



# Tenant Handbook

We value our Relationships.

**Please keep this document in a safe place for future reference.**

Please read this manual carefully and thoroughly as it contains important rights and obligations which are intended to be binding upon you and Oracle Property Solutions. This manual is incorporated into your Property Management Agreement and is expressly made a part thereof.

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# Oracle Property Solutions Welcomes You

## Welcome To New Living

Oracle Property Solutions (OPS) welcomes you as a new resident. OPS is an abbreviation used in lieu of the full company name, Oracle Property Solutions, throughout this Handbook.

To achieve a successful tenant/management relationship we prepared the OPS Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips and more.

The owner of the property has retained Oracle Property Solutions (OPS) as their Property Management Company and representative to manage the property you are renting. When you need assistance (see contact page) please reach out to your assigned property manager for assistance.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. OPS is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**



# Tenant Communication

On the next page you can find our general contact information. Communication makes a difference in any area of life and it can only enhance your tenancy by letting OPS know what you need. Our management software RENTVINE makes communication with tenants easy and assessable. This ensure not only that your assigned PM is aware of your message but allows other eyes on the concerns as well. Our central hub for communication is via RENTVINE so please make sure you utilize this valuable tool

Remember, what is important is that you DO contact us when you need assistance. Remember OPS is here to help you.

## Telephone Calls During Office Hours

During regular office hours we strive to have a live person to answer your call. Your management team may not be available or in the office and you may need to leave a voice message. When you speak to someone or leave a voice message, please state the reason for your call so that someone can assist you with the information you need.

## After Hours Calls

Our property managers often have multiple properties they manage. OPS ask all tenants to be respectful of the hours they call their assigned PM. Unless it is an emergency (fire/flooding/safety hazard) it can often wait until the next morning.

## Emergency Calls (including after-hours emergencies)

During normal office hours immediately state if you have an emergency. If you reach the OPS voice mail system during office hours, or after the office is closed, please call your assigned property manager. If you have not heard from someone within 10 minutes, please dial again and submit a request in RENTVINE.

## Maintenance Requests

Please remember that all maintenance requests must be in writing unless it is an emergency. This is in your rental agreement. You can access a maintenance request online through your Tenant Portal via RENTVINE.

## Change of Information

It is important that you keep your telephone, fax, cell numbers, bank ACH information or email up to date via RENTVINE for all correspondence purposes.

## Email

Email is a great way to communicate and enables your management team to contact you quickly and efficiently and, when needed, send you important information.

## General Office Information

Mailing Address:

Oracle Property Solutions

10630 Little Patuxent Parkway Suite 314-M37

Columbia MD 21044

Appointment only\*\*\*

Communication:

Office Phone: 443.718.0544 Email: [info@oracleprosolutions.com](mailto:info@oracleprosolutions.com)

Office Hours (by appointment):

Monday - Friday **8:00am to 5:00pm**

Sat. & Sunday **10:00am to 2:00pm**

Emergencies:

Call our office line at 443.718.0544, 24 hours a day/7 days a week. If you have not heard back from someone within 1 hour, please dial again and submit a request via RENTVINE.

## The Move-In Process

Once you have been approved you have twenty-four (24) hours to sign your lease and pay the security deposit.

We sign our leases through DocuSign or Adobe. Your lease will typically be emailed to you for electronic signature, and you will schedule a time to review the lease and our procedures with your Property Manager.

The move-in money (security deposit and initial rent) must be paid by certified funds.

If the property was occupied when you made application, you understand that it is being rented cosmetically in “AS-IS” condition. Once the tenant has vacated, we will perform a walk through and will ensure the unit is professionally cleaned and that items are performing the function intended. Unless agreed to in writing, we cannot promise cosmetic upgrades.

At move in you will complete a Move-In Form to notate cosmetic deficiencies for your protection at move-out, as well as any items needing repairs that are not performing the function intended. The move in checklist is not a service request for necessary repairs but documentation which will not hold you liable if repairs are needed or items damaged. Based on the report, your assigned PM will determine if a repair request is warranted. We perform a standard make-ready between tenants. This means that we ensure the unit is clean and items are performing the function intended. It does not mean that we will paint, replace carpet, etc.

Everyone has different standards of clean. We use a professional cleaning service that cleans to our standards. If something of importance was missed, we will send the cleaners back to touch up. Because some time may have elapsed between us having the unit cleaned and you moving in, a little dust or dirt may accumulate on the floor - this is not cause to send housekeeping back out.

OPS does its best to accommodate your desired move-in date. If it is a back-to-back turnover and the vacating tenant leaves the property neat, clean and in good repair, it is usually not a problem. However, if the unit is not left up to our standards, we will need time to make it ready. We apologize for any inconvenience or delays and promise to do everything we can to expedite the process.

**You will have 7 days to return the Move-In Report.** Please notate any cosmetic deficiencies for your protection at move out as well as any items needing repairs. This is for your protection.

If you have any questions not answered here, please contact the OPS office.

## Protect Your Rental and Credit History

At some point down the road, you will move out of the property. It is important that during your residency you care for your credit and rental history. Most likely you will either rent again or purchase a home. In either case you will need good rental references and a good credit report. Avoid late rent payments, care for the property and move out properly. Give OPS the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/Lease Agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist and any other necessary documentation. We recommend that you keep that paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your OPS management team.

### Moving Checklist

We will supply you with move-out instructions upon your projected vacancy.

### Utility/Cable Companies

When you rent the property OPS will provide you with contact numbers for the utility providers at your rental. To avoid discontinuation of service or billing confusion you must contact the utility companies immediately.

BGE:	(800) 685-0123   <a href="#">START SVC</a>	Water Howard Co:	(410) 313-4091   <a href="#">CHECK BILL</a>
Water AA Co:	(410) 222-1144   <a href="#">CHECK BILL</a>	WSSC Water PG Co:	(301) 206-4001   <a href="#">CHECK BILL</a>

### Rental Payments

Rent is due by the 1<sup>st</sup> of each month and late if not received by the close of business of the 5<sup>th</sup>. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can negatively affect your payment record.

OPS receives rental payments by:

- ACH Bank deposit only. The Portal deposits your payment directly to OPS which will pay the owner directly, saving you time while also providing you with a receipt for your rental payment.

OPS do NOT accept rental payments in:

- Cash
- Rolled coins
- Post-dated checks

## Fees/Charges

Tenants are subject to incur the following charges below in addition to charges outlined in their lease agreement:

- Late Fee – the OPS late fee is \$45 dollars minimum.
- Maintenance Charge – OPS will bill you after an appointment with a vendor for completed services based on your lease agreement service call fee. Billing will only occur after services are complete.
- There will be a 20% override added to the bill for any expense that is the responsibility of the tenant, including move-out items.
- Items left in property after move out – There will be a minimum charge \$350 if items are left in the home after vacancy where a junk company is required.

## Care of the Property

### 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 know or locate the:

- **Main circuit breaker in the event power goes out,**
- **Gas shut off valve – turn off during emergencies/disasters for safety,**
- **GFCI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work,**
- **Electric and/or gas meters to check your utility bills,**
- **The main water shutoff valve in case of major flooding,**
- **Water shutoff valves below the sinks and behind toilets in case of water leaks,**
- **Method of cleaning for the oven so you use the right products – DO NOT use regular oven cleaner on a self-cleaning oven. This may permanently damage the oven. DO NOT leave the racks inside the oven when running the self-cleaning cycle.**

If you are uncertain about any of the above items, contact your assigned PM for help.



# OPS Pet Policy

OPS is happy to welcome well-behaved family pets. We require our tenants to be responsible pet custodians. As a company, we promote responsible pet ownership. Our standard pet deposits are refundable. Should your pet become a nuisance, you will be given 72 hours to rectify the situation or remove the pet from your home. We **STRONGLY** advise that you have renter's insurance which provides you with liability protection should your pet harm anyone or cause damage. If you have a pet, you agree to the following:

1. That the pet will be allowed out of the pet owner's unit or yard only under the complete control of a responsible human companion and on a hand-held leash or in a pet carrier.
2. That any damage to the exterior or interior of the premises, grounds, flooring, walls, trim, finish, tiles, carpeting, or any stains, etc., caused by the pet will be the full financial responsibility of the resident and that resident agrees to pay all costs involved in the restoration to its original condition. If, because of any such stains, etc., said damage is such that it cannot be removed, then resident hereby agrees to pay the full expense of replacement.
3. That the resident will provide adequate and regular veterinary care including, but not limited to, all required shots, as well as ample food and water, and will not leave pet unattended for any undue length of time. Resident will diligently maintain cleanliness of litter boxes as well as pet sleeping and feeding areas. Resident will prevent pets from engaging in behaviors or creating excessive noise at a level that disturbs neighbors, including, but not limited to, barking, jumping, and running.
4. That if property is in Prince George County, the resident shall ensure pet is not part of the breed restriction listing.
5. That, if there is reasonable cause to believe an emergency exists with respect to the pet, and if efforts to contact the resident and emergency caretaker are unsuccessful, the rental manager may contact the local animal control authority and assist its staff in entering the resident's apartment. Examples of an emergency include suspected abuse, abandonment, fire or other disaster, or any prolonged disturbance. If it becomes necessary for the pet to be boarded, any and all costs incurred will be the sole responsibility of the resident.
6. **That the resident agrees to indemnify, hold harmless, and defend rental manager** against all liability, judgments, expenses (including attorney's fees), or claims by **third parties for any injury to any person or damage to property of any kind** whatsoever caused by the resident's pet(s).

## Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. OPS has additional tips in this handbook.

## Tenant Renovations/Alterations

It is the OPS policy that tenants do not perform repairs or alterations. You agreed to this in the OPS rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

1. Submit your request in writing before making any changes.
  - a. Do not proceed with any work until you are notified by OPS.
2. OPS will consult the owners to see if the request is acceptable to them.
3. If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair, or
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.

## **Tenant Maintenance Responsibilities**

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. We want you to report maintenance items to correct them before they become a health and safety hazard.

However, there are items that are the tenant's responsibility and we have listed them below (please refer to the maintenance addendum):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size, shape and wattage
- Replacing furnace filters regularly (frequency depends on filter used, but monthly is recommended)
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless you live in a four-plex or larger
- Reporting malfunctioning irrigation systems or sprinklers
- Disposal of all garbage in the proper receptacles and using the weekly pick-up service
- Removal or treatment of common household bugs (ants, spiders, etc.)
- Trapping and removing an individual rodent (if you have an infestation, we will hire a professional)
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week in a container designed to hold hot ashes and coals.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

## **Procedures for Requesting Maintenance**

### **Before Calling OPS**

- Determine if there is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem that you are experiencing unless you have an emergency. Read examples of various problems in your maintenance addendum.

## **Non-Emergency Maintenance – Follow These Steps Carefully**

1. Fill out a tenant maintenance request workorder in RENTVINE under the maintenance tab.
  - a. OPS representative will assign a vendor to contact you directly.
  - b. OPS do not give vendors keys to the residence. Either the tenant is home for the repair or an PM will escort the tech into your home.
2. Check for an update in RENTVINE from your assigned PM to acknowledge we have the work order.
3. Vendors are required to make appointments with tenants. Remember, this is a Nonemergency item and in most cases the vendor will not be immediately available.
4. Failure to show at a scheduled appointment can result in a charge to you. Therefore, be certain to notify your assigned PM as soon as possible if you are unable to make the appointment. **If You Don't Hear From a your PM within Two (2) Days** input an update in RENTVINE so our back office can track. OPS will contact the assigned PM to find out the cause of the delay, and then inform you when to expect a call.

A recent repair means within the last 60 days and pest control work means within 30 days. If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

After a repair has taken place, if you have trouble, call OPS and state you had a recent repair but there is still a problem.

## **Fuel Policy**

For properties having propane gas and/or oil burning furnaces or appliances, tenant will be responsible for insuring the tank is always at least 25% full during the term of the Residential Rental Agreement and at move out. Failure to maintain a sufficient volume of fuel will result in a tenant charge for furnace maintenance services that may result. Tenant is solely responsible for initial fill of fuel beyond 25%, and for any amount less than 25% at move out or the disposal of any fuel in excess of 25% remaining at move out, if they so desire. If home is a first-time rental and the homeowner has left more than 25% in the tank, tenant may be responsible for purchasing existing fuel back from owner or fuel company if the tank is capped. Neither agent nor owner will be held liable for any refund for the value of fuel remaining in the tank at move out. Check the tank to see if there is a sticker of a fuel company; if so, that is the company you must use. If not, generally tenant may use the company of their choice. Tenant must contact Fuel Company to initiate and end service.

## **Utilities Policy**

**If landlord pays for electricity (or other applicable utilities), a/c units, space heaters & other high utility usage items are prohibited unless approved in advance in writing.** Items may be approved with a utility surcharge as additional rent. If landlord pays for any utilities, any additional occupants must be approved in advance in writing and will require a utility surcharge as additional rent. Should violation occur, tenant will have 72 hours to remove offending equipment or occupants and will automatically be charged a minimum of \$50 per month as additional rent for each month the violation was present.

## Personal Property

There may be personal property left in your unit by the owner or former tenant. Landlord is not responsible for maintaining those items. This may include but is not limited to washers, dryers, window a/c units, dehumidifiers, countertop microwaves, grills, lawn equipment, furniture, etc. It is your responsibility to maintain and care for such items unless agreed to in writing prior to move in.

## Emergency Maintenance Issues

### In Case of Emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, then call the OPS office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the OPS office and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT being without heat when temperatures are expected to be above freezing, but OPS recognizes this is important and will make it a priority with vendors to have the heat working as soon as possible.
- An emergency is not an air-conditioning outage, non-working dishwasher, sprinklers, etc.

## Preventative Cleaning Tips

### Preventative Cleaning Tips

Cleaning is easier when you use a “preventative approach”. Here are some tips:

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.

- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and vinyl to avoid “dust bunnies” and the buildup of grime.
- Do not use wax or strip the finish on vinyl or tile.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air Freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile Countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass Cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators:
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing Machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet Stains:
  - Vacuum the carpet if the stain is dry.

- If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet Odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

## Energy Saving Tips & Insurance

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

### To Lower Water Bills:

- Always report water leaks to OPS as soon as possible.
- Report water dripping under sinks.
- Running toilets are big water wasters.
- Report malfunctioning sprinklers.
- Report standing pools of water.
- Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Be sure your water heater temperature is set properly, but no higher than 120 degrees. Note:
  - do not turn the water heater up to “hi” or “high” as this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

### To Lower Air-Conditioning Bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you purchase the inexpensive filters. A clean filter helps the air-conditioner to run more efficiently.

- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

## **To Lower Heating Bills:**

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the OPS office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.

## **Renters Insurance**

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renter’s insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. [To avoid a loss, acquire renters’ insurance now.](#)

## **Safety Tips**

The safety of you and your family is important to OPS, and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to OPS.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.

- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to OPS immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the OPS office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## Vacation/Holiday Checklist

### Before Leaving on Vacation

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify OPS how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

### Holiday Tips



Everyone enjoys different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

## Emergency/Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different types of emergencies:

### **Maintenance Emergencies:**

- OPS outlined in the maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
- We have also reviewed them in this handbook.
- Please follow the maintenance instructions and call OPS when appropriate.
- OPS requests that you treat the OPS staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.

### **Area Emergencies or Disasters:**

- Be prepared and use the OPS Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disasters such as a storm, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- OPS requests that you call emergency services first in a disaster, then notify the OPS office as soon as possible to relay what has happened.

- OPS will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- When calling the OPS office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## Frequently asked questions

OPS has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

### **Why did I receive a notice when I paid the rent on the 6th of the month?**

- As outlined in this Handbook, the rent is due on the 1<sup>st</sup> and late if not received by the 5th of the month. Once the 5th of the month passes, we begin preparing Notices to Pay or Vacate.

OPS serves Notices based on Maryland state landlord/tenant law requirements and their obligations to the owner of the property.

### **Can I clean the carpet myself?**

- Yes, we but don't advise it. We recommend you use a professional to avoid having to pay twice. If you hire someone to do the work, and it isn't up to standards, we will hire a different vendor to re-clean and bill that to your security deposit.

### **Can I install extra telephone lines?**

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify OPS and obtain written permission to install the lines.

### **Can I have a satellite dish?**

- Yes, you can have a satellite dish. However, you must submit a request to OPS and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Dishes must be mounted on a pole in the yard, never attached to the house.

### **I did not have a pet when I moved in; can I have a pet now?**

- Notify your OPS management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

### **What happens if my pet dies or runs away, can I have my increased security deposit back?**

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

### **What happens if I want another pet?**

- Notify your OPS management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

### My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a notice to vacate. OPS will need documentation from you to show you can support the property by yourself. OPS will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all the security deposit. Have your roommate use the OPS Notice to Vacate included in this handbook. You will also need to pay a \$100 administrative fee.

### I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and OPS must approve the person PRIOR to them moving into the property. You can apply by letting your assigned PM know of your intentions. If OPS denies the applicant, they cannot move into the property. If approved, we will add them to the lease as a permitted occupant. You will also need to pay a \$75 administrative fee.

### Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why OPS contacted you first to set a date and time. Do not allow someone who knocks on the door to view the property if you have not heard from us first.

### Giving Your Notice

Eventually you will move out and we want you to be prepared when this is necessary. OPS tenants are often, but not always, required to give a 30-day notice prior to the next rent due date if their lease is month to month, 60 days if they are in the lease term. The day you give the notice does not count in the notice time period.

*Example #1: Your lease is month to month and you want to move out February 5<sup>th</sup>. You need to give notice by the 31<sup>st</sup> of December. If you have more questions, please contact our office.*

*Example #2: Your lease is **not** month to month and you want to move out February 5<sup>th</sup>. You need to give notice by the 31<sup>st</sup> of November.*

### Before Giving Notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your assigned PM to discuss your options.
- Notices must be in writing. The day OPS receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- OPS accept notices by email to [info@oracleprosolutions.com](mailto:info@oracleprosolutions.com). Please make sure you attach a scanned copy of the signed notice. Do not assume OPS received your signed notice. If you have not received confirmation of receipt by OPS, contact our office.
- OPS do not provide rental history to other landlords/property management companies unless tenants give the authority to OPS to give out rental references.
- If you need to move and are still committed to a lease period: **You are responsible for the property and payment of your rent until either the end of the lease or until the unit is re-rented**, as well as the homeowner and property management costs to re-lease the unit after your breach of contract. Please be sure to pay your full rent as due.

- If the unit is rented to another tenant prior to the expiration of your lease you are still responsible for the full month payment at the end of tenancy and your security deposit will be forfeited due to breaking the lease terms.
- *If you choose to “break” your lease, it will cost you financially, you will receive a negative reference, and legal action may be brought against you. Military members are subject to the military clause in their lease agreement. Upon notification to vacate, member must provide orders with SS# redacted.*

## Setting Up Your Move-Out Appointment

- After you submit your Notice to Vacate, OPS will provide you with move-out instructions. This will inform you about what to do during the notice period, and how to prepare to move out.
- OPS only performs move out appointments during weekdays, 10 am to 4 pm.
- It is the responsibility of the resident to deliver all keys and openers to OPS at the move out appointment.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

## Preparing the Property at Move-Out

When you are ready to move, if you have questions on how to prepare your residence after receiving the move-out packet, please call your OPS management team and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are some steps to take to prepare for your move.

### Cleaning

- Clean the property throughout the interior and exterior.
- This includes the vinyl or tile floors, windows both inside and out, windowsills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal wear and tear.
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

### Carpet Cleaning

- Professional carpet cleaning is normally required. The cost for carpet cleaning depends upon how recently the carpets were professionally cleaned and whether you have had pets.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call OPS for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- OPS will schedule the carpets to be cleaned once you have moved out if you do not adhere to the following step.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of OPS, and a receipt is required upon turnover of keys.

- Tenants, please note: OPS will not reimburse for any carpet cleaning contracted by tenants.

## **Draperies/Window Coverings/Windows**

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
- You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
- You have not been using the draperies provided and/or have kept them in good condition.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and outside, except for the outsides of second story windows.

## **Replacements**

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs,
- Non-working smoke detector batteries,
- Missing doorstops,
- Furnace filters (change the filter just before you vacate the property, and make sure you use the correct size).

## **Pest Control**

- If you have a pet, professional pet pest control may be needed.
- If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges.

## **Landscape Clean-Up**

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

## **Trash**

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

## Painting

- We request that you do not spackle, putty, or touch up paint.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

## Your Security Deposit Refund

Tenants must leave the property in good condition as this simplifies the task of refunding your security deposit. OPS remits security deposit transmittals within 30 days or in accordance with the state landlord/tenant law. **Any repairs that are required and found at the end of your move out (which the tenant should have reported as a maintenance request) will be deducted from your security deposit as a repair item.** Remember, tenants are to maintain the property and OPS wants your move out to be a pleasant and successful process.

## OPS Move Out Checklist

We have put together the following form that can be useful to you in upon your move out. Click on the link below for access.

- [Move Out checklist](#)

## Emergency/Disaster Checklist

*Take the time to review and implement these important lists – it could save lives!*

### Pre- Emergency/Disaster Checklist:

- ☐ Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value.
- ☐ Know where the shut off valves are in your residence.
- ☐ Keep copies of important papers stored in a safety deposit box.
- ☐ Make sure your renter's insurance is current at all times.
- ☐ Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- ☐ Plan escape routes in the event of fire and inform every resident of the routes, including children.
- ☐ Teach children how to use 911 or call for other services.
- ☐ Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.

- ☐ Have a portable radio with plenty of extra batteries and the right kind for the radio.
- ☐ Have two or more flashlights with the extra batteries and for the right kind the flashlight.
- ☐ Have large long-burning candles and matches available.
- ☐ Have an adequate first aid kit and replace items when necessary.
- ☐ Keep your cellular phone charged.

### **If an Emergency/Disaster Occurs:**

- ☐ In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve.
- ☐ Keep your car in the driveway, if it is practical, for any necessary evacuation.
- ☐ Call 9-1-1 only to access help and NOT to learn news.
- ☐ Call OPS when it is practical, but remember that OPS will do what they can to help you, but is not an emergency service.  
Many repairs will have to wait until the emergency/disaster passes.
- ☐ Only call people when necessary and have an emergency contact outside your area who can notify other people.
- ☐ Limit use of the telephones during emergencies/disaster to avoid overloading the circuits.
- ☐ Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards.
- ☐ Leave a single light on to alert you that power is restored.
- ☐ If you use candles and matches, do it safely – you do not want to create another problem.
- ☐ Limit cell phone usage or use your car to charge batteries.
- ☐ If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- ☐ If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional.
- ☐ Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water.
- ☐ Only open freezers and refrigerators when necessary to avoid losing food as long as you can.
- ☐ Conserve water and food when disaster occurs.
- ☐ If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.

## Conclusion

We hope that you have found the OPS Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your OPS management team.



## Key Items in Your Rental & Trouble Shoot Guide



Electric Panel Box



Main Water Shut Off



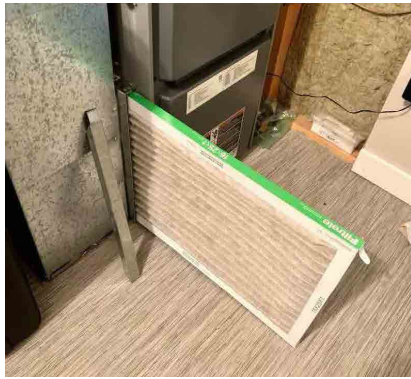
GFI Control Outlets

**Trouble Shoot:** If power goes out in a section of your home, Check the Panel Box to make sure the Switches are aligned in one direction. Boxes are labeled to determine which switch controls the section of the house (bathroom, kitchen, Washer & Dryer etc) If **RED** is showing on one of the switches, simply push the switch to the other side and push back to reset the power. If this do not fix the power outage, submit a request via RENTVINE.

Good to Know where this is located. If there is ever a leak in the home causing severe damage, please shut off the main water line. Horizontal is open | Vertical is close (always from a T)

**Trouble Shoot:** These plugs are normally placed in your kitchen and bathroom areas. If your appliances do not work in the kitchen (toaster, blender, tea pot) plugged into the wall, click on the RED button to reset the power. If this do not work, check the Electric Panel box to make sure the Kitchen switch is not reset.





HVAC Filter Placement

<p><b>Trouble Shoot:</b> Tenants are responsible for changing the HVAC filters on a semiannual or quarterly basis to keep the air quality flowing correctly in the home. If it's time to replace them, check the dimensions of the Air Filter and order online or pick up at Lowes, Walmart, or Home Depot to replace.</p>	<p>Some HVAC units are vertical or horizontal. Familiarize yourselves with what is in your property.</p>	<p>Always stay alert and prevent items from becoming a problem. If it's not working properly call and have it fix instead of waiting. Remember, as tenants you are responsible for any damage to the property while residing and it is ALWAYS best to correct the problem before they turn into a nightmare.</p>
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If you every have a leak underneath the kitchen sink or bathroom sink, simply turn this lever to form a T to stop water from flowing from the main pipe.

We believe these simple tools can help you fix a problem before submitting a work request as well as inform you of basic home maintenance.

# Conclusion

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Good to Know where this is located. If there is ever a leak in the home causing severe damage, please shut off the main water line. Horizontal is open | Vertical is close (always from a T)

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Know when to call the Repair In

Remember you are responsible for  
the upkeep of the home you are  
residing in.

# Tenant Basic Maintenance Guide

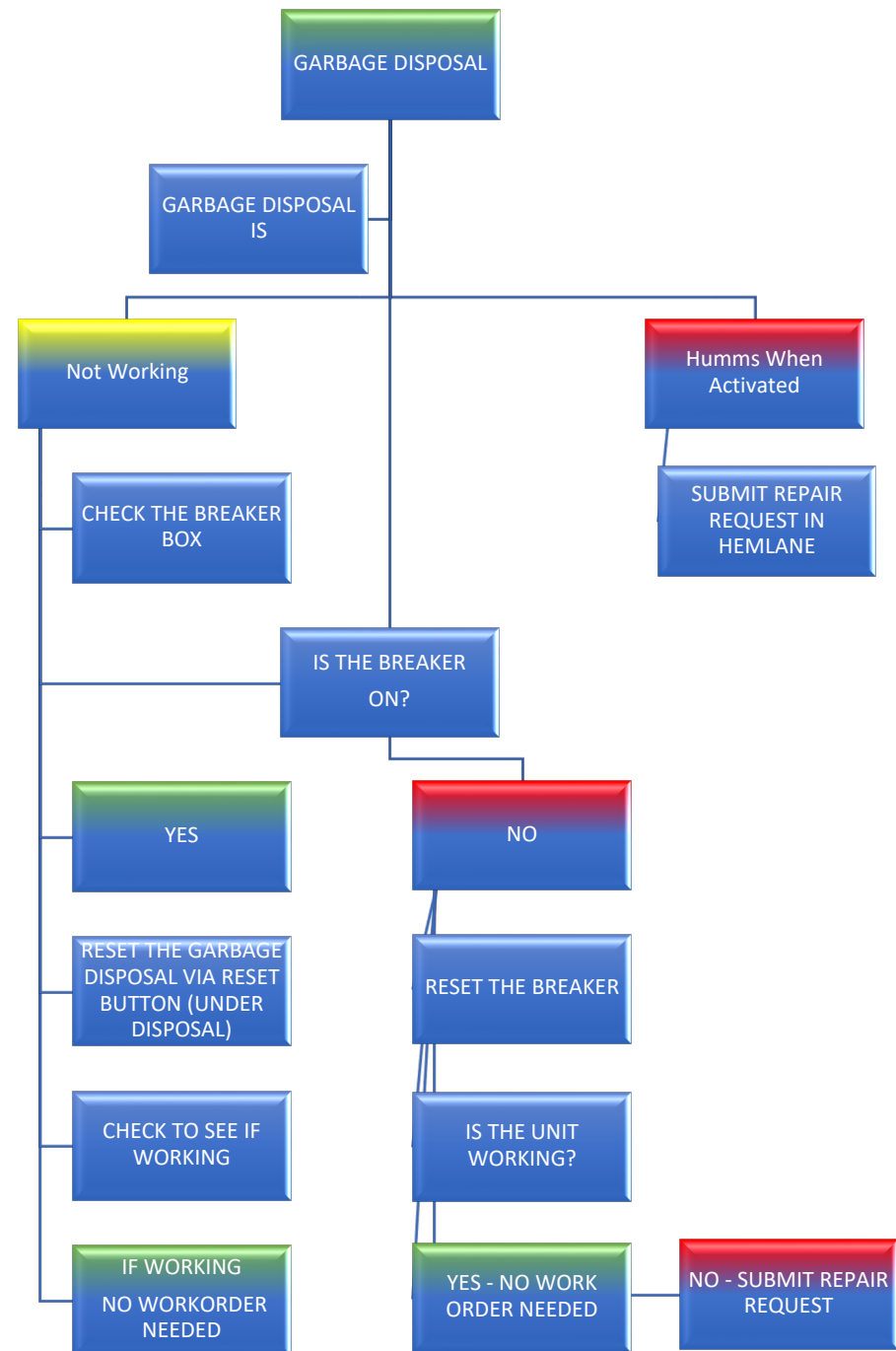


ORACLE PROPERTY  
SOLUTIONS

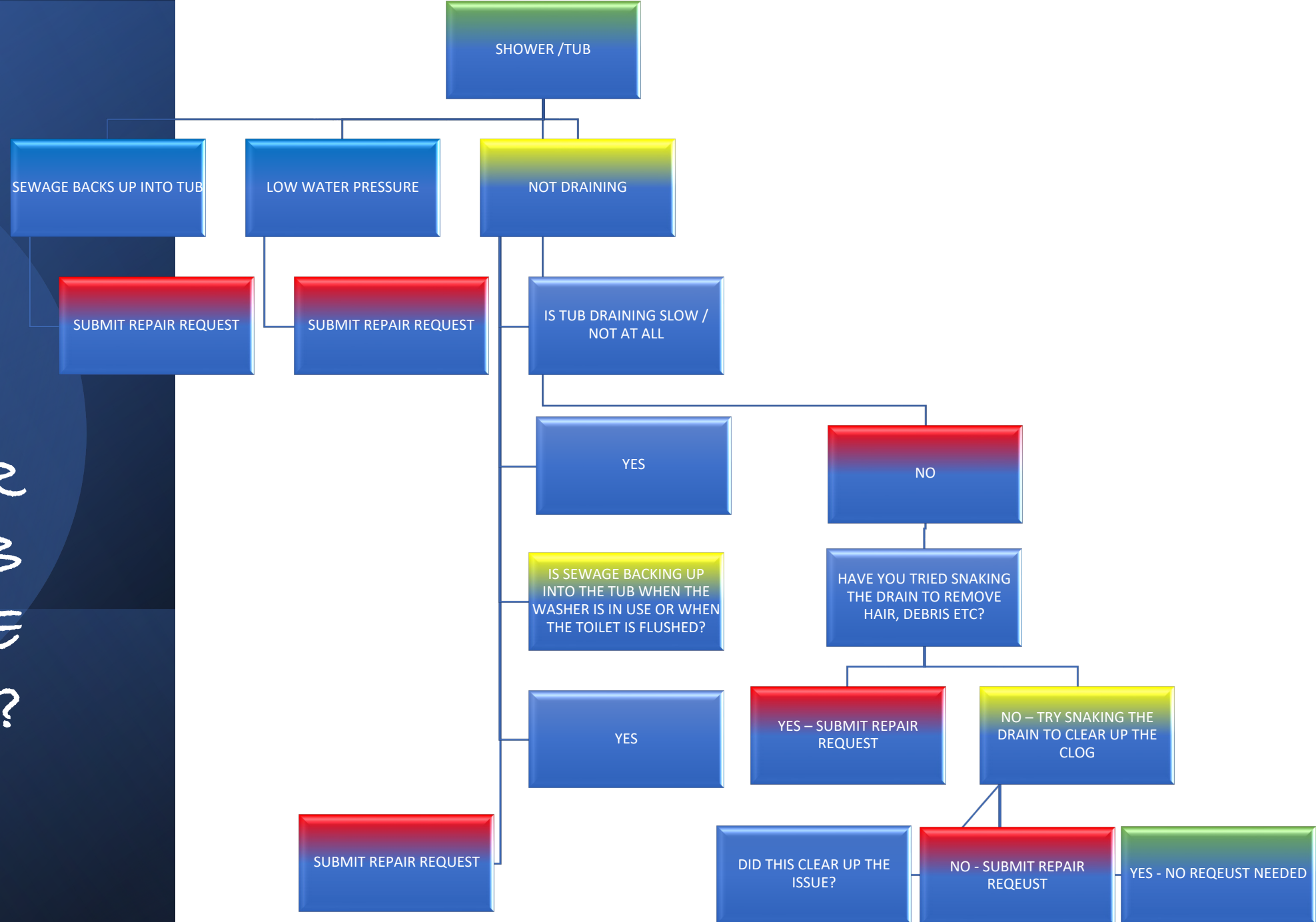


# GARBAGE DISPOSAL REPAIR?

VIDEO



# SHOWER /TUB TROUBLE SHOOT?



# TOILET TROUBLESHOOT?

