



Property Management

**NORTH CAROLINA
TENANT HANDBOOK
RULES AND REGULATIONS**

Welcome to Howard Hanna

Thank you for choosing a Howard Hanna-managed property. We pride ourselves in being “The Best in the Business” and we hope you look to us for all of your real estate needs. Our family owned and operated company offers a full range of services including representation for buyers, sellers, landlords, insurance, settlement, and mortgage. Should you decide to buy or sell a home, please let us know and one of our experienced agents will be happy to help you.

While the Property you have chosen is owned by your Landlord, it is now your home. We want you to fully enjoy all of its amenities. On behalf of your Landlord and your Howard Hanna Property Manager, we hope you will care for the Property as if it were your own. Please, handle with care.

As professional Property Managers, we have obligations to both you, as a Tenant, and to the property owner. This Handbook outlines our responsibilities to you, and your responsibilities to us and to the property. Please read each paragraph carefully. A strong relationship is possible when all parties understand and fulfill each of their responsibilities and obligations. Clear communication is the key to a successful Landlord/Tenant relationship.

We truly hope you enjoy your new home!

These rules and regulations are in accordance with North Carolina General Statutes (NCGS) Chapter 42.

PROPERTY MANAGEMENT LOCATIONS

Southside

Headquarters/Administration
291 Independence Blvd, Suite 300
Virginia Beach, VA 23462

757-499-5688

Currituck

101 Commerce Drive
Moyock, NC 27958

252-435-2598

Elizabeth City

529 South Hughes Blvd.
Elizabeth City, NC 27909

252-334-9586

II. GENERAL RULES AND REGULATIONS 11

- A. Addendum to your Lease..... 11
- B. North carolina general statutes chapter 42 (NCGS) 11
- C. Personal Information..... 11
- D. The Property..... 11
- E. Rent Payments 11
- F. Late Fees..... 11
- G. Returned Checks/Non-Sufficient Funds (NSF)..... 12
- H. Default of Rent Payment 12
- I. Tenant Portal online account 12
- J. Keys and Locks..... 12
- K. Trash..... 12
- L. Disturbances, Noise, and Nuisance 13
- M. Move-In Inspection Report..... 13
- N. Access and Periodic Property Inspections..... 13
- O. Parking and Vehicles..... 13
- P. Guests..... 13
- Q. Insurance 14
- R. Pets..... 14
- S. Condominiums/HOAs and POAs..... 14
- T. Cable/Satellite Dish 14
- U. Lease Termination (Non-Military) 14
- V. Painting..... 14
- W. No Smoking 15

III. WHEN YOU FIRST MOVE IN 15

IV. MAINTENANCE, TROUBLESHOOTING AND RESPONSIBILITIES..... 15

- A. Overview 15
- B. Maintenance Coordination 15
- C. Initiating a Maintenance Request 16
- D. Response, Dispatch, and Coordination 16
- E. Types of Maintenance/Response Escalation..... 16
- F. Troubleshooting and Proper Care 18

V. CLEANING, Yard Care And Prohibited items.....	25
A. Minimum Cleaning Standards.....	25
B. Prohibited Items	25
VI. MOVING OUT	25
A. Proper Notice.....	26
B. Marketing During the Notice Period	26
C. Final Move-Out Inspection.....	26
D. Re-Inspection Fees.....	27
E. Convenience Fees	27
F. Return of Security Deposit	27
VII. EMERGENCY DISASTER PROCEDURES	28
A. Plan Ahead.....	28
B. Winter Weather Readiness	28
C. Hurricane Preparedness	28
D. Flooding	29
VIII. Important Numbers – Elizabeth City	29
IX. Important Numbers -Pasquotank county.....	30
X. Important Numbers – Currituck.....	30
XI. Important Numbers – Hertford (city).....	30
XII. Important Numbers – Perquimans	30

II. GENERAL RULES AND REGULATIONS

A. ADDENDUM TO YOUR LEASE

This TENANT HANDBOOK is an integral part of your Lease and is legally binding. It may be updated periodically, and all changes will become a part of your Lease as well. The most current version will always be available on our website at: <http://www.howardhannarentals.com/tenant/>.

B. NORTH CAROLINA GENERAL STATUTES CHAPTER 42 (NCGS)

Your Lease and your tenancy are governed by the provisions of the NCGS, which clearly explains both Landlord and Tenant rights and obligations, as well as remedies for each. For more information, the full State code can be viewed at: <https://www.ncleg.gov/Laws/GeneralStatuteSections/Chapter42>

C. PERSONAL INFORMATION

The information on your Lease Application must be accurate and all residents are required to update our office when there are changes. Any updates, especially phone numbers, email addresses, and places of employment, should be submitted to your Property Manager through your online Portal or via email.

D. THE PROPERTY

During the term of this Lease, you are expected to care for and maintain the premises in a manner which will prevent damage.

E. RENT PAYMENTS

All rents are due and payable, in advance, without demand, on the first day of each month. Electronic payment is available to you through your Tenant Portal, which allows you to set up one-time or recurring payments. A valid checking account is required to use the E-Check feature as it is not compatible for use with savings accounts. The Tenant Portal will also accept payments using debit or major credit card. If you do not have Internet access, payments may also be made by personal check or certified funds. Cash is not accepted.

Make checks payable to:
Howard Hanna
291 Independence Blvd, #300
Virginia Beach, VA 23462

Mail or deliver your payment to the above address. All accounting is done by the address of the property, so be sure to write your name and address on each payment. You can deliver your payment to the drop box located in the front of our building any time. All payments received will be applied to the oldest debt first. Post-dated checks are not accepted.

F. LATE FEES

Any charges on your account remaining unpaid beyond the 5th day of the month are subject to a Late Fee as described in your Lease Agreement.

G. RETURNED CHECKS/NON-SUFFICIENT FUNDS (NSF)

If a check or electronic payment is returned by your bank for any reason, your account will be assessed an NSF Fee in addition to a Late Fee as described in your Lease. The amount of the returned check, in addition to the fees, must be paid in certified funds within 24 hours of notification. Checks cannot be re-deposited in any case.

H. DEFAULT OF RENT PAYMENT

Delinquent rental accounts are serious matters and may affect your credit. A late notice will be mailed prior to taking appropriate legal action to collect the debt and regain possession of the property.

I. TENANT PORTAL ONLINE ACCOUNT

The Tenant Portal streamlines communication with your Property Manager. It allows you to pay rent, submit maintenance requests, update your contact information, and access your Lease and other important documents online. If you have not received an email with a link to set up your Tenant Portal account, contact your Property Manager to request an activation invitation. Follow the link in the invitation email, set up your own password and your account is activated. If you misplace your link, visit <https://www.howardhannarentals.com/tenant-portal> to log in or download *Online Portal by Appfolio* from your app store. Add your checking account information to begin online rent payments or pay by debit/credit card. Property Management does not have access to your password information and cannot schedule or cancel payments on your behalf.

J. KEYS AND LOCKS

Alterations or replacement of locks, installation of additional locks, door knockers, or other attachments to the interior or exterior of doors requires prior written approval. Padlocks on interior doors are prohibited. Property Managers will not grant access in the event of a lockout. If you lose your keys or lock yourself out of the property, call a locksmith. If you are locked out of your property and require the use of a locksmith, you may not re-key or replace the property locks. You may have the locksmith make duplicate keys for the current lock set only. Under certain circumstances, with prior approval from your Property Manager, you may be allowed, at your own expense, to change the locks at the premises. If you do so, Howard Hanna Property Management must be given a key to each lock of the property within 24 hours. If we determine that you have changed the property locks without prior approval from your Property Manager, we may re-key the locks, and charge the cost to you. Copies of keys will be available at the office during posted office hours. One key per property will be provided. Additional keys may be made at your own expense. All keys are to be returned to us upon vacating the premises.

You may request that the Landlord install any locks, security bars, or door viewers that are not already in place in the dwelling. Installation of these items will be at your expense.

Mailbox keys must be obtained from the United States Postal Service (USPS). Find the USPS location which serves your address by visiting their site. Take a copy of your Lease when you pick up your key.

K. TRASH

All refuse and recycling materials must be placed in appropriate containers and be accessible for the city to pick up. Properties in communities with private trash pick-up must abide by that Association's Rules and Regulations. Bulk pick-up may not be available in your community.

L. DISTURBANCES, NOISE, AND NUISANCE

You and your guests are expected to conduct yourselves in a way that will not offend or disturb neighbors or passers-by. Any activity that causes excessive noise, traffic or disturbance of any kind is cause for termination of the Lease. This type of activity includes loud, lewd music, vulgar or profane language. If music or other sound can be heard outside the perimeter of the leased premises, it is too loud. You are responsible for the actions of your guests.

M. MOVE-IN INSPECTION REPORT

Upon taking possession of the property, you will be provided an initial property condition report for your approval. You will have five days to make additions or corrections and return a copy to your Property Manager. Please be as detailed as you want. When you vacate the property, this report will be compared to your move-out inspection and used to determine the amount of your security deposit refund. If this report is not returned as outlined under the NCGS, the leased property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure.

N. ACCESS AND PERIODIC PROPERTY INSPECTIONS

Your Property Manager or an authorized Agent or Contractor may visit the property to conduct inspections, facilitate repairs, or show the property to potential buyers or renters. You will be given reasonable notice prior to the visit however in an emergency, any representative of the Landlord may access the Property without notice. As part of our agreement with the property owner, we will conduct routine inspections of the condition of the property. You will be notified of any remediable Lease violations and given 5 days to remedy. Any breach not corrected will be addressed in accordance with the NCGS and the provisions of your Lease.

O. PARKING AND VEHICLES

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street, where allowed. Parking on lawns, sidewalks, and other areas not specifically designated for parking (including moving trucks) is strictly prohibited. All vehicles must be properly registered and licensed in accordance with City, State and DMV codes, laws and requirements. Inoperable vehicles shall not be parked or stored on premises. Vehicle repairs (except minor repairs, such as changing a tire) are prohibited. Oil, transmission, anti-freeze, or other fluid stains must be kept off of the driveways, walkways, or any other area on the property. All such fluids must be disposed of properly at an off-site location and cannot be stored on-site or disposed of in on-site refuse receptacles. You must abide by all private parking rules as they pertain to your rented property. It is your responsibility to discover, abide by, and make any guest aware of these rules and regulations.

P. GUESTS

Only those persons listed on the Lease have permission to occupy the premises. Any person staying more than seven consecutive calendar days or 14 calendar days in a year will no longer be considered a guest and you must obtain written permission for them to occupy the property. The Landlord reserves the right to deny permission for additional

occupants. Any unauthorized occupant constitutes a breach of your Lease. You are responsible for the behavior of your guests and all rules and restrictions of the Lease Agreement apply to them.

Q. **INSURANCE**

It is **mandatory** that you maintain renter's insurance coverage throughout your tenancy. A copy of the declarations page of your policy is to be given to your Property Manager during your first month of residency. Please notify your insurance company that Howard Hanna is the Property Manager (Agent of the property owner) and must be notified of any change in your policy.

R. **PETS**

Pets, snakes, reptiles, birds, and animals of any other kind are not allowed on the premises without the expressed **written** consent of the Landlord in the Lease Agreement. A pet deposit, pet fee, or additional rent may be required, along with a signed Pet Addendum. If you have unauthorized pets, you will be subject to a Default Pet Rent of \$500 per pet for each month or part of a month in which the unauthorized pet remains in or on the premises. Violation of this policy is cause for termination of your Lease.

S. **CONDOMINIUMS/HOAS AND POAS**

If you are renting a home within a Homeowners' Association (HOA), a Property Owners' Association (POA), or a Condominium Association that has bylaws or rules of conduct, you are responsible for abiding by the rules, regulations, and restrictions as set forth within those bylaws or rules. This includes, but is not limited to parking, trash, utilities, and pets. Failure to comply with HOA rules and regulations may have fines associated with them. Any such fines will be your responsibility.

T. **CABLE/SATELLITE DISH**

Installation of additional cable/telephone outlets and satellite dishes without prior written permission is prohibited. Contact your Property Manager for information regarding permissions, restrictions, and insurance requirements. Any damage incurred to the property from wall-mounted televisions or other installation will be your responsibility.

U. **LEASE TERMINATION (NON-MILITARY)**

If you request to terminate this Lease prior to its expiration or the expiration of any subsequent renewal periods, you may be required to pay, as liquidated damages, an amount equal to a) one month's rent, if you have occupied the property for less than six months; or b) one half of one month's rent if you have occupied the property for more than six months at the time of termination; this fee is in addition to any other costs involved in the re-rental process. Further, you shall be responsible for all terms and conditions of this Lease Agreement until the property is re-rented or until the natural expiration of the current Lease term, whichever occurs first. All terms of early termination are subject to Landlord approval and must be in writing.

V. **PAINTING**

You may not paint any wall or part of the property without prior written permission. To obtain permission, you must provide all details to your Property Manager, including paint colors and specific rooms/walls that you wish to paint. Further, if permission is granted, you may be required to return the walls to their original/neutral color upon vacating. Painting in any house built prior to 1978 is prohibited. You will be charged for unpainted spackle or wall patches, as well as using the wrong color or sheen to touch up painted walls.

W. NO SMOKING

Smoking is prohibited in our properties due to additional maintenance and cleaning costs, fire risk, and higher insurance costs associated with smoking in a rental unit. Smoking is defined as inhaling, breathing, or carrying any lit cigarette, cigar, pipe, or other tobacco or non-tobacco smoked product in any form, legal and illegal. Neither you nor your guests or invitees may smoke inside the premises. All costs associated with smoke remediation will be your expense. Violation of this policy is cause for termination of your Lease.

III. WHEN YOU FIRST MOVE IN

Get to know the property. When you first move in, locate the breaker box and the ground fault circuit (GFCI) breaker. In some cases, these are located near sinks or in the garage and may not be in the breaker box. Locate the stove, hot water heater, and air conditioner breakers. **Locate the main water shut-off valve for the house, as well as the gas shut-off (switch with red faceplate), if the property has gas service.** Also locate the water shut-off for the water heater and under the sinks. **Locating these items now may eliminate damage later.**

Keep this Handbook where you can find it. Before calling us, see if the answer to your question is in this Handbook. Knowing what you are responsible for will help eliminate unnecessary service calls that may be charged to you. The most up-to-date version of this Handbook is available at <https://www.howardhannarentals.com/tenant>.

IV. MAINTENANCE, TROUBLESHOOTING AND RESPONSIBILITIES

A. OVERVIEW

Overseeing the repair process is one of the most important duties of a Property Manager. Whether the repair is routine, preventive, or emergency, responding quickly and efficiently to maintenance needs is priority. This guide is designed to explain the process and to help eliminate misconceptions pertaining to maintenance obligations for a rental dwelling unit.

B. MAINTENANCE COORDINATION

While there are different avenues for you to communicate your maintenance needs to your Property Manager, in all cases, it is extremely important to provide as much detail as possible. Reporting a leak in the ceiling may seem straight forward, however, this could be caused by plumbing, air conditioning condensation or a roof issue. Describing the location (e.g., first floor below bathroom; second floor and it is currently raining; or leak is near the HVAC intake vent) will help us determine whether to send a plumber, roofer or HVAC tech.

C. INITIATING A MAINTENANCE REQUEST

Online Portal: Use this method for the fastest response. Reporting maintenance needs through your online portal at [howardhannarentals.com](https://www.howardhannarentals.com) is the preferred method. This portal allows you to create, track status and assignment, and view history of maintenance requests. Photos of the damage can be attached to your request.

Call Maintenance Coordinator: Call the office and select the option to report maintenance needs. Your audio message will convert to an email and notify the Maintenance Coordinator immediately.

Call or Text Property Manager: Your Property Manager's cell phone number can be found on our website at <https://www.howardhannarentals.com/our-team>. This method should only be used for top tier emergencies, such as threat to life and safety (after dialing 911), water leaks that are causing secondary damage to the property, and unsecure dwelling unit. Using this method for other types of requests could cause delays in dispatch since the Maintenance Coordinator may not receive copies of these requests.

D. RESPONSE, DISPATCH, AND COORDINATION

In response to your maintenance request, you may hear from your Property Manager or the Maintenance Coordinator if they need additional information from you in order to effectively dispatch a repair contractor. If additional information is not necessary, your request will be assigned very soon after submission and you will receive an email notification including the designated repair contractor's company name and contact information.

Additional Information Required: You will receive an email, text and/or phone call from the Property Manager or Maintenance Coordinator.

Assignment Notification: An email will be sent notifying you that your maintenance request has been assigned. This notification will include information about the local repair company who has been designated for repair.

Response Time and Repair Appointment: We require repair contractors to contact tenants within 48 hours of work order assignment to schedule an appointment. See Emergency Maintenance for details on urgent response times.

After Repair: Once the repair is complete, you will receive a notification that the maintenance request is closed. This notification will include a brief survey so that we can ensure that you are satisfied with the work of the repair contractor.

E. TYPES OF MAINTENANCE/RESPONSE ESCALATION

While we respond to all maintenance requests quickly, there are certain types of maintenance that require urgent attention. Maintenance requests are separated into four categories, which will determine how quickly a repair contractor is expected to respond.

1. Emergency Repairs - Tier One

A. Fire or Gas Leak

- Exit the property and dial 911.
- Notify your Property Manager by cell phone, call and/or text.
- Response/dispatch for this category is 24/7.

B. Water Intrusions or Plumbing Leaks causing secondary damage to the property

- Turn water off at main or fixture supply.
- Submit maintenance request through online portal and notify your Property Manager by cell phone, call and/or text.
- Response and dispatch for this category is 24/7.

C. Property Not Secure (doors/locks not functioning)

- Submit maintenance request through online portal AND notify your Property Manager by cell phone, call and/or text.
- Response and dispatch for this category is 24/7

2. Emergency Repairs - Tier Two

A. Heating and Air-Conditioning

- Submit maintenance request through online portal.
- Notify your Property Manager by cell phone, call and/or text.
- Maintenance request assignment for this category is 7 days a week; contractors are expected to respond with urgency; however, response times are dependent on contractor availability.

B. Plumbing not causing secondary damage

Follow instructions and troubleshooting techniques contained in this section.

- Submit maintenance request through online portal.
- Notify your Property Manager by cell phone, call and/or text.
- Maintenance request assignment for this category is 7 days a week; contractors are expected to respond with urgency; however, response times are dependent on contractor availability.

C. Refrigerator and Stove/Oven

Follow instructions and troubleshooting techniques contained in this section.

- Submit maintenance request through online portal.
- Notify your Property Manager by cell phone, call and/or text.
- Maintenance request assignment for this category is 7 days a week; contractors are expected to respond with urgency; however, response times are dependent on contractor availability.

3. NON-Emergency Repairs

A. All Other Repairs

- Follow instructions and troubleshooting techniques contained in this section.
- Submit maintenance request through online portal.
- Maintenance request assignment for this category is 5 days a week; contractors are expected to respond quickly, however, response times are dependent on contractor availability.

4. COSMETIC REQUESTS – NOT “REPAIRS” BY DEFINITION

A. Examples

- Paint interior due to wear. Note: Chipping or peeling paint is a repair.
- Replacement of carpet or other floorcovering due to stains or wear. Note: Torn or peeling floorcovering is a repair.
- Surface stains on tub, toilet, sink, counter tops, cabinets, etc.
- Items that are not broken or malfunctioning, however, they are diminished in appearance or aesthetic aspects.

B. Approval Process

If tenant is proposing to pay for cosmetic improvement.

- Submit detailed written request including details of colors, size, photos, etc.
- Property Manager will present information to owner for consideration.
- Property Manager will communicate owner’s approval or denial.

If tenant is requesting the owner to pay for cosmetic improvement.

- Submit detailed written request.
- Property Manager will present information to owner for consideration.
- Property Manager will communicate owner’s approval or denial.

F. TROUBLESHOOTING AND PROPER CARE

The owner of the property is responsible for paying for repairs to the property that are not attributed to tenant abuse, neglect, misuse, and/or tenant’s failure to follow simple troubleshooting and proper care guidance. Tenants will be charged for expenses associated with tenant-attributed damages, as well as missed appointments with contractors. This section is designed to provide simple troubleshooting and proper care techniques which will help eliminate unnecessary repair expenses for the tenant and the owner.

1. AIR FILTERS

Tenant Responsibility and Proper Care

Changing air filters and keeping intake vents clean is the responsibility of the tenant. Locate all air filters and make note of the sizes upon moving in. Air filters must be replaced monthly. Clogged filters lead to increased electric bills and heating/air conditioning system failures.

Troubleshooting

Reduced air flow or efficiency of your heating and cooling system is an indicator that the air filter is clogged. Replace filters prior to submitting a maintenance request.

2. AIR CONDITIONING – CENTRAL

Tenant Responsibility and Proper Care

Replace air filters monthly and keep outside unit clear of weeds, debris, and overgrowth. Do not store items immediately surrounding indoor or outdoor units. Make sure intake vents are not blocked by furniture or belongings. During times of extreme heat, the system may not be able to achieve a temperature lower than 15-20 degrees cooler than the outdoor temperature. It is important not to set the thermostat too low during this time as it will cause the system to freeze over.

Troubleshooting

- **Replace air filters.**
- **Reset breaker.** For outdoor unit (located near outdoor unit in a small box attached to the house exterior) and indoor unit (located on the home’s main breaker panel).
- **Check thermostat.** Change batteries if necessary and make sure system is set to ‘auto’ and temperature is set correctly.
- **Outdoor unit frozen over.** Turn system off and leave it off until ice/frost melts. If ice has fallen inside the unit, it is likely that the fan motor is damaged.

- **Leaking.** Air conditioning condensation leaks will generally appear near the air handler. The air handler may be located in the attic, closet, laundry room or garage. In any case, if the system is leaking, turn it off immediately. Do not turn the system back on until the repair is complete.

3. AIR CONDITIONING – WINDOW/WALL

Tenant Responsibility and Proper Care

Replace or wash filter regularly. Ensure condensation is draining to the exterior.

Troubleshooting

- *Replace or wash air filter.*
- *Reset breaker* (located on the home's main breaker panel).
- *Reset GFCI* on outlet and/or reset on the unit's plug.
- *Leaking to interior.* Window and wall units are designed to drain condensation to the exterior of the home. If the unit is leaking inside, turn it off immediately. Do not turn it back on until the repair is complete.

4. APPLIANCES

Tenant Responsibility and Proper Care

Appliances that are provided by the Landlord and included in the Lease will be maintained at the expense of the Landlord provided that the repair is not necessitated by tenant-attributed neglect, abuse, or misuse. **Replacing filters and light bulbs is the responsibility of the tenant.** Relocating or storing Landlord-provided appliance is prohibited without prior written approval.

- **Dishwasher.** Must be run at least once a week to prevent damage to seals and motor. Only use soap products designed specifically for dishwasher use. Run the garbage disposal immediately before using the dishwasher. Keep dishwasher drain free of food and debris. Do not overload dishwasher to the point that the spray arm contacts dishes.
- **Dryer.** Clean lint trap after each use. Keep exhaust hose and line free of debris and lint. Use licensed contractor to clean dryer vent line at least once per year. Keep dryer surface clean. Abrasive detergents and liquids can cause damage to the enamel. Do not overload dryer.
- **Refrigerator.** Keep refrigerator plugged in, turned on, and in upright position at all times. Replace water filter as needed.
- **Stove/Oven.** Keep burners and element clean and free of food, residue, and debris. Do not wrap drip pans in foil. Replace drip pans as needed. Use appropriate care to prevent surface scratching on appliance enamel and glass cook tops.
- **Washer.** Use only detergent designed for washer use. Keep washer surface clean. Abrasive detergents and liquids can cause damage to the enamel. Do not overload washer.

Troubleshooting

Dishwasher

- **Not draining.** Turn dishwasher off and run the garbage disposal to clear food and debris from sink drain.
- **Not cleaning dishes.** Try different soap and ensure dishwasher and sink drains are clear of food debris before use.
- **Not coming on.** Make sure dishwasher door is closed and latched. Reset breaker (located on the home's main breaker panel).
- **Leaking.** Turn off immediately and refrain from use until repair is complete.

Dryer

- **Not coming on.** Make sure door is closed and dryer is plugged in. Reset breaker and GFCI.
- **Not drying.** Make sure dryer is not overloaded.
- **Not tumbling/burning smell.** Turn dryer off immediately and discontinue use until repair is complete.

Refrigerator

- **Not coming on.** Make sure refrigerator is turned on and plugged in. Reset breaker and GFCI.

Stove/Oven

- **Not coming on.** Make sure stove is turned on and plugged in. Reset breaker and GFCI.

Washer

- **Not draining.** Turn washer off and refrain from use until repair is complete.
- **Not coming on.** Make sure lid is closed and washer is plugged in. Reset breaker and GFCI.
- **Leaking.** Turn washer off and refrain from use until repair is complete.

5. CIRCUIT BREAKERS

Tenant Responsibility and Proper Care

The home is equipped with a main breaker panel which could be located on the home's interior or exterior (usually in the same proximity as the power meter). Upon moving in, locate the main breaker panel and any Ground Fault Circuit Interrupter (GFCI) outlets. If the GFCI detects a change in voltage, it will "trip" causing an interruption in power supply to an outlet. GFCIs are usually located in bathrooms, utility rooms, kitchens, garages, and exteriors. GFCIs can also be located on breakers in the main panel; they usually have a red, green, or yellow button. Tripped breakers and GFCIs are the most common reason that an appliance or system in a home will lose power.

Troubleshooting

- **Tripped breaker or GFCI.** Turn the breaker off and back on then, if applicable, press the 'Reset' button on the GFCI. If the breaker or GFCI trips again after reset
- **Breaker or GFCI keeps tripping.** There may be too many items running on one circuit. Try redistributing some of the load to different outlets. Vacuums, hair dryers, and microwaves generally need to use designated circuits, or they may not be able to run simultaneously without causing the breaker or GFCI to trip. If redistribution of the load does not work and tripping re-occurs, submit a maintenance request.

6. EXTERMINATION

Tenant Responsibility and Proper Care

Report any pest issue within five days of taking possession of the home. After the first five days of tenancy have passed, it is the responsibility of the tenant to keep the home free of pests of any kind, including but not limited to ants, fleas, rodents, bedbugs, and roaches. Report termite or other wood-boring insect immediately. Tenants are responsible for treatment and repair expenses associated with their failure to report or mitigate pest issues.

Troubleshooting

- **Ants, fleas, American roaches.** Effective products can be found at the local hardware store. For severe infestations, it will be necessary to contact a local licensed exterminator.
- **Bedbugs, German roaches, rodents.** Contact a local licensed exterminator immediately.

- **Termites, carpenter bees or other wood-boring pest.** Submit a maintenance request immediately. The Landlord is responsible for expenses associated with these treatments; however, a tenant will be responsible for associated damage for failure to report in a timely manner.

7. FLOORING – CARPET, TILE, VINYL, WOOD

Tenant Responsibility and Proper Care

It is important to use appropriate products to clean flooring dependent on type. Do not use solvents containing gasoline, benzene, naphtha, turpentine or wax. Do not apply varnish, lacquer, or shellac to the floor. Carpet must be vacuumed once per week to prevent a heavy soil build-up. Professional carpet cleaning is required annually and upon vacating; proof by receipt is required. Tenants are responsible for damage expenses associated with using improper cleaning methods or products.

8. GARBAGE DISPOSAL

Tenant Responsibility and Proper Care

Garbage disposals are not designed to process many types of foods nor can they handle an inundation of food. Do not put bones, grease or greasy items, meat, pasta, rice, potato peelings, or any other coarse, fibrous material in the garbage disposal. Do not use drain clearing products in disposal.

Troubleshooting

- **Humming/buzzing.** There is likely something lodged in the disposal. Unplug the disposal from the electrical outlet before attempting to remove the obstruction.
- **Not coming on.** Locate button on the bottom of the disposal and reset prior to submitting a maintenance request. If the disposal is plugged in to a GFCI outlet, reset that as well.
- **Leaking.** Place a bucket under the disposal and refrain from use until the maintenance repair is complete.

9. GAS AND PILOT LIGHTS

Tenant Responsibility and Proper Care

If the home has gas service, the water heater, heating system, stove, and fireplace may be controlled by gas. It is important to know where the home's emergency switch is in case of emergency. If this switch is turned off, the gas supply to all systems will stop. Tenants are urged to have carbon monoxide detectors in the home. Upon request, the Landlord will provide and install a carbon monoxide detector at tenant's expense. During service initiation, the gas utility provider will light the pilot lights on each gas-fired system. It is the responsibility of the tenant to re-light when needed. Instructions for lighting can be found on the appliance's service panel or the tenant can contact the gas utility provider for assistance. Any expense associated with lighting a pilot light will be the responsibility of the tenant.

Troubleshooting

- **Gas odor.** Only if it is safe to access, turn off the home's emergency switch. Exit the property and dial 911 or call the gas utility provider's emergency number. The gas provider will respond urgently, however, it is not safe to re-enter the home until they respond to the property.

10. HEATING

Tenant Responsibility and Proper Care

Depending on the type of heating system in the home, there are a few different ways to properly maintain them. If your home has a central heating system, you will need to **replace air filters each month**. A central electric heating

system does not offer air that is warm to the touch, rather it will gradually increase the temperature of the ambient air over time. During extreme temperatures, this type of system may not be able to achieve temperatures higher than 60-65 degrees. If there is a baseboard heating system in the home, it is important not to store or place belongings, curtains, or furniture close to the heaters and to keep them clean and free of dust, dirt and debris.

Troubleshooting

Central electric system

- *Not coming on.* Reset breakers, replace air filters, check/change batteries in thermostat.
- *Not achieving desired temperature.* Replace air filters and remember that this type of system may not be able to achieve temperatures higher than 65 degrees during extreme cold.

Central gas system

- *Not coming on.* Reset breakers, ensure emergency gas switch has not been turned off, ensure there has not been a disruption to your gas service.
- *Burning smell.* Turn system off and do not turn back on until repair is complete.

Baseboard heat

- Each heat strip generally has its own thermostat. Ensure thermostats are on and set appropriately. Try resetting breaker/s before submitting maintenance request.

Oil heat

- Make sure tank is reasonably full. It is the responsibility of the tenant not to let tank level become too low as it will cause the lines to clog which leads to system failure.
- Make sure emergency oil switch has not been turned off.

Propane heat

- Make sure there is an adequate amount of propane in the tank/s.

11. KEYS AND LOCKS

Tenant Responsibility and Proper Care

All locks of the home should provide security and remain in working order throughout the tenancy. Tenants must get approval prior to changing locks and are required to provide a copy of the new key within 24 hours. If locks are changed, tenants are required to have all locks in the home keyed alike. Tenants are responsible for hiring and paying for a locksmith service in the event the key is lost, or tenant is locked out. Refer also to the Keys and Locks section under General Rules and Regulations in this Handbook.

12. LIGHT BULBS

Tenant Responsibility and Proper Care

Tenants are responsible for replacing light bulbs in interior and exterior fixtures. Upon moving out, all lights must have the appropriate number, size, and type of working bulbs.

Troubleshooting

- *Light fixture not working after bulb replacement.* It is possible that the replacement bulb is not working. Try another replacement bulb prior to submitting a maintenance request.

13. PLUMBING

Tenant Responsibility and Proper Care

Many different systems in the home fall under this category. The most common plumbing issues are leaks and stoppages. Tenants play an important role in mitigating both. Stoppages can be avoided by keeping debris from entering drain openings and by routinely plunging or applying drain clearing products. **Do not flush paper towels or wipes and refrain from allowing grease to enter the drain.** Leaks cannot always be avoided but, depending on the type of leak, tenants must act fast to prevent damage to the property.

Troubleshooting

- **Bathroom sink and tub clogged or slow drain.** Always try to plunge first. After plunging, if drain is still slow, apply drain clearing product and carefully follow instructions on bottle. Do not apply drain clearing product to toilets. Unless drain clog is attributed to a failure of the home's plumbing system, expenses associated with clearing clogged drains are charged to the tenant.
- **Kitchen sink clogged.** Run garbage disposal and make sure sinks and disposal are free of food and debris. Plunge sinks. Do not use drain clearing products in sinks where garbage disposals are present.
- **Faucet drips and leaks.** If faucet is leaking around the base or dripping/not turning off while in the 'off' position, turn the supply valve (located under the sink) off before submitting the maintenance request.
- **Toilet clogged.** Plunge first. Use a good quality plunger and understand that some clogs require multiple attempts before clearing. The majority of maintenance requests associated with clogs are cleared by a plumber who simply uses a plunger to resolve the issue, which results in a charge back to the tenant.
- **Toilet does not flush.** Remove the tank lid and make sure the chain is still connected to the flush lever and the flapper. If the flapper does not raise when the flush handle is pressed down, the toilet will not flush.
- **Toilet running.** This issue is usually identified by the sound of running water while the toilet is not in use. Remove the tank lid and make sure the flapper is not stuck in the 'up' position. Make sure flush handle is not stuck in the 'down' position. Sometimes jiggling the handle will resolve this issue. Running toilets cause a drastic increase in water bills, which will be the responsibility of the tenant for failure to identify, attempt to resolve, and report the issue right away.
- **Drain leaks.** If practical, place a bucket under the sink drain to catch the residual water. Refrain from using the sink or tub/shower until the drain repair is complete.
- **Main/Supply line leaks.** These can cause substantial damage to the property and to your belongings if not identified and mitigated immediately. There are several shut-off valves throughout the property, including under sinks, utility rooms, garages, etc. The home may have a main shut-off valve located inside the home, which is best to turn off when it is difficult to tell where the leak is coming from. Secondary shutoffs will only help when the leak is located between the shut-off and the fixture/faucet. If the home is not equipped with an interior shut-off, the main can be turned off outside in the meter well, which is generally located near the street or in the driveway. The city Public Utilities Department has an emergency number to call, and they will respond immediately to turn the water off at the meter if you are unable. Keep your city's emergency number handy in case this type of emergency occurs. Ensure water supply is turned off prior to submitting a maintenance request.
- **Main sewer stoppages.** If all or multiple drains are backing up and/or overflowing, the home's main sewer line may be clogged. Immediately turn off dishwasher and washing machine; refrain from turning on faucets and flushing toilets until the line is clear. Call your city's Public Utilities Department emergency number and they will respond right away. If the city determines that the stoppage is not on the city side, submit a maintenance request.

14. SEPTIC

Tenant Responsibility and Proper Care

If the home is equipped with a septic tank, tenants are responsible for maintaining and promoting the health of the septic system. The system is designed for human waste only. Paper towels, grease, pine needles, diapers, and feminine products cannot be disposed through the septic system. Tenants are responsible for purchasing and applying monthly septic cleaner/treatment products that can be found at the local hardware store. Additionally, tenants are responsible for the expense involved with clearing a septic tank, unless it is necessitated by a failure of the septic system that is not attributed to tenant abuse, neglect, or misuse. Do not drive, park, or store items on a drain field.

Troubleshooting

- *Main sewer stoppages.* If all or multiple drains are backing up and/or overflowing, the home's septic system may be clogged. Immediately turn off dishwasher and washing machine; refrain from turning on faucets and flushing toilets until the system is clear.

15. SMOKE ALARMS

Tenant Responsibility and Proper Care

The home is equipped with several smoke alarms, which are all in good working order, upon move-in. It is the responsibility of the tenant to test each alarm monthly, replace batteries when needed, and report malfunctioning smoke alarms immediately.

Troubleshooting

- *Chirping or not working.* Replace the battery in the alarm. If the unit is still chirping after battery replacement, try a different battery before submitting a maintenance request.

16. WELL WATER

Tenant Responsibility and Proper Care

If the home is equipped with a well, it is the responsibility of the tenant to purchase and maintain all softener and filtration supplies. If the home loses electricity, the well pump will not work, which will cause a disruption to the water supply.

Troubleshooting

- *No water supply.* If there is a local power outage, power will have to be restored before water service will continue. If there is not a local power outage, reset the well pump breaker prior to submitting a maintenance request.

17. WINDOWS, SCREENS, GLASS

Tenant Responsibility and Proper Care

Tenants are responsible to replace or repair torn, damaged or missing window screens and broken glass, regardless of the cause of the damage. If provided, keep the storm windows closed when windows are not open to prevent moisture damage to the windowsills.

Troubleshooting

- Screens are generally installed from inside the home. If a screen becomes loose or displaced, re-install screen from inside carefully to prevent damage to the frame and clips.

18. YARD/GUTTERS

Tenant Responsibility and Proper Care

Unless otherwise stated in the Lease, it is the responsibility of the tenant to maintain all aspects of the yard and to keep the gutters free and clean of debris. This includes but is not limited to mowing, edging, trimming hedges, bushes and shrubs, keeping flowerbeds free of weeds and replenishing mulch. Yard maintenance equipment cannot be stored on the exterior. Toys and clutter must be kept to a minimum and trash must be kept in proper receptacles. Furniture placed, stored, or kept outside must be weatherproof and intended for exterior use.

V. CLEANING, YARD CARE AND PROHIBITED ITEMS

A. MINIMUM CLEANING STANDARDS

- Keep windows and storm doors clean, inside and outside. Interior cleaning should be done at least once a month; exterior cleaning every six months. Wash windows and screens quarterly.
- Wash interior doors, doorways, and walls in heavy traffic areas every one to two months.
- Clean stove, drip pans, under drip pans, oven racks and drawers, broiler pan, hood, filter, and vent bi-weekly. Most drip pans and hood filters can be cleaned in the dishwasher.
- Wet mop all hardwood floors, ceramic tile, and vinyl floors bi-weekly.
- Dust baseboards, windowsills, window grids, tops of windows, ceiling fans, doors, ceilings, and corners of rooms monthly.
- Clean AC/heat air return grill often. It helps the mechanical operation of the equipment. Filters should be replaced every 30 days.
- Curtains and blinds should be cleaned or washed semi-annually. Decorator drapes should be dry cleaned every two years.
- Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub, and shower (including walls) weekly. Wipe out medicine cabinet, drawers, and cabinets. Mildew remover should be applied to tub caulk periodically. Your Property Manager should be notified promptly at the first sign of any leaks.
- Self-cleaning ovens: remove racks before cleaning and replace prior to inspection. Do NOT use oven cleaner on self-cleaning ovens.
- Cabinets and countertops: always use a cutting board and hot pads when chopping, cutting, or placing hot items on countertops. Do not use abrasive cleaners on countertops. All unpainted cabinets need to be cleaned regularly with a wood cleaner and treated with a wood preserver. Do not remove or install adhesive shelving paper without written permission from your Property Manager. All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.
- Yard must be kept as described in the Maintenance and Proper Care section in this Handbook.

B. PROHIBITED ITEMS

- Trampolines are strictly prohibited.
- Installing or keeping pools or spas on the premises is strictly prohibited.

VI. MOVING OUT

Either you or the Landlord may terminate the Lease by giving proper notice in accordance with the Notice Period as described in your Lease. Once notice has been given, you will be required to return possession of the premises no later than the Lease expiration date. Rent will be charged until all keys are returned. **Your security deposit may not be used as the last month's rent.**

A. PROPER NOTICE

If you plan to vacate at the end of your Lease, you will need to notify your Property Manager in writing. Most Leases, except month-to-month tenancies, require at least 60 days' notice before the Lease expiration date. In the absence of proper notice, your Lease will automatically renew for successive periods, as described in your original Lease Agreement.

B. MARKETING DURING THE NOTICE PERIOD

Once notice has been given, the property may be put on the market and listed For Rent or possibly For Sale. The most probable showing hours are between 9:00am and 7:00pm and you will be given reasonable notice before showings. The property must be made available for prospective renters or buyers to view. For the convenience of everyone, a secure key box will be placed on the property, so you do not have to be home for every showing. Only licensed real estate agents will be able to access the key box and will be present during showings. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone.

C. FINAL MOVE-OUT INSPECTION

A Final Inspection will be conducted after you vacate the property. You have the right to be present; however, you are not required to be. If you wish to be there, please notify your Property Manager in writing and they, in turn, will advise you of the time and date of the inspection, which will be within 72 hours of delivery of possession. Plan on one to two hours to complete the inspection, depending on the size of the property. If you do not plan to be present, return all keys, all required receipts, and your forwarding address to your Property Manager's office once you have vacated. Rent will be charged daily until the keys are returned. Holdover Tenants will be charged a daily rate of 150% of the per diem rent amount. Once the inspection is complete, you will not be allowed back into the property to correct defects. Follow these **Move-Out Guidelines** to ensure a successful move-out inspection:

- I. **General Condition:** The property should be completely empty and clean. This includes removing all personal belongings, cleaning all floors, walls, windows, baseboards, cabinets, counters, fixtures, appliances, and other surfaces. Replace all filters and light bulbs; and all smoke detectors should have working batteries. You will be charged for any damage "beyond reasonable wear and tear," missing items, yard work, and any necessary cleaning.
- II. **Utilities:** All utilities (water, electric, and gas) must be kept on through the last day of your Lease. You may be charged a reconnection fee if services are not kept on. Any unpaid utility bills will be taken out of your security deposit. If the amount owed is more than your security deposit, you will be charged the overage. Unpaid charges will result in legal action.
- III. **Final Cleaning of Residence:** The property must be professionally cleaned and proof by receipt is required. Contact your Property Manager for a list of approved vendors.

- IV. Carpet Cleaning:** All carpets must be professionally cleaned. This should be the last thing done once all furniture and personal property have been removed. Proof by receipt is required. Contact your Property Manager for a list of approved vendors.
- V. Dryer Vent Cleaning:** The dryer vent must be inspected and professionally cleaned; proof by receipt is required. Most chimney inspection companies perform this service. If the dryer vent is less than 12 inches long, this requirement does not apply; vent can be cleaned using vacuum attachments.
- VI. Chimney Inspection:** If you have a fireplace or woodstove with a chimney, you must have it professionally inspected and cleaned. Proof by receipt is required. Contact your Property Manager for a list of approved vendors.
- VII. Oil & Propane Tanks:** Oil and propane tanks must be full at the time of inspection. Proof by receipt is required.
- VIII. Pets:** If you have a pet, you are required to have the property professionally exterminated (flea treatment). Proof by receipt is required. "Flea treatment" by a carpet cleaner is NOT acceptable. You will be responsible for all damage caused by the pet, including latent pet odors and infestation for up to 30 days.
- IX. Exterior/Yard:** The lawn, shrubs, and flowerbeds should be neatly trimmed, healthy, and free of leaves, debris, feces, and weeds. If applicable, flowerbeds should be freshly mulched. Gutters and downspouts should be clean and clear.
- X. Abandoned Personal Property:** If you leave any items of personal property in the dwelling unit, storage area, yard or garage after the Lease Agreement terminates and delivery of possession occurs, the Landlord will consider such items of personal property to be abandoned and will dispose of all of such personal property, in accordance with the NCGS.

D. RE-INSPECTION FEES

If the property is not ready for final inspection at the time of a scheduled appointment (i.e., you are not completely out, utilities are not on, etc.), a \$200 Re-Inspection Fee will be charged, as well as per diem rent until the unit is ready.

E. CONVENIENCE FEES

If you elect not to directly hire and pay contractors for all necessary move-out cleaning, treatments, and repairs as required above, the Property Manager will hire and dispatch accordingly. Tenant will be charged a \$50 convenience fee for each contractor dispatched.

F. RETURN OF SECURITY DEPOSIT

As required by NCGS, your security deposit will be refunded, less damages, within 30 days, unless an extension is filed, from the date you return the keys to the property. Following are the requirements for a full security deposit refund:

- 1. Premises left clean and undamaged, in accordance with the Move-Out Guidelines.**
- 2. All balances paid, including rent, late fees, maintenance charges, and utilities.**
- 3. A forwarding address must be provided.**
- 4. All keys, remotes, parking passes, etc., returned.**

VII. EMERGENCY DISASTER PROCEDURES

Emergency situations can arise without much notice. The key to safe and proper handling of any emergency/disaster is staying calm, knowing who to call, and making sound decisions. Always contact the Police, Fire Department, or other emergency personnel immediately for matters concerning health or safety. Contact your Property Manager as soon as possible to report on the situation.

A. PLAN AHEAD

The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Do not rely solely on the authorities. Be sure your Renter's Insurance policy is in force and has sufficient coverage to replace your possessions in the event of a loss. Take charge and plan now so you can be better prepared to take action when the time comes. Advance planning allows for fewer mistakes and greater safety for you, your family, and the home you are renting.

B. WINTER WEATHER READINESS

Because Virginia does get winter weather, including snow and ice, be sure to monitor local weather forecasts so you can be prepared. Allow extra drive time, as the roads are usually slippery, even if there is a dusting of snow.

Be sure to stock an emergency supply of water and non-perishable foods. Keep an adequate supply of fuel in an appropriate container. Be sure you have fuel in your fuel tank. Keep a flashlight, battery-powered radio, extra batteries, a first aid kit, and extra prescription medications on hand. Have kitty litter, a snow shovel, and emergency supplies in your car.

Sustained temperatures below 32 degrees can cause pipes to freeze. Follow these steps to help prevent frozen pipes:

- If there are water supply lines in the garage, keep garage doors closed.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of the reach of children.
- When the weather is extremely cold, let water drip from faucets located near exterior walls. Running water through the pipe, even at a trickle, helps prevent pipes from freezing.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 58° F.

C. HURRICANE PREPAREDNESS

The Hampton Roads area is prone to hurricanes, particularly between June 1 and November 30, which is known as Hurricane Season. Following are steps to prepare the house for an impending storm and tips to help you once the storm arrives:

- Bring outside items in if they could be picked up by the wind.
- Secure trash cans. Store them in the garage or shed, if possible.
- Clear gutters and downspouts of debris.

- If you leave the area, inform your Property Manager where you will be. Unplug small appliances and electronics before you leave. If possible, turn off the electricity, gas, and water to the residence.
- If you lose power, turn off all major appliances. Use flashlights, not candles or kerosene lamps, as your light source. Avoid using the phone and do not take a bath or shower during the storm.

D. FLOODING

There is little or no warning for rising water. Country roads bordering streams or deep roadway ditches can flood and become impassible very quickly. Be careful when crossing low-lying roadways and watch vehicles in front of you to determine if you should attempt to drive through a flooded area. When in doubt, do not go through running water, as it is difficult to determine what is underneath the water.

It may also be helpful to observe the level of the water against a fixed, grounded landmark, such as a fire hydrant, to determine how deep the water may be.

VIII. IMPORTANT NUMBERS – ELIZABETH CITY

City of Elizabeth City Public Utilities (Water, Sewer, Electric)	252-232-3981
Camden County Water Department	252-338-1919
Dominion Power	888-667-3000
Albemarle Electric	252-426-5735
Piedmont Natural Gas	800-483-5702
Eastern NC Natural Gas	252-264-4011 or 888-700-5793

IX. IMPORTANT NUMBERS -PASQUOTANK COUNTY

Dominion Power	888-667-3000
Albemarle Electric	252-426-5735
Pasquotank County Water System	252-335-2240
South Mills Water Association	252-771-5620

X. IMPORTANT NUMBERS – CURRITUCK

Dominion Power	888-667-3000
Currituck County Water Department	252-232-2769
Piedmont Natural Gas	800-483-5702
Energy United (Propane)	252-338-1900
Amerigas (Propane)	252-491-2685
Ferrellgas (Propane)	252-335-2683
Sandler Utilities Eagle Creek (Sewer)	252-491-5277
Bay Disposal	252-491-5105

XI. IMPORTANT NUMBERS – HERTFORD (CITY)

Town of Hertford (Electricity, Water & Sewer)	252-426-5311
Waste Industries	252-264-2996

XII. IMPORTANT NUMBERS – PERQUIMANS

Albemarle Electric	252-426-5735
Dominion Power	888-667-3000
Perquimans County Water Department	252-426-8230