ANNAPOLIS
PROPERTY SERVICES

RESIDENT HANDBOOK

Welcome!

Welcome to your new home. We at Annapolis Property Services are pleased that you have chosen us to assist you with your housing needs. We strive to provide the highest level of services to both our residents and property owners, and look forward to working together with you.

We have created this Resident handbook to help you understand our procedures and to keep as a resource. It is a continual work in progress so please feel free to make suggestions or send us an email if you can't find the information you are looking for.

Once again – Welcome to your new home. Sincerely,

Peter Cook

APS President and Founder

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APS OFFICE ADDRESS

Annapolis Property Services
914 Forest Drive, Suite 101
Annapolis MD 21403

Directions: Our office is located on the mid level of the gray brick True Value building on intersection of Forest and Bay Ridge Ave.

Office main number	:	410-570-5929
Sales and Leasing	:	410-695-6151
After hours Leasing team	:	443-808-1769
24 Hour Emergency number	:	410-878-6539
		Please leave a message for Manager on Duty
Fax	:	443-926-0102
Email	:	info@annapolispropertyservices.com
Web	:	www.annapolispropertyservices.com

Hours of Operation

Monday - Friday	:	9:00 AM – 5:30 PM
Saturdays	:	Showings by appointment and Emergencies
Sundays	:	Emergencies only

Drop Box

We have a 24-hour drop-box at the office, located to the left of the front door.

Office meetings

We can generally solve most situations either on line, over the phone or via a video call, but if you do feel the need to meet with a specific team member in person please let them know and we will do our best to accommodate. If needed in person meetings can be scheduled by appointment during normal business hours.

Details on all team members and their roles can be found at:

www.annapolispropertyservices.com/category/meet-the-team

ONLINE ACCOUNT ACCESS

Annapolis Property Services, (APS) has an online system making it easy for you to access information and communicate with us. Once APS receives your signed lease you will be entered into the system and will be provided with access to your online account. We will email you an invitation to log in with a temporary password that is valid for 24 hours. Please go online as soon as you receive the email to avoid expiration of your login. Once you log in, you can then change your password to one of your choice.

Your online account will allow you to:

- View your account balance and make payments
- Submit maintenance requests through Property Meld
- View and print copies of your lease and other relevant documents
- Update your contact information

MOVE-IN PROCEDURE

Once your account is set up and we have your signed lease and security deposit we will follow up with a check list of any outstanding information, such as your renters insurance or vehicle information for parking passes. You will also have the opportunity to set up a video meeting or call with your Property Manager to go over any questions you may have regarding the lease or property.

Prior to your lease start date you will receive information from the Property management and leasing team that will help prepare you for your new home.

All of our new resident move-in orientations can now be completed remotely so you don't have to make a trip to our office prior to gaining access to your new home. We do however always like to personally welcome our new residents and will happily schedule a video meeting after you are settled into your new home.

Before you take possession of the property APS will complete a property condition report with photos and video to document the condition of the property and will share this with you in the remote orientation email.

LOCK BOX AND KEYS

https://www.annapolispropertyservices.com/APS-lock-box/

All our homes are equipped with a complementary lock box which remains at the property to help facilitate access for vendors and for your convenience. When not required the lock box can easily be removed and stored but should be returned with the property when you vacate. Missing or damaged lock boxes will incur a $50 charge.

Generally we will provide two sets of keys for the property, one set of door keys in the lock box and another set with any mailbox, or other keys, parking passes, gym cards etc on the kitchen counter.

MOVE-IN CONDITION REPORT

Before your lease start date, the property will be professionally cleaned; we will document its condition with a written report and video. These will be shared with you via Email together with the lockbox combination at your lease start date.

Once you have reviewed the Move-in condition videos and damage report and had a chance to walk through the property, if you would like to complete your own move-in condition report, please just let us know, and we will send you an invite to RentCheck.

Rent Check is accessed via an app that allows you to take as many photos as you wish and document the condition of every room in the home. This will then be added to your move-in condition reports. Please note that this should be requested and completed within 72 hours of your lease start date.

If there are any items that you feel should be repaired, not just noted on the move-in report, please note these items and discuss them with your property manager. Approved requests can then be actioned through Property Meld, our maintenance request portal.

UTILITY INFORMATION

- All utility bills, **excluding** water and sewage bills need to be transferred into your name effective from the lease start date
- Contact BGE – (800.685.0123) as soon as possible and put the account in your name. If the BGE account is not transferred into your name, you will incur an administrative fee if the Agent/ Landlord pays the BGE bill on your behalf
- If you are on city or county provided water, the water and waste water bills will **remain in the owner's name, and will be forwarded to you quarterly, via email**. Please pay them before the due date and make payment directly to the utility company. (Please note your initial bill may be pro-rated and cost put on your ledger to pay APS)
- If any utility late notice or shut-off notice is received, Agent/Landlord will pay the bill on your behalf and a $30.00 administrative fee together with the bill balance will be applied to your ledger
- If you are on well water, please note you may also receive a separate wastewater bill
- If the property is equipped with a water conditioning system, if applicable please see specific instructions on how to maintain it
- If your house has a septic tank, you are responsible for the cost to empty the tank
- For information about your community such as trash pick-up, etc., please refer to the following websites: :

www.annapolis.gov | **www.aacounty.org**

RENT PAYMENT OPTIONS AND DETAILS

All rent payments are due to Annapolis Property Services the first day of every month and considered late if not received by the first. Rent not received in full by the 5th of the month will incur a late charge of 5% of the monthly rent and collection procedures commenced.

Prior to you moving in we will require that either the first months pro-rated or full months rent be paid with cleared funds.

Options to Pay Rent

1 Online Payment

Upon receiving your email invite to your online account, you will be able to log into your personal account with Annapolis Property Services and set up either a one time or recurring payment directly from your bank account. This is offered at no additional cost and enables you to have complete control over your rent payments.

2 Bill Pay

If you choose online bill pay through your bank account, please note that the payment is typically mailed to us through the USPS. Please allow sufficient time for the payment to process and be received by APS no later than the 1st of the month.

3 Check

The rent payment can be mailed or delivered in person to Annapolis Property Services at 914 Forest Drive, Suite 101, Annapolis, MD 21403. Please note we have a drop box at the front of the office located to the left of the door if you need to drop off your rent in person.

4 Credit Card

Your online account allows you to pay rent via credit card, although a convenience fee does apply. (Visa and MasterCard are accepted).

5 Cashier's Check / Money Orders

If you pay by Money orders or cashier's check, you should ideally deliver these in person with an appointment during normal business hours, so we can accept payment in person and provide you with a receipt. You can also drop payment in our Drop box, please just be sure to let use know if you use this method.

6 Cash

Unfortunately, we are not able to accept cash for any rent payment.

MAINTENANCE & REPAIRS

How to submit a maintenance request using your phone

Annapolis Property Services uses a program called Property Meld to manage all repair requests and repair related communications.

In order to best respond to your maintenance requests, please take a moment to set up your account. At the time of your move-in you will receive an email from Property Meld with the description "Confirm your account". Once received, please follow the instructions to login and create your password. It only takes a minute, and once it's created you can log in directly in the future.

Or, at any time you can go to **Maintenance Request** on our website and click "Request an invite".

All requests should be made online through Property Meld. Please report any maintenance issues to APS as soon as you notice them.

To submit a maintenance request, please go to the APS website, **www.AnnapolisPropertyServices.com**, and click the white "**Maintenance Request**" button at the bottom of any page. This will take you directly to your Property Meld login.

Please note, Property Meld is for repair requests only, and you will continue to make online rent payments and access your lease documents via your current login.

If you have difficulty with Property Meld access, please send an email to **Service@annapolispropertyservices.com**

If your request is an emergency requiring immediate attention, please call the APS 24-hour emergency line at 410-878-6539. Please note that we handle all of our emergency calls in house, if you do call in the middle of the night you will be waking one of us up, so please only call if immediate action is necessary.

APS is not responsible for loss of service from any utility company. Please contact them directly.

Unless otherwise stated in the lease, as a Resident you are responsible for:

- The first $100.00 of any non-structural repair
- Maintaining the property in a clean and safe condition
- Replacing light bulbs
- Normal yard work (mowing, raking leaves, weeding, snow removal)
- Changing HVAC and furnace filters
- Water shut off – know where this is located and shut off outside lines in winter
- Gas shut off- know where this is located
- Trash removal and recycling
- Telephone and Cable TV connections
- Insect/rodent prevention and treatment (e.g. ants, mice, squirrels)

Smoke Detectors

- Residents are responsible for maintaining all smoke detectors in working order. This includes replacing batteries as required in hardwired detectors
- All battery-operated detectors should be the 10-year sealed type. If they are not, please submit a maintenance request and we will replace them at no cost to you

Plumbing

- Residents are responsible for the full cost of all plumbing stoppages unless the stoppage is a direct result of a collapsed drain

Appliances

- The appliances installed on premise are for the Resident's use and convenience and are not warranted by the Landlord
- Residents are responsible for replacing the refrigerator water filter if/when needed.




Service Calls

- Full cost of any service call requested, where the nature of the call was unfounded, or the appliance was found to be functioning properly, is a Resident's responsibility

Snow/Ice Removal

- Prompt removal of ice and snow from any and all walks, steps, driveways, and where appropriate roofs

Winterization

- Including, but not limited to, the shut-off and winterization of outside water spigots and maintaining of appropriate indoor temperature to prevent any freezing pipes
- The costs of damages caused by frozen / burst pipes is a Residents responsibility

Gutters

- Unless notified otherwise the cost of gutter cleaning is a residents responsibility. If your home is equipped with gutters and they do not have gutter guards or are not maintained by the HOA your gutters will need to be cleaned at least twice a year.
- Please monitor your gutters and report any blocked gutters or drains immediately. Keep them clear of leaves and debris where accessible.

Step Well and Storm Drains

- The Resident is responsible for ensuring all exterior drains are free and clear of leaves and debris at all times.

Pools, Hot Tubs, Ponds

- Unless otherwise stated in the lease all maintenance and repair of any Pools, Hot tubs or ponds is a Residents responsibility.

Well and Septic

- If your home has a water treatment system, adding any necessary salt/chemicals and filters is a Resident responsibility.
- Residents with private septic systems are responsible for cleaning the system every two years or when they vacate the premises, whichever occurs first.

Any repairs required due to negligent acts of the residents shall be paid for by the Resident. The Resident shall not order repairs on or about the property without approval from APS. If you, the Resident, should order a repair without written approval from APS, the cost of the service will be your responsibility.

ALTERATIONS

Residents may not remodel or make any changes, alterations, or additions to the premises; structural or no- structural; including wallpapering, painting or decorating without written permission from APS. Residents should not install, attach, remove or exchange appliances or equipment.

Residents will not drive nails or other devices into the walls or woodwork (a reasonable number of picture hangers accepted).

Residents should not change the existing locks of the premises, without the prior written permission of APS.

HOME WARRANTY

If your property has a home warranty, APS will provide you with the contract and contact details. You should work with the home warranty company directly to report and resolve any repairs or maintenance issues.

If the repair is for structural and/or major repairs, including the heating and air conditioning systems, roof, water heater, and electrical systems, the warranty deductible should be paid by you to initiate the repair, but will be refunded to you by APS on behalf of the owner.

Residents are responsible for the deductible to remedy any other repairs.

EMERGENCY SITUATIONS

Should a situation occur outside of normal business hours which poses danger to the resident or further damage to the property, such as fire, burst water pipes, gas leak, etc., please first contact emergency response services at 911, and then call the APS Emergency phone number at 410-878-6539 and leave a message for the Manager On Duty.

The following situations are NOT considered emergencies:

1. Non-functioning Air Conditioning
2. Fallen tree that has not damaged person or property
3. Power outage due to weather
4. Non-functioning appliance

LOCK-OUT PROCEDURES

If for any reason you are locked out of your property, APS does hold a key for your home.

Please call the office at 410-570-5929 and report the lockout. If it is out of normal office hours, call our emergency line at 410-878-6539. You may pick-up a key during normal business hours at no additional cost, outside of these times or if we need to deliver a key to the property if someone is available the following lock- out fees will apply:

Lock out fees:

• Normal business hours: APS take key to property	$75.00
• Outside of business hours: APS delivers key to property	$150.00

If no one is immediately available, you will need to call a locksmith at your own expense

PETS

The decision to allow pets is at the property owner's discretion and is generally considered on a case-by-case basis. Pets are not approved without written permission from APS.

For approved pets in most situations, we do not charge monthly pet rent or a pet application fee. The only additional costs for your pet are a one-time $250 per pet fee and a $150 addendum fee.

Residents are responsible for the full cost of any pet damage and the lease requires that all carpets be professionally cleaned and if necessary, treated for fleas / ticks and pet odors upon departure from the property. Unfortunately, we are not able to allow Pit Bull terrier breeds or mixes.

If at any time during the lease term an authorized pet is added, a pet addendum will be required together with $250 pet fee and a $150 pet administration fee will be assessed. This also applies to pets being in the property on a short-term basis.

If unauthorized, this will be a breach of lease, the $10 per day fee will be applied and the pet will need to be removed from the premises. Residents are responsible for all pet damages.

PROPERTY WALK-THROUGHS

During your occupancy, APS will conduct bi-annual internal property walk-throughs by an APS team member. These are scheduled in advance and residents do not need to be present, but are more than welcome to addend if they wish. Additional property walk-throughs may also be scheduled at the discretion of APS. If your home is within the City of Annapolis limits, an annual city inspection is also required. You will be notified in advance and please make sure all smoke detectors are in place and functioning properly.

MOVE-OUT PROCEDURE

Prior to your move out date we will forward you move out instructions together with a document to complete any items or areas in the home that will require attention in order to prepare the property for new residents.

APS will conduct a Move-out walk-through within 5 business days after your lease expiring. The condition of the property will be compared to the condition at the time of move-in to identify any damage above normal wear and tear. The property owner may also conduct their own inspection at any time during this period. If you wish to be present during the APS move-out walk-through, please let us know in writing 10 days prior to your lease expiration.

Should there be damages beyond normal wear and tear the cost of the repairs will be deducted from your security deposit.

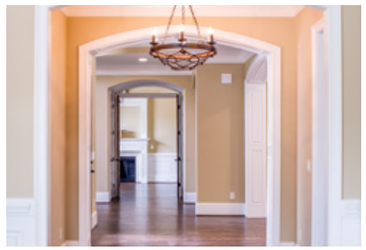
EASY MOVE OUT

Moving can be time-consuming and stressful, so to make things a little easier, we are now pleased to offer our Easy Move-Out and Expedited Security Deposit Return option.

This allows you to move without worrying about scheduling house cleaning or carpet cleaning while having the balance of your security deposit refunded more quickly. For more details and costs of this option please see www.annapolispropertyservices.com/easy-move-out-request-form

Make sure that the following have been done before your walk-through:

- Ensure that the property is professionally cleaned using the checklist as a guide
- Have carpets professionally cleaned by a company with a truck mounted cleaning system and provide APS with a copy of the receipt
- Property is empty of all personal belongings
- All trash is removed from the property and disposed of
- BGE Utilities in your name must be left on until your lease expires
- All keys must be returned. Any keys not returned will result in a lock change at your expense
- If applicable, any garage remotes received at move in must be left with the property
- If applicable, any parking passes, gym passes, or community access devices must be left with the property
- If applicable, oil and propane tank level should be left at the same level as when you moved in
- If applicable, septic must be professionally pumped. Provide receipt to APS
- If applicable, well water conditioning system must be serviced. Provide receipt to APS
- Be sure to complete the Security Deposit Return form with your forwarding address



CLEANING CHECKLIST

The following items will be checked at the time of the walk-through. Please be sure that you have checked each and every item carefully. If everything is complete, no cleaning fee should be deducted from your deposit. Let's work together to make your inspection a success!

Make sure to clean the following:

- Floors
- Carpets
- Ceilings, walls, corners, baseboards, and heat registers (remove cobwebs)
- Windows and sills
- Blinds
- Light fixtures; replace bulbs if needed
- Ceiling fan blades and lights
- Casings around all doors
- Clean inside all cabinets and drawers, wipe down exteriors
- Clean countertops and sinks
- Refrigerator(s), clean inside and out (include doors and shelves) and clean rubber gaskets around both doors (remove crumbs)
- Clean dishwasher; including inside trays and racks and outside of door, especially edges
- Clean stovetop (lift up stove top and clean underneath.), under burners and burner drip pans, oven (including racks), and broiler pan and drawer
- Clean Range Hood and wash filter; Clean and check light - replace bulb if needed
- Clean exhaust fans in bathrooms
- Replace HVAC filter



ADDITIONAL RESIDENT FEES

The fees detailed below will be applied in the following situations:

- **Additional property walk-through fee** _____ $75.00
  - This fee will be charged if additional property walk-throughs are required or as a result of any resident actions or denied entry for a scheduled walk-throughs
- **Rescheduling fee** _____ $75.00
  - Will be charged if any scheduled appointment for the property needs to be rescheduled at the request of the Resident
- **Lease addendum fee** _____ $150.00
  - Will be charged for any change to a lease or addendum
- **Contractors entry fee** _____ $75.00
  - Will be charged if you require an APS representative to allow a contactor into your property
  - If you request a lock box to be placed on your house to allow a contractor into the property

EARLY LEASE TERMINATION

Should you need to terminate your lease prior to the end of the term, you will incur $950.00 Re-listing and new Resident Marketing fee. Written notice is required to initiate an Early Lease Termination and must be accompanied with the $950.00 New resident marketing and property listing fee. This cannot be deducted from your security deposit.

During an early lease termination, the Resident remains responsible for the lease including rent until a new Resident's lease begins, including a standard ten (10) business day vacancy period to allow for the move-out /in property walk-throughs, and any repairs and/or cleaning to be completed prior to occupancy by the new Resident. Please note you will be fully responsible for the utilities and upkeep of the property until either a new resident takes possession, or the end date of your lease.

LEASE RENEWAL AND EXTENSION

Please let us know at least 60 days prior to the end of the lease term, if you would like to extend your lease or vacate the property. Please note that either option needs to be confirmed in writing. Should you wish to extend your lease, subject to the Landlord's approval, you will execute an addendum to the current lease to extend the lease end date and modify any other agreed upon changes to the lease terms.

CHANGE OF NAMED OCCUPANTS

If during your lease term there is a change in named occupants on the lease, the new residents will need to agree to take responsibility for the condition of the property at the start of the lease term and all terms of the lease agreement. No inspection will be performed. The new incoming tenants will also be responsible for repaying the security deposit payment of the outgoing tenant. APS will not issue separate security deposit return checks. We will issue a lease addendum for the old and new residents to sign. The cost for lease addendum fee is $150.00.

SUBLETTING

Subletting is NOT permitted. Specifically, the subletting for any short term stays such as Airbnb or any other unauthorized room share arrangements.

Any occupant changes must be approved in writing by APS and the appropriate tenant changes made by execution of a lease addendum.

Subletting your property without prior written approval from APS is considered a breach of lease.

UNAUTHORIZED OCCUPANTS

Family and friends are permitted to visit your home, however please notify us in writing if any individual is going to be living in the property for more than 14 days during a calendar year.

FAILURE TO PAY RENT

All rent payments are due to APS the **first day of every month**. Rent not received in full by the 5th of the month will incur a late fee of 5% of the monthly rent. If rent is not received by the 6th of the month a failure to pay rent filing will be initiated with the courts.

SECURITY DEPOSIT

Maryland state law requires that the tenant receive simple interest on the security deposit over the life of the lease. APS holds all deposits in an interest bearing account. Provided there are no unpaid utilities, unpaid rents, unpaid account charges and no damage beyond normal wear and tear; your security deposit, with interest, less any deductions will be mailed to you via USPS within 45 days from the end of your lease term.

Security deposits will be returned via one check with all leaseholders names on it unless otherwise specified on the Security Deposit Return form.

INSURANCE

Residents are required to obtain renters insurance which provides for public liability coverage in the amount of $250,000. We also strongly recommend that you have sufficient coverage for the actual value of personal items and displacement costs if property is ever rendered uninhabitable.

Please provide a copy of the insurance policy to APS. Please note that Agent / Landlord is never responsible for any losses or damages to a tenant's property.

ACKNOWLEDGEMENT AND RECEIPT

This Resident Handbook is an addendum to the Lease executed by APS and Tenant. By signing below, you are agreeing to abide by all the terms of this Resident Handbook. To the extent that any provision contained in the Lease conflicts with any provision set forth in this Tenant Handbook, the Lease is modified to conform to this Resident Handbook and applicable state and local law.

TENANT(S):

_____

_____

_____

_____

ANNAPOLIS
PROPERTY SERVICES

Annapolis Property Service | 914 Forest Drive, Suite 101 | Annapolis, MD 21403

info@annapolispropertyservices.com

www.annapolispropertyservices.com