

HUTTON PROPERTIES (FORMERLY COUNT AND POUR ENTERPRISES)
HIGHLANDS TOWNHOUSES WOODSTONE TOWNHOUSES

Welcome to your new townhouse! We sincerely hope that the time you spend here will be happy and successful! Enclosed are some commonly asked questions and answers. Please feel free to contact J. S. or Donna Hutton at 276-944-3232 if you have other questions or concerns. If we are not in our home office, please leave your message in voice mail box #3.

***HOW DO I ESTABLISH POSTAL SERVICE?

You will need to contact the United States Post Office, 300 West Main Street, Abingdon, Virginia, telephone: 628-1121. Your official new address is:

You will be issued a key (property of US Postal Service) which must be returned to them upon termination of lease. If you fail to return this key a \$50.00 dollar fee will be deducted from your security deposit for use in payment to postal service for replacement.

Your mail will be delivered to the row of mail boxes on the right of Charwood Drive, as you drive into the Highlands Subdivision.

*** HOW DO I MAKE MY RENTAL PAYMENT? WHEN IS IT DUE?

Your rental payment is due the first day of each month. Please submit your check payable to: HUTTON PROPERTIES. You will NOT be sent reminders of the payment due. It is your responsibility to make prompt payment on the FIRST day of the month, with your check serving as your receipt. YOU WILL BE CHARGED A \$50 LATE FEE IF YOUR PAYMENT IS RECEIVED ON OR AFTER THE SIXTH DAY OF THE MONTH. You may place your payment in the white locked box which is located behind the long brick townhouse building on Edmond Drive (corner of Edmond and Maiden St.), or you can mail your payment to:

HUTTON PROPERTIES
C/O J. S. HUTTON
14547 INDIAN RUN ROAD
GLADE SPRING, VIRGINIA 24340

***HOW DO I GET THE ELECTRICITY ESTABLISHED FOR MY NEW ACCOUNT?

You will need to contact Appalachian Power, Customer Solution Center, at 1-800-956-4237. When you call, it will be helpful to tell the representative that your meter number

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is _____, and that you are renting from Hutton Properties (formerly Count and Pour), c/o J. S. Hutton, 14547 Indian Run Road, Glade Spring, Virginia 24340.

*****HOW DO I GET CABLE HOOK-UP?**

You should contact Comcast Communications, Customer Services Department, at 12191 Maple Street, Glade Spring, Virginia, telephone: 276-429-5149

*****HOW DO I OBTAIN TELEPHONE SERVICE?**

To establish telephone service, or transfer or disconnect service, contact Embarq (formerly Sprint) at 628-2181.

*****SOME TOWNHOUSES HAVE GAS FURNACES AND GAS WATER HEATERS. HOW DO I OBTAIN GAS HOOK-UP?**

You will need to contact ATMOS ENERGY, customer services, 1-888-824-3434. Atmos Energy has added a "rotten egg" smell to natural gas for your safety. If you smell this odor, or think you may have a gas leak, call ATMOS, 24 hours a day, 7 days a week at 1-800-556-5469. If you have never had an account with Atmos before, you may be required to submit a deposit.

*****HOW DO I ESTABLISH WATER SERVICE?**

If you have a contract in which you pay for your own water services, you will need to contact Washington County Service Authority, 25122 Regal Drive, Abingdon, Va., at 276-628-7151, otherwise the water service, sewer service, and trash removal will be \$50.00 monthly and is to be paid to Hutton Properties at the time of your rental payment

*****WHERE DO I PAY MY SEWER BILL?**

If you have a lease in which you pay for your own sewer service this information is given to the town of Abingdon by the Washington County Service Authority upon receipt of your water service application, otherwise your sewer bill payment is explained above under water service.

*****HOW DO I ESTABLISH TRASH PICK-UP?**

This service is handled as above under water service. You will need to place your trash out on the appointed day of pick-up.

*****OTHER NOTES OF IMPORTANCE:**

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For those of you who have heat pumps, we request that you take responsibility for changing the filter on a monthly basis.

When cold weather approaches with the possibility of freezing temperatures, please disconnect the outside hose from the outside water spigot.

If a light fixture recommends a maximum bulb wattage, please don't exceed that wattage; for example, if a fixture specifies a 60 watt bulb, please use a 60 or less. If you place a 100 watt bulb in a 60 watt fixture, you will do damage to the fixture. This can be a fire hazard.

If you should get locked out of your townhouse, please don't damage a window or screen. This has happened to all of us at one time or another. We ask that you please call 276-944-3232 . We will come and open your door.

Remember! No pets allowed. If we find pets on the premises, you will be asked to leave, with no return of your security deposit!

WE STRONGLY RECOMMEND THE PURCHASE OF RENTERS INSURANCE !!!!

Virginia state law prohibits an open flame within 10 feet of any rental property. This includes BBQ grills- gas, charcoal, etc.