



Boutique Property Management Firm Servicing Downtown Roanoke

The Hancock Building – The Ponce de Leon – Gramercy Row – The Auction House – The Crossings
The Lawson Building East – The Locker Room Lofts – The Boxley Building – Big Lick Junction
401 Campbell Ave Lofts

Leasing Office Hours:

Monday – Friday 8:30 am – 4:30 pm

Saturday – Sunday: By Appointment Only

Contact Information:

Greg Danahy: Director of Leasing

greg@alleghenypartners.com

Ponce de Leon – Big Lick Junction – The Locker Room Lofts – The Boxley Building

540-904-2755 office – 540-798-2167 cell (to be used for emergencies only)

Wells Selbe: Property Manager/ Leasing Agent

wells@alleghenypartners.com

The Hancock Building – The Auction House Lofts

540-342-3712 office – 540-525-0416 cell (to be used for emergencies only)

Michelle Rhodenizer: Property Manager/ Leasing Agent

michelle@alleghenypartners.com

The Crossings – 401 Campbell Ave Lofts

540-904-5013 office – 540-589-0168 cell (to be used for emergencies only)

Josh Andrews: Property Manager/ Leasing Agent

josh@alleghenypartners.com

Gramercy Row – The Lawson Building East

540-904-2755 office – 540-797-7487 cell (to be used for emergencies only)

Resident Handbook

Basic Policies:

Rental agreement: The duration of your rental agreement is fixed and specified in the lease document. Any early termination or extension must be discussed with the Property Manager.

Security deposits: Your security deposit cannot be used to pay last month's rent or any other month's rent.

Pets: Animals are only allowed with prior approval of the owner and the management company. A maximum of two pets are allowed in each unit. There is a one-time non-refundable fee of \$200 per apartment for pets as well as a monthly fee of \$30.00. Upon move-out, carpets must be professionally cleaned along with a receipt provided to management.

Guests: You are responsible for the actions of all your guests. A guest(s) staying longer than 10 days will require approval by the management company. Consult your lease agreement for more details.

Noise: Respect your neighbors - you are subject to all local laws pertaining to noise and your rental agreement. Quiet enjoyment begins at 10:00 pm.

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: ***Simple drain clogs, Replacement of light bulbs, Cleaning or replacement of air filters (if applicable - refer to your lease agreement), general cleanliness of entire apartment.***

Renters Insurance: While not required, renter's insurance is HIGHLY recommended. The building is in no way responsible or liable for any damages to tenant's personal property.

Communicating with Your Property Manager:

We ask that you not text your property manager for any reason. If you have any questions, maintenance issues or any other non-emergent items to be addressed, email is the best means of communication. For all emergency issues, please **call** the appropriate emergency outlet first and then your property manager.

Appalachian Power – Electric Account:

If you are required to establish your own account with AEP for your electric usage, please visit AEP's website at www.appalachianpower.com and follow the prompts. Note that for some buildings the verbiage is specific regarding unit/apt when denoting your address.

Cox Solutions Store – Cable and Internet Devices:

Depending on the property you have moved into, you may be required to procure your own devices for your cable TV and wireless internet usage. Please visit the *Cox Solutions Store at 4760 Valley View Blvd NW #40, Roanoke, VA 24012.* Take your lease and describe the devices you would like. If you have your own devices, you will need to visit the Cox Solutions Store so that they can provision the devices to your specific apartment. **For assistance with troubleshooting and upgrades, please call 855-512-8876.**

Rent Payment:

You may pay online via ACH on the www.payyourrent.com website. Follow instructions on the tenant portal to do so. **If paying online, we recommend paying by ACH to avoid Credit Card Processing Fees.**

Checks and/or money orders must be made out to the correct entity. Please reference the list below for accurate names to make all checks out to. If you pay with a check or money order, **please be sure your building and apartment number are listed in the note on your check or money order. You should never make any check out to Allegheny Partners – for any reason.**

The Hancock Building: *The Hancock Building LLC*
Gramercy Row: *Tazewell Development LLC*
The Crossings: *8 Jefferson Place LLC*
The Boxley Building: *416 Jefferson LLC*
The Auction House: *Star City Lofts LLC*
Big Lick Junction: *Innovative Educational Partners LLC*
The Lawson Building East: *Lawson Building LLC*
The Ponce de Leon: *Crystal Tower LLC*
The Locker Room Lofts: *Fifth & Church LLC*
401 Campbell Ave Lofts: *401 Campbell LLC*

To Request Maintenance:

For non-emergency repairs, please email your respective property manager so they may submit your request to our maintenance team. Describe thoroughly what the problem is, what you've already done to mitigate the problem, and include pictures when possible. Allow between 2-4 business days to address non-emergent maintenance issues.

The landlord is responsible for repairing the plumbing system when they wear out or break during normal use, the tenant is responsible for repairs caused by negligence. If a tenant puts an item down the drain other than human waste or toilet paper and causes a plumbing blockage, the resulting bill shall be paid by the tenant in addition to the monthly rent and utilities.

Remember, there are FEW EMERGENCIES.

An emergency is a life-threatening situation, or one that involves uncontrollable water, natural gas, electrical sparking, fire, loss of heat during winter months or loss of basic utility services.

- **If you are in immediate danger, CALL 911.**
- If you smell natural gas, call Roanoke Gas at [\(540\) 777-4427](tel:5407774427)
- If you have flooding water, call your respective property manager immediately.
- **An emergency is NOT an annoying sound, noisy neighbor, appliance malfunction, drain stoppage, parking issue, smoke detector battery beeping (indicating low battery), internet outage, cable outage, A/C outage, etc.** While inconvenient, these are not considered emergencies and will be handled by our office the following business day.

General Tenant Responsibilities:

- Pet droppings on the property or city sidewalks adjoining the property are to be cleaned up by the tenant immediately.
- All waste should be disposed of in a sanitary manner using the proper receptacles. Recycling bins are for recycling ONLY. Any toxic items, furniture, oil, batteries, etc. should be disposed of offsite by the tenant.
- To prevent pest infestation, you should regularly clean your home. Kitchen cleaning includes cleaning the stove and cooktop regularly. Food should be stored and never left out; sink and dishes clean and free of food debris; counters wiped, and floors mopped.
- Bathrooms should be regularly cleaned, including toilets, sinks, and bathtub/showers. Buildup of mildew due to lack of cleaning will result in a charge to the tenant. Use a product such as Tilex if you notice mildew accumulating anywhere in your bathroom. If you notice mildew on your shower curtain liner, it is your responsibility to clean this or purchase a new liner.
- Avoid letting food and hair get down drains. Clogged drains caused by hair and grease are the tenant's responsibility and the service charge will be billed back to you if we send maintenance out to unclog a drain caused by one of these issues.
- Carpets and flooring should be regularly cleaned; spills should be cleaned immediately to prevent staining. Use only the right cleaner for the type of flooring. At move out, carpets must be PROFESSIONALLY cleaned if you have pets.
- Windows and doors should be wiped down and blinds wiped with a soft cloth. Make sure windows and doors are secure when leaving the property.
- Unless otherwise stated in your lease agreement, heating and air filters MUST be replaced monthly. Any HVAC repairs needed because of a dirty filter will be charged to the tenant. Allegheny Partners will provide two courtesy filter changes per year.
- Burned out light bulbs should be replaced by the tenant. If a light bulb needs replacement that is reasonably not accessible by the tenant (for instance in a 12 ft. ceiling), call maintenance and there will not be a charge to install the new bulb.
- The tenant is responsible to maintain the property to avoid mold and mildew growth.

Adding or Removing a Roommate:

If a roommate wishes to be removed from the lease, the remaining roommate(s) must prove they can financially support the unit without the departing roommate(s). An amendment will be drafted and added to the original lease. The Security deposit will remain in full on the unit. The roommates will have to settle any funds owed among each other. If you would like to add a roommate, the new roommate will need to submit an application, and have it approved PRIOR to moving in. If approved, a new lease listing all roommates will be drafted and will need to be signed by each roommate.

Management Entry:

Allegheny Partners legally retains the right to enter apartments at any time in order to inspect, maintain or verify lease obligations (such as illegal occupants, pets, vehicles, hazardous wastes, etc.). However, we will try to give reasonable intent to enter an apartment whenever possible, except in cases of emergency.

Lock Outs:

If you require authorized personnel to unlock your apartment after office hours (M-F 8:30 AM to 4:30 PM) you will be charged a fee of Fifty Dollars and Zero Cents (\$50.00) payable at time of entry or added to your rental account.

Garbage Disposal Usage:

If you have a garbage disposal in your unit, please review the list of items that you should ***not be putting down the disposal***. Your garbage disposal is not a trash can; it is for food scraps only. If any of the following items are found to be the cause of the clog, the maintenance charge will be billed back to you. As a general note, if you can't/wouldn't chew it, you should not put it down the garbage disposal. Before submitting a maintenance request, be sure you have pressed the reset button located underneath the disposal and tried the disposal again.

THINGS YOU SHOULD NEVER PUT DOWN YOUR GARBAGE DISPOSAL:

1. Grease or Oil – It can solidify and build up in the pipes
2. Vegetable peels – Can leave a soupy backfilled mess in the sink.
3. Egg shells – The membrane on the inside of the egg can wrap around the blades.
4. Coffee Grounds – Little grounds build up like sediment in the pipes.
5. Pits or Seeds – Cherries, Peach pits, Avocado pits, etc.
6. Bones
7. Shrimp Shells
8. Anything in bulk – Breakdown in small portions first
9. Garbage – Cigarette butts, glass, metal, coins, plastic, paper, etc.
10. Rice or Pasta – They continue to expand every time the water is turned on, even after supposedly ground up.
11. Stringy Vegetables – Celery, Cornhusks, lettuce, asparagus etc. – The stringy parts can wrap around the blades.
12. Hot water should not be used when grinding food waste. It can cause grease to liquefy and accumulate.
13. Don't use harsh chemicals like bleach or drain cleaners. They can damage blades and pipes. Borax is a natural sink cleaner and sanitizer that effectively works on odor-causing mold and mildew that accumulates.

Move Out Guidelines:

To prevent unnecessary deductions from your security deposit, please use this guide for moving out of your home. Please note: It is nearly impossible for this list to anticipate and address every potential situation. As such, this list is not all -inclusive; it is merely a guide for your convenience.

General:

Provide a written notice of your intent to vacate a MINIMUM of 60 days prior to your lease end date. Failure to do so will result in an AUTOMATIC YEAR LONG RENEWAL.

Complete change of address form with the Post Office and provide our office with a forwarding address.

All utilities must remain on until your lease end date.

If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes.

Refrigerator:

If applicable, set icemaker to off position

Wash inside of refrigerator with warm water and baking soda. Clean door gasket.

Take out refrigerator shelves and drawers and wash in warm water, dry and replace.

Clean under lower drawers.

Wash and dry outside of refrigerator and vacuum back and lower grills.

Replace refrigerator light bulb if burned out.

Stove:

- Remove racks, soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans if necessary.

Cabinets and Drawers:

- Wipe down cabinets inside and out and clean out any crumbs.
- Wipe out drawers with damp rag.
- Make sure all items are removed. Anything left behind will be disposed of by management.

Miscellaneous Kitchen:

- Dust all light fixtures.
- Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Clean inside and outside of microwave
- Clean sink and countertops
- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds, screens and clean sills and tracks.

Living Room:

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Dust ceiling fan blades.
- Vacuum carpet (if applicable) and clean baseboards.
- Clean blinds.

Bedrooms:

- Sweep down cobwebs.
- Clean light fixtures and switch plates.
- Dust ceiling fan blades.
- Wash windows, clean sills and tracks.
- Vacuum carpet (if applicable) and clean baseboards.

Bathrooms:

- Clean bathtub, tile around tub, sink, door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Clean mirror, windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe down toilet paper holder and towel rods.
- Clean light and switch plates.

Miscellaneous:

- Replace air filter.
- Replace ALL burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Haul ALL trash away - any trash or furniture that management needs to dispose of will result in deductions from security deposit.
- Note that carpets are required to be *professionally* steamed cleaned upon vacating if you had a pet during your lease. A receipt must be provided to management. (Cost of cleaning will be deducted from deposit)

Refund Procedures:

- An Allegheny Partners Manager will do a walkthrough inspection of the unit once the tenant has vacated. This will be done within 48 hours of the lease end date. Tenant has the right to be present should they choose. They must request to attend by communicating with management.
- If any items are deducted, an itemized list will be provided in writing to the tenant along with the deposit monies between 30-45 days of your lease end date.
- Tenant must provide a forwarding address for the deposit prior to your lease end date.

Possible Cleaning and Repair Charges to Security Deposit:

Note: These minimum charges are subject to change at any time without notice.

Refrigerator/Freezer	\$50.00 +	Re-keying when no keys returned	\$85.00 +
Oven/Stovetop	\$60.00 +	Mailbox (no keys returned)	\$45.00 +
Microwave	\$30.00 +	Trash Removal (each bag)	\$25.00
Dishwasher	\$25.00 +	Furniture Removal	\$100.00 +
Cabinets/Drawers	\$5.00 +	Gate Remote/Key Fobs	\$25.00 +
Counters/Sink/Sprayer	\$5.00 +	Range Pans	\$40.00 +
Drip Pans (all 4, if applicable)	\$40.00 +	Specialty Bulbs (each)	\$10.00 +
Wall Sconce/Light Fixture (each)	\$5.00 +	Light Bulbs (each)	\$7.00 +
Ceiling Fan	\$25.00 +	Light Fixtures	\$80.00 +
Track Light Fixtures	\$10.00 +	Door Replacement	\$95.00 +
Blinds/Vertical Blinds (each)	\$25.00 +	Toilet Seat	\$20.00 +
Carpet Cleaning	\$125.00 +	Oven Rack	\$25.00 +
Bathtub	\$30.00 +	Blinds/Vertical Slats	\$35.00 +
Toilet	\$30.00 +	Blind Wand	\$5.00 +
Vanity/Cabinets/Drawers	\$25.00 +	Battery for Smoke Alarm	\$5.00 +
Mirror	\$5.00	Pest or Rodent Extermination	\$150.00 +
Dust/Wash Trim	\$25.00 +	Odor Removal	Varies
Sweep and Mop Floors	\$40.00 +	Drywall Repair	\$85.00 +
Washer/Dryer Inside and Out	\$30.00 +	Replace Air Filter/Air Filter Grate	\$5.00 +
Air Filter Grate	\$15.00 +	Replace Carpet	\$500.00 +

All carpeted areas must be cleaned before vacating if you own pets. If you need a professional cleaning service, call Season Carpet Cleaning at (540) 793-4517 to schedule cleaning. A receipt must be turned into Allegheny Partners Management to prevent carpet cleaning charges against the security deposit.