- \$100.00 – Rapid Refund of Security Deposit
- \$50.00 – Turning utilities on after tenant move out to perform inspection/repairs. Fee is for each utility needing to be turned on. This does not include the usage bill charged by the utility company.
- \$50.00 – Coordination of vendors to perform move out tasks not performed by the tenant. Fee is for each vendor contacted.

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# Miscellaneous Information

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## **ADDITIONAL FEES/CHARGES: (including but not limited to)**

- \$50.00 – Lease signing or other “after hours” meeting outside of office hours
- \$100.00 – After hours Move Out Inspection
- \$20.00 – Mailing/Faxing copies of Leases or related paperwork
- \$50.00 – Lock Out Fee; providing use of Office Key to tenant
- \$75.00 – “In Person” Move In Inspection with Tenant
- \$35.00 – NSF Charge
- \$2.00 - Convenience Fee for paying rent online
- \$50.00 – No Show/Failure to allow access fee for scheduled inspections/maintenance work

**OCCUPANCY:** Occupancy by more than the persons listed on the rental application is prohibited except for occasional visitors staying less than two weeks.

**SEPTIC SYSTEMS:** If the property is on a septic system; Do not flush anything down toilets except human waste and toilet paper or put any object down any drain that may clog the septic system. “Disposable Wipes” are not toilet paper and cannot be flushed. Do not try to put anything down your sink drains. Homes with septic systems do not have garbage disposals and any items put down the drains can clog the septic system.

## **PRECAUTIONS DURING FREEZING WEATHER**

- Always leave the heat ON.
- Close the crawl space vents found around the bottom of the exterior walls of the house.
- Interior faucets on exterior walls in some older homes can have a tendency to freeze. Let both hot and cold faucets run slowly on extremely cold nights and open cabinets so heat can easily get to the pipes.
- Shut off exterior faucets, do not leave hoses connected to exterior faucets.

**GARBAGE DISPOSALS:** Do not to put any grease, clumps of food, bones, shells or any other object down the drains that may block drains, disposal or pipes. They are not meant to take the place of a trash can.

**PETS:** If your lease allows it; any dog(s) kept on the premises, agreed to under the “Pet Addendum”, may not be chained in the yard in any way and may not be housed or kept in a closed garage or storage building for any length of time. If dogs are kenneled outside, with prior written approval, kennels must be a minimum of 6 ft x 12 ft with adequate shelter to provide them warmth and dryness from the elements. Caring for or baby-sitting of any animal on the premises for any length of time is strictly prohibited. Obtaining any new pets not listed on the “Pet Addendum” without prior written approval is strictly prohibited and will immediately result in forfeiture of the Pet Deposit.

**AQUARIUMS:** Aquariums over 10 gallons are not permitted in the home without prior written approval.

**COVENANTS BY LESSEE:** Your lease will obligate you to certain upkeep, maintenance, limitation of alteration, etc...It is most important that you understand these covenants.

**MAINTENANCE AND REPAIRS PROVIDED BY OWNER:** Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the owner. Repairs (except emergencies) will be scheduled during normal business hours and the tenant is responsible for granting access to the contractor if required. Because of the distance involved and the number of repairs scheduled each day, our property managers are not able to (nor are they required to) be at the property to grant access or supervise jobs.

**INSURANCE:** You are required to have Renters Insurance as a condition of your lease and to provide a copy of the coverage to your Property Manager. Please contact an insurance agent for a renter's policy which will afford your personal property protection as well as liability coverage. VHS Management, Inc. must be added as "Additional Interest" to your policy. The mailing address to use is PO Box 914 Culpeper VA 22701. If you need a recommendation for an insurance provider, please call 540-825-8100.

**AGENCY:** In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligations under the lease.

**MAIL AND POSTAL SERVICE:** Please inform your Property Manager of any mail delivered to the property for owners.

**UTILITIES:** You should make arrangements for turn on as early as possible as some utilities may require up to a weeks' notice. Utilities must be left on for 5 days after the end of or your lease. There will be a charge if they need to be turned back on. Utilities should be set accordingly during each season to prevent accumulation of moisture.

**EMERGENCIES:** Please contact us at 855-559-5525 immediately for emergencies on weekends, holidays and after normal office hours. If you are unable to reach someone immediately, please leave a message and someone will call you back as soon as possible. If you do not receive a call back within 30 minutes please call again.

## **SMOKING: Is never permitted in the rented property or garage!**

**INSPECTIONS:**     **A: Move-In:** When you sign your lease, you will be furnished with a "Move-In Inspection Report" that must be signed, completed, and returned to your Property Manager within 5 days of occupancy. Such notification of discrepancies shall not be construed as acceptance by the Property Manager.

**B: Periodic Inspections:** A property inspection will be performed every 4 months, the Property Owner, Service Vendors, and Maintenance Personnel will conduct these inspections to determine condition/value of property and to look for any maintenance issues that may need to be addressed. With the exception of Emergencies, Property Manager will give at least a 24 hour notice of appointment. **Tenant will be responsible for any fees related to no show by tenant for appointment or access not being granted once appointment is set with Tenant & Vendors.**



**GRASS and SHRUBBERY:** The grass, shrubbery, and leaves are the tenant's responsibilities. Grass shall be cut every two weeks at a minimum or more frequently to insure grass does not exceed 8" in height. Trees, bushes, and shrubs should be cut and pruned when required. Grass, Shrubs, and trees should be watered as needed to prevent excessive dryness and damage.

**VEHICLES:** Parking of vehicles shall be either in assigned areas (garage, parking lot, and driveway spaces) or on the public street if allowed. Vehicles shall never be parked on lawns or sidewalks.

**UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES:** No unregistered, Unlicensed or nonoperable vehicle shall be stored on the property unless it is in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time except in a garage.

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## **TROUBLE SHOOTING GUIDE**

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This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every configuration imaginable, we must cover each subject in detail. We must also assume that you are not familiar with the items covered. If we are too basic, we apologize.

**WATER SHUT OFF:** One of the first things you should do after the move is to locate the water shut off valve. After a flood starts is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common place to find this faucet is in the basement or garage, close to the water heater (not at the top of the heater), in a closet, under the kitchen sink, or in the utility room. Some old houses have a bent piece of iron coming up through the floor, usually in a closet, that you turn to shut the water off. Try the shut off, but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle, but this is definitely better than a flood. Main property water shut off is normally at the driveway or near the street in a cover box marked WATER.

**ELECTRICAL POWER PANEL:** Locate the panel and check to see if you have fuses or circuit breakers. Fuse panels are common on houses more than 40 years old. Two types of fuses are found in the fuse box. The electrical stove, water heater, and air conditioner/heater will be serviced by cartridge type fuses. These are held in fuse holders that resemble drawers. To check the fuse, pull the fuse holder out of the box. Many times blown fuses will be burned or the cartridge ruptured. Other times they will look perfectly normal, and the only way to check them are to replace the questionable fuse with a new one.

**CAUTION #1:** Do not pry the prongs of the fuse holder apart to release the fuse. Simply slide the fuse out toward the open end of the holder.

**CAUTION #2:** When you replace the fuse holder, it must be right side up. If you put it in upside down, The circuit will be off.

The other type of fuse is the screw-in type with fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped; push it in.

All fuses must be replaced with the same size fuses as were originally installed. Slow blow fuses should be used for circuits when fuses blow often. They are available in both cartridge and screw-in types but only from hardware and electrical supply houses.

**CIRCUIT BREAKERS:** We have a number of problems each year because tenants think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. Off—then—ON. You may want to turn off electrical & electronic equipment when doing this.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to the ground and cuts the power off. It is used in bathrooms, exterior plugs, garages and some lights. Because the GFI circuit breaker is so expensive, there are usually only one per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom, you can bet you have lost all power to the plugs on the GFI. The trick now is to find the circuit breaker. Most houses have the GFI circuit breaker in the one bathroom or the main circuit breaker panel. It is usually marked with red, yellow, or black button and is between the upper and lower plugs in a bathroom or outside installation. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on outside plugs during rainy weather.

**NOTE:** The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

**ELECTRIC STOVE:** If the whole stove is off, check the fuse or circuit breaker.

If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer, but generally one of the two clocks has a knob that will pop out if you are back to normal operation. Just turn the set knob until it pops out.

**SELF-CLEANING OVENS:** (uses heat to clean-door locks)

- Follow instructions printed on the oven.
- DO NOT use commercial cleaners such as Easy Off or Mr. Clean or Mr. Muscle.
- DO NOT put bright metal rings around stove burners in the oven for cleaning. They will turn black.

**CONTINUOUS CLEAN OVENS:** The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with mild soap and water solution. Because the finish will not absorb large amount of grease, it is important that the bottom of the oven be lined with heavy duty aluminum foil or a shallow drip pan. DO NOT use regular aluminum foil – it will catch on fire.

**DISHWASHER:** Use at least once each week. If used less, the seals dry up and the motor may be ruined when put back into regular use.

**DISPOSALS:** If disposal motor just buzzes, then stop and turn switch off. Free the disposal by turning the the blade backwards and forwards from beneath the sink with a wrench that fits in the center of the bottom of the motor. Check the reset circuit breaker on the bottom of the disposal and try disposal again. If the unit turns easily by hand but not with power, call for service.

**FURNACES:** Gas and oil furnaces have an emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF or OIL BURNER EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this is the first place to check.

**OIL HEAT:** It is best to have a service contract with an oil company. Most companies offer budget payments to customers with service contracts and automatically fill your tank when needed. Do not let your tank run dry as it may cause damage and require a service call to get the furnace restarted. Sludge in the bottom of the tank usually clogs the lines and nozzle, and the entire system must be cleaned before it will work again. If the furnace stops working check the RED switch first. Then check the furnace fuse in the main fuse panel. Also, check the

reset button on the furnace motor. Next, check for oil in the tank. Finally, call for service.

**GAS HEAT:** Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot light is simple, and you should learn the procedure if you have gas heat. Most furnaces have a three-way switch labeled OFF-PILOT-ON. To light the pilot, turn the switch to OFF. Then turn to PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob down for several seconds or maybe even a minute after the pilot light is lit. Next, release the downward pressure and the pilot should stay lit. If not, repeat the procedure. Finally, move the selector from PILOT to ON.

Some selectors have red buttons that must be held down after lighting.

If you have not looked your furnace over before the pilot goes out, you may not be able to figure out where the light is located because it is dark in there.

New furnaces have automatic lighting devices and no pilot is required. Forget all the above and call for service if the furnace will not light.

For both types of gas furnaces, the first thing to look for is the red switch. Next, check for the pilot. Finally, call for service.

**HEAT PUMP:** The heat pump is the most economical method of heating in this area-if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

The air coming from the vents is colder than body temperature. DO NOT stand over the heat vent to try and warm up, it does not work.

During the extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Use of the emergency heat mode is expensive! Do not be surprised if you find the outside unit caked with ice or steaming on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

**BASE BOARD HEAT:** Ensure that air is free to flow under the radiator unit. If blocked by a thick rug the unit will not heat properly.

Keep the door closed if you are heating one room only. Cold air will always rush into a room causing drafts and a false reading on the room thermostat.

**WATER HEATER:** If gas, learn to light the pilot light. (Same as a gas furnace.)

If electric, check for a timer. Learn to set the timer and which fuse or circuit breakers control the unit.

**AIR CONDITIONERS:** Poor cooling is usually caused by a clogged filter. If the filter has been changed and there is inadequate air flow – Call your Property Manager for service.

If the unit does not run at all, check the red switch. Check the fuse of the circuit breaker. If the unit still will not operate – call your Property Manager for service.

If water drops from the unit or runs on the floor, or drips through the ceiling (if the unit is in the attic.) Shut the unit off and clear the condensation drain. Some drains are very easy to clean with a vacuum cleaner or a garden hose used to blow out the line. If you cannot do it yourself – call the Property Manager for service. DO NOT operate the unit until the clogged drain is cleared as the unit will continue to produce water and damage to the property may occur.

## **OTHER PROBLEM AREAS**

**AIR FILTERS:** Check for location when moving in. Change monthly or more often as necessary to improve performance of furnace or air conditioner and reduce electric bills.

**NO WAX FLOORS:** Use only preparations especially designed for these floors.

**FIBERGLASS TUBS:** Use SOFTSCRUB or other comparable cleanser on the tubs and sinks and showers.

**CARPETS:** All flooring including carpet is considered part of cleaning at termination of lease and should be cleaned as specified in the lease.

**WALLS:** DO NOT use contact paper or sticky paper hangers on walls, doors, or cabinet surfaces.

**WOOD STOVES:** Ask if there are any special instructions. Generally, stoves are restricted to hardwood only.

**FIREPLACES:** The fireplace is not an incinerator for Christmas wrappings, cardboard, etc. Burning these materials could be very dangerous. Before your first fire of the season, the fireplace should be inspected by a professional chimney sweep. Please burn hardwood only, so a build-up of tar and soot can be avoided.

**BUGS AND VERMIN:** The property may be under a termite program and may have annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property.

Small black ants can be a seasonal problem; do not be alarmed by their continual presence in the spring and fall. You can pick up a product called TERRO in your local Lowe's or Home Depot to combat these pests. Follow the directions found on the package and "presto", your ant problem will be solved in about two days. It is the tenant's responsibility to combat other occasional pests found in the home when it come to roaches, bugs or the occasional mouse. It is the property manager's responsibility to deal with squirrel's birds or rats if they are ever found in your property.

**Please enjoy the property and we appreciate your business!**