

Account #: _____

Unit #: _____

Master Account #: _____

Network ID/Password: _____



matchbox
people + property

WELCOME GUIDE



Rent Due:
1st of every month



Late Fees Applied:
5th of every month at 5PM





Online Accounts
& Payments

Late Fees

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CONTACT INFORMATION

Physical Address: Matchbox Realty 202 N Liberty St. Suite 101 Harrisonburg, VA 22802
Phone: 540-434-5150 | Fax: 540-434-3634

Email is our primary method of communication. We try not to overwhelm you with emails. You could receive emails about your lease, how to care for your property, ways to save money throughout your residency and more. **Please add us to your address book to ensure you do not miss this important information.**

Email: Info@MatchboxRealty.com
Website: www.MatchboxRealty.com

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Portfolio Manager
Andrea@MatchboxRealty.com, ext 130

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Accounting Manager
Tasha@MatchboxRealty.com, ext 113

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GET IN TOUCH!
Simply click on an
email above
to contact us!

In the event of a non life threatening Emergency Maintenance Issue, like a pipe breaking or a washer flooding, please contact our office immediately by calling 540-434-5150 ext 0 or if it is after hours, ext 7. **For any emergencies that could threaten someone's safety, please contact 911.**

Harrisonburg Police (540) 434 4436 - Non-emergency
Harrisonburg Fire (540) 432 7703 - Fire Administration
JMU Police (540) 568-6911

ANIMALS

Matchbox accepts animals on a case-by-case basis as determined by the individual owner of each property. Many of our properties do not accept animals. If you would like to have an animal in your unit, this will require an additional deposit and monthly animal rent. Please contact your Portfolio Manager prior to bringing an animal to ensure it is approved. Animals must stay on a leash when outside your unit and you **MUST** pick up and properly dispose of your animal's waste per city ordinance. Animals are not permitted to be tied on the property.

Please remember having an animal is a privilege, not a right. If at any point in time the rules are not followed, your animal agreement can be revoked. **Animals require an animal addendum to your lease.** All roommates must agree in writing that an animal is allowed before an addendum will be added. Bringing an animal that has not been approved is subject to an illegal animal fee of \$100 PER OCCURRENCE and PER ROOMMATE. Please don't take the chance.

***A service animal or emotional support animal will require a different set of qualifications. Please speak to your Property Manager for details.**

****You are responsible and will be charged for any damage caused by your animal including, but not limited to, clawing, chewing, urine stains/smells, blinds; washers and dryers can even be damaged by excessive hair.**



@Matchbox Realty

For tips and more, follow us!

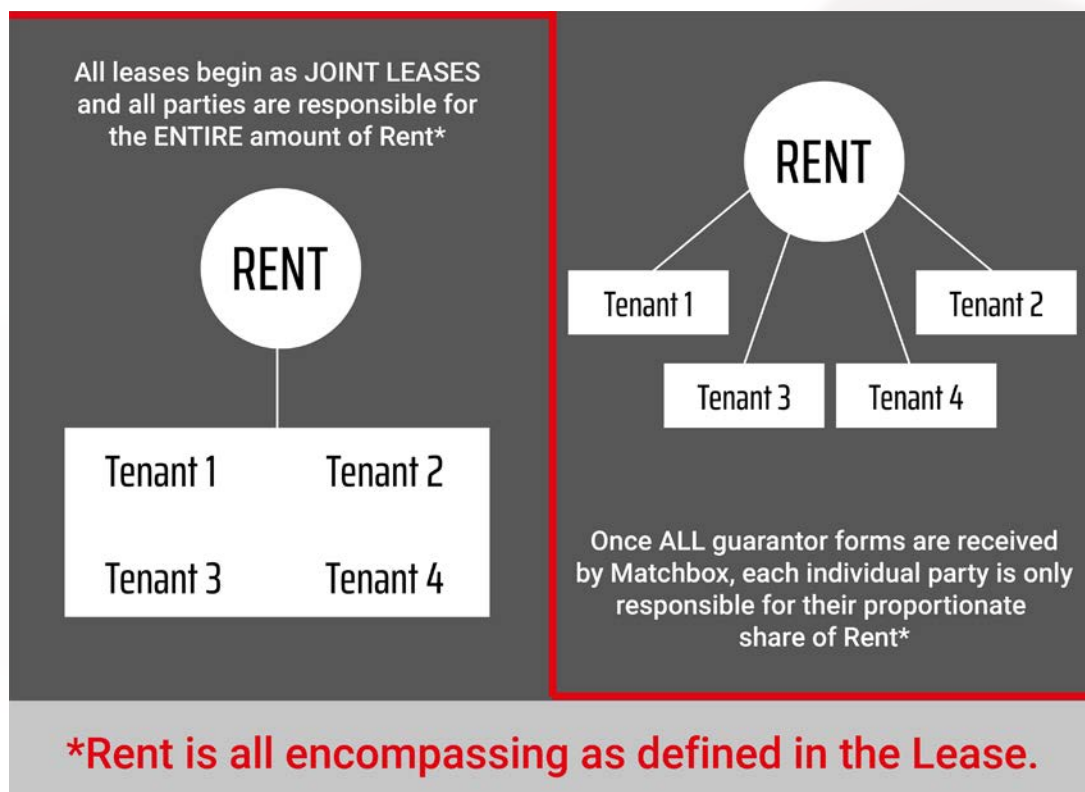
Your Leading Resource
www.MatchboxRealty.com

MOVE IN INSPECTION

The move in inspection form will be emailed to you on your Lease start date. This form needs to be completed and returned within **five (5)** days of the Lease start date. Only one person needs to complete it and sign it in the event all roommates do not move in at the same time. We have already done an inspection of your unit. Take at least a day or two to thoroughly check everything in your unit and note any damage. Also note any marks on the wall, stains on the floor or blinds not working properly. No details are too small. If you do not want to be held accountable for it, **write it down and send a picture** of your issue(s) to your Portfolio Manager. Items written on the Move-In Inspection will not be accepted without a visual reference. This form will be used as a reference when you move out of your unit.

If you do find issues that need to be fixed, **you** must login to your account online and create a *Service Issue*. If this form is not returned in five days, we will refer to the quick inspection of the unit done prior to you moving in. You will be held accountable for any damages in the unit if the unit is not left in the same condition as we documented when you moved in. Once you return the Move In Inspection, you will receive a mailbox key where applicable. Only one mailbox key is issued per unit.

JOINT VS INDIVIDUAL LEASE



If you are unsure if you are on a joint lease or an individual lease or have questions, please contact your property's manager.

ONLINE ACCOUNT PAYMENTS

Tenant Online Accounts and Passwords are created during the application process. Use the **Account Number** that was provided on your Welcome Booklet (Rental Guide) at move-in.

*Guarantors need to add an email address and password to access the existing online account.

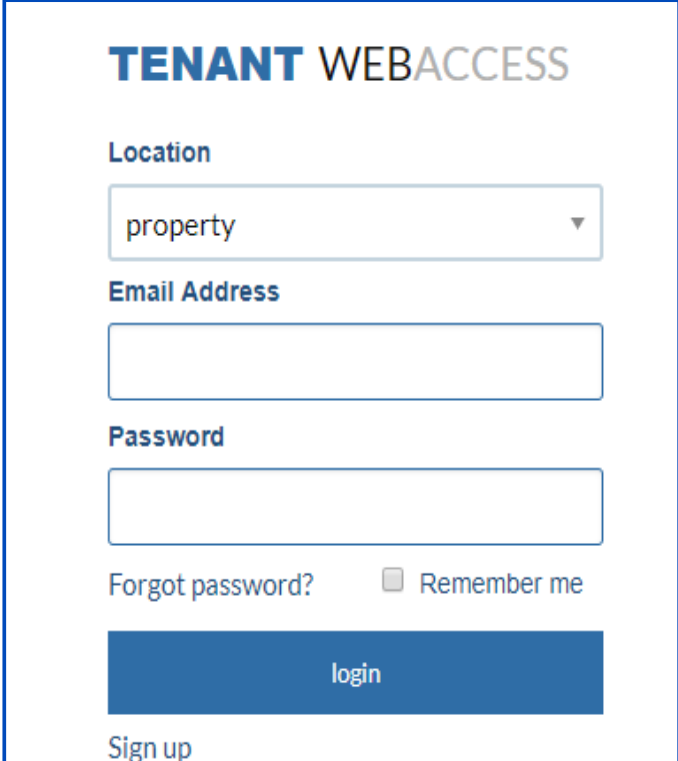
*For tenants on a Joint Account with a Master Account, use the Master Account Number on the welcome booklet, and then add an email address and password to the master account.

For Current Residents:

*If you have moved from one unit we manage to another, including within the same community, you will receive a new account number - this is how you pay rent and turn in work orders. There is no need to re-apply.

INSTRUCTIONS FOR ACCESSING AN ONLINE ACCOUNT

1. Go to www.MatchboxRealty.com. Click "Login", then click "Residents".
2. Location: Property
3. Click on "Sign Up"
4. Enter the Tenant's **Account Number** provided by Matchbox
5. Provide an email address (this will be your Username)
6. Enter birth date (For commercial or joint master accounts use 01/01/2001)
7. Click on "Sign Up"
8. You will receive a Confirmation email; Click on link in this email
9. Create a Password then click Finalize



The screenshot shows a web form titled "TENANT WEBACCESS". It contains the following fields and elements:

- Location:** A dropdown menu with "property" selected.
- Email Address:** A text input field.
- Password:** A text input field.
- Forgot password?:** A link.
- Remember me:** A checkbox.
- login:** A blue button.
- Sign up:** A link below the login button.

INSTRUCTIONS FOR MAKING A ONE-TIME ONLINE PAYMENT (WEBPAY)

1. Log in to your Account
2. Click "Make a Payment" tab to go to the payment page
3. Enter the payment amount in the box
4. Choose your payment type: Account on File; Credit / Debit Card (convenience fee is 4% of payment amount); or Checking/Savings (\$2.50 convenience fee **per transaction**)
5. Enter your account information
6. Click on "Make a Payment"
7. On the Payment Confirmation page, click on the **2nd box** to agree to the payment conditions
8. Click on the **1st box** if you want to save your account information for future Webpays. Note: This does NOT enable automatic payments each month. See *Tenant Scheduled Auto Pay*.
9. Click on "Pay Now"
10. The Confirmation Page will give you an option to print a receipt

[illegible]

INSTRUCTIONS FOR **TENANT SCHEDULED AUTO PAY**

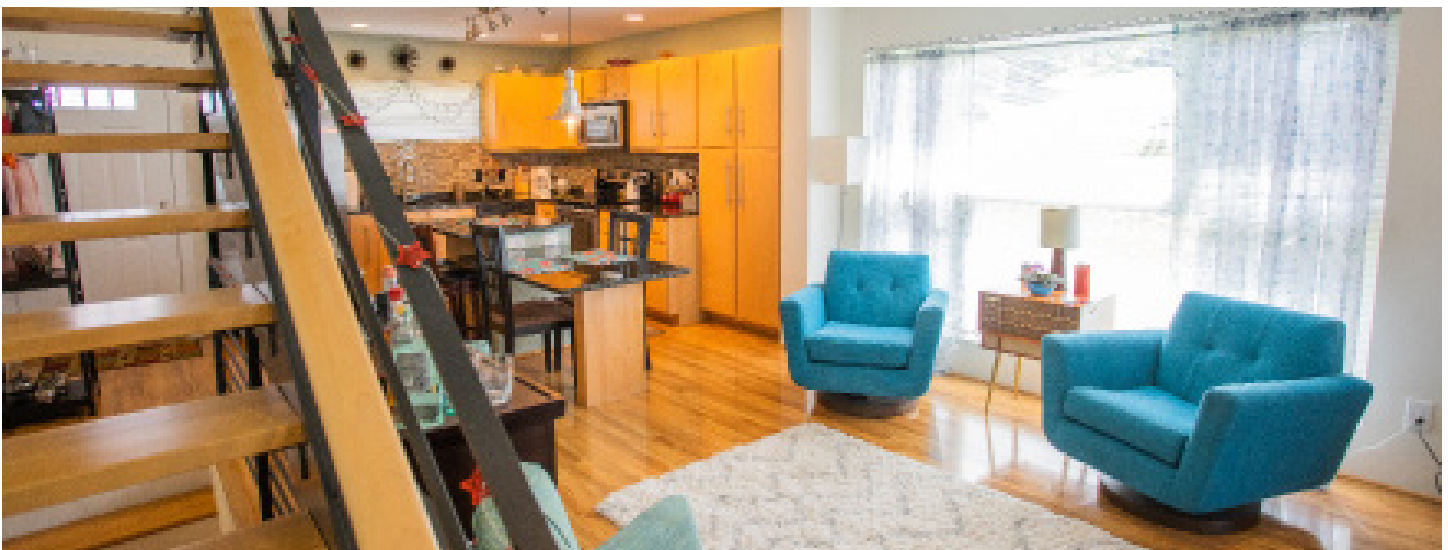
Auto Pay automatically drafts on day(s) of each month specified by the tenant.

Checking or Savings Account (**\$2.50 convenience fee per transaction**)

Credit or Debit Card (the **convenience fee is 4% of payment amount**)

1. Log in to your Account
2. On the upper right-hand corner, click on drop down window and click on "Saved Payment Information"
3. Enter your payment information, click on "Save Payment Information", and then click on "Enable Automatic Payments"
4. Automatic Payments:
 - Specify the *Day of Month* for the payment draft (We recommend the 1st)
 - Rent charges are posted to accounts on the 22nd of each month
*prior to this date Rent cannot be drafted
 - Late fees are charged on the 5th of each month
*on this date late fees will be charged & may be drafted with the balance
 - Select *Payment Type*
 - Balance Due (Rent + other charges due)
*Note: Maximum Amount must be specified. Do not leave this as \$0.00.
 - Specific Amount (Example: your individual Rent only if part of a Joint Account)
*Note: Specify Amount in the box
-This option will draft the set amount even if there is no balance due.
-If the full balance is not paid, the account may incur a late fee.
5. Your next scheduled automatic payment will be displayed. You can print or save this screen for your records.
6. Log out of the account

DE-ACTIVATING AUTO PAY: Log in to your account **before the scheduled day of payment** and click on "Remove your Saved Payment Information".



INSTRUCTIONS FOR MAKING A PAYMENT VIA CASH PAY/OTHER FORMS OF PAYMENT

Cash Pay allows a tenant to electronically pay rent with cash at over 25,000 locations using a unique number assigned to your tenant account, with the transaction appearing instantly in Rent Manager.

Cash Pay is convenient for tenants who are out of town when rent is due, or tenants who don't want to use a check, credit card or money order. Locations vary by zip code but include Walmart & Kroger. For Cash Pay locations, go to <https://paylease.com/cashpay/locations>.

- Contact us at Info@MatchboxRealty.com for your unique Account ID Number.
- Present your Account ID Number to any Cash Pay location and pay with cash for your account balance plus a \$4 transaction fee.
- The payment is instantly reflected on your tenant account. Keep your receipt & Account ID.
- **Matchbox offices do NOT accept cash.**

In addition, Matchbox also accepts the following forms of payment:

1. Personal Check/Money Order/Cashier's Check (**\$10 redirecting fee is applied to check payments not sent to the Chantilly address listed below**)
2. Bank Bill Pay Check
(Monthly check payments to Matchbox set up through your bank)

ALL CHECKS and MONEY ORDERS MUST BE
MAILED TO: **P.O. BOX 222312 CHANTILLY, VA
20153-2312.**

ALL Checks and Money Orders must have the following information:

1. The date you are writing the check. Do not postdate. Use four-digit number for Year.
 2. **"Matchbox Realty"**
 3. Amount of the check in numbers
 4. Amount of the check in words
(This is the official amount of your payment, if different from #3.)
 5. Your **Matchbox Account Number**; Your **Unit Number**; and the **full name of the tenant** if different from the name on the check
 6. Your signature which should match the signature on file with your bank
- For #5 and #6, do not write over the numbers at the bottom of the check.*

Jane Doe
Street Address
City, State, Zip Code

DATE: 07/01/2020

1111

2

PAY TO THE ORDER OF: **Matchbox Realty**

3

\$ **565.00**

4 **Five Hundred Sixty-Five and 00/100** DOLLARS

Your Bank
Street Address
City, State, Zip Code

5

MEMO Account # Unit # Tenant Name

6 **Jane Doe**

|:123456789|: 1001001239|' 0790

LATE FEES

Rent is always due on the 1st of every month, and is considered late anytime after the 1st.

If the rental payment is not received by the 5th of the month at 5PM, a Late Fee, as specified on page 1 of your lease, of 10% of the monthly rent, or 10% of the unpaid balance, whichever is less, will be assessed against Tenant. Any rental payment received after legal action has been initiated by Landlord will be accepted with reservation, and will be applied to delinquent rent due, but will not affect any legal action instituted by Landlord against Tenant to recover delinquent rent and possession of the Dwelling Unit.

Matchbox is not responsible for late payments due to delays in the postal service system. Signing up for auto pay online keeps you from having to remember one more thing to do every month and helps in avoiding late fees!!

PARKING

Public Parking, with time limits, is available throughout Harrisonburg for free. Private parking is available at certain Matchbox properties. For your specific parking policies, refer to your Parking Policy Addendum.

Parking permits are issued to tenants and should be positioned on the lower left corner of the rear window of the vehicle, unless instructed otherwise. Replacement fees are assessed for lost or damaged parking permits. Be sure to update your sticker for the new year by the expiration dated of each year.

Guest passes are offered at select Matchbox properties and should be hung on the rear view mirror of the guest vehicle where they are clearly visible. Additionally, some properties require that you park in guest parking, as well as, display the guest parking tag. Refer to your signed parking policy for the policy for your specific community.

To avoid being ticketed or towed, follow all parking rules for both public, and private parking spaces. For additional information on parking in downtown Harrisonburg, visit <https://www.harrisonburgva.gov/downtown-parking>.

KEYS & LOCKOUTS

Each person on the lease is issued a house key. Many properties also have a clubhouse, pool, FOB or laundry key that will be issued to each person on the lease. Some properties also require a mailbox key, but only one mailbox key is issued per unit for everyone to share. Keys are \$25 to have replaced if they are lost, damaged, or not returned. FOBs are \$75 in the same scenario. In all properties, the fobs and/or keys must be turned in by 12:00 Noon of your lease-end day to avoid key/fob charges.

If you are locked out of your unit during normal business hours, please contact our office. If a Matchbox employee is available to come let you in, we will send someone. Otherwise, you will need to come to the downtown office or your property's satellite office. Charleston Townes, Campus View Apartments and Urban Exchange have the keys in their leasing office. If you borrow a key, it must be returned within 5 business days. If the key is not returned by end of the day on the 5th business day, your account will be charged \$25; unreturned fobs are charged \$75. Once charged to your account, the fee cannot be removed.

If you are locked out after normal business hours, call 540-434-5150 ext. 7. You must have an ID, as Tenant of the building. As per your lease, there is a **\$75 cash** lockout fee that must be paid at the time the tenant is granted access. (\$75 is much less expensive than a busted door jamb. Do NOT force your way in).

No keys will be issued to anyone other than the tenant without prior written consent. This includes issuing keys to roommates.



HOW TO BE A GOOD NEIGHBOR

- Meet your neighbors in case of an emergency or just to have a sense of community.
- If you have animals, always clean up after them and have them on a leash when you are outside of your dwelling. We love your animal and you love your animal, but your neighbors may not love your animal. Allowing your animal to bark all day long, roam freely or “do their business” in your neighbor’s yard will certainly not make your neighbor adore you.
- Matchbox does not allow smoking inside or outside of your dwelling unless you have a designated smoker’s pole positioned on the property. A balcony or deck does not constitute an area to smoke; as it will waft into your neighbors windows making it an unenjoyable experience for them. We care about you, your neighbors, your safety and the owners property.
- Noise can make or break friendships in a neighborhood or community.
 - Bass can be felt and not just heard. Keep your speakers off the ground and away from the walls where neighbors may sleep.
 - If you can hear it outside your doors, it is too loud.
 - Not everyone living around you sleeps the same hours as you. Be considerate, as I am sure you would not want to be disturbed when you are sleeping.
- Trash belongs in the dumpsters, trash chutes or proper receptacles. Red cups, broken glass, and/or broken furniture laying in the yard is not acceptable to anyone.
- A Party-Free Community means that you have chosen to live amongst others that wish to sleep, study and work in a peaceful home setting. Remind your guests of this fact when coming to visit you. The number of residents on your lease plus five others can be in your home - at any given time.
- **Fire Alarms**—fire alarms are the only emergency tool that will alert you to a fire emergency should there be smoke in the building. Smoke doesn’t tap on your shoulder and tell you to wake up and leave. If you hear the alarm, you need to get out every, single time! On your way out, be a good neighbor and knock on your neighbors doors. Don’t wait for them, but alert them to the fact that there is an emergency by banging on their door.
 - With that being said, if you or your friends, decide to pull an alarm as a prank, you will be prosecuted to the fullest extent of the law. Pulling an alarm is like the Little Boy Who Cried Wolf. The more you hear the alarm, the less inclined you are to leave. Don’t play with these because they are for emergencies ONLY.
 - Count a Fire Alarm as a chance to practice saving your life. It isn’t fun waking up at odd hours but there is usually a good reason the alarms went off. Don’t roll back over and ignore it. It could be the one time you needed to escape.



FROM OUR FACILITIES MANAGER

Dear Resident,

As the Facilities Manager for Matchbox, I would like to welcome you to the Matchbox family. I hope the move in process has gone well and you are enjoying your new home. We strive to insure a nice place for you to live, but in the event you find something was overlooked, feel free to create a service issue on our website at www.MatchboxRealty.com. Submitting work orders online is the fastest way to get the issue resolved. The exception is emergencies, such as water leaks. Please call us for these issues. Most work orders throughout the year will be started within 1-2 business days once they have been submitted. The sooner you enter a work order/maintenance issue online, the sooner it will be queued. Move-in is a very busy time for all maintenance companies as 21,000 students descend on the area. It may take a little longer during the first couple of weeks to address your issue. We will correct your issue as soon as we possibly can, so please bear with us if it takes a little longer than normal. Feel free to contact me if you have any maintenance related questions or comments.

Nobody likes getting a tenant charge placed on their account for something that could have easily been avoided. Here is a list of issues that come up frequently, and ways to troubleshoot them prior to entering work order.

- **Clogged Sinks** - Try using Drano as directed on the bottle
- **Clogged Toilets** - Try plunging toilet prior to submitting a work order.
- **Dirty Air Filter** - Change your air filter once a month. This will save you money on your electricity bill and can help avoid a large maintenance bill if your heat or AC does break. The Lease states that non-pleated filters are to be used. If you moved into a unit with a washable filter, you must wash them every month.
- **Light Bulbs** - Tenants are responsible for changing light bulbs. (Unless we missed one at move in)
- **Trash Pickup** - It is the tenant's responsibility to keep trash around the unit cleaned up and disposed of. Failure to do so could result in fines. This can also lessen the chance you will have pests.
- **Clothing Not Drying in Dryer** - Prior to loading clothes into dryer, be sure to clean the lint trap. Most washers & dryers operate most efficiently on large loads and not extra-large loads.

There are several more tips in the maintenance guide on the pages that follow. Please refer to this guide prior to entering a work order online; it could save you some cash! The aforementioned guide can also be found in the **FAQ section** on MatchboxRealty.com. You can also locate property specific maintenance information on your community's website. Thank You for taking the time to read this letter!

Matt Curry

Facilities Manager

Matt@MatchboxRealty.com

Phone: (540) 434-5150 x 139



@Matchbox Realty

For tips and more, follow us!

Your Leading Resource
www.MatchboxRealty.com

MAINTENANCE ISSUES

What do you do when something is broken and you don't know how to fix it? First, check the Maintenance section in this booklet for some simple trouble shooting tips on common maintenance problems. You can also go to our website to view FAQ's for more tips and videos! If the issue you're having isn't in this booklet, online or these tips just didn't work, log onto your online account and create a new ticket under the Service Issue tab. Always be as detailed as possible. Include where exactly the issue is occurring, when it began, and what you have done, if anything, to fix the problem. Information such as which bedroom or bathroom, which floor the issue is on, or a description of the area where we can locate the issue. If you have moved from one unit we manage to another, including within the same community, you must use your new account number to enter a work order. Your old account number will not work. Remember, this is your home and you know it well but the technicians may not. Here is an example of a common issue:

ADD SERVICE ISSUE

The screenshot shows a web form titled 'ADD SERVICE ISSUE'. It has two text input fields. The first field, labeled 'Issue', contains the text 'The toilet isn't working'. The second field, labeled 'Issue Details', also contains the text 'The toilet isn't working'. Below the fields is a button labeled 'Add Issue'. To the right of the form, the text 'NOT ENOUGH INFO' is displayed in large, bold, black capital letters.

ADD SERVICE ISSUE

The screenshot shows a web form titled 'ADD SERVICE ISSUE'. It has two text input fields. The first field, labeled 'Issue', contains the text 'The toilet isn't working'. The second field, labeled 'Issue Details', contains a more detailed description: 'The toilet in the third floor bathroom on the parking lot side of the house is not flushing. We tried jiggling the handle and even checked to make sure the chain in the tank was connected. Everything looks connected to us! This just started early today and seemed to be working fine yesterday. Please help.' Below the fields is a button labeled 'Add Issue'. To the right of the form, the text 'HELPFUL AMOUNT OF INFO' is displayed in large, bold, black capital letters.

If you create a Service Issue and the problem is fixed by anyone in your unit, or just stops being an issue, you must contact our office immediately to cancel the work order or you could be charged for maintenance coming to your unit when there is no longer an issue.

In the event of a non life threatening Emergency Maintenance Issue, like a pipe breaking or a washer flooding, please contact our office immediately by calling 540-434-5150 ext 0 or, if it is after hours, use ext 7.

For any emergencies that could threaten someone's life or safety, contact 911.

Our maintenance company works normal business hours, Monday-Friday. Outside of those hours is their time to spend with their families and enjoy. Please understand Service Issues will not be completed outside of those hours unless there is an emergency.

MAINTENANCE TROUBLESHOOTING

Kitchen Sink/Garbage Disposal

When having issues with your garbage disposal, please try these tips before placing a work order. 1) Reset the garbage disposal. 2) Loosen the blades using the wrenchette. Visit <https://youtu.be/KWFHdfjRBL8> for step by step instructions. Check the back of your disposal for a wrenchette. If it is not there, contact your Portfolio Manager as our office may have one you can borrow for up to 24 hours.



Dishwasher

If you are experiencing issues with the water backing up in your dishwasher, it is likely due to the garbage disposal being backed up caused by dishes not being rinsed prior to going into the dishwasher. Please see the Garbage Disposal section to remedy the issue. If the tips do not work, login to your online account to create a service issue.

Dishwasher Detergents

It does not matter the brand, do not use dish soap like Dawn or Joy that are intended for washing dishes in a sink rather than in a dishwasher. **USE THE RECOMMENDED AMOUNT of detergent on the detergent's label.** Most area water tends to run a little on the hard side, so skimping on the detergent might not get the dishes thoroughly clean and using too much detergent can damage your machine and cost you more in the long run.

Front Loading Washing Machines

Water can sit between the rubber gasket and drum on front loading washing machines this can cause mold/mildew to grow. To prevent this, simply wipe with mild soap & water after each use and keep the door open when not in use. If you do notice mold, use a sponge to apply a mixture consisting of half white vinegar and half peroxide. To ensure small items do not get stuck in the machines pump, we recommend washing these items in a mesh bag.



HE Laundry Detergent

HE washing machines require **High Efficiency** laundry detergents. These machines use less water and energy, saving you money on your utility bills. Using detergents that are not labeled HE can damage the machines and require additional maintenance that will be charged to the tenant.

Laundry Detergents

Not all laundry detergents are created equal. Powder laundry detergents can cause buildup on the water level sensor causing the washer to continue to fill and ultimately overflow the washer. Please avoid using powder detergents and opt for liquid detergents instead. See HE Laundry Detergent for HE machines.



Heat Pumps/HVAC Units

When your heat is turned on, the blowing air coming from the vent may feel cool to your hand due to the air being cooler than your body temperature, but can still warm your home. Please allow the pump to run a few cycles before entering a service issue for heat not working properly. If you are not getting any air flow, please check the breakers before entering an issue.

Also, in extreme cold temperatures, heat pumps are not as effective warming your home. Electric heat pumps have auxiliary heat that help the system try to keep up, but will increase your electric bill.

HVAC Filters

Changing your air filter monthly will reduce the dust in the air as well as save money on your electric bill by allowing your HVAC unit to run most efficiently. The size and location of filters vary between properties. If you have questions regarding the installation or size of your filter please contact your Portfolio Manager. Filters that have not been replaced upon inspection will be replaced by maintenance and charges will be applied to your account. **Do not use pleated filters.** If you have had a washable filter installed in your unit, you do NOT replace these. You will rinse them, let them dry and then re-install.



Window AC

Please remember to remove the units when the weather cools. Window AC units allow a lot of heat to escape the unit, increasing your electric bill, when it is cold outside. It is also an easy access point for pests and break-ins.

Water Shut Off

Leaks happen. Most often they occur at a sink or toilet. If you have a water leak in your kitchen or bathroom, you should shut off the water going to your sinks or toilet. There is a knob under the sink or behind the toilet. Simply turn the knob to shut the water off (righty - tightly, lefty - loosey). If your water is off, the toilet will not refill after flushing. Flush the toilet after water is turned off to remove any excess water from the tank. It will only shut the water off to that sink or toilet. If you experience any small or large leaks, please create a service issue right away. If you have a large water leak, please shut off the water and contact our office immediately. If you plan to leave for an extended period of time, please turn your toilet tank shut off 1/4 turn. This will prevent accidental issues while you are away.



Clogged Toilets

Try a toilet plunger first. If you don't have a plunger or if it does not work, try adding some dish soap and a bucket of hot water. Let the soap seep into the clog lubricating the trap way. Then add the bucket of hot water letting the trap way clear. Every year we have tenants flush items such as grease and other food items, aquarium gravel, pet litter/waste, personal hygiene "flushable" wipes and feminine hygiene products down the toilets. These will clog toilets and result in a tenant charge to repair the issue.

Windows

Many properties have double hung windows. The bottom moves up and down. The top portion of the window can sometimes slide down when the windows are unlocked. To get them to lock, you will need to push the top of the window up and at the same time, push the bottom window down, aligning the locking mechanisms to ensure the window is secure.

Smoke Detectors

DO NOT REMOVE SMOKE DETECTORS OR BATTERIES. Changing batteries is a tenant responsibility. If there is a beeping in your home, the batteries in one or multiple detectors are running low and need to be changed. After changing the battery, push the test/reset button to reset. We recommend keeping some 9V batteries in your home for emergencies like this.

Mildew

If you experience mildew issues, and it is NOT due to a water leak or something maintenance needs to address, please use a sponge to apply a mixture consisting of half white vinegar and half peroxide. If walls appear stained after drying, and/or still feel spongy, put in a service request for us to investigate. Using your bathroom exhaust fan during and after you take a shower/bath will allow the moisture/humidity to be evacuated and reduce the chances of mildew forming. If your bathroom does not have an exhaust fan, crack the window to bring in fresh air.

Light Bulbs

Per your lease, tenants are expected to replace any burnt out light bulbs in the unit. Please be sure to **use identical light bulbs with the same wattage and color temperature** as were in the fixtures at move in. If you have issues replacing or reaching light bulbs, please contact our office. *It is suggested you take the actual bulb when purchasing a new one.



Power Outages

If you experience any unexplained power outages, please check the GFI outlets in the kitchen and bathrooms and your breakers in your panel box before creating a service issue. Be sure not to put too many plugs in one area. All switches in the breaker box should be evenly aligned on one side. If there is one (or multiple) switch that is slightly not aligned, then flip the switch off (the opposite direction of the rest of the switches) and back on again. If that did not resolve your power issues, log onto your online account and create a service issue.



Appliances Not Turning On?

Many times this will happen if a power cord gets knocked out of the wall. Follow the cord to the wall to confirm that it is plugged in. Also check the breaker box to see if a breaker or GFI needs to be reset (see above).

#SaveYourSecurityDeposit

Granite Maintenance

While granite is a very durable counter-top, it does require a little maintenance. Most importantly, never use harsh chemicals to clean granite. Wipe with mild soap and water, then follow up with a cleaner specifically designed for granite. Do not leave soaps on counters, and always keep soaps (even bottled soaps) in a soap dish to avoid discoloration (seen in the image). Wipe up any spills immediately, especially oil spills and even water spills. If spills are left sitting, including on towels or mats, they can be absorbed into the granite and cause discoloration and damage that will be a tenant charge.



For maximum durability, we recommend using a granite sealer once a year. This sealer will help protect your granite countertops from discoloration.

Magic Erasers

Magic Erasers are wonderful cleaning tools, however some wall paint does not respond well to these erasers. Even if you have left your walls in good condition, once everything is removed from your unit, it is very clear the areas where the erasers were used. Over time the “erased” areas look dingy and shiny. These spots can not be wiped clean, and must be repainted and will be a tenant charge.

Flat Stove-tops

Flat stove-tops can be a serious pain to clean if you have never cleaned one. Simply wipe the entire stove-top with a damp cloth to remove any loose debris. Next spray any areas that have buildup with a simple window cleaner and let sit for a minute or two. Using the side of a straight edge razor, gently scrap over the buildup. Last, wipe clean.



Butcher Blocks

Butcher block surfaces and cutting boards make working in the kitchen a breeze. However, to keep them looking their best they require a small bit of maintenance. To protect your butcher block surfaces from staining and to keep them from getting dry and brittle, we recommend you applying a butcher block conditioner or oil at least once per year. There are many to choose from and are very low in cost. The investment into the conditioner will be far less than the cost to re-sand/re-finish the butcher block, so consider keeping it on-hand.



Paint

If you have painted any walls in your unit with approval from your Portfolio Manager, it is your responsibility to paint the walls back to the original color. Most of our paint comes from Shenandoah Paint on Neff Ave. They have a list of many of our properties and the correct paint color and sheen. You can also contact our office or your Portfolio Manager to get the correct paint color and sheen. If you move into a home with painted walls from a previous tenant, confirm expectations with your Portfolio Manager.



Preventing Pests

Many pests can find their way into your home when seasons change. It is usually easier to do a few things to make sure you are not attracting them than it is to get rid of them. Most important, make sure all stored food is in air-tight containers to keep from attracting unwanted pests. Frequently emptying your trash can also help. Pests are a tenant responsibility and can often be solved with a trip to a hardware store to purchase a pest specific repellent. You can also check out the Resources section of the website [here](#), for more tips, tricks and ideas on how to keep these nuisances away.

Wood Flooring

Many of our properties feature wood flooring. As stated in the Rules & Regulations of your lease, all wood flooring must be at least 75% covered by mats or rugs. This is to help reduce noise and to protect the wood surfaces. Furniture should have felt pads under legs to help protect the floors from scratches and gouges. Wood floor replacement for damaged flooring is very expensive and will be deducted from your security deposit and you will be billed for any remaining balances. Wood floors are easily cleaned with mild soap and water. Steamers are also a great and effective way to clean and disinfect.



Adhesives

Adhesives are a very convenient option for many people to use to decorate their apartment. However some of these products can remove the paint/drywall and can not be fixed without repainting the entire room. If you use these products on the wall(s) of your unit, you run the risk of being charged for drywall and painting even if there is no other damage to the walls. A small number of push-pin holes are acceptable. If you choose to add LED light strips to your wall(s), assume that you will be charged for wall repair. These lights are notorious for ripping drywall upon their removal.



Floor Mats/Rugs

Floor mats are great for a lot of reasons, but some floor mats/rugs can damage vinyl flooring. We recommend using lighter colored floor mats. The dye from dark mats/rugs can bleed color onto the floor over time and stain the vinyl. This damage would be a tenant responsibility and charged accordingly.

Mini Splits

These wall mounted HVAC units have **washable filters**. They need to be cleaned/washed every 30 days. In units that have multiple units, all the units in the apartment must be in the same mode. If the unit in the Living Room is in heat mode, then the bedroom unit must also be in heat. The same goes for AC.



To put it in the desired mode (heat or AC). Turn off both units, set it to the mode you wish turn it back off and do the same for the other wall unit. Turn them both back on.

Washing Machines

Small items, like socks, can at times get caught in the pump. To avoid a broken washing machine and a maintenance charge to fix it, simply put these items in a washable bag.

Utilities

Your lease requires you to keep your utilities on for the **entire lease term**. If you leave for a vacation or break, make sure your thermostat is no lower than 55° F in the winter. If you have electric or gas, make sure your account is current. If you have oil heat, check your tanks to ensure they have adequate fuel. You are responsible for any damages such as pipes freezing that occur in your residence.

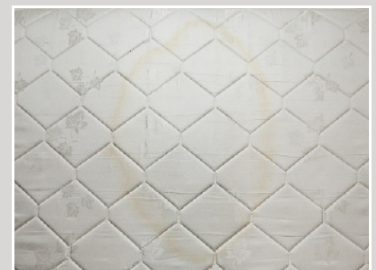
Clogged Sinks/showers

These clogs are often caused by hair and/or dirt among other things. Liquid drain cleaner (Drano) can solve the issues a majority of the time while avoiding a maintenance charge. Please follow directions on the bottle.

If you would rather go chemical-free, there are tools you can purchase for a couple dollars that "snake" out the drain. Check with your Portfolio Manager to determine if they have one on-hand that you can borrow.

Furniture Care

Whether your furniture is included in your rent or if you are just renting a few pieces, you are responsible for properly maintaining furniture. Damp or "sweating" cups, glasses or bottles will leave rings when left on a table and you will be charged for damage. Simply use coasters to prevent damage and dust regularly with a wood cleaner.



Chairs, couches and beds should be free of stains. We suggest using a waterproof pad on your mattress and box spring to avoid replacement costs due to stains. Place non-adhesive liners in dressers and nightstand drawers to avoid discoloration from clothing/fabric dyes. Please contact your Portfolio Manager for the best practices for cleaning the furniture in your unit.

**It is not our intention to keep your security deposit.
PLEASE pay attention to these tips, as they can save you a lot of money
when it comes to move out time.**

TENANT RESPONSIBILITIES

This is not a complete list. See your lease for more tenant responsibilities.

- Abide by the rules and regulations set forth by the landlord in the rental agreement.
- Conduct yourselves and require any individual on the premises to conduct themselves, in a manner that does not violate the peaceful enjoyment of the neighbors.
- Do not deliberately destroy or damage any part of the unit or allow any other person to do so, whether known by the tenant or not.
- Use in a reasonable manner all utilities, facilities and appliances.
- Keep all fixtures as clean as their condition permits.
- Regularly remove all garbage and waste and dispose of them in the appropriate facilities.
- Maintain a clean and safe dwelling.
- Comply with all applicable housing and fire codes.
- Do not remove or tamper with a functioning smoke detector.
- Routine Responsibilities: Replacing air filters, smoke detector batteries and light bulbs; Floor/Carpet cleanliness; Clearing sink and toilet drains.

Taken from the VRLTA (the body of Virginia law that governs us as landlords and you as tenants).

TENANT SAFETY

- Lock all doors and windows when you are away or home. If you have a broken lock, login to your online account and create a new service issue.
- Stop your mail with the post office if everyone is gone for a break. An accumulation of mail is a sign to potential burglars that no one is there.
- Leave a light, TV or radio on when everyone is away to give the appearance of someone being in the residence.
- Take all valuables home with you. If you must leave them, move them so that they are out of sight while you are away.
- Keep an inventory of your possessions (a video or pictures are a great way to do this). If there is a break-in, you will have a record of serial numbers and costs.
- When you go out, go with people you know and that will not leave you behind. If you are not going out with anyone in your house, let them know where you are going and when to expect you home.
- Keep your keys out when walking to your vehicle.
- Be alert to your surroundings. Remove your headphones and pocket your phone.



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For tips and more, follow us!

Your Leading Resource
www.MatchboxRealty.com

UTILITIES

- PLEASE NOTE THAT COMPANIES VARY BETWEEN PROPERTIES.



Harrisonburg Electric Commission
HarrisonburgElectric.com
(540) 434-5361

Dominion Power
DOM.com
(866) 366-4357

Shenandoah Valley Electric Cooperative
SVEC.coop
(540) 434-2200



Harrisonburg Water & Sewer
HarrisonburgVA.gov/water
(540) 434-9959

Rockingham Co. Public Works
RockinghamCountyVA.gov
(540) 564-3020

Staunton Public Works
Staunton.va.us
(540) 332-3892

Utility Billing Service
WaterSystems.com
(800) 366-0206



Columbia Gas
ColumbiaGasVA.com
(800) 543-8911



First Choice Towing
20 W Washington St.
Harrisonburg, Va 22802
(540) 478-4869



Comcast
Comcast.com
(888) 266-2278
(855) 638-2855

Access Media 3
AM3Inc.com
(866) 263-0858

High Speed Link
HighSpeedLink.net
(540) 437-0195

Verizon
Verizon.com
(800) 483-4000



Harrisonburg Recycling Dept.
HarrisonburgVA.gov/Trash
(540) 434-5928



UDAP
JMU.edu/UDAP
(540) 568-6071



CL Cluster
CLCluster.com
(540) 434-8888

Rockingham Petroleum
RockinghamPetroleum.com
(540) 434-4321

Quarles Petroleum Inc
QuarlesInc.com
(540) 434-3434

If you are financially responsible for utilities, per your Lease, the utilities must be on at the *Lease Start Date* written on your Lease. They must also be on until *12:00 Noon on the Termination Date* of your Lease. See Clause 4a in your Lease.

THANKS FOR CHOOSING

matchbox

people + property

NOW, LOVE WHERE YOU LIVE!

Here are some of the many places to eat, study, work, and enjoy life in Downtown Harrisonburg!



Coffee Hound
64 S Mason St, Harrisonburg,
VA 22801

Pale Fire Brewing Co.

217 S Liberty St #105, Harrisonburg,
VA 22801



Benny Sorrentino's Pizza

64 S Mason St, Harrisonburg,
VA 22801

Black Sheep Coffee

217 S Liberty St #104b, Harrisonburg,
VA 22801



Three Notch'd Brewing Co.

241 E Market St, Harrisonburg,
VA 22801

BoBoKo Indonesian Cafe

217 S Liberty St #102, Harrisonburg,
VA 22801



Rocktown Kitchen

217 S Liberty St #101, Harrisonburg,
VA 22801

Bella Luna Wood-Fired Pizza

80 W Water St, Harrisonburg,
VA 22801



Merge Coffee Company

425 N Main St, Harrisonburg,
VA 22802

Local Chop & Grill House

56 W Gay St, Harrisonburg, VA 22802



The Golden Pony

181 N Main St, Harrisonburg,
VA 22802

Lola's Delicatessen

122 S Main St St #103, Harrisonburg,
VA 22801



For Additional Questions and Support

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