

# Tenant Handbook



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## Chapman Rental Properties, LLC

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PO Box 121 · Charles Town, WV 25414 · (304) 725-5200

### **Office Information:**

Mailing Address:

P.O. Box 121  
Charles Town, WV 25414

Phone:

(304) 725-5200

Fax:

(304) 725-5200

Website:

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

Owner:

Mike Chapman  
[mike@rosemont-holdings.com](mailto:mike@rosemont-holdings.com)

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## **Tenant Communications**

### **Maintenance Requests**

If you have a maintenance issue, send a written request once of the following ways:

- Via the tenant page on our website.
- Email your maintenance request to [maintenance@rosemont-holdings.com](mailto:maintenance@rosemont-holdings.com)
- If you are unable to send a written request, call our office to report an issue.

### **Email**

This is the preferred method of communication to/from you. We send out notices, requests, and general correspondence using this method of communication. If you do not have an email, we will send this information to you in the mail, or leave a voice message at the phone number we have on file for you.

### **Change in Contact Information**

Please notify our office immediately of any change in your email address or phone number.

## **Getting to Know Your Residence**

When you move into a property, it is helpful to know where important items are located. Take the time to locate the following:

- Main circuit breaker
- Gas shut off valve (if applicable)
- GFI Plugs
- Main water shut off
- Water shut offs below the sinks and behind toilets

## **Renter's Insurance**

Renter's insurance is very important for covering your personal belongings since they are not covered by the building insurance. To obtain renter's insurance, your vehicle insurance provider can usually offer it to you for minimal annual costs.

## **Tenant Responsibilities**

The following items are the responsibility of the tenant while tenants are staying at our property:

- Pay rent on time.
- Be a good neighbor and do not disturb others.

- Follow the rules of the lease.
- Keep email address and phone contact information up-to-date with our office.
- Replace all burned out light bulbs with the correct wattage.
- Replace dead batteries in smoke detectors and carbon monoxide detectors.
- Report all necessary maintenance issues, including a non-functioning smoke detector or carbon monoxide detectors.
- Keep the unit clean and sanitary at all times.
- Maintain all appliances, equipment, and furnishings.
- Remove pumpkins and Christmas trees within one week after the related holiday.
- If you have a pet, properly dispose of pet droppings.
- Do not paint the unit or make any alterations to the unit.
- Trash cans should be placed for pickup at the curb the morning of pickup and returned the evening of the pickup.
- Maintain lawns and weed beds.
- Replace furnace/HVAC filters every 3 months.

### **Tenant Web Page**

The tenant web page is your tool to communicate with Chapman Rental Properties. You can use it to make payments online and submit maintenance requests.

### **Rent Payments and Related Fees**

Rent is always due on the 7<sup>th</sup> day of each month, regardless of whether that day falls on a weekend or a holiday. Rent is late if it is not received by the end of the day on the 7<sup>th</sup> day of each month. Discounts will be lost and late fees are assessed on all delinquent rents not received in full by 5:00 P.M. of the 7<sup>th</sup> day of each month.

- Chapman Rental Properties will not tolerate delinquent payment of rents. If rent is not paid by 5 P.M. on the 7<sup>th</sup> of each month, the tenant will lose the rent discount. Late fees will assessed per the terms of the tenant lease.
- If Chapman Rental Properties receives a returned check for any reason, a returned check fee of \$35.00 plus all applicable late fees after the 7<sup>th</sup> of the month will be charged. Your bank will usually notify you if a check has been returned before we will know. The only way to stop late fees is to make a replacement payment with a valid check/cashier's check/money order.
- Chapman Rental Properties will file eviction papers if rent has not been paid by the 10<sup>th</sup> of the month. Once filed, the eviction will result in a fee of not less than \$100.

## **Payment Options**

Chapman Rental Properties offers several payment options for your convenience:

- Through the mail: You may mail a check, money order, or cashier's check to our office. Please include your name and rental address on the payment. **DO NOT MAIL CASH!** Our mailing address is P.O. Box 121, Charles Town, WV 25414.
  - Please be advised that payments are considered received when they physically arrive in our office. If the payment arrives after the end of the grace period, it could be subject to late fees regardless of the post-mark date.
  - Chapman Rental Properties is not responsible for postal delays. Allow for delays when sending the payment.
- Chapman Rental Properties does not have a way to process credit/debit in person. You must use your tenant webpage if you wish to use these methods.
- **Chapman Rental Properties cannot accept cash or foreign currency.**
- ACH (e-check): Chapman Rental Properties can accept ACH payments made directly from your checking account or through voluntary payroll deductions from your employer. Contact our office for details.

## **When is a Tenant Charged for a Maintenance Call?**

- The tenant may be charged if the maintenance issue was caused by tenant error, abuse, or negligence:
  - If there is a service call and a breaker is tripped.
  - When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc.
  - If the Tenant fails to report necessary repairs.
  - If the Tenant fails to meet a vendor at an assigned appointment and there is a vendor charge.
  - If the Tenant's pet causes damage to the property.
  - If the Tenant reports a repair which does not require service.
  - If the Tenant fails to replace battery for smoke detector and causes a service call for only battery replacement.
  - For replacing doors, jambs, broken glass and/or windows unless the Tenant provides a Police Report detailing the cause of the problem showing forced entry by others.
  - For carpet cleaning while living in and upon vacating the property.
  - For damage, which is caused to the walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain or wind.
  - Any damage to the property caused by Tenant's guests or invitees.
  - For damage due to frozen pipes caused by Tenant not providing heat to unit.
  - If a service call results from Tenant failing to maintain the proper fuel level in the oil tank to the furnace.

- If you call for a repair and the vendor determines nothing was wrong (i.e. false call), the tenant may be charged.

### **Winterization Information**

Temperatures in Jefferson County have been known to drop below freezing as early as October and as late as April. Tenants must take all precautions to protect pipes from freezing and breaking. Here are some precautions tenants can take to help prevent pipes from freezing.

- During cold weather, maintain a minimum temperature of 65 degrees in your unit.
- When temperatures drop below 20 degrees, leave water trickling from all faucets to ensure they do not freeze.
- Keep cabinets under the kitchen and bathroom sinks open when the temperature drops below freezing.
- Make sure that the crawl space vents on the outside of your property are securely covered with a board or piece of Styrofoam. This helps keep the cold air from reaching the pipes and also keeps your floors warmer.
- Outside hoses hooked up to your property must be disconnected and drained.
- Outside faucets must be drained, covered, and protected so they will not freeze.

### **Pet Policy**

Tenants who wish to have a pet must submit a pet application with the initial application for tenancy. You must submit a separate application for each pet.

- Pets will not be allowed after a lease has been signed. Pets will only be considered with original applications.
- “Dangerous Breed” pets are prohibited. No Rottweilers, Dobermans, Pit Bulls or mixes thereof. If it looks like a Pit, it is a Pitt. Pets must be leashed at all times. Pet waste must be removed immediately.
- The pet fee is as much as \$300 and it is non-refundable. Pet fees are due and payable to Chapman Rental Properties, LLC. upon the inception of your lease. It is not an additional security deposit. Approval of all pet applications is on a case-by-case basis.
- Not all units allow pets.
- All approved pets will be evidenced by a signed Pet Addendum.
- Pets are not allowed in any unit until the Pet Addendum has been signed by every tenant and all pet fees are paid in full.

### **Illegal Pets – Notices and fees**

If a tenant has an illegal pet (i.e. a pet that has not been approved to be in the unit) s/he will receive a \$300 fine plus a \$35 administrative fee.

- Additional charges related to the cost of an ultraviolet test to detect urine and a flea spray will also apply.
- The tenant will be given a 10-day notice to remove the pet.
- Tenants who fail to comply will be subject to eviction.

### **Service Pets**

- Service pets must be registered with the office prior to the pet being admitted into the unit.
- Service pets will be required to follow the same pet rules as other allowed pets.
- Tenant must provide proof of medical necessity from a doctor specifying that a service pet has been recommended as acceptable therapy for the tenant.

### **Lease Violation Notices**

Any time a lease violation is discovered by Chapman Rental Properties, the company may issue a 10 Day Notice to Comply. This notice will result in an administrative processing fee of \$35 in addition to penalty fines carried by the notice. The first complaint may result in a fine of not less than \$10; the second may result in a fine of not less than \$30, and the third complaint may result in a fine of not less than \$50 (in addition to the \$35 processing fee). These complaints include, but are not limited to, tenant and guest behavior, unit appearance and condition, law enforcement calls, and other breaches of the lease.