

EASE Property Services

Tenant Resource Guide



Welcome

Whether you are a first time or seasoned renter, all can agree that living in Washington, DC is a unique experience. We have developed this tenant resource guide to provide useful information that you can refer to during your tenancy. Throughout this guide, links and phone numbers are provided for District and Federal government offices and utility providers. Please keep in mind that the information or numbers may change over time and it is ultimately your responsibility to find the information you need.

About Us

EASE Property Services is a boutique, referral-only property management firm that has been around since 2008. Our team has the knowledge and experience to transform even the most challenging situations into positive growth. We strive to make living in an EASE-managed property free of headaches for the residents and property owners alike by responding quickly to queries, communicating openly and honestly, and closing issues as fast as possible.

Our office is located at 1604 Crittenden St NW, Washington DC 20011. While many of us are working remotely or out on property visits, you are welcome to drop in as needed. Located in a 1940's home in the Crestwood neighborhood of DC, we are around Monday through Friday between the hours of 8:30am to 5pm.

Quick Buttons

[Pay Rent](#)

[Maintenance Request](#)

[Contact Us](#)

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Plan Your Move

Utility Setup

Check Paragraph 11 of your EASE lease (the section may vary in non-EASE leases) to see which utility services you need to sign up for and be sure to start services effective as of your move-in date. For electric and gas services, we highly recommend calling to establish an account to coordinate with your move-in date as the online process with Pepco and Washington Gas can take up to a week to connect and can be unreliable at times. If you receive a utility bill that's not addressed to you, let us know and we'll make sure it is taken care of.

- Pepco: (202) 833-7500
 - [Start service](#) in DC
 - Emergency information
 - Electrical emergencies or outages (check first with Pepco as neighborhood wide outages occur often throughout the District): (877) 737-2662
 - [Pepco Outages](#)
- Washington Gas: (844) 927-4427
 - [Start service](#) in DC
 - Washington Gas requires 72 hours (excluding weekends and holidays) to start or stop service. Service initiation fees may apply.
 - Emergency information
 - Gas Emergency Line (if you smell gas or fear a gas leak): (844) 927-4427
- DC Water (WASA): (202) 354-3600
 - DC Water does not create new accounts for owners and tenants, instead they start subaccounts which we will help you create. Look out for an email from EASE within the first month of tenancy, there will be details on how to set up an account with My DC Water that includes the account number and relevant information. EASE will add your name to the water account for the property and prorate the first bill as applicable, although DC Water may take a few billing cycles to add your name. You may receive a bill in the mail from DC Water for the homeowner or previous tenants to the property - these are for the house, regardless of who's name is on the bill.
 - Emergency information
 - Water outages or water/sewer emergencies: (202) 612-3400

Purchase Renter's Insurance

Your landlord's insurance policy only covers damages to the property. Obtaining renter's insurance is an affordable way to protect your belongings when the unexpected happens and is required per the

lease agreement. If you own a vehicle, most insurance carriers will offer a bundle package that will result in additional savings over time. Not all renter's insurance is created equally, the best insurance includes Loss of Use coverage.

Reserve Parking for Moving Truck

Register with the DC Transportation Online Permitting System to obtain a temporary parking permit for your move. Give yourself ample time to apply and receive the permit.

- [Register here](#) for a temporary occupancy permit.
- You will receive a permit and either a "Reserved Parking" or "Emergency No Parking" sign, you'll need the sign to post in the street.
- Required Notice period for posting the signs:
 - 72 hours in advance for residential areas without meters.
 - 24 hours in advance at metered parking spaces in commercial areas.

After Your Move

Properly Dispose of Boxes and Packing Materials

Make sure trash is contained inside your bins and not left piled next to them. Boxes must be broken down and folded into the recycling bin. If you have items that do not fit into the bin, schedule a bulk pick-up with DC 311 and do not put trash out for collection until the scheduled date. If you fail to properly dispose of your moving boxes or bulk trash, DC may fine the property. Any expenses incurred will be passed on to you as per the lease agreement.

- Schedule [bulk trash collection](#)
- Determine your [trash and recycling pick up](#) schedule

Get to Know Your Property

As soon as possible, become familiar with your property. Depending on the rental property, it will be critical to know the locations of:

- Water shut off valves: find the location of the main water shut off valve as well as shut off valves for all toilets, all baths, and under sinks.
- The main circuit breaker: in case the power goes out and you need to reset the tripped circuits.
- GFI (ground fault interrupter) outlets: these have a reset button in case of partial electrical outages.
- Meters: the utility providers may need access to them for billing purposes.

Alterations to the Property

Common alterations include painting, installing TV mounts, closet shelving systems, and mountable storage racks. Any alterations to the property must be approved in writing prior to making them, simply email us at service@leaseindc.com. Most alterations are approved, though any repair expenses resulting from your alteration may result in tenant charges or security deposit deductions. Once an alteration proposal is approved, it is your responsibility to get a licensed contractor to do the project professionally.

Keep In Mind

Any alterations to the property must be approved in writing prior to making them

Pay Rent

Rent can be paid online through your tenant portal or via check mailed or dropped off at our office.

Pay Online

When paying online through your tenant portal, there is a service charge for credit card payments but not for eCheck payments.

- Click here to [pay online](#)

Pay By Check

Checks must be received by the 5th of the month and can be mailed to or dropped off at our office. The address is:

EASE Property Services
1604 Crittenden St NW
Washington, DC 20011

Maintenance Requests

Maintenance items inevitably come up within the first few weeks of living in a new space. We recommend compiling a list of items as they come up and reach out to us at service@leaseindc.com with anything that needs attention. We try to group maintenance requests together so we can knock everything out in as few visits as possible but if there's anything urgent don't hesitate to reach out!

How to Submit a Maintenance Request

Simply email us at service@leaseindc.com or submit a request through the tenant portal. Be sure to include as much detail as possible and photos, if applicable.

- Access the [EASE tenant portal](#) here

Visits by Maintenance Specialists

What to Expect Before the Visit

- Once we review your service request, we will email you back within 24-48 hours about scheduling and we may ask for additional information, photos, and clarification.
- **Availability:** Our handyman and other vendors are typically available the same day (especially when maintenance requests are submitted in the morning) or the next business day. We will respond via email confirming the date of the visit and details. If you would like to request specific days or time frames for the visit, you must explicitly note those requirements in your maintenance request.
- **Timing:** We are not always able to get a precise time estimate for a visit from all of our vendors. Typically, we'll be able to provide a 2-4 hour time frame but often our vendors are coming from other properties and do not know exactly when they'll be available. Please allow for some flexibility as they may arrive early or late and we will do our best to keep you updated about scheduling changes.
- **Access:** If you're not home, no problem, we have keys and can coordinate access on your behalf.
- Keep in mind, per most lease agreements, if we make arrangements for you to meet a vendor and you fail to meet the vendor as scheduled, you may be responsible for any changes incurred for the failure to meet the vendor as scheduled. Additionally, should you require that the vendor's visit be made during the vendor's overtime hours and the work required does not qualify as an emergency, you may be responsible for the additional charges incurred to accommodate non-emergency overtime requests.

What to Expect During the Visit

- Our vendors will assess the issue and make necessary repairs on the spot when possible. There will be times that we'll need the owner's approval before moving forward with repairs and there are times when repairs will take multiple days and or multiple vendors to complete.
- We will do our best to lay out all of the details and estimated time frames, although more details about the issue may arise during the visit, so please be patient as we identify the best solution.

What to Expect After the Visit

- We will follow up within 24-48 hours with an email update of the visit. If additional work is needed, we will do our best to lay out all of the details and estimated time frames though allow for some flexibility while our vendors and our staff identify the best solution.

Maintenance that Requires Multiple Visits

In some cases, maintenance may require multiple visits by multiple vendors to be completely resolved. Typically in these instances, we must first fix the underlying issue and then restore the home to its original condition. We will do everything in our power to expedite a resolution in a timely manner and provide a timeline for completion, however our ability to schedule vendors is at the mercy of vendor availability. In the event of a weather emergency, vendor availability may be stretched thin as they are called to properties across the city. Additionally, we are often at the mercy of supply chain availability - when parts or appliances are back ordered, it may impact the timeframe.

- **Common large scale or multi-visit maintenance projects:** roof leaks, basement floods, plumbing emergencies, major termite damage, storm-related property damage, etc.
- **Timelines:** Timelines vary depending on the issue and vendor availability. We will do everything we can to schedule visits as quickly as possible for timely repairs and will send an email with a project timeline.

Emergency Maintenance

For after hours or weekend emergency maintenance requests, you can submit maintenance requests at service@leaseindc.com, through the tenant portal, or call or text us at (202) 670-4155.

- **Common Emergency Maintenance Issues:**
 - **No heat or air conditioning:** We will do our best to get a vendor out as soon as possible. When appropriate, we will provide temporary solutions such as space heaters or window units for your comfort.
 - **No hot water:** We will do our best to send a plumber out as soon as possible to restore the hot water supply.

- **Water leaks such as backed up plumbing, flooding, or roof leaks:** Please do your best to collect or clean up the water and we will send a plumber or roofer as soon as possible. Engage your renter's insurance for any damage to your personal belongings.
- **Lockouts:** As per most lease agreements, if you are inadvertently locked out, it is your responsibility to call a locksmith, pay any charges incurred, and supply EASE with a new key within 24 hours if a new key was made. We are often available to help out with an extra copy of the key but it's not guaranteed.
- **Is your maintenance concern an emergency or not?**
 - Emergencies are situations that are life threatening or that may cause major damage to your rental home.
 - Always remember: Safety first and stay calm
 - Emergencies causing immediate danger such as fire, call 911
 - Emergencies involving gas, call the gas company and, if necessary, 911
 - Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
 - After contacting one of the above sources, email or call EASE Property Services and report the problem.
 - If there's any question, don't hesitate to reach out. Please keep in mind, tenants are not authorized to hire vendors or initiate repair work unless you receive written approval from the management team.

Keep In Mind

In an emergency situation, think safety first and always remain calm

General Guidance for Tenants

Common Maintenance Issues

Electrical Issues

- **One or multiple outlets not working:** Check the GFCI (ground fault circuit interrupter) outlets or fuses in the breaker box and reset them as needed. If there are any fuses tripped, you'll need to flip the fuse completely off and then back on again. If the fuse continues to trip, you may need to remove some appliances from the outlet. If the issue persists or none of these tips help, submit a maintenance request for service.
- **Major or total electrical outage:** If half or all of the home is without power, check your outage status with Pepco before reporting the outage to them, and before submitting a maintenance request to EASE.
 - Pepco emergency line: (877) 737-2662
 - [Check outage status](#) with Pepco
 - [Report an outage](#) to Pepco

Plumbing Issues

You are responsible for minor plumbing maintenance. These are minor issues that arise from time to time and are generally easy to troubleshoot and resolve independently. Should a vendor be dispatched for something deemed preventable or caused by tenant use/neglect, you will be charged with the repair expense.

- **Plumbing leak:** If you have water leaking from the base of a toilet or a hole in a pipe, report the leak immediately and do your best to contain the leak to prevent property damage. If possible, turn the water off at the closest shut off.
- **Running toilet:** Submit a maintenance request for a quick resolution, running toilets can quickly run up the water bill. In the short term, you can turn off the water to the toilet from the shut off valve when the toilet is not in use.
- **Clogged toilet:** Most clogs are easily fixable with a plunger, a basic bathroom necessity. Make sure that you only flush toilet paper. Paper towels, “disposable” wipes, and feminine products should never be flushed down the toilet.
- **Clogged shower or sink drain:** The primary culprit of bathroom drain clogs is hair. Make sure hair catchers are placed over drains to capture excess hair and debris. If you notice your sink or tub is slow to drain, try to clear it first using a drain zipper, a chemical solution (like Drano) or an auger.
- **Garbage disposal issues:** Avoid using the disposal for large volumes of food, just small scraps, as most food waste should go into the trash can. Never put bones, celery, coffee grounds, eggshells, fruit or avocado pits, grease, pasta or potatoes into the disposal. If your disposal

stops working, turn the power off and reach down into the drain/disposal to make sure that it is not clogged. Most disposals have a reset button underneath, locate it and press it. Turn the power back on and test the disposal. Our maintenance team can help unclog or reset your garbage disposal, but if there is excessive food debris found clogging the blades, you may be responsible for the visit.

- **Dishwasher not draining:** The dishwasher and kitchen sink drain lines are often connected. If your dishwasher is not draining, check to make sure your disposal is working properly and the kitchen sink is draining properly.
- **Dripping faucet:** Submit a maintenance request for a quick resolution.
- **Leak underneath a sink:** Avoid using that sink if possible until we're able to schedule maintenance. If you must use the sink, do your best to contain the leak to prevent property damage.

Heating and Cooling Issues

Promptly report any heating or cooling issues, especially when the outdoor temperatures are over 80 degrees or under 50 degrees, and we will schedule a vendor as soon as possible. Prior to the visit, we may ask:

- Is the HVAC system running at all?
- Does the thermostat have power, and does it need new batteries?
- When was the last time the air filter was replaced or cleaned?
- Are any parts of the system frozen over or leaking?
- If your property has oil heat and you experience furnace difficulties, ensure that you have plenty of oil or propane before reporting the problem

Maintenance Tips

Heating and Cooling Tips for Maximum Efficiency

- **Air filters:** Air filters keep your HVAC system free of dust and debris but they need to be changed regularly to be effective. Dirty air filters can damage the HVAC system and restrict air flow through the system, causing it to overwork and freeze over. Air filters should be checked monthly and replaced as needed or every 3 months.

Keep In Mind

Air filters should be checked monthly and replaced as needed or every 3 months

- **Keep the system on, even when you're not home:** To save energy, and to keep your unit running properly, don't turn it off when you leave for the day. Instead, simply turn the heat up or the air conditioning down a few degrees when you're not home.

Cold Weather Tips

- During winter months, keep the heat between 55-60 degrees to prevent pipes from freezing. If your rental home is heated by fossil fuel, it is your responsibility to ensure that there is always enough oil.
- Turn off water to exterior spigots, and disconnect and drain exterior hoses. Turn off the sprinkler system, if applicable.
- Turn ceiling fans on low in reverse (clockwise when looking up) to circulate warm air.

Water Saving Tips

- Always report running toilets as soon as possible. Running toilets are the number one cause for a high water bill. You can turn off the water to the toilet from the shut off valve when the toilet is not in use until a repair is completed.
- Report water leaks like water dripping from faucets or under sinks, running toilets, and malfunctioning sprinklers.
- After a running toilet or leak repair, check your My DC Water account online to make sure the water usage goes down. EASE does not reimburse for high water bills, it is your responsibility to promptly report plumbing issues so they can be resolved quickly.

Seasonal Considerations

Lawn Care

- If you are responsible for lawn care, make sure that you maintain your lawn so that it's in line with the neighborhood and DC's [Grass and Weed Regulations](#).
- DC Department of Public Works canvases neighborhoods and issues fines for unkempt lawns.
- DC grass season runs from May 1st through October 31st. During the season, the District can issue fines for properties where the lawn is not maintained in a clean, safe, and sanitary condition. The law prohibits residents from allowing grass and weeds on their premises from growing more than 8 inches in height. The law also extends to plants and garden boxes. The key is to keep the area presentable.
- DC can also issue fines between November and April; the key is to maintain a neat and sanitary lawn throughout the year.

Keep In Mind

DC can issue fines for properties where the lawn is not maintained

Snow Removal

- If you are responsible for lawn care, you are also responsible for snow removal.
- District laws require that snow and ice be cleared from sidewalks, handicap ramps and steps in front of street and on the curb within the first 8 daylight hours after snow, sleet, or ice stop falling. During heavy snow or extreme weather, the best practice is to sign up for alerts and follow DC guidelines for snow removal.
- In addition to the front of property, you are responsible for removing snow/sleet/ice from your doorstep to the curb. You must also provide a path that is the entire width of the sidewalk, up to 36 inches.

Appliance Repairs and Replacements

- Please report appliance issues with as much detail as possible, including the make and model number of the appliance and any error codes that may be flashing.
- We may ask you to check the power to the appliance and reset the breaker.
- We cannot automatically replace an appliance because it's not working. A licensed appliance repair technician will be dispatched first to provide their recommendations for repairs or replacement.
- If a replacement is deemed necessary, the property owner will be notified and will select a replacement appliance.
- EASE will order the replacement and coordinate an installation date via email.
- We will do our best to have a replacement appliance installed as soon as possible and in some cases can provide temporary solutions.

Holidays and Travel

- **Mail:** When travelling during the holidays, place a request with the post office to hold your mail during your time away.
- **Holiday lights:** Keep holiday lights off at night and while you are away to minimize the risk of fire.
- **Real trees:** Keep a real tree well-watered to minimize the risk of fire. Keep trees away from fireplaces, heaters, and candles. Be careful with extension cords and do not overload the tree with lights and sockets.

Tenant Responsibilities

Check your lease to familiarize yourself with items considered to be a tenant responsibility. In general, you would be responsible for:

- Keeping the home in a clean and safe condition

- Resetting circuit breakers
- Replacing burnt out light bulbs
- Replacing or cleaning air filters in HVAC systems and water filters in refrigerators, if applicable
- Lawn care/snow removal, if applicable
- Keeping plumbing fixtures clean and free of blockages, including keeping exterior drains free of leaves and draining correctly
- Keeping garbage disposals clean and free of blockages
- General control and elimination of household insects and rodents
- Keeping appliances clean
- Caulking of bathtubs and sinks
- Replacement of broken glass/screens
- Keeping gutters clean
- Replacing batteries in thermostats, smoke/CO detectors, garage door openers, and fan remotes
- Keeping the home heated in winter months
- Turning off water to exterior hose spigots in cold weather to avoid freezing pipes
- Properly disposing of trash and recycling in accordance with regulations and local ordinances
- Promptly reporting any maintenance that requires repairs or replacement beyond general maintenance
- Calling a locksmith in the event of a lockout; a member of the EASE team may be able to assist, but it is not guaranteed

Common Lease Policies

Sublet/Assignment/Roommate Substitution Guidelines

Under most leases written by EASE Property Services, the assignment of a tenant's place on the lease to a new tenant (more commonly referred to as "subletting" or a "roommate swap") is allowed. To confirm, check Paragraph 16 of your EASE lease (the section may vary in non-EASE leases). The following guidelines are put into place to simplify the roommate substitution process for EASE's tenants:

1. Inform EASE of your intentions to to sublet/assign/swap roommates by emailing pierce@leaseindc.com.
2. Find a qualified new tenant that is willing to replace your spot on the Lease Agreement. They must have monthly income in excess of 3x their monthly rental payment. They must have a good credit report with no collections, late payments, or anything else of concern.
3. Send EASE their full name, email address and the date that the swap will be effective. The new incoming tenant will then be sent our online application and credit report. The total cost of the application material to the new incoming tenant is \$35.
4. EASE will inform you if the new incoming tenant's application is approved or denied.
5. If approved, EASE will post the \$250 sublet fee to your online tenant portal where rent is typically paid.
6. Once the \$250 sublet fee is paid, EASE will send out a Lease Addendum which removes your name and adds the new incoming tenant's name.
7. You are responsible for your regular rent payment until the day listed on the Lease Addendum. Please note that you do not have an individual lease for your portion of the rental amount. There is one lease for the entire property. All tenants at the property are jointly referred to as the "Tenant" for the property. All tenants at the property are jointly responsible for the entire rental amount each month. If one tenant is late on his or her portion of the rental amount for a given month, then all of the tenants are late as well.
8. EASE will not perform any turnover work (painting, cleaning, etc.) in between you moving out and the new incoming tenant moving in, so they will need to understand this. If there are ongoing maintenance issues at the property, you may submit a maintenance request to our Service Team at service@leaseindc.com.
9. The new incoming tenant will supply a security deposit directly to the outgoing tenant in the amount of the outgoing tenant's initial deposit. EASE will not return any portion of the original security deposit which is held in our escrow account.
10. All keys, fobs, and garage door openers (if applicable) will be transferred from the outgoing tenant to the new incoming tenant.
11. If you live in an apartment/condo building, it is your responsibility to provide the new incoming tenant with a copy of the building's rules and regulations, make the new incoming

tenant aware of any building move-in fees/deposits, and put them in contact with the building management company. Please double check the building's move-in policy, as the move-in fee or procedures may have changed since you moved-in.

Sublet/Assignment/Roommate Substitution FAQs

Question: I want to move out when our lease term ends, but my other roommates want to sign a lease extension. Am I still responsible for paying the \$250 sublet fee?

Answer: Yes. Even if the roommate substitution occurs at the time of the Lease Renewal, the \$250 sublet fee still applies. You do not have an individual lease for just your portion of the rental amount as there is one lease for the entire property, and all of the housemates are jointly listed as the singular tenant. Due to this, we cannot simply end “your portion” of the lease and continue the rest of the lease with your other roommates.

Question: What if we are swapping out two roommates at the same time? Will the \$250 sublet fee be charged twice?

Answer: As long as we can take care of both swaps on the same Lease Addendum, we will only need to charge the \$250 sublet fee once.

Question: What if the person who took over my spot on the lease stops paying rent? Will I be held responsible? Will my former roommates be held responsible?

Answer: As long as the Lease Addendum which removed you and added the new tenant has been executed and the sublet fee has been paid, you will not be held responsible for any future late payments or violations of the Lease Agreement in general by any current or future tenants. Since all tenants living at the property are jointly listed as the singular tenant on the Lease Agreement, the other tenants that are on the lease may be held responsible if any portion of the rental amount is late.

Question: How is rent handled if the roommate swap is happening in the middle of a given month?

Answer: If you are swapping out roommates at any time that is not the first of the month, the outgoing tenant will still need to pay their regular monthly rental portion in full on the 1st of the month when rent is due. The outgoing tenant shall then work directly with the incoming tenant on being reimbursed for the incoming tenant's pro-rated rental portion for that given month. Starting with the following month (the first full month that the incoming tenant will be at the property), the incoming tenant will be able to pay rent directly through his/her online portal.

Question: When will the new incoming tenant receive their security deposit back?

Answer: If the new incoming tenant stays on the Lease Agreement until it completely ends, they will receive their portion of the security deposit back with the other tenants who are living at the house within 45 days of the Lease Agreement ending.

Breaking the Lease Before the End of the Lease Term

A lease break is when you move out of the property before your lease end date. Breaking your lease is generally not allowed under most leases written by EASE. If you do need to break your lease, EASE will need to consult with the owner of the property prior to giving you approval. As the lease is a legal contract, most times property owners will hold you responsible for rental payments until a new lease is executed in addition to charging a separate “lease break fee.” Every lease break situation is unique and approved on a case-by-case basis, so there is not a standard fee that applies across the board. Please email pierce@leaseindc.com for more details on this process.

Diplomatic/Military Orders/State Department Transfers

As soon as you receive written transfer orders, please email pierce@leaseindc.com and provide the supporting documentation. The leasing team will reach out to coordinate an access schedule so that we can get the property back on the rental market as soon as possible.

Lease Renewals and Lease Termination

Our leasing team will typically reach out around 75 days prior to the end of your lease term to inquire about renewing the lease.

Most leases written by EASE require 60 days notice to vacate while in a fixed-length lease term. If your lease was written by EASE, you can confirm this in paragraph #25, section B of your lease. For example, if your lease ends on June 30th, we would need to receive your notice to vacate prior to May 1st.

For month-to-month leases, 30 days notice to vacate is required. The 30 day notice must coincide with the end of a given month. Month-to-month leases can not end in the middle of a given month. For example, you cannot give notice to vacate on May 15th to end your lease on June 15th. In this example, the notice to vacate would be effective for June 30th. This is because when you are in a month-to-month lease, you are technically in a new lease each month that starts on the first day and ends on the last day. Just like how you cannot give notice to vacate 6 months into a 12 month lease, the same concept applies with month-to-month leases.

If you live in a property with roommates and plan on moving out while your other roommates plan on staying, EASE does not need to receive your individual notice to vacate. While it would be beneficial to keep your roommates in the loop, EASE only requires formal notice to vacate if all tenants of a property are moving out at the same time at the end of a lease term. If just one individual tenant is moving out while others are staying, one of two things will need to happen:

- You will need to find a replacement for your spot on the lease. Full information on the roommates substitution process can be found on page 17 of this guide.

OR

- We will need written confirmation from the remaining tenants that they are okay with paying your portion of the total rent moving forward.

Moving Out

We know moving can be a hassle so we compiled the following details to answer general questions and ease the burden.

Final Rent Payment

- Be sure to submit your final rent payment.
- Turn off your auto payment. Your tenant portal will also be deactivated.

Security Deposit

- Send us your forwarding address.
- Inform us of any ways the deposit will need to be divided.
- Security deposit refunds are processed and returned within the timeframe specified in your lease agreement, which is 30-45 days.
- Security Deposit Deductions
 - Leave the home in good and clean condition, free of trash, debris, and personal items. If you have a pet, please refer to Section 9 of your EASE lease (the section may vary in non-EASE leases).
 - Please make us aware of any damages in/to the home. Failure to do so can result in deductions and delay your security deposit return.
 - We will let you know within 30 days after your lease end date if there are any deductions.

Terminating Utilities

- Pay and close-out any utilities currently in your name, effective the last day of the lease.
- Your name will be removed from the DC Water account in 1-2 billing cycles. If you have auto-pay activated, be sure to deactivate it. Also, if applicable, your final water bill will be prorated.
- Utilities must remain in your possession until the last day of your lease. Lack of electricity or gas can cause damage to the unit and may delay your security deposit return.

Returning Keys

- Leave all of your keys (mailbox, garage clickers, and fobs) on the kitchen counter.

- Lock the door on the way out.
- Reach out to us for any issues with leaving the keys or locking the doors.

Mail Forwarding

- Submit an [Official USPS Change of Address](#).
- Update your accounts and subscriptions (such as Amazon) with your new address.
- As a property management company, we cannot promise to pick up mail that is not forwarded or packages accidentally sent. It may be returned to the sender.

Reserve Parking for Moving Truck

Register with the DC Transportation Online Permitting System to obtain a temporary parking permit for your move. Give yourself ample time to apply and receive the permit.

- [Register here](#) for a temporary occupancy permit.
- You will receive a permit and either a “Reserved Parking” or “Emergency No Parking” sign, you’ll need the sign to post in the street.
- Required Notice period for posting the signs
 - 72 hours in advance for residential areas without meters.
 - 24 hours in advance at metered parking spaces in commercial areas.

Trash - Bulk Items

- Schedule a bulk pick up at least 1-2 weeks in advance. The majority of security deposit deductions come from bulk removal for items left behind.
 - Call 311 or use [DC’s 311 Portal](#) to schedule a bulk pick up. Please note: You cannot move items out to the trash until the date scheduled by DC 311.
 - You can also call your own private bulk removal company at your own expense.
 - You can also visit the [Fort Totten Transfer Station](#) to deliver bulk waste on your own.
- You are liable to receive a fine for leaving trash on the sidewalk/street. If bulk items are left, you may be charged a private junk removal fee.

And that’s about it! Of course this resource guide doesn’t cover every single scenario, but hopefully it has answered a few common questions that come up. For anything else, please reach out! Email us at service@leaseindc.com, submit a request through the tenant portal or call or text us at (202) 670-4155.