



TENANT HANDBOOK

Your guide to living well in an Allegiance-managed home

Allegiance Property Management

5100 Leesburg Pike, Suite 200, Alexandria, VA 22302
Office 703-824-4704 | Emergency (24/7) 1-888-831-4079
leasing@allegiancepm.com | www.allegiancepm.com

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WELCOME TO ALLEGIANCE PROPERTY MANAGEMENT

Welcome to your new home, and thank you for choosing Allegiance Property Management (APM).

We're dedicated to making your living experience comfortable, transparent, and stress-free. Whether this is your first rental with us or one of many, our team is committed to supporting you with clear communication, timely maintenance, and respectful service every step of the way.

Our mission is simple: *"Maximizing your investment return through a human-driven property management experience."*

For our residents, this means clear communication, responsive service, and well-maintained homes managed with care.

Office Information

Topic	Details
Address	5100 Leesburg Pike, Suite 200, Alexandria, VA 22302
Office Hours	Monday through Friday, 9:00 AM to 5:00 PM
Main Office Line	703-824-4704
Emergency Maintenance (24/7)	1-888-831-4079

Meet Your Support Team

If you're ever unsure who to contact, reach out to Sal first, he's here to make sure you're supported every step of the way.

Sal Burgos

Client Success Manager

leasing@allegiancepm.com | 703-824-1418

Your main point of contact throughout your lease. Sal guides you through move-in, answers questions about your lease or property, handles HOA communications, and assists with resident concerns.

Kayla Brooks

Director of Maintenance & Property Turnover

repairs@allegiancepm.com | 703-824-4704

Licensed Realtor®, Virginia

Leads all things maintenance and turnover, overseeing inspections and repairs to ensure every home meets Allegiance standards for quality and readiness.

Francisco Flores

Maintenance Coordinator

repairs@allegiancepm.com | 703-592-4544

Manages your maintenance requests, schedules vendors, and provides regular updates so repairs are handled quickly and communicated clearly.

Wilson Arevalo

Leasing & Resident Services Coordinator

leasing@allegiancepm.com | 703-824-4704

Assists with your application, lease documentation, and move-in logistics, keeping your leasing experience smooth and well organized.

Tiffany Caldera

Maintenance Support

repairs@allegiancepm.com

Supports the maintenance team with request tracking and resident communication to help repairs move quickly and smoothly.

Dana Boyle

Accounts Manager, Associate Broker

rent@allegiancepm.com | 703-824-4704

Licensed in Virginia

Handles all billing and financial matters related to your lease, including rent, statements, and deposits.

Courtney Parks

Director of Operations, Principal Broker

team@allegiancepm.com | 703-824-4704

Licensed in the Commonwealth of Virginia

Oversees daily systems, leasing operations, and client support structures. Available for direct assistance or elevated support as needed.

OUR RESIDENT SUCCESS COMMITMENT

At Allegiance Property Management, we believe every resident deserves a home that feels cared for, and a team that's just as invested in your experience as you are in your home.

Our Resident Success Promise is simple: we are proactive, transparent, and human in everything we do.

- **Timely communication.** You'll never wonder who to contact or when to expect a reply. We respond clearly and follow through.
- **Proactive support.** We don't just react to issues, we anticipate them. From maintenance scheduling to renewal reminders, we work to make things smooth before they become stressful.
- **Respect and professionalism.** Every member of our team is committed to treating your time, privacy, and home with care.
- **Accountability.** If something falls short, we'll own it, fix it, and learn from it.
- **Continuous improvement.** Your feedback helps us grow. We regularly review resident insights to improve how we serve you.

We view property management as a partnership, built on trust, empathy, and a shared goal of keeping your home well cared for. Welcome home, and thank you for being part of the Allegiance community.

BEFORE YOU MOVE IN

Moving into your new home should feel smooth, organized, and worry-free. Below is everything you'll need to know to prepare before move-in day.

Utility Setup

This depends on your lease, so if you're unsure which utilities apply to your property, please check your lease agreement or contact us at leasing@allegiancepm.com.

We provide access to an online Utility Setup Portal that makes setting up your utilities quick and hassle-free. Residents are responsible for placing all required utilities in their own name by the first day of the lease, even if your actual move-in date is later. The portal walks you through the process step by step, allowing you to activate all services in one place so everything is ready when you move in.

Access the Utility Setup Portal

<https://utility-setup.com/allegiance-property-management>
Need assistance? Email leasing@allegiancepm.com.

Renter's Insurance

You can obtain renter's insurance through Allegiance Property Management as part of our Resident Benefits Package (RBP). If you prefer to use your own policy, you may opt out and reduce your RBP fee by \$10.95 per month by completing the steps below.

Steps to Opt Out

1. Visit <http://insurance.residentforms.com> and upload proof of your policy.
2. Make sure your policy includes: at least **\$100,000** in property damage and liability coverage; **Allegiance Property Management** listed as *Additional Interest* at PO Box 660121, Dallas, TX 75266; and coverage from an A-rated carrier.

You'll receive confirmation from Second Nature once your policy is reviewed and approved. If you enrolled through the RBP, no further action is required, your coverage is already active as of your lease start date.

HOA & Community Guidelines

If your property is part of an HOA or condominium community, we'll provide the HOA guidelines and necessary documentation before your move-in date. In most cases, parking and pool passes are provided along with your keys. If you are unsure or need additional passes, email leasing@allegiancepm.com.

Keys and Access

Your move-in is contactless for your convenience. You'll receive your lockbox code and location details by email or text message on the morning of your move-in day. Use the code to access your keys and leave the lockbox securely in place after removing them; an Allegiance representative will retrieve it after your move-in.

If you experience any issues accessing the property, contact leasing@allegiancepm.com or call 703-824-4704 during office hours. For after-hours emergencies, call our 24/7 Emergency Line at 1-888-831-4079.

Maintenance on Move-In Day

If you notice any maintenance concerns after moving in, please submit a service request through Property Meld at app.propertymeld.com. Our maintenance team will review and schedule the repair as quickly as possible, with updates sent directly through Property Meld.

PAYMENTS & FINANCES

Paying rent and managing your account is simple and secure through our Rentvine Resident Portal. Below is everything you need to know about payment deadlines, accepted methods, and renewals.

Rent Due Dates & Late Fees

Rent is due on the 1st of each month and is considered late after the 5th. Payments received after the 5th are subject to a 10% late fee, automatically applied at midnight on the 6th.

As part of your Resident Benefits Package (RBP), all residents receive one late fee forgiveness per 12-month lease term, provided the rent payment is made by the 15th of the month (NSF fees are not included).

If you anticipate any issue paying rent on time, please contact Dana Boyle, Accounts Manager, at rent@allegiancepm.com before the due date to discuss possible arrangements.

Accepted Payment Methods

We accept the following payment types through your Rentvine Resident Portal:

- **E-Check (ACH):** free when linked to your bank account
- **Credit or Debit Card:** standard processing fees may apply

All payments must be made through the online portal for accurate and timely processing. Paper checks, cash, and money orders are not accepted.

Accessing Your Resident Portal

Once your lease is finalized and your account created, you'll receive your Rentvine Resident Portal invitation within 24 to 48 hours. Your portal allows you to:

- View balances and payment history
- Schedule one-time or recurring payments
- Manage or delete autopay
- Download lease documents and statements

If you haven't received your invitation or need login help, contact leasing@allegiancepm.com.

Lease Renewal

We'll reach out about renewals 90 days before your lease end date. If you'd like to discuss renewal earlier or explore lease options, contact leasing@allegiancepm.com.

Need Help with Your Portal?

Need	Contact
Log in	https://allegiancepm.rentvine.com/resident
Billing & rent questions	Dana Boyle, Accounts Manager - rent@allegiancepm.com 703-824-4704
Technical issues (password resets, payment errors)	leasing@allegiancepm.com

Resident Benefits Package (Summary)

Every Allegiance resident is automatically enrolled in the Resident Benefits Package (RBP), which enhances your living experience through added protections and conveniences.

Included Benefits

- 24/7 Maintenance Coordination
- HVAC Filter Delivery (every 3 months)
- Credit Reporting
- Late Fee Forgiveness
- \$1M Identity Protection
- Resident Rewards
- Access to Vetted Vendors

Available Add-Ons

- Renter's Insurance (if you don't provide your own)
- On-Demand Pest Control (via PestShare)
- Renewal & Loyalty Perks

Tip

If you are ever unsure about your RBP enrollment details, revisit this section or reach out to leasing@allegiancepm.com.

MAINTENANCE & REPAIRS

We're committed to keeping your home safe, comfortable, and well-maintained. Our maintenance team works with licensed and insured vendors to ensure all repairs meet Allegiance Property Management's standards of quality and reliability.

Submitting Maintenance Requests

All maintenance requests should be submitted through Property Meld, our online maintenance coordination platform, at app.propertymeld.com. With Property Meld you can:

- Submit maintenance requests with photos or videos
- Track progress and vendor updates
- Communicate directly with our maintenance team

If you have any issues accessing Property Meld, email repairs@allegiancepm.com and we'll help you get connected. For maintenance assistance during business hours, call our Maintenance Direct Line at 703-592-4544, or call the Main Office at 703-824-4704 and press 1 for maintenance.

Please Note

All maintenance is coordinated exclusively by Allegiance Property Management to ensure consistency, safety, and warranty protection. Please do not hire or schedule your own vendors.

Emergency Maintenance (24/7)

For urgent issues that threaten health, safety, or major property damage, call our 24/7 Emergency Line at 1-888-831-4079. Examples of emergencies include:

- Active water leaks or flooding
- No heat during freezing temperatures
- Gas leak or smell of gas (after calling 911 or the utility provider)
- Fire, smoke, or sparking electrical issues (after calling 911)
- Sewage backup
- Total power outage not caused by the utility company
- Broken exterior door or window that compromises security

For immediate life-threatening emergencies such as fire, smoke, or gas leaks, always call 911 first, then contact our emergency line. For all other repairs, submit a request through Property Meld, or call 703-592-4544 (or 703-824-4704, press 1) during business hours.

Resident Responsibilities

While APM manages all major repairs and systems, residents play an important role in keeping their home in good condition.

Everyday Care

- Keep your home clean, sanitary, and free from damage.
- Dispose of trash in sealed containers.
- Maintain flooring and appliances in good condition.
- Promptly report damage or defects through Property Meld.

Systems & Utilities

- Operate all systems and appliances safely.
- Replace light bulbs and fuses as needed.
- Change air filters at least every three (3) months; if enrolled in the RBP, install provided filters within two (2) days of receipt.
- Keep drains and toilets clear.
- Maintain caulking around tubs and showers to prevent leaks and water damage.
- Drain outdoor spigots each fall to prevent frozen pipes.

Avoidable Charges

Residents may be charged for unnecessary or missed appointments, such as:

- Calling for tripped breakers that can be reset by checking the circuit panel
- Missing a scheduled maintenance appointment
- Missing a required inspection or compliance visit that requires access

Quick Tip

When submitting a request, include photos, a short description, and your preferred access times to help our team resolve your issue quickly.

HEALTH, SAFETY & COMPLIANCE

A safe and healthy home benefits everyone. Follow these guidelines and notify APM promptly if you notice anything that could affect your safety or the property's condition.

Mold & Moisture Prevention

- Keep your home ventilated and dry to prevent mold or mildew.
- Run bathroom exhaust fans during and after showers.
- Promptly report any leaks, moisture buildup, or visible mold through Property Meld or by emailing repairs@allegiancepm.com.

Smoke & CO Alarms

- Report any malfunction of smoke or carbon monoxide alarms to Allegiance Property Management in writing immediately.
- Never disable, remove, or cover safety devices.

Trash & Sanitation

- Follow community guidelines for trash pickup and recycling.
- Keep common areas, patios, and balconies free of debris.
- Properly dispose of household waste to prevent odors, pests, and health hazards.

Seasonal & Exterior Safety

- Remove snow and ice from steps and walkways when required by your lease or HOA.
- Keep exterior drains or gutters clear where resident responsibility applies.

Security & Compliance

- Lock doors and windows when away from home.
- Do not duplicate keys or change locks without written approval.
- Follow HOA or condominium rules and all local ordinances.

PEST CONTROL

Maintaining a clean home helps prevent pest issues, but sometimes professional assistance is necessary. As part of your Resident Benefits Package (RBP), Allegiance Property Management offers access to On-Demand Pest Control powered by PestShare, a fast and affordable way to request professional pest treatment whenever you need it.

Program Overview

Detail	Information
Type	Monthly paid add-on (optional within the RBP)
Provider	PestShare, via Allegiance's Resident Benefits Package
Coverage	Ants, bed bugs, cockroaches, fleas, ticks, mice, weevils, mites
Requests	Up to 4 service requests per year for covered pests
Warranty	Each service includes a 30-day warranty; no additional cost per visit for covered pests

How It Works

3. Submit your service request online at pest.residentforms.com.
4. Complete a short questionnaire to identify the pest issue.
5. A vetted local PestShare vendor will contact you to schedule service.

Enrollment

Enrollment in On-Demand Pest Control is optional and available through your Resident Benefits Package (RBP). You can add it when signing your lease or opt in at any time during your tenancy. To enroll, email leasing@allegiancepm.com and our team will activate the monthly add-on for you.

If you choose not to enroll, you remain responsible for keeping your home pest-free and reporting any pest concerns promptly.

Non-Covered Pests

If a pest is not included in the On-Demand Pest Control coverage, you can still submit a request through PestShare. When possible, PestShare will refer a vetted vendor and provide discounted group-rate pricing; any charges for non-covered pests are paid directly to the vendor. If you receive a bill after service, it usually means the pest was not covered under your RBP plan. For billing or service questions, contact claims@pestshare.com.

Preventive Tips

- Wipe countertops and clean up spills promptly.
- Store food and pet food in sealed containers.
- Avoid leaving pet food out overnight.



- Take trash out regularly and use sealed bins.
- Keep sinks and drains clean and free of standing water.
- Report pest activity early through Property Meld or repairs@allegiancepm.com.

MOVE-OUT PROCESS

Moving out smoothly begins with planning ahead. This section outlines what to expect, what to prepare, and how to ensure your security deposit is returned as quickly as possible.

Before You Move

To avoid unnecessary charges and help us process your security deposit efficiently, please complete the following before vacating:

- **Provide your forwarding address:** submit your new mailing address in writing before move-out so your security deposit statement and refund can be sent promptly.
- **Settle final utility bills:** provide proof of payment for all final utility bills (electricity, water, gas, trash, etc.) before your deposit can be released.
- **Request a move-out inspection:** you have the right to attend if requested in writing before your departure. This inspection is conducted on or within 72 hours after your move-out date, once the property is completely empty.
- **Return all property items:** return all keys, fobs, remotes, and passes provided at move-in.

Note: some move-out requirements may vary based on your lease. If you're unsure which items apply to your home, review your lease or contact leasing@allegiancepm.com.

Cleaning & Condition Checklist

Your home should be returned in the same clean condition as when you moved in:

- Professionally clean the home, including carpets and appliances.
- Replace air filters and ensure all light bulbs are in working order.
- Remove all personal belongings and trash from the property.
- Ensure lawns and outdoor areas are mowed, weeded, and free of debris.
- If pest issues were caused during your occupancy, arrange for pest treatment before moving out.

If You Had Pets or Assistance Animals

- Have carpets professionally cleaned and deodorized.
- Arrange for professional defleaing and deticking treatment by a licensed exterminator.
- Provide paid receipts for these services before your deposit is processed.
- You are responsible for any pet-related damages, odors, or stains identified during the inspection.

Security Deposit Return

Your security deposit is returned according to the Virginia Residential Landlord and Tenant Act (VRLTA) and your Lease Agreement.

- **Timeline:** returned within 45 days after the lease ends or after you vacate, whichever occurs last.
- **Itemized statement:** you'll receive a written statement detailing any deductions within the same 45-day period.
- **Extended timeline:** if third-party repairs are needed and exceed the deposit amount, the return period may extend by 15 additional days (up to 60 days total).
- **Eligibility:** your deposit return depends on completing all lease obligations, including cleaning, repairs, and providing your forwarding address and final utility proof.

Note: no interest is paid on security deposits, as allowed under Virginia law.

Forwarding Address & Communication

- Provide your forwarding address in writing before vacating.
- If none is provided, the statement will be mailed to your last known address, and any refund will be held until you provide the new one.
- After one year without a forwarding address, unclaimed deposits are sent to the Commonwealth of Virginia, closing the account permanently.

Quick Move-Out Checklist

Task	Required	Notes
Submit written notice to vacate	Yes	As required by lease
Provide forwarding address	Yes	Must be received before move-out
Provide proof of final utility payments	Yes	Required for deposit release
Schedule or request move-out inspection	Yes	On or within 72 hrs after move-out date
Return all keys, fobs, and passes	Yes	Leave in designated location
Professional cleaning completed	Yes	Provide paid receipt
Pet-related cleaning (if applicable)	Yes	Include extermination and carpet receipts
Remove all personal items and trash	Yes	Avoid disposal fees

Security Deposit FAQs

When will I get my deposit back?

Your security deposit (minus any deductions) will be returned within 45 days after your lease ends or after you vacate the property, whichever occurs later.

Will I receive a breakdown of any deductions?

Yes. You'll receive a written itemized statement listing any deductions within the same 45-day timeframe.

Can the timeline be extended?

Yes. If third-party repairs are required and exceed your deposit amount, the return period may be extended up to 60 days total.

What can be deducted from my deposit?

- Unpaid rent or utilities
- Cleaning or damage beyond normal wear and tear
- Replacement costs for missing keys, remotes, or passes
- Charges for missed appointments or unreported damage

How can I make sure my deposit is returned quickly?

- Complete all required cleaning and repairs
- Provide your forwarding address and proof of final utility payments
- Return all keys and property items

Who do I contact with questions about my deposit?

leasing@allegiancepm.com

QUICK REFERENCE GUIDE

Topic	Contact / Link
Main Office	703-824-4704
Maintenance Direct Line (business hours)	703-592-4544
Main Office maintenance menu	Call 703-824-4704 and press 1
Emergency Maintenance (24/7)	1-888-831-4079
Resident Portal	allegiancepm.rentvine.com/resident
Maintenance Requests	app.propertymeld.com
Email (General Support)	leasing@allegiancepm.com
Rent & Billing Questions	rent@allegiancepm.com
Maintenance Team	repairs@allegiancepm.com
Move-Out Questions	leasing@allegiancepm.com
Resident Benefits Package Info	leasing@allegiancepm.com

GLOSSARY OF COMMON TERMS

Allegiance Property Management (APM)

The company responsible for managing your rental home, coordinating maintenance, collecting rent, and ensuring a positive resident experience.

Resident Benefits Package (RBP)

A monthly program that provides added value and convenience, including maintenance coordination, credit reporting, HVAC filter delivery, identity protection, and one late fee forgiveness per lease year.

Property Meld

A secure online platform used to submit, track, and communicate about maintenance requests. Accessible at app.propertymeld.com.

Rentvine

The resident portal for paying rent, setting up autopay, and accessing lease documents. Accessible at allegiancepm.rentvine.com/resident.

Second Nature

A third-party partner that manages key features of the RBP, including HVAC filter delivery and insurance verification.

PestShare

The pest control provider that works with Allegiance through the RBP.

Forwarding Address

The new address you provide in writing before move-out so your security deposit refund and final statements can be mailed correctly.

Move-Out Inspection

A walkthrough performed by Allegiance staff on your move-out date or within 72 hours after, to document the property's condition and determine deposit deductions if any.

HOA (Homeowners Association)

A community organization that sets and enforces neighborhood or building rules, such as parking, trash pickup, and exterior maintenance.

Utility Setup Portal

A one-stop online service that helps you transfer or activate required utilities for your new home.

Maintenance Direct Line

The business-hours phone line for maintenance questions: 703-592-4544, or 703-824-4704 and press 1. Routine requests should still be submitted through Property Meld.

Emergency Maintenance Line

A 24/7 phone number for urgent maintenance issues: 1-888-831-4079. Always call 911 first for fire, smoke, or gas emergencies.

Normal Wear and Tear

Minor signs of use or aging that are not considered damage and won't be charged against your deposit.

Damage

Any repair or replacement required due to neglect, misuse, or accidents caused by residents, guests, or pets.

Security Deposit

The refundable amount paid at the beginning of your lease, held as protection against unpaid rent or property damage. Returned within 45 days after move-out, per Virginia law.

Renter's Insurance

Insurance coverage that protects your belongings and provides liability coverage for accidental damage or injury. Required for all residents.

Additional Interest

The clause on your renter's insurance that lists Allegiance Property Management as a party to be notified of policy changes or cancellations.

NSF (Non-Sufficient Funds)

A banking term meaning your payment didn't clear due to insufficient funds. NSF fees are not covered by late fee forgiveness.

Vendor

A licensed and insured professional hired by Allegiance to complete maintenance or repair work in your home.

Resident Rewards

A benefit included in the RBP that lets you earn points, discounts, or gift cards for on-time rent payments and engagement.

Identity Protection

A coverage feature of the RBP that monitors your credit and helps you recover your identity in the event of fraud or data theft.

Move-In Inspection

The initial walkthrough or photo documentation process to record the property's condition at the start of your lease.

Lease Renewal

The process of extending your lease for another term. Allegiance typically contacts residents 90 days before lease end.

Resident Portal Invitation

The email you receive, usually within 24-48 hours after signing your lease, to set up your Rentvine account.

HVAC Filter Delivery

A recurring RBP service delivering replacement air filters every three months.