



## **Tenant Handbook**

4208-130 Six Forks Road  
Raleigh, NC 27609  
Office: (919)-230-4872  
Email: [trianglegroupm@century21.com](mailto:trianglegroupm@century21.com)  
[WWW.century21tgpm.com](http://WWW.century21tgpm.com)

C 21 TGPM Welcomes You .....	4
C 21 TGPM Personnel .....	5
Tenant Communication .....	5
Telephone calls during office hours .....	6
After hours calls .....	6
Emergency calls.....	6
Maintenance requests.....	6
Change of information.....	6
Email.....	6
Website .....	6
General Office Information .....	6
Address information .....	7
Telephone.....	7
Internet.....	7
Office Hours .....	7
Emergency information .....	7
Moving in .....	7
Utility/Cable Companies.....	7
Move-in Inspection.....	7
Protect Your Rental and Credit History .....	7
Moving Checklist.....	8
Rent is due on the first, late on the second.....	8
Payment by U.S. Postal Mail .....	8
Payment by electronic check .....	8
What happens when I don't pay my rent.....	9
Maintenance reimbursement .....	9
Care of the Property .....	9
Getting to know your residence .....	9
Maintenance .....	10
How to submit a maintenance request.....	10
What is an emergency .....	11
Tenant Renovations/Alterations.....	11
Plumbing problems .....	11
Garbage disposals .....	12
Tenant Maintenance responsibilities.....	12
Tenant reporting responsibilities .....	12
Preventative cleaning tips .....	13
Additional cleaning tips .....	13
Energy saving tips.....	14
Your Lease agreement and other important documents .....	15
Reproduction of Documents .....	15
Renters insurance.....	15
Safety Tips .....	15
Vacation checklist .....	16
Holiday tips .....	17
Emergency/disasters .....	17

Frequently asked questions .....	18
When it is time to move .....	19
Default – Liquidated Damages.....	19
Setting up your move out appointment .....	19
Security Deposits in North Carolina .....	20
C 21 TGPM Additional Tenant Forms .....	21
Moving checklist/utility Numbers.....	22
Emergency/Disaster Checklist.....	23
Work Order Request .....	24
Cable/Satellite Dish/TV Request .....	25
Request to add pet .....	26
Notice to vacate (60) Days .....	27
Conclusion .....	28

Century 21 Triangle Group Property Management (C 21 TGPM) welcomes you as a new resident. C 21 TGPM is an abbreviation used in lieu of the full company name throughout this handbook.

To achieve a successful tenant/management relationship, we prepared the C21 TGPM *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.

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

We have also included forms for you to use when necessary. C 21 TGPM want 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 C 21 TGPM as their Property Management and representative to manage the property you are renting. Therefore, you need to contact C 21 TGPM when you need assistance and we have detailed how on page 6.

If you have any questions or concerns on any of the information contained in this documentation, contact our office at any time. C 21 TGPM is here to help you.

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

## Century 21 Triangle Group PM Personnel

We have a complete staff to assist you. C 21 TGPM has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this, but if you need more information, contact us for information.

\*Management Team – C 21 TPM has assigned a management team to your account consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.

\*Office Team – C 21 TGPM requests that you contact the Management Team assigned to your property regarding questions concerning tenant issues. However, the C 21 TGPM office team is available to assist you with verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.

\*Sales Team – C 21 TGPM also has a residential team of skilled and licensed real estate agents. They are here to assist you with any of your buying or selling needs.

Team	Position/Name	Phone Number	Email
	Vice-President / Victoria Melbourne	919-230- 4872	<a href="mailto:trianglegroupm@century21.com">trianglegroupm@century21.com</a> or <a href="mailto:Victoria.melbourne@century21.com">Victoria.melbourne@century21.com</a>
MGMT A	Director of Field Services / Mark Rowe	919-274- 1845	<a href="mailto:trianglegroupm@century21.com">trianglegroupm@century21.com</a> or <a href="mailto:markrowec21@gmail.com">markrowec21@gmail.com</a>
MGMT B	Director of Field Services / Caleb Edwards	919-948- 9012	<a href="mailto:trianglegroupm@century21.com">trianglegroupm@century21.com</a> or <a href="mailto:Caleb.edwards1@century21.com">Caleb.edwards1@century21.com</a>

## Tenant Communication

### Telephone Calls During Office Hours

During office hours, listed on page 6 staff are usually available to answer your call. Please state the reason for your call so that we can direct your call to the right party. Due to a possibility of your management team not being available or in the office at the time of your call, please leave a message with your name, phone number and property address. We will return your call as soon as possible.

### After Hours Calls

The voicemail system will record all messages left after hours (please refer to office hours on PAGE 6). Messages will be returned the following business day.

## **Emergency Calls**

During normal office hours, immediately state that you have an emergency. If you reach the C -21 TGPM voice mail system after hours or after the office is closed, immediately hang up and call (919)-274-1845 if you are a MGMT A Property and call (919)-948-9012 if you are a MGMT B Property, and leave a detailed message with your name, number, property address you are calling in regards to and the nature of the emergency. If this is a life or death situation, please hang up and dial 911 IMMEDIATELY!

## **Maintenance Requests**

Please remember that all Work Orders must be in writing. **There are no exceptions!** You can submit a Work Order through the online portal system, Rent Manager. Simply fill it out and submit it through there. Note that you should do one per maintenance item, we recommend not to put multiple items on one(1) maintenance request as the issues you may have may need to be completed by different vendors and having multiple requests may become confusing and delay our ability to address the issues. Should you not have continued access to internet you can retrieve a blank form from the website and you will have one form included with this handbook. The blank form can be submitted to the office via mail or you can drop it off during business hours. All non-emergency repairs must be in writing. Failure to follow this procedure can delay the repair. Talking with a C 21 TGPM representative does not constitute providing C 21 TGPM with a work order request. Tenant acknowledges that they will not hold C 21 TGPM, C 21 TGPM employees and agents liable from any and all lawsuits due to non-performance of repairs should tenant fail to abide by this procedure. Emails, call in and verbal notifications do not constitute a work order request.

## **Change of Information**

It is important that you notify C 21 TGPM of any changes in telephone, fax, email or mobile numbers. An information change form is located on our website under the Tenant section or in this handbook.

## **Email**

Email is a great way to communicate and we request that you send your email address to [trianglegroupm@century21.com](mailto:trianglegroupm@century21.com).

## **Website and Rent Manager**

C 21 TGPM website, [www.century21tgpm.com](http://www.century21tgpm.com) , contains important information for tenants. Visit it regularly to view updated information and find forms. The Rent Manager system can be accessed through the website as well. Through Rent Manager you can submit a work order, pay rent, and send email to us. We suggest checking your Rent Manager account monthly to ensure accuracy.

## **Century 21 Triangle Group Property Management General Information**

### **Mailing Address**

ATTN: Property Management  
4208 - 130 Six Forks Road  
Raleigh, NC 27609

Staff is not always in the office. To ensure that an office associate is available to meet and discuss property management related services with you, we ask that you telephone or email prior to schedule a time to meet with a team member.

**Communication:**

Business Telephone Number: (919)-230-4872  
Emergency Maintenance Phone Number (MGMT A): (919)-274-1845  
Emergency Maintenance Phone Number (MGMT B): (919)-948-9012  
Email: [trianglegruppm@century21.com](mailto:trianglegruppm@century21.com)  
Website: <http://www.century21tgpm.com/>

**Office Hours:**

Monday: 9am-5pm  
Tuesday: 9am-5pm  
Wednesday: 9am-5pm  
Thursday: 9am-5pm  
Friday: 9am-5pm  
Saturday: Closed  
Sunday: Closed

**Observed Holidays:**

Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day  
New Year's Day  
Moving In

It is your responsibility to have utilities turned on in your name on the first day of your lease. To avoid discontinuation of the service, contact the utilities companies prior to move-in. Refer to your lease to see which utilities you are responsible for and which are paid by the landlord.

**Move-In Inspection**

A move-in inspection form is included with your lease. The purpose of the move-in inspection form is for you to document any damages to the property for which you do not wish to be held financially responsible at move-out. This form should be filled out prior to settling into the property. If you fail to return this form within the allotted time, per your lease agreement, then the blank form will become the binding document.

**Protect Your Rental and Credit History**

Some day you will 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 minimally need satisfactory credit and rental references. Avoid late rent payments, care for the property, and move out properly. Give C 21 TGPM the pleasure of being able to provide a good reference for you when you vacate the property.

### **Move-Out Checklist**

There is a great checklist available to you in this manual. It can be found in the back of this manual.

### **Rent Is Due on the First**

Rent is due on the first of each month. Rent is late if received after 11:59pm on the 5<sup>th</sup> day of each month. Commercial leases may vary with dates, please refer to rental contract for exact dates. If we receive your rental payment after the 5<sup>th</sup>, you must include the late fee, which is equal to 5% of the monthly rental rate and it must be in certified funds.

**PLEASE NOTE: It does not matter what the date is that the check or money order are written for, purchased or mailed. Rent is considered received when we receive it, not when it is mailed.**

We strongly encourage all residents to register and set up an automatic ACH draft for the monthly rental payment through the Rent Manager payment system. If there will be a delay or issue with paying the rent by the due date, please contact the Management Team immediately. Lack of communication can affect your payment record.

### **Payments**

If you decide to pay your rent by United States Postal Mail, you must send the payment to the address found on page 7. Should you mail it to any other address it might be considered late even if received on the first of the month. Make your check or money orders payable to Century 21 Triangle Group Property Management. Also note that rent is only considered paid and/or accepted if the check or money is cashed. We are not responsible for checks or money orders lost or misplaced during the delivery process by USPS, Fedex, UPS etcetera.

### **Payments By Electronic Check**

C 21 TGPM utilizes a vendor, Rent Manager / Pay Lease, to process electronic rental payments. Prior to your first use of the Rent Manager electronic system you must receive an email invitation from C 21 TGPM which will prompt you to create a secure account and password. Electronic payment of rent is available by electronic check and credit card.

When you click the "Make a Payment" link, log on to your account with your secure password, you will be able to see all current charges for your account. You may initiate payment on a one-time basis or you may set up your automatic recurring rent payments for the duration of your lease.

### **Insufficient Payments**

If you make a payment via Rent Manager / Pay Lease or by personal check and the payment is returned for insufficient funds (NSF) or for any reason, you will immediately lose your ability to make payments online through the Rent Manager system. There will be a late fee assessed to your account along with a NSF Fee in the amount of \$25.00. All payments going forward will have to be made in certified funds. Once you have successfully made payments in certified funds for a minimum of six(6)



months, the Management Team will review your account and may permit online payments. This decision must be in writing and can only be reviewed after six(6) months of successful payment without NSF and no late payments.

### What Happens When I Do Not Pay the Rent?

Non-payment of rent violates your lease agreement and jeopardizes your credit and rental history. C 21 TGPM has the following procedure to rectify the issue:

1. On the sixth day of the month (this date may vary for Commercial leases), C 21 TGPM sends a letter by first class mail or an email notification to all of the leaseholders, notifying them that the rent has not been paid, a late fee has been assessed, payment must be made in certified funds, and if payment is not made by the 15<sup>th</sup> of the month, then C 21 TGPM reserves the right to begin eviction proceedings.
2. If rent is not paid by the 15<sup>th</sup> of the month then the eviction paperwork is drafted and submitted to the court house in the designated county no later than 9am that morning. Per your lease agreement there are additional fees associated with this. After the paper work has been filed, the Sheriff will visit your property to serve the notice.
3. Prior to the court date, you can make payment in full (rent + late fee+ court fee +any additional fees that may have accrued) to avoid any additional fees and have the case dismissed. Again, this payment must be made in certified funds and in full. Unfortunately, if these funds are not received then the court date will proceed.

Century 21 TGPM does not take any pleasure in evicting a tenant, however the old saying stays true that, "You have to pay if you want to stay".

Please note that there is a time delay on cancellation of the case and a Sheriff can show up at the property and serve you even if you paid your fees. Please note that you can disregard this if in fact you paid your fee's and have been given confirmation from C 21 TGPM that it has been cancelled.

Please note that the charges listed above do not represent all of the charges that will or can be levied against a tenant, but a small portion to illustrate the need to pay your rent on time.

### Care of the Property

#### Maintenance Reimbursement

Maintenance items done by the tenant without prior written approval is not allowed or reimbursable per your lease terms. At times we might take certain items under consideration prior to work being performed and authorized in writing by C 21 TGPM. If this is the case follow the procedure below to ensure that reimbursement will be forthcoming:

1. Pay the bill and send the receipt to C 21 TGPM. C 21 TGPM will reimburse the amount due to you.
2. Do NOT deduct the amount from your rent.

**\*\*C 21 TGPM will NOT reimburse any repairs that are not authorized in writing\*\***

#### 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 the 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 review your usage
- The main water shutoff valve – in case of major flooding
- Water shutoff valves – below the sinks and behind the toilets in case of water leaks
- Cleaning method for appliances and various surfaces – so you use the right products

If you are uncertain about any of the above items, contact your C 21 TGPM Management Team for assistance.

## Maintenance

### How to Submit Maintenance Request

All maintenance requests must be in writing. No phone messages, phone calls or conversations will be accepted, due to the possibility of misplacing or miscommunicating the request. We have provided for you an online maintenance request form under the Tenant Section on our website. If you do not have access to a computer, then you may mail in your request using our Maintenance Request Form located in this manual.

- When making your maintenance request, please include as much information about the issue as possible. Please detail the symptoms, location of the issue and any pertinent information. If a problem exists with an appliance please give us a make, model number and brand if possible. We also encourage you to take a picture of the issue and submit it with you request online through the AppFolio system.
- Once received a ticket number will be generated and you will receive a confirmation email about the receipt of your request.
- The Owner of the property will be contacted and if the non-emergency repair is approved by them, then a vendor will be contacted. The vendor is given your information so that they can contact the tenant that placed the maintenance request and schedule a day and time to come out to the property to assess the issue.
- Someone must be home and that person must be over the age of 18-years old.
- It's your responsibility to accommodate the contractor's schedule, not the contractor's responsibility to accommodate your schedule. If there is a problem with scheduling a day and time, please contact your C 21 TGPM Management Team and they will attempt to rectify the issue.
- If you fail to show up for your agreed upon appointment you will be charged a vendor trip charge of \$100.00 per trip. Please contact the contractor as soon as possible if you are unable to keep your appointment.
- If you do not hear from a vendor within 48-hours after your request has been approved by the owner, then contact your C 21 TGPM Management Team so that they can investigate the delay.

Century 21 Triangle Group Property Management manages a large number of numbers throughout the state of North Carolina and unlike an apartment community we do not have an on-site maintenance person. All work as indicated above is by outside vendors(contractors). These individuals work for

other companies not just our owners. No two homes are the same, so please keep in mind that the vendors have to assess the issue before they can make any repairs. For example, if you have an HVAC (heater or air conditioner) problem on the hottest or coldest day it could take several days for the contractor to come out since the contractors for that trade will be scheduled out and backed up and unable to come out immediately. The repair can also be delayed due to the number of days for parts to arrive.

All of the vendors we use have been vetted and strive to get the work done in an efficient and accurate manner.

### **What Constitutes as an Emergency?**

An emergency is categorized as a life-threatening situation such as fire, flood and/or uncontrollable water, blood, smell of gas, break-in, tree falling on the house, 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 C 21 TGPM office and report the problem.
- Emergencies such as a sewer backed up (plumbing), flooding, tree damage, etc. call the C 21 TGPM (919)-274-1845 (MGMT Team A) or (919)-948-9012 (MGMT Team B), or if necessary, call 911.
- An emergency is NOT non-working dishwasher, refrigerator, lawn sprinklers, clogged toilet or sink, non-working garbage disposal, etcetera. C 21 TGPM recognizes the inconvenience of not having this items function and once a maintenance request is placed for these and they are approved by the owner, we will ensure that the vendor gets out as soon as possible.

### **Tenant Renovations/Alterations**

It is the C 21 TGPM policy that tenants do not do repairs or alterations. You agree to this in the C 21 TGPM 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 in writing. C 21 TGPM 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 or pay for any necessary costs to restore the alteration/repair to its original state. This could include painting back to the original color if painting was done.

### **Plumbing Issues**

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While the landlord is responsible for repairing the plumbing systems when they wear out or break in the course of normal use, the tenant is responsible for repairs caused by tenant's negligence. If an item is put down the drain other than human waste or toilet paper and this

results in a blockage in the plumbing, the resulting plumbing invoice will be paid by the tenant(s) as additional rent upon notice by the Owner.

### Garbage Disposals

All blockage caused by bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, “twister” seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion, skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. Before you use the disposal remember the saying, “if you can’t chew it, don’t put it in the garbage disposal”.

### Tenant Maintenance Responsibilities

The property owner has a duty to maintain the residence in compliance with the Uniform Housing Code. Therefore, C 21 TGPM has provided you an easy-to-use online maintenance request system when there are legitimate repairs. We want you to report maintenance items. Failure to report maintenance problems will cause you to incur charges for damages that could have been prevented had a maintenance request been put in.

However, there are items that are the tenant’s responsibility. They can be found on the Maintenance Addendum page included with your lease.

### Tenant Reporting Responsibilities

Tenants should always report maintenance issues. Failure to do so can incur charges resulting from a small problem becoming a huge problem, due to the fact that the issue was not reported early on or at the time of occurrence. Listed are a few items that should be reported immediately:

- Any sign of environmental issues in the property
- Any toilet or faucet leaking and any plumbing blockage
- Electrical problems
- HVAC issues
- Inoperative smoke detectors
- Inoperative carbon monoxide detectors
- Faulty appliances
- Roof leaks
- Broken windows or doors
- Fence repair
- Malfunctioning sprinkler system

### 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, 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.

---

## Energy Saving Tips

Saving water is important for the environment and can result in a lower utility bill for your residence as well. A few reminders to ensure that you are doing your part:

- Always report water leaks to C 21 TGPM as soon as possible
  - Report water dripping under sinks
  - Running toilets are major culprits behind high water bills
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines regardless of whether or not they came with the property. We need to be made aware of any leaks or malfunctions at the residence that can result in property damage
- Run the dishwasher when it is fully loaded
- Avoid letting water run when brushing your teeth, shaving or washing your face

## To Lower HVAC 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 windows coverings on the sunny side of the house during different times of the day; this can lower the temperature in the property drastically.
- When leaving the property, 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 take longer and more require more energy to cool the home.
- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to your C 21 TGPM Management Team.
- When leaving the home, turn down the temperature on the thermostat.
- Do NOT turn the heat completely off. It will take require more energy to warm the home and having the system shut off can result in frozen pipes.

## Your Lease Agreement and Other Important Documents

Any documents we give you including your lease should be kept in a safe place as this is your authorization to occupy your property and also the rules that you must live by. C 21 TGPM is here to answer any questions you may have in regards to your lease and additional addendums, but please understand that we are not attorneys and we are not here to provide legal advice.

## Reproduction of Documents

C 21 TGPM retain documents up to seven(7) years and should you at any time require a copy of anything you signed, please contact our office and speak with one of our Team Members. Please note you may be subject to a fee of \$1.00 per page for copies (this includes leases, renewals, applications etc.). So please maintain your documents in a safe place.

## Renter's Insurance

Property Owner's generally carry a standard fire and liability policy, and have additional coverage with "landlord/rental" insurance, but they normally 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, not to mention, per your lease agreement it is required that you carry renter's insurance during your tenancy.

Contact your automobile insurance carrier or banking provider as they often carry packages that you can bundle your automobile insurance or banking needs which can result in great savings! For as little as \$10.00 per month your possessions can be replaced should disaster strike.

## Safety Tips

The safety of you and your family is important to C 21 TGPM 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 C 21 TGPM.
- 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 C 21 TGPM 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 C 21 TGPM 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.
- 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 C 21 TGPM how long you will be gone, and supply an emergency telephone number. 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.
- 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 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.
- 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.
- 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. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

### — Area emergencies or disasters:

- Be prepared and use the C 21 TGPM Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- C 21 TGPM requests that you call emergency services first in a disaster.
- Then notify the C 21 TGPM office as soon as possible and prepare to explain what has happened.
- C 21 TGPM will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- When calling the C 21 TGPM office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## FREQUENTLY ASKED QUESTIONS

C 21 TGPM 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 delinquency notice?*

A delinquency notice is sent to the tenant when there is an unpaid balance on the account. This could be the result of an underpaid rental amount, an unpaid or underpaid late fee, or taxes. Should you have any questions, refer to your Rent Manager account and if the reason for the charge is not evident, please feel free to give us a call at the management office so that

### *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 C 21 TGPM 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 C 21 TGPM and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your C 21 TGPM management team for details.

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

Notify your C 21 TGPM 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, a fee and monthly rent will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

### *What happens if I want another pet?*

Notify your C 21 TGPM management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, a pet fee and increased pet rent will be required and a pet agreement signed.

### *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. C 21 TGPM will need documentation from you to show you can support the property by yourself. C 21 TGPM 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 C 21 TGPM Partial Notice to Vacate included in this handbook.

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

The prospective roommate will have to submit an application and C 21 TGPM must approve the person PRIOR to them moving into the property. They can complete an application on the Century 21 TGPM Website. If C 21 TGPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

### *I have two(2) roommates, will the security deposit be split three ways when we move out?*

No. With roommates we will send a Release of Keys Form that specifically states that the security deposit will be sent to the ONE(1) roommate, that is mutually agreed on among the roommates. It is the responsibility of the tenants' to sort out how the deposit is split amongst themselves.

# WHEN IT IS TIME TO MOVE

## Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. C 21 TGPM tenants are required to give a 60 days written notice as of the last day of a calendar month. Per your lease terms written notice must be made using the Notice to vacate form provided in this tenant manual or in the tenant portal of our website. Before giving notice:

- Check your rental agreement/lease to see when you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your C 21 TGPM management team to discuss your options.
- Notices must be in writing. The day C 21 TGPM receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you wrote or mailed it is the notice date.
- C 21 TGPM does not accept notices by email because of lack of signature
- C 21 TGPM does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to C 21 TGPM to give out rental references plus a \$20.00.00 admin fee ( Paid in advance)

## Default – Liquidated damages

If you move out of the property early or do not comply with any of the lease terms, then you are in default. If you are found to be in default you will be charged with the appropriate damages as outlined in your lease agreement. Please understand this could be your security deposit as well as additional fees. If this happens a final letter will be sent to you via regular U.S Mail, and email outlining the charges. If you do not pay the amount stated in full, in a timely fashion, you will be given a negative rental reference, your account will be placed with a collection agency and your credit will be marked.

## Setting up your move out appointment

- After you submit your Notice to Vacate, C 21 TGPM will notify you of its receipt.
- C 21 TGPM only performs move out appointments during normal business hours and after all items have been moved outside the home
- Tenant(s) agree that if they request a time outside of normal business hours and is approved they will pay a admin of \$150.00 in certified funds prior to the scheduled date
- Make sure all utilities are left on until after the move out inspection. If the utilities are not left on the move out inspection will be rescheduled until such time they are either put on by the tenant vacating. The tenant will be considered still in possession until the move out is performed!
- It is the responsibility of the resident to deliver all keys and openers to the C 21 TGPM office prior to setting up a move out inspections as the resident still has possession until all keys, pool passes and garage openers are returned to a C 21 TGPM representative.
- Failure to deliver keys and openers will incur additional charges.
- Remember to submit a completed Release of Keys Form to the C 21 TGPM Office prior to moving out.
- Use the C 21 TGPM Moving Checklist so you remember important details.

## Security deposit refunds in North Carolina

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. Remember, C 21 TGPM wants your move out to be a pleasant and successful process. Below is a summary of requirements for refunding security deposits under North Carolina law.

- The Security Deposit shall be returned to the Tenant by Landlord within 30 days after the termination of the lease or the surrender of the property by Tenant, whichever occurs last (hereinafter "due Date")
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damages to the property caused by the negligence, carelessness, accident, or abuse of Tenant, Tenant's household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if property is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.

### Reconciliation Letter

Landlord shall provide Tenant with a statement (Reconciliation Letter) listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damages to the property, such damages shall be specifically listed in the Move-Out Statement.

## C 21 TGPM ADDITIONAL TENANT FORMS

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the C 21 TGPM office. We have also included a copy of your rental agreements with your handbook.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Work order request
- Cable/satellite/TV request
- Request to add pet
- Notice to vacate

## C 21 TGPM Moving Checklist/Utility Numbers

### Before moving, notify:

<input type="checkbox"/>	Contact moving company
<input type="checkbox"/>	Notify US Post Office – forwarding address
<input type="checkbox"/>	Notify current schools
<input type="checkbox"/>	Notify magazine companies
<input type="checkbox"/>	Notify newspapers
<input type="checkbox"/>	Send “just moved” announcements to friends and relatives
<input type="checkbox"/>	Notify banks, credit unions, savings & loans
<input type="checkbox"/>	Notify doctors, dentists
<input type="checkbox"/>	Notify current electric company
<input type="checkbox"/>	Notify current gas company
<input type="checkbox"/>	Notify current water company
<input type="checkbox"/>	
<input type="checkbox"/>	Notify new schools
<input type="checkbox"/>	Notify new electric company
<input type="checkbox"/>	Notify new gas company
<input type="checkbox"/>	Notify new water company
<input type="checkbox"/>	
<input type="checkbox"/>	Re-register to vote
<input type="checkbox"/>	

### Tenant Utility/Cable Numbers for Local Areas

<b>Electric companies/Gas Companies</b>		
<b>Water companies</b>		
<b>Garbage/refuse service</b>		
<b>Cable companies</b>		

## C 21 TGPM Center Emergency/Disaster Checklist

### Pre- Emergency/Disaster Checklist:

Take the time to review and implement this list – it could be a lifesaver.

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
- Keep copies of important papers stored in a safety deposit box
- Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries and for the right kind the flashlight
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged
-

C 21 TGPM TENANT WORK ORDER REQUEST

Date of request \_\_\_\_\_  
Tenant \_\_\_\_\_  
Tenant \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
Home # \_\_\_\_\_  
Wk # \_\_\_\_\_  
Wk # \_\_\_\_\_  
Mobile # \_\_\_\_\_

Work Requested – please list items separately

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_
6. \_\_\_\_\_  
\_\_\_\_\_
7. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Tenant

\_\_\_\_\_  
Date

---

---

**For Office Use Only:**

Owner: \_\_\_\_\_

Team: A OR B

Work Assigned to		Date Assigned	Work Completed on
_____	On	_____	_____
_____	On	_____	_____
_____	On	_____	_____



## CABLE/SATELLITE DISH/TV REQUEST

Date: \_\_\_\_\_

To: C 21 TGPM

Re: Request to install \_\_\_\_\_ at \_\_\_\_\_

As of today's date, I (we) the tenants at the above referenced address, make a request to install the above

We understand the following if approved:

1. We are responsible for the cost of installation and this will not be reimbursed to us at any time
2. When the company completes the installation, there is to be no damage to the property. If there is damage, we are responsible for the cost of repairs and/or maintenance.
3. If a satellite dish, we must call C 21 TGPM for approval of the location prior to installation.
4. If the company installing our request requires written authorization, they are to submit their documentation to the C 21 TGPM office, and C 21 TGPM will complete the documentation.
5. When leaving property, it is your responsibility to disconnect the services, and pay all billings incurred by the tenants listed below.
6. Any damage incurred upon disconnection will be at our expense.
7. We understand all persons on the rental/lease agreement are required to sign below and all are jointly and severally liable.

Respectfully submitted by:

Tenant	Date	Tenant	Date
Tenant	Date	Tenant	Date
Tenant	Date	C 21 TGPM	Date

## ADD PET REQUEST

Date: \_\_\_\_\_

To: C 21 TGPM

Re: Request for pet (list type and age): \_\_\_\_\_

1. We are requesting to have the above listed pet
2. We further understand that C 21 TGPM could approve or deny our request.
3. We certify that the pet is not currently residing in the property
4. If our request is denied, the above pet will not be moved into the property
5. If our request is approved, we understand that all tenants currently on the rental agreement must sign a pet addendum and pay a fee and increased monthly pet rent.
6. We understand that all current tenants must sign this request.
7. If the owner and C 21 TGPM approve the pet, all the undersigned tenants are responsible for this pet, its care, and any damages that could occur.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	C 21 TGPM	Date

**60 DAY NOTICE TO VACATE FROM TENANT**

Date: \_\_\_\_\_

To: C 21 TGPM

Re: Notice for property at: \_\_\_\_\_

As of today's date, I (we) the tenants at the above referenced address, hereby give a 60 day notice and intend to vacate the premises on the date of \_\_\_\_\_.

I (we) understand I (we) will be receiving a follow up letter from C 21 TGPM regarding my (our) move.

I (we) understand rent is due until the end of our notice.

I (we) understand our security deposit transmittal will be sent after vacating the property and within the 30 days required by law. We understand C 21 TGPM does not issue the security deposit until after we vacate the premises and a walk-through is completed.

I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	C 21 TGPM	Date

I (we) give permission for C 21 TGPM, to provide references to other property owners, inquiring about our rental history.

\_\_\_\_\_  
Tenant(s) Signatures

## CONCLUSION

We hope that you have found the C 21 TGPM *Tenant Handbook* useful and informative. 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 your C 21 TGPM management team.

***Have a successful residency***