

Tenant Information

The following is a list of useful information you, as a tenant, will want to keep readily available. Take a moment now to mark our web page www.smcf.us as one of your "favorites" so you can check in from time-to-time for updates, and also check for rental availability for yourself, friends, or family.

Payment of Rent

All rental payments are due and payable on the 1st day of each month. Your rent is considered late if it is received after the 5th. Any rent received after the 5th of the month will be charged a 5% late fee and must be included with that month's rent. Any rent not received in the office by 5:00pm on the 5th of the month will result in rent court action, which will result in an additional fee to you for court costs. Rent is to be paid in the form of a personal check or money orders. No cash payments will be accepted. There is a \$30 charge for each check returned by the bank for non-payment. Tenants can pay online as well by going to <http://www.smcf.us/services.htm> there is a 3% service charge that you will need to add to all online payments.

All rental payments are to be made payable to: SMCF, LLC and mailed to PO BOX 1438, Owings Mills, MD 21117

If you have any questions regarding your account, please contact our office at info@smcf.us or by calling 866-535-2040.

Maintenance Procedures

If you have a maintenance request, you will need to speak with the Maintenance Coordinator who is in the office Monday through Friday from 9:00am-5:00pm. If not available, leave your name, number, address, and maintenance request on the maintenance voicemail and your call will be promptly returned. Maintenance can be reached at 866-535-2040. Our maintenance team will contact you to set up an appointment within 48 hours of your call.

For maintenance requests during non-business hours you may email us with your maintenance request at info@smcf.us . An emergency maintenance request after 5:00 p.m. during the week, on Saturday or Sunday, or holidays, should be left with our automated 24-hour Call Center at 866-535-2040 and follow the prompts.

As soon as a work order is received, we will assign it to one of our contractors. Please note that when you agree to a date and time to meet contractors, and no one is at the property when maintenance arrives, you will be charged a \$45 fee for the service call.

Emergency Calls

Emergency situations include fire, gas leaks, no heat, no hot water, busted water lines, backed up sewer lines, or break-ins. In case of an emergency, please take the following appropriate actions first:

- FIRE ***CALL 911 FIRST***
- GAS LEAKS - Immediately report gas leak to BG&E - 410-685-0123
- NO HEAT OR HOT WATER - If home has gas furnace, check to make sure pilot lights are lit. Please call immediately so we may contact our HVAC technician.
- MAJOR WATER LEAKS/BROKEN WATER LINES - Turn off main valve to house or closest valve location to leak - call SMCF, LLC immediately.
- BREAK-IN - Dial 911 to report a break-in; then contact SMCF, LLC to secure the property.

When contacting SMCF, LLC for any emergency, please call 866-535-2040 immediately and follow the prompts indicated.

Filters/Batteries

It is the responsibility of the Tenant to change the furnace filter in January, April, July, and October. It is also the responsibility of the Tenant to periodically check the smoke detectors/carbon monoxide detectors, to ensure they operate properly (see information sheet on smoke detectors & carbon monoxide detectors provided in lease packet). If the battery is dead, it is the tenant's responsibility to install batteries. If the detector is still not operational, Tenant is to notify the office in order to obtain a new one.

Utilities

Tenant is responsible for putting utilities (excluding water) in your name for billing, prior to you moving into the property. Unless otherwise indicated, tenants are responsible for all utilities (including water). When we receive the water bill, we will pay it, and then send you a bill for the amount owed. If water bills go unpaid by Tenant, we will pursue rent court action for unpaid utilities. If any mail is sent to the property under the Owner's name from the State of Maryland or Baltimore City/County, please forward to our office immediately.

Move-out Procedures

Tenant will receive a lease renewal form 90 days prior to the end of the Lease. If you want to terminate the Lease at the end of the Lease term, you are required to give this office 60 day written notice to vacate signed by all tenants living in the property. If we do not hear from you regarding your lease terms, receive your signed lease renewal, or notice to vacate, your lease will automatically renew for an additional year, as stated in your lease.

Once your notice to vacate is received, we will begin advertising the property for rent. Our Leasing Agent will contact you with 24 hours' notice for all rental appointments. Within one/two weeks of your move-out date, the Leasing Agent will contact you to set up a final walk through inspection of the property. At that time you must provide the Leasing Agent or our office with all

keys and a forwarding address. Please note that if keys are not returned upon move out, you will be charged for a lock change. If we do not receive a forwarding address, the security deposit reimbursement will be mailed to your last known address.

The Leasing Agent will inspect the property using the original Move-In/Move-Out report which was given to you when you moved into the property. Please refer to your signed Security Deposit Agreement for a detailed checklist of what should be completed during your move out in order to receive your security deposit reimbursement.

Locked Out?

Keys will be provided only to residents named on the lease. Please have proper ID with you when picking up the keys. If you are locked out during hours when the office is closed, there is a **\$35** charge to arrange to have someone meet you with the key.

Safety and Liability:

Please keep all doors and windows locked when you are not at home. As the tenant, you are responsible for insuring your personal belongings and contents against fire, theft, water damage, and other casualties. SMCF, LLC and the property owner assume no liability or obligation for tenants' personal belongings and contents. Renter's insurance is available through most insurance agencies.

Important Phone Numbers

- BG&E (Baltimore Gas & Electric):(410) 685-0123
- Verizon Phone Company: (410) 954-6260 M-F 8am-6pm
- Comcast Cable: City - (410) 649-9000; County - (410) 427-9600

Important Notes

- If you have a drip or a drop of constant water running or a toilet running, call us immediately, as this type of water related problem can increase the amount of your water bills.
- Upon move in, find your trash and recycling collection days on Baltimore City's website or use this link: <http://cityview.baltimorecity.gov/CityView/map.aspx?question=19>
- Please take the time to familiarize yourself with Baltimore City or County trash rules and regulations. It will be Tenant responsibility if an environmental citation is issued against the property.