



Resident Handbook | General Policies

Welcome Home!

We are so happy to have you as a tenant with Leasing WV Property Group, LLC. These policies were created to support your Lease Agreement and ensure your experience at our properties is safe, respectful, and enjoyable. Compliance with the Handbook and your Lease Agreement is expected at all times.

OFFICE HOURS & CONTACT INFORMATION

Business Hours:

Monday through Friday, 8:00 AM – 4:00 PM

Office hours may change. Calls received after hours should be for emergencies only.

Office Location:

139 Clayton Avenue, Unit 1E
Hurricane, WV 25526

Mailing Address:

PO Box 836
Hurricane, WV 25526

Phone Number:

(304) 360-4876

RENT PAYMENTS

Rent is due on the 1st of each month, with a grace period until the 5th. A 10% late fee applies if rent is not received by the 5th.

Accepted Payment Methods:

- Online via Resident Portal (ACH, debit card, credit card — card processing fees apply)
- Cash (in-office only)
- Cash Pay via third-party vendor (*see office for details*)
- Money order or check

Where to Pay:

- In person at: 139 Clayton Avenue Suite 1E , Hurricane, WV 25526
- Mail to: PO Box 836, Hurricane, WV 25526
- Use dropbox for after-hours payments

Important:

- Post-dated checks will not be accepted.
- Returned checks will not be re-deposited. A \$35 NSF fee will apply. Afterward, only certified funds will be accepted.
- Transactions returned for non-sufficient funds, or any returned payments through the Zego Payment processor, will incur a \$35 fee.

10-DAY PAY OR QUIT NOTICE

If rent is not paid by the 10th of the month, a 10-Day Pay or Quit Notice will be issued. A \$25 administrative fee will be added to your account. You will then have 10 days from the notice date to pay all outstanding rent and fees. Failure to do so will result in eviction proceedings.

UTILITIES

Tenants are responsible for placing all required utilities into their name prior to move-in and ensuring they remain active for the entire lease term. A list of required utilities will be provided before move-in and included in your lease agreement.

If any utility is placed back into the property owner's name for any reason, the full utility bill plus a \$30 handling fee will be charged to the tenant's account. Failure to transfer utilities or keep them active may result in lease violation proceedings and could lead to eviction.

No drilling or installation is allowed without prior written permission.

RENTER'S INSURANCE

Renter's insurance is required for all residents. Leasing WV Property Group, LLC offers a policy that can be added to your monthly rent, or you may choose to maintain your own coverage in accordance with the terms outlined in your lease.

MAINTENANCE SERVICE

Emergencies (After Hours): Call only for the following urgent issues: Please note: If you are experiencing an electric or no water issue, you must first contact the appropriate utility company to confirm whether service should be active.

- No water (not due to a local utility company issue)
- No heat (under 45°F)
- No A/C (over 85°F)
- Power outage that is not due to a local utility company issue
- Major leaks or burst pipes
- Sewer backup
- Broken exterior door/window/lock

If you have a fire, health, or safety emergency, call **911** first.

Routine Maintenance:

- Submit requests through the Resident Portal or by calling our office
- Include pictures when possible
- Inoperable stove or refrigerator failure should be reported as a routine request

Note: Charges may apply for issues caused by misuse (e.g., clogged plumbing due to improper disposal).

PEST CONTROL

Pest control is included during the first 30 days after move-in. After this period, tenants are responsible for all pest-related treatments. Bed bugs are 100% the tenant's responsibility regardless of the move-in date. If the tenant fails to address pest problems, the landlord reserves the right to coordinate treatment and will bill the tenant for the service plus a \$35 handling fee. This charge must be paid immediately to avoid further lease enforcement action.

SMOKE DETECTORS

Smoke detectors are installed in each unit as a safety measure to provide early warning in case of smoke or fire. It is the tenant's responsibility to ensure that detectors remain operational throughout the lease.

If a smoke detector begins to beep intermittently, the battery likely needs to be replaced and must be changed immediately. Do not disconnect or tamper with the smoke detector at any time.

Tenants will be charged a \$50 fee for missing smoke detectors or removed batteries discovered during inspection or at move-out. Disabling or removing the smoke detector may result in liability and lease violations. Regularly test the unit to ensure it is functioning properly — this is essential for your safety and that of your neighbors.

REFRIGERATOR FILTERS

We do not replace Refrigerator filters, unless the filter is out at the time of a unit turn. Please do not put in service requests for refrigerator filters.

LIGHT BULBS

If a light bulb is out at the time of a move out, it will be replaced by the turn team. We will not replace light bulbs during tenancy. It is a tenants responsibility to replace their own light bulbs.

PETS

All pets must be approved in writing by management and documented in your lease. A non-refundable fee and monthly pet rent apply. Harbour Pointe residents are limited to one pet, while other properties may allow up to two pets with approval.

Failure to report a pet will result in a \$500 penalty per pet, in addition to the standard monthly pet fee. This fee is non-negotiable and must be paid immediately upon discovery of the violation.

For tenants with landlord-approved pets, the following rules must be strictly adhered to:

- Pets must always be kept on a leash when outside and under the direct control of the owner.
- Dogs are not allowed to be tied up outside, kept loose, or placed on decks/porches unsupervised.
- Dogs must not be confined to any room in the home.

- When the owner is not present, dogs must be secured in a crate.
- The use of pee pads is not permitted.

PET WASTE

For tenants who have received landlord approval to keep a pet, it is mandatory that pet owners clean up after their pets immediately after they use the restroom on the property. Failure to comply will result in an immediate fine, with no warning given.

LOCKOUTS & KEY POLICY

- Lockout during office hours: no charge if key is returned within 24 hours. Otherwise, **\$25 fee**.
- Lockouts after hours: **\$75 fee**.
- Lost keys at move-out: **\$100 fee**. Two keys provided at move-in must be returned.

TENANT RESPONSIBILITIES

Residents are responsible for routine upkeep:

- Clear drains and avoid blockages
- Clean toilets properly and avoid flushing inappropriate items

- Replace light bulbs (including appliances)
 - Mop hardwood/laminate floors with care (avoid excessive water)
 - Vacuum carpets/stairs regularly
 - Clean stoves and ovens as needed
 - Change HVAC filters every 3 months (filters may be supplied)
 - Lawn care if required (discussed before leasing)
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MOVE-OUT CLEANING REQUIREMENTS

- Clean all surfaces, windows, doors, and baseboards
- Sweep porches, remove items, clean closets and vents
- Light fixtures, fans, and blinds dusted
- Professionally clean carpets

Kitchen:

- Clean fridge, oven, stove, microwave, sink, cabinets
- Remove food and wipe all surfaces

Bathroom:

- Scrub sinks, tubs, toilets, cabinets, and floors
 - Clean mirrors, fixtures, and fans
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MOVE-OUT CHARGES (ESTIMATES)

- Window screen: \$20 | With frame: \$70
- Carpet cleaning: \$200+ (additional for stains)
- Interior door: \$100
- Storm door: \$150
- Lightbulbs: \$3–\$6 | Fixtures: Market cost
- Stove drip pans: \$7–\$10
- Smoke detector: \$35
- Repairs: \$25/hour + materials
- Toilet seat: \$20 | Towel bars: \$30
- Lock change: \$100
- Satellite dish removal: \$200
- Flea extermination: Market rate
- Screen/window repairs: Market rate

Prices subject to change. Labor charged at \$25/hr minimum.

DECORATING & ALTERATIONS

No painting or changes to walls, fixtures, or flooring without written permission. Use only non-damaging products for décor.

UNIT TRANSFERS

To request a unit transfer, the tenant must:

- Be out of their current lease term

- Be in good standing with no outstanding balance
 - Have their current unit inspected
 - Pay a new security deposit (current deposit is not transferable)
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LEASE HOLDER CHANGES

- Roommate releases require agreement from all parties in writing
 - A \$45 application fee will be added for each remaining tenant to reapply
 - Lease changes must be signed and approved
 - A \$50 lease change fee applies for any occupant being added to the lease
 - A \$50 Lease change fee applies for any occupant being removed from the lease.
 - A \$50 lease change fee applies for any name changes on the lease.
 - Remaining tenants must re-qualify
 - Lease changes must be signed and approved
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COMMUNITY POLICIES

- No Smoking anywhere on or in the property
- Drive slowly: speed limit is 5 MPH if unposted
- Follow all community signage

- No unsightly or unregistered vehicles
- No vehicle repairs on-site (except for battery/tire changes)
- Two vehicles per unit unless otherwise approved
- Guest parking is limited to designated areas

Porches/Decks/Windows:

- No clutter, drying laundry, tools, or household items
- No towels, sheets, or flags in windows
- Keep decorations seasonal and remove within 7 days of the holiday

Appliances:

- Do not misuse kitchen/bathroom fixtures
- No grease, rags, bones, or inappropriate materials in garbage disposals
- Tenants are liable for repair costs from misuse

Noise:

- Quiet hours: **11:00 PM – 7:00 AM**
- Be respectful of neighbors and their right to peaceful enjoyment

Wall Hangings:

- Do not use Command strips. Use only approved hanging methods that will not damage surfaces
- Do not drill or nail into surfaces

Trash:

- Keep trash in closed bins only
- Do not leave trash outside or on porches
- Break down boxes; furniture disposal is tenant responsibility

Shared Areas:

- Keep stairs and common entrances clear
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SAFETY & RESTRICTED ITEMS

- No storage near furnaces or water heaters (2 ft clearance required)
 - No space heaters, kerosene heaters, or open-flame appliances
 - No grilling on decks/porches; grills must be 15+ feet from structures
 - No entering via windows or damaging screens
 - No rollerblades/skateboards in common areas
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SATELLITE DISHES

Written approval required. Dishes may not be mounted to buildings or create holes. Tenant is responsible for removal prior to move-out. **\$200 removal fee** applies otherwise.

HOLIDAY DECORATIONS

Holiday decorations, including Christmas lights, must be removed within two weeks following any holiday. Failure to do so will result in a warning, and if the decorations are still not taken down, a \$50 fee will be applied.

MOVE OUT CHECKLIST

1. Provide 30-Day Notice

- **Prepare your written 30-day notice:**
 - Include your full name, current address, and the date.
 - Clearly state your intention to vacate the premises with a 30-day notice and specify your intended move-out date.
 - Request any necessary move-out instructions such as the inspection process and key return details.
- **Send the notice via email:**
 - **To:** Jessica@LeasingWV.com
 - **Subject:** "30-Day Notice of Move-Out – [Your Name]"
 - Attach the notice as a PDF or include it in the email body.

2. Example Notice Template:

Date: [Insert Date]

To: Jessica@LeasingWV.com

Subject: 30-Day Notice of Move-Out

Dear Jessica,

I am writing to officially notify you that I will be vacating my apartment at [Property Address] in 30 days from today. My intended move-out date is [Insert Move-Out Date]. Please advise me on any required procedures, such as the final inspection or key return instructions.

Thank you for your assistance.

Sincerely,
[Your Name]

3. Prepare Your Living Space

- **Deep Clean the Unit:**
 - Clean floors, windows, appliances, cabinets, and all other surfaces, ensuring kitchens and bathrooms are thoroughly sanitized.
- **Carpet Care:**
 - Hire a professional carpet shampooing company to clean the carpets.
 - **Important:** Turn in the receipt from the carpet cleaning service to management.
- **Repair Damages:**
 - Fix minor issues such as nail holes.
 - **Wall Scuffs:** For any scuffs or marks on the walls, check with management to confirm the correct paint color, brand, and sheen before attempting any touch-ups.
- **Trash and Mail Removal:**
 - Remove any trash from both the interior and the exterior of the unit, including all mail from the mailbox.
 - Ensure the trash company has been notified and scheduled for a final pickup.

4. Utilities and Services

- **Schedule Utility Cancellation:**

- Arrange for the cancellation or transfer of utilities (electricity, water, gas, internet, etc.) on the day after move-out. This allows time for any necessary inspection procedures.
- **Submit a Forwarding Address:**
 - Provide your new mailing address so that your security deposit and any additional communication can be sent to you.

5. Return Keys and Access Devices

- **Key and Remote Return:**
 - Turn in **2 keys** as required.
 - For garage access, attach all garage remotes to a string and leave them in the garage for pickup.

6. Inspection & Security Deposit

- **Move-Out Inspection:**
 - Staff will review your move-in checklist and send you a move-out inspection report via email.
- **Security Deposit Return:**
 - Security deposits are returned within 60 days of move-out.
 - An itemized list of any deductions will be emailed to you.

FEE LIST

Move in Fees

- 45 Application Fee
- \$200 Admin Fee

- Holding Fee (Price of Security Deposit, Transfers to Security Deposit, once the tenant moves in)(Non-Refundable)
- Deposit- Price of rent. Transferred from holding fee. (Refundable at move out, once lease is completed, minus damages)
- Last Month's Rent Deposit- For applicants with lower credit. Goes towards last month at move out, once lease is completed. (Non-Refundable)

Rent Related Fees

- Late Fee- 10% of monthly rent.
- Pay of Quit Fee- \$25
- NSF or Returned Transactions- \$35

Utility Fees

- 30 Handling Fee added to invoice for Utility bills placed back in Owner or Property Manager's Name.

Lease Fees

- \$50 Lease change fee for name changes.
- \$50 Lease Change fee for removing an occupant
- \$50 Lease Change fee for adding an occupant.

Pet Fees

- \$250 covers 2 pets (Non-refundable)
- \$25 a month , per pet.
- \$500 for pets not reported to management.

Key Fees

- Lockout during office hours: (No charge if key is turned in within 24 hours)- \$25 fee
- Lockout after hours- \$75
- Lost keys at move out- \$100 (Two keys must be returned)
- Lock change- \$100
- Locks changed by tenant- \$150

MAINTENANCE FEES

- Tenant caused service issues will be subject to a \$75 service charge, plus the cost of the repair and all materials.

VIOLATION FEES

Warnings will be issued for all violations, except trash not placed in dumpster , smoking, and pet waste.

- Grass not mowed-\$50 fee, plus price of mow.
- Trash left at dumpster and not placed in the dumpster- \$150
- Pet Waste not picked up- \$150
- \$35 Handling Fee for Management having to schedule pest control.
- Noise Complaint- \$75
- Smoking in unit (Grounds for eviction)- \$500
- Unkept window treatment (Blankets, towels, etc. are not permitted)- \$50
- Illegal Vehicles left on property (Expired plates or in bad repair)- \$150
- Smoke Detectors taken down, or batteries removed- \$50 per smoke detector
- Pets confined to room- \$150
- Pets not on a leash with the pet owner- 100

MOVE OUT FEES

- Carpet Replacement or repair if damage- invoiced price from vendor and cost of Pain.
- Cleaning- invoiced price from vendor.
- Carpet Shampoo- invoiced price from vendor.
- Repairs caused by tenants- labor and cost of materials.

ACKNOWLEDGMENT

I acknowledge I have received and reviewed the Leasing WV Property Group, LLC Resident Handbook and General Policies. I agree to follow the rules outlined above. Failure to comply may result in lease enforcement or termination.