

# NEW TENANT WELCOME PACKET



OCF REALTY

BUY • RENT • SELL • MANAGE • DEVELOP





# WELCOME TO THE OCF REALTY FAMILY!

Dear Tenant,

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

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

Until then, we hope this packet will provide you with a guideline on how to pay your rent, how to request and track maintenance services, a list of mandatory tenant responsibilities and some frequently asked questions. We suggest keeping this Welcome Packet with a copy of your lease.

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

See you around town!



## OCF COFFEE

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



## GET SOCIAL

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



## OCF REALTY NEWSLETTER AND NAKED PHILLY BLOG

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



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

## MOVE-IN PROCEDURES

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

- Contact PECO to set up electric utility in your name: 800.494.4000
- Contact PGW (if applicable) to set up gas utility in your name: 215.235.1000
- Provide OCF with your PECO and PGW account number by filling out the gas/electric addendum. Bring it with you on move-in day or send via email to [welcome@ocfrealty.com](mailto:welcome@ocfrealty.com).
- Bring a certified check, cashier's check, money order, or cash for the security deposit. **Personal checks and online payments will not be accepted for this deposit.**
- Any of the above payment options are available to pay for other fees/deposits (pet, parking, water, etc.). You may also bring in a personal check for these items. **Please note:** these payments must be separate from the security deposit.

## OCF REALTY TENANT PORTAL

The OCF Realty Tenant portal can be used to pay rent online, review your tenant ledger, submit new maintenance requests, and view all current and past maintenance requests with the click of a button, all from your phone or tablet or web browser

## HOW TO PAY RENT

### TO PAY RENT IN-PERSON OR BY MAIL:

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

OCF Realty LLC  
1936 Washington Ave  
Philadelphia, PA 19146

### TO PAY RENT ONLINE: (through Appfolio)

To make rent payments securely and free of charge, visit the OCF Realty Tenant Portal on our website and log into Appfolio. Look for a registration email from Appfolio shortly after signing your lease.

- Click the link provided in the email to set your password
- You can make a single payment or set up your auto pay cycle
- You will receive an automatic confirmation once your payment has been received

## HOW TO SUBMIT MAINTENANCE REQUESTS

To submit a new maintenance request and view all current and past requests, visit the OCF Realty Tenant Portal on our website and log in to Property Meld. Look for a registration email from Property Meld shortly after signing your lease.

### TO SCHEDULE A NEW MAINTENANCE REQUEST:

- Click "New Meld"
- Fill out the form with the details of your maintenance request
- If you wish to be present during the maintenance visit, select at least five available appointment windows
- After creating your maintenance request, you can upload pictures to further expedite your repair
- Check the status of your current or past maintenance requests at any time, right from the Property Meld dashboard

Only in the event of an emergency, call **215.735.7368** to notify us of your emergency request. If it is outside of our normal business hours (**Mon-Sun 9AM to 5:30PM**), press 9 to be connected to our After Hours Emergency Line.



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

## OCF TENANT RESPONSIBILITIES & GUIDELINES

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

## HOW TO RENEW OR END YOUR LEASE

- To renew your lease, please send us written confirmation via email ([sarahg@ocfrealty.com](mailto:sarahg@ocfrealty.com)) or mail 60 days prior to the lease end date. If we do not receive your notification, your lease will automatically renew per the renewal lease terms in the original lease.
- To properly end your lease, OCF Realty must receive a lease termination letter from you in writing. This must be submitted to [sarahg@ocfrealty.com](mailto:sarahg@ocfrealty.com) or via certified letter 60 days prior to lease end date - no exceptions.

## MOVE-OUT PROCEDURES

- Check your current lease or lease extension to ensure you move out on the correct day (many of our leases end on the 25th or 26th of the month at 12 noon).
- Leave the property clean and free of personal items when vacating. The property must be in the same condition as it originally was when you moved in. An OCF Property Manager will perform a move out inspection once the unit is empty.
- Return all keys for your property in a sealed envelope clearly marked with your address and return to our office at 1936 Washington Ave. When returning your keys, be sure to fill out the Key Receipt Form that you will receive at OCF Realty. You are legally in possession of the property until the keys are returned and you have provided written notice that you have vacated.
- Email [escrow@ocfrealty.com](mailto:escrow@ocfrealty.com) and provide your forwarding address as well as a final PGW bill showing a \$0 balance (not applicable to apartments that are all electric).
- Please note that your security return check shall be issued within 30 days of move out, provided that we have the returned keys, a forwarding address and a PGW Final Invoice showing a \$0 balance.



# OCF CONTACT LIST

## OCF REALTY CONTACT LIST

### PROPERTY MANAGEMENT TEAM

**James Decker** ([james@ocfrealty.com](mailto:james@ocfrealty.com))

Director of Leasing  
Oversees the Leasing team.

**Danielle Boykin** ([danielleb@ocfrealty.com](mailto:danielleb@ocfrealty.com))

Leasing Manager  
Manages communications and processes for applications, new leases and move-ins.

**Lola Cherhamane & Darby Swab**  
([renewals@ocfrealty.com](mailto:renewals@ocfrealty.com))

Leasing Coordinators  
*Communicates with owners and current tenants regarding lease amendments, renewals, and sublets.*

**Candisha Hickman** ([candisha@ocfrealty.com](mailto:candisha@ocfrealty.com))

Accounts Payable/Receivable Specialist  
*Assists with tenant portals and rent payments.*

**D'Andrea Durham** ([repairs@ocfrealty.com](mailto:repairs@ocfrealty.com))

Property Management Assistant  
*Communicates with tenants regarding repair requests and inspection notices.*

**Nick Staller** ([nick@ocfrealty.com](mailto:nick@ocfrealty.com))

Maintenance Manager  
*Communicates with owners and contractors to coordinate maintenance/repairs (excluding turnover work).*

**Alexander Grooms** ([alexander@ocfrealty.com](mailto:alexander@ocfrealty.com))

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

**Tom Oliver** ([tom@ocfrealty.com](mailto:tom@ocfrealty.com))

Broker of Record  
*Oversees the Property Management team.*

**Ori Feibush** ([ori@ocfrealty.com](mailto:ori@ocfrealty.com))

President, Founder

### OFFICE CONTACT INFORMATION

Phone: 215.735.7368

Fax: 215.735.7575

Email: [info@ocfrealty.com](mailto:info@ocfrealty.com)

### HOURS OF OPERATION

Monday - Friday: 9:00am - 5:30pm

Saturday - Sunday: 9:00am - 5:30pm

### LEASING

Email: [info@ocfrealty.com](mailto:info@ocfrealty.com)

### MAINTENANCE

Email: [repairs@ocfrealty.com](mailto:repairs@ocfrealty.com)

### ESCROW RETURNS

Email: [escrow@ocfrealty.com](mailto:escrow@ocfrealty.com)

## 3RD PARTY CONTACT LIST

### UTILITY SERVICES

PGW: 215.235.1000

PECO: 800.949.4000

### PREFERRED VENDORS

**Alarm Services:**

Sentry One Security: 215.779.2760

**Renters Insurance:**

State Farm Insurance: 215.779.2760

Judd Greenberg: [judd@insurancephilly.com](mailto:judd@insurancephilly.com)

**Locksmith Services:**

Todaro's Locksmith: 215.468.1119

Bill Martin WJM (open at night): 215.416.1908





# EXAMPLE OF MOVE-OUT INSPECTION

## MOVE-OUT INSPECTION LIST

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

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

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

INSPECTED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

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

*\*Rates are +/- subject to specific circumstance and condition*



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