



# Resident Handbook

*We don't expect your business...  
We earn it!*

**EJF Real Estate Services, Inc.**

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## Introduction

EJF Real Estate Services, Inc. welcomes you to your new home. We are dedicated to making your tenancy as carefree and enjoyable as possible. This Resident Handbook will serve as a helpful reference guide. It outlines some of your responsibilities as a tenant, clarifies some of the provisions of your lease and offers a few suggestions which, we hope, will make life in your new home a little easier. Although this Handbook will answer many of your questions, please do not hesitate to call us should you need further clarification or assistance. We are always happy to hear from you.

Please understand that this Handbook serves as a guide; it does not in any way supersede the provisions of your Lease Agreement, the Lease Addendum, the building's House Rules (if applicable), and/or any applicable federal or local laws.

## Our Company

EJF Real Estate Services is a progressive real estate agency offering a genuinely personal level of service, while at the same time delivering the highest standard of professional real estate service and expertise.

EJF's focus is on residential property management services and real estate sales within the Washington, DC metropolitan area. For more than twenty years, our success as an independent real estate agency has been built on the personal referral of business from past satisfied clients, tenants and landlords.

EJF Real Estate Services is an active member of the Greater Capitol Association of Realtors, National Association of Realtors, National Association of Residential Property Managers, Community Association Institute and the DC Preservation League.

EJF's professionally qualified and highly motivated personnel enable us to guarantee a constantly high standard of personal real estate service.



## Our History



EJF Real Estate Services traces its origins to the 1920's when Edmund J. Flynn introduced the concept of housing cooperatives to Washington, DC. Since then, the Edmund J. Flynn Company has established itself as the DC industry leader in all areas of cooperative home ownership. In 1996, the Flynn Company's real estate and property management departments branched off to form a separate company. Choosing to honor the connection with its parent company, this new business became EJF Real Estate Services, Inc.

The Edmund J. Flynn Company was the pioneering force behind many of the area's premiere cooperative and condominium associations, directly involved in the development or conversion of many of Washington's finest buildings. Today, the Flynn Company serves the DC area through its settlement and transfer services and maintains the ownership records for hundreds of cooperative associations.

James Goode, in his landmark publication, *Best Addresses, A History of Apartment Living in Washington* (Washington, Smithsonian Books, 1988), notes that:

*"A great deal of the information came from the extensive files of the Edmund J. Flynn Company. The leading co-op apartment house Realtor to emerge in the 1920s was Edmund J. Flynn (1889-1983). It specialized in both selling co-op units and converting rental apartment houses to co-op status. Some 58 were converted. Flynn's success was due in part to his two iron-clad rules: the land must be owned by the co-op, not held on a ground lease, and the apartment's unit price must include the building's mortgage, not just the down payment. In addition, Flynn always opposed setting aside part of the co-op building for rental space."*



Mr. Flynn's legacy of real estate expertise, personalized service and ethical business practices lives on through the hard work of EJF's dedicated staff.



## **EJF's Staff**

EJF is staffed by experienced, service oriented professionals. You will work with and get to know most members of our staff during your tenancy. We work as a team to serve your needs. Although any staff member will offer assistance on any matter, each person has specific responsibilities.

## **EJF's Office Hours**

EJF's office is open Monday through Friday 9am to 5pm.

Our office is located in Woodley Park, right across the street from the Woodley Park/Adams Morgan Metro Station on the Red Line.

## **EJF's Fair Housing Policy**

EJF Real Estate Services firmly believes that choosing a home directly impacts the hopes, dreams, aspirations, and economic destiny of those involved. It is for this reason that EJF is committed to the letter and spirit of the Federal Fair Housing Act, The District of Columbia Human Rights Act and all other federal and state laws enacted to guarantee a housing market free from discrimination.

## **Moving-In**

It is our policy to collect one full month's rent upon move-in. If your move-in day is other than the first day of the month, your rent will be pro-rated accordingly. The pro-rated rent stated in your lease will be due on the first day of the following month. Please contact your property manager if this is not clear.

If you are renting an apartment within a condominium or cooperative building, all move-ins must be done in compliance with the association's rules. Please contact the association's management office to schedule your move-in and to determine their requirements. You will be responsible for the payment of any move-in fees and/or deposits charged by the association as well as fines which may be imposed for violating their rules.

You will be responsible for any damage that occurs during your move-in. Please take proper care in supervising your movers.



## Condition of Property

We have made every effort to have your home ready for your arrival. It is our intent to deliver the property to you in good condition and, with your help, keep it that way. We understand that it is going to be your home, and as such, you care about its condition. You will discover that we share your desire to keep the property in good condition. However, please understand that few of our properties are new. Each property has its own idiosyncrasies, blemishes and problems. It is both impractical and impossible to maintain the property in perfect condition. Unfortunately, sometimes individual expectations of the condition of the property differ from ours. We make every effort to avoid disappointment.

## Move-In Inspection Report

At the time you sign your rental agreement, you will be provided with a Move-In Inspection Report. You should complete this document and return it to our office within seven days following move-in. The Move-In Inspection Report is provided for your protection. You should list any pre-existing damage or deficiency in the property. We will utilize this form when we conduct the move-out inspection when you vacate the property. It is therefore in your best interest to carefully complete the form. Should you believe it necessary, you are welcome to provide photos or other documentation.

If any additional problems are discovered after you turn in this report, simply contact your property manager. If the problem happened prior to your occupancy it will be added to your Move-In Inspection Report.

## Keys

Keys to your property will be issued on the day you are entitled to occupy. One set of keys is issued to every person named on the lease. Additional sets of keys may be made at your own expense. EJF does not offer lock-out service.

If you are moving into a building with a controlled access system, you will be issued one access card or key for every person named on the lease. You may obtain additional cards or keys at your own expense, if permitted by the building. You may not alter, change or install any lock(s) without the prior written consent of EJF.



All sets of keys, even sets that you may have made at your own expense, must be returned to EJJ at the time you vacate. Failure to return *all* keys on or prior to the last day of your lease may result in you being billed for extra days of rent, new locks and/or new keys.

## Utilities

If you are responsible for the payment of one or more utilities, as stated in your lease, it is your responsibility to contact the appropriate utility company prior to move-in to arrange for service to be activated and billing to be placed in your name. You will be responsible for the payment of any hookup or new service fees.

## Payment of Rent

Rent is due on or before the first day of each month. A late fee equal to 5% of the monthly rent will be charged for all rental payments not *received* in our office by close of business on the fifth day of the month. Please do not mistake this five-day grace period as the correct due date for the rent. The five-day grace period is granted simply to allow for any possible delays caused by delivery by mail.

EJJ does not bill for rent. Your canceled check serves as your receipt. All rent should be paid by personal check, money order, or certified funds made payable to EJJ Real Estate Services. No cash payments will be accepted. To ensure that your rental payment is correctly credited, please indicate your address and unit number on the check.

## Late Fee Policy

Any payment not received by close of business on the fifth day of each month will be assessed a 5% late fee. Rent, late charges and other legitimate charges will be posted to your account with EJJ. Payments received are applied to the oldest outstanding charge first.

If there is an outstanding charge on your account when your rent is due, payments will be applied towards the outstanding charge first and then toward the current rent due. If the payment is not sufficient to cover past due charges as well as the current rent charge, your current rent will be short. If the rent is short you will incur a late charge. To avoid late charges be sure to pay the full balance due in your account by the first day of the following month.

## Returned Checks

You will be charged a fee of \$75.00 if your check is returned by your bank due to insufficient funds. In addition to the returned check fee, you will be assessed a late fee if the returned check causes your rent to be paid late.

## Direct Debit Payment Program

EJF Real Estate Services offers a direct debit program for the payment of your monthly rent. If you choose to participate in the program, your rent will be automatically deducted from your checking or savings account on or about the first business day of every month. The program is completely voluntary and is provided at no cost to you. Some benefits include:

- Eliminates the need for check writing
- Eliminates postage expense
- Avoids late charges
- Eliminates check writing fee charged by your bank

If you would like to participate, please complete the sign-up sheet and return the original to EJF along with a copy of a check marked "void" from the account from which the funds will be debited. The sign-up sheet is provided as an addendum to this Handbook. It may also be downloaded from the document library on EJF's website. Once the forms have been submitted it will take about two weeks to activate the direct debit of your account. Feel free to contact EJF to check on the status of activation of the direct debit of your account.

## Roommates

If you have roommates, rent may be paid by separate checks. However, please mail all the checks in the same envelope. If rent is paid by separate checks, and one check is late or returned for non-sufficient funds, the entire rent will be considered late and a late fee will be assessed on the full amount of the rent. Please remember that each person named on the lease is mutually and individually responsible for the payment of the full amount of the rent.

## Maintenance

We must work together to keep the property in a good state of repair during your tenancy. Your responsibilities include all areas of the property which need constant or periodic attention and/or care. You are also responsible for properly using the appliances, heating &



a/c system and plumbing. Finally, of course, if you break or damage anything in the property, you will be held responsible for the cost of its repair or replacement. Beyond that, EJF is responsible for all other maintenance and repairs.

## Tenant's Responsibilities

*This is not necessarily a complete list. Some of the listed responsibilities may not be applicable to all properties.*

**Cleaning.** You are responsible for keeping your home clean, safe and pest free. This includes removing waste and trash and keeping plumbing fixtures and appliances clean.

**Light Bulbs.** You are responsible for the replacement of all burned out light bulbs of any type. You will be responsible for replacing all burned out bulbs at time of move-out.

**Cleaning Filters.** You are responsible for replacing or cleaning the furnace and air-conditioning filters. They should be replaced or cleaned at least once every two months. You will be held accountable for any damage which results from your failure to properly clean and maintain the filters. If you are uncertain how to change or clean the filter, please contact your property manager and they will instruct you.

**Appliances.** You are responsible for the proper use and cleaning of all appliances.

**Floors.** You are responsible for proper care and cleaning of any carpet which may exist in the property. Proper care includes vacuuming and steam cleaning the carpet as needed. You are responsible for the proper maintenance and cleaning of wood floors. Please use care not to scratch or damage the floors. In accordance with your lease, 80% of the floors must be covered by carpeting.

**Plumbing.** You are responsible for keeping the plumbing free from stoppages. Please report any drips or leaks to EJF. You are responsible for unclogging all plumbing stoppages which are not directly caused by faulty plumbing.

**Gutters.** If you rent a house, you are responsible for keeping the gutters, downspouts and exterior drains cleaned and clear of leaves and other debris.

**Yard.** If you rent a house, you are responsible for the proper upkeep of the yard and gardens, which includes mowing, pruning, weeding, raking and mulching.

**Snow and Ice Removal.** If you rent a house, you are responsible for removing snow and ice from the driveway, sidewalks and all walkways.

## Maintenance Requests

Please report all maintenance problems to EJF as they are discovered. Request for maintenance may be placed via EJF's website or by contacting your property manager, preferably by email so there is a record of the request. You must contact EJF in regards to all service requests. If you request service from any source other than from EJF (e.g., if you call a contractor directly), you will be responsible for payment of the resulting invoice. This applies even if your property has on-site maintenance personnel.

## Access for Repairs

You will be responsible for providing repair persons access to your property. If your property does not have front desk service, it may be necessary for you to meet with repair persons during normal business hours. EJF is not responsible for providing repair persons access to your property.

## After Hour Emergencies

For emergencies which pose immediate danger to person or property (such as fire, flood or gas leak) please contact the proper authorities (such as the police or fire department) immediately and then contact EJF. If your problem can wait until the next business day, please contact the property manager assigned to your association during regular business hours. However, if your problem requires immediate attention, please call EJF Real Estate's main phone number: 202-537-1801 and select option #4 to be transferred to the emergency voice mailbox. In your message, please explain the nature of the problem and how you may be reached. The property manager on duty will be paged and will return your call. They may ask for your help in troubleshooting the problem and providing access to the repair person they will dispatch. If a message is left about a problem which doesn't constitute a true emergency your call will be returned during normal business hours.

## **Lock Out Service**

EJF does not offer lockout service. If you have locked yourself out of your home, please don't leave a message in the emergency voice mailbox. You may contact your property manager during regular business hours to determine if EJF has a key to your property. If we do, you may come to our office to borrow the key to get into your unit as long as you return it to us promptly. Otherwise you will need to hire a locksmith at your expense.

## **EJF's Right of Entry**

By signing the lease agreement you have authorized EJF to enter your home to inspect for damages, make repairs and show your unit to prospective renters or buyers. However, except in emergency situations, EJF will provide you with advance notice of our intent to enter your home. We respect your right to privacy and will not enter your home unnecessarily.

## **Authorized Occupants**

Only those persons named in your Lease Agreement are permitted to occupy the premises. All adult occupants must be named in the lease.

## **Change in Occupancy**

If you wish to add, switch or remove persons named in the lease, you must notify EJF prior to doing so. Once the proper approval has been obtained by EJF, we will revise the lease accordingly. Failure to inform EJF of a change in occupancy will constitute a breach of your Lease Agreement.

EJF reserves the rights to screen all prospective tenants and deny a change in occupancy if the prospective tenant does not meet EJF's qualifications. We require a \$40.00 credit report fee at the time of application. An administrative fee of \$500 will be charged for screening new occupants and/or drafting a new lease agreement.

## **Subleasing**

Subleasing or assigning the property to another person, in whole or in part, is strictly prohibited. If you must vacate the property prior to the expiration of the lease, we will

attempt to accommodate your needs. Please refer to the section of this Handbook titled "Termination Prior to Lease Expiration".

## **Lease Agreement**

Your lease is a legally binding contract which sets forth the terms and conditions of the agreement between us. In short, we allow you to have possession at use of the property in exchange for the payment of rent. If you have any trouble understanding any of the provisions of your lease please ask for an explanation or assistance.

## **Pets**

No pets of any kind are permitted to be kept in the property unless specified in the Lease Agreement, or written permission has been granted by EJJ. If permission to keep a pet has been granted, you must assume all liability and responsibility for any damage caused by your pet.

## **Carpeting**

It is required that 80% of your floor be covered by carpeting and padding, excluding bathrooms and the kitchen. The purpose of this requirement is to help minimize the amount of noise which transmits to neighboring apartments and to protect the floors from scratches and other damage. Failure to provide the required amount of carpeting and padding is a violation of the Lease Agreement. Damage to the floor which results from insufficient carpeting and padding will not be considered "normal wear and tear."

## **Decoration and Alterations**

No alterations may be made without the prior written consent of EJJ. Alterations include such things as, but not limited to: painting, wallpapering, installing or removing wall-to-wall carpet, and installing or removing any fixtures.

If you wish to alter the property in any manner, simply ask. We will be reasonable in assessing the proposed alteration and will approve or deny the request primarily based on the long term effects it will have on the property.

You will not be responsible for repairing the damage to the walls resulting from normal and



proper use or removal of picture hooks, nails or fasteners. However, you may be held liable for the cost of repairing the walls if they are damaged through improper or excessive use or removal of hooks, nails or fasteners. Never use adhesive fasteners! They typically cause damage to the walls and paint when removed and you may be held responsible for repair.

## Renter's Insurance

The owner of the property maintains insurance coverage on the physical structure against damage resulting from natural and accidental occurrences such as fire, water damage from flooding, theft and vandalism. However, this insurance does not cover your personal belongings, nor will it protect you from liability if someone is injured or if you damage the property. Therefore, it is recommended that you obtain a renter's insurance policy. The policy protects your personal property and any damage to the property for which you may be held liable. Please remember that EJF assumes no responsibility whatsoever for the loss, disappearance, destruction, theft or damage of your personal property or that of your guests. If anything happens to the property which causes damage to your personal property, such as flood or fire, it is your insurance policy which will cover the loss.

## Smoke Detectors

All properties are equipped with at least one smoke detector. Please test all detectors on a regular basis to ensure that they are functioning properly. If you discover, or suspect, that a detector is malfunctioning, please call EJF immediately and we will have it repaired or replaced.

## Lease Renewal

As the end of the lease approaches, you will have various options relating to your lease. As long as the owner of your property doesn't intend on moving back in or isn't going to sell it, you can continue leasing the property for as long as you like, provided, of course, that you continue to comply with the terms of the lease. Typically, EJF will contact you about 60 days before your lease expires and give you the option to either extend the lease for an additional 12-month term or to convert the lease to a month-to-month tenancy. Both have advantages and disadvantages depending on your situation. Please contact EJF if you would like help deciding which option is best for you. Either way, the owner may choose to increase the rent and you will be obligated to pay the increase.

## 12-Month Lease Extension

If you choose to extend your lease for an additional 12-month term, it will not be necessary to sign a new lease agreement. EJJ will simply extend the original lease for an additional term. The terms and provisions of your original lease will continue to be in effect until the day you vacate. EJJ will have you sign an extension form which we will mail to you 30-60 days prior to the expiration of your lease. Extending the lease for an additional term protects your right to occupy the property (the owner can't move back in or sell during the term) but it obligates you to remain a tenant for the entire renewal term.

## Month-To-Month Tenancy

If you aren't certain that you want to occupy the property for an additional 12-months you may renew the lease on a month-to-month basis. This gives you the most flexibility regarding when you will move out, but the owner may choose to charge a higher rent if you renew as a month-to-month tenant and may increase the rent at any time.

## Holdover Tenancy

Even if you don't choose to renew the lease for an additional term or on a month-to-month basis, as long as you remain in the property your tenancy status will automatically be converted to a "tenant at sufferance," which is sometimes known as a "holdover tenant." As a holdover tenant, all the provisions of the original lease remain in full effect until you vacate the property. This includes the requirement to pay any rental increases and provide proper notice to vacate.

## Rental Increases

At the time of lease renewal, your monthly rent may be increased. If you are currently on a month-to-month tenancy, or if your lease converts to a month-to-month tenancy, your rent may be increased at anytime, following proper notice. As a month-to-month tenant, your rent may also be increased many times during the same year, although multiple increases are uncommon.

In general, increases in rent are based on factors such as rises in the CPI, increases in the association fee charged to the owner and increases in the rental rates of similar properties. Please be assured that EJJ will be reasonable with any rental increase. You will receive written notice from EJJ at least 30 days in advance of any increase in rent.



## Notice to Vacate

If you choose to move out at the end of the lease, you must provide EJF with written notice to vacate signed by all tenants named on the lease. Notice by e-mail is not sufficient. Please check your lease agreement to determine the specific notice requirements. Most EJJ leases require that tenants provide a 60-day notice to vacate. However, a few leases require a 30-day notice.

Please note that no matter when your notice to vacate is mailed or received, the notice period will not begin until the first day of the month following receipt of the notice. This is the case because all notice periods must coincide with the rent payment cycle which runs from the first day of the month to the last.

## Examples of Proper and Improper Notice to Vacate

### Proper Notice:

- Notice received on or before May 1st to vacate June 30th.
- Notice received on April 14th to vacate June 30th.

### Improper Notice:

- Notice received May 1st to vacate May 31st (not 60 days notice)
- Notice received May 5th to vacate June 31st (not received by the 1st)

## Include in your Notice to Vacate

Please include the following information in your notice to vacate:

- Your name
- Your present address and unit number and email address
- The date you intend to vacate
- Your current telephone numbers, both home, office & mobile
- Your forwarding address (if known at the time)
- The signature of every tenant named on the lease
- Briefly state the reason for your move (Job Transfer, Student Graduating, Roommate Change, Marital Status Change, Illness, Buying House/Condo, etc.).

Notices may be mailed, faxed or hand delivered to EJJ. The notice must be signed by all



tenants listed on the lease. Notices do not have to be formal or complicated. EJJ will respond by sending you a written acknowledgment of receipt of your notice to vacate. Along with this letter, you will receive a Move-Out Package. This list will help you prepare the property for the final inspection. If you don't receive the Move-Out Package within two weeks, please contact your property manager to verify receipt of the notice to vacate.

## Marketing the Property

Once you provide proper notice to vacate EJJ will begin our search for a new tenant. EJJ will need to enter your home periodically for the purposes of showing it to prospective tenants. EJJ will contact you to make showing arrangements.

## Termination Prior to Lease Expiration

If, for whatever reason, you would like to vacate prior to the expiration of the lease, please contact EJJ. We will make every attempt to accommodate your needs. As managing agent, we are vested with the responsibility of protecting the interest of the owner of the property. Typically, if you are willing to spend a little of your time, effort and money, we will be able to accommodate your needs and protect the interest of the owner.

In general, you must agree to the following conditions in order to be released from your lease prior to its expiration:

1. You will be responsible for finding a qualified replacement tenant. We give you the option of finding a replacement tenant yourself or having EJJ find the replacement tenant for you. If you choose to find a replacement tenant yourself, EJJ will charge a \$500 administrative fee for screening applicants and processing the new lease. If you have EJJ find a replacement tenant for you, EJJ will charge you a finder's fee equal to one month's rent. In addition to the finder's fee, you will be responsible for reimbursing EJJ for any and all costs associated with advertising.
2. You will be obligated to pay rent until the new tenant takes possession.
3. You will be responsible for preparing the property for the next occupant.
4. You will be responsible for paying all fees and/or expenses charged by the homeowner's association in connection with transfer of occupancy, so please review the building's rules and regulations carefully. Please contact EJJ to determine if this applies to your property.

We will ask you to enter into a Lease Termination Agreement which sets forth the conditions under which we will agree to release you from the lease. Once a replacement tenant is found, EJV will enter into a new 12 month lease with the replacement tenant. After your replacement has taken possession without issue, your lease will be terminated and EJV will return the security deposit pending a satisfactory move-out inspection.

## **Moving Out**

As your move-out date approaches, please contact EJV to inform us of the specific date in which you will vacate the property. If your property is located in a building or association, your community most likely has a move-out policy which you must follow. Please contact the association's management to determine their specific requirements.

## **Final Inspection**

After you have vacated the property and you have completed all items listed on the Move-Out Checklist EJV will conduct a final move-out inspection. The final inspection will document the overall condition of the property following move-out. This will be compared to the condition of the property when you moved in. If any damage or excessive wear and tear is discovered, it will be noted during the inspection and a portion of your security deposit may be withheld.

You have a right to be present during this inspection. Inspections will be conducted during regular business hours. If you wish to be present, please contact EJV at least one week prior to vacating to arrange a mutually convenient time.

EJV will not be able to provide any specific figures regarding deductions to your security deposit at time of the inspection. If any deductions from your security deposit will be made, the amount of such deductions will be determined only after repairs have been completed.

If you caused any damage to the property which was not discovered during the final inspection, you may still be held responsible for the cost of its repair.

## **Security Deposit**

EJV collects a security deposit, typically equal to one month's rent, at the time you sign your



Lease Agreement. The deposit is held during your entire tenancy as protection against excessive damage to the property and/or any breach of the lease. The deposit is held in an interest bearing escrow account at Bank of America. This account is specifically set up for the purpose of holding deposits.

Your deposit and accumulated interest will be returned to you within 45 days following move-out, unless deductions from the deposit are necessary. If deductions are necessary, EJJ will contact you in writing with the 45-day period to let you know of our intent to withhold some or all of your deposit. Within 30 days of notice that we will hold your deposit we will return your deposit plus interest, less deductions and provide an itemized list of all repairs or other uses of the money not returned to you. These dates are dictated by DC law.

Please keep in mind that if you owe back rent, late fees, penalties or if you have caused excessive damage to the property, your security deposit may not be sufficient to cover all amounts owed. If this should occur, EJJ will bill you for the amount you owe which your deposit and accumulated interest did not cover.

You are responsible for the full amount of the last month's rent.

**Security deposit may not, under any circumstances, be used as rent.**

## Helpful Phone Numbers

<b>PEPCO</b> (electricity)	202-833-7500
<b>Washington Gas</b>	202-624-6049 or 703-750-1000 <a href="http://www.washingtongas.com/smoothmoves">www.washingtongas.com/smoothmoves</a>
<b>DCWASA</b> (water service in DC)	202-354-3600
<b>WSSC</b> (water service in Maryland)	301-206-4001
<b>Verizon</b>	202-954-6263 (service in DC) 301-954-6260 (service in MD)
<b>Comcast</b> (Cable)	202-635-5100
<b>Department of Motor Vehicles</b>	202-727-5000 <a href="http://www.dmv.washingtondc.gov/main">www.dmv.washingtondc.gov/main</a>
<b>Metro</b>	202-637-7000 <a href="http://www.wmata.com">www.wmata.com</a>
<b>Washington Post</b>	800-873-0179
<b>Washington Times</b>	202-636-3333
<b>Police non-emergency</b>	202-727-1010 or 311
<b>United States Postal Service</b>	1-800-556-1587 <a href="http://USPS.com/moversguide">USPS.com/moversguide</a>

## EJF Real Estate Services, Inc.

### MOVE-OUT CHECK LIST

To help assure a full return of your security deposit, please accomplish the following tasks prior to moving out:

- \_\_\_\_\_ If applicable, schedule the move-out time and date with building
- \_\_\_\_\_ Remove **all** personal items and trash
- \_\_\_\_\_ Thoroughly clean entire kitchen, including: appliances, floors, inside and outside of cabinets, and counter tops
- \_\_\_\_\_ Thoroughly clean the bathroom(s), including: floors, walls, tub/shower, tiles, toilet, sink and inside and outside of medicine cabinet
- \_\_\_\_\_ Clean carpets and/or floors
- \_\_\_\_\_ Remove all hooks, nails and the like from walls. Do not fill in the holes
- \_\_\_\_\_ Clean all windows and secure all screens
- \_\_\_\_\_ Clear off and sweep porch/balcony (if applicable)
- \_\_\_\_\_ Replace all burned out light bulbs
- \_\_\_\_\_ If applicable, call utility companies for final readings and to close out your account
- \_\_\_\_\_ Turn in *all* keys and entry cards
- \_\_\_\_\_ Provide the EJF with your forwarding address and phone numbers for the return of your deposit

To avoid having any of the above tasks charged against your security deposit, please make a special effort to have *all* of the tasks accomplished prior to move-out.

***THANK YOU!***



## MEMORANDUM

**TO: ALL RESIDENTS**

**FROM: EJF REAL ESTATE SERVICES**

**RE: RODENTS/WILDLIFE**

**DATE: JANUARY 5, 2005**

A variety of urban wildlife (rats, mice, raccoons) lives in the District of Columbia. Although they naturally live outdoors, they will readily move into structures if access or opportunity exists. We strive to maintain our buildings so that the exterior shell is "pest-proof". However, rodents and other wildlife may occasionally get into the building. It is your responsibility to help us keep your building rodent free.

Please keep exterior doors and windows closed when you are not directly using them. Doors and windows are the easiest way for rodents to get into your property.

It is especially important to keep all trash bagged and disposed of in the proper container. Rodents will live close to where they eat. If you notice trash in or around your building please let us know right away.

Keep all foodstuffs (human as well as pet food) in pest-proof containers so that they do not attract rodents or insects. Because birdseed is highly attractive to rats and mice in an urban setting it is our policy to prohibit the feeding of birds in or around our buildings.

If you discover rodents or insects inside your property, please let us know right away and we will call an exterminator to treat the property.

Working together we can maintain a pest free environment. Thank you for your help.



**AUTHORIZATION AGREEMENT FOR AUTOMATED  
CLEARING HOUSE (ACH) DEBITS**

I (WE) HEREBY AUTHORIZE EJF REAL ESTATE SERVICES, INC., HEREIN AFTER CALLED COMPANY, TO INITIATE DEBIT ENTRIES AND/OR CORRECTION ENTRIES TO OUR  CHECKING  SAVINGS ACCOUNT (SELECT ONE) INDICATED BELOW AT THE DEPOSITORY NAMED BELOW, HEREIN AFTER CALLED DEPOSITORY, TO CREDIT THE SAME SUCH ACCOUNT. I (WE) ACKNOWLEDGE THAT THE ORIGINATION OF THE ACH TRANSACTIONS TO MY (OUR) ACCOUNT MUST COMPLY WITH THE PROVISIONS OF U.S. LAW.

\_\_\_\_\_  
**BANK NAME**

\_\_\_\_\_  
**BRANCH**

\_\_\_\_\_  
**CITY**

\_\_\_\_\_  
**STATE**

\_\_\_\_\_  
**BANK TRANSIT/ABA NUMBER\***

\_\_\_\_\_  
**ACCOUNT NUMBER**

*\*ABA number is the first nine digits on the bottom of your check just prior to your account number*

This authorization is to remain in full force until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY reasonable opportunity to act upon it.

\_\_\_\_\_  
**NAME(S)**

\_\_\_\_\_  
**PROPERTY ADDRESS WITH UNIT#**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**PHONE NUMBER**

\_\_\_\_\_  
**E-MAIL ADDRESS**

PLEASE ATTACH A COPY OF A VOIDED CHECK TO THIS FORM

**RETURN ORIGINAL TO:**

EJF Real Estate Services  
2639 Connecticut Ave., NW #113  
Washington, DC 20008

