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WELCOME FROM JOHN C. FORMANT REAL ESTATE, INC.

John C. Formant Real Estate, Inc. wishes to extend a warm welcome to you. This move-in letter was created to answer any questions regarding the move-in process.

PROPERTY MANAGEMENT SERVICE

Our property management services are available during the hours of 9:00 a.m. to 5:00 p.m. Monday through Thursday and 9:00 am until 4:00 on Friday. Any questions or problems may be reported to our office during these hours. If there are any **emergencies** after hours we have a 24-hour answering service that may be reached on **(202) 546-6444**.

EMERGENCIES

What is an emergency? Problems that require immediate attention, e.g., burst pipes, leaking water tanks or other flooding conditions, lack of heat in winter, fire, burglary, unsafe structural conditions, or any other problems the neglect of which would prove harmful to the building structure and/or would pose a danger or threat to your safety.

If you notice the smell of leaking gas, immediately call the Washington Gas Company Hot Line ((703)750-1400 - 24 hours a day) and report the condition. They should respond promptly. In the event of an emergency requiring the assistance of the D.C. Police or Fire Department call 911.

RENT PAYMENTS

Rent checks may be mailed or hand delivered to:

**John C. Formant Real Estate, Inc.
225 Pennsylvania Avenue, S.E.
Washington, D.C. 20003**

Checks must be made payable to John C. Formant Real Estate, Inc. For your convenience, we have a mail slot in our door through which checks, in envelopes, may be dropped after hours. Rent is due on the first of the month unless otherwise expressly noted in your lease. Your rent check must be received at this office no later than the due date. Please remit payments promptly to avoid any late charges. **Where there are multiple tenants, we request that rent be made payable by a single check.**

Please make sure that your name and **property address** are neatly printed on the face of the check. We cannot credit payments without knowing which property they are for.

INSURANCE

It is a lease requirement that all tenants obtain tenant's insurance coverage for their possessions. The possessions that you place in your house or apartment are not covered by the owner's insurance.

UTILITIES AND D.C. WATER CHARGES

If your lease states that you are responsible for payment of utilities, you must notify the utility companies, prior to moving in, to place the accounts into your name. On some occasions, there will be overlapping time periods and a portion of the utility/water-sewer bill may not be your responsibility to pay. In that event, please promptly send the bill in question to us and we will pro-rate the charges and bill you for your share. If the office does not receive this bill in advance of the due date because of your delay, you will be responsible for any late fees and/or any cut-off and/or re-connection charges for non-payment. The following telephone numbers may be of help to you in opening accounts or making appointments, etc. with the utility companies:

Potomac Electric Power Company (PEPCO) (202) 833-7500
Washington Gas Company (703) 750-1500
D.C. Water Department (202) 354-3600

It will be your responsibility as a tenant to make appointments and to be on the premises for reading of the water, electric and gas meters (if the meters are located inside the property). Washington Gas Company has a program for reading gas meters during the hours of 5-7 p.m. on weekdays if you make special arrangements with them.

Neither the owner nor John C. Formant Real Estate, Inc. is responsible for the installation or operation of the telephone service or alarm system (if there is an alarm system). The tenant is solely responsible for making arrangements for the installation and operation of these systems.

PROPERTY INSPECTION

Should you find any faults in the property for which you do not wish to be held responsible for upon your own move-out, please make a note of them and mail us a letter detailing the fault(s) within 10 days of your move-in date. This letter recognizing existing damage will be used to identify damage which occurred prior to your tenancy.

KEYS / LOCK OUTS

A set of keys to the property will be provided to you at the time of your move-in. A duplicate set may be kept in this office. If a lock-out occurs after office hours, the tenant is responsible for calling a locksmith if no one at John C. Formant Real Estate, Inc. is available. Please note that John C. Formant Real Estate, Inc. will charge a lock-out fee if one of our staff is required to assist you after hours. Payment is due at the time of assistance. Any expense incurred is the responsibility of the tenant. Any change of existing locks requires that a duplicate set of keys be given to us immediately.

REPAIR WORK REQUESTS

All repair work in the property must be requested through us. Many owners have warranties, service contracts, etc., which specify who should do the repair work. The tenant will be solely responsible for paying any unauthorized repair work. Work requests that are not emergencies may be telephoned to us during office hours. If repair work requires someone's immediate attention, it will be your responsibility to be there. Please know that contractors are asked to lock all locks when exiting a rental property. Therefore you should carry all your keys after requesting service to prevent lock-outs.

VEHICLE REGISTRATION

Vehicle registration, parking permits and licensing information may be obtained through the D.C. Motor Vehicles Department at (202) 727-6680. All D.C. residents are required to register their automobiles. The Department of Motor Vehicles is at 301 C Street, NW and is open Monday through Fridays from 8:15 a.m. to 3:00 p.m. (Wednesday until 7:00 p.m.). Congressional personnel, military personnel and full time students may obtain reciprocity stickers instead of registering their vehicles.

If you have any other questions please do not hesitate to call. We look forward to working with you.

Sincerely,

John C. Formant Real Estate, Inc.

225 Pennsylvania Avenue, S.E. Washington, D.C. 20003  
Tel : 202.544.3900 Fax : 202.546.1771 www.johncformant.com

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