

TENANT THINGS YOU SHOULD KNOW



- The state of the property is “as-is” unless otherwise stated or agreed previously, in writing. Tenants should not expect any changes or updates to the home, unless there is a safety issue.
- Inspections will occur about every 4 months for the first year of tenancy. You do not have to be home for the inspection. Your property manager will give you at least 48 hours advance notice. It is your responsibility to make sure that the home is accessible when requested, and any pets are contained if necessary. You will not be contacted about the results of the inspection unless there is an issue, but feel free to reach out to your property manager to follow up if desired.
- Air filters should be dated and replaced every month. Tenant is responsible for damage done to HVAC system caused by failure to change filters in a timely manner.
- If it is determined that you are responsible for paying any type of maintenance or repair work that has been done, you will be charged the total of the vendor’s invoice plus a maintenance facilitation fee. Tenant may be held responsible for the cost of maintenance if the issue was caused by the tenant, or if the repair person finds the complaint to be unwarranted (item is working in intended manner). Tenants are expected to do a reasonable amount of “troubleshooting” prior to submitting a maintenance request.
- Your tenant portal should be used for ALL maintenance or repair concerns. Call or text 919-439-4511 in case of an emergency. Examples of an emergency: Gas leak, broken water line, flooding, no heat in cold weather, etc.

Please contact your property manager with any questions.