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Homeplace Property Management, Inc.

111 Hampstead Village, Hampstead, NC 28443

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www.homeplace4rent.com

Tenant Handbook



Management Made Easy

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Disclaimer: This handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process.

www.homeplace4rent.com

Management Made Easy

Welcome Letter

Dear New Tenant:

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions you will have while working with a property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call one of our offices or come in and someone will be happy to answer questions you might have and help you in any way we can.

Homeplace Property Management, Inc. is committed to providing friendly and helpful service to all our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to working with you.

Sincerely,

Homeplace Property Management, Inc.

Paying Rent

When rent is due:

- Rent is due on the 1st of each month and is considered late at Noon (12:00 PM) on the 5th. **Please note this timeline includes weekends and holidays. Variations may exist for this policy by location, so please consult your lease terms.**

How to pay rent:

- Rent can be paid by check, money order or cashier's check payable to Homeplace Property Management, Inc.
- Rent can be paid by mail, but it must physically be received in the office by Noon (12:00 PM) on the 5th. Please address mail to Homeplace Property Management, Inc., P.O. Box 1178, Hampstead, NC 28443.
- Rent can be paid in person during normal business hours or after hours by placing your rent in the drop box. Be sure the envelope is properly labeled with your address.

Important Notes:

- Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.
- Review your check or money order and ensure it has the names of payer and payee.
- Leaving an incomplete check or money order on the premises is not the management company's responsibility.
- When the office is closed, place your rent in the drop box by the front door and please be sure the envelope is properly labeled with your address.
- Operational hours are Monday through Friday from 9:00 AM to 5:00 PM.
- If a rent check is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you.
- An NSF check must be replaced with either a certified check or money order.

The Basics

Important Policies:

- **Rental Agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.
- **Security deposits:** Your security deposit **can not** be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with prior approval on the owner and the management company. Each animal must be 30 pounds or less and older than 18 months. Upon move-out, the property must be professionally treated for odor and pests.
- **Keys:** If you lose your keys or lock yourself out of your home during office hours there is a \$25 dollar charge to make a copy of our back-up set of keys. After office hours (later than 5:00 PM during the weekday or weekends), there is a minimum \$80 dollar fee for an emergency maintenance response.
- **Yard & Grounds Maintenance:** If you are responsible for maintaining your yard, upkeep of flower beds, lawn care and maintenance of other parts of the yard is expected. Additional care should be taken to keep the grounds clean. Please consult the rental agreement for more details.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Please consult the rental agreement for more details.
- **Guests:** A guest(s) staying longer than 14 days will require approval by the management company. Consult your rental agreement for more details.
- **Noise:** You are subject to all laws pertaining to noise and your rental agreement.
- **Routine maintenance:** As you become more settled in your new home it is important to manage routine maintenance items. Here are **some examples** of maintenance items you are responsible for:
 - Replacement of light bulbs
 - Cleaning or replacement of furnace filters (if applicable)
 - Regular yard and lawn maintenance (if applicable)
 - Replacement of batteries in smoke detectors and CO2 detectors

Submitting a maintenance request:

- If a maintenance issue should arise, please complete a maintenance request by submitting a work order online at www.homeplace4rent.com.
- We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem.
- When preparing your work order please remember to complete the section on how to enter the property. If you need to be present, remember that the maintenance department schedules appointments Monday—Friday, from 9:00 AM –4:00 PM.
- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

HOMEPLACE PROPERTY MANAGEMENT

HAMPSTEAD OFFICE

111 Hampstead Village
Hampstead, NC 28443

Mailing Address:

Homeplace Property Management, Inc.
P O Box 1178
Hampstead, NC 28443

Phone: 910 319-0900

Fax: 866 443-2062

UTILITY SERVICE INFORMATION

Utility	Company	Phone
Telephone	AT&T	(800) 288-2020
	Bellsouth	(800) 767-2355
	Embarq	(800) 362-2772
Cable	Charter Communications	(888) 254-3534
	Time Warner Cable	(800) 892-2253
	Direct TV	(800) 280-4388
Gas & Electric	Diversified Energy (Gas)	(910) 681-1141
	Four County Electric	(910) 259-2361
	Progress Energy	(800) 452-2777
	Jones-Onslow	(800) 682-1515
Water & Sewer	Aqua of NC Inc (Hampstead)	(877) 987-2782
	Brunswick County	(910) 253-2655
	Carolina Water	(800) 525-7990
	City Water (Wilmington)	(910) 341-7806
	Jacksonville Water	(910) 938-5254
	Pender Co. Utilities	(910) 259-1570
	Surf City Water	(910) 328-3921
	Sewer (Wilmington)	(910) 789-7162
	Utilities Inc (Sewer) (Sneads Ferry/Topsail)	(910) 949-2010
Garbage	Waste Industries	(910) 762-7563
	Waste Mgt (Wilmington)	(910) 799-5256
	Hampstead Trash Service Inc.	(910) 270-2997
Police	New Hanover County	(910) 798-4161
	Onslow County	(910) 455-3113
	Pender County	(910) 259-1212

EMERGENCY PROCEDURES

In case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.

Maintenance emergency procedures: If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible

- The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak).
- An emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage and the like, while inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- If the situation is considered a maintenance emergency and **occurs during normal business hours,** please call our office, then follow-up with a work order request.
- If the situation **occurs after business hours,** please call our main office line and listen for directions on how to reach our emergency extension. Remember to leave your name, phone number, address, and the type of emergency.

Emergency failure check steps (prior to contacting Property Manager),

Electric Heat

- Check the thermostat to see that the controls are set properly.
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed.
- Check the filter and ensure it has been replaced in the last six months.

Gas Heat

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed.
- Test any other gas appliances to determine if service has been interrupted

Oil Heat

- Make sure the emergency shut off switch is in the “on” position
- Check oil level in the fuel tank
- Check thermostat, d-fuses, circuit breaker and blower compartment panel to ensure normal operation (see above)

In all cases, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

Water related issues: If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance/fixture or shut-off the main valve for the property. If you reside in a location that has on-site management, contact them and this office immediately.

MAINTAINING FIXTURES and APPLIANCES

Furnace and wall heaters:

- All tenants are responsible for cleaning and replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be the tenant’s responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the “Emergency Heat” setting which activates the resistance heat mechanism.

Gas wall heaters

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the gas company immediately.

Humidifier:

- Ensure that the water supply valve is open and set the control to your comfort level. Set it to the “off” position during the cooling season and shut the water supply valve.

Central air conditioning:

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Clean air filters at a minimum twice a year.

Window air conditioning:

- These machines should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

Power

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.
- If the power is only out in your house/unit, check the circuit breaker panel. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Drains:

- AVOID letting food and hair get down the drains. Clogged drains caused by hair, grease are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- Hardware stores carry “hair catchers” to place in sink and tub drains that significantly help keep drains free of hair.

Garbage disposals:

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10—15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grinds, potato peelings, bones, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Refrigerator coils and drip pans:

- Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Fireplaces:

- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning floor coverings.

Stove or oven:

- Be aware of the various bake, broil, time bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water to clean, please never use oven cleaners or abrasives as this will ruin the finish.

Plumbing fixtures:

- NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.
- If brass needs to be polished, use a product specifically designed for brass.
- Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle to clear clogs and avoid damage from over-flows.

Water damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.
- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.
- In order to slow the growth of mold in tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

House Plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen counters:

- To avoid costly damage from nicks & cuts in counter tops, please use a cutting board.

Ceramic tile—Tub and Shower Walls:

- NEVER use scrubbing cleansers like Comet or Ajax on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

Mini Blinds:

- Do not soak mini blinds. Spray them with mild soap and water solution and wipe them down.

Smoke and CO2 Detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time. Batteries are changed upon move-in.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

Wood decks and porches:

- Potted plants and flowers add beauty and appeal to a property. Please put “feet” or saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors:

- For cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen area only: once every 3 months clean floors with a small amount of vinegar in water.
- Use throw rugs in front of the sink and stove to protect these areas from water and grease.

Marble and granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

SEASONAL MAINTENANCE

Interior

Furnace

- Clean or replace the air filter regularly. All tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.
- Inspect all supply and return vents for cleanliness and obstructions.
- For radiant heat systems, inspect for leaking valves on radiators.

Fireplace

- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended; however, this is typically a tenant expense.

Smoke and CO2 Detectors

- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.
- Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries and each detector will need to be tested to stop beeping.

Exterior

Lawn and Shrubbery

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

Gutters

- Inspect that all gutters are free and clear of debris. They should drain freely away from the foundation.

Winterization: Faucets and Outlets

- Wrap all outside faucets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

VACATING CHECKLIST

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact Homeplace Property Management, Inc.

General

- Provide a written notice of your intent to vacate a MINIMUM of thirty days prior to the end of the month. This written notice must be RECEIVED in the office and signed by all the tenants on the lease within this thirty day timeframe.
- Complete change of address cards for the Post Office and provide our office with a forwarding address.
- All utilities must remain on, but it is your responsibility to cancel any garbage, cable, phone, etc. services.
- If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.
- All properties must have a MOVE OUT INSPECTION by one of the Homeplace Property Management staff when tenant is ready to vacate. This should be done when the property is 100% vacant and ready for a new tenant.
- All carpets must be professionally cleaned and a receipt provided proving that this was done. Rental machines are not accepted.
- Chimneys must be swept and a receipt provided showing that it was done by a professional chimney sweep.
- Homes where pets are present must have flea and tick treatment, written proof is also required.
- All trash must be removed entirely from the property.
- Be sure no moving trucks are parked or driven on the non-paved areas of the property. Tenant will be responsible for any damage done by moving trucks.

Refrigerator

- Defrost freezer if needed. **DO NOT** use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace.
- Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. **DO NOT TURN OFF!**
- Sweep down cobwebs on walls and ceilings.
- Replace light with an appliance bulb, if necessary.

Stove

- Remove racks and broiler pan; soak in hot water and clean, dry well
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer
- Wash and dry outside of stove
- Replace oven light with appliance bulb if burned out
- Replace burner pans
- Move stove out and clean wall and floor

Cabinets and Drawers:

- Wash cupboards inside and out
- Wipe out drawers with damp rag
- Clean sink, baskets and counter tops well
- Make sure garbage disposal is empty and clean

Miscellaneous In and Near Kitchen:

- Wash all light fixtures in warm water and soap. Clean switch plates

- Clean inside and out of dishwasher; include inside seal
- Wash range hood and clean filter. Change appliance bulb, if necessary
- Wash windows, blinds, screens and clean sills and tracks
- Scrub kitchen floor, including under movable appliances and baseboards

Living Room:

- Wash windows, sill and clean tracks
- Clean light fixtures and switch plates
- Sweep down cobwebs
- Clean out fireplace(s); wash screen and doors
- Vacuum carpet and clean baseboards
- Clean drapes/blinds

Bedrooms:

- Sweep down cobwebs
- Wash light fixtures and switch plates
- Wash windows, clean sills and tracks
- Vacuum carpet and clean baseboards

Bathrooms:

- Clean bathtub, tile around tub, sink, door and fixtures
- Clean inside and outside of toilet. These should be free of soap scum
- Scrub floor, baseboards and behind toilet
- Clean inside of medicine cabinet
- Wash mirror
- Clean windows, sills and tracks

- Clean fan
- Clean vanity inside and out, including drawers
- Wipe toilet paper holder and towel rods
- Clean light and switch plates

Miscellaneous:

- Replace furnace filter
- Wash inside and outside of front and back doors
- Clean tracks of sliding doors
- Replace **ALL** burned out bulbs
- Clean and dry inside and outside of washer and dryer. Clean lint trap
- Pull out washer/dryer and clean floor
- Wash **ALL** doors, especially around knobs
- Sweep garage and sweep down cobwebs. Clean windows
- Mow and weed yard
- Haul **ALL** trash away
- Clean out **ALL** floor vents

Final:

- Return keys to the office