

MOMI

11911 Tech Rd, Silver Spring, MD 20904 / t.301.622.7980 f.301.622.5608

INFORMATION FOR MOMI TENANTS

UTILITY ACCOUNT SET-UP

<u>Electricity:</u>	Pepco- 202.833.7500. <i>(Call to switch account to your name)</i>
<u>Cable T.V.:</u>	Comcast – 202.635.5100
<u>Telephone:</u>	Verizon – 202.954.6263
<u>High-Speed Internet:</u>	Comcast or Verizon at the above numbers.
<u>Gas (the Sheldon only):</u>	Washington Gas – 202.624.6049. <i>(Call to switch account to your name)</i>

**** For any account set-up that will require access to locked spaces, you must notify MOMI at least 48 hours in advance so that we may temporarily provide you with a key to the areas in question. Any other access is dependent upon MOMI staff availability.****

CONTACTING MOMI

QUESTIONS, CONCERNS & MAINTENANCE REQUESTS

MOMI business hours are M – F, 8:30am – 5:00pm, excepting National Holidays. Please contact MOMI as follows:

- Email: Maintenance@momidc.com
- Call: 301.622.7980
- Fax: 301.622.5608
- Mail: Send a note to MOMI or include it with rent payment (11911 Tech Road, Silver Spring, MD 20904)

MOMI staff will contact you within one business day of receiving your request. All maintenance work will be completed in a timely manner.

IN CASE OF AN EMERGENCY

1. If there is a management office on-site, knock on the door FIRST.
2. If no personnel is in the office (or no office on site):
 - During normal business hours: call MOMI at 301.622.7980 and explain the emergency.
 - Off-hours: call MOMI, press “0”, and explain the emergency. Always provide your name, identify your building and unit number and leave at least one call-back number.

EMERGENCIES / NON-EMERGENCIES

Due to past false alarms, we have created guidelines to help you identify situations as emergency/non-emergency:

EMERGENCIES:

- Fire, Danger, Fire alarm sounding
- Plumbing problem that is causing significant damage
- Burglar alarm sounding
- Any condition endangering a tenant or the building
- No heat when below 50 degrees outside temperature
- No electricity in the building, IF only our building

NON - EMERGENCIES:

- Lockouts:
 - Keep a spare key with a friend or neighbor, at work, or in another safe place in case you misplace your keys.
 - If you do not have a spare key, you can request one for a \$35 deposit, refundable upon return.
 - If you do need access service:
 - During normal business hours MOMI will give access for a \$50 fee.
 - After hours you must contact MOMI or a Building Manager. If staff is available to provide access, off-hours fees will range from \$100.00 to \$150.00, depending on the time of call.
- Parking Issues
- Lighting problems
- No heat when the outside temperature is above 50°F
- No Air Conditioning
- No electricity in building, if blackout in neighborhood/general area.

RENT & FEES

RENT

As per your lease, your full rent payment (monthly cost of your unit plus any fees for storage and parking) is *DUE* on the first of each month and should be mailed to MOMI at the contact address above. Rent is considered late after the 1st of the month and delinquent if not *RECEIVED* by the 10th, at which time a late fee will be assessed and added to your total due.

MOMI FEES

• Late Rent Fee	5% of TOTAL rent (unit + parking/storage fees)
• Replacement Entry Door Keys.....	\$35
• Replacement Mailbox Key.....	\$15
• Replacement Keyless Entry Card (314 only).....	\$50
• Replacement Laundry Card (314 only).....	\$50
• Replacement Parking Clicker.....	\$50
• Lock-out Fee (business hours).....	\$50
• Lock-out Fee (off-hours).....	\$100 - \$150, depending on time of call
• Returned Check Fee.....	\$50

Thanks for your cooperation with all of the above. In turn, we know that conscientious, responsive management of the place you call home contributes greatly to your quality of life, so we focus on providing responsive service and maintaining each of our buildings to the highest standard. We're glad you've chosen to live in a MOMI property and sincerely hope you enjoy your time here!

Sincerely,

Montgomery Oaks Management, Inc. (MOMI)
