



# Tenant Handbook

## YOUR MANAGEMENT TEAM

**Team 1: [team1@circlepm.com](mailto:team1@circlepm.com)**

**Team 2: [team2@circlepm.com](mailto:team2@circlepm.com)**

**Team 3: [team3@circlepm.com](mailto:team3@circlepm.com)**

9520 B Lee Hwy  
Fairfax, VA 22031-2303  
[www.circlepm.com](http://www.circlepm.com)  
703-349-0144



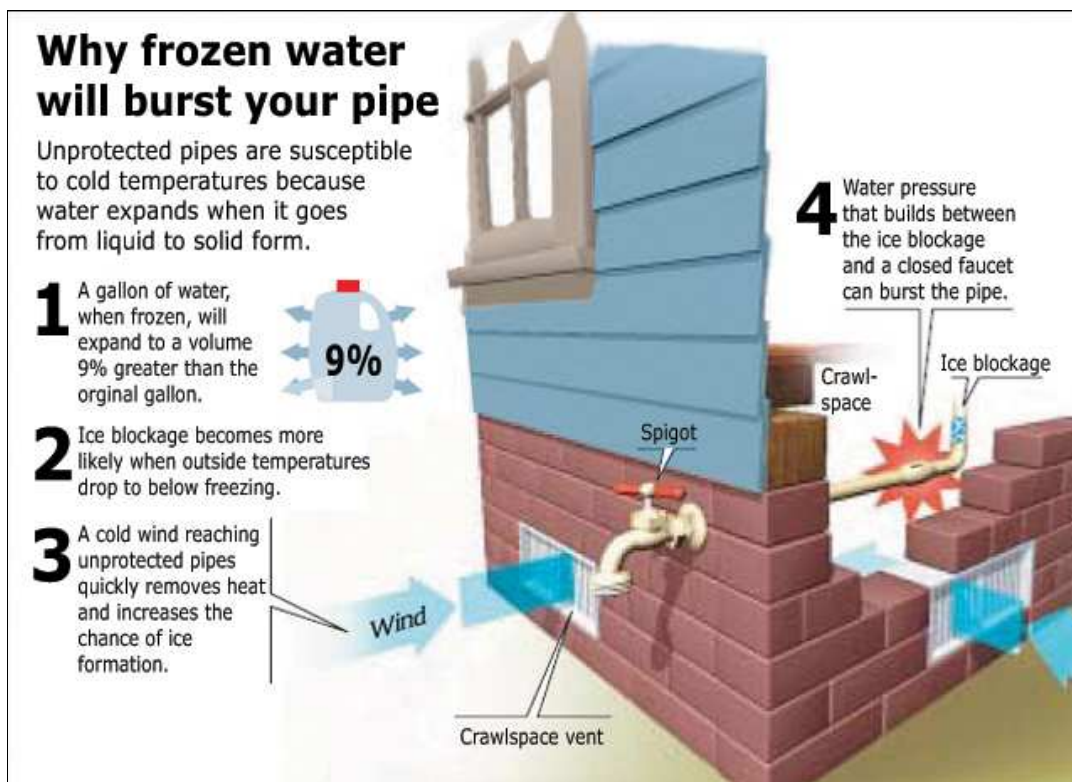
We look forward to working with you and it is our goal to provide you a pleasant stay during your tenancy. Please feel free to contact us anytime you have concerns or questions.

Circle Property Management, LLC  
9520 Lee Hwy Ste B  
Fairfax, VA 22031-2303  
703-349-0144

## **Required Maintenance**

Your lease agreement requires you to maintain the property during your tenancy. Please follow this guide to avoid any charges to your security deposit.

- Heating and Cooling system filters - should be changed once per month
- Winterize sprinkler system in the fall
- Keep gutters and drains clear of leaves and other debris
- Make sure all exterior drains are free of leaves and debris
- Never leave the house unheated during the winter
- Maintain garage door openers and/or key fobs
- Maintain Smoke or Carbon Monoxide Detectors
- ***Turn off & drain the outside spigots during winter***



## Start of Rental

**Rent is due on the 1<sup>st</sup> of every month with 3 options to make your payment.**

1. **InstaPay** is our *online option* for rent payment. Instapay offers electronic check payment (ACH) with a small processing fee of \$2.50 per payment and can be done on **day 23<sup>rd</sup> through the 2<sup>nd</sup>**. You can set up automatic payments using the auto pay feature or do manual pay but these payments will only be accepted on the 15<sup>th</sup> through the 1<sup>st</sup>.

**Credit card** payments are an additional option but a convenience fee will be collected by our vendor.

**Your Log-in: Is your e-mail address**  
**Temporary Password: welcome**

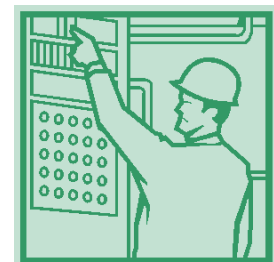
**Link:** [https://www.instapaylock.com/cir\\_customer.html](https://www.instapaylock.com/cir_customer.html)

2. **Check:** mail to 9520 B Lee Hwy, Fairfax, VA 22031
3. **Direct Deposit:** Routing Number **056009505** Account **114967**

Circle Property Management is your point of contact for any concerns or questions so please feel free to call us at the office between 9:00 AM and 5:00 PM Monday through Friday at **(703) 349-0144** or by email at [customerservice@circlepm.com](mailto:customerservice@circlepm.com)

## Maintenance Requests

- **On the Web:** Submit a maintenance request:  
[HTTP://CIRCLE.MYPROPERTYMANAGE.COM](http://circle.mypropertymanage.com)
- **By Phone:** Non-emergency please call: **(703) 349-0144 ext 104** and leave a detailed message which will notify the agent on duty.
- **Emergency Contact:** please call **(571) 278-4924**.



## Insurance Policy Required

***Provide a copy of your tenant insurance policy within 15 days of occupancy. Please note you must name Circle Property Management in the policy.***

## Managing Your Account Information

Circle Property Management's website can be used to manage your account, request maintenance, view your rent statement, access online documents, Lease documents, Homeowner Association documents or reach us directly.

Our website address for your direct account is: [HTTP://CIRCLE.MYPROPERTYMANAGE.COM](http://circle.mypropertymanage.com)

## During your tenancy we ask that you follow the maintenance guidelines listed below.

**Garbage disposal** Please do not dispose of unacceptable items (chicken skin, egg shells, bones, potato peels, etc).

**Range** Using oven cleaner on self-cleaning ovens will ruin the interior surface. Grease accumulation on or around burners can cause an electrical fire. Food spills and overflows can clog burner lines, and ruin the heating elements.

**Central heat/air Filter** Please replace the air filter on a regular basis. It saves you money on your heating bill and avoids unfiltered air into the living space and contaminating the duct work with dust.



**Fireplace** Please do not leave the damper closed when starting a fire. Never use lighter fluid on wood. Never build too large a fire for the size of the fireplace. Leaving the screen/glass doors open while a fire or embers are burning can lead to a house fire.

**Bathrooms** Please do not flush inappropriate matter (cigarette butts, paper towels, etc...). Make sure you are using the fan or open the window while showering to avoid causing mildew. Prevent water from splashing out of the tub/shower. It can damage floors and ceilings causing dry rot.

**Radon Removal System** If your property has a radon removal system please make sure the negative pressure loop is uneven, this is evidence of the system working properly. When the two levels are even, the system needs to be inspected and you must notify us as soon as possible.



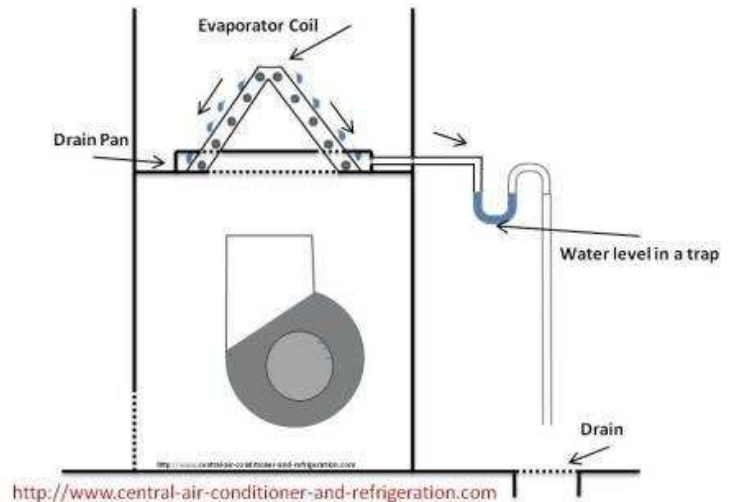
**Leaking water** Locate the Main Water Valve and turn it OFF.

Leaks from a sink, bath or toilet may be isolated to the fixture. If you are not sure this has isolated the leak please turn the main water off. If the "leak" appears to be coming from somewhere around the A/C unit then it is most likely that the A/C condensation drain is blocked.

**Contact us at 703-349-0144 Ext. 104**

**Heating/ Air Conditioning** If the A/C is running and no water is coming out of the drain tube, then it is probably blocked and needs clearing. If the A/C or heat pump is not working turn off the appropriate circuit breakers, wait a few minutes and turn them back on. If the heat pump external unit is covered with ice, turn the unit off for several hours until all the ice has melted, then turn it back on and notify us of the incident.

**Please Note:** From time to time you may need to pour some bleach in the condensation line to prevent back-up. If you have any questions feel free to contact us anytime.



### **Smoke Detector Battery Replacement**

In most cases the Smoke Detector will require a new battery (9 Volt) every year. In most cases there will be an access door on the front of the unit and it's very simple to replace. If you're not sure please contact us for further instructions.



## VACATING CHECKLIST

We understand that your last few weeks of residence will be exceptionally busy ones; however, we do request that you attend to a number of small but important details.

- We must know the exact date the home will be completely vacant so we may represent the property as being available for new tenants on that date and so that the final inspection can be scheduled.
- If vacating in winter, set the thermostat no lower than 60 degrees to prevent freezing of pipes.
- We must have your forwarding address for close-out.
- All utilities must remain on until the final day of your lease unless otherwise authorized and you must provide us with proof of payment of your final water bill where applicable.

Please remember that a certain amount of cleaning is expected of you when you move out. It is our goal to refund 100% of your security deposit and by following the checklist below you will help us achieve that goal. If you need assistance with any of these items we have a list of professionals that we can refer.

### Kitchen

- All exhaust fans and vent covers should be in working order and clean of dust and grease. Filters can be washed in the dishwasher.
- Kitchen cabinets, shelves, drawers, and countertops must be washed inside and out and all shelf liners removed.
- Refrigerators and freezers must be cleaned inside and outside. They must also be pulled out and all dust and dirt must be removed from the back, sides, floor, and walls surrounding the appliance. Leave refrigerators and freezers running; do not disconnect them or turn them off.
- Stoves, ovens, cook tops and microwaves must be cleaned inside and outside including areas around and underneath them. Do not use steel wool on appliances - plastic scrub pads work best. Be sure to operate the self clean cycle if applicable.
- Dishwashers and trash compactors must be cleaned inside and outside, especially the inside lip of the door.
- All sinks, faucets, and garbage disposals should be washed out and wiped clean.
- Kitchen walls and floors must be washed and free of stains, dust, dirt, and grease.

### Bathrooms

- All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking.
- All tubs, showers, sinks and commodes must be cleaned, disinfected and free of soap scum and cleanser residue.
- All medicine cabinets, vanities and drawers must be cleaned inside and outside and any shelf liners removed. All mirrors should be wiped clean.

### All Rooms

- If you made any alterations to the home, including painting, you must restore it to its original condition unless otherwise agreed to in writing.
- All non carpeted floors should be free of stains, dust and debris and should be mopped.
- All windows, screens, window sills must be washed.
- All window treatments such as curtain rods, shades and blinds that were provided must be cleaned and left in good working order.
- Sliding glass doors must be wiped and the door tracks cleaned.
- All walls, ceilings, and closet interiors must be free of smudges, grease and food stains. A light cleanser such as "Softscrub" will remove black marks from walls.
- All woodwork, moldings, doors, baseboards and trim must be free of dust, dirt, and debris.
- All electrical outlets and switch plate covers must be free of dirt and smudges.
- All light bulbs must be in working order and light fixtures cleaned inside and out.
- All smoke and carbon monoxide detectors must be in working order with fresh batteries.
- Laundry and utility rooms must be free of dust, dirt and debris.
- Washing machine exterior must be cleaned and the inside left free of soap residue.
- Dryer exterior must be cleaned and the filter screen left free of lint.
- A/C and furnace filters must be changed.
- All fireplaces must be broom swept and free of ashes, wood, and debris.
- Chimneys should be professionally cleaned.
- All carpeted surfaces including steps must be professionally cleaned or will be contracted by Circle Property Management LLC at the actual cost and deducted from your security deposit.



### Grounds (Single Family Town House)

- All trash, yard debris, and personal items must be removed from the property. If trash collection is not scheduled for the day you vacate, please make arrangements ahead of time to have the bulk items removed prior to that date. A minimal amount of trash may be left at the curb or pickup point.
- All flower and shrub beds must be clean and free of weeds, leaves, and debris. Be advised, we do not consider leaves and debris as mulch.
- All shrubs must be neatly trimmed.
- All grass must be cut and free of debris.
- All walkways, patios, and porches must be swept and free of weeds.
- All oil stains must be removed from the garage and/or driveway. There are a number of products available to accomplish this.
- The garage must be swept clean.
- All dog feces must be removed.
- All holes in lawn filled with soil.

### Keys

All keys, garage door openers, parking placards, etc., will be collected at the time of the final inspection. Kindly place them in an envelope and leave in plain sight on the kitchen counter.

### Security Deposit

Your deposit can be refunded after final inspection. If damages are noted, we must receive estimates or invoices from vendors before your deposit can be returned minus the cost of damage. By Virginia Code we have 30 days from the day your lease expires and/or you return your keys (whichever is later) to return your security deposit and provide an accounting of any deductions. Remember to provide us with your forwarding address and proof of payment of your final water bill where applicable.

Note: All cleaning, yard work, etc. must be finished on or before the lease expiration date. Should you not fulfill all of these obligations, they will be completed for you by Circle Property Management LLC at your expense.

Circle Property Management LLC will add a \$75 coordination fee to schedule repairs/unfinished work.

Thank you for your cooperation.  
The Circle Property Management LLC staff.







**Estimated Cost Sheet**

Prior to your move-in, your rental property will be cleaned, and any carpet will be professionally steam cleaned. Upon your move-out, the unit is expected to be in the same clean condition.

Upon move-out, the following items will be inspected and considered with respect to possible deductions from your security deposit. The prices shown are approximate costs. Final deductions will be based on the actual cleaning or repair costs incurred by us from the respective contractor.

Circle Property Management will add a \$75 coordination fee to schedule repairs/unfinished work.

HAUL TRASH, DEBRIS, UNCLAIMED ITEMS TO CITY LANDFILL.	\$200.00 + DUMP FEE
CLEAN STOVE/OVEN	\$200.00
CLEAN REFRIGERATOR	\$125.00
CLEAN MINI BLINDS	\$35.00 EA
MOP AND WAX ALL UNCARPETED FLOORS	\$50.00/RM
CLEAN THE BATHROOM(S)	\$125.00/RM
VACUUM CARPET	\$25.00/RM
STEAM-CLEAN CARPETS	\$49.00/RM-.15 PER FT
CLEAN ALL MIRRORS, CABINETS, DRAWERS, AND SHELVES	\$75.00/RM
REPLACE MISSING OR BURNED-OUT LIGHT BULBS	\$5.00 EACH
DE-FLEA AND DEODORIZE ENTIRE UNIT	\$ ACTUAL COST
REMOVE PET FECES FROM ANY AREA	\$100.00+
REPLACE DIRTY A/C FILTERS	\$25.00 EA.
MOW AND TRIM LAWN	\$75.00+
WEED AND MULCH BEDS	\$ACTUAL COST
ALL OTHER	\$ACTUAL COST

In accordance with your lease agreement, we require that your lease term be fulfilled and that a minimum of 60 days written notice be given prior to move-out. Failure to provide a 60 day written notice or the keys upon move-out could result in the loss of your security deposit.

