



TENANT HANDBOOK

SELECT HOMES TENANT HANDBOOK

SH Personnel	4
Tenant Communication	5
Electronic Communication.....	5
Getting paper copies	5
Withdrawing you consent	5
Consequences of changing you mind.....	5
All notices and disclosures will be sent to you electronically	5
How to contact Select Homes	5
To advise Select Homes of your new email Address.....	6
To request paper copies from Select Homes.....	6
To withdraw your consent with Select Homes	6
Required hardware and software	Error! Bookmark not defined.
Acknowledging your access and consent to receive materials electronically	6
Email.....	6
Telephone calls during office hours	7
Voicemail	7
After hours calls	7
Emergency calls.....	7
Maintenance/ Service requests	7
Change of information.....	7
Website.....	7
General Office Information.....	7
Address information	7
Telephone	8
Internet.....	8
Office Hours	8
Emergency information	8
Protect Your Rental and Credit History.....	8
Rental/lease agreement	8
Moving Checklist.....	8
Utility Companies	8
Rental payments	8
Fees/charges	9
Maintenance Reimbursement	9
Move In Process	10
Care of the Property	10
Getting to know your residence	10
Key Policy & Garage Door Openers:	10
Preventative cleaning tips	11
Additional cleaning tips	11
Occupancy, Maintenance & Policies	12
Tenant Renovations/Alterations	12
Tenant Maintenance responsibilities	13
Procedures for requesting maintenance.....	13
If there is an emergency.....	14
Non-emergencies:.....	14
Fuel Policy	14
Landlord Personal Property.....	15
Energy saving tips.....	15
Renters insurance	16
Occupancy	16

Pets	16
Safety Tips	17
Vacation checklist	17
Holiday tips	18
Emergency/disasters.....	19
Inspection Policy	19
Drug free housing	20
Policy on Giving Notice & Moving Out.....	20
Preparing Your Rental for Move Out	21
SECURITY DEPOSIT REFUND.....	23
Rapid security deposit refund	23
Frequently asked questions	23
Conclusion.....	24
TENANT FEE SCHEDULE.....	25
Signature Page	26

SELECT HOMES Welcomes You

Select Homes welcomes you as a resident/tenant. SH is an abbreviation used in lieu of the full company name, Select Homes and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the SH Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. This Tenant Handbook can always be accessed on our website.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We also have useful forms for your use available in our office or on our website. SH wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Select Homes (SH) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact SH when you need assistance and we have listed how on the following pages.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. **SH is here to help you.**

We wish you a successful and enjoyable tenancy in your new residence.

SH Personnel

We have a complete staff to assist you. SH has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, don’t hesitate to contact our office.

- **Management/Office Team:** SH has a management team consisting of a Property Manager, Rental Coordinator, Rental Assistant and Office Manager/Maintenance Coordinator. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- SH requires that you contact the Management Team regarding questions concerning Tenant issues. **Remember – SH Staff works as a TEAM & any member can likely serve your need.**
- **All TEAM Members Can be reached by calling the office: 828-456-6111**

Position	Name	Email
Rental Coordinator/Office Manager	Chris Mills	info@selecthomeswnc.com
Rental Assistant	Carey Rich	assistant@selecthomeswnc.com
Property Manager/Broker-in-Charge	Rick Rogers	Rick@selecthomeswnc.com
Property Manager/Managing Broker	Michele Rogers	Michele@selecthomeswnc.com
Maintenance Coordinator/Inspections	Kevin	service@selecthomeswnc.com

Tenant Communication

On the pages 7 & 8, we have provided general office information, and we have just covered the SH team on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting SH know what you need. Use the telephone, email, the SH website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. **Remember SH is here to help you.**

Electronic Communication

CONSUMER DISCLOSURE

From time to time, Select Homes (we, us or Company) may be required by law to provide you certain written notices or disclosures. Please read the information below carefully and thoroughly and if you can access this information electronically to your satisfaction and agree to these terms and conditions please confirm your agreement by signing the end of this document.

Getting paper copies

At any time you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through electronic systems during and immediately after signing session and, if you elect to create a signer account, you may access them for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish to pick up paper copies of any such documents from our office to you, you may do so with a 1 business day notice allowing us time.

Withdrawing you consent

If you decide to receive notices and disclosures from us electronically you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosures electronically is described below.

Consequences of changing you mind

If you elect to receive required notices and disclosures only in paper format it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send required notices or disclosures in paper format and then wait until we receive back from you your acknowledgement of your receipt of such paper notices and disclosures. To indicate to us that you are changing your mind, you must withdraw your consent by notifying us in writing. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notices and disclosures, we prefer to provide all the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. Please also see paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically.

How to contact Select Homes

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies or certain information from us and to withdraw your consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: info@selecthomeswnc.com or mail: P.O. Box 151, Waynesville, NC 28786. Physical Location: 1456 Hospital Drive, Clyde, NC 28721

To advise Select Homes of your new email Address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must email message us at info@selecthomeswnc.com and in the body of such request you must state your previous email address and your new email address. In the header you must state the property address. We do not require any other information from you to change your email address.

To request paper copies from Select Homes

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to info@selecthomeswnc.com in the body of the request you must state your email address, full name, mailing address, rental address and telephone number. We will bill you for any fees at that time, if any. Select Homes does reserve the right to require that you come to the office to pick such documents up rather than mailing them.

To withdraw your consent with Select Homes

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

Send us an email to info@selecthomeswnc.com or mail to: P.O. Box 151, Waynesville, NC 28786 and in the body of such request you must state your email, full name, US Postal address, Rental Address and telephone number along with your request to withdraw. We do not need any other information from you to withdraw your consent. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide you, please verify that you were able to read this electronic disclosure and that you were able to print on paper or electronically save this page for your future reference and access or that you were able to email this disclosure and consent to an address where you will be able to print on paper or save it for future reference or access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by signing the end of this documents.

By signing, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC CONSUMER DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it for future reference and access; and
- Until or unless I notify Select Homes of Waynesville, LLC as described above, I consent to receive from Select Homes exclusively through electronic means all notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to me by Select Homes during the course of my relationship with you.

Email

Email is the best way to communicate and our preferred method of communication. This enables our team to contact you quickly and efficiently, and when needed, send you important information. Please send all email correspondence to info@selecthomeswnc.com or assitant@selecthomeswnc.com and put your rental property address in the subject line.

Telephone calls during office hours

During office hours, listed below, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Again, Select Homes Management works as a TEAM and most likely whoever answers the phone can help you.

Voicemail

If, during the day you reach our voice mail system, please leave a message in the general mailbox and a TEAM member will return your call. Please make sure your message is complete with your name and the telephone numbers where SH can reach you, both day and evening. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week. Note: You do not have to enter an extension number to leave a voice mail – we have a general voicemail box.

After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours below).

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the SH voice mail system during office hours, or after the office is closed, choose the emergency option, and follow the prompts to be connected with emergency maintenance line. **NOTE: ONLY TRUE MAINTENANCE EMERGENCIES WILL BE HANDLED AFTER HOURS.** If your maintenance issue is routine, please submit a work order request via the link on the webpage and we will call you when the office re-opens.

Maintenance/ Service requests

Please remember that all Work Orders **must** be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the SH website, www.selecthomeswnc.com/ServiceRequest or at the office. You may bring this Work Order Request to the office or email it to info@selecthomeswnc.com.

Change of information

It is important that you notify SH of **any** changes in telephone, cell numbers, or email.

Website

The SH website, www.selecthomeswnc.com contains important information & forms for tenants. Visit our **Tenant Forms Page** regularly to use the Tenant services. There, you can easily download a work order request & other useful documents. You can also send emails to SH directly from the website under the “**contact us**” page

General Office Information

Address information	
Mailing Address	P.O. Box 151
	Waynesville, NC 28786
Street Address	1456 Hospital Drive
	Clyde, NC 28721

Telephone		
Business #	828-456-6111	
Internet		
Email	info@selecthomeswnc.com or assistant@selecthomeswn.com	
Website	www.selecthomeswnc.com	
Office Hours		
	Monday – Thursday	9am – 4pm
	Friday	9am – 2pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergency information		
	Call 828-456-6111 choose emergency option	

Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. *Avoid late rent payments, care for the property, and move out properly.* Give SH the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance addendum, SH rules & regulations, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call the office.

Moving Checklist

There is a great checklist on our website (tenant forms page) that you will find useful for when you are moving into your new rental.

Utility Companies

When you rented the property, you were given a Security Deposit Receipt Form which lists the utility information and contact numbers. SH will cancel the existing utility account on the 1st day of your rental agreement. To avoid disconnection or a lapse in service, contact the utility companies immediately. **SHOULD YOU FAIL TO CONNECT SERVICES, YOU WILL BE CHARGED \$50 FOR SH TO ADDRESS THE ISSUE.** Please note: you must have a permission form to install satellite. This form can be obtained by contacting the Rental Coordinator.

Rental payments

Rent is due on the 1st of each month. Late fees are charged on the 7th. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record. *Please note that Late Notices making demand for rent are sent on the 7th and evictions are filed on the 17th if the rent is unpaid.*

SH receives rental payments by:

- **Secure electronic payment at www.selecthomeswnc.com/paynow by e-check, credit card or debit card via Zego (formerly PayLease) *Note: Select Homes does not receive any fees as charge by Zego for using this convenient service.***
- **US mail (Must be received on time)**
- **In the SH office**

SH does NOT accept rental payments in:

- **Cash**
- **Rolled coins**
- **Post-dated checks**

Partial Payments: Partial rent payments do not waive a tenant's breach of lease. Even if a Summary Ejectment proceeding is instituted against a Tenant, Tenant acknowledges and understands that the Landlord or Landlord's Agent's acceptance of partial rent or partial housing subsidy will not waive Tenant's breach for which the Summary Ejectment was instituted.

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- **Late fee** – the SH late fee is 5% or \$15.00 (whichever is more) if rent is not received by the seventh day.
- **Eviction Fees** – Court costs *start* at \$136.00 per person. Please refer to your Residential Rental Agreement for additional filing and court appearance fees.

Other potential charges:

- **Maintenance charge** – SH will bill you for the following:
 - If an appointment has been scheduled with a vendor but you fail to meet them or make arrangements for them to access the residence, you will be charged the vendor fee for going to the residence.
 - For any unreported maintenance issues which may lead to greater damage – this includes repairs needed which are discovered by our Maintenance Coordinator, Vendor or Inspector that had not been reported by the tenant.
 - \$25.00 returned check fee
 - For all items outlined in your lease
 - For any damage caused by you or your guests including negligence
 - For any needed pressure test if you have allowed the propane tank to go below 20%
 - For necessary bleeding of the lines if you have let the oil tank run too low
 - Professionally shampooing carpets if not done upon move out
 - Any necessary cleaning or repairs needed due to tenant neglect upon move-out

(These and other charges are outlined on the Tenant Fee Schedule at the end of this handbook.)

There will be a 20% override added to the bill for any expense described above or any expense that is the responsibility of the tenant including move out condition.

Maintenance Reimbursement

Tenants must report all maintenance repair needs to a SH Team Member. Tenants are NOT AUTHORIZED to hire repair work without written permission from Management with the exception of items that are the responsibility of the tenant per the lease agreement and maintenance addendum and are done at tenant expense (Example: cleaning gutters). **NOTE: Tenant will NOT be reimbursed for unauthorized work.**

Generally, SH assigns a vendor to perform work you request in your residence. However, if you have contacted SH and requested to perform a minor maintenance item and SH has agreed to reimburse you:

- Pay the bill and send the receipt to SH. SH will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

Move In Process

Once your application has been approved and you have paid your security deposit and \$60.00 new tenant processing fee (\$75.00 4 or more people), your Residential Rental Agreement will be emailed to you and digitally signed via DocuSign. *All leases must be signed within 3 business days or will void and SH will try to re-rent the property at your expense.* You may pick up your keys the effective date of your lease agreement at a time pre-scheduled with our office. Upon Move-In, you will receive a text message from “My WalkThru”. In this text, a link will take you to your Move In Condition Report which you have 10 days to complete. **This is your opportunity to list any exceptions, including photos, or cosmetic deficiencies for your protection upon move out.** If there is a maintenance issue or concern, please submit a work order right away. *Please remember that if you are renting a pet friendly home and have a pet, your pet MUST be preapproved through PetScreening.com and listed on your Pet Addendum with your Leas).*

Please understand that you are renting the residence ‘as is’ cosmetically. We will perform a standard ‘make ready’ in between tenants. We will ensure that the unit is clean (please understand that everyone has a different level of what qualifies as ‘clean’) and items are performing the function intended. This does not mean the residence will necessarily be painted or flooring replaced. If the unit has remained empty for several weeks, some dust may accumulate – this is not cause to send a housekeeping crew back into the unit.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on
- Filter size and location for heat pump, furnace or water system, if applicable.

If you are uncertain about any of the above items, contact your SH management team for help.

Key Policy & Garage Door Openers:

Tenants are issued a key or keys upon move-in. Tenants are not permitted to change the locks without written permission from Management. If written permission is given, it is the tenant responsibility to furnish SH with TWO COPIES of all keys. IMPORTANT NOTE: LOCKING YOURSELF OUT OF THE HOUSE IS **NOT** A MAINTENANCE EMERGENCY. If you lock yourself out

of the house during NORMAL BUSINESS HOURS, you may contact the office. You may come to the office and sign out our key copy. It is the responsibility of the tenant to RETURN the borrowed key within (2) two business days. If this is not done, tenant will be charged \$25.00 for replacement. If we bring you a key *during business hours*, the charge is \$75.00 with the same return policy as previously outlined. (If after business hours and *ONLY* if Maintenance is AVAILABLE, the charge to bring a key will be \$125.00). If you lock yourself out of your rental home OUTSIDE of NORMAL BUSINESS HOURS, and we do not have a team member or maintenance available, it is your responsibility and cost for a locksmith to unlock the door. **Any** damage caused by trying to enter the home (i.e. – broken screen, window, door jam, etc.) will be the cost of the tenant to repair. If SH arranges repair, there will be a 20% override charged to the tenant.

If the home has a garage, tenant may be issued garage door opener(s) if they are available. A replacement fee plus 20% override will be charge to the tenant for unreturned or lost garage door openers.

Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris
- Clean pet bowls regularly to avoid attracting ants and other insects
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime
- Clean toilets regularly to avoid build-up of grime, rings, and mildew
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime
- Do not use wax on linoleum or tile
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills
- Regularly pick up debris and pet feces in outside areas

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:

- To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Occupancy, Maintenance & Policies

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. SH has listed more tips in this handbook.

Tenant Renovations/Alterations

It is the SH policy that tenants do not do repairs or alterations. You agreed to this in the SH rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by SH
- SH will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:

- Leave the alterations if this is part of the owner's condition to accept the alteration/repair
- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
- Sign an SH agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, SH has Work Order Requests in the office and on the website when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the Maintenance Addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 3 months, and every month if there are pets
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Lawn Care cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Cleaning gutters unless this service is provided in your rental agreement
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service (if this service is provided)
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste properly in accordance with local and county laws
- Reset tripped breakers, fuses, GFI switches and oven timers
- Relight gas or oil pilot light
- Make sure the fuel level does not reach below 20%
- Disconnect all hoses from outside spigots in winter months
- Unclog drain stoppages
- Cleaning and removing normal mold or mildew
- Reporting any evidence of a water leak immediately
- NOTE: If an owner has left a washer and/or dryer and it breaks, it is the discretion of the owner/landlord if he/she is willing to pay for this repair.

Procedures for requesting maintenance

Before calling SH

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.
3. If your maintenance issue is electric – check all breakers and/or fuses before calling SH
4. For outlet issues, check the GFI resets before calling SH

5. If you have a sink leak or your toilet is constantly running, cut the water to that unit off and report the maintenance issue to SH
6. If you have a major water leak, cut the water OFF at the main source, then call SH
7. If you are having trouble with your HVAC System – make sure the thermostat is not in need of batteries and ensure that a new, clean filter is in place
8. If you have furnace difficulty, be sure that you have plenty of oil or propane before reporting the problem

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, then call the SH office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the SH, **828-456-6111**, and listen for emergency instructions and if necessary, call 911
- No Heat during winter months – call SH office and listen for the emergency instructions
- An emergency is NOT heat during spring or fall, but SH recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, hot water heater, etc.

Non-emergencies:

- **Fill out a tenant “work order” Service Request Form on our Website.** If preferred, you can print, mail, scan and e-mail or bring the request to the SH office. (Remember we have a drop-Box outside our office if after hours or weekend.)
- **Work orders are available on the SH website and in the SH office.**
- A SH representative will assign a vendor to contact you.
- Vendors are required to make appointments with tenants.
- SH will give vendors keys to your residence for faster service with your permission.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately, however it is our policy that the vendor attempt to make contact with you within 2 business days of receiving the work order.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the SH office or the vendor back as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 2 business days, call the SH office and inform your management team or a staff person that a vendor has not contacted you.
- A SH staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call SH and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement. You will also be charged a 20% override fee for coordination of such repair.

Fuel Policy & Electric Space Heaters

For properties having propane or oil for heat and/or appliances, any existing fuel will be paid for in full by the tenant upon move in. The tank will be read or measured within 3 days of move-in and tenant will be contacted with the amount and cost (Cost will be obtained by the fuel company). Tenant must bring proof that a fuel account has been established upon move-in. Throughout tenancy and upon

departure, tank must be at least 20% full. If tank goes below 20%, a pressure test may need to be performed or furnace maintenance necessary. If so, this expense will be charged to the tenant plus a 20% override fee for coordination. PLEASE MAKE NOTE: It is against SH's policy for tenants to use electric space heaters. It is tenant responsibility to use the primary source of heat the home provides in the winter months. If a tenant feels supplemental heat is necessary, SH allows infrared heaters to be used. UNDER NO CIRCUMSTANCES IS A TENANT EVER TO USE PORTABLE KEROSENE HEATERS.

Landlord Personal Property

There may be personal property left in your unit by a previous tenant or the landlord/owner. Please note that the landlord is not responsible for fixing or replacing these items. These items include, but are not limited to washer, dryer, window a/c unit, counter-top microwave, grill, lawn equipment, etc. It is the tenant responsibility to care for such items and report to SH if any such item breaks or is in need of repair. There are exceptions to this rule and some owner/landlords who may choose to repair such items. NOTE: ANY personal item such as listed in this paragraph that is in the rental unit upon move-in MUST remain in the unit upon move-out or a charge will be incurred.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to SH as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher only when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you have pets. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- In older homes drafts are not uncommon. You may use plastic over the windows and draft stoppers work well by doors.
- Report any major drafts to a SH Team Member.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they DO NOT cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. Neither the Owner/Landlord nor Select Homes carries ANY TYPE of insurance to cover you or your belongings, this is 100% your responsibility.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up. Renter’s Insurance should also include Loss of Use coverage. If a covered loss requires you to leave the residence the insurance will cover the required increase in living expenses. Perhaps more importantly, your Renter’s Insurance offers LIABILITY coverage for YOU – this is very important!

RENTERS INSURANCE IS REQUIRED FOR ALL SH TENANTS. ALL TENANTS MUST ADD SH AS ADDITIONAL INTEREST AND HAVE YOUR AGENT PROVIDE US WITH PROOF OF INSURANCE. Failure to obtain Renter’s Insurance may result in eviction.

Occupancy

Tenants and authorized occupants are specifically listed on the Residential Rental Agreement. Tenant shall not allow or permit the premises to be occupied or used as a residence by any person other than tenant and permitted occupants. If a tenant would like to add a permitted occupant, tenant must submit the “Add Roommate” form which can be found under Tenant Forms on the website or by contacting the office. The requested roommate must submit an online application and be approved. Tenant must pay the \$87.50 lease revision fee. Tenant will be subject to a fine of \$250.00 for any violation of the occupancy clause.

Pets

Tenant must have permission to have a pet or pets. (Any and all authorized pets MUST be screened through www.PetScreening.com). Such permission is granted in the form of the Pet Addendum which is incorporated as part of the lease. Under no circumstances can a pet add a pet without written permission from Select Homes. If a tenant would like to add a pet, he or she must fill out the Add Pet Form found on our website and the pet is properly approved and screened via www.PetScreening.com. If permission is granted, tenant must pay \$87.50 lease revision fee. If a pet is added, additional security deposit will be required and must be paid immediately. Please note that the Pet Addendum is breed, sex and age specific of the pet SH is granting permission for. If, at any

time, the tenant no longer has that specific pet and is requesting a different pet, the Add Pet form and fee must be submitted. Tenants may not keep or allow anywhere on or about the premises any animals or pets of any kind, whether on a temporary basis or otherwise and whether belonging to the tenant or anybody else, including but not limited to, dogs, cats, birds, rodents, reptiles or marine animals, unless permitted under the terms of the Pet Addendum attached to the lease agreement. Tenant will be subject to a fine of \$250.00 for any violation of the pet clause of the lease addendum (paragraph 12) or any terms of the Pet Addendum.

NOTE: Service Animals and Emotional Support Animals are not considered "Pets", however must still be screened and verified via www.PetScreening.com for approval prior to moving said animal into the home. NO Pet Fee or Additional Security Deposit will be charged for verified Service Animals or Emotional Support/Assistance Animals.

Safety Tips

The safety of you and your family is important to SH and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to SH.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to SH immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the SH office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended and never grill under a covered porch or deck.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an *extended* period, please notify SH how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges. Utilizing PayLease from our website will help ensure your rent is always on time
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- During winter months, set the heat to a minimum of 55 degrees and leave a slight faucet drip to avoid frozen/broken pipes/ FROZEN/BROKEN PIPES ARE TENANT RESPONSIBILITY AND CAN BE COSTLY TO REPAIR. If such a repair is necessary, tenant is responsible for the cost of the repair plus a 20% override to Select Homes for coordination of repair.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully. WRITTEN PERMISSION IS REQUIRED FOR ANY OUTSIDE LIGHTING THAT IS ATTACHED TO THE RENTAL UNIT.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.

- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. On our website (Tenant Forms page), you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
 - SH outlined in this handbook that you signed what to do for emergencies such as flooding, electrical, gas, etc.
 - Please follow the maintenance instructions and call SH when appropriate.
 - SH requests that you treat the SH staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - Be prepared and use the SH Emergency/Disaster checklist available on our website.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occurs, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - SH requests that you call emergency services first in a disaster.
 - Then notify the SH office as soon as possible with details of what has happened.
 - SH will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the SH office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

If you lose power or any other utility, you must contact the utility company before contacting SH to see if the problem is on their end. SH will not be able to assist with restoration of utilities if the problem lies with the utility company. Please understand that in inclement weather if you are out of power, other people likely are as well. SH makes no guarantee that you will be able to access your road, your home or utilities during inclement weather. Tenants are strongly advised to have an emergency plan in place, especially if power is out for several days.

Inspection Policy

SH Inspects the inside and out of all rental properties a minimum of once a year. This is our opportunity to report the condition of the home to the landlord. This report includes a photo of each room and in some cases multiple photos. Prior to Inspections, we will call or email all tenants advising of the upcoming inspections. We perform inspections geographically and between the hours of 10:00am and 2:00pm. Once the inspection schedule is set, you will be notified as to the date (day) that your unit will be inspected. Please understand that we cannot give you an exact time as it always depends on how long the previous inspection takes. Please make sure ALL PETS ARE SECURED on inspection day. *You do not have to be present during the inspection.* **Please Note:** Inspection time is NOT the time to report maintenance issues. These should be reported to SH as outlined in your Maintenance Addendum and in this Handbook. **Please Note: If for some reason you need to reschedule your inspection date, you will be charged a \$75.00 rescheduling fee and this must be paid prior to or on the day of the inspection.** Please be aware that SH often does drive-by inspections. If we see anything out of the ordinary (i.e. piled up garbage, etc.) we will contact you to schedule an onsite inspection. We absolutely want you to enjoy the privacy of your home, but it is our responsibility to ensure that the landlord's property is being properly cared for. Note: IF a follow up

inspection/condition report is required due to a breach, violation or failed inspection, Tenant will be charged a \$75 Trip Fee.

Drug free housing

SH has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement and this handbook. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood. Remember, SH is not the law – if you are concerned about activity in a neighbor's property, please contact the proper authorities.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place "meth labs" in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify SH of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Smoking Policy

ALL Select Homes rental properties have a very strict NON SMOKING POLICY. Under no condition can any tenant or guest smoke indoors – this includes garages and sheds. Please be aware, 1st Violation will result in a \$250.00 and a Written Warning. 2nd Violation will result in immediate EVICTION). All smoking MUST be done OUTDOORS and AT LEAST 10 feet from open doors or windows. TENANTS ARE RESPONSIBLE FOR CLEANING UP CIGARETTE BUTTS/DEBRIS AND FAILURE TO DO SO WILL RESULT IN A LEASE VIOLATION.

Policy on Giving Notice & Moving Out

Eventually, you will give your notice and move and we want you to be as prepared as possible when this becomes the case. SH Tenants are required to give a minimum of 30 day notice prior to moving at the end of their lease. The same is required if you are on a month to month lease. We have in our office and on our website a "Tenant Written Notice to Vacate" Form. This form is required as written notice when you anticipate moving.

Before you give notice:

- Check your Residential Rental Agreement/lease (or lease renewal) to make sure you are eligible to give notice. A lease is a legal and binding contract for a set period of time.
- Notice must be in writing using the Tenant Notice to Vacate Form. The day SH receives the notice is the date the notice begins; for example: Do not fill out the notice with the current date and mail it five days later. SH will date stamp your written notice upon receipt in our office.
- SH does not receive notice by email unless it is a scanned signed copy of the SH Tenant Notice of Departure Form.
- The last month's rent must be PAID IN FULL. NOTE: Tenant security deposit is NOT prepayment of last month's rent.
- EVERY TENANT MUST PROVIDE A FORWARDING ADDRESS

- **Breaking your lease:** If you need to move and are still committed to a lease period contract, contact a SH Team Member immediately. You will still be required to submit your written notice using the Tenant Notice of Departure Form. You are responsible for the rent up to the date of the new tenant moving in *and* maintaining the utilities until either the lease expiration date or the unit is re-rented. Please be sure to pay your rent IN FULL. If we are able to re-rent the property, you will be reimbursed the prorated rent amount paid by the new tenant. (NOTE: SH requires 10 business days in between tenants. When breaking your lease, you must vacate at least 10 business days prior to the new tenant moving in and are responsible for all rent and utilities up until the new tenant moves in). We will begin marketing the unit immediately. You may not “sublease” your apartment by moving out and moving someone in to assume the remainder of the lease. We encourage you to market the rental and assist us in finding a new tenant; however, they must pass our screening process and must sign a 12 month lease. You will be charged a termination/re-rent fee equivalent to ½ month’s rent or \$300.00 whichever is greater. If you handle your obligations properly, you may be entitled to a refund of your tenant security deposit and a positive rental reference. Please understand if you choose to “break” your lease and quit paying rent and utilities, this will cost you more financially, you will receive a negative reference and legal action will be commenced against you.
- The Tenant Written Notice Form contains permission/authorization for SH to provide a rental reference.
- You MUST keep all utilities on until the end of your date of departure or end of lease.
- You must turn all keys in to the SH office once you vacate. Even if you have “moved out” and/or it is past your date of departure, you will be charged prorated rent until the keys are returned. If the keys are not turned in, SH will charge you the cost of a locksmith plus a \$65.00 service charge for arranging.
- Moving Out: The Tenant Written Notice to Vacate Form contains very useful tips on how to properly move out and receive a positive reference.
 - It is the tenant’s responsibility to deliver all keys to the SH office. A Key Return Form will be completed at that time. If it is past the date of departure that you indicated on the Written Notice Form, you will be charged prorated rent for every day until the keys are returned.
 - If keys are never returned and you are found to have vacated the home, you will be charged the fee to change the locks plus a 20% override to SH.
 - Any Garage Door Openers should be left in the kitchen drawer. You will be charged for any garage openers that need to be replaced. Plus a 20% override.
 - Remember to supply a forwarding address and current phone number for your security deposit distribution.
 - An accounting of your security deposit will be mailed to you within 30 days of vacating or lease end, whichever is appropriate. If there are damages that take longer, you will receive a written notification of extension needed and an interim accounting.

Distribution of Tenant Security Deposit will be completed no more than 60 days.

Preparing Your Rental for Move Out

When you are ready to move, if you have questions on how to prepare your residence for inspection, please call the office to speak with a SH Team Member. We want your move to be a pleasant experience.

We want to refund 100% of your Tenant Security Deposit.

Here are some helpful tips to ensure this:

Cleaning

- Have the property clean throughout the interior and exterior
- This includes vinyl or tile floors, windows inside and out, window sills and outdoor casings, mini-blinds, wiping out drawers and cabinet shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures and switches, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not “normal wear and tear”.
- Pick up debris and animal feces on the exterior of the property and dispose of properly.
- Clean out all gutters.
- Do not leave any garbage, old furniture, grills, etc.
- Remove all nails from walls and dispose of properly

Carpet Cleaning

- Per your Maintenance Agreement, you must have all carpet professionally cleaned upon move out. Be prepared to provide a receipt if necessary.
- You will be charged 100% at all times for soiled and/or stained carpets
- DO NOT rent carpet cleaning machines, use home cleaning machines or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- You can call SH for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.

Windows & Blinds

- Wipe all mini blinds – do not use harsh chemicals on blinds.
- Clean all windows inside and out.
- Clean all window sills
- Clean all cobwebs on exterior window frames

Replacements

- The following must be replaced upon move out to avoid charges:
 - Burned out light bulbs
 - Missing doorstops
 - Furnace or HVAC filters – change the filter before vacating the property and make sure you use the correct size

Pest Control

- You will be charged for any pest control service needed after move out.
- If you have a pet or pets, it is your responsibility to ensure that there are NO FLEAS.

Landscape/Yard Clean Up

- The outside area is to be neatly mowed & trimmed upon move out.
- Remove any leaves and/or limbs from the lawn.
- Remove all trash & debris (including cigarette butts) and properly dispose.
- Pick up and properly dispose of any and all animal feces on the premises.

Trash

- It is your responsibility to haul off any and all trash at your own expense – this includes any old furniture or personal belongings that you wish to dispose.
- If you have garbage pick-up, place appropriate debris and garbage in appropriate receptacles and place by the curb.
- Do NOT overflow the garbage cans and do NOT place by the curb for pick up if you are moving more than 2 days prior to your scheduled garbage pick-up. If more than 2 days before pick-up schedule, you must haul your garbage yourself.

Painting

- We request that you do not spackle, putty or touch up paint unless you are sure the paint will match (in many rentals, extra paint is left)
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear and the length of time in the property.

Power/Water/Heat

- You are required to keep all utilities active until midnight of your day of departure (NOTE: If you are breaking your lease, you are required to keep all utilities on until the new tenant moves in)
- When moving out during winter months, you are REQUIRED to leave the heat on between 55-60 to prevent pipes from freezing. If your rental home is heated by fossil fuel, it is your responsibility to ensure there is a minimum of 20% upon move-out.

Key Return

- You must return all keys no later than the Date of Departure as listed on your Notice of Departure written notice form (DO NOT LOCK YOUR KEYS IN THE RENTAL HOME – THEY MUST BE TURNED INTO SELECT HOMES' OFFICE).
- When signing and submitting your Notice of Departure Form you are giving Select Homes permission to enter the property the day after your notice of departure for necessary inspections.
- If you fail to turn your keys in to the Select Homes office by the end of the day on your Date of Departure, you will be charged the cost of changing the locks plus a \$60 service charge.

SECURITY DEPOSIT REFUND

When you follow move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. SH remits security deposit disbursement within 30 days in accordance with the state landlord/tenant law. In some cases, an extra 30 days may be needed, especially if repairs are excessive. In that case, remittance will be within 60 days and you will be notified within 30 days and an interim accounting included. **DO NOT CALL IF IT HAS BEEN LESS THAN 30 DAYS SINCE YOUR MOVE OUT OR LEASE EXPIRATION, WHICHEVER OCCURS LATER.** If you have not received your deposit refund and/or accounting after 30 days please contact a SH Team Member. Select Homes wants your move out to be a pleasant and successful process! Don't forget to be sure we have a forwarding address! FAILURE TO PROVIDE A FORWARDING ADDRESS WILL DELAY SECURITY DEPOSIT DISTRIBUTION.

Rapid security deposit refund

If you follow proper move out procedures and fulfill all your obligations including leaving the property clean and ready for the next tenant (minus normal wear and tear) we may be able to offer you an expedited refund in 7 days or less for a fee of \$75.00. You may email this request to michele@selecthomeswnc.com acknowledging the fee involved. Please put your rental address in the subject line.

Frequently asked questions

SH has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 7th of the month?

- As outlined in this Handbook before, the rent is due on the **1st** and late if not received by the **7th** of the month. Once the **7th** of the month passes, we send late/eviction notices. Obviously, we served the notice before we received payment. SH serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify SH and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to SH and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your SH management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your SH management team of your request for a pet. **Do not move a pet into the property without permission.** The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the requested pet is allowed, a lease revision is required and a fee of \$87.50 will be charged to you. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your SH management team what pet you want. The Property Manager will contact the owner and submit your request.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. SH will need documentation from you to show you can support the property by yourself. **SH will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement.** You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the SH Partial Notice to Vacate which can be obtained by contacting our office.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and SH must approve the person PRIOR to them moving into the property. You can obtain applications at the SH office. If SH denies the applicant, they cannot move into the property. **You may NOT move a roommate in without management permission.** If approved, you and the approved applicant must sign new rental/lease agreements. The fee to modify the lease agreement is \$87.50.

Why does SH want to see/inspect the property?

- SH works for the owner. It is our responsibility to advise the owner as to the condition of the property. At times an owner may want to inspect himself/herself. That is their right, but they respect that it is your rental residence. It is nothing to fear and you will always be contacted in advance as outlined in this handbook.

Conclusion

We hope that you have found the *SH Tenant Handbook* useful and informative. Please note that this Handbook is updated periodically. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact a member of our SH management team. We are here to help!!!

We wish you a successful residency!!

TENANT FEE SCHEDULE

For quick reference, below is a list of Tenant Fees as outlined in this Handbook.

Disclosure: *The Handbook is updated periodically with the most recent version linked to our website. Applicable fees are charged per the most current version.*

- If Tenant fails to connect utilities in their name as of the lease effective date and SH, the Owner or the previous Tenant gets a bill, Current Tenant MUST pay the bill amount and will be charged a \$40.00 fee (payable to SH and must be paid separate from utility amount)
- There will be a 20% Override Charge for any tenant charge cleaning or maintenance. Tenant charge maintenance and cleaning are outlined in this handbook and include, but are not limited to:
 - Service charge for missed maintenance appointments
 - Unreported Maintenance (includes issues found during inspection)
 - Any Repair/Maintenance deemed Tenant responsibility
 - Pressure test if propane tank goes below 20%
 - Bleeding lines of oil tank goes below 20%
 - ANY Tenant charge upon Move-Out (Carpets, Cleaning, Damage)
 - Repair broken spigot if hose left attached during winter
 - Frozen or busted pipes in winter if tenant did not take proper precautions
- \$75.00 fee if to reschedule semi-annual inspection
- \$50.00 fee if additional inspection is required due to tenant violation or default
- NO fee to sign a key out from our office during business hours if Tenant gets locked out of their rental home. \$60.00 if we TAKE the key to Tenant (during business hours and based on our availability). (*Tenant must return SH's key copy within 2 business days or be charged \$25.00 replacement fee)
- If keys are not turned in upon departure: Cost to change locks plus \$65.00 service fee
- For lost or broken garage door openers: Replacement cost plus 20% override
- \$60.00 New Tenant Processing Fee
- \$87.50 Lease Revision Fee when adding pet, adding roommate or removing roommate (proper form must be submitted) (additional security deposit required if adding pet)
- Re-Rent Fee = ½ of 1 month's rent if Tenant is breaking lease
- \$75.00 expedited security deposit refund in 7 days or less, if available.
- \$250 occupancy violation
- \$250 unauthorized pet
- \$250 smoking violation fee



Signature Page

By signing below, you are agreeing that you have read and understand this manual. This signature page must be turned into Select Homes and will be kept in your file though your Tenancy. If at any time a SH Policy should change, you will be notified in writing.

Unit Address: _____

Print Name(s): _____

Sign Below:

Tenant

Date: _____

Tenant

Date: _____

Tenant

Date: _____

Tenant

Date: _____