



Raleigh Woods Condominium Association, Inc.

RESIDENT HANDBOOK

Helpful Information

Welcome to Raleigh Woods Condominiums in Williamsburg, Virginia! We are thrilled that you have chosen to join our community. This Resident's Handbook was created just for you to share helpful information specifically about our units as well as to relay the common Rules and Regulations that govern our community and help to foster a positive living environment for all residents.

RENTAL OFFICE CONTACT INFORMATION

Berkeley Realty Rental Office
50 Strawberry Plains Rd # A1
Williamsburg, VA 23188
(757)229-6810

Info@Berkeley-Realty.com

Hours: Mon. –Fri. 9 a.m. – 5:30 p.m.

The office is closed for lunch, on holidays, and in cases of inclement weather.

(Note: During COVID, office hours may be by appointment only, please call for details.)

Rental Office Website: www.williamsburgrentals.com

Visit the rental office website for answers to commonly asked questions, local info and contact numbers, maintenance info, forms, and to pay your rent online.

UTILITIES

Trash and recycling pick-up are both included in your rent, however, *you are responsible for transferring both electric and water service to the Resident's name* for the entire duration of your lease. Subscribing to cable or satellite TV is optional, however *cable is preferred* as the buildings are situated in a wooded area. If you have questions about setting up or disconnecting utilities, just give the rental office a call. They work with new renters all the time and can help you understand what you need to do and how to get in touch with the right people.

MAINTENANCE SERVICE

Submitting a routine maintenance request is easy! Simply login to the tenant portal at www.WilliamsburgRentals.com and submit your maintenance request online, or you can call the 24/7 Maintenance Request Hotline at 1-888-614-3820. It is not necessary for you to be home during a service call, however be aware that if you wish to be present and have limited availability, it may delay the resolution of non-emergency requests.

Often, there is a simple fix you can try yourself that may remedy your problem. Visit www.WilliamsburgRentals.com/maintenance for tips and DIY videos on things you can do before submitting a maintenance request that may help you resolve your problem faster and without the need to grant access to your unit to a service provider.

EMERGENCY MAINTENANCE SERVICE (AFTER HOURS)

Should you experience a maintenance emergency when the office is closed, please call our hotline right away at 1-888-614-3820 and follow the operator's instructions. If your situation qualifies as an emergency, a member of the Rental Office staff will respond as soon as possible. Because there may be a delay in staff seeing messages sent online, *DO NOT report emergencies using the website*. Requests that do not qualify as an emergency will be addressed the next business day. Please note that your lease allows for access to your unit even if you are not home in the event of emergencies.

Examples of Qualifying Emergencies Include:

- unstopable water leak
- flooding
- heat or air not working in extreme temperatures
- sparks from outlets or appliances
- fire (call 911 first!)
- any condition that threatens the health or safety of the tenants, the property, or the public

PAYMENT OF RENT

Rent payments can be made easily and securely online 24/7 via E-Check, Credit Card, or Electronic Cash. Just sign into your Tenant Online Portal at www.williamsburgrentals.com. *Set up a recurring on-time payment and avoid ever paying a late fee!*

Rent is due in full on the first day of every month. Tenants with late payments will be assessed a late fee (see lease terms). Payment is expected to be made by electronic payment through the Tenant Portal unless another arrangement has been approved. If an alternate form of payment is necessary, please be sure your name and unit number are on any check, cashier's check, or money order you submit.

LOCK OUTS

Life happens! The Rental Office staff can help you if you forget or lose your keys. Please call them at (757)229-6810 (after hours, call 1-888-614-3820) if you are locked out of your unit and need assistance. Arrangements will be made as quickly as possible for the Rental Office or an Owner to let you in. Do not forcibly try to gain entrance to your unit – any damages that might occur are your responsibility. You will be asked to present a photo ID, which must match someone on the lease.

There is a \$30 fee for after hours, weekend, and holiday lock out assistance.

Replacement keys will be made available at the tenant's expense.

LEAVING YOUR UNIT UNOCCUPIED FOR AN EXTENDED PERIOD

Following these simple steps will help protect your unit and belongings while you are away.

- Lock all doors and close all blinds.
- In order to avoid causing damages, do not unplug the refrigerator or adjust the thermostat on the hot water heater.
- In cold weather, be sure your heat is set no lower than 55 degrees.
- Remove or secure all valuables.
- Unplug electrical devices and small appliances other than those provided with your unit.

- Do not leave a key hidden outside your residence.
- Test your smoke alarms immediately upon returning.
- If you will be away for an extended period (more than 14 days), please inform the rental office.

SNOW REMOVAL

In the case of significant snowfall, the owners generally work to arrange for snow removal as soon as is reasonably possible. Keep in mind that because this situation is uncommon in Williamsburg, our area does not have significant resources for quickly handling large amounts of snow. Please be patient and understanding. Use extreme caution when walking or driving in wintery conditions. Ice melt is also frequently made available to residents as a courtesy during colder months (in the entry of your building) for use on walkways. It can also be purchased at most local hardware stores such as Ace Hardware, Home Depot and Lowe's. Keep in mind that the Owner provides assistance when feasible as a courtesy, but not as a condition of your rental agreement.

HOW TO AVOID PROBLEMS WITH YOUR STACKED WASHER / DRYER

Your condo has an in-unit, stacked washer / dryer. Having had this style of washer /dryer in each of our 8 units for more than 20 years, we have learned some tips that will help you avoid unnecessary problems with your washer / dryer and the inconvenience of having to await repairs. First, do not overload the washer or dryer. Second, always use a mesh laundry bag to contain small washables. We have had cases where small items have gotten caught in the washer drain line and caused the washer/dryer to fail. (Common culprits are socks and underwear, etc.). Repairs are expensive and can be delayed when parts are not readily available. Please note that the cost of repair/replacement for washer/dryer failures caused by clogs from small items not contained in a mesh laundry bag may be billed back to you. **Help us help you by never overloading your washer or dryer and by always using a mesh laundry bag for small items. Mesh laundry bags are inexpensive (a few dollars or less) and can be purchased at many local stores including Target, Dollar Tree, etc. and also at Amazon.com.**

WALL SWITCHES & OUTLETS

You may find that an outlet in a bedroom or living room appears to not be working. Please note that some wall outlets are tied to wall switches so that plugged in lights, etc. can be turned on by flipping a switch. Please try the wall switch before calling for maintenance.

REMOVING AND REPLACING WINDOW SCREENS

Our units are outfitted with removable window screens. These tab screens are designed to fit snugly. Removing and replacing tab window screens for cleaning can be tricky if you haven't done it before.

To remove a screen:

- Fully open window
- Gently press up on the top of the screen
- Pull up on the screen tab(s) on the bottom
- Gently push the bottom of the screen back and remove the screen

To reinstall the screen into the window frame:

- With the window fully open, slip the top of the screen into the groove.

- Using the screen tabs, pull the window screen back into place along the bottom, one side at a time, while pressing along the top of the screen.

1 Minute How To Video: www.youtube.com/watch?v=X2Xkn5vqnZw

BREAKING YOUR LEASE

Occasionally, a major life event such as a break up or a new job may cause a tenant to desire to end a lease early. With Owner permission, this is permitted, but there are fees involved (refer to your lease). Binding lease agreements are the standard because they protect property owners who carry the obligation of paying the building mortgage, insurance, property taxes, and other costs of ownership - regardless of a tenant's personal situation. Breaking a lease early results in a substantial fee to the tenant because it requires the Rental Office to expend additional funds and staff resources to re-market the property, show the unit to potential tenants, and re-work leases. Residents and new tenants are encouraged to carefully review all lease documents, ask questions, and to make themselves fully aware of their lease obligations should they consider a move during their lease term.

MONTH TO MONTH RENTALS

In rare cases, month-to-month rental of a unit at the end of a lease term is permitted. Tenants who wish to make a request to extend their current lease by less than a year must submit a written request to the Rental Office. Requests are considered individually and will be brought to the Owner for consideration. A slightly higher rent may be required during the month-to-month rental period.

MOVE OUT

Near the end of your lease, you will receive a move-out packet from the Rental Office that details everything that is required for move-out and a checklist for the move-out inspection. If you would like this information sooner, no problem! Just contact the Rental Office.

In order to avoid fees and to speed up the return of your security deposit, please keep track of all of the door and mailbox keys that came with your unit and be sure you return all of them. Allow plenty of time to remove your belongings and to thoroughly clean the unit - carefully following the move-out checklist. A general list of items to check as you prepare for move-out is located in the Damages section at the end of this booklet. A complete move-out list and instructions are available from Berkeley Realty – simply ask if you'd like to receive it early.

Common cleaning and move-out preparation items that are missed are:

- Nail holes in walls that require filling, sanding and touch up
- Needed touch-up painting (just ask about touch up paint if you need it!)
- Cleaning of the oven and refrigerator
- Wiping down cabinet shelves and drawers
- Bleaching/cleaning of shower area including caulked areas
- Cleaning of windows, screens and sills.
- Wiping down of air handler closet

The Rental Office is responsible for ensuring that your unit is move-in ready for the next resident, and must charge the costs of any cleaning, painting, repairs, etc. back to you if you have not properly prepared your unit. That said, it is NEVER our desire for residents to incur unexpected expenses for

cleaning, painting or other items as a result of incomplete move-out preparation. Your move-in report, also available from Berkeley, will show the condition of your unit when you moved in and will help guide the expectation for the condition at move-out. Please don't hesitate to call the Rental Office with any questions at all about move-out.

HELPFUL PHONE NUMBERS

EMERGENCIES – Fire, Police, Rescue	911
Police (non-emergency)	(757) 566-0112
RENTAL OFFICE	
Berkeley Realty	(757)229-6810
LOCAL NEWSPAPERS	
The Virginia Gazette	(757)220-1736
The Daily Press	(757)247-4800
CELL PHONE SERVICE	
Verizon (most popular in this area)	(757)954-6222
UTILITIES	
Dominion Virginia Power	888-667-3000
Cox Cable (Internet and Cable Provider)	(757)224-1111
WATER	
James City County Service Authority	(757)253-6800
BULK TRASH/LARGE TRASH ITEM PICK UP	
James City County (fee based service)	(757)565-0971
<p style="text-align: center;">JCC ALERT</p> <p style="text-align: center;">Sign up for James City County emergency alerts and notifications at www.JCCAlert.org</p>	

Rules and Regulations

Residents at Raleigh Woods Condominiums are required to adhere to the following Rules and Regulations, which are designed to foster the peaceful enjoyment of the property and to improve safety for all residents. Residents are responsible for the actions of their guests and for advising them of these Rules and Regulations.

If a rule or regulation contained herein is not complied with or is otherwise broken, the following procedure will be implemented: An official written violation notice will be issued to the homeowner/renter. The notice will include a specific number of days (usually 14) in which the violation must be cleared.

Lease violations can be disruptive to others in the building and violation notifications take up time and resources in the Rental Office – for this reason, your lease allows for a fee when Lease Violation letters must be generated. Our goal is to foster a friendly living environment where residents respect the property and each other, and where lease violations are rare.

TRASH

All trash must be placed in a trash receptacle. Trash removal service is provided to all tenants at no additional charge. Large outdoor trash receptacles can be found in the cul-de-sac. They are to be used for household trash only and not for furniture, construction materials, and other bulky items. Residents who deposit trash or garbage on the ground or in unauthorized areas, including the wooded area behind the buildings, will be billed for the clean up expense. The trash receptacles in the cul-de-sac are for the use of Raleigh Woods Condominium residents only.

James City County offers a fee-based Bulk Pick Up Service for the removal of large items. For information about the service, call 757-565-0971 or visit www.jamescitycountyva.gov/2461/Bulk-Trash-Pickup-Request. **Be advised, especially when moving in/out, that large items that do not fit in the receptacles will NOT be picked up by the regular trash service and will incur a removal fee** – without a requirement of notifying the resident. If you have large items to dispose of, it is YOUR responsibility to arrange a large item pick up or to dispose of the items at the local dump.

KEYS

Because the Owner, Rental Office, and maintenance technicians require keys to access your unit in case of an emergency or lock out, to address maintenance issues, etc. tenants MAY NOT change locks on units. Locks will be changed upon tenant request and at tenant expense. If you wish to request a new lock, please contact the Rental Office.

All door keys and mailbox keys must be returned to the Rental Office on or before your lease ending date. A fee of \$25 per key will be charged for missing keys, including mailbox keys. In the event of a lock-out, contact the Rental Office. A \$30 fee applies to after hours and holiday lock-out service. Replacement keys are available at tenant expense.

RECYCLING

Recycling is cool! All residents are encouraged to recycle - and we make it free and easy. The building owners cover the costs for James City County's Curbside Recycling Program at no cost to the residents. Large receptacles for recyclables can be found in the cul-de-sac. Residents must abide by the county's policies concerning recyclable items and are encouraged to call the County at 757-565-0971 or visit the program website at www.jamescitycountyva.gov/910/Curbside-Recycling for the recycling schedule, list of recyclable items, and other information.

NOISE

Please be considerate of your neighbors and expect them to do the same for you.

Residents and their guests shall not make any disturbing noises or permit any action which will unreasonably interfere with the rights of other residents. This includes loud music, high volume on TVs, and loud voices from residences and cars. If polite requests to the offender to reduce noise are not successful, noise complaints should be directed to the Rental Office and/or local police department.

PETS

We love pets, and welcome them when we can! Small dogs are welcome with Owner approval and a signed Pet Addendum, which is a part of the lease. Fees apply. Residents housing pets, including guest pets, that are not accounted for in the lease will incur a large fine, in accordance with your lease agreement, so be sure to include your pet on the lease.

Visiting pets are not permitted.

Please see the section on Air Filters for key information for pet owners.

Please refer to your lease and to the Pet Addendum for further information. Contact the Rental Office if you need copies or have further questions about pet policies.

Residents with complaints about pets on the property should take appropriate action, which may include: 1) notify the pet owner of the actions creating the nuisance; 2) file a complaint with James City County Animal Control; 3) file a complaint with the General District Court; 4) notify the Rental Office.

PEST CONTROL

You are required to take all reasonable steps to prevent pest problems.

Follow these simple guidelines:

- Promptly report any infestation.
- Carefully inspect and professionally clean any used furniture you may obtain.
- NEVER utilize a used mattress unless it has been professionally sanitized and certified free of bed bugs.
- Keep your unit clean at all times. Good housekeeping is essential to pest control.
- Do not accumulate newspapers, magazines, etc.

- Keep all trash in garbage bags and remove them daily.
- Do not store trash on decks.
- Rinse empty drink bottles and other containers thoroughly before disposal.
- Store food properly and keep cabinets dry.
- Do not allow dirty dishes to accumulate.
- Do not allow moisture to accumulate.

This shall serve as notice that the property owner may use commercially standard insecticides and pesticides in and around the building at periodic intervals during the lease term. The resident must notify the Rental Office / landlord, if there are any questions or concerns about the type or application of such materials, or if the resident has or suspects they may have a sensitivity to any such materials.

MOLD AND MILDEW

You are required to take reasonable steps to prevent the accumulation of mold and mildew.

Follow these simple guidelines:

- Promptly remove moisture on walls, windows, counters and other surfaces.
- Close windows and doors in the event of rain and snow.
- Change your air handler filter monthly.
- Use the AC/fan in warm months, even if you are not home.
- Always use the bathroom fan when showering.
- Do not block any part of the AC/heating system.
- Report any evidence of mold or malfunctioning of the AC/heating system or bathroom fan to the Rental Office.

Mildew resulting from poor housekeeping and failure to take the reasonable steps above is a tenant responsibility.

BLINDS / WINDOW COVERINGS

Every unit comes with white window blinds for all street-facing windows. It is the tenant's responsibility to maintain all blinds that come with the unit in place and in good repair or to replace them with an equivalent set if they become damaged. A replacement fee, including labor for installation, will be charged for missing or damaged blinds. Towels, sheets, blankets, and articles of clothing are not appropriate window coverings and are not permissible for use as window coverings. Nothing shall be hung from or adhered to the exterior of the building, either on the windows, doors, door framing, porch, or brick.

AIR FILTERS

Each unit has a single air filter that requires monthly changing. Changing your air handler filter monthly will help keep your electric bill down, keep your air cleaner, and prevent undue wear and tear on the unit. *You are responsible for the monthly replacement of the air handler filter* (or cleaning of the filter if it is a reusable filter). This is particularly important for residents with pets. Changing your air filter

frequently will help remove pet hair, pet dander, and allergens from the air - and will increase air handling efficiency, which helps with your electric bill.

When changing the filter, write the installation date on the filter. This will help you know when a replacement is necessary. If there is no date on the filter during a service call or move-out, it may be assumed that the filter requires changing and you will be assessed a replacement fee.

Service calls placed on air conditioning / heating units that are diagnosed by the repair technician as being caused by dirty air filters will be charged back to the tenant, who will then be responsible for the cost of both the replacement filter and the service call.

Tenants are encouraged to enroll in an air filter subscription service such as FilterEasy.com which provides replacement air filters delivered to your door at regular intervals.

MECHANICAL SYSTEMS

Electrical – Report any electrical problems immediately. *Please note that some wall outlets, particularly in the main living area, are operated by wall switches.* Always use surge protectors for large electrical devices.

Plumbing – Report all water leaks immediately. Most units have a cut off valve for the water in the washer/dryer closet or hot water heater closet. Other water supply cut off valves are below sinks and behind the toilet. Please be advised that you will be responsible for plumbing service calls that are a result of items other than toilet paper being flushed down toilets.

- *Slow moving drains* caused by a build-up of hair in sink and tub drains are a common problem. Please be aware that this is a tenant responsibility. The issue can usually be avoided by picking up and using a low-cost “hair snare” or similar device from the plumbing aisle of your local hardware store (for just a few dollars) to collect hair before it gets in the drain. If a clog does occur, most residents find that a low-cost Zip-It tool, also available at your local hardware store for just a few dollars, will quickly take care of the problem. If you still have trouble, please contact the Rental Office or submit a maintenance request. Do not pour chemicals in drains.
- Do not use in-bowl or in-tank toilet cleaners. Our plumber has found that they degrade the working parts of the toilet over time and lead to maintenance problems. Plumbing service calls where the problem is attributed to their use will be billed back to the tenant.
- In most cases, plunging a toilet is considered routine maintenance expected of the tenant. Accordingly, maintenance requests requiring a plumber that are resolved with routine plunging will be billed to the tenant.

Preventing Frozen Water Pipes – Occasionally, Williamsburg will experience periods of severe cold in the winter. You are responsible for taking reasonable precautions to prevent frozen water pipes. Maintain a temperature of at least 55 degrees in your unit at all times – even when you are not home. During periods of severe cold, leaving kitchen cabinet doors below sinks open and allowing water to drip from faucets will also help prevent frozen pipes.

APPLIANCES

Stove/Oven

Cooking fires, most often caused by unattended cooking, are the number one cause of home fires and injuries. Do not use the oven or stove when you are away from home. Do not leave items cooking on the cooktop unattended, even for a short time. Pay close attention to items you are cooking on the cooktop/oven and use a timer to remind yourself when the stove is on. Discontinue use immediately if you observe any sign of malfunction.

Washer

Do not operate the washer or dryer when you are away from home. Never overload the washer and use the proper amount of detergent. Report any signs of leaks. Handwash any items that have been in contact with flammable substances such as paint thinner or gasoline. Discontinue use and promptly contact the rental office if you observe any sign of malfunction, unusual odors or noises, smoke, or leaks.

Dryer

Do not operate when you are away or asleep. Clean the lint tray before and after every load. Failure to do so creates a fire hazard. Removing the lint also helps your clothes dry faster. Never overload. Report any signs of leaks. Air or line dry any items that have been in contact with flammable substances such as paint thinner or gasoline. Report if your dryer is taking an unusually long time to dry a load. Do not store other items on top of or around the dryer. Discontinue use and promptly contact the rental office if you observe any sign of malfunction, unusual odors or noises, smoke, or leaks.

Dishwasher

Do not operate if you are not home. Use ONLY dishwashing detergents designed for use in automatic dishwashers. Wash only items that are dishwasher safe. You MUST remove excess food items from dishes before putting them in the dishwasher. Do not block the spray tower. Wash plastics on the top rack. Service calls placed due to a tenant's failure to properly remove debris from dishes prior to washing, or other misuse, will be charged to the tenant. Discontinue use and promptly contact the rental office if you observe any sign of malfunction, unusual odors or noises, smoke, or leaks.

Refrigerator

The refrigerator must be plugged in and on at all times, unless it is malfunctioning. Keep the inside of, and areas above and around the refrigerator clean. Discontinue use and promptly contact the rental office if you observe any sign of malfunctions, unusual odors or noises, smoke, or leaks.

Follow manufacturer guidelines for all appliances. These can be found online on manufacturer's websites. If you need help locating them, please contact the Rental Office for help.

EXTERIOR PROPERTY CLEANLINESS / STORAGE

Both the front and back shall be kept in a neat, clean, well-maintained status. Storing items under decks, in the attics, or in the common hallways or stairwells is prohibited. Storage of bicycles in areas that can be seen from the street is prohibited. No gasoline or flammable liquids or other hazardous substances may be stored inside units or other locations on the property. Decks are not to be used for storage. Any items stored in unauthorized locations on the property are subject to removal without notice.

Note: For safety reasons, absolutely no storage is permitted on or around hot water heaters.

SATELLITE INSTALLATION

Cable TV is preferred over satellite, and most tenants are happier with the cable solution because the signal can be better due to the wooded area, and there is nothing to remove/uninstall when the lease ends. However, satellite TV is permitted when the following guidelines are observed. No television, radio antenna, or satellite dish may be attached to the building or placed in such a way as to be visible from the street without Owner approval. No holes may be drilled through the building to accommodate cables of any kind. Satellite dishes may not exceed 1 meter in diameter. The Owner has NO responsibility for the maintenance or care of satellite dishes. Tenants are responsible for having any satellite dish they have had installed during their lease removed prior to move out. There will be a removal fee charge for satellite dishes not removed before move out.

VEHICLES / PARKING

The parking lot is reserved for automobiles and motorcycles. Parking is on a first-come first-served basis. Residents and guests may park in designated parking spaces only. No boats, campers, recreational vehicles, busses or commercial trucks/vans (other than those of a personal passenger type) nor any similar vehicles may be parked or stored on the property without written permission.

Parking along the curb and on the grass or other landscaped areas is prohibited. At no time is it permissible for vehicles to drive on or park on the lawn, even during move-in/move-out, so be sure you have arranged for the proper assistance and equipment necessary to move your belongings. Repair required to remedy damage to lawn areas from improper parking will be charged to the tenant.

Improperly parked or prohibited vehicles are subject to towing at the vehicle owner's expense.

All vehicles parked on the property must be in good repair and have current license plates, registration, and inspection sticker. Vehicles that do not comply are subject to towing at vehicle owner's expense.

Minor repairs only are permitted in the parking area. Cars may not be left on blocks. Car owner is responsible for oil leaks on parking surfaces.

The washing of vehicles is not permitted on the property.

Nothing contained in these Rules & Regulations shall be construed to make the Owner or Association liable for any damage to vehicles or loss of property from vehicles on the property.

GUEST PARKING

Raleigh Woods Condominiums includes the lots at 139-145 Albemarle and 147-153 Albemarle Dr. We have a longer-term plan to re-pave the parking lots and add additional lined spaces, however, in the meantime, we have walked the property and identified spaces in the lots where up to four additional vehicles can safely park. This adds two spaces at each building (all to be shared) where guests may park. We ask that you please prioritize the marked spaces for residents and let your guests know that the guest spaces indicated in the following photos are the preferred parking areas for guests, especially

overnight visitors. You might consider taking a picture of this notice on your phone and sharing it with friends/family that visit you often.



COMMERCIAL USE

Condominiums shall not be used for industry, trade, or commercial activities such as manufacturing, storing, vending or other non-residential purpose. However, the resident may engage in home professional use if the venture does not involve employees, public visits, non-residential storage, or activities deemed by management to place an undue stress on the building /building systems. Of course, illegal activities on the property are always prohibited and are grounds for immediate eviction.

TOILETS

Only toilet paper is to be flushed down toilets. No matches, rags, paper towels, feminine hygiene products or other improper articles may be put in the toilets – *ever!* As is the case in most multi-family dwellings, units in the same building share common plumbing elements. Flushing these items can lead to unfortunate circumstances for both you AND your neighbors. Plumbers frequently use cameras that can be threaded through pipes to determine and document the source of a blockage. The cost of service calls for any damage/malfunction caused by misuse will be entirely the responsibility of the tenant. Toilet plunging is considered a routine tenant maintenance item. Accordingly, service calls resolved with simple plunging will be billed back to the tenant. In-bowl and in-tank toilet bowl cleaners are not permitted as they degrade the working parts of the toilet over time.

LIGHTBULBS

The replacement of lightbulbs at the interior entry to your unit, on the porch, and within the unit (including the range hood and oven lightbulb) is a tenant responsibility. To avoid replacement charges, please remember that replacing burnt out bulbs prior to move-out is the responsibility of the tenant. Bulbs for ceiling and porch lighting, as well as for the oven and range hood, are inexpensive and readily available at Ace Hardware, Lowe's and Home Depot.

FLOORING

Laminate Flooring

Laminate flooring is highly susceptible to water damage, and care must be taken to wipe spills immediately as well as to immediately report any leaks in the unit that could affect flooring. Laminate floors may be DAMP mopped with small amounts of water or a mild detergent only. Larger amounts of water and harsh chemicals can damage flooring and could result in flooring repair/replacement charges. Do not ever use scouring pads or other abrasive tools to clean laminate.

Carpet

Vacuum your carpet regularly. Remove spots and stains immediately, following manufacturers' instructions for spot removers. Steam clean high traffic areas as needed. Remember, you are responsible for damages beyond normal wear and tear. If a one-time refurbishment fee covering carpet cleaning is not charged at lease signing, you are responsible for having carpeted areas professionally cleaned prior to move-out and for providing the Rental Office with a receipt for the cleaning.

WATERBEDS

Because waterbeds are extremely heavy and are prone to leaking, the presence of a waterbed creates a risk of water damage and damage to floors that, in some situations, could extend to other units within the same building. For these reasons, waterbeds are not permitted.

CLOTHESLINES AND DOG RUNS

Clotheslines and dog runs are permitted behind the buildings on the condition that they are immediately removed and stored when not in use.

FEEDERS AND THE FEEDING OF WILD ANIMALS

Birdfeeders and squirrel feeders are discouraged as they can be a nuisance and can attract wild animals to not just your residence, but your neighbors' residences as well. In the case of second floor units, animals can cause seed to scatter onto the porches of residents below. Residents are highly discouraged from feeding birds, squirrels, deer and other wild animals. Residents with related concerns may contact the Rental Office. In the presence of complaints, the offender may be asked to remove their feeder(s).

TOYS

No Skateboards, roller skates, inline skates, recreational scooters, or hoverboards are permitted on the property. Due to the stairs on walkways, unevenness of the parking area, and frequency of cars coming into and out of the parking area, these activities are deemed unsafe and therefore prohibited.

IMPROVEMENTS

No fence, awning, wall, or other structure may be installed without written permission. Absolutely nothing shall be permanently affixed to the building, or holes placed in the building or decking, without written Owner approval.

WALLS / PAINTING

Residents may use up to 12 small nails for hanging decorative items. The use of large nails and materials that can damage walls to hang pictures and other items is prohibited. Wallpapering and re-painting without written permission from the Owner is prohibited. A specific paint color, brand, and paint type is specified for your unit. You may request matching paint for touch-ups and repainting, at tenant expense, with Owner approval for your project. If the Owners have matching paint on hand, they will often drop it off right at your unit for you at no charge - just contact the Rental Office with your request. Residents will be required to pay for the materials and labor to repair/restore walls at move-out where these conditions are violated.

OUTDOOR FURNITURE

For safety and lawn maintenance purposes, the outdoor use of furniture is limited to the porches/decks. Only waterproof outdoor furniture is permissible. Fabric covered or stuffed couches, upholstered chairs, etc. are not permitted.

GRILLS / KEROSENE HEATERS, ETC.

No grills, kerosene heaters, or other open flame devices are permitted on combustible balconies or within 10 feet of combustible construction (i.e. decking). Note that the use of candles and incense within your unit could potentially cause smoke stains on walls and ceilings. Residents are advised to be mindful of this and to be aware that smoke stains on walls and/or ceilings could result in painting fees to remedy.

SMOKING AND SMOKE DETECTORS

Smoking is not permitted anywhere on the property, neither inside nor outside.

Please be aware that if an odor of smoke is present at move-out, the tenant will be responsible for the measures necessary to remove the odor. That could include additional unit cleaning, additional carpet cleaning or carpet replacement, re-painting of the unit, and/or other treatment to eliminate the odor.

Every unit is provided with smoke detectors. The tenant is responsible for reasonable care of the smoke detectors. It is the tenant's responsibility to test the smoke detectors monthly and to report any malfunctioning smoke detectors. Removal of batteries and tampering with smoke detectors makes the resident subject to a fine of up to \$2,000 per Section 30-106 Virginia Building Code.

DAMAGES

In order to maintain the property at Raleigh Woods Condominiums, the management deems it necessary to inform residents of charges that will be imposed for any damages that are found during the lease or at move out that are determined to be in excess of normal wear and tear. Residents can reasonably expect to pay for any repair/replacement, including labor, needed to remedy damages.

Below is a list of items that are expected to be present, in working order, and without any missing or damaged parts. Repairs and replacement charges will be at fair market rate and will include labor. In the case of an appliance that is damaged and cannot be repaired, a new unit will be installed at the resident's expense.

Doors and Locks
Cooktop/Stove (including knobs, burner covers, oven rack, handles, etc.)
Refrigerator (including shelving, drawers, handles, etc.)
Dishwasher
Washer
Dryer
Countertops
Cabinets and Drawers
Toilet
Sinks
Fixtures
Bathroom Vanity
Shower Rod
Medicine Cabinet
Windows (clean both windows and sills)
Blinds
Screens (clean screens)
Lights (including bulb replacement as needed)
Thermostat
Ceiling Fans (if present)
Switchplate and Outlet Covers
Flooring
Shelving
Walls (holes, marks, etc. in excess of normal wear and tear)

This list is meant as a guide. Some items may not be on this list.

Residents are advised to carefully follow the Move-Out Procedures and cleaning checklist available from the Rental Office. Every unit is inspected during move-out.

Receipt of Resident Handbook

A resident handbook will be made available to all tenants. They are also available in digital form upon request. Additional community specific rules and regulations are listed in the Resident Handbook. All residents are expected to abide by these rules and regulations and are responsible for advising their guests of the same.

By signing below, I(We) acknowledge receipt of the Resident Handbook and accept all community policies specified in the Resident Handbook.

THIS IS A LEGALLY BINDING DOCUMENT. PLEASE READ CAREFULLY BEFORE SIGNING. SIGNATURES OF ALL RESIDENTS REQUIRED.

Resident Printed Name	Resident Signature	Date
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Resident Printed Name	Resident Signature	Date
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Resident Printed Name	Resident Signature	Date
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Resident Printed Name	Resident Signature	Date
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Owner's Agent

Date