

TENANT GUIDELINES FOR ALL PROPERTIES

No cash will be accepted.

Rent is due on or before the 1st of each month. There is a 4 day grace period.

*We do not pay attention to postmarks on mailed envelopes. If you are going to mail your payment, make sure you allow enough time for it to be delivered to our office by the 5th.

*Rent accepted after the 5th of the month MUST be in the form of a MONEY ORDER or CERTIFIED FUNDS.

****NO PERSONAL CHECKS will be accepted for payments after the 5th***

Late Payments will not be tolerated! If rent, unpaid late fees, unpaid utility bills, unpaid maintenance charges, etc are not received by the 10th of the month, Eviction proceedings may be started. By not paying your rent and other expenses on time, could effect your chances of renewal or damage your credit.

NSF Check Policy: If a check is returned for insufficient funds, you must bring in a money order or cashiers check immediately for the balance due plus \$25.00 to cover the NSF check fee charges and the late fee, if payment is received after the 5th.

Utilities: Tenants are responsible for all utilities unless included in rent. Utilities left in the owners or managements name will be disconnected within 2-7 days after the lease is in effect.

Move-In Inspection: A Move-In Inspection form is provided for your protection. This form must be completed, signed and returned to the rental office within 7 days of your move in date. No repairs can be scheduled until this form is returned. Once you've returned it to the rental office, request a copy and keep a copy with your lease. **This protects you against charges that may not apply to you.**

Tenant must abide by all rules/regulations of the HOA. Rules/regulations may be subject to change. Fines resulting from violations will be charged to the tenant. **By signing, you acknowledge receipt of a copy of the HOA rules/regulations and understand all that is included.**

Grounds/Lawn Maintenance: Tenants must maintain the grounds by keeping lawn mowed and watered as needed. Tenants must keeps shrubs trimmed, free of all debris, leaves, pine straw and keep any beds on the property weeded. (unless maintained by the HOA or is included in the rent.)

Any fines accrued because of not maintaining the lawn will be that of the tenants. If management has to have the lawn cut or maintained because the tenant fails to do so, the tenant will be held accountable and responsible for the cost.

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Tenants must park in the driveway or assigned spaces. NO PARKING ON THE GRASS.

Security deposit is for damages beyond normal wear and tear and cannot be used for rent.

When we receive your written notice to vacate, we will send a move-out packet detailing cleaning/repairs to be completed to receive a full deposit refund. By North Carolina law, we have 30 days to refund your security deposit, in which you will receive a statement and a refund check, if applicable. If money is owed after you move out, you must pay the full balance within 10 days of notification or your account will be turned over to our collection agency to be added to your credit report. Bad debits will remain on your credit for up to 7 years.

NO DISTURBANCES/LOUD PARTIES ARE ALLOWED.

Excessive noise and loud music in your home or outside areas are not permitted at any time. Enjoy yourself, but not at the expense of your neighbors. Police may be called for loud noise at ANYTIME. Wilmington does have a noise ordinance and you could face up to a \$500 fine or 30 days in jail.

Balconies, patios, windows: Objects such as plants without water basins, towels, clothes, bikes, toys, posters, signs, stickers, pets etc cannot be set on patios, balconies or railings. No object of any kind may be attached to windows or doors where visible from the exterior. Please refer to your HOA rules and regs (where applicable) as they may have additional restrictions.

ALTERATIONS: Alterations such as paint, ceiling fans, wall paper, borders, built in shelves, towel bars, etc must be requested in writing to the landlord and may not be added to the property without written approval from the landlord. The unit must be returned to its original condition when vacated. The owner may require an alteration such as a fence to stay with the property when the tenant moves out. Tenants will be charged for any repairs and/or painting resulting from damage caused by alterations. Even though you may mean well. The owner may not want the alteration-so always get permission before changing or making any type of alteration to the property.

TRASH: Trash must be disposed of in approved trash containers/dumpsters. Trash bags must be disposed of immediately and may not be left on patios/balconies/porches or by front doors at any time. Trash containers must be stored out of sight on days other than trash day to avoid fines if an HOA supervises the neighborhood.

Guests: Guest may not occupy the property for more than 10 days unless prior consent is obtained from the landlord. Please notify us if someone will be staying for an extended period of time and you want to be legally responsible for them. If so, they should be added to your lease as a permitted occupant if permissible for insurance liability purposes. If you do not want to be legally responsible for them, they must fill out our rental application and must qualify to be added to the lease. No one is allowed to move in unless the landlord has given written permission. So restrictions apply.

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SMOKERS: NO Smoking is allowed inside any rental unit. Damage caused by smoking any substance will be deducted from the security deposit. Damage includes, but is not limited to, deodorizing carpet, painting, blind replacement, carpet repairs, or countertop repairs from burn marks, vent cleaning, etc. Smoking must be done outside and cigarette butts are to be disposed of properly and not left on the grounds.

Water beds are not allowed in properties unless approved in advance by landlord. Proof of renters insurance is required.

PETS: Any unauthorized animal found at the property will result in a fine of \$500.00 per animal. If your property does to allow pets, you will be charged this pet fee regardless of whether the landlord agrees to allow the pet. You may be forced to remove the animal to avoid eviction. If a pet is allowed you are responsible for it and it's actions per the lease agreement.

What if my roommate moves out before the lease is up? If a roommate decides to vacate the property, written notice signed by all the tenants must be submitted to the rental office relinquishing all rights to the security deposit and requesting that the tenants name be removed from the lease. Your file will be assessed, if the remaining tenants are financially qualified to remain in the property, the tenant will be removed from the lease. Refund of this tenant's deposit must be handled by the remaining tenants. No partial security deposit refunds will be made. If the roommate moves out without agreement of all tenants, then the roommate will still be held responsible for the lease and the property until such time the lease expires. The roommate leaving is still required to notify the office of their intentions and make proper arrangements with the office regarding their responsibilities.

What happens if one of my roommates doesn't pay their portion or the rent or pays late? All tenants are equally and jointly responsible for ALL of the rent payment each month. It is not the responsibility of the landlord to arbitrate or mediate problems between roommates. Rent is due on or before the 1st of each month. If rent is not paid in full by the 5th of the month, the tenants account is assigned a late fee of 5% of the rent amount.

Notice to Vacate the property: A written 60 day notice is required when vacating the premises. Notices must be given by the 1st of the month.

Fulfilling your lease: There are only two (2) ways of getting out of your lease.

1. You fulfill your lease until the end or
2. You notify us in writing you would like to get out of your lease and ask us to begin advertising to secure a new tenant. When a new lease is signed, the starting date on the lease is when you would be released from your lease. Contact the rental office with any further questions.

For Rent Signs: When you move into a property, a representative from Wilmington's Best Rentals, will come by to pick up the FOR RENT sign. Please leave the sign in the yard or beside the house for easy access and pickup. If it is a window sign, we ask that

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you please place it next to the front door outside for easy access. DO NOT put in hall closet or garage.

GRILLS: New Hanover County Ordinances states that all grills must be pulled away from the building at least 10 feet, we suggest 15 ft. because they are a fire hazard, residents of condominium complexes may not operate gas grills unless they are at least 10 feet away from the dwelling. Some HOA rules prohibit the use of grills entirely. Electric grills may also be used 10 feet from the building. No grills allowed on balconies and decks.

EMERGENCIES: For police/fire emergencies dial 911 before calling the rental office. Do not call 911 for maintenance emergencies call 910-344-0467. Non-emergency maintenance requests contact the office at 910-344-0467 or wilmingtonsbestrentals@gmail.com

SATELLITE DISHES: Satellite dishes may not be permanently attached to the rental unit at any time. If you choose to use a satellite, and it is permissible by the owner and the HOA, the equipment may be mounted on a pole and placed in the backyard.

DAMAGE RESULTING FROM INSTALLATION OF SATELLITE EQUIPMENT WILL BE THE TENANTS RESPONSIBILITY.

CABLE/PHONE OUTLETS: It is required to provide 1 phone outlet for the property. Cable outlets and additional phone lines may be installed at the tenant's expense with the landlord's written permission. Additional outlets already installed at the property may be activated at the tenant's expense.

WATER SOFTENER: If a water softener is present, (with well or hard water) tenants are responsible for purchasing salt and maintaining this appliance. Tenant is responsible for understanding use of water softener and may contact our maintenance department with questions. Wells: tenants with a well must **A:** keep a light on in the pump house **B:** keep water dripping in very cold weather to keep the well head from freezing **C:** If the water stops, the well can be easily primed by unscrewing the top of the well head and pouring water in, then pump. If emergency or maintenance charge is incurred due to tenant negligence, tenant will be charged.

RENTER'S INSURANCE: IT IS MANDATORY! OBTAIN IT! Renter's insurance is relatively inexpensive and it's worth its weight in gold. If there is a power loss, the landlord will not pay for any lost food if a refrigerator stops operating. The owner nor the landlord will not be responsible if there is a fire or hurricane and your personal belongings are lost.

In the rare event there is a break-in, you MUST provide a police report to avoid responsibility for repairs to the property (broken windows, kicked in doors, etc.) If there is a fire or damage to the property due to the tenant's negligence, then the tenant would be held responsible. Renter's insurance covers all of these issues. It protects you, the tenant.

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Maintenance

There is a trip charge associated with all maintenance issues and you may be responsible to pay and not the owner.

A: If you call in a maintenance request and end up fixing the problem and you fail to call and cancel the work order, you may be responsible for the trip charge.

B: If no problem is found at your property, the trip charge may be charged to you and not the owner.

****REMEMBER: IF YOU DO NOT HAVE POWER, ALWAYS CHECK YOUR BREAKER BOX AND GFI'S BEFORE CALLING US.****

HEAT/AIR: Most rental properties use a heat pump to control the HVAC. When it is very cold or very hot, the heat pump may run all the time. Your power bill may be higher in extreme temperatures. **THIS IS NORMAL.** In winter, vents will sometimes blow cool air when the heat pump is in defrosting mode, **THIS IS NORMAL.** A few degrees difference in the thermostat temperature and the temperatures of the room itself is normal in extreme weather, **THIS IS NORMAL.** As long as your house is heating/cooling reasonably well, there is nothing wrong with your heat pump.

AIRFILTERS/SMOKE DETECTORS/CARBON MONOXIDE DETECTORS:

Air filters must be changed **MONTHLY.** This helps the air handler run smoothly without straining, and will also help to keep your power bill lower. If any damages are caused to the system as a result of tenant negligence, the tenant will be held responsible. During any inspection, if one of our maintenance representatives or technicians notes a dirty air filter or inoperable/missing smoke or carbon monoxide detector batteries, these items will be replaced at the tenants expense. The tenant is responsible for checking and replacing the smoke detector and carbon monoxide detector batteries during the tenancy.

Do not remove the smoke or carbon monoxide detectors from the property at any time. If you are experiencing a problem with the smoke or carbon monoxide detector other than the need to replace the battery, contact the rental office promptly.

GARBAGE DISPOSAL: If the garbage disposal is not working, push the RED reset button on the side or bottom of the disposal under the sink. **If a repairman is called to push the reset button, you will be charged for the service call.** Do not put silverware, bottle caps potting soil, nut shells, egg shells, grease or other hard/corrosive objects such as Drano or bleach down the disposal. If your disposal is not working because of any of these things, you will be charged for the repair.

TOILETS: BUY A PLUNGER! If your toilet becomes clogged because of something you tried to flush, that you should not have (such as tampons, paper towels, etc) you will be charged for the repair. **DO NOT USE CLOROX TABS IN THE BACK OF YOUR TOILET.** The Clorox eats away at the toilet and causes it to leak, run constantly and have

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other problems. You will be charged for the repair if there is damage done caused by tenant negligence.

PROBLEMS WITH POWER: If an outlet, appliance, heat/air, light switch, etc is not working, check your breakers and GFI outlets first before calling us. GFI'S are normally installed near water sources and looks like a regular outlet with 2 center buttons labeled "test" & "reset". Press the button that is raised. If we send an electrician to flip a breaker or press the "reset" button, you will be charged for the repair.

HURRICANE DAMAGES: All hurricane damage must be reported within 3 business days after the storm and must be in writing. This helps us address all issues relevant to the storm and turnaround repairs. Repairs are handled in the order of severity. We ask that you lodge a report so the office can better track the work and problems.

APPOINTMENTS FOR REPAIRS: If you schedule an appointment with maintenance and do not keep it, you may be charged for the service call.

PROPERTY INSPECTIONS: Your property owner may sign up for annual property inspections. In this case we will schedule with you a complete property inspection. We reserve the right to enter the property at any time with proper notice. If we are unable to reach you, we will attempt to leave a final message with the date and time frame that we plan to enter the property. During these inspections we will need access to all areas of the property inside and out. If you have pets, please make sure that they are kenneled as we will need to go through each room. AGAIN, if the management representative notes that there is a dirty air filter or inoperable/missing smoke/carbon monoxide detector batteries, these items will be replaced at the tenants expense, without further notice. These measures must be enforced to protect the property from HVAC problems, fire hazards and insurance liability.

If at anytime a maintenance issue arises in your unit and you do not report it as the lease holder, the problem may become more severe and results in additional repairs (roof leaks, sink leaks, etc) you will be held responsible for the neglect and possible expenses of repairs.

If at anytime repairs are needed due to the tenant negligence or abuse/damage; the tenant will be charged for the work.

I have received, read and understand the HOA rules & regulations for my home.

Tenant Initial_____ Tenant Initial_____ Tenant Initial_____

Signature

Signature

Signature

There are no HOA rules and regulations that apply to this property.

Signature

Signature

Signature

I have read and understand this addendum to my lease.

Tenant signature: _____ Date: _____

Tenant signature: _____ Date: _____

Tenant signature: _____ Date: _____

Management/Agent: _____ Date: _____

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