

## Resident's Frequently Asked Questions

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### ***When is my rent due and where can I pay my rent?***

Rent is always due on the 1st of each month and considered late when paid any day thereafter. However, TGC does allow its residents a grace period without being charged a late fee, if the full balance due is paid by close of business on the 4th day of the month. On the 5th day of the month, all accounts with a balance due will be assessed a late fee. Rent can be paid by personal check, money order or cashier's check and mailed to us at:

The Todd-Gordon Companies LLC  
P.O. Box 243  
La Plata, MD 20646-0243

When paying rent, please ensure the envelope is properly labeled and specify your rental address in the memo field of your check.

Alternatively, you may pay your rent on-line (see the [Resident Portal](#) on the [Connect With Us!](#) page of our website).

### ***How do I request maintenance service?***

All requests must be made through one of the various options:

1. Call the Maintenance Request phone line at 301-934-3212;
2. Log on to the [Resident Portal](#) on the [Connect With Us!](#) page on our website;
3. E-mail a Service Request via e-mail to [ServiceRequest@Todd-Gordon.com](mailto:ServiceRequest@Todd-Gordon.com); or
4. FAX your Service Request to us at 888-818-3808.

### ***Do I need approval to paint or change something in the home or apartment I am renting?***

Yes. Any and all changes or modifications to the property must be requested in writing to The Todd-Gordon Companies LLC for approval before any changes are made.

### ***Am I required to carry renter's insurance?***

No. However, we highly recommend your obtaining renter's insurance. You still have exposure to many types of losses. That is why there is a special type of homeowner's insurance called resident's or renter's insurance. Neither TGC's nor the owner's insurance covers residents for personal loss or liability. Why renter's insurance may be good for you:

First and foremost...Residents should be aware their personal property is not covered by the landlord's insurance policy. Residents are responsible for obtaining insurance for their personal property if they want to be covered in the event of fire, theft or other types of loss.

At home or away... renter's insurance protects you against loss due to fire, theft and a range of other perils. A significant benefit is that renter's insurance covers personal property whether that property is damaged or stolen in the resident's own rental unit or in another location.

## Resident's Frequently Asked Questions [Continued]

Like other types of insurance, a renter's policy also limits coverage for some categories of personal property, such as jewelry, furs, silverware and other types of valuables. Residents should check with their insurance agent to find out what other categories may have limited coverage under their renter's insurance policy. If the value of your property in any of those categories exceeds the limit, you may be able to increase the coverage for the specific category on a renter's policy, or insure those items separately. (If you choose to insure or schedule your valuable items separately, you may receive broader coverage and lower deductibles on those items.)

In addition to coverage for their personal property, a renter's policy also provides liability coverage. Residents may wonder why they need liability coverage when the landlord's policy has it. The answer is simple: because the landlord's insurance only covers landlord liability. It doesn't cover the resident's liability. Renter's insurance covers the resident's liability up to a set limit, as long as the resident did not intentionally cause the loss. Liability coverage isn't just limited to damage to others or others' property that occurs inside the resident's apartment. It also covers legal defense expenses and the renter's liability outside the home.

### **What happens if I need to move before the end of my lease?**

Please refer to your residential lease agreement. **Notice to Vacate** forms are available on our **Connect With Us!** webpage. Contact your property manager as soon as possible to discuss this situation in detail.

### **What do I do if I need to move out?**

It is required that you provide a Notice of Vacate 60-days prior to your move-out date, in writing, to The Todd-Gordon Companies LLC, at:

The Todd-Gordon Companies LLC  
P.O. Box 243  
La Plata, MD 20646-0243



You may also e-mail your signed **Notice to Vacate** to [MyPropertyManager@Todd-Gordon.com](mailto:MyPropertyManager@Todd-Gordon.com) or FAX your notice to 888-818-3808.

### **What happens if only one roommate wants to move out?**

Contact your property manager directly for the necessary forms to remove one roommate from the lease paperwork and/or have a new roommate added. Your property manager will discuss the roommate transfer fee as well as the procedures for handling the security deposit.

### **In cases of an emergency, who should I contact?**

TGC understands that emergencies occur and sometimes require definition and direction. If you experience a fire or health emergency, dial 911. Should you smell gas, contact your local gas utility.

Below, we provide you with a list of items that define a maintenance emergency. If you experience any item on that list, please contact our Service Request line at 301-934-3212.

## Resident's Frequently Asked Questions [Continued]

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### Maintenance Emergencies

- ✓ Fire (tenant should first call 911)
- ✓ Flooding/Sewage Backup
- ✓ No water service to the apartment or home
- ✓ No electrical service to the apartment or home
- ✓ Inoperable smoke detector(s)
- ✓ Inoperable elevator(s)
- ✓ No flushable toilet in apartment or home
- ✓ No heat (during heating season when interior temperature is less than 68°F)
- ✓ No air-conditioning (during cooling season when exterior temperature is greater than 85°F)
- ✓ When an apartment or home cannot be secured
- ✓ Gas leaks (tenant should first call gas company or 911)

Please note: Residents should be aware that they may be billed in situations where the repair and/or response was due to their or their guest's negligence or abuse. Additionally, residents will be charged if found to have provided false or misleading information when reporting situations that are not emergencies as defined by management.