



Tenant Handbook

CRITICAL – PLEASE READ!!!

THIS HANDBOOK CONTAINS INFORMATION THAT WILL ANSWER SOME OF THE MOST COMMON QUESTIONS WE RECEIVE FROM OUR TENANTS.

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WELCOME & BASIC INFORMATION

AGENCY DISCLOSURE

In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligation under the lease.

OFFICE HOURS/LOCATION/WEBSITE

Eagle Realty of NC phone hours are 9am to 5pm Monday through Friday. We are closed on weekends and some holidays. Any communication outside of these hours are considered after-hours requests and are charged a \$50 convenience fee to you if immediate service is demanded (unless the issue is a legit emergency issue involving fire, flood, death or potential death).

ADDRESS

PO Box 463, Clemmons, NC 27012

ONLINE

Website: EagleRealtyofNC.com

Tenant/Landlord Portal: EagleRealtyofNC.Managebuilding.com

You will find lots of useful information and a variety of convenient services on our web site. Located at the top of our web site page is the Tenant Portal Access. This is where you will log in using your email address and password to pay rent online; turn in maintenance requests; view documents such as your lease, lease extension, inventory and condition form, etc.; view your rent account, etc.

PHONE

Office Phone: [336-933-4255](tel:336-933-4255)

EMERGENCIES: Call the office phone line and leave a voicemail with your name, address and issue. Your message will be transcribed and emailed to management.

RENT

Rent is due on the 1ST of each month in advance (unless specified differently in writing on your lease agreement), without deduction, offset or demand. Payment must be by check, money order, certified check or EFT (online) and must be made payable to "**Eagle Realty of NC**". You can also make a credit card payment through your portal for an additional fee.

LATE RENT

Rent is late on the 5th (unless expressly written otherwise in your lease). There are NO exceptions to this rule even if the 1st falls on a weekend or a holiday. Eagle Realty's Zero Tolerance policy is that the rent must be paid on time, and we will not waive or negotiate late fees. Therefore, we encourage you to pay your rent on time so that you do not incur and/or ruin your good credit. **Again, if rent is not received by the due date, a late fee will automatically be charged to your account, and is due immediately.** Eviction process will begin within 10 days of rent due date if not received.

All payments are applied to any outstanding balance and fees **FIRST**. Rent is **ALWAYS** paid last. If you have an outstanding balance, you will still have rent due after your payment has been applied to the outstanding balance. Late fees are charged to any outstanding rent balance. Pay your account in full each month.

RENT PAYMENT OPTIONS

All rents are to be paid to by mail to the PO Box listed on previous page, by direct bill-pay through your bank (setup through your bank website), by Electronic Funds Transfer (EFT) through your online tenant portal or by credit card (with a fee) through your online tenant portal.

NOTE: Be sure that your check shows the property address for which you are paying rent clearly marked on the face of the check or money order. **Eagle Realty of NC, LLC IS NOT responsible for rent payments lost in the mail.** Keep your receipts in a safe place for money orders and cashier's checks!

Benefits:

- Pay your bill anytime (24/7).
- Check your balance online .
- No processing fees under this payment system. It's free!
- Easy access to view your payment history.

Security: Online payments are more secure than mailing a check. Your information is password protected and all transactions are both encrypted and securely transmitted.

How do I sign up? Before you can pay online, you will have to activate your online account. When you become a tenant, you will receive a welcome email. The welcome email will give you the instructions on how to activate our online account.

How does the online payment work? It takes 2-3 business days for a payment to be processed to your KPM account. It is important to consider these processing times in order for your payment to be on time.

You may use a credit card or a debit card (with a VISA, MC, AMEX logo on it) to pay rent, late fees, NSF charges, maintenance charge-backs, and other fees/charges. There will be a 2.95% + \$5 convenience fee added to each transaction if you choose to use this payment method.

Is there a contract or can I cancel at any time? There is no contract. This is an option to make paying convenient and secure.

RETURNED CHECKS / RETURNED ELECTRONIC FUNDS PAYMENTS

The consequences of a rent payment being returned to us for nonsufficient funds (NSF) are costly. After receiving an NSF payment by check, we will no longer accept your personal check for future rents or fees/charges. You have 24 hours to make your NSF good with a money order or cashier's check. Failure to do so will leave us with no option but to deliver a "Notice to Quit or Vacate".

Any Check or Account Debit returned for non-sufficient funds will incur a \$35.00 service fee. Repayment must be made by certified check or money order. Late rent payments, evictions, and judgments can and will be reported. **Electronic Funds Transfers (EFT) through your tenant portal are essentially electronic checks and often take 3-5 business days to process.** They are treated just like checks in case of insufficient funds or payment errors. If we get charged... then you get charged.

CONTACT WITH THE OWNER

Eagle Realty is your management company and will be your **ONLY** contact during your tenancy. You do not have the right to contact landlords and any communication or agreements with them will not be honored by Eagle Realty. Landlords may or may not be up to date on landlord/tenant laws, therefore agreements may not be legal. Any payments made directly to landlords will not be deducted from your ledger and deemed as a "donation/tip" to the landlord.

SECTION I: MOVING IN

ACCEPTANCE OF PROPERTY

By signing the lease agreement, you accepted the property in its present condition (AS-IS). No cosmetic touch-ups or repairs will be done after move-in unless specified in writing in the lease agreement.

At lease signing, you will be provided a Move-In Inspection Form. By completing this form and documenting preexisting conditions (stains, damage, etc.), you are protected from financial responsibility for them. It will be used in determining charges to you for maintenance and repairs at the conclusion of your lease.

To ensure that you are not charged for any damage that exists when you take possession, it is very important that the list of discrepancies you provide our office is thorough and detailed. For instance, if there are window coverings, specify whether they are drapes, curtains, or mini-blinds and the condition they are in upon move-in.

You are responsible for completing and returning the Move-In Inspection Form within seven (7) days after the commencement date of the lease agreement. If you do not, it will be understood that there are no discrepancies.

Tenant shall also report any pest problem within seven (7) days of possession. Tenant's failure to identify any pest infestation within seven (7) days shall constitute Tenant's agreement that the property has no infestation of any kind.

The Move-In Inspection Form is NOT a request for repairs, and any defects noted will NOT be considered for repair simply by returning this document. If repairs are needed, you must log onto our web site and submit a separate request for each maintenance issue.

NOTE: The homeowner is not obligated to make any repair except for those which could affect the health or safety of an ordinary tenant. Cosmetic repairs will not be considered.

SECURITY DEPOSITS

Your security deposit **MAY NOT** be applied to your final month's rent. Deposits are fully refundable within 45 days of vacating property provided all the below listed conditions have been met:

- Occupancy has been terminated
- Full term lease has expired
- An inspection shows the property to be in clean and satisfactory condition (normal wear and tear excluded)
- Stove, oven, refrigerator, bathrooms and fireplace have been thoroughly cleaned
- All trash, debris and personal property have been removed from the property boundaries
- All keys including mail box, storage, pool, etc. have been returned
- All carpets have been professionally cleaned w/receipts provided

UTILITIES

As soon as your application is approved, contact your utility companies (some are documented in this guide) and have them schedule your utilities to be turned on for the day you take possession of the property. If you fail to make said arrangements, you may be in the property without utilities for a few days before they are turned on.

Tenants are responsible for the cost of all utilities, yard care and cable services (with written permission) unless otherwise specified in your lease.

SATELLITE DISH/CABLE INSTALLATION

The property owner **MUST** approve installation of any dishes or antennas, drilling through walls, or other penetration of the structure. Please allow sufficient time for us to obtain this approval. Cable TV, telephone installation, and

maintenance expenses are the responsibility of the tenant. You must check with the HOA before installing a satellite dish if your property is subject to a mandatory Homeowner's Association. Many HOAs require you get written permission from them before you install a satellite dish. The satellite dish must be installed in a manner that complies with the HOA's rules. Any **fin**es assessed by the HOA due to the installation of a satellite dish are the responsibility of the tenant.

Location: Your satellite dish or antenna must be installed: (1) Inside your dwelling or (2) in an area outside your dwelling, such as a patio, backyard, etc. or other area of which you have exclusive use, per your lease. Installation is **not permitted** on any roof, exterior wall, window, windowsill, or fence.

Removal and damages: You must remove the satellite dish, cable, or antenna and all related equipment when you move out of the dwelling. **You must pay** for any damages and for the cost of repair and repainting which may be reasonably necessary to restore the leased premises to the same condition prior to the installation of said equipment.

COVENANTS BY LESSEE

Your lease will obligate you to certain upkeep, maintenance, limitation of alteration, etc... It is most important that you understand these covenants.

BEHAVIOR

We completely understand the inconvenience of a system or appliance going down, the uncomfortable living conditions of your AC going out in the middle of summer, and the frustration of a payment being returned as insufficient funds when you know the money was there! Sometimes it seems like the contractor is taking forever to come out and fix the problem. However, treating any of our staff, agents, contractors or representatives **WILL NOT** solve the problem and may earn you a 30-day notice to vacate. We will bend over backwards to make things happen, but we are not as incentivized to help those who are argumentative and mistreat they are relying on for assistance.

You are responsible for the relationships with your neighbors. If issues arise with neighbors, you need to contact local law enforcement for resolution should the situation merit it.

RIGHT OF ENTRY

Landlords in North Carolina don't have to provide notice of entry prior to entering the units of North Carolina tenants. Thus, a landlord may enter the homes of North Carolina tenants for any of the following reasons:

- Showing the unit to prospective tenants
- Emergencies
- Non-emergency maintenance and repairs

Although it isn't a legal requirement, most landlords still provide a 24 hours' notice.

MAINTENANCE AND REPAIRS PROVIDED BY OWNER

Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the owner. Repairs (except emergencies) will be scheduled during normal business hours and the tenant is responsible for granting access to the contractor if required. Because of the distance involved and the number of repairs scheduled each day, our property managers are not able to (nor are they required to) be at the property to grant access or supervise jobs.

As per your lease, all requests for routine and nonemergency maintenance must be made in writing. Please submit a separate request for each maintenance issue. Be very specific and include appliance brand names, model numbers and color. The more specific you are, the faster your request will be assigned to maintenance. You can even upload pictures to the request.

Nonemergency repairs are done during normal business hours (9:00 a.m. to 5:00 p.m. Monday through Friday). If you have a valid emergency that cannot wait until the next business day, call **336-933-4255** and our answering service will

contact us and we will take appropriate action. THERE IS NO NEED TO MAKE MULTIPLE CALLS. You can follow-up on status of workorders via your tenant portal.

Remember, maintenance personnel will not make an immediate appointment for nonemergency repairs. We know that repairs are an inconvenience and promise to address them diligently. We appreciate your patience and cooperation. Maintenance personnel are also NOT employees of our company, so consequently we do not control their work hours. Please contact us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

Maintenance Priorities are determined using the guidelines below, and there are target completion times for each. The following maintenance categories are:

Category 1: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, safety, or destruction of the property. Fire (please call 911), flood, sewage backups, gas odors (please call gas company), broken water pipes, tree falling on house, and property-damaging leaks. A broken air conditioner or heater is NOT an emergency.

Target: 5 to 8 hours

Category 2: Urgent Maintenance

Broken air conditioner or heater, oven not working, water heater not working, plumbing repairs, loose railings, wobbly decks, electrical problems, etc.

Target: 2 to 4 business day service Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload. You should have contingency and backup plans in place in case power were to go off for multiple days after a storm. Use these contingencies as necessary.

Category 3: Normal Maintenance

Appliance repair, garage door repair, garbage disposal not functioning, dripping faucets, running toilets, etc. KPM is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks. Please make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Target: 4 to 8 business day service

Category 4: Nonessential Maintenance

Fence repair.

Target: 30 day service

INSURANCE

You are required to have Renters Insurance as a condition of your lease and to provide a copy of the coverage to your Property Manager. Please contact an insurance agent for a renter's policy which will afford you protection as well as liability coverage.

AGENCY

In renting to you, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligations under the lease.

MAIL AND POSTAL SERVICE

Please inform your Property Manager of any mail delivered to the property for owners. Failure to do so could result in you being held responsible for any fees, fines or other financial obligations that owner incurs due to non-receipt of documentation.

UTILITIES

Listed below are the phone numbers and web pages you may use to have the utilities turned ON. You should make arrangements for turn on as early as possible as some utilities may require up to a week's notice.

ELECTRIC

Duke Energy
duke-energy.com
1-800-777-9898

Energy United
www.energyunited.com
1-800-522-3793

Surry/Yadkin Electric Co
Syemc.com
336-356-8241

WATER

City of Winston Salem
www.cityofws.org
336-727-8000

Davie County Public Utilities
daviemountync.gov
336-753-6090

Davidson Water Inc
Davidsonwater.com
336-731-2341

GAS/PROPANE

Piedmont Natural Gas Co
piedmontng.com
1-800-752-7504

Quality Oil Company
qualityoilinc.com
336-722-3441

AmeriGas Propane
amerigas.com
336-723-1673

EMERGENCIES

Please contact your Property Manager immediately for any emergencies that are causing or may cause immediate damage to your property or an adjacent property. This includes burst pipes or running water, electrical hazards, fire, smoke, and gas odor. For fire or gas odor, please CALL 911 before contacting us

For running water due to burst pipes or unknown sources (other than flood or water entering from another unit) – turn off the water to your home at the main water cut-off before calling us.

If you are unable to reach us immediately, please leave a message we will call you back as soon as possible. All voicemails are transcribed and emailed to management.

SMOKING

Is never permitted in the rented property!

INSPECTIONS

A. Move-In: When you sign your lease, you will be furnished with a "Move-In Inspection Report" that must be signed, completed, and returned to your Property Manager within 7 days of occupancy. Such notification of discrepancies shall not be construed as acceptance by the Property Manager.

B. Annual / Periodic Inspections: From time to time by the Property Manager, Property Owner, Service Vendors, and Maintenance Personnel will conduct these to determine condition/value of property or as needed. With the exception of Emergencies, Property Manager will give 24 hours notice of appointment via text, email or letter. **Tenant will be responsible for any fees related to no show by tenant for appointment or access not being granted once appointment is set with Tenant & Vendors.**

Can I refuse this review?

No, according to NC rental laws, once **we** have notified you, we may enter the house on the scheduled day at the scheduled time; the text, email or letter serves as your notice. You do not have to be present.

What about my pets?

Please put your animals in a crate or in the garage for the appointed day.

What are you looking for?

We are looking for 1) major damage, 2) pet damage, 3) cleanliness/habitability, and 4) lease violations

GRASS and SHRUBBERY

The grass, shrubbery, and leaves are the tenant's responsibilities. Grass shall be cut as needed to insure grass does not exceed 8" in height. Trees, brushes, and shrubs should be cut and pruned when required. Grass, Shrubs, and trees should be watered as needed to prevent excessive dryness and damage.

VEHICLES

Parking of vehicles shall be either in assigned areas (garage, parking lot, and driveway spaces) or on the public street if allowed. Vehicles shall never be parked on lawns or sidewalks. ***Tenants are allowed only one vehicle per person(s) on the lease, unless special written permission is given by the property manager.***

UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES: No unregistered, unlicensed or non-operable vehicle shall be stored on the property unless it is in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time except in a garage.

SECTION II: TENANT MAINTENANCE RESONSIBILITIES

INSPECTION AND TROUBLE SHOOTING GUIDE

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every configuration imaginable, we must cover each subject in detail. We must also assume that you are not familiar with the items covered. If we are too basic, we apologize.

The tenant is required to promptly notify Eagle Realty of all needed repairs. Failure to inform Eagle Realty of water leaks or any condition which results in damages to the property will cause tenant to be held liable for the cost of repair of subsequent damage!

Telephone notification is **only** acceptable in cases of danger to person or property. Written notification is required for all nonemergency repairs per the lease agreement.

Renting a house is not like renting an apartment. Eagle Realty does not have a maintenance handyman living in your neighborhood to run to the property and fix things immediately. There are some items that you can take care of yourself such as clogged garbage disposals, resetting GFCI switches and other minor repairs.

It is your responsibility to cooperate by allowing the landlord's repairman in the property for scheduled maintenance and repairs. Be sure to call maintenance at least a day before if you are unable to keep your scheduled appointment. If you fail to keep a scheduled maintenance appoint, you will be charged a convenience fee to the contractor.

WATER AND ELECTRICITY LOSS

Electricity loss:

- Did you pay your bill? Before you make any calls to our office about electricity loss, please be sure your electricity has not been shut off due to nonpayment of bill.
- Did you check the breakers? Make sure the breaker switches are not tripped off. If they are, then reset them to the 'on' position.
- Did you check all GFCI (ground fault circuit interrupter) outlets? GFCI outlets are usually located in the kitchen, bathrooms, patio, or garage. Resetting a GFCI outlet will usually restore the electricity to the plug.
- Does the breaker keep tripping? If this happens, the circuits are probably being overloaded with appliances (microwave, toaster, curling irons, blow dryers, etc.).

Water loss:

- Did you pay your bill? Before you make any calls to our office about water loss, please be sure your water has not been shut off due to nonpayment of bill.
- Is the water supply to the house turned on? If you have established water service and you still have no water to the house, please check the main water supply valve to ensure that it is turned on.
- No water supply to toilets, sinks, dishwasher, etc.? Ensure that all water supply knobs have been turned on when you move in.

Tenants are **REQUIRED** by the lease agreement to know the location and operation of the main water shut-off valve and all electrical panels. You also must know how to switch them off, as needed, to mitigate any potential damage to the property. For the main water supply to the house, you can purchase a key at any major hardware store to operate this shut-off valve located on the water meter.

Take the time to locate the following:

Main electrical circuit breaker in the event power goes out (usually in the garage)

- Gas shut-off valve - turn off during emergencies/disasters for safety
- GFCI plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- The main water shut-off valve in case of a plumbing leak
- Water shut-off valves below the sinks and behind toilets in case of leaks
- Time bake knobs on the oven – when left on, this will cause the oven to be inoperable
- A/C filters – filters must be replaced monthly in accordance with
- your lease. **Upon move-in, if there is not a new A/C filter in place, contact the office.**

WATER SHUT OFF

One of the first things you should do after the move is to locate the water shut off valve. After a flood starts is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common place to find this faucet is in the garage, close to the water heater (not at the top of the heater), in a closet, under the kitchen sink, or in the utility room. Try the shut off, but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle, but this is definitely better than a flood. Main property water shut off is normally at the driveway or near the street in a cover box marked WATER.

PLUMBING ISSUES

Avoid clogs that you could be held responsible for such as food, hair, wipes (**THERE IS NO SUCH THING AS FLUSHABLE WIPES NO MATTER WHAT THE PACKAGE SAYS!**), hygiene items and other miscellaneous items by purchasing strainers for each drain and **NEVER flush anything other than toilet paper down a toilet.** You will be charged the plumber's fee if the problem is deemed to be preventable by tenant.

CIRCUIT BREAKERS

We have a number of problems each year because tenants think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. Off—then—ON. You may want to turn off electrical & electronic equipment when doing this.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to the ground and cuts the power off. There are usually two or three in your house – one is often in the master bath, one in the kitchen, and one in the garage, but there may be others. If you lose power to the plugs in one bathroom, you can bet you have lost all power to the plugs on the GFI. The trick now is to find the circuit breaker. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on outside plugs during rainy weather.

NOTE: The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

ELECTRIC STOVE

If the whole stove is off, check the fuse or circuit breaker.

If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer, but generally one of the two clocks has a knob that will pop out if you are back to normal operation. Just turn the set knob until it pops out.

SELF-CLEANING OVENS

(uses heat to clean-door locks) Follow instructions printed on the oven. DO NOT use commercial cleaners such as Easy Off or Mr. Clean or Mr. Muscle. DO NOT put bright metal rings around stove burners in the oven for cleaning. They will turn black.

CONTINUOUS CLEAN OVENS

The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with mild soap and water solution. Because the finish will not absorb large amount of grease, it is important that the bottom of the oven be lined with heavy duty aluminum foil or a shallow drip pan. DO NOT use regular aluminum foil – it will catch on fire.

DISPOSALS

If disposal motor just buzzes, then stop and turn switch off. Free the disposal by turning the blade backwards and forwards from beneath the sink with a wrench that fits in the center of the bottom of the motor. Check the reset circuit breaker on the bottom of the disposal and try disposal again. If the unit turns easily by hand but not with power, call for service.

It must be used appropriately. For instance, it was not created for bones, grease fat, oil, meat, vegetables peelings, citrus peelings, egg shells, etc.

- If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve it. (Never stick your fingers in a running disposal).
- The disposal is self-cleaning, but occasionally adding baking soda will help to reduce odors.
- Never use caustic drain cleaners.
- If the motor whines, turn the switch off and unjam the disposal. A special tool may be required and your local hardware store should carry it. There is a reset button on the bottom outside of the disposal.

THERMOSTATS

Do not switch your thermostat setting quickly from COOL to HEAT or from HEAT to COOL. First, switch the thermostat to off and wait until it stops running; then switch to HEAT or COOL. Failure to follow this precaution may result in permanent damage to your unit. You could be charged for the repair and/or replacement.

In hot weather, set the selector switch to “COOL” and set the fan switch to “AUTO.” Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool your home any faster.

FURNACES

Gas and oil furnaces have an emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this is the first place to check.

GAS HEAT

Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot light is simple, and you should learn the procedure if you have gas heat.

Most furnaces have a three-way switch labeled OFF-PILOT-ON. To light the pilot, turn the switch to OFF. Then turn to PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob

down for several seconds or maybe even a minute after the pilot light is lit. Next, release the downward pressure and the pilot should stay lit. If not, repeat the procedure. Finally, move the selector from PILOT to ON.

Some selectors have red buttons that must be held down after lighting.

If you have not looked your furnace over before the pilot goes out, you may not be able to figure out where the light is located because it is dark in there.

New furnaces have automatic lighting devices and no pilot is required. Forget all the above and call for service if the furnace will not light.

For both types of gas furnaces, the first thing to look for is the red switch. Next, check for the pilot. Finally, call for service.

HEAT PUMP

The heat pump is the most economical method of heating in this area-if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

The air coming from the vents is colder than body temperature. DO NOT stand over the heat vent to try and warm up, it does not work. During the extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Use of the emergency heat mode is expensive! Do not be surprised if you find the outside unit caked with ice or steaming on a cold day. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

AIR CONDITIONERS / AC FILTERS

Check for location when moving in. Change monthly or more often as necessary to improve performance of furnace or air conditioner. If it is deemed the system's lack of functionality is related to failure to change filters regularly, you could be held responsible for the repair expense.

Poor cooling is usually caused by a clogged filter. If the filter has been changed and there is inadequate air flow – Call your Property Manager for service.

If the unit does not run at all, check the red switch. Check the fuse of the circuit breaker. If the unit still will not operate – call your Property Manager for service.

If water drops from the unit or runs on the floor, or drips through the ceiling (if the unit is in the attic) shut the unit off and clear the condensation drain. Some drains are very easy to clean with a vacuum cleaner or a garden hose used to blow out the line. If you cannot do it yourself – call the Property Manager for service. DO NOT operate the unit until the clogged drain is cleared as the unit will continue to produce water and damage to the property may occur.

WATER HEATER

If gas, learn to light the pilot light. (Same as a gas furnace.)

If electric, check for a timer. Learn to set the timer and which fuse or circuit breakers control the unit.

PRECAUTIONS DURING FREEZING WEATHER

- Always leave the heat ON.
- Close the crawl space vents found around the bottom of the exterior walls of the house.
- The heat must be maintained at a minimum of 65 degrees Fahrenheit in order to protect the plumbing from freezing.
- Exterior faucets, backflow preventers for sprinkler systems, and exposed water lines must be adequately protected by insulating, wrapping, or covering.
- Allow inside and outside faucets to slowly drip. Drip both HOT and COLD water.
- Open cabinet doors to expose plumbing fixtures so that these spaces will be heated.

- If you are going to be away from the property for the day or an extended period of time, it is very important that you do not turn the heat off. Please leave the thermostat setting no lower than 65 degrees minimum.

CLEANING/CARE OF THE HOME

Tenant is responsible for keeping the property clean, odor free, and orderly inside and out.

Kitchen Countertops: Promptly wipe up any spills to avoid stains. Use hot pads to protect the surface. Avoid damage when cutting items with a knife by using a cutting board, not the countertop.

Dishwasher: It is important that you use only dishwasher specific products. ☒ Don't use dish soap or laundry detergents; they will cause the dishwasher to overflow.

- The dishwasher is not a garbage disposal, so don't use it as one. Remove all food from dishes prior to putting them into the dishwasher. Failure to do this could result in repairs that you would be responsible for.
- Run dishwasher at least once each week or the seals may dry up and the motor can be ruined.
- Do not leave soiled dishes in the dishwasher for a long period of time, such practices attract household pests.

Stove, Hood, Vent Filters, and Ovens: It is important to clean these on a regular basis.

- Self-Cleaning Ovens: (Use heat to clean) Follow instructions printed on the oven.
- Do not use commercial cleaners such as Easy Off or Mr. Muscle. If you use these cleaners, the oven will begin to rust within a few weeks.
- Continuous Clean Oven: Set at 450 degrees and leave on for several hours. High heat helps the cleaning process. Then wipe out.
- Do not leave oven unattended while cleaning.

Carpets and Floors: Clean up spills, pet accidents, etc. promptly. Vacuum carpets and sweep and mop floor regularly.

- Have carpets steam cleaned as needed. (Contact **KPM** for a list of carpet cleaning companies).
- Use only approved cleaners on vinyl floors. (Do not use wax).
- Wood and laminate floors must **not** be wet mopped or have liquids left on them.

Bathrooms: Report any leaks immediately.

- Please notify the office if the caulked areas around your bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to the home.
- Do not use abrasive cleaners, steel wool, or scouring powder to clean any tubs, marble sinks, countertops, or any fixture. Using these items ruin the finish. Instead use Soft Scrub or other nonabrasive cleaners.
- Prevent mildew and mold from accumulating by using exhaust fans during and after showering, keeping bathroom properly ventilated, and by treating immediately with products such as Tilex.

Odors: You are responsible for keeping the home free of any lingering odors. These may result from pets, smoke, cooking, etc. If there are lingering odors in the home, you will be responsible for the cost of its remediation. The damages, besides general cleaning, could include interior painting, replacement of carpeting, draperies, window blinds, and additional extensive cleaning of ceilings, walls, and light fixtures etc. If the home requires deodorizing or more extensive remediation to remove the odor, it will **ALWAYS** be at your expense and not considered normal wear and tear.

MOLD/MILDEW

Every house has some mold, and it's been around since the beginning of time. Most of it causes no health risk, but you always need to watch out for it. If you keep moisture in the house low, the shower tile clean, and the refrigerator wiped down, you'll probably never see any.

Use air-conditioning systems, if provided, in a reasonable manner and use heating systems in moderation and to keep the premises properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only.

Use hood vents when cooking, cleaning and dishwashing • Keep closet doors ajar • Avoid excessive amounts of indoor plants • Use exhaust fans when bathing/showering and leave on for a sufficient amount of time to remove moisture • Use ceiling fans if present • Water all indoor plants outdoors • Wipe down any moisture and/or spillage • Wipe down bathroom walls and fixtures after bathing/showering • Wipe down any vanities/sink tops • Avoid air drying dishes • Not “hang-dry” clothes indoors • Open blinds/curtains to allow light into premises • Wipe down floors if any water spillage • Hang shower curtains inside bathtub when showering • Securely close shower doors if present and leave bathroom and shower doors open after use • Remove any moldy or rotting food and remove garbage regularly • Use household cleaners on any hard surfaces • Wipe down any and all visible moisture including windows and sills • Inspect for leaks under sinks

If mold has occurred on a small non-porous surface such as ceramic tile, formica, vinyl flooring, metal or plastic and the mold is not due to an ongoing leak or moisture problem tenant agrees to clean the areas with soap (or detergent) and a small amount of water, let the surface dry, and then within 24 hours apply a non-staining cleaner such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover, or Clorox Cleanup.

FIBERGLASS TUBS

Use SOFTSCRUB or other comparable cleanser on the tubs and sinks and showers.

WALLS

DO NOT use contact paper or sticky paper hangers on walls, doors, or cabinet surfaces. Do not attach anything to the wall that is not easily removable. Do not paint without Landlord’s prior consent.

- We suggest you use 3M picture hanger adhesive strips when hanging pictures. This type of hanger creates no wall damage, most of the time.
- If you have questions about items that are heavy or difficult to hang, please call the office.
- Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted without our prior written consent.
- If you wish to change existing wallpaper, please contact the office first to obtain written approval.
- You are responsible for removing nails and the cost of repairing any damage to walls and ceilings.

FIREPLACES

Before your first fire of the season, the fireplace should be inspected by a professional chimney sweep. Please burn hardwood only, so a build-up of tar and soot can be avoided.

Before starting the fire, open the damper.

- Close the damper securely **only** when the fire is out and ashes are cold.
- If smoke is coming into the room, put out the fire **immediately** and vent the house.
- Use hard woods like oak or mesquite rather than soft woods like pine or cedar. (Soft woods cause sparks and a buildup of creosote in the flu).
- **Never** use fire starters such as lighter fluid or kerosene and definitely not gasoline.
- **Never** burn trash or Christmas trees in the fireplace.
- **Always** use a log grate. It positions the fire properly and ensures a good flow of air to and around the fire.
- Build moderate to small fires. Most prefab fireplaces are not designed for roaring fires. **Do not** overfill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.
- Use a fireplace screen at **all** times to prevent damage to the carpet and to reduce the possibility of a fire spreading into the room.
- **Never** leave the fire unattended or with unattended children.
- **Always** use a metal ash container for the removal of coals and ashes and be sure the coals are cold. **Never** put warm coals in a garbage can, paper bag or any flammable container.
- **Never** stack firewood next to house or wooden fence.

BUGS AND VERMIN

The property may be under a termite program and may have annual inspections and treatments. Please send the office written notification if you are concerned about the treatment of the property. Not all properties are under treatment plans. One treatment may be covered at beginning of lease if problem found, after that it becomes tenant responsibility.

Small black ants are a seasonal problem throughout our area; do not be alarmed by their continual presence in the spring and fall. You can pick up a product called TERRO at your local Lowe's or Home Depot to combat these pests. Follow the directions found on the package and "presto", your ant problem will be solved in about two days.

It is the tenant's responsibility to combat other occasional pest found in the home when it comes to roaches, bugs or the occasional mouse.

LAWN CARE

One of the differences you have when renting a house (as compared to a townhome or apartment) is you are responsible for lawn care. Unless there are special arrangements to the contrary, your lease states **"It is your responsibility to maintain the lawn, trees, weeds, trimming" etc.** Your failure to do so can create serious problems for the HOA and the homeowner. An unmaintained yard will generate complaints from the neighbors and there could be fines assessed to owner and charged back to you. Not everyone has a green thumb, so it may benefit you to hire a lawn care company. Whatever it takes, it is your responsibility to keep the lawn looking good.

GARBAGE & RECYCLING CONTAINERS

Most areas have curbside garbage and recycling pickup using individual wheeled receptacles. Trash must be placed in proper containers in accordance with city and/or county policy. Receptacles may be placed at the curb the night before the weekly collection and must be removed the evening of that day and stored out of sight on non-collection days.

Toxic waste such as paint, oil, antifreeze, solvents, and batteries must be disposed of in accordance with the rules and regulations set forth by the city and county. Certain items such as televisions, mattresses, etc. must be hauled off to an authorized landfill. They can not be left sitting outside.

SECTION III

MOVE-OUT INSTRUCTIONS FOR TENANTS

The following information is based on the terms of the lease contract, normal business standards of the property management industry, and North Carolina Landlord-Tenant Law. Some areas may not be applicable to every situation. All necessary cleaning and other preparations must be completed prior to the end-of-Lease inspection, since due to liability reasons, once keys are returned and possession of the property is surrendered, no further access to the premises is possible.

CARPET CLEANING/DAMAGE

Permanent stains and odors are not considered "normal wear and tear", and tenants will be responsible for the cost to repair or replace, where necessary, any permanently damaged carpeting, pad and/or subflooring. All carpeting must be professionally and satisfactorily cleaned by an approved company and the receipt provided to Eagle Realty of NC. Please call Eagle Realty of NC for the names and numbers of approved contractors. The cost depends on the amount of carpeting to be cleaned. The carpeting must be well vacuumed first, as steam cleaning will not remove litter and debris. When pets are present, de-flea and de-ticking is required, which involves treatment with a pesticide and usually increases the cost by approximately \$50.00. Should tenants: (a) fail to have carpets cleaned, (b) clean it themselves, or (c) use an unauthorized company, Eagle Realty of NC reserves the right to have it re-cleaned by an authorized company at the tenant's cost.

GENERAL CLEANING

Standards of cleanliness are that all easily accessible surfaces (floors, walls, doors, shelves, cabinets, drawers, fixtures, appliances, etc.) must be free of any foreign substances and debris such as grease, hair, food, dirt, finger marks, dust, soap scum, litter, etc. A professional maid service cleaning is highly recommended. Should the property not be left satisfactorily cleaned, an independent contractor must be selected to re-clean it at tenants' cost. Typical problem areas are:

Bathrooms: 1) Hair and litter in drawers, 2) hair, dirt and toothpaste residue on medicine cabinet shelves; 3) hair, soap scum and comet residue on shower doors or in tracks, or on tub and stall surfaces, 4) toothpaste, white film or water spots on vanity fronts and tops.

Doors/Walls/Floors: 1) Dirt, hair, dust or litter on baseboards, window sills and floors (including utility room and garage) 2) finger marks or smudges on interior and exterior doors, light switches and walls; 3) dust or cobwebs on walls and heating vents, 4) light -fixtures and light globes/covers that are dirty, dusty or filled with dead bugs, 5) labels and tape on walls, windows and appliances. (Note: using wax on no-wax wood floors, can ruin them, at tenants' expense.)

Kitchen/Laundry: 1) Hair, crumbs and litter in drawers and on counters, 2) sticky cabinet fronts and counters, and appliance surfaces and controls, 3) hair and food residue in refrigerator/freezer, 4) grease in oven, under exhaust fan hood, on burner pans, hood filters, oven racks or broiler pans (Note: using oven cleaning products on self-clean or continuous clean ovens will ruin them at tenants' expense), 5) burnt food and grease under lift-up cook top, 6) soap, dirt or lint on washer or dryer, lint in dryer pull out filter. 7) trash and/or food under and behind refrigerator and stove.

CHIMNEY CLEANING/FIREPLACE

Glass fireplace doors and fire screens must be clean and intact. All wood-burning fireplace and woodstoves must be free of ashes and firewood. All chimneys, regardless of the amount of use they may or may not have received, must be inspected, and cleaned if necessary, by a professional chimney sweep, and the contractor's receipt provided to the property manager. Should a receipt not be provided or the chimneys not cleaned adequately, an independent contractor must be selected to re-clean it at tenant's cost. For this reason, the tenants may wish to use a contractor recommended by Eagle Realty of NC.

CURTAINS/BLINDS/SHADES/RODS

Any curtains/ blinds/ shades/ rods removed by tenant must be reinstalled and cleaned and pressed as necessary. Broken/missing mini-blind rods, curtain cords and vertical blind slats are the tenants' responsibility.

KEYS

To avoid the cost of lock changes, every copy of all property keys being held by tenants, including house, garage, mailbox, window, storage room or other specialty keys, and garage door remotes, must be returned at the end of the lease. Failure to return these items may result in rent continuing to be charged for each day they are not returned, and/or the locks changed at the tenants' cost. All exterior doors and windows must be closed and locked.

LOCK OUT FEE

Eagle Realty of NC will assess a fee of \$50.00 during the tenancy of the lease should the tenant lock themselves out of the property.

LIGHTS & LIGHT BULBS

At move-in, the condition and type of light bulbs were noted. Tenants are responsible for the cost of any additional missing, burnt-out, broken-off or mismatched bulbs, including oven, oven hood, refrigerator, chandelier, bath heat lamp and exterior lights, plus contractors' cost if necessary to replace.

WALLS

At the end of the lease, the condition of the walls is compared to that at move-in. Normal wear and tear, in the form of a few nail/hanger holds, minor scuffing and curtain rod holes, is acceptable. According to industry and government standards, under normal usage interior paint in good condition is expected to last 3 to 5 years. This, therefore, is used as the basis for determining the tenants' responsibility should damage exceed normal wear and tear. For example, should the interior again require complete repainting after only one year, the tenants are responsible for a minimum 2/3 of the cost. The tenants will also be responsible for the cost to remedy unapproved wallpaper, heavy damage or over-spackling of holes, etc.

NAIL HOLES

Nail holes should not be excessive and no larger than a toothpick inserted.

Tenants can obtain a tube of Nail Hole Filler to fill in the nail holes. We suggest a product called DAP Patch stick which is sold at Home Depot. You can dap in on with your finger or Q-Tip.

A tenant should only touch up paint if they know how to feather the paint out into the existing paint. The tenant is responsible if the paint does not match.

We always suggest hiring a professional painter.

WINDOWS/SCREENS/STORMS

All windows, storm windows and glass doors (and light globes) must be clean and intact. Any screens or storm windows that have been "removed and stored must be reinstalled. The cost to repair any broken windows or damaged screens is the tenants' responsibility. Door/window tracks must be clean and free of debris. Lock all doors and windows.

FURNACE/AIR FILTER

The lease requires the furnace's air filter to be changed every two months. At the end of the lease, the filter should have only two month's accumulation of dirt. If it exceeds this, the furnace must be inspected and any necessary cleaning/repairs performed at tenants' cost.

EXTERIOR

The property exterior must be returned at lease end to the quality at the move-in inspection: yard mowed leaves, branches and litter removed, shrubs trimmed. Deck, patio, sidewalks, and driveway must be swept of leaves, branches and litter, and cleaned of dirt, oil, children's chalk, etc. Siding must be free of dirt and cobwebs.

OWNER'S PERSONAL PROPERTY

Any of the owners' personal items left behind must remain with the property, including lawn equipment, portable appliances, broiler pans, fireplace tools, window treatments, etc. Garage door, fireplace and ceiling fan remotes, along with any appliance manuals should be left in a kitchen drawer.

SMOKE DETECTORS

Under state law, tenants are responsible for keeping smoke detectors clean, and the batteries fresh, and reporting any malfunctions. Consequently, if any smoke detectors and/or their batteries are missing or dirty, a contractor must be hired at tenants' expense to clean the detectors or replace dead or missing batteries.

TRASH/PERSONAL PROPERTY

Any of tenants' items left in the property at the end of the lease must be considered abandoned as trash. Any cost incurred to remove them is the tenants' responsibility.

UNREPORTED REPAIRS

The lease requires tenants to promptly report any breakdowns' or other problems that require repair to the property's major appliances, systems and structures, so the cost to remedy any repairs unreported during the lease may be held the tenants' responsibility under certain circumstances.

UTILITIES

Tenants must maintain electric, water, sewer and gas utilities continuously through the last day of the lease, regardless of the date tenant elects to physically vacate the property. This is necessary to: a) safeguard the property against freeze damage and vandalism, b) prevent permanent odors from ruining the refrigerator, c) permit agents to show the property in the evening, and d) permit the appliances and systems to be checked during the final inspection. If utilities are disconnected before the end of the lease, the responsibility for reconnect fees, utility costs, and any damage to property (such as frozen and/or broken pipes) is the tenants' responsibility.

RENT/LEASE TERMINATION DATE

The last rent payment is due on the 1st of the month. The security deposit is not the last month's rent - it is a deposit for damages that is held until after the termination of the lease, and cannot be used by tenants for any rent payments. Rent is due through the last day of the lease, regardless of the date tenants choose to vacate the property.

Please enjoy the property and we appreciate your business!