



TENANT HANDBOOK

Summer 2026 Edition



TENANT HANDBOOK

(Additions and changes to the Handbook are made without notification. If you have any questions concerning any sections of the Handbook - email the management office for clarification.)

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COMMUNICATING WITH OUR OFFICE

For all general questions - email is the best communication.

For any leasing questions - we require all communication to be over email

Cash Holdings is a mostly online/virtual office and does not have typical office hours. All tenant correspondence is communicated through tenant portals, email and texting.

An appointment is required via email if wanting to speak in person to a property manager.

Street Address: 870 NC Hwy 105 Bypass, Boone NC 28607

(Location for dropping & picking up keys and paperwork only)

Mailing Address: P.O. Box 125, Boone, NC 28607

Phone: 828-297-2019 - please leave a message if there is no answer.

Email: management@cashholdingsllc.com

Website: www.cashholdingsllc.com

Typical Office Hours: Monday – Friday between 9am - 3pm (the office is closed for weekends, holidays and inclement weather). We cannot guarantee office hours because our staff is constantly on the properties and/or works remotely.

EMERGENCIES

Police or Fire dial 911

CALL 828-348-1350 for **Emergency Maintenance**

SUBMIT A WORK ORDER

What is Considered an Emergency?

- No Water
- No Heat in Winter Months (Only if the outside temperature is below 55 degrees)
- No Electricity - call the electric company or visit their website first for outages in your area. (Check to See if Breakers are "On" before calling. Flip the breaker completely to "off" and then back to "on" position)
- Water Pouring into Unit (ex: from water heater)
- Toilet not operating (emergency only if there is one toilet in the entire unit)

UTILITY & CABLE COMPANY NUMBERS

Water: Town of Boone 828-268-6222 (<https://www.townofboone.net/340/Utility-Billing>)

Electricity: New River Light & Power 828-264-3671 (<https://nrlp.appstate.edu>)

Blue Ridge Electric 828-264-8894 (<https://www.blueridgeenergy.com>)

Cable & Internet: Spectrum 888-438-2427 (<https://www.spectrum.com/services/north-carolina/boone>)

Skybest 800-759-2226 (Junaluska, Sequoia, Willa Mountain Apartments)

AT & T 800-439-7133

Propane: Blue Ridge Energies 828-758-2383 (<https://www.blueridgeenergy.com/>)

Wallace Propane 828-297-1115 (<https://www.wallacepropane.com/>)

G&B Energy 828-262-3637(<https://gbenergy.com>) -Sunny Knoll



RENT PAYMENTS

Rent payments are due on the **1st day of the month** and considered **late** on the 5th day. Payments not received in our office by 4pm on the 5th day of the month will be charged a 5% late fee (Note - we do not go by the postage date). Online payments through your tenant portal are preferred. Acceptable payments are checks, money orders or cashier checks. Cash and credit cards are not accepted at the office. You may use a credit card through your tenant portal and there is a service fee charged. If you use a checking account or echeck, there is no service fee. Cash Holdings, LLC does not receive the service fees. If you are mailing your payments - we suggest mailing on the 20th of the month prior to the due date to ensure timely delivery to our office. Payments received are applied to the oldest amount due.

Payments should be made payable to:

Cash Holdings, LLC

P.O. Box 125

Boone, NC 28607

NSF FEES & CERTIFIED FUNDS

Per the lease, there is a \$35 NSF fee per occurrence. After three NSF payments have been made in a portal, the portal will automatically disable online payments and Certified Funds will be the only payment option going forward (Cash, cashiers check, money order, etc). When dropping off payment to our office, please use the dropbox on the front door and send an email notifying us of payment. Our office address is 870 NC Hwy 105 Bypass, Boone NC 28607.

PAST DUE NOTICES

If payment has not been received by the 5th – expect a 10 Day Notice to be emailed to you and your guarantor. If payment has not been received by the date on the Notice, legal action will be taken. You will be charged all court and attorney costs we incur for the collection of your late rent payments and unpaid charges. Protect your credit by paying rent on a timely basis. Bad credit will follow you for many years and can affect future loans such as home mortgages and vehicle loans.



SECURITY DEPOSITS

All security deposits are held in an escrow trust account with Lifestore Bank located at 1675 Blowing Rock Rd, Boone, NC 28607 or Skyline National Bank located at 1641 Blowing Rock Rd, Boone NC 28607 (Hillside Dr, The Heights). Security Deposits cannot be used to pay rent payments including the last month's rent payment. Security deposits are refunded within 30 days of the lease period end date. Damages and unpaid charges, if any, will be deducted. Information concerning your security deposit will not be given over the phone. Email all questions 30 days after the Lease termination date.

If you are subleasing your unit, your security deposit will remain in the escrow trust account until the end of your lease date. Your security deposit will then be refunded within 30 days of the lease end day on your lease less any damages or unpaid charges.

PETS & PET FEES

Not all rental units allow pets. Before bringing any type of pet to your rental unit check with our office to see if they are allowed. There are pet fees required on all rental units allowing pets - \$30/month per pet with a limit of two animals in a unit. It is your responsibility to let us know if you will have a pet. This is for the safety of our employees and your pet. We want to reduce the chance of pets escaping during maintenance work as well as keeping employees safe from animal bites. If any unapproved pets are found in the rental unit you will be charged a **\$250.00 fine** as well as requiring the pet to be removed from your unit. Cleaning up pet waste in yards is required. Anyone found not cleaning up after their pet will be fined and possibly required to remove the pet from the unit. No visitors are allowed to bring pets to the unit. Pet sitting or pet fostering is not allowed.

Pets

1. Create a profile and submit a pet application through our third party screening site. Go to <https://cashholdings.petsscreening.com> and then click the start here button under the household pet column. There is a \$20.00 application fee charged through this website. You will receive a confirmation from our office once you have been approved by PetScreening.com. The pet must be approved from our office prior to bringing the pet into the unit.
2. Pet Addendum form completed. This will be sent with your lease if you have not signed one yet
3. Payment of \$30.00 due once the pet has been approved (or once your lease begins if you have not moved in yet). Charged through tenant portal. Monthly pet fee of \$30.00 due the first of each month thereafter.

ESA/Service Animals

1. Create a profile and submit an application through our third party screening site. Go to <https://cashholdings.petsscreening.com> and then click the start here button under the assistance animal column. There is no application fee for assistance animals. You will receive a confirmation from our office once we have received the profile by PetScreening.com
2. Service Animal & ESA Addendum form completed. This will be attached to your lease if you have not signed one yet.

MOVE-IN DAY

Your move-in date is found on your lease. Please do not request an earlier move-in date. Maintenance Week and Move-In Day are extremely busy times for our office. The best way to communicate with us during these times is through email: management@cashholdingsllc.com and/or leasing@cashholdingsllc.com

The August rent payment is due before your group is allowed to move in. Make an online payment through your tenant portal prior to your move in day.

All utilities are to be set up in your group's name before keys/key codes are issued. Instructions will be sent in your portal/emailed multiple times prior to your move in day. You will not be allowed to move in without proof of the utilities. Many tenants will either put all utilities in one roommate's name and then the other roommates reimburse them or they will divide the utility accounts among several roommates (ex: one roommate has water, another has electricity and then everyone in the group settles the differences in costs as the bills come in). We use a system called Utility-Setup.com for all move-ins that have utilities to set up - <https://utility-setup.com/cash-holdings-llc>. The Utility-Setup.com portal will include the utility providers, their contact information and the meter numbers (if needed) for your specific unit.

If you cannot pick up your keys from your unit during move-in day, please notify us and make arrangements for a future date. Move-in Inspection forms are provided at move-in. Parking can be a challenge on move-in day. Please be patient and considerate when bringing in additional moving vehicles. Parking spaces are limited for our tenants. Remove additional vehicles immediately after unloading so that other tenants can get to their parking spaces. Be aware that neighbors to the rental units and complexes do not allow parking for your visitors and/or family assisting you with your move in.

KEYS

Original keys are expected to be returned at move-out. Our office will not accept any mailed keys. If you are locked out due to a lost key or forgotten code, you will need to call the emergency maintenance line to arrange the lockout service and a charge of **\$75.00** will be added to your tenant portal.

If you forget your entry code or need it updated, a **\$75.00** service fee will be applied to your portal. To avoid this charge, we recommend only sharing your code with a reliable individual, such as a parent, who can assist you in the event of a lockout.

MOVE IN INSPECTION FORM

You are expected to fill out the move-in inspection form and return or email to our office within 5 days of your move-in. The inspection form is for your protection. You could be charged for any damages and/or repairs if you do not report damages within 5 days of your move-in. If you find any maintenance issues or repairs at move-in that require our attention - write the issues on your move-in inspection form **AND** submit a maintenance request through your tenant portal. If you do not return the form within the 5 days we consider everything to be in good working order.

PARKING PASSES & SPACES

For complexes that require parking passes - you are required to display them as instructed. Parking is provided for tenants only. Visitor parking is not provided unless specified. **The Towing Company MUST be able to see your pass.** Passes are for tenant use only and there is a \$50 replacement fee. If your pass is replaced, the original pass is voided with the towing company and any vehicle using the voided pass will be towed.

Do not park outside parking space lines, in front of dumpsters, fire lanes and in the yard or grassed areas. Tenants will be charged for damages to lawns and grassed areas. Vehicle(s) obstructing the dumpster areas will be towed at vehicle owner's expense regardless if you have a pass. There will be no exceptions to the parking signs and parking rules. Towing is enforced 24 hours. Cash Holdings, LLC and the property owners do not receive the towing charges. Property management and owners do not refund towing charges. Parking is at your own risk. The owner and Cash Holdings, LLC is not responsible for personal injury or damage to vehicles or vehicle contents on the premises.

MAINTENANCE REQUESTS & TENANT PORTAL

Report all maintenance requests through your tenant portal. Maintenance requests cannot be accepted through phone calls, emails, text messages or from persons not residing in the unit. Maintenance requests are handled in order of receipt and severity.

When reporting appliance issues - include the brand of appliance in your request. Include the model and serial number of the appliance - this information is typically found inside the door of the appliance. You will be asked to provide this information before a technician is sent to the unit.

Plumbing - Clogged Drains

You are required to keep all drain lines, plumbing and sewer lines clear and open at your expense. This includes sinks, garbage disposals, dishwasher lines, shower & tub and toilets. Tenants are billed for plumbing service calls if it is determined that tenants are the cause of the issue (i.e. removing foreign objects from a garbage disposal and clogging toilets or drains). If we have not received a plumbing maintenance request within 5 days of your move-in, we will consider the plumbing to be in good working order.

Here are some helpful tips for keeping the drain lines open:

Bathroom Sink & Tub:

Hair and plastic razor covers are the main culprits for clogs. Purchase drain screens to help prevent clogs and attempt to snake the drain prior to contacting maintenance (link to a recommended drain snake [here](#)). You will be charged to unclog drains.

Garbage Disposals:

Large quantities of food, peelings, bottle caps, bones, nuts, broken glass etc are not meant to be placed in the disposal. Scrape dinnerware & cookware into the garbage can prior to rinsing off small crumbs into the disposal. Food and hard items become lodged in the disposals and/or drain lines. Tenants are charged for clearing garbage disposals of foreign items and food.

Kitchen Sinks & Dishwashers:

Do not pour grease or oil into sinks. The drain lines will become clogged. If you are experiencing dishwasher problems - take dishes out of the dishwasher and wash by hand. Do not leave dirty dishes in the dishwasher. This attracts insects and causes unpleasant odors. Place a work order through the tenant portal. Tenants will be charged if drain lines have to be cleared due to food, grease and/or foreign objects.

Toilets:

Do not flush non-flushable items. Even wipes that are marketed as “flushable” can clog up the drains and can damage the septic. It is best to only flush waste and a reasonable amount of paper. Keep a plunger in your unit for unclogging toilets and sinks. If tenants clog the toilet, tenants are charged to remove foreign objects and/or non-flushable paper

Electrical Outages, Heat & Lights

Check breakers before submitting a maintenance request. If you are without power in a bathroom or kitchen - check for an outlet (GCFI), along the counters that has a reset button. If still no power, submit a maintenance request.

If the whole unit is without power make sure the power bill has been paid or check with the electric company for outages prior to submitting a work order.

If you are without heat, contact the emergency line.

It is the tenants’ responsibility to replace light bulbs during tenancy.

Preventing Frozen Pipes

Tenants are required to provide heat to the unit during cold and winter months. Freezing temperatures occur from October – April. Frozen pipes can burst resulting in costly water damages and repair charges to tenants.

If you have fuel tanks, fill prior to cold weather. Tenants are responsible for not allowing tanks to go empty. It requires a service call to repair the fuel lines and tenants will be charged for the service call.

Follow these helpful tips to prevent frozen pipes:

- Set your heat to a low setting and/or at minimum of 60°F
- Make sure all windows are down and latched to keep your heat in
- Make sure there are no objects placed close, on or against heaters. This includes bed covers and pillows that could be touching the heaters. Heaters can burn and/or melt items that have been placed on or near the heaters.
- When leaving the unit overnight or for several days, be sure to leave the bedroom and bathroom doors open as this helps with allowing heat to circulate throughout the unit. Also leave the kitchen and bathroom cabinet doors open to allow heat to circulate around the pipes and prevent freezing
- Make sure all hoses are unhooked from all outdoor spigots and if you have a basement/crawlspace door, it needs to remain shut during the winter months.

Garbage Disposal Issues

Prior to requesting a maintenance request on the garbage disposal - turn off disposal and check for any items obstructing the blades. Typical items that cause blockage include, but are not limited to, silverware, bottle caps, excessive food, nuts, broken glass and bones. Nothing larger than crumbs should be placed into garbage disposals. Check the reset button on the garbage disposal underneath the sink prior to submitting a maintenance request. If you still need to report a maintenance issue, place a maintenance request through your tenant portal. Tenants will be charged for removal of items clogging the disposal and for damages to the disposal through misuse.

Dishwasher Issues

If there is water coming out of the dishwasher, turn it off and send in a maintenance request. Dishwashers are not considered an emergency and the appliance repairman will be scheduled. You are expected to hand wash your dishes until a repairman arrives. Soiled dishes left in the dishwasher makes repairs difficult. Remove dirty dishes and wash them by hand.

RENTER'S INSURANCE

The owner of your rental unit pays for the property insurance on the dwelling only. This insurance covers the building and property of the owner. It is required in your lease that tenants purchase renter's insurance to cover personal property and tenant's liability and provide proof of your policy in the tenant portal. Your personal items, inside or outside of the dwelling, are not covered by the owner's property insurance. Renter's insurance can be obtained from an insurance company of your choosing and at reasonable rates. Some tenants have been able to obtain renter's insurance through a parent's homeowner's insurance policy.

COMMON AREAS

Common areas are jointly shared by all tenants of a unit. This includes all rooms in the unit other than your individual bedroom. If there are damages to the common areas, all tenants will share the costs of the repairs unless **ALL** tenants contact the office in agreement on which tenant(s) are to be billed.

All tenants are required to keep decks/porches, walkways, yards, parking lots and doorways free of trash and rubbish. Tenants are required to keep items such as furniture, grills and trash bags off of the walkways and decks for safety reasons as well as keeping the property free of unsightly trash. Items left out in these areas could be hauled off by maintenance at the tenant's expense. Do not place furniture, blankets, towels, tarps and any items in the grassed areas that will kill the grass. Tenants responsible will be charged to re-seed and straw these areas.

TRASH

Do not set garbage outside the entry doors or on decks. Take trash bags to the trash cans or dumpsters and place trash into the containers. Do not lay trash outside of the containers. Contact management if dumpsters are full. Do not leave bottles and cans outside. Do not throw cigarette butts on the ground. You will be charged for trash removal if trash is found around your rental unit and on the grounds. If your unit has weekly trash service, you are required to have trash placed inside the cans and placed in the pickup area no earlier than the evening prior to trash day. Trash cans must be returned to the rental unit on the day of trash pickup. If you are not able to place all of your trash bags into the provided trash containers prior to the scheduled pickup day - take your trash bags to the local landfill located just past New Market. Trash bags attract animals and insects. Animals will tear open trash bags and make a large mess. You will be charged a fine if maintenance picks up trash from your area.

PROHIBITED ACTIVITIES & ITEMS

1. Parties and loud noises - results in a \$500 fine per occurrence. Units with multiple violations will not be allowed to renew.
2. Climbing on and sitting on the roofs - results in a \$500 fine per occurrence.
3. Bonfires, fire pits and barbeque grills are not allowed. Tenants shall not have open flame fire on the premises other than permitted grills or fire pits that are currently in place. Absolutely no grills are allowed on covered decks. Tenants will be responsible for any damages and repair costs due to any unpermitted fires. It is the responsibility of the Tenants to take care and use precautions when building fires in the permitted fire pits and grills.
4. Dartboards - do not hang dartboards inside or outside of your unit. You will be charged for damages.
5. Hazardous Materials - do not store fuel containers or oil space heaters in or around the premises.
6. Waterbeds are not permitted.
7. Guns or any type of firearms are not permitted.
8. Signs, Banners & Posters - do not hang offensive and/or objectionable signs, banners and posters on the inside or outside of the premises that are visible to others through windows. The Property Manager has final word on what is offensive and/or objectionable.

OVERNIGHT AND LONG-TERM GUEST

A guest is permitted to stay for an occasional night or a weekend. You must obtain permission from management for allowing a guest to stay longer than 72 hours. Tenants may not allow an additional person(s) to reside in the unit not specified in the Lease Contract. You will be subject to a **\$100 per day** fine for each unauthorized person occupying the unit that is not listed on your lease.

COURTESY HOURS & NOISE COMPLAINTS

Please be mindful that you do have neighbors with all sorts of different work, school and exam schedules so please refrain from activities that can be disruptive to others around you. Courtesy hours are between 10:00 pm and 7:00 am, during this time please refrain from activities that cause excessive noises or would disrupt your neighbors. Activities like stomping, banging on walls, exercising, slamming doors, running loud stereo equipment, playing loud music, loud gatherings with guests, yelling and etc. should not be done during these times in order to create a pleasant environment for all of our tenants.

NON SMOKING POLICY

All tenants sign a No-Smoking Addendum in their lease. In this addendum, the tenants agree and acknowledge that smoking of any kind is not allowed on the premises - this includes but is not limited to cigarettes, electronic cigarettes, vapes, marijuana, tobacco and/or similar products. Tenants and any visitors are not allowed to smoke anywhere in the unit, or within 25 feet of any of the common areas such as the hallways, stairwells or patios.

Failure to comply with this policy can/will result in eviction from the property.

LEASE RENEWALS

We begin pre-leasing for the next year as early as October. Our office will send out a renewal notice to all current tenants with units eligible for renewal followed by several reminder emails. Current tenants in good standing with management will be given a deadline date for notifying our office with their intentions of renewing. After this deadline date, rental units will be made available to new tenants on our waiting list.



BREAKING YOUR LEASE

Your lease is a legally binding contract. We do not allow tenants to break their leases. If you are thinking about breaking your lease, communication with our office is very important and our staff will guide you through the subleasing process. You will still be responsible for all rents and charges if you move out of the unit before the end of the lease period date. If payments are not made, legal action will be taken against you and your guarantor. A judgment will be placed against you and your guarantor which can last up to seven years. Bad credit can prevent you from obtaining future rentals, car loans and mortgage loans as well as other loans.

SUBLEASING

We do allow subleasing. You must email our office as soon as you decide to sublease. We will send the Subleasing Instructions and Requirements for you to fill out. This form cannot be completed by anyone other than the tenant who is subleasing. The subleasing fee of \$500 will be invoiced to your tenant portal once you have turned in your form. The subleasing form and subleasing fee are required before we can begin working with any potential applicants.

As stated in the current leases, subleasing for any lease period can not occur after May 31st for leases that end on July 28th of the same year. Additionally, our office is unable to accommodate any sublease requests received or for the period between July 1st and August 15th of any year due to move outs/ins.

Potential sublesers will go through the same application process as our current tenants and sublesers must be approved prior to their move in. You cannot move anyone into the unit who has not been approved by our office, has completed the steps of the leasing process and signed a lease.

MOVE-OUT DAY

To lessen the workload and stress of moving out- we suggest that you begin cleaning and making repairs several weeks prior to the day of your move-out. Packing, cleaning and making repairs are not possible in only one or two days.

1. Follow the move out cleaning instructions found on our website at cashholdingsllc.com. Copies of the move out instructions will be sent to you multiple times leading up to move out day. You will be sent an electronic forwarding address form to fill out so that your security deposit can be returned to your correct forwarding address.
2. Do not disconnect the electricity and water until the last day of your lease period. Early disconnects are not permitted - the reconnect fee and bill will be deducted from your deposit.
3. Forward your mail by filling out a form online or at your local post office. Our office does not forward mail.
4. Pay all utilities and any services to your unit prior to move-out. Do not allow the utility company to disconnect your service due to non-payment. You will be charged a reconnect fee.
5. Keys should be left on the kitchen counter. Keys must be left in the unit on the end date of the lease to avoid key charges. If keys are not turned in prior or on the day of move out- the re-keying charge will be deducted from your deposit. Our office does not accept any mailed keys. Don't forget the mailbox key if you were issued one.
6. If you are moving out earlier than your lease end date, please email our office confirming that you are fully out so our staff can retrieve your keys and inspect the unit.
7. We strongly recommend that tenants begin cleaning long before the move out date. The bathrooms & kitchens take longer to clean than one would expect. Leaving filthy rooms and appliances at move out will be charged back to tenants.
8. All questions concerning move out must be submitted in writing. Email questions to leasing@cashholdingsllc.com and/or management@cashholdingsllc.com.