

**Option 1 Realty**  
**Property Management Division**



**Resident Handbook**

**This handbook is part of your lease**

**TENANT RULES AND REGULATIONS**

1) Rental Payments	3
2) Security Deposits	3
3) Office Hours and Contact Information	3
4) Rental Use and Insurance	4
5) Keys	4
6) Pets	4
7) Condo/Townhouse/Neighborhood Associations	5
8) Change of Employment Status or Home Phone Number	5
9) Trash Removal	5
10) Parking and Vehicles	5

**LEASE INCEPTION, RENEWAL AND TERMINATION**

1) Move-in Inspections	6
2) Move-out Inspections	6
3) Notice to Terminate	7
4) Early Lease Termination Due to Military Transfer	8
5) Early Lease Termination as a Courtesy	8
6) Showing Your Property	8

**GENERAL MAINTENANCE INFORMATION**

1) Overview	9
2) Periodic Inspections and Repairs	9
3) Painting	9
4) Alterations	10
5) Wells	10
6) Septic Tanks	10
7) Heating With Oil	10
8) Heating With Gas	10
9) Heating with Electric Baseboards	11
10) Heating With a Heat Pump	11
11) Cooling With Central Air or Window/Wall Units	11
12) Electrical Problems	11
13) Smoke Detectors	11
14) Appliance Care	12
15) Drains	12
16) Carpets and Hardwood Floor Covering	12
17) Tub and Tile Care	12
18) Window Treatments	12
19) Yard and Shrubs	13
20) Pest Control	13
21) Fireplaces and Wood Stoves	13
22) Smokers	13

23) Winter Weather	13
24) Summary	13
<b>RESIDENT REMINDERS</b>	<b>14</b>

## Tenant Rules and Regulations

The information provided below consist of information and answers to questions that you may have during your lease period. The regulations contained within are followed consistently by all of our tenants and are designed to make your stay in the property more enjoyable. Your cooperation in following these procedures is greatly appreciated. Any waiver of a noncompliance or breach of these rules and regulations shall not be interpreted as a waiver of any subsequent noncompliance or breach.

### 1) RENT PAYMENTS

All rents are due and payable on the **first day of each month**. The payment must be made by ACH- Direct Deposit (instructions provided), money order, certified or cashier's check. Cash is not accepted. Make sure to write the address of the property you are renting on your check or money order. The payment should be made payable to **CENTURY 21 Option 1 Property Management** and mailed to **8600 Quioccasin Road, Suite 200, Richmond, VA 23229**, attention: Property Management Division. You may pay in person during our normal business hours. You may also use our drop slot, located at the front entrance, but you do so "at your own risk."

**ACH- ONLINE PAYMENTS-** to pay online, please email us at **rentals@c21option1.com** and we will send you a link to create a payment account. Payments online do not clear your account immediately. They will take a few days to clear your account so plan accordingly for the rent to be received by the 5<sup>th</sup>.

The rent shall be late when received after the 5<sup>th</sup> day of the month and a late fee will be assessed and due. The amount of the late fee is stated in your lease. **A \$50.00 NSF Fee**, plus any other remedies allowed under the law, will be assessed in addition to your late fee if a check is returned to use for any reason. Late rental payments will not be tolerated and we will enforce the collection of rents through the court system. "Lost in the mail" or any other reason will not excuse a late payment.

### 2) SECURITY DEPOSITS

Your security deposit will be dispersed to you within **45 days** of vacating the property at the end of the lease period, provided no damages are evidenced and a forwarding address has been supplied by you. The deposit check will be made out jointly when more than one person is named on the

lease. TENANTS HAVE NO RIGHT TO DEDUCT THE SECURITY DEPOSIT FROM ANY RENTAL PAYMENTS.

### 3) OFFICE HOURS AND CONTACT INFORMATION

Office hours are from 9:00 am to 5:00 pm Monday through Friday. The Property Manager can be reached at (804) 421-4012. If no one answers, leave a message and your call will be returned as soon as possible. You can also contact us at [rentals@c21option1.com](mailto:rentals@c21option1.com). Our fax number is (804) 491-3137 and our website is [www.rentalhomesinrichmond.com](http://www.rentalhomesinrichmond.com). For general maintenance repairs, complete a maintenance request form online at [www.rentalhomesinrichmond.com](http://www.rentalhomesinrichmond.com) under the **tenant tab**. In the case of an **EMERGENCY** involving an *immediate* threat to life, health or property, please call 911 if appropriate, then call our office at (804) 270-1600.

### RENTAL USE AND INSURANCE

Remember, you have rented a residential property; therefore, you are only allowed to use the property for residential purposes. You or any guests or visitors are not allowed to disturb any neighbors or allow the premises to be used for any unlawful purposes. **ILLEGAL DRUGS ARE NOT ALLOWED ON OR ABOUT THE PREMISES.**

All personal property is placed on the premises at the sole risk of the tenant. Neither CENTURY 21 Option 1 Property Management nor the landlord will take any responsibility for the loss or damage of your personal property. **You are required to obtain renter's insurance prior to occupancy, provide written proof to Century 21 Option 1 Property Management and maintain the policy coverage throughout the term of the rental agreement.**

### 5) KEYS

You will be issued at least one set of house keys. A fee of **\$75.00** will be charged to you for providing a new set of keys in the event your keys are lost. If you cannot locate your keys after regular business hours, call a licensed locksmith. Should you have the keys duplicated, you must turn in all sets of keys upon vacating the property. You may not re-key any of the locks without the expressed written permission of the Property Management Division. If we determine that you have changed the locks without our permission, we may re-key the locks at any time and charge you for the job. All keys must be returned to our office upon vacating the premises.

### 6) PETS

If your lease allows pets to be kept on the premises, remember the privilege of keeping pets can be revoked at any time. If any animal becomes a nuisance to neighbors, destroys the interior or exterior of the property, or becomes a danger to anyone, you will receive written notice and the pet must be removed within five (5) days of receiving the notice. Pit Bulls, Rottweilers and Dobermans, or any dogs mixed with those breeds, or any dogs that we determine resembles any of those breeds are strictly prohibited.

You will be required to pay a pet deposit, and you will be responsible for any damage caused by the pet and shall pay according to the damage assessed, such as cleaning or replacing of carpet, cabinets, grass, interior and exterior treatment of fleas, ticks, etc. If you are approved for a pet(s) you must obtain an insurance policy providing for liability insurance, as detailed in the Pet Addendum.

We strongly suggest that you obey all local ordinances by keeping your pet on a leash when outdoors, which will prevent the pet from roaming unescorted. Guests are not permitted to bring their pets onto the property you are renting.

## **7) CONDO / TOWNHOUSE / NEIGHBORHOOD ASSOCIATIONS**

In the event that you are renting a unit that is governed with Association By-laws, the tenant agrees to abide by all rules, regulations and restrictions as set forth by the Association. If you violate an association rule or by-law, you will be responsible for the action required to correct it or fine if it applies to the violation.

## **8) CHANGE OF EMPLOYMENT STATUS, PHONE NUMBER OR E-MAIL ADDRESS**

The tenant is required to notify the Property Manager immediately upon the change of employment and provide the Property Management Division with a new work phone number. Any change on an e-mail address or home or cell phone number must also be provided to the Property Manager by email immediately.

## **9) TRASH REMOVAL**

All trash must be removed from the property on a regular basis – at least once a week. Some localities offer trash removal service that you may take advantage of. If your locality does not offer trash removal services, you must contract with a private refuse service, at your expense, or take the trash to an approved dumpsite.

## **10) PARKING & VEHICLES**

All vehicles must be parked in driveways, garages or on the street if allowed. No vehicles are ever to be parked on lawns. DO NOT drive moving vans onto lawns when loading or unloading. This could damage septic systems or sewer lines, which would result in expensive repairs for which you will be responsible. All tenants will observe neighborhood and locality restrictions as to the number and type of vehicles that are permitted to be parked on your property. No boats, campers, RV's, school buses or any other large vehicles are to be parked anywhere on the premises without expressed written approval of the Landlord. No unlicensed or unregistered vehicles will be permitted on the property. Tenant grants the CENTURY 21 Option 1 Property Management the authority and right to have any vehicle that is unlicensed or unregistered towed from the property at the tenant's expense.

## **LEASE INCEPTION, RENEWAL AND TERMINATION**

### **1) MOVE-IN INSPECTIONS**

The tenant will be provided with a “move-in” inspection report from the Property Manager within five (5) days of taking occupancy of the property. The tenant will then have five (5) days to modify any terms of the move-in inspection report. In the event the Property Management Division does not receive a written notice within the proper time period to modify the inspection report, it shall be considered true and accurate by all parties. It is the tenant’s responsibility to make sure that the management company has received the report. This report will be cross-referenced upon your departure, and any damages not deemed normal wear and tear will be addressed with your security deposit funds. Damages in excess of the security deposit will be the responsibility of the tenant.

### **2) MOVE-OUT INSPECTIONS**

The move-out inspection will be performed within three (3) days of lease termination. If you would like to be present, you must notify our office in writing. We will then inform you as to the time and date that we have scheduled the inspection. **Do not schedule your utility shut off until the termination of your lease.** The tenant must provide the Property Manager with a forwarding address in order to receive the security deposit. If the tenant fails to give their forwarding address, the Property Manager will send the move-out damage report and any balance of the security deposit to the last known mailing address of the tenant. If the balance of the security deposit check is returned to Century 21 Option 1 Property Management without any forwarding address, it will be retained until a forwarding address is provided or until the law requires the funds be turned over to the State of Virginia.

It is the tenant’s responsibility to surrender the property (inside and out) with a thorough cleaning job, including but not limited to: all appliances and fixtures, all bathroom fixtures, flooring, light fixtures, heating and air conditioning filters, windows, attic, basement or crawl space, tool shed, etc. All burned out light bulbs must be replaced and batteries in the smoke detectors must be working. The grass must be freshly cut, the yard raked of any debris and the shrubbery trimmed if needed. Here are some specific areas to pay attention too.

## **KITCHEN:**

- Clean all cabinets and draws with a light de-greaser inside and out.
- Clean stove inside and out, remove drip pans clean like new or replace, pull out bottom draw and clean under stove.
- Clean microwave inside and out.
- Clean all back splash with de-greaser.
- Clean refrigerator front, top, vacuum coils, clean inside fridge and freezer.
- Dishwasher cleaned inside and out.

## **WHOLE HOUSE / EVERY ROOM:**

- Clean all baseboards and floors, doors & frames, light switches, blinds, ceiling fans & light globes.
- Clean all inside window and frames.
- Remove all cobwebs from ceilings and corners.
- Bedrooms -- clean all doors, frames, lights & switches, clean all windows & blinds, replace blinds if broken.
- All carpets need to be professionally steamed cleaned; save receipt for your records.
- Clean all step railings & handrails.
- We understand scuffmarks will happen; if they can wash off please do so.

## **BATHROOMS:**

- Clean vanity inside & out, cabinet and drawers; clean toilet and base; clean tub & shower; remove all soap scum & mildew; clean all wood trim, doors & frames; clean all glass, mirrors, & light globes; scrub floors & baseboards.

## **UTILITY ROOM:**

- Clean washer & dryer inside & out; vacuum dryer vent & at base of floor

## **OUTSIDE:**

- Grass and bushes need to be cut and trimmed; flowerbeds weeded, & all trash from property inside and out re-moved.

After a full inspection, we will inform you immediately if there are any items that still need attention. However, **please be advised** that if a re-inspection does occur, you will be charged \$50.00 which will be automatically deducted from your security deposit amount. Our goal in this situation is to not have to charge for an additional trip to the home, so we urge you to read and follow the guidelines that have been provided in order to have a successful transition.

### **3) NOTICE TO TERMINATE**

The tenant is responsible for providing the landlord's agent CENTURY 21 Option 1 Property Management, a **minimum of a sixty (60) day notice PRIOR TO THE AUTOMATIC RENEWAL** of the current lease if you do not wish to renew the lease for another term. **The notice must be made at the beginning of the month and delivered by written notice or by confirmed email.** If the tenant fails to give the proper notice, the lease will automatically renew for another term as stated in the lease. All notices must be in writing and mailed or hand delivered to the Property Manager only. The Property Manager must receive the notice in the appropriate period or it will not be considered valid and proper notice. Excuses of "lost in the mail" or the failure of the post office to deliver the notice on time WILL NOT be accepted.

### **4) EARLY LEASE TERMINATIONS DUE TO MILITARY TRANSFERS**

Upon presentation to our office of military orders, within five (5) days of Tenant receipt of same, you may qualify for an early termination of your lease. Please refer to your lease agreement for more details.

### **5) EARLY LEASE TERMINATION AS A COURTESY**

In the event you desire an early termination of your lease for any reason **other** than a military transfer, we will do our best to accommodate you. However, we must at all times protect the interests of the landlord. Therefore, you will be responsible for ALL terms and conditions of your lease, including, but not limited to: rent payment, utilities and lawn maintenance until a new tenant has taken occupancy.

We will advertise and show the property. Once we have approved a qualified tenant, you will be released from your lease agreement at a time that coincides with the inception of the new tenant's lease. Your security deposit will be returned in the usual fashion, pending the move-out inspection. The fee for this service is **\$ 750.00** and must be paid at the time that you submit a lease reassignment form (available at our office) of your desire for an early termination.

### **6) SHOWING THE PROPERTY**

Upon notice that the lease will not be renewed, the Property Management Division has the authority to show the property to prospective tenants. The Property Manager will give the tenant notice when the property is to be shown and the tenant is expected to have the property in appropriate condition.

Remember that having your home clean and neat for showings will result in us getting it rented sooner, which means you will be bothered less. We will do our best to schedule showings when it is the most convenient for you, but that may not always be possible. If we call your home to schedule a showing, and get no answer or no voice mail, that is still considered notice. We will also try to contact you at all other phone numbers that you have provided to us.

Please maintain these minimum standards during the showing period: keep all rooms dusted and vacuumed, beds should be made, kitchen and bathrooms cleaned and kitchen sinks empty, dogs are penned and litter boxes are empty, lawns should be kept cut and yards raked.

## **GENERAL MAINTENANCE INFORMATION**

### **1) OVERVIEW**

Upon moving in to your home, please familiarize yourself with the property. Locate the breaker or fuse box, the water shut-off and the gas shut-off. This may help avoid damages later.

There is no way this handbook can instruct you as to every item that you must maintain. However, you are expected to be responsible for knowing the things about home maintenance that are necessary to protect and care for the property properly. You will find the information contained herein helpful and it should be used as a guide for maintaining your leased property. **Under no circumstances will a tenant be reimbursed for repairs, alterations or maintenance they performed or cause to be performed without the prior written consent of the Property Manager.**

Renting a home through CENTURY 21 Option 1 Property Management is very different from renting at a large apartment complex. There is no "on premises" maintenance department to take care of maintenance problems for you. You are responsible for taking care of the general maintenance of the property. However, should an incident occur that you feel is out of your responsibility to maintain, it is necessary that you notify the Property Manager in writing immediately. **For general maintenance repairs or emergencies, call our 24-hour maintenance line at 866-877-8597.** Failure to notify us of a problem could result in you being responsible for the repair, replacement, resulting damage, etc. The owner of the property will not pay for damage caused by the tenant's negligence, damage or abuse. **Should you notify the property management department of an item not working property and we send a mechanic who states that the item is in fact working properly and there is no problem or repair to be made, you will be responsible for paying for the mechanic's service call.**

## 2) PERIODIC INSPECTIONS AND REPAIRS

The Property Management Division has the option to do interior and/or exterior inspections of the property and we may do so occasionally to assure the property is being maintained in a favorable manner. In the event we determine the property is in need of general maintenance or cleaning, you will be notified in writing and given the opportunity to make the needed repairs. If the property is not maintained or repaired within the allotted time stated in the letter, we will arrange to have the work completed and you will be charged for the work performed. The charges assessed will be considered "rent due" under the terms of your lease agreement.

## 3) PAINTING

If you wish to paint during the lease term, you must obtain written permission of the Property Manager, including approval of the desired paint color, prior to starting the job. **Natural wood trim or paneling may not be painted.** Any excess paint should be left for touch ups. At the discretion of the Property Manager, you may be required to return what you paint to the original color.

## 4) ALTERATIONS

No alterations will be allowed without prior written permission of the Property Manager. Should you make any authorized improvements to the property, it then becomes the property of the owner of the premises. If an inadequate job is done, the cost of returning the property to its proper condition will be the tenant's financial responsibility.

## 5) WELLS

If the property you are renting has a well, there are several things you need to know. The well pump is operated by electricity. If the electricity is off for any reason, **DO NOT** pump water. During electrical storms, it is wise to fill several containers with water as a precaution. In the event the water from the well becomes discolored or develops any type of unusual odor, contact the Property Manager immediately.

## 6) SEPTIC TANKS

If the property you are renting has a septic tank, keep in mind the septic system cannot accommodate anything other than human waste. Do not place ANY foreign object into the septic system including paper towels, grease, sanitary napkins, disposable diapers, etc. Any water filter associated with the filtration system is your responsibility to maintain. In the event of a septic problem contact the property manager with a maintenance request.

## 7) HEATING WITH OIL

Keep a close watch on the oil level in the tank. The heating system will not function properly without a sufficient fuel level. Low oil levels cause trash in the bottom of the tank to be pumped into the furnace, normally causing the fuel jet nozzle to become clogged. **This is the main reason that oil heating systems stop working and you will be charged for the service call. Even if you put more oil in the tank, the furnace will still not work without a service call and the technician will be able to tell that you ran low on oil before refilling the tank.** We have found that “automatic delivery” is the best way to ensure that you have an adequate supply of oil. The furnace filters **MUST** be changed on a regular basis, every one to two months during the heating season. Changing the filters not only helps to maintain cleaner air, but also helps to assure a properly operating furnace and lower fuel bills. **DO NOT** store any items on or near the furnace.

## **8) HEATING WITH GAS**

The furnace filters **MUST** be changed on a regular basis, every one to two months, to maintain cleaner air and to assure a properly operating furnace and lower fuel bills. **DO NOT** store any items on or near the furnace.

## **9) HEATING WITH ELECTRIC BASEBOARDS**

Usually electric baseboard heat is fairly maintenance free. The most frequent problems that occur are with the fuses. The units **MUST** be vacuumed frequently to keep their operation efficient. Do not block the airflow of this type of heating unit.

## **10) HEATING WITH A HEAT PUMP**

A heat pump operates very similar to a central air conditioning unit. Note that the heat pump handles both the heating and the cooling; therefore, the filter needs to be changed more frequently, at least once a month. Heat pumps have a set of strip heaters that come on manually by turning the thermostat to “emergency heat” or automatically when the temperature outside reaches around freezing and on some units when the unit is low on Freon. If available, read the operating manual. **DO NOT** store any items on or near the furnace.

## **11) COOLING WITH CENTRAL AIR or WINDOW / WALL UNITS**

Filters **MUST** be changed on a monthly basis while in use. Most units require Freon. If you notice a lack of cooling ability a professional air conditioning technician should service your unit. Operation of the unit without a proper Freon charge can destroy the compressor, possibly causing a major repair or replacement at the tenant’s expense. **DO NOT** store any items on or near the unit.

## **12) ELECTRICAL PROBLEMS**

Frequently when tenants experience electrical problems, a circuit breaker has tripped or a fuse has blown. If you have circuit breakers, you should familiarize yourself with how to turn the power off and how to reset a breaker. If the power goes off in a certain room, the breaker may not be tripped all the way. You should try turning the breaker all the way off and then all the way on. You may need to do this a couple of times in order to regain power.

If your panel operates with fuses, make sure you keep several fuses of each amperage on hand. The inside of the socket will state the proper size to use. If you attempt to use a different size fuse it will not screw in far enough to operate properly, **YOU MUST USE THE PROPER SIZE FUZE**. Also, fuse panels have a large fuse buss located behind the breaker bar. Very often, the fuse is okay but the buss is bad.

It is very important that you do not use light bulbs of wattage in excess of what is specified on the lamps or light fixtures. This can damage the fixture or cause a fire.

### **13) SMOKE DETECTORS**

You are required to check and replace the batteries in your smoke detectors. You should do so at least twice a year. You **MUST** notify our office immediately if your smoke detector(s) are not operable. **DO NOT** disable your smoke detectors for any reason. You will be provided an inspection certificate at move in.

### **14) APPLIANCE CARE**

Tenants who have been provided appliances are expected to maintain those appliances in good working condition. Ovens are to be cleaned regularly. Do not use any type of oven cleaner on ovens that are "continuous clean" or "self-cleaning," as the cleaner will destroy the cleaning ability of the oven. All non-frost free refrigerators should be defrosted on a regular basis. Garbage disposals are not intended for pastas, lettuce, rice, bones or grease. Most service calls for repair of the garbage disposal are billed back to the tenant due to improper use. A garbage disposal is to be used for the purpose it was intended. If the sink disposal locks up push the reset button under the disposal to reset before requesting maintenance. **DO NOT** put any foreign objects in the disposal unit. Always run cold water when the disposal is on. **All clothes washers and dryers are left as a courtesy to tenants and will not be repaired by the landlord if they should fail to operate. Maintenance of washers & dryers is the responsibility of the tenants.**

### **15) DRAINS**

If drains become clogged, it is your responsibility to hire a licensed plumber to open the drains. If the plumber determines the cause of the back up is roots in the system, and **ONLY** if that is the cause, the landlord will be responsible for the repair.

### **16) CARPETS AND HARDWOOD FLOOR COVERING**

The tenant on a regular basis, at least once per year, must clean carpets. A lack of cleaning will cause the carpeting to wear faster than normal and may result in a charge to the tenant for excessive wear and tear. Hardwood floors need to be cleaned with cleaning products made for wood floors only. Like carpeting, lack of cleaning and proper care can cause the floors to wear faster than normal and may result in a charge to the tenant for excessive wear and tear.

## **17) TUB AND TILE CARE**

If you have a fiberglass or plastic tub and/or shower enclosure, you must use a special non-abrasive cleanser such as "Soft Scrub." Ceramic tiles should be cleaned regularly. Should you notice cracks in the grouting, it must be repaired. The tenant should notify our office of any cracks **immediately**. Failure to notify our office of any cracks in the grout will result in the tenant being charged for damages caused by water seeping through the cracks.

## **18) WINDOW TREATMENTS**

The landlord or a previous tenant has left any and all window treatments present when you move in as a courtesy. Should they become inoperable, they will not be repaired or replaced. If for any reason you want to remove any window treatments, you must receive written approval from this office. You can store the window treatments and re-install them when you move out.

## **19) YARD AND SHRUBBERY**

All tenants are expected to keep the grass cut and the yard tidy, unless otherwise indicated in the lease. This includes raking leaves, trimming shrubbery, cleaning gutters (professionally cleaned), removing weeds, watering the lawn and shrubbery, removing snow and ice and keeping limbs and vines off of the house. Firewood must be stacked a minimum of twenty feet away from the house or other structures. Regular inspections may be performed to assure the tenant is keeping the yard properly maintained. If not, these services could be contracted for and the tenant will be charged. You **MUST** have a professional clean your gutters. Do not attempt to do this yourself.

## **20) PEST CONTROL**

Please report any problem within five (5) days of taking possession. If not reported in writing or email, it is agreed that the premises have no infestation of any kind and it will be the tenant's responsibility if any future infestations occur. This includes, but is not limited to, ants, roaches, silverfish, mice and rats.

## **21) FIREPLACES AND WOOD STOVES**

Tenants are required to have all chimneys and wood stoves professionally cleaned once a year and must provide a receipt to the Property Manager upon request.

## **22) SMOKERS**

**There is no smoking allowed inside the house.** You will be responsible for all damage resulting in smoking in the house and this may include painting the wall and ceilings and replacement of draperies, carpeting and fixtures.

## **23) WINTER WEATHER**

The foundation vents must be closed in winter and open in the summer. If you find the vents are missing or inoperable, please notify the Property Management Division. To prevent freezing pipes, **DO NOT SET THE THERMOSTAT ANY LOWER THAN 55 DEGREES.** Disconnect water hoses and turn off the water to those spigots during winter months.

## **SUMMARY**

**This Handbook is for you.** We hope it will help make your residency a pleasant one.

Clear communication is the key to a successful Landlord/Tenant relationship. Our Management team is here to help, so if you have any questions, comments or concerns, please contact us. We want you to use us for all of your real estate needs...whether renting, buying or selling.

## **RESIDENT REMINDERS –SPRING and SUMMER**

- Keep your yard maintained. Cut the grass, trim the hedges, weed the beds
- Replace air conditioner filters every 30 days
- Change your smoke detector batteries
- Open your crawl space vents
- Have your carpets professionally cleaned

## **RESIDENT REMINDERS – FALL and WINTER**

- Close your crawl space vents
- Rake your leaves and acorns and remove them from your property

- Don't run out of heating oil
- Have your chimneys professionally cleaned before using for the season
- Change your smoke detector batteries
- Change your furnace filters every 30 days
- Disconnect water hoses and turn off the water leading to outdoor faucets
- Do not use supplemental heating devices, especially kerosene heaters