

FLAGSHIP

REALTY GROUP

NORTH
CAROLINA



EST.
2007

PROPERTY MANAGEMENT • SALES • INVESTMENTS

Tenant Handbook

TABLE OF CONTENTS

General Information	3
Paying Rent	3
Maintenance Issues	5
Critical Issues in the Lease	10
Housekeeping Documents	12
Utilities	13
Homeowner Association Issues	14
Miscellaneous	15
Frequently Asked Questions	15
Buying a Home	17
Important Links and Resources	17

This handbook is meant to inform our residents of the vital information they need to enjoy their rental experience. It will serve as your guide regarding paying rent, handling maintenance, lease renewals, early terminations, Homeowner Association issues, property visits, and many other topics. You'll find just about everything you need in this handbook.

General Information

A. Office hours, numbers, and basic company information

Flagship Realty Group is open from 9 am to 5 pm Monday through Thursday, Eastern Standard Time.

GREENVILLE 3101 Evans Street Suite C Greenville, NC 27834 252.364.4944 admin@flagshipnc.com	GOLDSBORO 1913 N. Berkeley Blvd Suite 5 Goldsboro, NC 27534 919.391.4304 admin@flagshipnc.com
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B. Flagship Realty Group commitment to our Residents

1. We commit that our marketing material and the information on our website accurately represent who we are, what we've accomplished, and what we do—no exaggerations.
2. We will hire only the best staff, consistently train them, and work to move them to the best possible position of service for our customers.
3. We will always treat customers, vendors, and each other with courtesy, respect, and professionalism.
4. We are committed to change — to keep up with the changing marketplace and technology without sacrificing all the important priorities of great customer service.
5. We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and we prioritize their safety.
6. We will not tolerate unethical behavior by our staff or vendors.
7. We will follow the laws and code of ethics that regulate our business.
8. We will believe in our staff and create a safe and healthy work environment that fosters respect and opportunity for personal and professional growth.
9. We will constantly strive to protect our owners from the liabilities of owning rental properties.
10. We will strive to be a leader in the property management industry.

C. Flagship Realty Group's Core Values

- Proactive
- Client + Team Oriented
- Efficient Problem Solver
- Professional
- Understand the Value of Reputation
- Reliable + Dedicated

Paying Rent

A. Payment Options

We offer electronic payment options to ensure prompt and secure rent payments. Once you are registered in our payment system, you will have a simple electronic option to pay rent each month. We still take paper checks and certified funds by mail, but they are less reliable and harder to process. Electronic payments are faster, safer, and easier on everyone, so we encourage them.

B. Due Date

Rent is due on the FIRST of the month and is considered late on the 5th at 11:59 PM. Late fees will apply if rent is not paid in full by the end of the grace period according to the written lease agreement.

C. Personal Checks

Personal checks are acceptable once residency is established after the security deposit, fees, and first month's rent. Certified funds are also required if a check is returned for non-sufficient funds. We will notify you in writing if personal checks will be refused.

D. Automatic Electronic Monthly Payments

Flagship Realty Group can offer you an electronic payment option that will set up your payment for automatic withdrawal each month. You can set this up in your Rentvine resident portal and modify it at any time. Flagship nor its employees have access to your bank account and we cannot authorize nor stop any automatic payments that you have set up.

E. No Cash

We do not want cash around the office. We have a "NO CASH" policy for everyone. Please use checks, money orders, cashiers checks, or pay online through the Resident Portal Service.

F. Late Fees

Rent is due on the FIRST of the month and is considered late if not paid in full on the 5th at 11:59 PM.

Rent will not be accepted after the due date without a 5% late fee on your monthly rate. We encourage you to pay rent by the 1st to avoid any late fees.

G. NSF Check or Electronic Payment

The NSF (non-sufficient funds) fee of \$35 is due regardless of the reason. If this happens, Flagship Realty Group has the right to request certified funds from that day forward and online payment options will be disabled.

H. Eviction Proceedings

If rent is still unpaid by the 6th, Flagship Realty Group will send an official late notice, which counts as a Notice to Vacate (NTV). After the 15th, evictions will start to be filed. Once this has started, rent will not be accepted without all of the late fees and administration fees being brought current in certified funds only. No Personal Checks will be accepted if eviction proceedings have begun. Eviction will not be filed more than once.

I. Pro-Rated Rent

Rent is always due on the 1st when the lease is executed. Pro-rated rent may be necessary on a mid-month move-in. Keys will not be turned over to a resident until the pro-rated rent (and possibly next month's rent depending on the move-in date) and all move-in fees have been

paid. In addition, proof of all utilities turned on in the tenant's name is required. This payment is also subject to late fees in the same manner as a regular rent payment.

J. Last Month

Rent is required every month, including your last month. You may **not** use the Security Deposit to pay rent at any time.

K. Payment Ledgers

Flagship Realty Group keeps close track of all monies due and paid by each resident. You can get a copy of this ledger for your personal records in your Rentvine Tenant Portal.

L. Using the Mail

You may always mail your rent to Flagship Realty Group. We will accept payments by mail from our residents with a warning. Sending payments via mail incurs risk as you rely on a government agency to deliver something that could cost you dearly if they make a mistake. The resident may be responsible for late fees if the payment is not received until after the 5th of the month. We encourage all residents to pay electronically.

M. Bring to the Office

You may bring payment to the office to ensure payment is received by the 1st. Office hours are 9:00 to 5:00 Eastern Standard Time, Monday through Thursday. We also have a drop box outside each office in the event our office is closed when rent is dropped off.

Maintenance Issues

A. Emergency Maintenance

Flagship Realty Group provides residents with several ways to report maintenance issues. The primary and best way to report an issue is through Rentvine, where specific issues can be described in writing. The alternative is to call Flagship Realty Group at 252.364.4944 to report a maintenance issue. We define an emergency as anything that threatens the health of the occupants or destruction of the property, such as flood, fire, sewer backup, burst water pipes, burst water heater, etc.

For after-hours emergency maintenance items, call: 252.364.4944 and follow prompts accordingly for maintenance. Menu options may change, so listen carefully.

If a medical emergency or criminal emergency, call 911 prior to calling the maintenance/office line.

a. Emergency Defined

- i. An emergency is anything related to the property under the lease that threatens life, health, or the property.

b. Examples

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, or hvac system out (if the weather is below 45 degrees or above 90 degrees). If the emergency is life-threatening, call 911 immediately!

c. The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out, water heater out. Flagship Realty Group is not liable for food loss caused by appliance breakdown.

d. **Warning**

If you claim to have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. If you call the Emergency Line for a Non-Emergency and contractors are dispatched to your home because of this call, you will be charged a \$100 fee. Do not call in an emergency unless it is truly an emergency.

B. How to submit a work order request

Because we prioritize keeping the property in good condition for the residents' enjoyment, we make it easy to request maintenance. Because taking a work order 24/7 via phone is difficult, we've set up an easier way online through our Rentvine Tenant Portal.

- a. You will also be charged a \$50.00 trip charge plus applicable vendor trip charges if you set up an appointment with any contractor and do not show up for that appointment.

C. Resident's Maintenance Responsibilities

Flagship Realty Group does not have a maintenance handyman living in your neighborhood to run to the property and fix things as soon as we are called. There are some items that you can take care of yourself, such as clogged garbage disposals, light bulbs, air filters, GFCI switches that need to be reset, and minor items as explained in this document that you were presented with throughout the lease.

- a. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e. chipped paint, missing screens, doorbells that do not work, etc.).
- b. Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
- c. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in the system). Clogged plumbing will be your responsibility. It is the resident who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, Flagship Realty Group will take on the challenge. If the plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, or personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. The homeowner will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.
- d. Monitoring of security systems is not handled by Flagship Realty Group or the owner. Residents will need to make their own arrangements to set up this service at their discretion and their own expense.
- e. We will make every effort to deliver the property to you free of pests. It is the resident responsibility to keep it that way. If you need pest services, please visit our website for more information. [Click here](#).
- f. Lawn care is a resident responsibility unless otherwise specified in your written lease agreement. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance. Any compliance issues with county,

city, or HOA codes will be the responsibility of the tenant unless services are provided by the landlord and specified in the written lease agreement as such.

- g. Change HVAC air filters a minimum of every 3 months. This will make the system run more efficiently, save you money, and reduce dust in your home.
- h. Keep light bulbs in and in working fashion. They worked when you moved in and should work when you move out.
- i. Remove trash and personal belongings in a timely fashion. Not doing so could result in issues with pests, animals, etc.

D. Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, clogged toilets, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

a. Summer: HVAC (Air Conditioning)

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. Please check the breaker first. See "Reset Circuit Breakers" below. If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of the time the coils have frozen up. When the technician gets there, he won't be able to do anything until the coils thaw out. This means two trips for the HVAC technician and a longer wait for you.

b. Change Your Furnace Filters

How To Change an Air Conditioning Filter | [Video](#)

c. Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

- i. Reset Circuit Breaker | [Video](#)

d. Garbage Disposal Reset, Use, and Care

Reset the garbage disposal If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker), lean down and take a look at the underside of the garbage disposal. Push in that little red button that resets the system. If the disposal was just overworked, or if there was a power surge, this may fix the problem. Go To: [Video](#) If this does not fix the problem, do not attempt to fix the garbage disposal yourself since it could be very dangerous. - please submit an Online Maintenance Request so that we can have one of our contractors fix it for you.

- i. Garbage Disposal Reset | [Video](#)
- ii. Garbage Disposal Smell | [Video](#)

e. Garbage Disposal Use and Care: Things to Never Toss Down the Drain

- i. Garbage Disposal Use and Best Practices - [Video](#)
- ii. GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short-range from water, but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet

functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom. Refer to this video: [GFI VIDEO](#)

f. **Resetting a GFI Outlet**

If an outlet near water (like in a bathroom or kitchen) loses power, it may be a GFI outlet. Look for a small "Reset" button on the outlet. Press it firmly to restore power. If multiple outlets are affected, check for a GFI in nearby rooms or on the main panel, as one GFI can control several outlets.

i. GFI Reset | [Video](#)

g. **Clogged Toilets**

If our plumber determines that the resident caused a clogged toilet, then the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can unclog the toilet using these simple and helpful hints.

i. How to Un-Clog a Toilet and Shut Off | [Video](#)

h. **Clogged Sink**

Do not put grease, hair, foreign objects, etc into any sink. If a vendor is called out and it is found to be tenant negligence, the tenant will be responsible for the bill.

i. **Replacing the Toilet Flapper Valve**

This one's really easy and one of the simplest repairs in the house. Note: the water in the reservoir is filled with clean water, so getting your hands a little wet should not be a concern.

i. Fix a Leaking Toilet Flapper Valve for Little or No Cost | [Video](#)

j. **How to Reset a Garage Door Remote Control**

i. Reset Garage Door Keypad Code PIN & Remote Control Opener | [Video](#)

Category I: Emergency Maintenance | High Priority

1. **Emergency defined:** Anything relating to the property under the lease that threatens life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call the gas company), broken water pipes, if a tree or tree limb falls on a house.

a. *Target: 5 to 8 hours*

b. *Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.*

2. **The Following are NOT Emergencies**

Refrigerator out, locking yourself out of the house, power or gas off, a/c out, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. Flagship Realty Group is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks.

Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category II: Urgent Maintenance | Medium Priority

1. Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems.
 - a. *Target: 2-4 business day service*
 - a. *Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.*

Category III: Normal Maintenance | Low Priority

1. Appliance repair, garage repairs, leaky faucets. *Target: 4-8 business day service*

Category IV: Non-Essential Maintenance | Low Priority

1. Fence repair, gutter cleaning. *Target: 15 - 30 day service*

Category V: Not a Habitability Issue | Low Priority

1. Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing door knob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys.
 - a. *Target: Point these items out during the next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.*

Resident Damages

1. Damages caused by abuse or misuse will be charged back to the resident. We will rely on the servicing contractor to tell us what caused the problem.

E. After-Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any after-hours premium charges if the premium charge is set by the vendor. Our contractors work normal business hours and are only available after hours for true emergencies (and for additional compensation).

F. Scheduled Maintenance Visits

The homeowner may ask for a routine repair or checkup, which may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite inspections, fall landscaping, etc.

G. Maintenance charge-backs

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, toys flushed down a toilet, GFI switches not re-set, just to name a few, Flagship Realty Group will notify the resident via email and place the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment, or late fees will continue to accumulate.

H. Air Conditioning and Furnace Filters

To improve the air quality of the home, reduce allergy problems, and save money, you need to change out the air filter at least every 3-months at a minimum. Failing to do this will likely increase your utility bills and increase the workload of your hvac unit.

a. How to Change an Air Conditioning Filter | [Video](#)

I. Maintenance Coordination

All maintenance will be up-charged 10% for coordination.

Critical Issues in the Lease

A. Right of Access

Our policy is to respect your right of privacy at all times. Under normal circumstances, we require that the resident be present for all actions inside the home. We will attempt to contact the resident to schedule an appointment for all actions, including walk-through and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us the right to access the home at any time, but we prefer to respect the residents right to a secure environment and will always attempt to schedule access at least 12 hours in advance. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless water is flowing out the front door! You will be charged a \$50.00 trip charge plus applicable vendor trip charges if you set up an appointment with any contractor and do not show up for that appointment or refuse entry to the vendor that has scheduled.

B. Move-In Inspections – Inventory and Condition Form

The move-in inspection done by the resident is designed to document the condition of the property at the time the resident takes possession, so that you are not held responsible for pre-existing damages. This will be the benchmark we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, we cannot add to the list. Please note that in the absence of a documented Move-in orientation through either zInspector or a third-party inspection, it will be assumed that the property was received in an immaculate condition. Consequently, any damages reported on the move-out inspection will be your responsibility. See your lease for more details. The Move In Inspection is NOT a request for maintenance.

C. Lease Renewals (30 to 90 days out)

Your lease automatically renews on a month-to-month basis at the end of the lease term unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew. We do not allow this under normal circumstances without permission from Flagship Realty Group. We track all of our lease renewals and will begin to contact residents 90 days before the lease expiration to find out your intentions of either renewing the lease or vacating the home. You will be notified of your renewal options. If you do not respond and move forward through the complete renewal process, you will automatically be renewed on the month-to-month lease with the coordinating rent increase, fees, and changes.

D. Notices to Vacate

Per the lease agreement, the Notice to Vacate must be in writing. Phone calls are not acceptable. Please submit your move-out request in the Rentvine Portal. Be sure to receive a response confirming receipt of your notice.

E. Rent Increase and Renewal Process

The lease term will have a clearly marked end date on page one. According to the lease, Flagship Realty Group can send you notice that the lease rate will change 30 days prior to the lease end. This is a non-negotiable lease change and does not require your signatures to implement. We strive to maintain good relationships with residents and conduct business fairly on the lease rate. It is commonplace in this market to ask for 6%-11% a month rental increases. Remember that how the resident has conducted themselves during their tenancy will reflect come renewal time.

F. Lease Renewal Fee

When your lease renews, a \$100 renewal fee is charged to the resident. This fee covers the administrative actions of putting all terms in writing, getting signatures, and closing the loop to secure the renewal.

G. Subletting

Subletting is when you move another person in to share the rent (without adding them to the lease), or move out of the home and let someone else pick up the rent. There is no subletting allowed. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of the current residents or occupants on the lease needs to move out, coordinate this action with Flagship Realty Group. Do NOT sublet to another resident or occupant without written permission from Flagship Realty Group. That is a lease violation. We have a procedure to add a renter to the lease. Contact us first!

H. Early Termination

The Flagship Realty Group lease agreement does not have an early termination clause. Therefore, you are responsible for the full lease term. If you choose to terminate your lease early, you will find our Early Termination form at <https://www.flagshipnc.com/tenants>. All residents must complete and sign the form before keys are turned in, along with all fees and charges being paid.

I. Lawn Care

In most circumstances, the resident will maintain their own yard. One of the differences you have when renting a house (as compared to a townhome or apartment) is you are responsible for lawn care unless there is an agreement between the resident and Flagship Realty Group that the landlord will maintain the yard. If lawn care is included, you are still responsible for maintaining the yard inside any fenced areas. Refer to the lease for who has responsibilities for lawn care. Failing to maintain the yard will create serious problems for the HOA and homeowner. This will generate complaints from the neighbors, and fines could be assessed if there is an HOA letter. Residents will be charged \$50 for any complaint letters from the local HOA regarding lawn maintenance issues.

J. Pest Control

The residence is expected to be thoroughly clean and food appropriately stored. This service does not include some pests, including bed bugs, fleas, and ticks. Unkept properties may be subject to pest control charges. To submit a pest control work order, do so via your Rentvine Tenant Portal. Please be detailed and attach photos. Up to one pest control request per quarter is permitted. Additional requests will be at the tenant's expense.

Tenant Responsibility	Owner Responsibility
Exterior spiders and ants, wasps, bees, hornets, bed bugs, fleas	Termites, water bugs, other pests that are not the direct result of tenants living habits.

K. Contact with the Owner

Flagship Realty Group is your management company and will be your only contact during your residency. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Do not assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. If the owner is planning on doing a walk-through at your home, you will be notified in advance. If someone shows up at your door claiming to be someone wanting to enter the property without you being notified, do not let them in and refer them to us for permission.

Housekeeping Documents

A. Pets (Authorized and Unauthorized)

Many owners will allow pets, and some will not. We require ALL residents to have a profile in PetScreening, including residents with animals and residents without animals. If you bring in an unauthorized animal, no matter the circumstance, we assume you had it the day you moved in, and you will pay the penalty of \$500 per pet. Service animals and/or Emotional Support Animals MUST be certified through PetScreening.

B. Resident Benefits Package

The Resident Benefits Package is included with ALL lease agreements under Flagship Realty Group. Residents receive the benefits listed below, which are automatically included for \$40 per month.

- Resident Portal for Maintenance, Payment Options, and Electronic Statements.
- Free Credit Reporting for All Rental Payments made during this Lease to TransUnion.
- 24/7 Maintenance Hotline with Live Phone Support.
- HVAC Air Filter Delivery (*for homes with HVAC unit requiring filter changes)
- Renters Insurance
- Resident rewards
- \$1M Identity Protection
- Home Buying Assistance

C. Hanging Items on Walls

At Flagship Realty Group, we understand that tenants may want to personalize their living spaces. However, in accordance with your lease agreement, specifically Section 13 regarding alterations, the following policy applies to hanging items on walls:

- Approval Requirement: Tenants must obtain prior written consent from the landlord before hanging items on walls. This includes using nails, screws, or any adhesive materials.

- b. **Workmanlike Manner:** Any approved installation must be completed in a workmanlike manner. This means using appropriate tools and methods to avoid damage to the walls.
- c. **Materials and Methods:** Only approved materials may be used for hanging items. For example, tenants should avoid using materials that could damage the wall surface, such as excessive adhesive or large nails.
- d. **Original Condition:** If a tenant hangs items on the walls, they are responsible for restoring the walls to their original condition at the end of the tenancy. This includes:
 - i. Patching any holes or marks.
 - ii. Matching the original paint color and sheen.
 - iii. Repairing any damage incurred during the installation process.
- e. **Charges for Damages:** If the walls are not restored to their original condition, the tenant may be charged for any necessary repairs or restoration work.
- f. **Restrictions:** Tenants cannot request approval for hanging items on surfaces that are not drywall (e.g., brick, concrete, plaster, wood). The landlord will not approve requests for alterations or hanging items on these surfaces.

D. Property Visits

Flagship Realty Group's policy is to do an annual walk-through that includes a third-party home assessment. Sometimes, an owner may require a bi-annual evaluation to be completed. These arrangements will be made with you far in advance, with appointments scheduled. This should only take less than 30 minutes. We would request that you be present. We are not there to address housekeeping, but to assess property issues and report to the owner regarding any deferred maintenance they need to address. We've done hundreds of these over the years and understand your privacy concerns. This will also be a time to point out any concerns you may have with the home so it can be documented at that time, but you must still put in a work order.

Utilities

A. Get Utilities Connected Before Move-in

Residents are required to present Flagship Realty Group with proof of utilities being transferred into the Lease Signer's name prior to move in by providing utility account numbers and proof of connection. This includes power, water, gas, etc. services. You are NOT able to pick up keys without proof of ALL utilities in your name.

B. Keep Utilities On and Bills Current

Failure to keep utilities on (and bills paid) during your stay may result in a default in your lease. **Never turn the heat or air conditioning off** during your vacations, especially during cold weather. The fan should always be set to auto. When utilities are off, there is an increased possibility of burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often do not have the insulation houses do and pipes freeze easily. Keep utilities on at all times failure to do so is a lease violation and may result in a \$100 fine.

C. Keep Utilities on through the Move-out Inspection

Per your lease agreement, you must keep all utilities on until the keys are returned to our office and through the end of your lease agreement/renewal. If they are found to be off, you are subject to a lease violation, which may incur additional fees.

Homeowner Association Issues

If a Home Owners Association manages the community, you need to get familiar with the basic rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcing their rules, and resisting them will only cause you grief and cost you money. Review the HOA's website to familiarize yourself with the community's rules. If an owner is charged any sort of fine for any violation, the resident will ultimately be charged for that, plus an administrative penalty from Flagship Realty Group. Here are some of the most common issues we deal with on a continual basis:

A. Yards

Hands down, the number one complaint we get from owners is letters from the HOA stating that your yard is too long. In around 95% of our homes, the resident is responsible for the yard maintenance. When they fail at maintaining the yard to the HOA's liking, the owner gets a nasty gram letter. Often, this is the first violation of any kind the owner is receiving about anything from the HOA, and they typically make a very big deal about this, assuming the resident is not maintaining the yard at all. If Flagship Realty Group receives a letter from an owner, who has received a letter from their HOA – we will charge the resident \$50 regardless of what the letter is for, and even if the resident has already complied with the request, they must provide photo proof. The reason is, at some point, the HOA did not falsely put that letter into the mail for no reason – something had to have triggered this. In addition, Flagship Realty Group has to deal with the administrative time and cost to put the corrective action in motion to ensure the HOA request is met.

B. Parking

Most communities have rules about where you can and can't park. Follow the rules, and you will avoid violations and fines. Make up your own rules, and you'll hear from them.

C. Access to Amenities

Occasionally there are keys, passes, and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. If you are given a key, it must be returned or you will be charged the cost plus a \$50 fee. HOAs often try to prevent renters from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your Identification cards (Driver's License) and sign waivers to use their amenities such as the pool or playgrounds.

D. Mailbox Keys

The resident must go to the nearest local post office with a copy of the lease agreement to obtain a key for the box they assign you.

E. Parking for Boats, Trailers, and RV's

One of the biggest complaints coming out of the HOA's is when a resident parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about when a boat, trailer, or RV can be parked at the residence. If a

resident owns a boat, and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend. An example would be the before and after a weekend fishing trip while gear is picked up and dropped off. Any overnight parking if found, will result in a letter sent to the owner. The same holds true for trailers, large commercial trucks, or RV's. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence for more than a few hours. We ask that residents be aware of these rules. The end state is still the same – if we have to deal with an HOA complaint, we will have to fine the resident **\$50 per occurrence**.

Miscellaneous

A. Lockouts

We all lock ourselves out of our homes from time to time. If this happens outside of regular business hours, we will be unable to help you. The cost incurred is the resident's responsibility. If you need an extra key, we keep one under lock and key at our office. You can always get a copy during normal business hours. Key copies are \$10 per key. If you change the locks, you must provide Flagship Realty Group with written notice and a copy of the keys.

B. Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. Please be aware that your experience with home warranty contractors may not be the same as our normal contractors. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them.

Frequently Asked Questions

A. When is my Move-Out Inspection?

The landlord is responsible for documenting damages to the property when you move out, that will be the basis for charges against your security deposit. This inspection will be done within a few days of you completely vacating the property. We can't do a complete move-out inspection until you have completely vacated the property and turned in the keys.

B. Why is there a lockbox on my door?

The lease gives us the right to market the property for future prospective tenants or if the property is/going to be listed for sale.

C. What happens if I limit showings?

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or residents.

D. How do I get my security deposit back?

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move-out inspection. During the move-out inspection, we will take your move-in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move-in.

E. What maintenance charges would I incur if all items are not satisfactory at move-out?

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay to repair or replace the item(s) back to the original condition. When you move out, save yourself money and return the house to its original condition. Don't forget to turn in keys, garage remotes, pool passes, gate passes, and mailbox keys!

F. Once you have determined the charges for repairs, can I get back in and do it myself?

No. Once the resident has turned over possession of the home, you will not be allowed on the premises for any reason. Complete all cleaning and repairs before surrendering the home. Please remove all belongings, including trash.

G. Where will the security deposit check be mailed?

The deposit will be mailed to the address that you give us in writing. If no address is given in writing within 30 days of the lease ending, the security deposit will be at our office.

H. What happens if I accidentally take the garage door remotes?

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you 5 days to return the remotes to our office, or you will be charged.

I. Can I be present during the move-out inspection?

No. Once you surrender the keys, you will not be allowed on the premises for any reason.

J. What are my responsibilities if I have a pet?

As a pet owner, you are responsible for your pet.

- a. Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet.
- b. Get rid of all pet-related odors.
- c. Residents who leave animals at the property after moveout will lead to local animal control services being called and possibly further legal action against the pet owner.

K. How is the security deposit disbursed if there are roommates?

Flagship Realty Group will disburse one check to all Residents on the lease or individual checks to each tenant on the lease equally.

L. What happens if my deposit is insufficient to pay all I owe?

You must make arrangements to settle your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and sent to collection agencies for processing.

M. What happens if I am not out on the date I expected to be out?

If you fail to vacate at the time of your lease end date, you will be under a holdover period. Tenants will be charged rent until keys are dropped off at a Flagship Realty Group office. The holdover resident will also be responsible for paying Flagship Realty Group and prospective Residents for damages, including but not limited to loss of rent, lodging expenses, costs of eviction, and attorney's fees. Your responsibility as a resident stops once you turn over possession of the home and your lease agreement/renewal is complete. Be sure to follow the move-out instructions so we can take over the property.

Buying a Home

A. The Home You're Renting

Flagship Realty Group will be happy to assist you in purchasing the home you are leasing provided the owner is willing to sell, and all parties agree to the terms. A sale of this type could take place at any time during your residency; it would not necessarily have to coincide with the end of your lease term. If you are interested in purchasing the home you're currently leasing, please contact us to discuss further.

B. A Home Outside Flagship Realty Group

Flagship Realty Group is also a real estate brokerage. In North Carolina, to conduct property management, a real estate broker's license is required. We will also be happy to assist you in purchasing a home that is not a Flagship Realty Group managed property. We have several agents who cover the eastern North Carolina area and are willing to walk you through the purchase process. This can happen when you give your notice to vacate per your lease requirements, or in the event you want to move sooner, you may choose to exercise the Early Termination clause as stated in your lease. Your property manager and agent can advise you ahead of time what the steps are so you can plan accordingly.

Important Links and Resources

- [Residents Benefits Package](#)
- [Maintenance Requests](#)
- [Tenant Portal](#)
- [End of Lease Procedures](#)

This will conclude the Flagship Realty Group Resident Handbook. Should you have any questions or concerns outside of this document, feel free to contact us for further information.