



OCF REALTY

NEW TENANT WELCOME PACKAGE



- 1 Welcome Letter
- 2 Move-In Procedures, How to Pay Rent, and How to Submit Maintenance Requests
- 3 Tenant Responsibilities & Guidelines, Renew or End Your Lease, and Move-Out Procedures
- 4 Frequently Asked Questions
- 5 OCF Contact List
- 6 Example of Move Out Inspection



WELCOME TO THE OCF REALTY FAMILY!

Dear Tenant,

Welcome to your new home and to our family! We like to think of ourselves as more than just your average Leasing & Sales office. Our team of friendly and locally-based property managers, leasing and sales agents have the personal knowledge to help you conquer all that this great city has to offer.

Since opening our doors in 2008 OCF Realty has established itself as the premier real estate office in Philadelphia. Feel free to stop by our office at anytime with questions, comments or just to say hi!

Until then, we hope this packet will provide you with a guideline on how to Pay your Rent, Request and Track Maintenance Services, a List of Mandatory Tenant Responsibilities and some Frequently Asked Questions. We suggest keeping this Welcome Packet with a copy of your lease.

Thank you again for choosing OCF Realty, Philadelphia's leading neighborhood real estate office. We look forward to getting to know you!

See you around town!



OCF COFFEE

OCF Coffee is part of OCF Realty, Philadelphia's leading real estate agency, and the same people behind the Naked Philly blog. So why would a real estate company get into the coffee business? Quite simply, all three OCF brands are on a mission to enrich the community through real estate development, education, and community engagement.



GET SOCIAL

Catch the latest Philadelphia headlines, learn about local events and browse real estate news on our Instagram, Facebook, and Twitter pages. From fun facts to new city regulations that affect you, we've got Philadelphia covered.



OCF REALTY NEWSLETTER AND NAKED PHILLY BLOG

With so much to keep track of, let us simplify your leasing experience. The OCF Realty Newsletter is a great way to stay up to speed on city and seasonal reminders, leasing responsibilities, local news and more. To sign up for the OCF Realty monthly newsletter, visit ocfrealty.com



MOVE IN PROCEDURES, HOW TO PAY RENT, HOW TO SUBMIT MAINTENANCE REQUESTS

MOVE-IN PROCEDURES

BEFORE GETTING SETTLED INTO YOUR NEW PLACE, YOU MUST COMPLETE THE FOLLOWING TASKS:

1. Contact PGW to set up gas utility in your name: 215.235.1000
2. Contact PECO to set up electric utility in your name: 800.494.4000
3. Provide OCF with your PECO and PGW account number by filling out the gas/electric addendum. Bring it with you on move-in day or send via email to info@ocfrealty.com.

HOW TO PAY RENT

HOW TO PAY RENT IN-PERSON OR BY MAIL

To ensure your payment is received, you must place your rental address on your rent check. One rent check must be made payable to OCF Realty LLC and mailed or dropped off to:

OCF Realty LLC
1936 Washington Ave
Philadelphia, PA 19146

HOW TO PAY RENT ONLINE

To make rent payments securely and free of charge, visit the OCF Realty Tenant Portal on our web site.

- Look for an email from OCF Realty shortly after signing your lease
- Click the link provided in the email to set your password
- Make a single payment or set up your auto pay cycle
- You will receive an automatic confirmation once your payment has been received
- To make future payments, visit ocfrealty.com and log into the OCF Realty Tenant Portal

HOW TO SUBMIT MAINTENANCE REQUESTS

The OCF Realty Tenant Portal can also be utilized to submit maintenance requests and view all current and past requests with the click of a button.

TO SCHEDULE A NEW MAINTENANCE REQUEST:

- Log into the Tenant Portal by visiting ocfrealty.com
- Click on the Maintenance Tab
- Select New Maintenance Request

TO CHECK THE STATUS OF YOUR MAINTENANCE REQUEST:

- Log into the Tenant Portal and Check Your Open Requests
- The Tenant Portal Will Indicate When the Job is Received, Scheduled and Completed

ONLY in the event of a maintenance emergency, call 215.735.7368 and press 9.

All other inquiries must be submitted in writing using the OCF Realty's Tenant Portal.



TENANT RESPONSIBILITIES, HOW TO RENEW / END YOUR LEASE, MOVE OUT PROCEDURES

OCF TENANT RESPONSIBILITIES & GUIDELINES

- Trash must be put out after 8pm the night before your scheduled trash day or you will be fined by the city. To find out when your assigned trash day is, please visit: <http://citymaps.phila.gov/portal/>
- You must receive approval from OCF prior to making home alterations of any kind. Please contact info@ocfrealty.com to gain written approval.
- You must change the HVAC air filter every other month at your expense.
- You must change light bulbs, plunge the toilet(s) and maintain the property.
- You must clear snow and ice if residing in a single-family home immediately after any snow or ice including the steps and the sidewalk. You may hire OCF Realty to shovel and salt your home at a cost of \$25 for interior homes and \$50 for corner homes per occurrence. Contact the OCF Maintenance at repairs@ocfrealty.com three days before expected snow date to guarantee this service.
- You must clear all leaves and debris around any and all drainage to prevent clogged drains.
- You are NOT permitted to dismantle any fire alarm or carbon monoxide detectors. You are required to maintain these detectors and replace the batteries.
- You may not leave burning candles or incense unattended.
- You may NOT smoke inside the residence at any time. All OCF properties are NO SMOKING!
- No pets are permitted in any OCF property without written permission. Should you decide you want a pet after signing your lease, a letter must be sent to info@ocfrealty.com for approval. Pets should not be purchased, adopted or looked after until receiving written approval from OCF Realty.
- If an alarm panel is provided, it is your responsibility to activate it. OCF Realty is not responsible for providing security services. Please refer to the 3rd Party Contact List for OCF Realty preferred vendors.
- OCF Realty highly recommends that all tenants secure renters insurance. Please refer to the 3rd Party Contact List for OCF preferred vendors.

HOW TO RENEW OR END YOUR LEASE

To renew your lease, please send us written confirmation via email (info@ocfrealty.com) or mail 60 days prior to the lease end date. If we do not receive your notification, your lease will automatically renew per the renewal lease terms in the original lease.

To properly end your lease, OCF Realty must receive a lease termination letter from you in writing. This must be submitted to info@ocfrealty.com or via certified letter 60 days prior to lease end date - no exceptions.

MOVE-OUT PROCEDURES

- Check your current lease or lease extension to ensure you move out on the correct day (many of our leases end on the 28th of the month at 12 noon).
- Leave the unit clean and free of personal items when vacating your home or apartment. The property must be in the same condition as it originally was when you moved in. An OCF Property Manager will perform a move out inspection once the unit is empty.
- Return all keys for your unit in a sealed envelope clearly marked with your address and return to our office: 1936 Washington Ave. When returning your keys, be sure to fill out the Key Receipt Form that you will receive at OCF Realty. You are legally in possession of the property until the keys are returned and you have provided written notice that you have vacated.
- Email info@ocfrealty.com and provide your forwarding address as well as a final PGW bill showing a \$0 balance (not applicable to apartments that are all electric).
- Please note that your security return check shall be issued within 30 days of move out, provided that we have the returned keys, a forwarding address and a PGW Final Invoice showing a \$0 balance.



FREQUENTLY ASKED QUESTIONS

QUESTIONS ABOUT TENANT RESPONSIBILITIES

Q. Can I make alterations to my rental unit?

A. We welcome improvements made to your home, however you must receive approval from the Property Owner prior to making alterations of any kind. Please contact info@ocfrealty.com to gain written approval from the Property Owner.

Q. What do I do if I lose my keys?

A. If you find yourself locked out of your home or in need of a new key, you can contact the office for assistance. During office hours, a fee of \$25 will be billed to your account for each replacement key provided. After office hours, if available, an OCF representative will let you in the property and you will be billed a \$100 fee. You may also call a locksmith to have the locks changed. You must provide OCF with a copy of the new key.

Q. Why do I need renter's insurance?

A. The Property Manager or Property Owner is not responsible for your personal property. This is why we highly recommend renter's insurance in the event of an unforeseen circumstance.

Q. Which maintenance responsibilities are mine?

A. As the tenant you are responsible for maintaining the condition of the property as you entered it. Please refer to OCF Tenant Responsibilities & Guidelines for a detailed list of your responsibilities. Notify our maintenance department immediately if you have a maintenance issue outside of these tenant responsibilities.

QUESTIONS ABOUT BILL PAY

Q. What happens if I am late on my rent or my check bounces?

A. Your rent is always due on the first of the month and you can make rent payments online and in-person. If your rent is late, 10% of the total amount owed will be charged to your account on the 5th of each month until your ledger is up to date. If a rent check bounces, a \$50 NSF fee will automatically be charged for each bounced check in addition to any incurred late fees.

Q. How will I get my escrow or security deposit back?

A. After your final inspection, you will need to return your keys, provide a copy of your PGW bill reflecting a zero balance and provide a forwarding address to OCF Realty at info@ocfrealty.com. Once these items have been submitted, you can expect to receive a check within 30 days of your lease end date with an accounting of any deductions.

QUESTIONS ABOUT YOUR LEASE

Q. What do I do if I do not want to renew my lease?

A. If you wish to end your lease, you must submit a lease termination letter in writing by email, in person or via certified letter 60 days prior to the lease end date - no exceptions.

Q. What do I do if I need to get out of my lease early?

A. At OCF Realty, we realize your needs and circumstances can change, however a lease is a contract. If you end your lease early, a penalty equivalent to one month's rent will be charged to your account and you will be held responsible for monthly rent payments until someone takes over your lease or your lease expires.

Q. What is the process for sub-leasing my unit?

A. Sub-leasing is only permitted with owner approval. All sub-leasing requests need to be sent by email to info@ocfrealty.com or delivered in person. A sub-leasing fee of \$250 will be assessed to the current tenant and the new applicant must go through a formal application process. Escrow will be collected from the new tenants, and original escrow will be released to previous tenants only after this is received.



OCF REALTY CONTACT LIST

PROPERTY MANAGEMENT TEAM

Tom Oliver (tom@ocfrealty.com)

Broker of Record

Oversees the Property Management team.

Jennifer Lubin (jennifer@ocfrealty.com)

Controller

Provides owners with monthly statements and ongoing accounting needs/requests.

Monica Mainville (monica@ocfrealty.com)

Accounting Administrative Assistant

Provides assistance to the accounting department.

Ali Jennings (ali@ocfrealty.com)

Leasing Coordinator

Schedules leasing appointments with prospective tenants.

Kevin McGettigan (kevin@ocfrealty.com)

Leasing Communication

Communicated with owners and tenants regarding leasing (applications, leases, renewals, and sublets).

Alexander Grooms (alexander@ocfrealty.com)

Property Manager

Communicates with owners and tenants during the move out process to coordinate turnovers.

Nick Staller (nick@ocfrealty.com)

Property Manager

Communicates with owners and tenants to coordinate maintenance/repairs (excluding turnover work).

Steven Darling (steven@ocfrealty.com)

Property Manager

Communicates with tenants regarding maintenance requests and performs inspections.

Elise LeMay (elise@ocfrealty.com)

Showing Agent

Shows properties to prospective tenants and provides owners with feedback.

Molly Wingert (molly@ocfrealty.com)

Showing Agent

Shows properties to prospective tenants.

Melanie Gerchberg (melanie@ocfrealty.com)

Director of Operations and New Business

Manages organizational processes, customer service, and prospective business.

Ori Feibush (ori@ocfrealty.com)

President, Founder

OFFICE CONTACT INFORMATION

Phone: 215.735.7368

Fax: 215.735.7575

Email: info@ocfrealty.com

HOURS OF OPERATIONS

Monday - Sunday: 9:00am - 6:00pm

LEASING

Email: info@ocfrealty.com

MAINTENANCE

Email: repairs@ocfrealty.com

3RD PARTY CONTACT LIST

UTILITY SERVICES

PGW: 215.235.1000

PECO: 800.949.4000

PREFERRED VENDORS

Alarm Services:

Sentry One Security: 215.779.2760

Renters Insurance:

State Farm Insurance: 215.779.2760

Judd Greenberg: judd@insurancephilly.com

Locksmith Services:

Todaro's Locksmith: 215.468.1119

Bill Martin WJM (open at night): 215.416.1908



EXAMPLE OF MOVE-OUT INSPECTION

MOVE-OUT INSPECTION LIST

After you have moved out of your unit, OCF Realty LLC will conduct an inspection of your unit to determine if there are any changes against your security deposit. This inspection can only be completed after you have moved out of your unit and the unit is completely empty, in the condition surrendered.

CHARGES AGAINST YOUR SECURITY DEPOSIT WILL BE ASSESSED AT THE FOLLOWING RATES:

- Failure to return a complete set of keys (front door, unit door, and mailbox)..... \$150
- Any furniture left in unit will be charged per item..... \$50
- Unclean Refrigerator..... \$30
- Unclean stove..... \$50
- Unclean range hood/filter..... \$25
- Missing/damaged broiler pan..... \$45
- Missing/damaged oven racks (per rack)..... \$35
- General Cleaning (floors, cabinets, windows, etc)..... \$75+
- Unclean Bathroom..... \$65
- Damage to walls/doors (dents, holes, marks, grease, etc. per room)..... \$50
- Painting of walls of a different color than original color (per wall)..... \$50
- Broken, chipped, cracked:
 - Glass/plastic shelf in refrigerator, freezer, or door..... \$25
 - Light fixture/globe..... \$35
 - Window pane (small)..... \$100
 - Window pane (large)..... \$150
 - Patio/front door screen/glass..... \$45
- Chips in porcelain
 - Bathroom/kitchen sink..... \$25
 - Bathtub..... \$25
 - Missing tub/sink stopper..... \$20
- Damaged window screen (each)..... \$35
- Damaged counter tops/cabinets (scrapes, burns, cuts, chips)..... \$90+
- Replace counter top..... \$125+
- Damage to floors (burns, cuts, etc.) per spot..... \$50
- Missing cabinet/door/closet knobs (each)..... \$25
- Damage to carpet (cigarette burns, stains, cuts, etc) per spot..... \$50
- Replacement of carpet/flooring..... At Cost
- Damaged/broken blinds (per set)..... \$30
- Broken mirror..... \$50
- Entry lock changed..... \$100
- Move in/out damage to public/common areas..... At Cost
- Unpaid Rent
- Unpaid Utilities

INSPECTED BY: _____

DATE: _____

LANDLORD: OCF Realty LLC
1936 Washington Ave
Philadelphia, PA 19146