



PO Box 7303
Largo, Maryland 20792
Phone: 443-955-1711
Email: info@rentpip.com
Web: www.rentpip.com

TENANT HANDBOOK

***Disclaimer:** This Tenant Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement/ lease. Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you may require. The intention of this Handbook is to help clarify tenancy processes and provide useful information while you are a resident in our property.*



WELCOME LETTER

Dear New Tenant,

Premier Investment Properties, LLC would like to welcome you to your new home and thank you for choosing to rent from us. The purpose of this handbook is to assist you with caring for your home and will answer the most common questions you will have while you are a resident of the Premier community.

Please take a moment to read through this handbook, it will give you all the basic information you will need to get started and settled into your new home. If you still have questions that have not been addressed in this handbook, feel free to contact us and a management team member will be happy to assist you in any way we can. Equally important, we strongly suggest that you **do not discard this handbook**, it contains information that can be valuable during the course of your tenancy.

Premier Investment Properties, LLC is committed to providing friendly and helpful service to all of our tenants. Our team members play specific roles to best service your needs. We are hopeful that your living experience will be pleasant and comfortable. Again, if you have any questions or concerns, feel free to contact us at any time.

We thank you for choosing Premier Investment Properties, LLC and we look forward to being of service to you.

Sincerely,

The Management Team
Premier Property Investments, LLC



RENT PAYMENTS

Rental Payment Process

Rent is due on the 1st of every month. There is a 5 day grace period in which rent can be paid without fee or penalty. If rent is not paid by the 6th of each month, a 5% late fee will be applied to your balance due. Late charges will be strictly enforced. If your rental payment is not made by the 10th day, we will file a "Failure to Pay" notice with Baltimore City Rent Court.

Additionally, should we begin and conclude the eviction process, Premier Investment Properties, LLC will take the following action to recover monies owed to us:

1. Report payment record to the credit bureaus.
2. Seek restitution through the Civil Court and file for wage garnishment.

Per your lease agreement, you will be responsible for all additional legal costs associated with this process.

Rental Payment Methods

Rental payments can be made by using one of the following two options:

1. Enclosed in your new tenant information packet are **pre-made deposit slips**. These deposit slips can be used at any **BANK OF AMERICA** to pay your rent.
2. **Check or money order is also acceptable by mail.** All mail payments should be mailed to **PO BOX 7303 LARGO, MARYLAND 20792.**
 - a. *Please note that mailed rent payments should be mailed in enough time to reach our offices no later than the 5th of each month. Any rent payments received by mail on or after the 6th of each month will incur late fees and will be subject to the late payment process mentioned above.*
3. **ALL RENT PAYMENTS SHOULD BE MADE PAYABLE TO PREMIER INVESTMENT PROPERTIES, LLC.**
4. **If it is necessary to pay your rent with cash, please contact a Premier Investment Properties, LLC to arrange a time when your payment can be made to an authorized staff member in exchange for your receipt.**

Important Notes

- Place your name and property address on the check, money order or deposit slip to ensure that your rent payment is properly credited.
- Review your check or money order to ensure it has the appropriate rent amount, payer and payee.
- If a rent payment is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to the tenant.
- **Cash payments** can only be accepted if deposited at BANK OF AMERICA using the pre-made deposit slips or by contacting Premier Investment Properties, LLC to make payment arrangements.

TENANT RESPONSIBILITIES

Property Appearance

It is the tenant's responsibility to keep the property neat and clean both inside and outside. Any violation of this responsibility could accrue penalties from the City of Baltimore which will be passed on to the tenant for payment. Baltimore City inspectors will fine homeowners for various violations, including but not limited to:

1. High grass, excessive weeds and bushes.
2. Trash cans without lids.
3. Trash not inside of trash cans.
4. Trash in the yard or alley directly in front of or behind the property.

Violations and penalties of this city ordinance are the responsibility of the tenant. Any fees, penalties or fines associated with a tenant violation will be collected from the tenant in addition to the next month's rent. An adequate amount of trash receptacles have been provided for your use. If you feel that more receptacles are needed, especially during holiday seasons when you have more garbage than usual (Thanksgiving & Christmas), please contact us immediately so that you do not receive fines. Give this responsibility priority and take additional care to keep the grounds clean.

Routine Maintenance

As you become more settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:

- Replacement of light bulbs
- Regular yard/ property maintenance (including proper disposal of garbage)
- Replacement of batteries in smoke detectors, etc.

If any maintenance is required, outside the scope of what is deemed "routine household maintenance", please contact management for repairs. Please be advised that management makes every effort to promptly respond to your requests. ***If you schedule maintenance repairs, please do so when you will be available to allow our maintenance staff into your home. Missed maintenance appointments, due to your absence, will incur a trip fee of not more than \$40.00, that will be charged to you on the following month's rent. Instructions for submitting maintenance requests can be found in this handbook.***

Noise

Please respect your neighbors and keep excessive noise and/or loud music to a minimum. You are subject to all laws pertaining to noise, as well as any agreements deemed binding in your rental agreement.

BASIC INFORMATION

Pets

Animals are only allowed with prior approval of management. Please consult your rental agreement for specific information regarding pets on the premises.

Security Deposits

Your security deposit can not be used to pay last month's rent or any other month's rent.

Keys

If you lose your keys or lock yourself out of your home, there is a \$25.00 charge to make a copy of our back-up set of keys. Please make an effort to be in possession of your keys at all times. Do not attempt to pick any locks or use some other alternative method to enter your home should you lose your keys. Any damage to the property as a result of such prohibited action will incur a fee to repair those damages.

Alarm

Premier Investment Properties, LLC takes every measure to ensure your safety while residing in our property. We install deadbolt locks and alarm systems in every property for your use. It is **STRONGLY SUGGESTED** that you make good use of the alarm **AT ALL TIMES** for the protection of your family and your belongings. Moreover, please routinely inspect all points of entry to your home and make sure they are locked. Premier Investment Properties, LLC assumes no responsibility for the loss of your possessions to due theft or break-in. Please refer to the **ALARM INSTRUCTIONS** found in this handbook to assist you in properly operating your home security system.

Guests

Guests staying longer than 14 days will require approval by the management company. Approved residents are **ONLY** those listed on your rental agreement. Consult your rental agreement for specific information or contact management should you need clarification.

Rental Agreement

The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with Management.

Utilities

Within the first week of the commencement of your lease term, you will need to transfer the utilities to your name for the property. Your rental agreement discloses all utilities that you are responsible for the duration of your lease. Please refer to your lease agreement information specific to your property.

EMERGENCY PROCEDURES

In case of medical, fire or other emergency situations that could involve immediate peril to you or someone near you, always call your local emergency number or 911.

Maintenance Emergency Procedures

If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch the maintenance crew to the property until the morning, so please try and contain the emergency as best as possible.

- **The specific definition of a maintenance emergency is:** an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in winter, severe structural damage or gas leak).
- An emergency IS NOT an annoying sound, air conditioning failure, appliance malfunction or drain stoppage (unless it is resulting in flooding water or structural damage). While these issues can be inconvenient, they are not considered emergencies and will be handled by our management team on the following business day.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call the management team to submit your work order request.
- If the situation occurs after business hours, please call the management team and leave a message including your name, address, phone number and the type of emergency. We will follow up with you immediately.

Submitting maintenance requests

If a maintenance issue should arise, please complete a MAINTENANCE REQUEST by submitting a service request via email at INFO@RENTPIP.COM or **contact us via our website at www.rentpip.com**. Please be as specific as possible about the problem you are experiencing. If you are unable to submit a request via email, you may call us at **443-955-1711**. When submitting maintenance requests, it is extremely important that you give the following information:

- Your name AND address**
- A phone number where you can easily be reached**
- Specific details about the maintenance you are requesting**

NOTE: If a technician is unable to gain access to the property after coordinating a time and date with you, a trip fee of \$40.00 will be charged to you and payable with your next months rent.

ALARM INSTRUCTIONS

ARMING (Turning On and Setting)

Prior to attempting to engage the alarm, please make sure that all doors are closed and the READY indicator light is GREEN.

- ✓ **AWAY = there will be NOONE is the property once the alarm is activated.**
 - To arm the alarm to AWAY, press and hold the AWAY key for 2 seconds OR press the # key and the number 2.
- ✓ **STAY = someone will REMAIN in the property once the alarm is activated. This setting will disengage the motion detector while activating the alarm on the doors. The alarm will only sound if the doors are opened.**
 - To arm the alarm to STAY, press and hold the STAY key for 2 seconds or press the # key and the number 2.

****YOU HAVE 45 SECONDS TO LEAVE THE PROPERTY ONCE THE ALARM HAS BEEN SET****

DISARMING (Turning Off and Unsetting)

The ARMED indicator light should be RED.

- ✓ **Enter your 4 digit access code and then press number 1 on the keypad.**
 - The keypad will beep when you walk through the entry door.
 - Enter your code within 45 seconds of entering the property to avoid alarm activity.

If you make a mistake during any of these steps, wait 5 seconds and try again.

- DO NOT REMOVE OR PHYSICALLY DISABLE THE ALARM.**
- DO NOT SHARE YOUR ACCESS CODE WITH ANYONE EXCEPT MEMBERS OF YOUR HOUSEHOLD.**
- DO NOT LEAVE WINDOWS AND DOORS UNLOCKED.**

PREMIER INVESTMENT PROPERTIES, LLC TAKES NO RESPONSIBILITY FOR LOSS YOU SUSTAIN DUE TO THEFT OR BREAK-IN. YOU ARE STRONGLY ADVISED TO USE ALL METHODS PROVIDED AND EXTRA MEASURES, SUCH AS RENTER'S INSURANCE, TO PROTECT YOUR BELONGINGS.

MOVING IN/OUT

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. The Move-In/ Move-Out Conditions Survey will help you to return the property to its original state upon your departure. If you have any questions, please contact management and be sure to complete the checklists provided in this tenant handbook in a timely manner.

Rental Unit Condition Checklist

Tenant Name: _____

Tenant Address: _____

Condition:

P=Poor; **G**=Good; **E**=Excellent

Notes:

Please feel free to describe the condition of the feature in detail. For example, note if there is a scratch, stain or dent. If the item is new, this should also be noted here.

Living Room

Move-In Condition

Move-Out Condition

Floor

Walls

Ceiling

Door

Windows

Window Lock

Lighting Fixtures

Outlet Covers

Kitchen

Move-In Condition

Move-Out Condition

Floor

Walls

Ceiling

Cabinets

Drawers

Cabinet/Drawer

Counter

Sink

Plumbing

Windows

Window Lock

Lighting Fixtures

Outlet Covers

Move-In Condition

Refrigerator

Move-Out Condition

Exterior

Interior

Light

Ice Maker

Move-In Condition

Stove/Oven

Move-Out Condition

Exterior

Interior

Burners

Vent

Knobs

Light

Move-In Condition

Dishwasher

Move-Out Condition

Exterior

Interior

Property Essential Elements

Move-In Condition	Move-Out Condition
A/C	
Heat	
Alarm System	
Smoke Detector	
Carbon Monoxide Detector	

Bathrooms

Move-In Condition	Move-Out Condition
Floor	
Walls	
Ceiling	
Shower	
Tub	
Tub Caulking	
Toilet Bowl	
Toilet Seat	
Vanity	
Sink	
Plumbing	
Mirror	
Lighting Fixtures	

Faucets

Windows

Door

Door Hardware/Lock

Front Porch/ Back Porch

Move-In Condition

Move-Out Condition

Railing

Steps

Laundry Room

Move-In Condition

Move-Out Condition

Washer

Dryer

By signing this document, the landlord and the tenant are agreeing to the condition of the rental property, except for any discrepancies noted. The tenant acknowledges that damage done to the unit, in excess of normal wear and tear, can result in deductions being taken from the tenant's security deposit.

Date of Move-In Inspection: _____ **PIP Staff Initials:** _____

Tenant Signature: _____

Landlord Signature: _____

Date of Move-Out Inspection: _____ **PIP Staff Initials:** _____

Tenant Signature: _____

Landlord Signature: _____