WHITE ROBBINS

PROPERTY

MANAGEMENT

TENANT

HANDBOOK

03.01.25b

WHITE ROBBINS PROPERTY MANAGEMENT (WRPM) Tenant Handbook

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1. General Information

Contact Information

- **Address**: 2513 Concord Pike, Suite 2100, Wilmington, DE 19803
- **Phone**: 302-478-5555
- **Business Hours**: Monday-Friday, 9:00 AM - 4:30 PM
- **Appointments**: Office visits by appointment only.

Mission Statement

> **Our Mission**: Our mission is to serve... Serve our Clients by taking care of their properties as if they were our own; our Residents by providing them with a pleasant rental experience; and our Staff by constantly training them and helping them reach their highest professional potential.

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Core Values

> 1. We commit that our marketing material, and the information on our web site will accurately represent who we are, what we've accomplished and what we do; no exaggerations.
>
> 2. We hire only the best staff, consistently train them and work at moving them to the best possible position of service to WRPM and our customers.

3. We always treat customers, vendors and each other with courtesy, respect and professionalism.

4. We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all important priority of great customer service.

5. We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.

6. We do not tolerate unethical behavior by our staff, vendors or residents.

7. We follow the laws (and codes of ethics) that regulate our business.

8. We believe in creating a safe and healthy work environment that fosters respect and opportunity for personal and professional growth.

9. We will constantly strive to protect our owners from the liabilities of owning rental properties.

10. We will continue to be a leader in the property management industry

Standards of Conduct

- Be inclusive and respectful to all.
- Communicate truthfully and constructively.
- Maintain professionalism in all interactions.

Instructions for Use

- Use the **Table of Contents** to locate the specific section addressing your questions.
- Each section is clearly numbered and organized for quick reference.

2. Application Process

2.1 Application Fees

- $50 application fee per applicant (18 years or older), each submitting separately.
- Application fees are **non-refundable**.

2.2 Requirements

- **2.2.1 Property Viewing**:
  Applicants must visit the property in person or have someone view it on their behalf.
- **2.2.2 Identity Verification**:
  Submit a valid government-issued photo ID (e.g., passport, driver's license, or U.S. military ID).CLEAR PHOTO is ok… DO NOT FAX). All applicants must provide proof of a valid Social Security Number or Individual Taxpayer Identification Number,
- **2.2.3 Income Verification**:
  - Income must be verifiable, legitimate, and full copy sent. (DO NOT SEND SCREENSHOTS OR PHOTOS. See below for more information)
  - Total household income must be greater than or equal to 3 times the monthly rent.
  - Acceptable documents include:
    - Pay physical stubs (1 month recent) or income statements (last 6 months).
    - Applicants who hold jobs that are commission based: base salary plus commissions, tips or bonuses are considered self-employed self-employed. individuals). Self-employed applicants will need to submit the previous year's tax returns, the previous two months personal bank statements and any other evidence of financial ability to pay.

      - Pay Stubs: Primary proof of income for any W-2 employees
      - Tax Returns: Primary proof of income for self-employed small business owners
      - Bank Statements: Secondary documents used to corroborate pay stubs, tax returns, or Social Security benefits, would need last 2 bank statements
      - Letter from Employer: Secondary documentation used with W-2 employee pay stubs
      - Profit and Loss Statement: Secondary proof of income for self-employed tenants
      - Social Security Benefits Statement: Primary proof of income for retirees
      - Court Ordered Agreement: Primary proof of income for those collecting alimony or similar payment.

- **2.2.4 Credit Score Requirements**:
  - Minimum credit score of **625**.
  - No unpaid utilities, property management bills, or recent evictions (past 3 years).

2.3 Tenant Liability Insurance

- **Coverage Requirements**:
  - Minimum liability coverage of **$100,000**.
  - Policy must be issued by a Class A-rated carrier.
- **Options for Compliance**:
  - Utilize WRPM's **Resident Benefit Package (RBP)**, which includes the required insurance for an additional $35.95/month.

    - Opt out of WRPM's insurance program by providing proof of independent insurance that meets these requirements:
        1. Policy from a Class A-rated carrier.
        2. White Robbins Property Management named as "Additionally Interested."
        3. Policy coverage equal to or exceeding $100,000.
        4. See section 8.4 for additional details
- **Opt-Out Cost Savings**:
  Tenants providing proof of their own insurance policy will receive a **$12.80/month deduction** from the Resident Benefit Package fee.

3. Tenant Responsibilities

3.1 General Maintenance

- Tenants are required to perform routine maintenance tasks to keep the property in good condition.
- Failure to fulfill these responsibilities may result in tenant charges for repairs or penalties.

3.2 Lawn and Yard Care

- Maintain the yard, including:
    - Regular mowing, watering, and edging.
    - Trimming shrubs.
    - Mulching shrubs/beds
    - Leaf removal
    - Putting down weed and feed
    - Reseeding
    - Power washing house/garage/shed
    - Complying with seasonal requirements (e.g., snow removal).
- **HOA Compliance**:
  If your property is part of an HOA, ensure adherence to all landscaping and exterior care rules. Failure to comply may result in fines.

3.3 Pest Control

- Tenants are responsible for managing common household pests (e.g., Ants, Cockroaches, Spiders, Bedbugs, Crickets, Spotted Lanternflies, Fruit Flies, Stink Bugs, Fleas, Silverfish, Centipedes, Mice, etc.) after the first 60 days of tenancy.
- Tips to prevent pests:
    - Seal food securely and clean surfaces regularly.
    - Dispose of trash promptly and avoid leaving standing water.
- **Report Immediately**: Notify WRPM of termite activity or major infestations.

3.4 Air Filter Replacement

- Replace HVAC filters every 3 months. Filters are provided via the Resident Benefit Package (RBP).
- Failure to replace filters may result in additional maintenance costs or system damage.

3.5 Light Bulbs

- Replace all burned-out light bulbs with matching types.
- Specialty bulbs (e.g., oven or refrigerator lights) are also the tenant's responsibility.

3.6 Plumbing and Garbage Disposal Care

Toilets: What NOT to Flush

- Only flush human waste and toilet paper. Avoid flushing:
    - Paper towels
    - Sanitary products (e.g., tampons, sanitary napkins)
    - Diapers or baby wipes
    - Cotton balls or swabs
    - Condoms
    - Dental floss
    - Hair
    - Food waste
    - Any other non-biodegradable items

Tip: Keep a trash bin near the toilet for easy disposal of non-flushable items.

Garbage Disposal: What NOT to Put Down

- Avoid placing the following in the garbage disposal:
    - Hard materials: bones, seeds, pits, shells.
    - Fibrous vegetables: celery, corn husks, onion skins, artichokes.
    - Starchy foods: rice, pasta, potato peels.
    - Grease, oil, or fat (these can solidify and clog pipes).
    - Coffee grounds and eggshells (can cause blockages over time).
    - Non-food items: twist ties, bottle caps, rubber bands, string, utensils, or any foreign objects.

Care Tip: Run cold water while using the disposal and for at least 20 seconds after use to flush out any remaining debris.

Consequences of Misuse

- Tenants will be charged for plumbing or disposal repairs caused by improper use.
- Vendors will provide reports to WRPM to determine responsibility for damages.

3.7 Resetting Circuit Breakers and GFCI Outlets

Resetting Circuit Breakers

Circuit breakers can trip due to power surges, overloaded circuits, or faults in the electrical system. Follow these steps to reset them:

1. **Locate the Breaker Panel**:
    - Typically found in the garage, basement, laundry room, or an exterior part of the home.
    - Look for a metal box mounted on the wall.
2. **Identify the Tripped Breaker**:
    - A tripped breaker will be in the "neutral" position (neither fully ON nor OFF).
    - It may have a slightly misaligned handle or feel looser compared to others.
3. **Reset the Breaker**:
    - First turn the breaker to the **OFF** position completely.
    - Wait a few seconds, then flip it back to the **ON** position.
4. **Test the Power**:
    - Check if power is restored to the affected area or appliance.

Note: If the breaker trips again immediately, do not attempt further resets. Submit a maintenance request as there may be a deeper electrical issue.

Resetting GFCI Outlets

Ground Fault Circuit Interrupter (GFCI) outlets are safety devices designed to shut off power in areas with high moisture (kitchen, bathroom, garage, patio).

1. **Locate the GFCI Outlet**:
    - Look for outlets with two small buttons: **Reset** and **Test**.
    - Sometimes a single GFCI outlet can control other outlets. One GFCI can control an unlimited number of outlets downstream on the same circuit. Check other areas if needed.
2. **Press the "Reset" Button**:
    - Push the button firmly until it clicks.
    - If the outlet doesn't reset, check that the circuit breaker is not tripped.
3. **Test the Outlet**:
    - Plug in a small device (like a phone charger or hair dryer) to confirm the power is restored.

Common Issues

- **Frequent Tripping**:
  - May indicate overloaded circuits or faulty appliances. Avoid plugging multiple high-energy devices into the same outlet.
- **No Power After Reset**:
  - If resetting doesn't work, submit a maintenance request. There could be an underlying issue requiring professional assistance.

Helpful Tips

- **Check Nearby Outlets**: Sometimes, a single tripped GFCI outlet disables power to multiple outlets in a chain.
- **Be Cautious with Wet Areas**: Avoid using electrical devices in areas with standing water to prevent trips and potential hazards.

Warning: Never attempt electrical repairs or open the breaker panel. If in doubt, always contact WRPM through your Tenant Portal.

3.8 Cosmetic Repairs

- Minor issues such as chipped paint, doorbell malfunctions, or missing screens are generally not addressed unless they pose a health or safety hazard.

3.9 Tenant Liability

- Tenants may be charged for damages caused by negligence or improper use, including:
  - Toys or foreign objects causing plumbing clogs.
  - Garbage disposal damage due to improper use.
  - HVAC system damage due to dirty filters.

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4. Maintenance and Repairs

4.1 Submitting Maintenance Requests

- **Online Portal**: Submit all maintenance requests through the WRPM Online Tenant Portal for the fastest response.
- **Emergency Maintenance**: For emergencies threatening life, health, or property, call **302-214-5697** or use the Online Tenant Portal.

- **Non-Emergency Requests**: All non-urgent repair requests must be submitted online using your Online Tenant Portal per the lease agreement.

4.2 Emergency Maintenance

Emergencies are situations that threaten the safety of occupants or cause imminent property damage.
Examples of emergencies include:

- Flooding, fire, or sewer backups.
- Burst water pipes or no running water.
- Gas leaks or electrical hazards.
- No heat during freezing temperatures (<50°F for three consecutive days).
- Structural damage (e.g., roof collapse, storm damage).

Important: If the emergency is life-threatening, call **911** immediately before notifying WRPM.

4.3 Non-Emergency Maintenance

Non-emergency maintenance issues include routine or minor problems that can be scheduled during regular business hours.
Examples include:

- Leaky faucets.
- Minor appliance repairs.
- Cosmetic repairs (e.g., chipped paint, missing screens).

4.4 Tenant Responsibilities for Routine Maintenance

Tenants are responsible for routine maintenance tasks to prevent damage and maintain the property:

- **Air Filters**: Replace HVAC filters every 3 months to maintain system efficiency.
- **Lawn Care**: Regular mowing, trimming, and weeding.
- **Insect Control**: Manage pests like ants and roaches after the first 60 days of tenancy.
- **Light Bulbs**: Replace all burned-out bulbs with matching types.
- **Clogged Drains**: Use a plunger or safe drain cleaner for minor clogs. Avoid flushing prohibited items (see Plumbing Section).

4.5 Maintenance Charges

Tenants may be charged for the following:

- **Negligence Charges**: Repairs for damages caused by tenant negligence (e.g., toys flushed down the toilet, misuse of garbage disposal).
- **Missed Appointments**: Fees for missed contractor appointments or failure to provide access during the scheduled time.
- **After-Hours Appointments**: Additional fees for non-emergency repairs requested outside business hours.

4.6 Preventative Maintenance Tips

- **Garbage Disposal**: Run cold water during use and avoid placing hard or fibrous items down the disposal.
- **Circuit Breakers and GFCI Outlets**: Reset tripped breakers or outlets before submitting a repair request.
- **Pest Prevention**: Clean surfaces, seal food, and avoid leaving standing water to minimize pest infestations.

5. Payment and Fees

5.1 Rent Payment Options

- **Online Payments**:
  - Preferred method through the **Online Tenant Portal**.
  - Recommended to select the **"Automatic Payment of Full Balance"** option for the 1st of each month.
  - This method is **free of charge** and offers **maximum benefits through the Resident Benefit Package**.
- **Electronic Cash Payments**:
  - Use the PayNearMe program for cash payments at designated locations (e.g., 7-Eleven, Walgreens, CVS, Walmart). Details are on your online tenant portal.
- **Paper Checks or Money Orders**:
  - Accepted by mail or dropped in the **24-hour drop box** at **3513 Concord Pike, Suite 2100, Wilmington, DE 19803**.
  - A **$50 processing fee per check or money order** applies.
- **No Cash Accepted at Office**:
  - Direct cash payments are **ONLY** accepted at the locations above (see Electronic Cash Payments).

5.2 Due Dates

- Rent is due on the **1st of each month**.
- Payments are considered late if not received by the **2nd**.
- **Late Fees**: A late fee of **5% in DE (10% in PA) of total rent,** and all other charges posted on the online tenant portal, will be assessed if payment is not received by the end of business on the **6th in DE (the 5th in PA)**.

5.3 Pro-Rated Rent

- First-month rent includes a full month's rent plus the Resident Benefit Package ($35.95).
- Any pro-ration applies to the **second month's rent**.

5.4 Late Payments

- A **Late Letter** will be sent on the **7th** if rent is unpaid.
- If rent remains unpaid by the **16th**, eviction proceedings may begin as outlined in the Late Rent Letter.

5.5 NSF Fees (Non-Sufficient Funds)

- A **$50 NSF fee** will be applied for returned checks.
- Tenants with repeated NSF incidents must pay with certified funds moving forward.

5.6 Credit Cards

- Accepted for rent payments, late fees, administrative fees, and maintenance charges.

5.7 Security Deposits

- **Holding Fee**: Upon lease approval and signing, tenants must pay a non-refundable Holding Fee equal to one month’s rent.
- **Conversion to Security Deposit**: The Holding Fee is credited to the Security Deposit upon **occupancy**.

5.8 Resident Benefit Package

- Includes delivery of air filters, 24/7 maintenance portal access, and utility coordination support.
- Cost: $35.95/month (included with rent).

5.9 Final Month of Rent

- The security deposit cannot be used to cover the last month's rent.
- If the final day of the lease falls mid-month, rent will be prorated. The Resident Benefit Package will not be prorated.

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6. Tenant Charges

6.1 General Guidelines

- Tenants may incur charges for specific situations outlined in the lease or handbook.
- All charges will be itemized and added to the tenant's account in the Online Tenant Portal.
- Payment for charges is due with the next rent cycle unless otherwise specified.
- **Payment Allocation**: All payments will be applied to the **oldest charges first**, including unpaid rent, late fees, or other outstanding balances.

6.2 Missed or Late Appointments

- If tenants miss a scheduled appointment with a contractor or vendor, or if they are late and unavailable within the agreed time window, they will be charged the following:
    - **Missed Appointment Fee**: $95
    - **After-Hours Request Fee**: $75 (for non-emergency requests outside regular business hours).

6.3 Tenant Charges Table

Charge Type	Description	Amount
Late Rent Fee	Rent not received by end of business on the 6th (5th in PA) of the month. All charges are subject to late fees	5% of total amount (not amount still due) in DE, 10% in PA
NSF Fee (Bounced Check)	Fee for checks returned due to insufficient funds.	$50
Missed Appointment Fee	Fee for missing a scheduled vendor or contractor appointment.	$95
Rescheduling Fee	Fee for rescheduling a missed vendor or contractor appointment if done at least 48 hours in advance	$0 $50
15 Min Late Fee	Fee for Tenant more than 15 min late for scheduled appointment	$75
After-Hours Request Fee	Fee for requesting non-emergency services outside business hours.	
Improper Trash Disposal	Fee for improper disposal of trash or leaving trash in unauthorized locations.	$50 per incident
HOA Violation Fines	Passed directly to the tenant for HOA infractions (e.g., lawn care, parking).	Varies
Pest Control	Fee for pest issues caused by tenant negligence (e.g., uncleanliness).	Actual cost
Damage Repair Fee	Fee for damages caused by tenant negligence (e.g., plumbing clogs).	Actual cost
Lockout Service Fee	Fee for lockout services provided by WRPM staff.	$75
Key Replacement Fee	Fee for replacing lost or unreturned keys, remote controls, or lockboxes.	$50 per item
ReKeying Fee	Fee for Tenant rekeying locks or changing lockbox combination and not providing Landlord with new.	$150 per item
Trash in New Castle County, DE – Non-Incorporated	New Castle County Ordinance 23-134 says Owner/ Landlord must pay for trash container and pickup. Tenant is to reimburse.	$23/month

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6.4 Important Notes

6.4.1 All charges will include supporting documentation (e.g., vendor reports, photos) when applicable.

6.4.2 Tenants are encouraged to communicate promptly to avoid missed appointments and additional charges.

6.4.3 Failure to pay charges in a timely manner may result in additional late fees or penalties.

7. Move-In and Move-Out Guidelines

7.1 Move-In Process

- **7.1.1 Move-In Walkthrough**:
  - A thorough walkthrough will document the property's condition before your occupancy.
  - Complete the **Property Condition Report** checklist within 10 calendar days of your lease start date.
  - Additional lists or updates submitted after this period will not be accepted.
- **7.1.2 Property Acceptance**:
  - Tenants accept the property in its **as-is condition**, except for conditions that materially affect health or safety.
  - No additional cosmetic repairs or adjustments will be made unless agreed upon in writing.
- **7.1.3 Utility Setup**:
  - Utilities must be transferred to the tenant's name before move-in.
  - Failure to transfer utilities may result in additional fees or service disruptions.

7.2 Move-Out Process

7.2.1 Move-Out Notice:

- Submit a written **Notice To Vacate** via certified mail or the Online Tenant Portal.
- Ensure you receive written confirmation from WRPM to validate your notice.

7.2.2 MOVE-OUT INSTRUCTIONS

7.2.2.1 You are responsible for rent, utilities, landscaping, and all other terms of the Agreement until your termination date. Your deposit may not be applied towards the last month of rent or other charges until your lease terminates. If you fail to pay any charges, you will still be subject to Late Fees and/or eviction.

7.2.2.2 Move-out does not occur until all occupants are out and keys are returned to the office. Once you surrender the property, you will not be allowed back in for additional cleaning or repairs. Anything left behind will be considered abandoned and we will dispose of it according to your lease.

7.2.2.3 If you aren't out by the scheduled date, you will be subject to Holdover Fees. In Delaware that is double the prorated rent on a daily basis.

7.2.2.4 If you hold on to the property or the keys beyond the scheduled move-out date, you may be charged a "Hold-Over Fee" per your lease agreement.

7.2.3 MOVE OUT CLEANING INSTRUCTIONS

We want you to get your complete security deposit back! Please use the following list as a guide for what you can do and general cleaning practices. If you fail to clean the rental and return it in the same condition as it was received, we will hire a professional cleaning service. It is always cheaper to take care of it yourself!

- **Trash:** If you have large items that do not fit in the trash receptacle, call the City/Disposal Company and request a large-item pickup. They will typically (but not always) haul off mattresses, furniture, and other large items but only if you schedule it in advance. Please check far enough in advance to be sure how tour disposal will work. If you leave items by the dumpster, you will be charged for removal! Empty all trash from the unit, yard, garage, outbuildings, attic, crawl spaces, etc.
- **Carpet:** All carpet professionally cleaned. Do not use a rental or home machine! Email a copy of your receipt to the office or leave it on the kitchen counter.
- **Refrigerator / Freezer:** Leave the fridge plugged in but set on LOW. Clean out all food, grease, dirt, and fingerprints, including the sides, top, and handles. Wipe off dust, grease, or food particles in the door seals. Pull the fridge out from the wall to clean under and behind it. If necessary, defrost the freezer and remove excess water from the interior.
- **Stove:** Wipe off all food, grease, fingerprints from the top, sides, interior, door and seals. Wipe out the bottom drawer and under the stove top lid (if equipped). The oven is to be completely cleaned. If you have a self-cleaning oven, do not use oven cleaner! Remove racks before starting the cleaning cycle and clean them by hand.
- **Microwave:** Cleaned inside and out.
- **Range Hood:** To be cleaned inside and out.
- **Kitchen Sink:** Sanitized and cleaned
- **Dishwasher:** Emptied. Clean out food debris from filter in the bottom. Clean off door and seals.
- **Countertops & Backsplash:** Sanitized and cleaned.
- **Cabinets:** empty and wipe out all food or dust. Wipe fingerprints, grease, and food from the face of the cabinets and any doors, particularly around edges and handles. Pledge works well for this.
- **Laminate / Tile / Wood Flooring:** All floors should be swept and mopped. Remove scuff marks. Bathroom and kitchen floors disinfected and mopped.

- **Baseboards, window sills, door trim:** Dusted and free of scuff marks.
- **Walls & Ceilings:** All nail and picture hangers removed. Do not attempt to spackle or fill holes! Wash off fingerprints and smudge marks. Mr. Clean Magic Erasers, basic cleaners, or warm soapy water works well. All cobwebs removed from corners, rafters, ceilings
- **Lights / Light switches:** Replace burned out bulbs. Bulbs should be matching in style/brightness. Clean light switches and plates so they are free of dust or fingerprints.
- **Ceiling Fans and Accessible Light Fixtures:** Cleaned
- **Fireplace:** Clean out.
- **Doors:** Washed and/or dusted on all sides. Clean off scuff marks and fingerprints.
- **Closets:** Wipe off shelves, walls, doors, door tracks, and rod.
- **Windows:** Glass washed inside and out and free of streaks. Wipe out tracks.
- **Window coverings:** Cleaned according to manufacturer instructions. Ask the office if you have questions. Clean rods, brackets, and other hardware.
- **Bathrooms:** Sinks, toilets, tub/shower, cabinets scrubbed thoroughly. Remove all soap, scum, mold, razors, etc. Mirror and other glass cleaned and free of streaks. Don't forget base of toilet, under lid/seat, as well as the floor behind the toilet. Wipe out drawers and shelves in vanity and medicine cabinets. Floors sanitized and mopped.
- **Porches, Patios, Basement:** Swept, and "broom clean".
- **Garage / Storage areas:** Empty and free of trash. Oil and other spills should be completely removed (kitty litter works well). Floors swept. Spider cobwebs removed. Wash windows.
- **Yard:** Mowed, raked, watered, and edged within 72 hours of move-out. All animal waste removed. Free of debris.
- **Heating / Cooling:** Change air filters. September – May, leave heat on and set at 50 – 55 degrees. June – August, turn off heat and cooling. If you turn off heat and the home freezes, you will be responsible for damages!
- **Oil or Propane Tanks:** These were full when you took possession. You are responsible for having them filled at lease end.
- **Smoke / CO2 detectors:** All are to be installed and functional.
- **If Pets were present:** A/C and heat registers are to be vacuumed.
- **Remote Controls:** Returned with keys
- **Any Cameras or Doorbell Cameras:** Are to be removed, surfaces repaired and painted to the same condition as move in.

7.2.4 WHAT IS ORDINARY WEAR AND TEAR

Tenants will not be charged for “ordinary wear and tear” defined as "*deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests.*" In other words, ordinary wear and tear is the natural and gradual deterioration of the apartment over time, which results from a tenant's *normal* use of the apartment.

7.2.5 WHAT'S NOT ORDINARY WEAR AND TEAR

A Landlord can charge you when the damages are not ordinary. Examples would include a door scratched by a pet, a tree dead from lack of water, or carpet with oil stains from the shoes of a short-order cook.

There are four basic types of damages caused by a tenant that aren't considered ordinary wear and tear. They are:

- **Negligence**. This is when the Tenant does something – or fails to do something – that should be obvious to a reasonable person. An example would be leaving a window open during a rain storm and water damages the flooring.
- **Failure to Warn.** This results from the Tenant failing to take steps to prevent damage. For example, the roof could develop a leak. That’s not the Tenant’s fault and they shouldn’t be held liable. However, if they fail to report the leak and it worsens, causing damage to the ceiling, walls, and flooring, then the Tenant may be held liable for failing to act.
- **Abuse/misuse**. If the tenant knowingly or deliberately mistreats the property, or uses is for the wrong purposes, the damage the tenant causes isn't ordinary war and tear - it's abuse or misuse. Examples include sliding heavy furniture and damaging the floor, painting a wall without permission, or mounting a TV or large shelves without permission.
- **Accident**. Sometimes damage occurs by mistake. The tenant spills wine on the carpet or a child splashs water out of the tub and damages the flooring. Even though it was accidental, the Tenant may still be held liable.

7.2.6 OTHER FACTORS

In evaluating whether apartment damage exceeds ordinary wear and tear, there are some other factors to keep in mind. They include:

- **Extent of damage**. The exact type of damage may be as important as the extent of the damage. For example, two or three nail holes in a wall may be considered ordinary, whereas dozens of nail holes would be considered abuse.
- **Length of residence**. The longer you occupy a rental, the more wear-and-tear is expected. Carpet worn after ten years may be ordinary; carpet worn out after six months is not.
- **Character and construction of building**. Older rentals are expected to undergo greater and more rapid deterioration than a newer building. For example, wooden windowsills in

an older building may dry out, rot, or crack over time through no fault of the tenant. But if the building is new, it unlikely that the windowsills would crack with-out some carelessness on the tenant's part (e.g., standing on the windowsill to put up drapes)

7.2.7 Ordinary Wear-and-Tear vs. Tenant Damages

WEAR-AND-TEAR	DAMAGES
Faded paint	Unauthorized paint or wallpaper
Loose wallpaper	Large holes in walls
Pull strings from blinds are tangled, broken	Ripped or missing screens
Blinds are faded and cracked	Cuts, cracks, chips or burns on kitchen counter
Carpet has worn spots or traffic patterns	Broken, bent or missing blinds or curtains
Scuffed wood floors	Stains or burns in carpet or flooring
Dry-rot on window frames or trim	Pet scratches on doors, walls, or floors
Four penny (or smaller) nail holes in a wall	Burned out, missing or mismatched bulbs
Finish worn off bathroom faucet	Numerous nail holes in one wall
	Smoke stains on walls or ceiling

2. **7.2.8 Key and Access Return**:
    - Return all keys, remotes, and access cards to WRPM staff.
    - Do not leave keys in the unit unless designated by WRPM staff IN WRITING. Failure to return items will result in additional charges.
3. **7.2.9 Final Walkthrough**:
    - WRPM conducts the final walkthrough inspection after tenants vacate.
    - Tenants are not permitted to attend. The final condition will be compared to the move-in documentation.

7.3 Security Deposit Refund

- **7.3.1 Timeline**: Refunds are processed and mailed within 20 days of the lease's end date.
- **7.3.2 Deductions**: Deductions may apply for:

    - Property damage beyond normal wear and tear.
    - Unreturned keys or remotes.
    - Outstanding rent or fees.
    - Lockboxes that have had tenants change the combination and not furnished to WRPM IN WRITING.
    - Keys returned to WRPM staff unlabeled with property address

- **7.3.3** If additional security deposit disposition check(s) is/are requested by tenant(s) after the security deposit disposition check has been sent to the address on the Notice to Vacate Form (or the last known address if no other address has been sent) to an address not on the Notice To Vacate form, a $50 per check cancellation fee shall be deducted.

7.4 Frequently Asked Questions

1. **Can I Be Present During the Final Walkthrough?**
    - No. The walkthrough is conducted solely by WRPM staff to ensure impartiality.
2. **What Happens if I Forget to Return Garage Door Remotes?**
    - You have 5 days to return them to avoid replacement charges.
3. **Can I Re-Enter the Property After Move-Out?**
    - No. Once the final walkthrough is completed and keys are returned, access to the property is no longer permitted, even if the Move-Out occurs before the final day of the lease.

8. Legal and Compliance

8.1 Tenant Rights and Responsibilities

- WRPM complies with all applicable local, state, and federal laws, including:
    - **Delaware Landlord-Tenant Code**: Governs the relationship between landlords and tenants, ensuring fair treatment for all parties.
    - **Fair Housing Act**: Prohibits discrimination based on race, color, religion, sex, national origin, disability, or familial status.
    - **Servicemembers Civil Relief Act (SCRA)**: Protects active-duty military members in rental agreements.

8.2 Adherence to WRPM Standards

- All tenants are required to follow WRPM's **Professional Standards of Conduct**, which include:
    - Respectful and inclusive communication with WRPM staff, landlords, and neighbors.
    - Honest reporting of maintenance issues or lease concerns.
    - Cooperation during property visits, inspections, and lease renewals.
- Tenants may not

8.3 Compliance with Homeowners Associations (HOAs)

- If your rental property is part of an HOA, you must comply with the community's **Covenants, Conditions, and Restrictions (CCRs)**.
    - **Examples of HOA Rules**:
        - Parking restrictions.
        - Lawn and property maintenance standards.
        - Guidelines for decorations and noise levels.
    - **Penalties**: Failure to follow HOA rules may result in fines or penalties, which will be passed on to the tenant.

8.4 Renter's Insurance

- Tenants are **required** to maintain renter's insurance with a minimum of **$100,000 liability coverage** from a Class A-rated carrier.
    - **Options for Compliance**:

- Utilize WRPM's **Resident Benefit Package (RBP)**, which includes the required coverage.
- Provide your own qualifying insurance policy, which will result in a **$12.80/month deduction** from the RBP fee. The policy must include White Robbins Property Management as "Additional Interest" with the address:

  White Robbins Property Management
  c/o Pinata
  110 E 25th St Suite 214
  New York, NT 10010

- **WRPM Resident Benefit Package Insurance**:
  - Includes **$100,000 liability coverage**.
  - Provides **$5,000 in personal property coverage**.

8.5 Mold and Mildew Prevention

- Tenants are responsible for maintaining a clean, ventilated home to prevent mold and mildew growth.
  - **Tips to Avoid Mold**:
    - Use exhaust fans in bathrooms and kitchens.
    - Clean up spills and leaks promptly.
    - Notify WRPM immediately of persistent water leaks or dampness.

8.6 Foreclosure and Tenant Rights

- In the event of a foreclosure, tenants have protections under the **Protecting Tenants at Foreclosure Act**:
  - Tenants may remain in the property until the lease ends, provided they continue to pay rent.
  - If a foreclosure notice is received, tenants must forward it to WRPM immediately.

8.7 Early Termination of Lease

- Tenants may terminate the lease early by:
  - Providing a **60-day written notice** on the last day of the month.
  - Paying an amount equal to two months' rent.
  - Returning the property in clean, rent-ready condition.

- Paying a **$1,000 administrative fee**.

Note: Failure to follow these steps will result in additional penalties and legal action.

9. Resident Benefit Package (RBP)

9.1 Overview

The Resident Benefit Package (RBP) is designed to enhance your rental experience by providing essential services, conveniences, and protections. The cost of the package is **$35.95 per month**, which is **in addition to your rent**.

9.2 Included Features

9.2.1 HVAC Filter Delivery

- **Convenience**: Air filters are shipped directly to your door every 90 days.
- **Requirement**: Replace filters immediately upon receipt to maintain HVAC efficiency.

9.2.2 24/7 Maintenance Coordination and Online Portal Access

- **Around-the-Clock Support**: Submit maintenance requests online at any time.
- **Timely Coordination**: WRPM staff will arrange for vendors and repairs as necessary.
- **Updates and Tracking**: Check the status of your requests through the Online Tenant Portal.

9.2.3 Utility Coordination Assistance

- WRPM assists with transferring utilities into your name before move-in.
- Streamlines the setup process and ensures no service interruptions.

9.2.4 Renter's Insurance (Optional)

- **Default Inclusion**: Liability insurance with **$100,000 coverage** and **$5,000 personal property protection**.
- **Opt-Out Option**: Tenants may provide their own qualifying insurance policy and receive a **$12.80/month deduction** from the RBP fee.

9.2.5 Resident Rewards Program

- **Rewards You Can Use**: Earn cash, gift cards, and exclusive discounts.
- **Points are earned every month**: By paying on or before the 1st of the month
- **Savings Potential**: Save over **$1,000/year** on everyday expenses through this program.

9.2.6 Home Buying Assistance

- For tenants who want to move into homeownership, WRPM offers support and resources to help make the transition.
- Assistance includes:
    - Connecting you with trusted real estate professionals.
    - Providing guidance on credit improvement and mortgage pre-approval.
    - Helping you navigate the buying process to achieve your goals.

9.2.7 Security Deposit Protection

- If your rental property is foreclosed for any reason, WRPM guarantees the protection of your **security deposit**.
- This ensures your funds are safeguarded and not subject to loss during ownership changes.

9.2.8 Credit Building

- WRPM reports **every on-time rent payment** to all three major credit bureaus (Equifax, Experian, TransUnion).
- **Credit Score Improvement**: Residents with on-time payments have reported average increases of up to **50 points** in their credit scores.
- Build credit effortlessly as part of your rental experience.

9.2.9 Vetted Vendor Network

- All service providers for your home are part of WRPM's **Vetted Vendor Network**.
- **Screening Standards**:

- Vendors are thoroughly screened for proper insurance, licensing, and compliance with WRPM's standards.
- Ensures professionalism, reliability, and quality service for every job.

9.2.10 Rental Reference

- When you need a rental reference for leasing or buying a property, WRPM promises to supply a timely and accurate reference.
- This support ensures smooth transitions to your next rental or home purchase.

9.2.11 Trust and Response Time

- As a **family-owned business since 1989**, WRPM has a proven history of supporting residents.
- You can trust us to be here for the long term and to provide responsive service.
- **Pledge**: WRPM commits to responding to all communications within **24 business hours**.

9.2.12 Resident Resources

- Access to educational materials and tips to maintain your home.
- Guidelines for routine maintenance and avoiding common issues.

9.3 Opt-Out Requirements for Renter's Insurance

- Provide proof of a policy from a Class A-rated carrier.
- Ensure the policy includes **$100,000 liability coverage** and names WRPM as "Additionally Interested."
- Ensure address for "Additional Insured" is

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10. Emergency Maintenance and Reporting

10.1 Definition of an Emergency

An emergency is any situation that poses an immediate threat to:

- **Life or health** (e.g., gas leaks, structural collapse).
- **Property damage** (e.g., burst water pipes, flooding).

Important: If the emergency is life-threatening, call **911** immediately before contacting WRPM.

10.2 Examples of Emergencies

1. **Water Issues**:
    - Burst water pipes or active flooding.
    - Sewage backups.
    - No running water in the property.
2. **Electrical Issues**:
    - Electrical hazards or risk of fire.
    - Power outages affecting the entire property.
3. **Heating and Cooling**:
    - No heat when outdoor temperatures are below 50°F in the three forecast.
    - No air conditioning when outdoor temperatures exceed 85°F in the three day forecast (unless there are multiple cooling systems and one is functional).
4. **Structural Damage**:
    - Roof damage due to storms.
    - Fallen trees causing property damage.
5. **Appliances**:
    - Non-functional refrigerators (due to spoilage risk).

10.3 What Is NOT Considered an Emergency

- Lockouts (contact a locksmith).
- Power outages due to utility company issues.
- Non-functional ovens or dishwashers.
- Routine maintenance (e.g., leaky faucets, minor appliance issues).

10.4 How to Report Emergencies

1. **Online Tenant Portal**: Submit your request via the maintenance section of the portal.
2. **Emergency Line**: Call **302-214-5697** for immediate assistance.

10.5 Important Notes

- If you claim an emergency that does not meet these criteria, you will be charged for unnecessary service calls.
- Always follow instructions provided by WRPM or contractors to avoid additional fees.