

COLONY REALTY CORPORATION

RESIDENTIAL PROPERTY MANAGEMENT

TENANT HANDBOOK

FOR LONG-TERM RENTALS

PROVIDED TO:

Tenant

FOR RENTAL OF:

Property



COLONY REALTY

PURPOSE

The purpose of this handbook is to provide guidelines and assistance to all tenants in the following areas:

- Move-in procedures
- Tenant obligations
- Move-out procedures

It also provides blank forms for future use.

If you have any questions or comments concerning this handbook, please feel free to contact us.

Address: 3118 N. Croatan Highway
Suite 103
Kill Devil Hills, NC 27948

Email: info@colonyrealtycorp.com

Office: 252.441.3051 or 252.995.5500

After Hours: 252.256.1930 (*leave voicemail or send text message*)

Fax: 866.480.2315

Website: www.colonyrealtycorp.com
Tenant portal login provided via e-mail at time of move-in

Office Hours: Monday through Friday from 8:00a.m. until 4:00p.m.

In the event of an after-hours emergency, consider the following.

DARE COUNTY NON-EMERGENCY LINE: 252.473.3444

WATER LEAK

- Turn off water to unit
- If you're unable to turn off the water, contact your local water department
- Clean up standing water
- Contact after-hours line if immediate assistance is required. Otherwise, submit a maintenance request during regular business hours

POWER OUTAGE

- Call Dominion NC Power at 888.667.3000 (Outer Banks) or Cape Hatteras Electric Cooperative at 252.995.5616 (Hatteras Island)

FIRE

- Call 911 for emergency services
- Contact after-hours line if immediate assistance is required. Otherwise, submit a maintenance request during regular business hours

NOTE: After hours assistance is limited based on vendor availability.

MOVE-IN PROCEDURES

TRANSFER UTILITIES

Any exceptions to electric, water or gas billings will be noted in your lease.

DOMINION NC POWER OR CAPE HATTERAS ELECTRIC COOPERATIVE (CHEC)

You are required to contact Dominion Power (OBX) or CHEC (Hatteras Island) and setup an account prior to the start of your tenancy. Failure to do so may result power shutoff and reconnection fees.

WATER DEPARTMENT

Hatteras Island Tenants are required to setup an account with the Dare County Water Department. For all other Tenants, the water bill is mailed to Colony Realty, then forwarded to you the same day received. By default, you will receive this via email. If you prefer to receive your water bill via USPS, please notify our office.

PROPANE GAS

You will need to contact the gas company servicing the property to set up your account unless service is included in your rental.

INSTALLATION OF ADDITIONAL UTILITIES

Phone service, internet service, cable, or satellite TV accounts must be set up by the tenant and billed directly to the tenant. Do not install satellite dishes attached to the home without prior permission. Cancellation of service and returning equipment is the responsibility of the Tenant.

DEPOSITS, FEES, AND INSPECTIONS

SECURITY DEPOSIT

Security deposits are due when you sign a lease. No rental will be held without a signed lease and security deposit. Security deposits are not rent and cannot be used for rent.

PET FEES

Some homeowners permit pets. If you have a pet, a non-refundable pet fee is required. *This does not release you from responsibility for any damages caused by your pet.*

PROPERTY ASSESSMENT FORM

The completion of this form is the tenant's responsibility. **It is to be completed and returned to Colony Realty no later than ten (10) days after occupancy.** *Failure to complete and return this form could cause you to be accountable for pre-existing home conditions. See Appendix A.*

TENANT OBLIGATIONS

In the event the tenant fails to meet their obligations outlined below, Colony Realty reserves the right to employ vendors at the tenant's expense to complete any/all of the tenant responsibilities.

YARD/TRASH/UNLICENSED VEHICLES

- Tenant is responsible for mowing and caring for the yard, unless otherwise stated in your lease. It must be kept neat and trimmed.
- All trash must be properly stored on the premises and removed promptly.
- The yard should be cleaned up after storms (blown trash or floating debris).
- Trampolines, swimming pools, ponds, and skateboard ramps are not permitted on the property.
- Unlicensed and inoperable vehicles, including trailers, are not permitted on the premises.
- Major mechanical repairs of vehicles on the premises are not permitted. (Example: engine rebuild) It is permitted to change your oil or fix a flat. *USE GOOD JUDGEMENT!*
- Pest control is the tenant's responsibility, unless otherwise noted in your lease. Tenant is responsible for having professional pest and flea treatment when vacating the home unless you can provide documentation showing that you had regular treatments during your tenancy.

PREVENTIVE MAINTENANCE

- HVAC filters must be changed every month. Ask us how to change filters if you do not know.
- Change smoke and CO detector batteries as necessary. Some newer detectors are sealed and do not require battery changes. Report any malfunctioning or non-working detectors immediately.
- Turn off and drain exterior water lines (spigots, showers, etc.) and drip faucets with a water stream about the width of a pencil when temperatures are below freezing.

REPAIRS

Tenant is required to notify the Colony Realty office, in writing, via email, text, or through the online tenant portal, when repairs are required. *NOTE: Washers and dryers may be provided, but not maintained by the homeowner. Refer to your lease for details. Mailboxes are to be maintained by the Tenant.*

We don't know you have a repair need unless you notify us.

Make sure that the vendor (repairman) will have safe entry into your home. We do request that all vendors schedule repair appointments with you, but unfortunately, we cannot enforce this. If a vendor does not arrive for a scheduled appointment or does not come after you have made a maintenance request, call or e-mail the office. We won't know the vendor failed to arrive unless you notify us.

If you fail to keep an appointment with a vendor, you will be responsible for paying for the service charge.

Not all repairs are the homeowner's responsibility. Repairs for issues arising from a Tenant's intentional or unintentional misuse, overuse, or neglect of the property, systems, or appliances will be charged to

the tenant. Examples include, but are not limited to, clogged plumbing, overloaded electrical outlets, vines growing into the HVAC unit, etc.

RENT PAYMENTS

- Rent is due on the first day of each month. It is LATE after the 1st day of the month.
- A drop box is provided at the front door of the office for payments made by check or money order.
- Cash payments are not accepted.
- Credit card or eCheck payments can be made via your tenant portal on our website.
- Late fees are 5% of the monthly rental rate. Any payment made after the 7th of the month must include the late fee. Late fees will NOT be waived. There are NO exceptions to this policy.
- Should the office not be opened to receive a payment, a late fee will still apply for a payment received after the 7th of the month.
- If your rent payment is returned for NSF (Non-Sufficient Funds), there is a \$35.00 NSF charge. The fee is due immediately to Colony Realty. Late fees may also be incurred if the payment is returned after the 7th day of the month. These fees will NOT be waived. There are NO exceptions to this policy.

LOCKS

Tenant may not change the locks on the rental property. If the locks need to be changed, submit a maintenance request. If you change the locks to the house or apartment you must immediately provide an original key to Colony Realty. There will be a \$50.00 charge to cover the cost of replacing all key copies (extra keys, vendor keys, owner keys).

MAINTENANCE INSPECTIONS

- All rental units are subject to periodic inspections.
- You will be notified, at least 24 hours prior, of the upcoming inspection. E-mail, voice mail, or text message notifications of the inspection are considered to be satisfactory notice.
- Tenant must allow Colony Realty access to the home.
- You may be present during the home inspection. Colony Realty will schedule an inspection appointment with you. If you are not home at the scheduled time, we will inspect the premises without you.
- All rooms must be accessible (no locked doors).
- You will be notified in writing of any deficiencies. You will have a reasonable period of time (usually seven [7] days) to correct these deficiencies. Colony Realty will then re-inspect the property. If the deficiencies are not corrected, you will be considered in default of your lease and may be held responsible for vendor costs to remedy the issue(s). Please note, default and/or vacating the premises does not release you from your responsibilities. Should you have additional questions, please contact us.

EARLY TERMINATION OF LEASE

Vacating the premises prior to the end of your lease term or without proper notification at the end of your lease term does NOT release you from the responsibilities of your lease. This is a default on your lease. Please notify the office as soon as possible if you find yourself in a situation that may result in a default. We will work to help you through the process. Fees may apply.

HURRICANES/SEVERE WEATHER

Stay Informed via Dare County Emergency Management: 252.475.5655 or online at <https://www.darenc.com/departments/emergency-management>

It is the tenant's responsibility to secure the home for a hurricane or severe weather. If you have any questions concerning this process, please contact the Colony Realty office. *See Appendix B for hurricane procedures.*

Post-storm assessments and repairs can be expedited with your help. Notify the office, as soon as possible, of all storm damage. Text or email pictures to the office with your repair notes and/or requests.

MOVE-OUT PROCEDURES

You must notify Colony Realty, in writing, of your intent to vacate the premises. Please see your lease for the notification time period. Generally, Colony Realty requires at least 30 days advance notice of your plan to vacate. (Example – giving notice on August 5 would allow a move-out date of September 30).

TENANT RESPONSIBILITIES AT MOVE-OUT

- All carpet and furniture is to be thoroughly cleaned by a professional at the time of departure. You must provide Colony Realty with a copy of the receipt from the carpet cleaning company.
- Clean the house thoroughly. This includes, but is not limited to, all bathrooms, bedrooms, kitchen, appliances, living room, dining room, laundry room, garage, storage areas, and A/C filters.
- Replace all non-working light bulbs.
- Repair/replace all damaged window screens.
- The yard is to be mowed and trimmed prior to departure.
- All possessions, trash and vehicles are to be removed from the premises.
- Schedule a move out inspection.
- Tenant is responsible for all utilities through the final day of the lease. Remember that utility transfer fees are the tenant's responsibility.
- Return all keys to Colony Realty. A fee of \$50.00 will be assessed for unreturned keys.
- Turn off phone, internet and/or cable/satellite services and return all leased equipment.

REFUND OF SECURITY DEPOSIT

An accounting of your security deposit will be provided within 30 days of lease termination and refunds typically occur at that time. However, all cleaning, maintenance items and bills must be paid (including final water bill) before this can happen

ENSURE THAT COLONY REALTY HAS A FORWARDING ADDRESS, PHONE NUMBER AND E-MAIL SO AS TO EXPEDITE RETURN OF YOUR SECURITY DEPOSIT!

APPENDIX A

PROPERTY ASSESSMENT FORM

INSTRUCTIONS

- Complete and return to office no later than ten [10] days after occupancy begins.
- Be as thorough as possible. More information is better.
- This form is for your protection.
- If you have any questions concerning this form, please feel free to contact the Colony Realty office.

(See Attached Form)

PROPERTY ASSESSMENT FORM

PROPERTY/LOCATION _____ INSPECTION DATE _____

Instructions: Please mark each item for its existing condition. Provide any remarks that describe conditions requiring attention.

EXTERIOR	EXISTING CONDITION		Remarks if item needs attention
	Good Condition	Needs Attention	
Foundation			
Walls			
Roof			
Electric Fixtures			
Windows/Screen			
Exterior Doors			
Gutters			
Shutters			
Mailbox			
Porch Deck			
GROUNDS			
Lawn			
Shrubs/Trees			
Walks			
Driveway			
Fence			
Exterior Storage			
SYSTEMS			
Cooling System			
Heating System			
Electrical			
Plumbing			
Security			
Water Softener			
Sump Pump			
Garage Door			
Water Heater			
Lawn Sprinkler			
LIVING ROOM			
Floor			
Walls			
Ceiling			
Electric Fixtures			
Windows			
Doors/Locks			
Closet			



APPENDIX B

SEVERE WEATHER PREPARATION PROCEDURES

SAFETY FIRST! Your safety and your family's safety is our first concern. Please protect your family and personal belongings.

INSTRUCTIONS

- Make sure all doors and windows are properly closed and LOCKED.
- Tie outside trashcan to house or otherwise secure. Empty trashcan, if possible, prior to securing.
- Bring in all outside furniture. If an item is too large, such as a picnic table, please turn over and secure. Make sure items are away from windows.
- All outside items should be secured. Look for any items that are loose, such as garden hoses (disconnect hoses from home), potted plants, grills, grill utensils, lumber and construction materials, wind chimes, decorative shells, children's toys, etc.
- If you have a hot tub, please be sure it is secured (hot tub cover).

IF YOU ARE EVACUATING

- Notify the Colony Realty office and leave us a number where we can contact you while you are away.
- Unplug all TVs and small appliances.
- Turn off breakers for everything except your refrigerator.
- Close all interior doors.
- Close all blinds and curtains.
- Move remaining vehicles to high ground.

APPENDIX C

RENTER'S INSURANCE

TOP 10 REASONS TO PURCHASE RENTER'S INSURANCE

On the average, renters pay only a few hundred dollars a year for an insurance policy that gives \$500,000 for liability coverage and \$20,000 for property coverage. Here are some of the reasons why you should seriously think about getting renter's insurance:

1. Protection for your guests. This is especially applicable if you have pets. You are liable when your guests are accidentally bitten by your pet while they are in your premises. There are states with dog-bite statutes that require you to compensate your guest in such instances. Renter's insurance financial benefits for such personal accidental injury as well as for any other accidental injuries sustained within your rented property.
2. Provision for the repair or replacement of stolen items. According to this insurance study, in a typical two bedroom apartment, the total value of clothing, electronics, jewelry, appliances, and other possessions comes to around \$30,000 or \$40,000. In case of theft or burglaries, your renter's insurance policy will give you cash benefits to allow you to replace the lost items. However, it must be shown first that the landlord was not lax with security and that you meet the coverage limits stated in the policy.
3. Provision for the repair or replacement of items damaged due to natural disasters. The landlord would have to shoulder the cost of repairs for any damages to the property's structure in case of a natural disaster like a tornado, hail storm, or wildfire. You would have to shoulder the costs of restoring or replacing your damaged personal belongings. If your rented property is likely to be hit by any of these risks, check if they are covered by the policy. Some insurance policies allow policyholders to purchase riders to cover damage due to hurricanes, earthquakes, floods, and volcanic eruptions.
4. Coverage for fire damage due to short-circuits. Electrical issues leading to a fire are usually not covered by landlords. If the culprit is the electrical wiring and not your misuse of the electrical system, your landlord can be held liable. Negligence on your part can make you liable not only for your belongings but also for the damaged part of the house.
5. Coverage for extended fire. If the damage due to a fire that started from your own unit spreads to other occupants of the building, the more liability you will incur. Sometimes, it surely pays to have more expensive coverage.
6. Coverage for damage you caused. It can't be helped. Renters also cause unintentional damage to their properties. Water overflowing from the wash room, falling items because they were not properly secured, and breaking glass fall under this category. If these happen and they ruin the sofa or the carpet, you can call in your insurance company to shoulder the cost of repair or restoration.
7. Coverage for sewer drainage damage. Overflowing sewer drainage may be caused by clogged items inside. You can get additional coverage for this, for an additional cost.
8. Coverage for extended theft. This special coverage is applicable to stolen items that were not placed inside your rented space. You need this if you have items that are stashed away in storage areas outside your rented property, in your car, or in a trailer.

9. Provision in case you need to look for temporary lodging. Certain events can force you to leave home and temporarily stay in a hotel and eat in some restaurants. If that happens and you have purchased this special coverage, your insurance company is liable to give you a refund. Note, however, that there could be limits to the maximum amount that you can get.
10. Provision for frozen plumbing, water sprinklers, heating, or air conditioning system. Low temperatures can get any of these systems to freeze. When that happens, any of your valuable appliances is vulnerable to damage. You can get coverage for this contingency in your renter's insurance policy.

The bottom-line is that you never really know what could happen. Being caught unprepared can mean huge expenses on your part. Prepare wisely by purchasing ample renter's insurance coverage. It will save you from a lot of headaches and financial worries.

Hansen, P. (2015, September 12). Top 10 Reasons Why You Should Get Renter's Insurance. Lifehack. Retrieved September 8, 2022, from <https://www.lifehack.org/299597/top-10-reasons-why-you-should-get-renters-insurance>