



Property Services of Ocean View

RESIDENT HANDBOOK

This handbook is part of your lease. It contains information that will make your tenancy more enjoyable, and answer the most common questions received from our residents. Also you will find troubleshooting guides for simple problems that will help prevent inconveniences, and even save you money for unnecessary service calls for issues that are tenant responsibilities.

This handbook is part of your lease agreement.

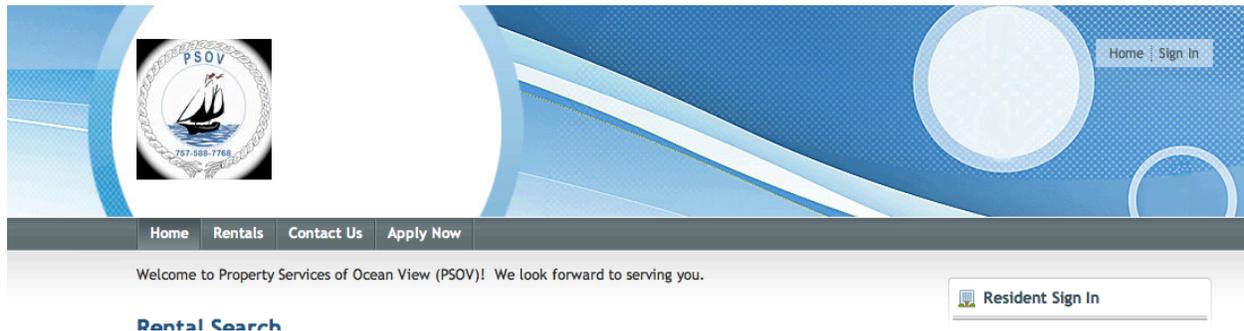
We hope you enjoy your home. Please realize we are here to assist you!

Resident Website

To better serve our residents, we offer a Resident Website. You access this website to view your account balance, submit maintenance and other requests, view the announcement board, view your lease, resident handbook, and other important documents, and to view important numbers. It takes less than 5 minutes to set up your account, and is a vital tool in effectively managing your property.

To Set Up Your Account:

You will receive an email from [DO NOT REPLY@managebuilding.com](mailto:DO_NOT_REPLY@managebuilding.com). This email will give you a link to set up your account and a temporary password. You must change your temporary password! Once you have set up your account you may log in at <http://www.psov.managebuilding.com>



Simply click on the link and sign in with your email and password. This portal allows you the opportunity to view your account, and to track your maintenance requests. It is free to use, and we encourage you to take advantage of this tool!



Property Services of Ocean View

PROPERTY SERVICES OF OCEAN VIEW

Office: 757-588-7768
Press 2 for maintenance issues during the work day

After Hours Emergency: 757-588-7768 then press 1 LEAVE A MESSAGE
757-633-9340
757-598-1794

**Any calls that are not emergencies placed to these numbers will result in a \$10 fee per call.*

When calling, please leave a voice message with the nature of your problem, your name, and a call back number. Speak clearly and slowly. Please allow up to 4 hours for a return call before calling again. Do not continue to call over and over again. Please leave a message the first time you call.

Resident Website: <http://www.psov.managebuilding.com>

Email: info@mypsov.com

Maintenance Request: May be submitted via your Resident Website at
<http://www.psov.managebuilding.com>, or,
maintenance@mypsov.com
<http://www.mypsov.com>

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

Resident Website: <http://www.psov.managebuilding.com>



Bulk Trash/Excessive Waste

The local jurisdictions provide bulk waste pick up to residents with a current water account free of charge 12 times per year. You may request a special pick up by contacting your local jurisdiction for this service, and not the PSOV offices.

Special collection refers to the removal of large bulky items such as appliances, mattresses, furniture and other items that will not fit in the trash container. To ensure collection of appliances, make sure the items do not contain trash or debris. *If your residence has a community dumpster, you are not eligible for city bulk waste collection, and you MAY NOT place these items at the dumpster.*

Failure to follow these procedures will result in a fine from the city, and you will be charged a fee for Property Services of Ocean View to remove and discard your bulk waste.

Trash Collection

You are responsible for placing your trash receptacle at the street no earlier than 5:00 p.m. on the day PRIOR to your scheduled pick up, and no later than 7:00 a.m. on your scheduled pick up date. Your receptacle must be placed back in the designated area no later than 11:00 p.m. on your scheduled trash pick up day. The city has inspectors that drive around and check for compliance. City inspectors issue citations for placing your receptacle out early, or not returning it to the designated area by the designated time. They also issue citations if you do not have your receptacle in the proper area. If you do not place your receptacle out or return it as required, there will be a \$25 fee for Property Services of Ocean View to do this for you. **YOU ARE REQUIRED TO SET OUT TRASH ON A WEEKLY BASIS.** If your property has trash service other than Norfolk City Service, please follow those guidelines.

You are responsible for placing your trash in your trash. All trash must be placed in the receptacle. Any trash left beside the receptacle or on door stoops/porches will result in a \$25.00 fee per occurrence. It is our desire to keep your home neat, clean, and free of trash.

It is your responsibility to have a trash receptacle. The receptacle is provided by the city and HRUBS. Property Services of Ocean View does not provide receptacles, nor make arrangements for tenant to have receptacles.

Free disposal of household trash, yard waste, and bulk waste is available for NORFOLK RESIDENTS at the SPSA Transfer Station located at 3136 Woodland Avenue (behind the SPCA building on Ballentine Blvd). Hours of operation are 8:00 a.m. – 4:00 p.m. Monday through Saturday, and noon – 4:00 p.m. on Sundays.



Illegal Activities/Disturbances to the Community

In an effort to promote a safe and peaceful community, any tenant or guest of a tenant that is arrested on suspicion of illegal drug activity, or a tenant that maintains a nuisance dwelling house (excessive noise, disturbances to neighbors, excessive traffic contributing to disturbances to the neighbors, unauthorized occupants, etc.), litters, threatens other individuals, or destroys/damages property will be considered in violation of their lease. Termination notification and legal proceedings will be issued. Security deposits will be forfeited for any early termination of the lease due to these violations.

We take the living environment (property condition and tenant's right to enjoy a peaceful home) of our tenants very seriously. We will not tolerate any illegal activities nor activities that make the living environment less than desirable.

Our properties are registered with local law enforcement as "NO TRESPASSING PROPERTIES." This means that any individual(s) on the property that is not listed on the lease MAY be removed as trespassing. Any former tenants that were evicted from the property are considered to be trespassing.

Our goal is to promote a peaceful, safe, and enjoyable living accommodation for our tenants.

Insurance

Residents are required to maintain renter's insurance. It is the tenant's responsibility to secure your own insurance policy to protect you and your belongings. PSOV **MUST** be listed as a loss payee. Additionally, you may now secure renter's insurance as a part of your lease. Please contact us for more details.

For example, should a grease fire or other incident occur due to negligence from a tenant or a tenant's guest, the tenant will be financially responsible for damages. Should there be an occurrence such as a natural disaster, the Owner's insurance would cover the dwelling, but would NOT cover your personal belongings.

You must provide Property Services of Ocean View with information regarding your policy and effective dates.



Resident Information Regarding Responsibilities and Application of Funds Received

It is important that residents understand their obligations regarding the rental home and the application of payments received by PSOV on behalf of the resident. Residents are responsible for any incurred costs for repairs or damages caused by the resident, family members, or guests. The resident will be billed for any of these costs. Payment for these services is due upon completion of the service.

Funds received from the resident will **FIRST** be applied to balances (if any) for repairs or replacement of any damages that are the resident's responsibility. Funds will then be applied to any costs associated with the eviction process (Unlawful Detainer Fee, Writ of Possession Fee, Rental Administration Fee associated with eviction process), then applied to late fees, and then applied to rent. As long as there is a balance due, **LATE FEES WILL BE APPLIED.**

Please note ***ALL PAYMENTS RECEIVED ARE TAKEN WITH RESERVATION AS PERMITTED BY VIRGINIA CODE.***

Parking of Vehicles

Parking of vehicles shall be in the driveways, parking spaces, garages, or on the public street where permitted. Under no circumstances shall vehicles be parked on lawns or sidewalks. No unregistered, unlicensed, inoperable vehicle shall be stored on the property unless in the garage. This includes vehicles with expired registrations etc.



DRUG FREE HOUSING

Consideration of the execution or renewal of the Rental Premises identified in the Lease, Agent and Tenant agree as follows:

1. Tenant, any member of the tenant's household or a guest or other person under the tenant's control shall NOT engage in "Drug Related Criminal Activity," including: illegal manufacture, sale, distribution, or use of a controlled substance (as defined in Section 1023 of the Controlled Substance Act (21 use 8021).
2. Tenant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in any act intended to facilitate criminal activity, including drug related criminal activity on or near the premises.
3. Tenant or member of the tenant's household will not permit the dwelling unit to be used for, or to facilitate criminal activity, including drug related criminal activity, regardless or whether the individual engaging in such activity is a member of the household or guest.
4. Tenant or member of the tenant's household, will not engage in the manufacture, sale or distribution of illegal drugs at any location whether on or near the dwelling or otherwise.
5. Tenant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in acts of violence or threats of violence, including but not limited to, the unlawful discharge of firearms on or near the premises.
6. VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND GOOD CAUSE FOR TERMINATION OF TENANCY. A single violation of any of the provisions of this addendum shall be deemed a serious violation and a material non-compliance with the lease. It is understood and agreed that a single violation shall be good cause for termination of the lease. Unless otherwise provided by law proof of violation shall not require criminal conviction, but shall be a preponderance of the evidence.
7. In case of conflict between the provisions of this addendum and any other provisions of the lease, the provisions of the addendum shall govern.
8. This lease addendum is incorporated into the lease executed or renewed this day between the Agent, (or Representative), and tenant.

Signing this agreement allows Property Services of Ocean View to release information to any Law Enforcement Agency upon their request.

We are a drug free community!



§ 55-248.16. TENANT TO MAINTAIN DWELLING UNIT

A. In addition to the provisions of the rental agreement, the tenant shall:

1. Comply with all obligations primarily imposed upon tenants by applicable provisions of building and housing codes materially affecting health and safety;
2. Keep that part of the dwelling unit and the part of the premises that he occupies and uses as clean and safe as the condition of the premises permit;
3. Keep that part of the dwelling unit and the part of the premises that he occupies free from insects and pests, as those terms are defined in § 3.2-3900, and to promptly notify the landlord of the existence of any insects or pests;
4. Remove from his dwelling unit all ashes, garbage, rubbish and other waste in a clean and safe manner and in the appropriate receptacles provided by the landlord pursuant to § 55-248.13, if such disposal is on the premises;
5. Keep all plumbing fixtures in the dwelling unit or used by the tenant as clean as their condition permits;
6. Use in a reasonable manner all utilities and all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other facilities and appliances including elevators in the premises, and keep all utility services paid for by the tenant to the utility service provider or its agent on at all times during the term of the rental agreement;
7. Not deliberately or negligently destroy, deface, damage, impair or remove any part of the premises or permit any person to do so whether known by the tenant or not;
8. Not remove or tamper with a properly functioning smoke detector installed by the landlord, including removing any working batteries, so as to render the detector inoperative and shall maintain the smoke detector in accordance with the uniform set of standards for maintenance of smoke detectors established in the Uniform Statewide Building Code (§ 36-97 et seq.);
9. Not remove or tamper with a properly functioning carbon monoxide detector installed by the landlord, including removing any working batteries, so as to render the carbon monoxide detector inoperative;
10. Use reasonable efforts to maintain the dwelling unit and any other part of the premises that he occupies in such a condition as to prevent accumulation of moisture and the growth of mold, and to promptly notify the landlord of any moisture accumulation that occurs or of any visible evidence of mold discovered by the tenant;
11. Not paint or disturb painted surfaces or make alterations in the dwelling unit without the prior written approval of the landlord provided (i) the dwelling unit was constructed prior to 1978 and therefore requires the landlord to provide the tenant with lead-based paint disclosures and (ii) the landlord has provided the tenant with such disclosures and the rental agreement provides that the tenant is required to obtain the landlord's prior written approval before painting, disturbing painted surfaces or making alterations in the dwelling unit;
12. Be responsible for his conduct and the conduct of other persons on the premises with his consent whether known by the tenant or not, to ensure that his neighbors' peaceful enjoyment of the premises will not be disturbed; and
13. Abide by all reasonable rules and regulations imposed by the landlord pursuant to § 55-248.17



Smoke Detector Certification

Property Services of Ocean View certifies that all smoke detectors required by city code have been inspected and are in good working order when you move in. Smoke detector certification is also part of your lease agreement.

This certification is not a warranty that any smoke detector inspected will be in good working order at any future time or will function properly under actual fire conditions. Even a properly functioning smoke detector may not alert of a fire or may give you insufficient advance warning under certain circumstances.

The tenant is responsible for the reasonable care of all smoke detectors, including testing the detector once a month and replacing the batteries as needed. The tenant must change the batteries every time the clock times are changed (twice a year).

The owner will not be liable for any loss, damages, or injury to any person or property in the event of any malfunction or failure of any smoke detector in the home.

If at any time a member of the PSOV Team is in your home and your smoke detector is chirping (indicating a weak battery) or is dismantled we will take the necessary steps to rectify the situation at the Tenant's expense.

Maintenance

Tenants will promptly notify PSOV of any damage or malfunction of appliances, equipment, plumbing, electrical, HVAC, etc., inclusive of the structure of the property.

Tenant will reimburse us within thirty (30) days for any damages or repairs caused by Tenant neglect or abuse, and/or caused by any person the tenant permits on the property. Any calls that are unsubstantiated where there is no issue, or if it is an issue the resident should have handled (example: flipping a breaker) will result in a service call charge to the resident.

Maintenance issues may be reported at the numbers or methods listed on page 2 of this manual. A reminder that any non-emergency calls placed to the emergency numbers will result in a \$10.00 fee.



Accidental Lockout or Loss of Keys

Should the resident lock themselves out of their home, there will be a \$25.00 fee to open the property for the first time, and \$50.00 for every time thereafter. Requests to open up a premises will be handled as soon as possible, but in some instances may take several hours to address. You may also contact a locksmith and have them get you in the property at your own expense, but the locks may not be changed.

Under no circumstances are locks to be changed. This is a violation of your lease and will result in termination of the lease.

If keys are lost, the tenant will be charged the fee of the locksmith to rekey the lock, plus any additional costs associated with the replacement of door locks.

Satellite, Cable, Telephones, and Internet

Most of our properties do not permit satellite television. Please call prior to ordering any satellite service for permission. Cable television, telephones, and internet are permitted at the tenant's expense. If the tenant needs a letter to provide to the service provider, one will be provided.



TROUBLESHOOTING GUIDES:

This troubleshooting guide is to provide tenants with assistance to solve some of the most common problems/issues encountered. For maximum benefit, you should use this as a guide for things to check after occupancy and as a reference before calling for service. ***You are expected to try these remedies before contacting the maintenance department.***

Plumbing

Water Shut Off: Locate your water shut off valve. Know this before a flood starts! You are looking for a faucet or knob that shuts the water off to your home. Sometimes these are in garages, or outside at the meter or near the foundation of the unit. If you have a water issue, locate the shutoff. If you cannot locate it and the leak is at one area, you may shut off water to that fixture (water supply lines to faucets are located underneath the fixture; toilet water supply lines are located behind the toilet bowl and below the tank; tub faucets are generally located behind an access panel in the wall; water heater supply knobs are located in the line leading to the water heater).

General stoppages: Try to use a plunger on sinks or toilets. If the clog does not break in a sink or tub line, use any suitable liquid plumbing agent that common sense would dictate. On toilets you may need to plunge once and wait an hour or so before plunging again. Residents are responsible for any blockages that are a result of negligence, such as (but not limited to) hair, grease, foreign objects in the line.

Electric Water Heater: If you are without hot water, check the circuit breaker in the circuit breaker panel for the water heater. If it has “tripped” turn the breaker off, then on. If it stays on, your problem is solved. If not, contact maintenance.

If your breaker is not tripped you may need to reset the water heater. To do so, remove the panel approximately midway down the unit and press the reset button. It is usually red, and sometimes black. When you push it you should hear the unit restart. It generally takes 2 hours or more to reheat water in an electric tank.



Electrical

Circuit Breakers: A breaker may look like it is on, but still may have popped or tripped. Some breakers move ever so slightly and appear on when they are actually off. Simply cut the breaker all the way off, count to three, then try to turn it on. If it stays on, the problem is solved. If you are not sure which breaker you are dealing with, cut them all off and turn them back on.

If you have a circuit, such as bedrooms, lights, etc., that is not working there are a couple of things you can do to remedy the situation. First, unplug all appliances and anything else plugged in to that circuit. Then turn the breaker back on. If the breaker stays on then plug in the appliances one by one.

Another issue with electricity is the GFI or GFCI receptacle. These are usually located in bathrooms and kitchens or any other area that may be exposed to moisture or water. If you have lost power to a circuit in the bathroom or kitchen (for instance) locate the GFCI and push the test and reset buttons.

Electric Stoves

If the stove is off, check the circuit breaker. Make sure the oven is not in the “Time-Bake” mode. If the oven will not turn on, try the broiler. If both will not turn on, check the timer.

On self-cleaning ovens follow the instructions printed on the oven. **DO NOT USE COMMERCIAL CLEANERS ON SELF-CLEANING OVENS.**

DO NOT USE ALUMINIUM FOIL IN CONTINUOUS CLEANING OVENS. USE HEAVY DUTY ALUMINUM FOIL ONLY.

On smooth top ovens only use approved cleaners for that purpose. It is available at most stores and is not expensive.



REFRIGERATORS

If there is water on the floor: Drain line to the drip pan may not be properly aligned, or the drip pan may be full. Empty the drip pan and/or align the drain line.

If it is not blowing cold air in the freezer it may be in the defrost cycle.

If the freezer compartment is too warm the temperature knob may be set too warm. Also, prolonged door openings or the door not being closed securely. Ice cream and orange juice cans do not freeze well when stored in the doors.

HVAC

Change filters once a month, without exception. This reduces the utility bill, and keeps air flow at a maximum.

If unit is not heating or cooling: Check the filter. 90% of the time a dirty filter causes the issue.

Window Units also have filters located in the front. These must be cleaned on a regular basis.



When will my maintenance request be addressed?

Every effort is made to accommodate maintenance requests in the order in which they are received, and oftentimes on the same day the request is submitted. Certain circumstances prevent this from occurring, based on the severity of the issue at hand. For example, a burst water heater that is flooding someone's home will always take precedence over a dripping water faucet. You will receive an acknowledgement of your request the same day it is submitted (if during regular business hours) or on the next business day of operation. Some communities have designated days for maintenance requests that are not considered an emergency, and your request may be handled at that time. You will be notified if this is the case.

What is considered a Maintenance Emergency?

A Maintenance Emergency is anything that deals with "fire, blood, or flood." This should be self explanatory, with blood meaning any safety issue putting an individual at immediate risk, and flood meaning any type of water leaks or back ups in the property. **If you are in immediate danger dial 911 immediately!** Issues involving air conditioning are not considered an emergency, as an outside vendor is involved in the repairs and they do not provide after hour service for air conditioning.

Do I have to be home for maintenance service?

It is not necessary for you to be home for maintenance service, but you must give us permission to enter the home in your absence. By calling in or submitting a maintenance request you are giving us permission to enter the home.

In cases of emergency, we will enter the home after efforts are made to communicate with the resident, whether or not we are able to make contact with the resident.

Please keep a copy of this Handbook with your Lease, as this a part of your lease.



Property Services of Ocean View

Power

Dominion Energy 888-667-3000

Natural Gas

Virginia Natural Gas 866-229-3578

Water/Sewer/Storm Water

Chesapeake Public Utilities 757-382-2489
Norfolk Public Utilities 757-664-6700
Newport News Waterworks 757-926-1000
Suffolk Public Utilities 757-514-7000
Virginia Beach Public Utilities 757-385-4631

Sanitation Services

Chesapeake 757-382-2489
Norfolk 757-441-5813
Portsmouth 757-393-8663
Suffolk 757-923-2492
Virginia Beach 757-385-4650
Office 757-588-7768

Telephone

Cavalier 866-290-4200
Cox Communications 757-222-1111
Verizon 757-954-6222

Newspaper

The Virginia Pilot 757-446-9000
The Flagship 757-222-5373
Daily Press 757-247-4800
Wall Street Journal 800-369-2834
New York Times 800-698-4637

Television & Internet

Cox Communications 757-222-1111
Verizon 757-954-6222 (FIOS available in limited areas)
Dish Network 800-333-3474
Direct TV 800-371-9803

Public Schools

Chesapeake 757-547-0153
Norfolk 757-628-3994
Newport News 757-591-4500
Suffolk 757-925-6750
Virginia Beach 757-263-1000

Voter Registration

Chesapeake, Norfolk, Portsmouth
Suffolk, & Virginia Beach 757-664-4353
Newport News 757-926-8683

Pet License

Chesapeake 757-382-6281
Norfolk 757-441-2931
Newport News 757-595-7387
Suffolk 757-923-3600
Virginia Beach 757-427-4445

Property Services of Ocean View

Emergency 757-598-1792, 757-598-1794
maintenance@property-services-of-ocean-view.com

Virginia Department of Motor Vehicles

804-497-7100





- Get a kit
- Make a plan
- Stay informed

Discuss with your family the types of hazards and threats in your area and what to do in each case. Make a list of important contact information and keep it with you at all times.

Out-of-town contact: _____
 E-mail: _____
 Telephone: _____
 Cell phone: _____

Decide on a meeting place in case you cannot return to your home, and know where you would go if you had to evacuate your area.

Neighborhood meeting place: _____
 Telephone: _____

Out-of-town meeting place: _____
 Telephone: _____

Collect information about the locations where your family members spend the most time.

Workplace (1): _____	School (1): _____
Address: _____	Address: _____
Telephone: _____	Telephone: _____

Workplace (2): _____	School (2): _____
Address: _____	Address: _____
Telephone: _____	Telephone: _____

Other location: _____	Other location: _____
Address: _____	Address: _____
Telephone: _____	Telephone: _____

Record any medications your family members take on a daily basis.

Medicine: _____	Medicine: _____
Dosage: _____	Dosage: _____
Medicine: _____	Medicine: _____
Dosage: _____	Dosage: _____

Collect information for others you might need to contact in an emergency.

Doctor: _____	Insurance co.: _____
Address: _____	Address: _____
Telephone: _____	Telephone: _____

Pharmacist: _____	Veterinarian: _____
Address: _____	Address: _____
Telephone: _____	Telephone: _____



Property Services of Ocean View

I have read and understand the Resident Handbook, and will abide by the rules and regulations of such.

Tenant

Tenant

Tenant

Tenant