



Tenant Information Packet

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Note: We try to make the transfer of management as simple as possible. Organization is the key. This packet of forms will help us and you to achieve a smooth transition from current management to us.



Dear New Tenant,

As your new property management team, we would like to welcome you into your new Home and thank you for choosing to work with us. The purpose of this information packet is to assist you with caring for your home and also will answer the most common questions you will have while working with us. Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. Simplify Property Management Group are committed to providing friendly and helpful services to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to assist.

We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "T. Williams", is written over a horizontal line.

Simplify Property Management Group, Inc. Team

Rent Payments

Rent payments are due on the 1st of each month. Payment is late on the 6th of each month and a 5% late fee will be accessed.

Online Payments

Online payment is available through PNC Bank.

Credit Card Payments

We do accept credit card payments. There is a 4% service charge for credit card payments.

Direct Deposit Payments

Direct deposit payments are made to Simplify Property Management Group at PNC Bank. Routing # is 054000030 and Account # is 5336924381

Zelle Payments Name: Simplify Property Management Phone: 240-554-7771

Mail payments must be post marked on or before the 5th of each month.

Please mail payments to Simplify Property Management Group, Inc.

Post Office Box 1325
Bowie, MD 20718-1325

Payment History

If you need a payment history report, please request via email to simplifypropertymanagement@gmail.com.

Maintenance

How to Submit a Maintenance Request

Please complete the maintenance request form [on your tenant portal](#).

If maintenance is an Emergency such as a fire, please call 911 first. If you smell gas, please call the gas company.

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
- Cleaning or replacements of furnace filters (is applicable)
- Regular yard and lawn maintenance (if applicable)
- Replacement of batteries in smoke detectors and carbon monoxide detectors.

Furnace & wall heaters:

- All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be the tenant's responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on "Emergency Heat" setting which activates the resistance heat mechanism.

Gas wall heaters:

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists, call the gas company immediately.

Humidifier:

- Ensure that the water supply valve is open and set the control to your comfort level. Set it to the "off" position during the cooling season and shut off the water supply valve.

Central Air Conditioning:

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum twice a year.

Window Air Conditioning:

- These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds.
- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your house/unit, check the circuit breaker panel. One or more circuits may be tripped, and you may see the switches in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency ticket.

Drains:

- **AVOID** letting food and hair get down the drains. Clogged drains caused by hair grease and other foreign objects are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

Garbage Disposal:

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine) and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Refrigerator coils and drip pans:

- Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Fireplaces:

- Please burn only hardwoods in the fireplaces and woodstoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

Stove or oven:

- Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water to clean, please never use oven cleaners or abrasives as this will ruin the finish

Plumbing fixtures:

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- If brass needs to be polished, use a product specifically designed for brass.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

Mold:

- Please refer to the Mold Addendum provided during lease signing.

House Plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile – Tub and Shower Walls:

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.

- NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Mini Blinds:

- Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke and CO2 Detectors:

- Please refer to your Lease.

Wood decks and porches:

- Potted plants and flowers add beauty and appeal to a property. Please put “feet” or saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

- For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Carpet:

- It is highly recommended to have carpet steam cleaned by a professional carpet company every four months to maintain

Marble and granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

Parking

Vehicle Parking: If you reside in a community that has restricted parking, please park in designated areas and display parking permits. If parking permit is damaged or lost, there is a **\$50.00 - \$100.00 replacement fee**. Some communities will tow vehicles if parking permit is not displayed in vehicles. If vehicle is towed, it is the tenant’s responsibility to pay fine or fee.

Utilities and Schools Information

Maryland

Anne Arundel County

Baltimore Gas & Electric	410-685-0123
Board of Education	410-222-5000
Dept of Public Works	410-222-7500
Water & Sewer	410-222-1144
City of Annapolis	410-263-7953

Baltimore County & City

Baltimore Gas & Electric	410-685-0123
Board of Ed -County	410-887-5555
Board of Ed - City	410-396-8700
Water & Sewer	410-887-2430

Howard County

Baltimore Gas & Electric	410-685-0123
Board of Education	410-313-6600
Water & Sewage	410-313-2929

Montgomery County

Allegheny Power	800-255-3443
Board of Education	301-279-3000
Rockville City Utilities	240-314-8420
Pepco - Electric	202-833-7500
	800-424-8028
Washington Gas	800-752-7520
WSSC -Water/Sewer	301-206-4001

Simplify Property Management Group understand the importance of education for your children. Therefore, school zones are imperative to parents. Please find below different websites you can use to help research schools' rating, testing, demographics and much more.

www.greatschools.org
www.schooldigger.com
www.neighborhoodscout.com

Charles County

Board of Education	301-932-6610
Smeco	888-440-3311
Town of Indian Head	301-753-5511
Town of La Plata	301-934-8421
Water & sewage	301-645-0624
Washington Gas	800-752-7520

Frederick County

Allegheny Power	800-255-3443
Board of Ed	301-644-5000
Frederick City -Water/Sewer	301-694-1681
Frederick County -Water/Sewer	301-694-1126
Frederick Gas	301-662-2151

Prince Georges County

Board of Education	301-952-6327
Pepco - Electric	202-833-7500
	800-424-8028
Washington Gas	301-434-8491
WSSC - Water/Sewer	301-206-4001
City of Bowie -Water/Sewer	301-809-3016

St. Mary's County

Board of Education	301-475-5511
Besche Oil	301-843-6181
Burch oil	301-373-2131
Smeco	888-440-3311
Suburban Propane	800-776-7263
Water & Sewage	912-510-4000
Washington Gas	301-434-8491

Virginia

Fairfax County

Board of Education	571-423-4323
Columbia Gas of Virginia	800-543-8911
Cox of Northern Virginia	703-378-8422
Dominion Virginia Power	866-366-4357
Fairfax Water	703-698-5800
Northern Virginia Electric Cooperative	703-335-0500
Town of Herndon	703-435-6814
Town of Vienna	703-255-6385
Washington Gas	703-750-1000

Other Utilities

ADT Security	800-588-2159
Comcast	800-266-2278
Direct TV	888-795-9488
Dish Network	844-686-6355
Guardian Security	(410) 662-7233

Washington D.C.

Board of Education	202-442-4289
Dept of Public Works	202-727-1000
Water & Sewer Authority	202-354-3600
PEPCO - electric	202-833-7500
	800-424-8028

Miss Utility	800-552-7001
Motor Vehicle Administration	410-768-7000
Motor Vehicle Administration(DC)	202-737-4404
RCN Cable- Mo. County	800-746-4726
Vector securities	800-688-0150
Verizon	888-553-1555

**We are delighted that you
decided to become part of**



Family!

Hopefully this information that was provided helps aid you during your tenancy. If you have any questions, please don't hesitate to contact us. We look forward to assisting you now and in the future.