



# Neuse Realty Property Management

Tenant Handbook





## WELCOME LETTER

Dear Tenant,

The Property Management Department at Neuse Realty would like to welcome you into your new home and thank you for choosing to rent through us. This handbook will assist you with caring for your rental home and answer the most commonly asked questions regarding the rental process.

We ask that you take a moment to review the contents of the handbook as its purpose is to help you transition into your new home smoothly. If you still have questions after looking through the handbook, please feel free to call or stop by our office and we will be happy to answer any questions!

Neuse Realty Property Management strives to provide friendly customer service to all of our Landlords and Tenants. We are here to help you, Monday – Friday, 9 AM to 5 PM. We are currently closed on weekends and holidays. Please call our office with any questions at 252-633-6333, or stop by the office at 601 Broad Creek Road New Bern NC 28560.

## Rental Payments

- All rental payments are due on the 1<sup>st</sup> of each month.
- Rent is considered late if not received by close of business on the 5<sup>th</sup> of each month. Any unpaid rents will be assessed a 5% late payment fee.
- Accepted forms of rent payment include: Personal Check, Cashier's Check, Bank Check and Money Order. You may use your tenant portal through Appfolio for online payments using credit/debit. There may be processing fees when using Credit/Debit for payment. **WE DO NOT ACCEPT CASH.**
- Please make sure your name and the address of the property you are paying on are visible on your check so that we can properly credit your account.
- Rent payments can be mailed or hand delivered to our office at 601 Broad Creek Road, New Bern, NC 28560. All mailed rents must be received before close of business on the 5<sup>th</sup> or they will be considered late, regardless of postmark date.
- Any checks returned for insufficient funds will be assessed a 5% late payment fee and a \$35 NSF fee. After one (1) NSF checks, we will only accept certified funds for rental payments.
- When the office is closed, please place your rental payments in the drop box located on the right side of the front door to the office.

## The Basics

- **Rental Agreement:** The duration of your rental agreement is fixed and stated on the first page of the contract. Neuse Realty **requires** tenants to turn in a minimum written 30 day notice prior to vacating the premises. If, by the end of your rental agreement, we have not received any notice, the lease automatically transfers to a month-to-month status. Written 30 day notice is still required when on a month-to-month status.
- **Security Deposits:** Your security deposit is intended to be used for damages, if any, at the end of your tenancy. If you breach the lease and vacate early, you forfeit the security deposit and may be subject to subsequent charges in regards to re-renting the property. **The security deposit will not be used as your last month's rent.**
- **Pets:** Animals are sometimes allowed with prior owner and management company approval. Please do not obtain a new pet and then ask for approval. Approval is based on breed, weight, and quantity. Neuse Realty reserves the right to deny any exotic and/or aggressive pets.
- **Grills:** It is against North Carolina Fire Code to have any type of open flame cooking device (grill) on balconies or within ten (10) feet of any structure. Any violations of this law will be noted and attended to accordingly by Property Management.

## The Basics (cont'd)

- **Keys/Tenant Lockout:** If you lose your keys or lock yourself out during business hours, you may come to the office to use a spare key. Spare keys **MUST BE** returned within 24 hours to avoid a key copy charge. If you are locked out after 5 P.M., you will need to call a locksmith to gain access to your unit. (Ernul's Locksmith: 252-633-0171; A-1 Locksmith: 252-638-3363)
- **Lawn Care/Landscaping:** Page 3 of your rental contract will specify whether you are responsible for your lawn maintenance/landscaping. If you are responsible for maintaining the exterior of the property, upkeep of flower beds, lawn care, cleaning gutters and trimming of bushes/shrubs is expected. If you have any questions regarding the specifics of your lawn care, please call the office!
- **Guests:** Please notify Neuse Realty PM if you have any guests staying with you longer than fourteen (14) consecutive days. Any guest staying longer than 14 days will require approval from the Property Manager. You are responsible for the conduct of any guests at your rental unit.
- **Noise:** You and your neighbors have the right to quiet enjoyment of your rental. Please keep this in mind at all times, especially if you are residing in any condo/apartment unit. You are subject to all laws pertaining to noise and your rental agreement.

## Maintenance

- **Routine Maintenance:** Neuse Realty PM will handle all necessary maintenance as specified in the lease on page 3. You may **not** authorize maintenance on the owner's behalf, unless you receive permission in writing. The following are examples of routine maintenance that **ARE** the responsibility of the tenant:
  - Replacement of light bulbs
  - Cleaning/Replacing air filters (use blue/green fiberglass filters)
  - Regular yard maintenance (unless otherwise specified)
  - Replacement of batteries in smoke/CO2 detectors
  - Pressure washing if in a single-family home
  
- **Maintenance Emergencies:** In the event of a maintenance emergency, please call the Property Management office at (252) 633-6333 to report your issue. If it is after business hours, please call the same number as above and leave a voicemail. Our automated system will deliver your message to the duty agent and we will contact you back as soon as possible.

## Maintenance (cont'd)

- Please note the after-hours emergency contact should **only** be called **in the case of an emergency**. The following are examples of situations that constitute a maintenance emergency:
  - Fire – call 911 IMMEDIATELY, then Property Management
  - Backed up or overflowing toilets, sewer lines or drains
  - Any type of water leak that cannot be stopped.
  - Lack of heat in cold weather (HVAC Tech will be dispatched the next business day)
  - Lack of air conditioning in extreme heat (HVAC Tech will be dispatched the next business day)
  
- **Submitting a Maintenance Request:** When a maintenance issue arises, please submit a maintenance request in writing by:
  - Sending a detailed email describing the issue and any other important information to [propertymgmt@neuserealty.com](mailto:propertymgmt@neuserealty.com)
  - Access your tenant portal through Appfolio and submit a work order request.
  - Stop by the office located at 601 Broad Creek Road, New Bern NC 28560 and fill out a Maintenance Request Form.

- Before submitting a maintenance request, always check your breaker box to ensure that the problem is not that a breaker has tripped. If the findings of a service request result in only a tripped breaker, this service fee will be charged to the tenant.
- When completing the maintenance request, please let us know the following information:
  - Do you wish to be present when the repairman enters the property? Remember, the PM department cannot be present at every maintenance repair.
  - Are there any pets in the home? Please note, tenants are responsible for securing any pets that may be encountered on the visit to the property.
- If the tenant does not keep an appointment to be home for maintenance or repair work, or if the repairman cannot enter the property to complete the repair due to extra and/or changed locks on the door, the service fee will be charged to the tenant.



## Utility Contacts

<u>Electricity</u>	Tideland EMC	(800) 637-1079	www.tidelandemc.com
	Duke Energy	(919) 508-5400	www.duke-energy.com
	City of New Bern	(252) 639-2750	www.newbernnc.org
<u>Cable/Internet</u>	Suddenlink	(252) 638-3121	www.suddenlink.com
	CenturyLink	(252) 636-1514	www.centurylink.com
	DirectTV	(855) 229-4388	www.directv.com
	Dish Network	(888) 449-0888	www.dish.com
<u>Water/Sewer</u>	CWS/Utilities, INC	(800) 525-7990	www.uiwater.com
	City of New Bern	(252) 639-2750	www.newbernnc.org
	Craven County Water	(252) 636-6615	www.cravencountync.gov
	First Craven Sanitary	(252) 633-6500	
<u>Gas</u>	Suburban Propane	(252) 633-5560	www.suburbanpropane.com
	Mallard Oil	(252) 527-7191	www.mallardoil.com
	Eastern Propane	(252) 745-7346	
	Amerigas	(252) 637-3903	www.amerigas.com



## Move Out Instructions

In preparation for your move-out inspection, please complete the following items listed below. Remember that this is a **generalized list** and may not include everything that you will need to do upon moving out. Likewise, it may also include items that do not relate to your unit (i.e. “clean fireplace” in a unit without one). Our goal is to refund your entire security deposit to you, but please keep in mind that any of the items listed below that are not performed within the timeframe or manner set forth may be deducted from your security deposit.

### Return ALL keys:

- Turn in all keys (including storage keys, passes and garage door openers, if applicable) to Neuse Realty no later than 5:00 P.M. of the day of your lease expiration.** Keys must be turned into the Neuse Realty Office. **Do NOT leave the keys in the property.** When you turn in your keys, please make sure that we have a forwarding address on file and that you have turned in all carpet cleaning/extermination receipts. If our office is closed due to weekend or holiday hours, place everything in an envelope and drop it in the overnight drop box located on the right side of the rental office door. The property must be vacated, cleaned and ready for inspection prior to your keys being turned in. Per the rental contract terms, you will be charged pro-rated rent for each additional day that the keys are outstanding. Do not turn your utilities off until the last day of your notice.

### Security Deposit:

- Pay all rent and charges owed. **You may not use your security deposit as your last month’s rent. The security deposit is used strictly for damages incurred during the time of your lease.**

### Repair any damages and clean the unit thoroughly:

- Repair any damages to the unit. Any repairs to walls and/or painting repairs totaling over \$100.00 (exceeding normal wear and tear) will be charged to you.
- Clean the interior and exterior of all appliances and fixtures in the kitchen, bathroom(s) and utility areas.
- Move and clean behind/underneath the refrigerator, stove, and washer/dryer. Clean/replace drip pans on stove. Do not leave the refrigerator unplugged after cleaning.
- Wipe out all cabinets/closet shelving in unit (especially in the kitchen and bathrooms).
- Clean blinds, windows, windowsills, window tracks and storm windows. Make sure all window screens are in place.
- Dust all trim work and walls to remove dirt and cobwebs. Clean blades of any ceiling fans in unit.
  
- Clean all filter grills and install fresh filters.
- Replace any burnt out light bulbs throughout the unit (interior and exterior).
- Clean floors in the unit.
- Clean fireplace if applicable.



### Carpet Cleaning:

- Vacuum and clean the carpets in the unit. A receipt from a professional carpet cleaning company must be provided when you turn in your keys. If a receipt is not provided at move-out, Neuse Realty reserves the right to have the carpets professionally cleaned at the tenant's expense. **If you have/had a pet in the property, you must have the carpets pet treated.** If this is not done, PM will have it done and it will be deducted from your security deposit.

### Properly dispose of all items, trash and debris:

- Dispose of all trash properly (i.e. mattresses, furniture, clothes, etc.), from both inside and outside the unit and in any storage areas. No items are to be left behind in the unit or at the curbside/dumpster. If you leave behind items that will not be taken during regular trash pick-up, you will be charged to have our staff remove these items.
- Clean up the exterior of the unit. Remove all trash and debris and clean up the landscaping if landscaping was a tenant responsibility (i.e. cut the grass, trim the bushes, haul away dead limbs and **clean out the gutters.**)

### Utilities:

- Leave the HVAC units on to avoid any damages to unit from extreme heat or cold temperatures. Set to 80 degrees for A/C in summer or 55 degrees for heat in winter.
- If tenant is paying utilities directly, they must be left on and in your name until the last day of your lease obligation/notice term.



## MOVE-OUT 30 DAY NOTICE

Please fill out the following 30 day notice and turn in to Neuse Realty at 601 Broad Creek Road. You will be financially responsible for your unit until the end of your 30 day notice at 5 PM. Please follow the move out instructions on the previous pages as you prepare to vacate. If you have any questions regarding your move out responsibilities, please do not hesitate to ask!

Name: \_\_\_\_\_ Current Date: \_\_\_\_\_

Rental Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Move Out Date: \_\_\_\_\_

Forwarding Address: \_\_\_\_\_