



## False Trip Charge Policy

A False Trip charge of \$25.00 will be incurred when a maintenance technician responds to the following situations:

1. When access is denied to the home for scheduled AM/PM routine maintenance appointments
2. When an Emergency Maintenance Request is falsely reported
3. When access is denied to the home for scheduled preventative maintenance

To avoid a false trip charge, contact your Community Management Office a minimum of two (2) hours before the scheduled appointment. For example:

- If you have a morning appointment (between 8:30 a.m. and 1:00 p.m.), you will need to contact your Resident Relations Specialist by 3:30 p.m. the day before the appointment
- If you have an afternoon appointment (between noon and 5:00 p.m.), you will need to contact your Resident Relations Specialist by 10:00 a.m. the same day

Thank you for your cooperation. If you have any questions about this policy, please contact your Community Management Office.

### Community Management Office Contact Information

Dogue Creek Community Management Office .....	703-781-0020
Serving residents of Dogue Creek Village	
Fairfax Community Management Office.....	703-781-4833
Serving residents of Belvoir, Cedar Grove, Fairfax, Gerber, Jadwin Loop, Park, and Rossell Villages	
George Washington Community Management Office .....	703-781-0596
Serving residents of George Washington and River Villages	
Lewis Community Management Office.....	703-781-5901
Serving residents of Lewis Village	
Vernondale Community Management Office.....	703-781-7280
Serving residents of Colyer, Herryford, and Vernondale Villages	
Woodlawn Community Management Office .....	703-781-0566
Serving residents of Woodlawn Village	

