



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: 1-888-831-4079

✉ tenants@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 it's 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

Address

5100 Leesburg Pike, Suite 200
Alexandria, VA 22302, United States

Office Hours

Monday–Friday | 9:00 AM – 5:00 PM

Main Office Line

 703-824-4704

Emergency Maintenance (24/7)

 1-888-831-4079



Meet Your Support Team

Sal Burgos – Client Success Manager

 tenants@allegiancepm.com |  703-824-1418

Sal is your main point of contact throughout your lease. He'll guide you through move-in, answer questions about your lease or property, handle HOA communications, and assist with resident concerns.

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.

Kayla Brooks – Director of Maintenance & Property Turnover

 repairs@allegiancepm.com |  703-824-4704 |  Licensed Realtor®, Virginia

Kayla leads all things maintenance and turnover. She oversees inspections, coordinates repairs, and ensures every home meets Allegiance standards for quality and readiness.

Francisco Flores – Maintenance Coordinator

 repairs@allegiancepm.com |  703-592-4544

Francisco manages your maintenance requests, schedules vendors, and provides regular updates. His goal is to ensure repairs are handled quickly and communicated clearly.

Wilson Arevalo – Leasing & Resident Services Coordinator

 tenants@allegiancepm.com |  703-824-4704

Wilson assists with your application, lease documentation, and move-in logistics. He ensures your leasing experience is smooth and well-organized from start to finish.



Dana Boyle – Accounts Manager, Associate Broker

✉️ rent@allegiancepm.com | ☎️ 703-824-4704 | 📜 Licensed in Virginia

Dana handles all billing and financial matters related to your lease, including rent, statements, and deposits. Reach out to her for any questions about payments or account details.

Courtney Parks – Director of Operations, Principal Broker

✉️ team@allegiancepm.com | ☎️ 703-824-4704 | 📜 Licensed in the Commonwealth of Virginia

As Director of Operations, Courtney oversees daily systems, leasing operations, and client support structures. While you'll mainly interact with our department leads, she's always available should you need direct assistance or elevated support.

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.

That means:

- **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 tenants@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 that everything is ready and active when you move in.



👉 Access the Utility Setup Portal:

<https://utility-setup.com/allegiance-property-management>

If you need assistance at any point, our team is happy to help — just email tenants@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/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 & liability coverage**
 - ✓ **Allegiance Property Management** listed as *Additional Interest*
 - ✓ Address: *PO Box 660121, Dallas, TX 75266*
 - ✓ Coverage from an **A-rated carrier**

What Happens Next

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 you with 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, please email **tenants@allegiancepm.com** for assistance.

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 **tenants@allegiancepm.com** or call **703-824-4704** during office hours.

For after-hours emergencies, call our **24/7 Emergency Line: 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. You'll receive updates directly through Property Meld, ensuring clear communication from start to finish.



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 24–48 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 **tenants@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 **tenants@allegiancepm.com**.



Need Help with Your Portal?

If you experience any issues with payments or login, we're here to help.

 Log In: <https://allegiancepm.rentvine.com/resident>

For Billing & Rent Questions:

Dana Boyle – *Accounts Manager*

 rent@allegiancepm.com |  **703-824-4704**

For technical issues (password resets, payment errors), email **tenants@allegiancepm.com**, and our team will guide you through the next steps.

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

 **Questions?** Email tenants@allegiancepm.com

Tip:

If you are ever unsure about your RBP enrollment details, visit the RBP section of this handbook or reach out to our team for assistance.

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.

We use Property Meld to ensure all requests are tracked, scheduled, and updated efficiently for your convenience.

 **Access Property Meld:** <https://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.

All maintenance is **coordinated exclusively by Allegiance Property Management (APM)** 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:**

 **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**, and our team will assign it promptly 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

Monthly Paid Add-On: (optional within the RBP)

Provider: PestShare (via Allegiance's Resident Benefits Package)

Coverage: Professional treatment for common household pests, including:

Ants • Bed Bugs • Cockroaches • Fleas • Ticks • Mice • Weevils • Mites

How It Works:

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

- Up to **4 service requests per year** for covered pests
- Each service includes a **30-day warranty** to ensure full treatment
- **No additional cost** per visit for covered pests

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 **tenants@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 to 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

A few simple habits can go a long way in preventing pest issues:

- 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 steps 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.

- **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 the move-out inspection 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, please review your lease or contact us at tenants@allegiancepm.com.



Cleaning & Condition Checklist

Your home should be returned in the same clean condition as when you moved in. Below is a summary of the **standard move-out cleaning expectations**:

- 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

Additional cleaning requirements apply for homes with 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:** The deposit (minus any deductions) will be 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, we may extend the return period by an additional **15 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

To ensure a timely refund:

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

Deductions may include:

- 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?

To avoid delays:

- 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?

 tenants@allegiancepm.com

Quick Reference Guide

Topic	Contact / Link
Main Office	703-824-4704
Emergency Maintenance (24/7)	1-888-831-4079
Resident Portal	allegiancepm.rentvine.com/resident
Maintenance Requests	app.propertymeld.com
Email (General Support)	tenants@allegiancepm.com
Rent & Billing Questions	rent@allegiancepm.com
Maintenance Team	repairs@allegiancepm.com
Move-Out Questions	tenants@allegiancepm.com
Resident Benefits Package Info	tenants@allegiancepm.com

Glossary of Common Terms

Term	Meaning
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 Resident Benefits Package (RBP), including HVAC filter delivery and insurance verification. You may receive communication directly from them about your enrollment or insurance confirmation.
PestShare	The pest control provider that works with Allegiance through the RBP. Residents can request professional pest treatments for covered pests using the PestShare system.
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 (or a representative) 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. Some properties may require passes or permits.
Utility Setup Portal	A one-stop online service that helps you easily transfer or activate required utilities for your new home. Available at utility-setup.com/allegiance-property-management .
Emergency Maintenance Line	A 24/7 phone number for urgent maintenance issues that could cause injury, property damage, or health hazards. Call 1-888-831-4079 . Always call 911 first for fire, smoke, or gas emergencies.
Normal Wear and Tear	Minor signs of use or aging (like small nail holes or light carpet wear) 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. Costs for these repairs are deducted from the security deposit.
Security Deposit	The refundable amount paid at the beginning of your lease, held by Allegiance 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 in your account. NSF fees are not covered by late fee forgiveness.
Vendor	A licensed and insured professional (e.g., plumber, electrician, cleaner) 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 through the program.
Identity Protection (AIG)	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) that allows you to set up your Rentvine account.
HVAC Filter Delivery	A recurring service under the RBP where replacement air filters are delivered directly to you every three months to maintain air quality and system efficiency.

