



# Tenant Handbook



# TABLE OF CONTENTS

## Table of Contents

TABLE OF CONTENTS .....	2
idBliss Property Group, Inc. Welcomes You .....	3
Management Staff.....	4
Contact Information .....	4
Move-In Checklist .....	5
Move-In Instructions for Rental Tenants to Prevent Home Damages: .....	6
Tenant Communication.....	8
Renters’ Insurance .....	9
Paying Rent.....	9
Fees .....	10
Change in Tenant (s) .....	10
Maintenance .....	12
Clogged Drains.....	13
What Goes Down Garbage Disposals .....	13
What Does Not Go Down Garbage Disposals.....	13
Preventative Cleaning Tips .....	14
Safety Tips .....	15
Pests .....	16
30 Day Notice to Vacate.....	16
Before you Vacate the Property .....	16

## **idBliss Property Group, Inc. Welcomes You**

On behalf of idBliss Property Group, we would like to extend a warm welcome to you as our new tenant. We are thrilled to have you as a part of our community, and we hope that your stay with us will be comfortable and enjoyable.

To ensure a smooth transition into your new home, we have prepared a comprehensive packet of information that will provide you with all the necessary details to get started and settle in seamlessly. We encourage you to take a few moments to go through the contents of this packet, as it contains valuable information that will assist you in navigating your new environment.

Within the packet, you will find essential information including:

1. Contact details for our property management team, who are here to assist you throughout your tenancy.
2. Important guidelines and policies that will help you understand the expectations and responsibilities as a valued member of our community.
3. Maintenance request procedures, ensuring that any concerns or issues with your new home can be addressed promptly and efficiently.
4. Useful resources and local amenities to help you make the most of your new surroundings.

We have included all the necessary information to make your move-in process as smooth as possible. However, we understand that questions may still arise. Should you have any further inquiries or require additional information, please do not hesitate to reach out to your assigned property manager. We are here to assist you and ensure your comfort and satisfaction throughout your tenancy.

Once again, welcome to your new home! We are delighted to have you as part of our community, and we look forward to providing you with exceptional service and support. We hope that your experience with us exceeds your expectations.

Thank you for choosing idBliss Property Group. We are excited to embark on this journey together!

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



## Management Staff

**Property Manager:** Ian Dodoo  
**Contact Number:** 301-259-1517  
**Email:** [ian@idblisspropertygroup.com](mailto:ian@idblisspropertygroup.com)

### Contact Information

Phone: 301-259-1517

Website: <http://www.idblisspropertygroup.com>

Website (Portal): <https://idblisspropertygroup.managebuilding.com>

## Move-In Checklist

- Notify new utility companies immediately to avoid shut off of service
- Notify US Post Office – Forwarding address
- Notify current and previous schools (if applicable)
- Send “Just Moved” announcement to friends and relatives
- Notify Banks, Credit Unions, Credit Card, etc.
- Notify Healthcare providers
- Re-register to vote
- Notify DMV of address change



## **Move-In Instructions for Rental Tenants to Prevent Home Damages:**

- 1. Stairs and Railings:**
  - a. Use the handrail when going up or down the stairs to prevent accidents and damage to the railing.
  - b. Avoid dragging heavy items up or down the stairs to prevent scratches and dents.
- 2. Floors:**
  - a. When moving furniture or heavy objects, use furniture sliders or ask for assistance to prevent scratching or denting the flooring.
  - b. Place floor protectors under furniture legs to avoid leaving marks or indentations on the floor.
- 3. Walls and Drywall:**
  - a. Take caution while moving large items near the walls to prevent accidental damage to the paint and drywall.
  - b. Use protective coverings or padding to avoid marks or scratches on the walls when moving furniture.
- 4. Doors and Doorframes:**
  - a. Be careful when moving large items through doorways to prevent damaging the doorframes and doors.
  - b. Avoid slamming doors to prevent unnecessary wear and tear.
- 5. Windows and Window Treatments:**
  - a. Open and close windows gently to avoid damaging the window tracks or screens.
  - b. Be cautious when installing or removing window treatments to prevent causing any damage to the walls or window frames.
- 6. Appliances:**
  - a. Follow the provided instructions for installing and using appliances to prevent any damage or malfunction.
  - b. Use appliances as intended to avoid unnecessary wear and tear.
- 7. General Care:**
  - a. Take care when hanging pictures or decorations to avoid causing damage to the walls.
  - b. Avoid using nails or adhesives that may leave marks or holes. Instead, consider using removable hanging strips or hooks.
- 8. Reporting Issues:**
  - a. Report any damages or issues noticed during the move-in process to the landlord or property manager promptly.

- b. Document any pre-existing damages before moving in to avoid being held responsible for them.

**By following these guidelines, you can ensure a smooth and damage-free move-in process. Thank you for your cooperation in maintaining the condition of the property.**

# Tenant Communication

## Telephone Calls

We highly encourage you to utilize our web portal as the primary method for reporting any non-urgent issues. The web portal offers a convenient and efficient way to communicate with our team, ensuring that your concerns are addressed promptly. Through the portal, you can submit detailed descriptions of the problem, attach relevant photos if necessary, and track the progress of your request.

In addition to the web portal, you can also contact your assigned property manager directly to report or discuss any issues you may be experiencing. If you reach their voicemail, we kindly request that you leave a detailed message specifying the nature of your concern and the assistance you require. Our property managers strive to return calls within a reasonable timeframe, but please allow up to 24 hours for a response during busy periods.

**For urgent matters that require immediate attention, we request that you leave a voicemail followed by a text message to your assigned property manager. This dual notification will help ensure that urgent issues are addressed promptly and efficiently.**

## Maintenance Requests

If you have a maintenance issue, send a written request via the web portal. You may also call your assigned property manager **or send a text message if that is easier for you**. If you are leaving a message on voicemail, please describe the issue in detail. Also leave your property address and contact phone number.

## Email/Text/Web Portal

This is the preferred method of communication to/from you along with using your web portal. We send out notices, requests and general correspondence using this method of communication. If you do not have email, we will send this information to you in the mail, or leave a voice message.

## Change in Contact Information

Please notify the Property Manager if you change your phone number or email address.



## Renters' Insurance



The property management company or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is required, as stated in the lease that the tenants maintain fire and theft insurance for their personal property as well as liability insurance coverage. This information will be required by the Property Manager on the date of your occupancy. We are happy to refer you to an agent if you need one.

## Paying Rent

- Rent is due on the 1st of each month. It is considered late when received after midnight on the date designated in the resident portal.
- We do not accept rent checks from anyone not on the lease.
- The full rent payment must be on one check. Partial payments and multiple checks will not be accepted.
- If your rent is late and paid after the 11th of the month, please include your late fee (5% or rent amount) as part of the payment. If you're paying via the web portal, ensure that you are entering an amount equivalent to your account balance.
- Please note, while we have several options to pay rent, the method you select cannot change from month to month.
- **Rent payments can be made through:**
  - Web Portal
    - Rent may also be paid via your website portal. Credit Card payments are accepted with a 2.75% transaction fee
  - ACH Payments
    - Payments may also be made via a debit transfer using our ACH account. Please ask the Property Manager for ACH instructions.



We want to review and clarify our fee structure with you. These fee amounts are written into your lease.

- **Late Fee = 5%** (this is charged when your rent is received by our office after 5pm on the 5th.) All late fee payments are due in the month they are charged.
- **Return Check Fee = \$35** (this is charged for a check returned by your bank for any reason.)

## Change in Tenant (s)

### **Adding a new tenant:**

It is mandatory for all new tenants to submit a written request for approval from the Property Manager/Landlord prior to occupancy.

To ensure a thorough screening process, we now require all prospective tenants to complete an application form. Along with the application, a non-refundable fee of \$40 is to be submitted. This fee covers the costs associated with the screening process and verification of the applicant's background and credentials.

Upon receipt of the completed application and the associated fee, our team will diligently review the submitted information. We will assess factors such as credit history, rental references, and employment verification to determine the applicant's eligibility for tenancy.

Once the applicant has been approved, they will be required to sign the lease rental agreement. This agreement outlines the terms and conditions of the tenancy, including rental payment obligations, maintenance responsibilities, and any additional rules specific to our property.

We have implemented these new procedures to ensure a transparent and efficient process for adding new tenants to our property. By carefully screening applicants, we aim to maintain a safe and harmonious community for all residents.

### **Roommate moving out:**

If you have a roommate wanting to move out, a 30-day notice to vacate form must be submitted to the Property Manager/Landlord. If a lease for a term is still in effect, he/she will be legally responsible until that term expires.

Should you have any questions or require further clarification regarding these new requirements, please do not hesitate to reach out to me. I am more than happy to provide any additional information or guidance.



## Resident Responsibilities



The following items are the responsibility of the resident at their expense while they are living at the property:

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every 3 months.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at **all times**.
- 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 living in your home.
- Normal insect control (if applicable). Normal rodent control, such as mice (if applicable).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc. If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers. (if applicable)
- If you have a pet, all pet droppings need to be disposed of regularly.

## Pets

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets so if you **add** a pet to your family, contact the Property Manager for prior approval. You will be required to fill out the *Pet Agreement* form on the pet, and if approved, pay an additional non-refundable security deposit.

# Care of 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 (if applicable) - turn off during emergencies/disasters for safety.
- GFI 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 the oven so you use the right products.

## Maintenance

### Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes.
- Do not proceed with any work until you receive written authorization to do so.
- Your property manager will consult the owner to see if the request is acceptable to them.
- We will then notify you in writing of their decision.

### Maintenance Request

- If you have a maintenance issue, submit a request via the web portal or call **301-259-1517**.
- In some cases, our vendors will schedule directly with the tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call. In other cases, the repair will be scheduled and conducted with the Property Manager present.

### Maintenance Emergencies

If you have a maintenance **emergency** call: 301-259-1517.

***Emergencies include but are not limited to:***

- Fire— call the fire department prior to notifying the Property Manager.
- Flood— shut the water off and call the Property Manager.
- Smelling gas - turn off gas & call Washington Gas (**703-750-1000**).
- IMMEDIATE electrical dangers— shut off main breaker in breaker box and call the Property Manager.

- Backed up plumbing— stop using and call the Property Manager.

**NON– Emergency items include:** With any of the following please notify us of the problem the next business day.

- \* Heat
- \* Air conditioning
- \* Appliance repair

## Clogged Drains

To prevent tub and shower drains from clogging, we suggest a product called *Hair Away*. This will eliminate hair build-up in the drain. *Hair Away* is available at most hardware stores. For kitchen sink drains with garbage disposals, please refer to *What goes down garbage disposal*. Most maintenance calls can be avoided by having this knowledge. If the services of a professional are required, and he determines that the problem is tenant caused, you will be charged.

## What Goes Down Garbage Disposals

Small amounts of leftover food from your plate  
Small food bits  
Carrot peelings

## What Does Not Go Down Garbage Disposals

Anything that is not biodegradable food  
Anything combustible  
Plastic and metal  
Bones from any animal  
Hamburger  
Spaghetti  
Bacon grease or other grease  
Egg shells  
Potato skins or large amounts of potato  
Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables  
Pasta and rice

### More Notes:

- Just remember, whatever you wash down the sink must make it to the road (city pipes). If it is doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.
- Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal.

- Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot, you're asking for a repair bill.
- This old stand-by is right on: "When in doubt, throw it out".
- Consider running ice cubes in the unit as a means of "cleaning" the unit. The hard ice-chips help knock down the scum layers that build up below the seal, and in the grinder wheel.
- The only things that should go into a garbage disposal are things left over after you scrape your plate into the garbage can.

The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels and won't do well at all with onion skins, sections of onion or stringy vegetables like asparagus. Best to toss in the garbage!

We do make one exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get a little smelly.

- To combat the smell, try grinding the peels from a piece of citrus fruit like orange, grape-fruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels' citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

## **Preventative Cleaning Tips**

Here are some helpful cleaning tips for you...

- Always put food away and wipe 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 build-up of grime. Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the build-up of grime. 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.

## Safety Tips

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

- Window screens are not a safety device. **DO NOT LEAVE CHILDEN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- 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 the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in 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 our office 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 our 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. Do not set grills up against the house. You could start a fire.
- 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.

## Pests

- You are responsible for sugar or “nuisance” ants. Keep all counters and floors free of water and food items. Spray *Orange Guard* around door openings and any place you see a trail of sugar ants.
- Call the Property Manager if you see carpenter ants, termites or rodents.

## 30 Day Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. We require our tenants to give a 30-day notice prior to moving.

1. You can log onto our web portal and download the *30-day notice to vacate* form. Fill it out and sign it, then send it back to us via mail or upload it into the system. The notice must be signed by all tenants living at the home.
2. ***The 30 days begins on the day we receive the signed form.***

## Before you Vacate the Property

After you have given notice to vacate, please remember to do the following:

1. Review the lease agreement: Familiarize yourself with the terms and conditions outlined in the lease agreement regarding move-out procedures, notice period, and any specific requirements.
2. Provide written notice: Submit a written notice to the property manager stating your intention to move out. Make sure to follow the notice period mentioned in the lease agreement.
3. Schedule a move-out inspection: Coordinate with your property manager or to schedule a move-out inspection. This will allow you to address any potential issues and discuss the return of your security deposit.
4. Begin packing and decluttering: Start packing your belongings well in advance to ensure a smooth transition. Dispose of any unwanted items responsibly and consider donating or selling items you no longer need.
5. Complete repairs and maintenance: Take care of any repairs or maintenance tasks required as per the lease agreement. This includes fixing damaged items, repainting walls if necessary, and replacing any fixtures that are your responsibility.
6. Clean the premises: Thoroughly have the unit professionally cleaned including all rooms, appliances, windows, and floors. Pay special attention to areas prone to dirt and



grime, such as the kitchen and bathroom. Provide a copy of the receipt to the property manager.

7. Do NOT CANCEL UTILITIES & SERVICES: Notify utility companies (water, electricity, gas, internet, etc.) to remove your name and provide your move-out date and arrange for the transfer of services to avoid unnecessary charges.
8. Redirect mail: Inform the post office of your change of address and set up mail forwarding to ensure that your mail reaches your new location.
9. Return keys and access devices: Return all keys, access cards, or any other devices that grant access to the rental unit. Coordinate with your property manager regarding the preferred method and location for returning these items.
10. Conduct a final walkthrough: Prior to leaving, do a final walkthrough of the rental unit with your property manager. Document the condition of the property and address any discrepancies or issues that arise.
11. Provide a forwarding address: Furnish your landlord or property manager with your new forwarding address so they can send you any remaining documents or your security deposit refund.
12. Settle outstanding bills and fees: Ensure that all outstanding bills, such as rent, utilities, and any other fees, are settled before you vacate the premises.
13. Take photos or videos: Document the condition of the rental unit by taking photos or videos during the move-out inspection. This can serve as evidence in case of any disputes over the security deposit.
14. Notify relevant parties: Inform any relevant parties, such as your insurance provider, bank, or other important contacts, of your change of address to avoid any disruptions.

Your security deposit refund statement will be sent to your new address within 31 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all tenants.

We will be marketing your home to re-rent and will notify you when we have appointments to show it. If you have any questions, please feel free to call.