

Welcome to your new home! We have compiled some information that we think may be helpful for you.

**Utilities**

Electric: Potomac Edison www.firstenergycorp.com 1-800-686-0011

Martinsburg Water & Sewer www.cityofmartinsburg.org 304 264 2131

Mountaineer Gas: www.mgcwv.com 1-800-834-2070

Cable: Comcast www.comcast.com

**Community Resources​**

Berkeley County Schools - www.berkeleycountyschools.org

Non-Emergency Police:

City of Martinsburg Police- www.martinsburgpd.org - 304 264-2100

Berkeley County Sherriffs Dept. - 304 264-7000

WV State Police- www.statepolice.wv.gov - 304 267-0001

Martinsburg-Berkeley County Parks and Rec - www.mbcparks-rec.org - 304-264-4842

Main Street Martinsburg - www.mainstreetmartinsburg.com - 304-262-4200



***Common questions***

*What phone number should I call in the event of a property emergency?*

​Palmer Investment Properties provides emergency and non-emergency response to property concerns.

The phone number to call for non-emergency issues is 304-596-0405 (these issues should also be submitted through the tenant portal at www.palmerinvestmentproperties.com)

For emergencies the number to call is 304-279-3847

In the event of a life-threatening emergency, call 911, and then call us.

​*How do I arrange for utilities to be turned on?*

Prior to move in, you need to call each utility company for which the property is separately metered to set up accounts in your name. The phone numbers are as follows;

For electricity, call Potomac Edison at 1-800-255-3443.

For Gas, call Mountaineer Gas 1-800-834-2070.

For water, contact Martinsburg Water Department at 304-264-2131.

If a bill addressed to “occupant” arrives at the property, you are responsible for the portion that coincides with your occupancy.

*What do I do with my trash?*

Information regarding trash removal in the Eastern Panhandle is available by contacting City of Martinsburg www.cityofmartinsburg.org 304 264 2131

*How do I obtain renter’s insurance?*

It’s important to remember that you need to obtain or update your renter’s insurance when you move to cover your personal property and liability. Call your insurance agent for a quote and bind your coverage to coincide with your move-in date.

​*How do I maintain the yard?*

The extent to which you are required to maintain your yard is outlined in your lease, so it’s best to check your specific lease to review your obligations. In general, however, you are required to mow and edge your lawn as well as remove all leaves and small sticks on a routine basis. If you decide to hire a lawn maintenance company and are looking for a recommendation, please feel free to give us a call.

*Who is responsible for cleaning the gutters and outside drains?*

You are responsible for notifying us when gutters and downspouts are clogged by debris that may accumulate from time to time. You should check the gutter system periodically to ensure that it is functioning properly. However, check your lease for your specific obligations. If the property you live in has an outside drain, invest in a rubber doormat (the kind made from old tires) and place it over the drain. The mat will ensure proper drainage even when a few stray leaves make their way to the drain area.

*How do I maintain the heating and cooling systems?*

If the property you rent has central forced air heating or cooling, you are required under your lease to change the filters every one to three months. This helps maintain the heating or cooling unit, and allows the system to operate at peak efficiency, thereby providing optimum comfort and cost savings to you. Twice per year (in the fall and spring), a heating and air conditioning contractor hired by Palmer Investment Properties will contact you directly to set up an annual heating and cooling system check-up. This is performed at your Landlord’s expense, and is aimed at troubleshooting any problems before they arise.

*What is my responsibility to help avoid stopped up plumbing?*

Flush ONLY toilet paper and human waste down the toilet. The cost for repairing stopped plumbing that is caused by paper towels, baby wipes, feminine hygiene products or any other foreign materials will be the responsibility of the tenant.

*Do I need to do anything to maintain the smoke detectors?*

If you hear a short “chirping” sound from your smoke detector(s), it’s time to change the battery. Don’t wait – DO IT NOW! NEVER DISCONNECT a smoke detector.

*What do I do for phone, TV, and data services?*

Remember that you need to obtain permission from your Landlord before your cable or internet installer places any holes on the interior or exterior of the property. You are responsible for any damage done to the property when you leave, so make sure you contact Palmer Investment Properties first to obtain written PRE-approval.

*What if I want to install a security system?*

Remember that installing a security system is considered an alteration to the property and requires prior Landlord approval. Don’t forget to contact us first for written approval before signing a contract for security services.

*Where do I send the rent?*

The rent is due the first of the month. Payments received after the fifth are assessed a late fee per the terms of your lease. Rent checks are to be made payable to "Palmer Investment Properties" and should be sent to our office at 710 S. Raleigh Street Martinsburg, WV 25401 or you may pay online through the resident portal

*What if I lock myself out?*

During business hours, you are welcome to borrow a set of keys from the office. After hours, call 304-596-0405 to request that you are let in if staff is available, **for an additional fee.**

*What do I do if I have a maintenance request?*

For all emergency property issues you should contact 304-279-3847 immediately.

If you have a leak or water issue please turn the water off! Water can be shut off either at the location of issue or when in doubt, shut off the main valve.

Having an electrical issue? Have you checked your breaker? That is going to be the first question you are asked when you contact the office with an electrical issue. Open your panel box and see if any breakers are tripped. Also try to “flip” the breaker for the location of the issue. Please include that you have done so in your maintenance request through the portal.

All non-emergency requests should be made through the tenant portal. Go to [www.palmerinvestmentproeprties.com](http://www.palmerinvestmentproeprties.com) and click on the RESIDENT SIGN IN button. This will allow you to submit a request.



As the tenant there are some items that are your responsibility to maintain and upkeep. Failure to do so can cause extensive and costly damage and in some cases require replacement. To avoid being held financially responsible for this, please maintain your home as explained below.

***Filters***- If you have an HVAC system or through the wall AC/Heat units *you have filters*. Baseboard heaters do not have filters and only require cleaning to remove dust and build up. Filters on through the wall units should be removed and cleaned monthly. Furnaces and Forced air units have filters that need to be replaced monthly. Please make yourself aware of where these are located as well as the size required. Failure to replace or clean filters can lead to costly damage or even full unit replacement being required.

***Refrigerators*** can have dust build up in their coils in vents that can cause damage. The unit should be pulled from the wall every 2-3 months and the coils and fan should be vacuumed.

***Oven/Range*** units should be cleaned often to avoid build up that can cause damage to the unit. Smooth top ranges should be given special care as per manufacturer instructions to avoid costly damages.

***Smoke detector batteries –*** Smoke detector batteries are your responsibility. If you hear a short “chirping” sound from your smoke detector(s), it’s time to change the battery. Don’t wait – DO IT NOW! NEVER DISCONNECT a smoke detector.

***Light bulbs*** are also your responsibility to change. If you feel uncomfortable or unable to reach a light bulb that needs changed, please contact the office.

Things you should know how to locate and operate:

Breaker box

Water shut offs: Main shut off, toilet shut offs, sink shut offs



There are a few things that may seem harmless but can cause damage to a property and are therefore not allowed to be used.

Bathmats in tub – rubber bath mats placed in tubs can cause cracks in the tub as the swelling and shrinking over time damages the tub floor.

Rubber bathmats left on floor – bathmats with rubber backing should not be left on the floor next to tubs and toilets. These mats hold water against the flooring and can lead to damage and lifting.

Back of toilet tablets – NO tablets or treatments of any kind should be placed in the tank of the toilet. These can deteriorate the flushing mechanism leading to running toilets and even require replacements.

Carpet powders – Powders should not be applied to carpets. These build up and not only damage vacuums and carpet cleaners but can break down the carpet structure.

Abrasives on smooth top ranges – Please consult the manufacturers care instructions on smooth top ranges. No abrasive cleaners or cleaning cloths may be used as they can cause permanent damage.

If you use these items and damages are incurred you will be held financially responsible for the repair or replacement.