

TENANT PROCEDURES

RENT

- Rent is due on the 1st day of each month. We do NOT accept cash payments. Only ONE rent check per month per property. \$10 administrative fee will be charged for each additional check received.
- After the 5th day of the month, a 5% late fee will be charged; please include late fee with your rent check. After the 15th of the month we will file court papers, at tenant's expense, in small claims court for collection.
- Rent payments can be made as follows:
 1. Mailed 319 Providence Road, Chapel Hill, NC 27514 (MUST be received by the 5th)
 2. Delivered to the LBP rental office.
 3. Online at www.louisebeckproperties.com
- Make all rent checks payable to: **Louise Beck Properties, Inc.**
- Rent must be received **in full** no later than midnight on the 5th day of each month to avoid late fees.
- A returned check fee of \$25 will be charged for all insufficient funds (NSF) checks and, in most cases, a 5% late fee charge. Please bring a money order to the LBP rental office for the amount owed, including all fees. After one NSF check, only money orders or cashier's checks will be accepted for rental payments.
- Rent checks received without the property address notated may result in late fees.

MOVE IN

- Complete and return the **Move-In Checklist** provided to record the condition of your residence within 10 days of occupancy. A **Move-In Checklist** is available online at www.LouiseBeckProperties.com. Failure to return the form within 10 days of occupancy may jeopardize the return of your full security deposit.
- At your request, a copy of all signed rental documents will be provided to you, as well as any additional rules/regulations of the condominium or homeowners association (if applicable).
- **All carpets have been cleaned prior to your move-in. Your signature below indicates you agree to have all carpets professionally cleaned upon move-out by Chemdry of Chapel Hill/Durham @ 968-4009, AND to provide LBP a copy of the receipt upon move-out.** (LBP has negotiated a 10% discount for our tenants.)
- Carpet cleaning must be done after all belongings are removed to ensure complete and satisfactory cleaning.
- Your home was professionally cleaned in accordance with LBP standards prior to your move-in. We understand definitions of cleanliness can vary greatly. However, you are accepting the cleanliness of the home as is.
- LBP is not responsible for the installation of cable or phone service. If you wish to have service or additional jacks installed, you must obtain written permission from LBP. You are responsible for all associated costs.

MAINTENANCE REQUESTS

- **ALL MAINTENANCE REQUESTS MUST BE SUBMITTED ONLINE AT www.LouiseBeckProperties.com** (EXCEPT EMERGENCY REQUESTS)
- **NON-EMERGENCY REQUESTS WILL NOT BE ACCEPTED VIA TELEPHONE. NO EXCEPTIONS.**
- For tenants without internet access, maintenance request forms are available at our office.
- Failure to provide information in all fields on the maintenance request form may delay our response time.
- **EMERGENCY REQUESTS** can be reported anytime by:
 1. Calling the rental office at 401-9300, MON-FRI 9:00 am – 5:00 pm
 2. Night or weekend pager: 1-800-921-2965 ****NON-EMERGENCY PAGES WILL RESULT IN A \$100 FINE****

NOTE:

- Always check your breaker box and GFCI reset switches if you are experiencing electrical problems.
- If you have a water problem, turn off the water to your unit immediately.
- You will be charged for any unnecessary maintenance call or one that is caused by you (clogged toilet, sink disposal, etc.).
- You are responsible for changing all heating/AC filters monthly. **Failure to do so may result in damage to the system and/or a service call at the expense of the tenant.**

MAINTENANCE REQUEST EXAMPLES

- **EMERGENCY:** Water leak of ANY kind, lack of heat if exterior temperature is $\leq 55^{\circ}$, lack of AC if external temperature is $\geq 90^{\circ}$.
- **NON-EMERGENCY:** Broken garbage disposal or other appliance, clogged toilet, no hot water

SMOKE DETECTORS, CO DETECTORS, HARDWOOD FLOORS, PESTS, MOLD & PETS

- The smoke and CO detector(s) in your unit were inspected and the batteries were replaced prior to your occupancy.
- You **MUST** check all detectors periodically and install fresh batteries as needed.
- If the CO detector alarms, your first steps are to contact the gas company, ventilate and vacate the property.
- **NEVER move, tamper with, or disconnect detectors.**
- **A DISCONNECTED OR TENANT-DAMAGED SMOKE OR CO DETECTOR WILL RESULT IN A FINE.** *North Carolina law allows property owners to fine tenants up to \$100 if the tenant does not reimburse the property owner for the repair and replacement of a damaged smoke detector within 30 days.*
- Hardwood floors require special care and can be easily damaged. We recommend you inspect hardwood floors before and after your moving company have moved your belongings in/out. Movers are notorious for damaging floors, but may be responsible for the cost of repairs if you identify the problem immediately.
- **ANY gouge in the hardwood floors may require ALL adjacent hardwood be refinished to properly repair. The cost to refinish hardwood floors can be significant. Take extra care with hardwood floors.**
- LBP does **NOT** exterminate for any pests including roaches, ants, centipedes, bed bugs, mice, snakes, and squirrels.
- You must notify LBP immediately if you believe MOLD is present in your property and we will investigate. Louise Beck Properties, Inc. is **NOT** liable for any health problems or property damage due to the presence of mold.
- You must obtain written permission from LBP before obtaining a pet of any kind. Additional deposits, fees, or increase in monthly rent may apply.

MOVE OUT AND SECURITY DEPOSIT RETURNS—PLEASE READ CAREFULLY!

- **A 90-day written notice is required to vacate the property.** If a 90-day notice is not received, LBP will assume you will not renew your lease and will market your property for rent. You will be charged a \$250 administrative fee if you choose to renew the lease after the 90-day notice cut-off.
- Some properties designated by LBP as student rentals may require Tenants to make renewal/move-out decisions in December of each year for the next academic year.
- **If you desire to move out before the end of your lease period, understand you are legally responsible for paying rent through the end of the lease period. You may find a new tenant to move in for the remainder of your lease period and/or beyond who will pay the remaining rent for you. You may advertise for the new tenant at your expense (they must submit an application and be approved by LBP prior to move-in) or we can handle the advertising for you through our Early Marketing Program.**
- You will be charged rent until your keys are turned into the LBP rental office.
- All keys must be brought to the LBP rental office upon move out. Failure to return **ALL** keys will result in the locks being changed and the cost deducted from your security deposit.
- Carpet in your unit must be professionally cleaned upon move out. You **must** provide LBP a receipt from Chemdry of Chapel Hill/Durham @ 968-4009 or you will be charged for carpet cleaning.
* **A rented carpet cleaning machine receipt will NOT be accepted as professional cleaning!** *
- To refund your security deposit, we must have your forwarding address and telephone number.
- Your security deposit cannot be applied toward your final month's rent.
- Your security deposit will be returned to you within 30 days of your lease end date and receipt of **ALL** keys.
- The property must be left clean, with no damage, for a full refund of your security deposit.
- Your refrigerator must be left plugged in and turned on. Failure to do so will result in a \$100 deodorization fee.
- All properties are **NON-smoking**. Evidence of smoking will result in a substantial deodorization charge.

SHOWING THE PROPERTY TO NEW TENANTS

- We have the right to show the property to prospective tenants in order to re-rent it.
- We may begin showings 90 days before the end of your lease, depending on market conditions and the nature of your specific property. Some properties designated by LBP as a student rental will be shown beginning in December of each year, which may be up to 8 months before the end of your lease.
- We have the right to place a combination lock box on the property, place a sign in the yard (if neighborhood covenants allow the placement of signs), advertise the property for rent, and allow member agents of the Multiple Listing Service to show the property.
- You must cooperate with showings when notified including weekends.
- All prospective renters who view the property will be accompanied by a licensed real estate agent or a member of the Louise Beck Properties staff.
- PLEASE NOTE: We place photos of our available properties online so that prospective renters may see them. This reduces the number of showings. Most properties re-rent after 3-4 showings.

LOCK OUT & LOCKS

- If you lock yourself out, a key may be checked out by a lessee at the LBP rental office between normal business hours (M-F, 9 am–5 pm), with a \$25 cash deposit. Keys must be returned same day by 5pm for deposit refund.
- **After normal hours, you will be charged a \$100.00 lock-out fee, due immediately upon unlocking the unit.**
- You may **NOT** replace any locks in your unit without prior written permission from LBP.
- **If granted permission to change your locks, you MUST provide 2 sets of keys to LBP the SAME day the change is made. Failure to do so will result in a \$100 administrative charge to your account.**
- It is prohibited to install keyed locks on any interior doors.

INSURANCE

- **Your personal belongings are not covered by the home or apartment owner's insurance.**
- To protect your personal belongings, we require that you acquire renter's insurance to protect your belongings in the event of fire, flood, theft, or other accident. Most automobile insurers can offer renter's insurance. Further, we recommend that you obtain the maintenance service plan offered by the telephone company. **Your signature below indicates you agree to obtain renter's insurance for the duration of your lease.**

IMPORTANT NUMBERS

• Duke Energy	1-800-777-9898	• Chapel Hill Garbage Pick up	919-968-2796
• Public Service Gas Company	877-776-2427	• Progress Energy	919-508-5400
• Orange Water & Sewer Authority	919-968-4421	• City of Durham (water/trash)	919-560-4411
• BellSouth (new phone service)	919-780-2355	• Hillsborough City Water	919-732-2104 #225
• Verizon (new phone service)	800-483-5000	• Aqua/Hydrolics/Htr Utilites	800-582-5142
• Chatham Water	919-542-8270	• Piedmont Electric	919-732-2123
• Chatham Disposal	919-542-5684	• Time Warner Cable	919-595-4892

NOTE:

- All utilities connected under Louise Beck Properties will be disconnected on the day you move in.
- Utility companies require a 24-hour notice to provide service in your name, and additional delays may apply if you are new to the service area. Plan ahead to ensure you have utilities on the day your lease begins.
- Failure to transfer utilities to your name within 3 days of the beginning of your lease will result in a \$100 admin fee

SHOWING PROCEDURES

- At such time that LBP determines it must market your property, you must cooperate with showings when notified including weekends. Please initial the notification period you agree to below:

_____ I prefer a courtesy call from LBP 2 hours in advance. Please leave a message.

_____ I have a pet. I prefer a courtesy call from LBP 4 hours prior to accommodate restraining or removing my pet.

I/We the tenant(s) have read and understand the lease agreement. I/We understand I/we MUST view the video titled *Property Management Made EZ* prior to picking up my/our keys. My/Our signature(s) below indicates understanding and acceptance of all information contained in this document.

TENANT

DATE

TENANT

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