Coastal Group Inc. Tenant Handbook

October 2026 — Revision

Welcome

This handbook explains Coastal Group's procedures and your responsibilities as a resident. Your signed lease, addenda, and Virginia law govern your tenancy. Individual leases and HOA or condominium rules may impose additional requirements or restrictions.

Coastal Group Inc. Realtors
4605 Pembroke Lake Cir, #203, Virginia Beach, VA 23455
Office: 757-233-9595 | Monday–Friday, 10 a.m.–5 p.m.
After-Hours Emergency Maintenance: 757-720-7770
Resident Center: www.CoastalGroupRentals.com
Email: support@coastalgroupinc.com

Routine requests are handled during business hours. Weekends and holidays are not regular business days.

1. Emergencies and Maintenance

Call 911 immediately for fires, medical emergencies, crimes in progress, or threats to personal safety. For suspected gas leaks, leave the property immediately and call 911 or the gas utility from a safe location. Do not operate electrical switches.

After-hours urgent maintenance: 757-720-7770. Sam, our AI maintenance assistant, will collect information and notify the appropriate personnel. Provide your address, callback number, description of the problem, and any actions taken.

Urgent problems include active leaks or flooding, sewage backups, hazardous electrical conditions, loss of heat in cold weather, loss of air conditioning in extreme heat, loss of hot water, and inability to secure the residence.

Prevent further damage when safe:

- **Leaks:** Shut off water at the fixture or main valve.
- **Sewer backups:** Stop using affected plumbing fixtures.
- **Electrical hazards:** Stop using affected equipment; avoid water or exposed electrical components.
- **HVAC problems:** Check thermostat settings, batteries, and accessible filters. Do not attempt repairs.

If uncertain whether a problem is urgent, call. Do not delay reporting.

For routine maintenance, use the **Buildium Resident Center**. Provide a description, photographs when helpful, current contact information, and vendor access instructions.

After reporting an emergency by telephone, submit a written Buildium request as soon as practical. Written documentation helps protect your rights and provides a record for follow-up. Do not delay an emergency call to complete an online request.

Repairs and Access

Coastal Group coordinates maintenance through employees and qualified contractors. Residents must cooperate with reasonable scheduling and authorized access.

We generally provide at least 72 hours' notice before landlord-scheduled maintenance, except for emergencies, resident-requested repairs, or other circumstances permitted by Virginia law. Other property access is governed by applicable notice requirements.

Documented missed appointments, misuse, or tenant-caused damage may result in charges authorized by the lease and applicable law. Submitting a legitimate maintenance request does not, by itself, result in a charge.

Do not arrange repairs at the owner's expense without authorization, except where permitted by law.

Nonurgent repairs are generally scheduled during business days. Optional weekend appointments may involve additional agreed-upon charges.

2. Rent and Payments

Rent is due on the **first of each month** unless your lease states otherwise. Your lease establishes the late-payment deadline and late charge.

Virginia law limits late fees to the lesser of 10% of periodic rent or 10% of the unpaid balance.

Accepted payment methods:

- **Buildium Resident Center bank transfer (ACH): No processing fee.** Recurring payments are available.
- **Personal checks or money orders: No processing fee.** Payable to Coastal Group Inc., with the rental property address identified.
- **ACH payments through Resident Center:** small processor fees may apply.

Cash is not accepted at our office. Do not use Zelle, Venmo, Cash App, or other payment applications unless authorized in writing.

Returned payments: Coastal Group's NSF processing fee is **$50**, subject to applicable law. Other charges and payment restrictions may apply only when authorized by the lease and law. After a returned payment, certified funds may be required when legally permitted.

Residents may request a written statement of charges and payments for the preceding 12 months.

3. Move-In and Insurance

Before receiving possession, residents must pay required move-in funds, establish assigned utilities, and provide proof of renters insurance.

Renters Insurance

Renters insurance is mandatory throughout the tenancy.

- **Standard minimum:** $100,000 personal liability coverage.
- **Higher-value rentals:** Properties renting for more than $2,500 monthly may require $300,000 liability coverage when specified in the lease or insurance addendum.

Residents may choose their insurance provider. The policy must identify Coastal Group Inc. as certificate holder or interested party, as required by the lease. Proof of coverage must be maintained through Buildium.

If coverage lapses, Coastal Group may take action authorized by the lease and applicable law, including arranging coverage at the resident's expense where expressly permitted.

The owner's insurance generally does not cover residents' personal belongings. Standard renters policies typically exclude flooding; consider separate flood insurance.

Move-In Condition

Carefully review the move-in inspection report and submit written objections or additions within five days of receiving it. Photographs are encouraged.

Report pre-existing damage, safety issues, maintenance concerns, and insects or rodents promptly, particularly during the first 30 days of occupancy.

Responsibility for pest treatment depends on the circumstances, the lease, and applicable Virginia law. Residents must maintain sanitary conditions and take reasonable steps to prevent infestations.

Community mailbox arrangements vary. Contact Coastal Group if access is unavailable.

4. Caring for Your Home

Residents are expected to maintain clean, safe, and sanitary conditions, promptly report damage, and use appliances and equipment properly.

HVAC: Replace filters according to your lease, generally at least every three months. More frequent replacement may be appropriate. Keep vents clear and report equipment failures promptly.

Smoke and carbon monoxide alarms: Test monthly. Never disable alarms; report problems immediately.

Dishwashers: Weekly operation is recommended to circulate water and prevent odors. Clean filters periodically. Do not leave dirty dishes or abnormal standing water for extended periods. Report drainage problems or leaks promptly. Weekly operation is recommended preventive maintenance, not a separate lease requirement.

Washers and dryers: Follow the signed appliance addendum, including any maintenance responsibility after the initial 30 days of successful operation. All repairs must be coordinated through Coastal Group. Clean dryer lint screens after each use and complete professional dryer-vent cleaning when required.

Fireplaces: Follow applicable professional cleaning and inspection requirements. Do not operate unsafe equipment.

Plumbing: Do not flush wipes, grease, or inappropriate materials. Report recurring blockages, leaks, and backups promptly.

Moisture and pests: Use ventilation fans, maintain sanitary conditions, and promptly report leaks, visible mold, or pest activity. Financial responsibility depends on the cause, lease, and applicable law.

Landscaping and gutters: Where assigned by the lease, maintain lawns, beds, shrubs, and gutters. Mow regularly during the growing season. Do not undertake unsafe roof or ladder work.

Alterations: Obtain written approval before painting, modifying fixtures, or making permanent changes. Residents may be charged for damage beyond ordinary wear and tear.

Smoking, Vaping, Candles, and Incense

Smoking and vaping of any substance are prohibited inside the residence, garage, and other enclosed areas.

Outdoor smoking is permitted under Coastal Group's general policy, provided it does not create a nuisance, fire hazard, or property damage. Dispose of smoking materials safely and keep smoke away from doors, windows, and ventilation openings.

Individual leases, HOA rules, or condominium regulations may impose additional restrictions, including prohibitions on outdoor smoking.

Candles and incense are subject to the restrictions contained in the signed lease and addenda.

Residents are responsible for documented smoke, soot, odor, or other damage beyond ordinary wear and tear, as permitted by law.

5. Occupants, Pets, and Community Rules

Occupants and guests: Only authorized occupants may reside at the property. Follow lease limitations on guests and obtain written approval before adding occupants or subletting.

Pets: Written approval, applicable screening, and a pet addendum are required. Residents are responsible for pet-related damage and compliance with community requirements. Assistance animals are handled separately under applicable fair housing laws.

Associations: Follow HOA or condominium rules concerning parking, trash, landscaping, amenities, and common areas. Promptly forward violation notices to Coastal Group.

Extended absences: Notify Coastal Group when leaving for more than seven days or as required by your lease. Maintain utilities and required indoor temperatures.

6. Seasonal and Storm Preparation

Winter

Maintain indoor temperatures of at least **60°F**, including during extended absences.

Disconnect exterior hoses, protect outdoor faucets when appropriate, and promptly report heating failures.

Residents may be responsible for preventable damage resulting from failure to comply with lease obligations.

Heating and Cooling

Heat pumps may temporarily frost or steam during normal defrost cycles. Report persistent ice accumulation or inadequate heating or cooling.

Air-conditioning performance depends on outdoor temperature, humidity, building conditions, and equipment operation. Report inadequate cooling rather than assuming it is normal.

Do not attempt mechanical, electrical, or gas-system repairs.

Hurricanes and Severe Weather

Follow official warnings and evacuation instructions. Secure outdoor furniture and loose items when safe.

Before extended evacuation, shut off the main water supply when safe and appropriate.

Report storm damage promptly, with photographs when safe. Personal safety takes priority.

7. Renewal, Moving Out, and Your Deposit

Renewal and notice: Coastal Group's standard lease generally renews according to its written renewal provisions, including applicable advance-notice requirements. Our standard lease may require at least 60 days' written notice before the term ends.

Notices of rent increases or changes in lease terms will be provided in accordance with the signed agreement and Virginia law.

Notice to vacate must be in writing through the Resident Center or another method authorized by the lease. A telephone conversation or informal text may not satisfy the notice requirement.

Ending a lease early: Submit requests in writing. Early termination is governed by the lease and applicable law. Protected rights continue to apply, including qualifying military orders and certain family-abuse, sexual-assault, stalking, or trafficking circumstances.

Your security deposit cannot be used as the last month's rent. Pay rent through the end of your obligation.

Before You Move Out

- Request our current move-out checklist.
- Remove all belongings and trash, and clean the home thoroughly.
- Clean the range, oven, refrigerator, bathrooms, blinds, windowsills, and cabinets.
- Mow, weed, mulch, and clear gutters where assigned by your lease.
- Replace required HVAC filters and burned-out bulbs.
- Complete professional carpet, dryer-vent, fireplace, or pest services required by your lease or addenda, and retain receipts.
- Keep utilities active through the required inspection period.
- Return all keys, garage openers, and access devices.
- Provide your forwarding address in writing.

Move-out inspection: Coastal Group conducts inspections in accordance with Virginia law, generally within 72 hours after possession is returned. Residents have the right to request attendance as provided by law.

Charges for cleaning, repairs, or coordination services may apply when properly authorized by the lease and law.

Deposit return: The security deposit, less lawful deductions with an itemized accounting, will generally be returned within 45 days after the tenancy ends or possession is returned, whichever occurs last, subject to statutory provisions.

Refunds are ordinarily mailed to the forwarding address provided. Ordinary wear and tear is not deducted.

8. Questions, Concerns, and Your Documents

Start routine questions, billing discrepancies, and service concerns in the Buildium Resident Center so they are documented.

Include dates, relevant details, photographs when helpful, and the resolution requested.

If a concern remains unresolved, request management review. This process does not restrict lawful complaints, reviews, or legal remedies.

Keep these documents throughout your tenancy:

- Your signed lease and all addenda, including the Tenant Charges Summary.
- Your move-in inspection report.
- Applicable association rules.
- The Virginia Statement of Tenant Rights and Responsibilities.

Free legal information is available through Virginia Legal Aid at 866-534-5243 or valegalaid.org, and from the Virginia Department of Housing and Community Development at dhcd.virginia.gov.

Appendix: Quick Maintenance Checks

These safe checks can help identify common problems. If a check does not correct the issue, or anything seems unsafe, stop and report it.

Problem	Check First
Partial power outage	Check for a tripped breaker. Reset once if safe; do not repeatedly reset.
Dead bathroom, kitchen, garage, or outdoor outlet	Check the accessible GFCI reset button.
No heating or cooling	Check thermostat settings, batteries, and accessible filters.
No hot water	Determine whether all fixtures are affected; report promptly.
Garbage disposal stops	Turn off the switch. Follow the manufacturer's reset instructions without reaching inside.

Dishwasher not draining	Check the removable filter; report persistent standing water.
Dryer slow to dry	Clean the lint screen; report possible vent restrictions.
Refrigerator leaking	Check door closure; report continued leakage.
Washer vibrating	Stop the machine and redistribute the load.
Toilet or sink clogged	Try a plunger. Avoid chemical drain cleaners.
Water leak	Shut off the fixture or main water valve when safe.

Never attempt hazardous electrical, gas, or mechanical repairs.

Submitting a legitimate maintenance request does not automatically create a charge. Residents may be responsible for documented tenant-caused damage, misuse, missed appointments, or other charges authorized by the lease and applicable law.

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This handbook supplements your signed lease and addenda. Individual leases, property-specific requirements, and association regulations may impose additional restrictions. Applicable Virginia law governs in the event of a conflict.