



312 South Front Street
New Bern, NC 28560
252-670-0045*Fax 633-5515
newbernrentals@gmail.com
www.newbernrentals.net



Dear Resident:

Thank you for choosing New Bern Rentals to help you in locating a home. We hope that we are able to help you in settling into your new home with as little inconvenience as possible. We understand the problems that can arise in any move, and have tried to anticipate your needs for a smooth transition into your new home. Please read the attached Resident Information Letter, which explains the lease agreement and other policies more fully. It will also answer many questions that, from experience, we have found are frequently asked.

If you consider purchasing a home during the term of your lease, we can help you buy any new or pre-owned home in Craven and Surrounding Counties. We offer this individual attention to residents who use the services of any Century 21 Zaytoun Raines Broker.

Our property management department is closed on weekends and holidays, but our sales department is open Monday through Sunday. Attempting to do rental business on Saturdays with the sales staff can be frustrating to residents as well as the sales staff, they cannot resolve routine repairs or administrative problems. (I may contact a repairman on the weekends, to handle **emergency repairs only**.) Please don't expect them to be able to assist you with any request; they will advise you to contact me in property management during normal business hours. Your cooperation and understanding is appreciated.

We need and appreciate your business, and our staff will do their utmost to resolve problems to your satisfaction. Our goal is to always provide you with efficient and courteous service. Please feel free to offer suggestions on how we can improve this packet.

We wish you a very pleasant stay and look forward to a mutually satisfying relationship.

Sincerely,

New Bern Rentals Management

RESIDENT INFORMATION LETTER

- 1. CHECK-IN PROCEDURES:** At the time you sign your lease, you will be provided a signed copy of the Move In Inspection for your home. You have five (5) days after occupancy to report, **in writing** on your Move In Checklist, any defects found at your rental home. This does not mean that all flaws or minor defects will be corrected - only those that we deem required. Please do not telephone this information to us; use your Move In Inspection, retain a copy for your files and email/mail/fax or bring us the original. When returning your Move In Checklist, please provide us with any additional contact information. **If not returned, you may be held responsible for issues found after you vacate the property.**
- 2. UTILITIES:** Unless your lease indicates otherwise, utilities are the responsibility of the resident and must be switched to your name to avoid any interruptions in service as of the date of your lease.
- 3. LEASE PAYMENTS:** In accordance with the provisions of your lease, your rental payment is **due** on or before the **1st day** of each month. If you fail to pay any month's rent as provided in the lease agreement, you will be charged late charges until your rent is paid in full. However, if we receive the rent by **5:00 p.m.** on the **fifth (5th) day** of the month, we will waive the late charges for that month. Any payment received after the 1st of the month must be in certified funds, to avoid delay in checks clearing our account and paying our owners. Our firm does NOT accept cash payments of any kind. **For security reasons, only certified funds or money orders will be accepted after the 1st of each month.** Your late charge is printed in your lease. We have a mail slot through which you may drop your rental payment after office hours. Your cooperation in adhering to this payment policy is appreciated.

If the rent payment is not received by 5:00 p.m. on the 5th day, we may serve and charge you for a Notice to Quit and Vacate (NTQ) (an eviction notice demanding that you pay immediately or move).

- 4. OFFICE HOURS:** Monday - Friday 8:30 AM to 5:00 PM (except on holidays) We have a night drop, put New Bern Rentals on envelope when delivering.
- 5. NON-SUFFICIENT FUNDS (NSF) CHECKS:** The consequences of a rent check being returned to us for non-sufficient funds (NSF) are costly. After receiving an NSF check, we will no longer accept your personal check for payment of future rents. When your rent check comes back NSF, it is as if rent has never been paid. At that point, it costs you a NSF check handling charge, **plus** the late charge printed in your lease. These charges accrue in accordance with your lease. Once we have communicated with you and have made notations of your intentions to make your NSF check good with a money order or cashier's check (no personal checks), it is up to you to fulfill this agreement.

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in

order for us to continue to accept your personal checks. The NSF fee must still be paid. **NSF rent checks will not be re-deposited.**

7. **BILLING LATE CHARGES:** This expense to you is stipulated in your lease. To prevent unnecessary expenses to you, please pay your non-rent charges on a timely basis.
8. **MAINTENANCE:** Please call 252-670-0045 for all maintenance issues, report them through your tenant portal or email Donnie DeCamp at nbrinformaton@gmail.com. New Bern Rentals will handle your call immediately and let you know when maintenance will be calling you to schedule an appointment. If you do not hear from anyone regarding your repair request within 3 business days, please contact our office so we can make sure you have been scheduled accordingly.

-Cable TV and telephone installation and maintenance expenses are the responsibility of the resident. These are considered to be luxury items. The property owner must approve any installation of antennas, drilling through walls or other penetration of the structure. Please allow sufficient time to obtain this approval.

-If a light fixture is marked to use no more than a 60-watt bulb and you use a 100-watt or larger bulb, you can create a short and a possible fire hazard.

-If one of our repairmen report that a problem was due to your negligence or there was no issue to be resolved when the maintenance man arrived at the property, you will be billed the total expense of the repair bill. If you call a repairman, we cannot reimburse you for the amount of the bill. If you fail to pay one of our contractors for maintenance issues caused by you or your residence/guests, we will deduct the amount owed from your rent payment, which will cause you to be delinquent on your rent and you will be charged late fees as explained above.

9. **EMERGENCY REPAIRS:** Please familiarize yourself with the Emergency Maintenance Sheet in this Tenant Packet that you were given with your lease. Always call 911 in the event of a fire or break in. If you have a problem with your power, water or sewer, please first call your service provider to avoid any costs charged to you if the repair is not something that was the responsibility of the owner, or New Bern Rentals to repair.

Routine maintenance problems which occur after normal working hours, on holidays, or weekends will be deferred until the next business day. Only the following emergency calls will be handled after normal office hours:

Emergency repairs (as defined below) should be reported immediately.

A. FREE FLOWING WATER that cannot be turned off and may result in damage to personal property and the home.

- B. **ELECTRICAL PROBLEMS** that may result in complete loss of power, possible fire and damage to the home and contents.
- C. **BACKING UP OF SEWER LINE** which may create health hazards.
- D. **NO HEAT** during winter months.
- E. **EXTERIOR DOOR LOCKS** not locking which may cause the property to be unsecured.

Maintenance problems in the following categories **ARE NOT CONSIDERED TO BE AN EMERGENCY** and will not be acted on until the next business day, so please do not expect a return to normal service sooner.

- Air conditioning problems
- No hot water
- Low water pressure
- Broken Windows
- Homes with (2) complete bathrooms-toilet stoppage in one of the bathrooms
- Refrigerator/Dishwasher/Garbage Disposal/Microwave problems

Repairmen are not employees of our company and consequently, we do not control their work hours. Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner. If you require a special appointment time with a repairman that results in the repairman billing us an extra fee, you will be billed the amount that exceeds the regular service fee.

Please keep in mind that while your problem may cause you inconvenience or discomfort, it may be something that can wait until the next normal working day. Again, your cooperation in this matter is appreciated. Please do not vent your frustrations on the serviceman sent to help you.

11. **SEWER STOPPAGE:** You are responsible for the cost to correct plumbing damage and sewer stoppage caused by your use. If the sewer needs auguring due to a stoppage caused by your abuse or negligence, you will be charged the full expense of unclogging the sewer line.

12. **GAS APPLIANCES: Caution and safety is a must when using gas appliances.** If your home has a gas stove, hot water heater, furnace, or you are using gas space heaters **be extra careful!** If you smell gas in the home, prior to re-lighting the pilot light on your stove or re-lighting other gas appliances, make sure the home is properly ventilated by opening windows and doors. If, after you have properly ventilated your home, you still smell a gas odor, please call the office so that a contractor may be dispatched to check out the unit. When using gas stoves and gas wall, floor or space heaters be sure to leave a window partially open, especially in sleeping areas.

13. **FILTERS:** Air conditioning and heating filters require cleaning or replacement AT LEAST ONCE EACH MONTH (trouble remembering? --do it when you pay the rent or Electric Bill!). Depending on the conditions, it may be necessary to replace the filter twice a month in order to be fully effective in keeping dirt out of the air conditioning or heating elements. Changing or cleaning these filters is your responsibility. If there is a breakdown of the system caused by dirty filters, you will be charged for the cleaning and necessary repairs. Clean filters also mean lower maintenance and utility bills. If your filters are found unchanged at any Inspections, the filter will be changed and you will be charged \$5 per filter.

14. **LAWN FERTILIZATION:** In the spring of each year the owner, at no cost to you, may fertilize the lawn. If your lawn is fertilized it is your responsibility to water it sufficiently to avoid burn damage. If the owner of the property you occupy has contracted this service, the company applying the fertilizer will contact you and leave instructions on how to maximize the benefit of their treatment.

15. **LAWN MAINTENANCE:** You are responsible for upkeep of the lawn, shrubbery, and trees on a continual basis. This includes cutting, weeding, edging, trimming, and watering of the lawn. Remember, the exterior appearance of the home reflects the living conditions of the residents. *If you rent an apartment, lawn maintenance is not your responsibility unless outlined in your maintenance addendum.

16. **BASKETBALL EQUIPMENT:** Please do not install any type of basketball equipment on the roof or any other portion the house. Installation of this equipment may cause damage to the roof of the home.

17. **PEST CONTROL:** The control of mice, ants, roaches, silverfish, scorpions, etc., is your responsibility. The property owner does not provide this service, unless noted in writing upon initial check-in and then only a one-time treatment.

18. **PETS:** Contact our office before acquiring any pet. Failure to do so is a violation of your lease. Some owners do not permit pets. If you do obtain a pet(s) you must control it to insure no damage or disturbance occurs. Any damage caused by pets will be charged to you. Pit Bulls, Bull Terriers, Doberman Pinschers, Rottweilers, Boxers, Bulldogs, Chows, and/or other breeds as outlined in our Pet Restrictions are not permitted under any circumstances. Your pet deposit is non-refundable.

19. **PARKING OF VEHICLES:** Please **DO NOT** park or clean vehicles on grass areas around the home. Major vehicle repair is not allowed in the driveway or on the street in front of the home. No vehicle washing allowed at residence.

20. **SMOKE ALARMS & CO Detectors:** All rental property must have a minimum of one smoke alarm and 1 CO detector. You should check the alarms and detectors periodically to insure they are operating properly. The primary cause of an

inoperative unit is "dead" batteries; it is your responsibility to replace them. To determine if the smoke alarm/CO detector is operative you can hold a candle or a lighter next to it. Some alarms will beep to indicate a weak battery. To check the battery, take a broom handle and push it gently against the center of the detector's cover. If the batteries are okay, the alarm will sound. Notify us immediately if your home does not have a smoke alarm/CO detector or if the one(s) you have are inoperative.

21. **HOA/POA Covenants and Restrictions** All covenants and restrictions set forth by the Home Owner or Property Owner Association where your rental property is located (if applicable) must be adhered to. You received a copy of these documents with your lease. Please contact New Bern Rentals for a copy if you misplace them.

22. **NEWSLETTER:** To keep you advised of any changes in procedures, problem areas, and information we believe will be helpful, we may send you a periodic letter. If you have any suggestions, recommendations, or comments you believe would be beneficial to our other residents, please let us know and we will include them in the newsletter.

23. **LEASE TERMINATION:** During the thirty (30) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of a lease renewal. Should these provisions not coincide with your plans, we ask that you arrange for a checkout as outlined below. Please **provide us with thirty (30) days written notice** if you do not plan to renew your lease or if you plan to vacate your home at any time prior to your normal lease expiration. Please also make sure you provide us with a forwarding address so we can send your Security Deposit and any correspondence once you have vacated our rental property. **If you fail to vacate the Property on or before the Termination Date of your Lease or at the end of any renewal period, you will pay rent for the holdover period and indemnify Landlord and/or prospective tenants for damages, including lost rent, lodging expenses, and attorney's fees.** Thirty days prior to your departure date we may place a sign in the yard, a key box on your home, and begin showing the property to prospective residents. A key box is a locked container in which a key to the property is placed. The key box may be opened with a special combination thereby enabling the New Bern Rentals representatives and cooperating brokers to gain access to the property. If a key box **is not authorized**, you must submit a written notice of withdrawal. Please do not allow any prospective residents in your home unless accompanied by a real estate agent. Showings will be scheduled between 9:00 a.m. and 5:00 p.m. Monday thru Friday unless otherwise authorized. Your lease allows us to enter your home for the purpose of showing the property. We will make every effort to cooperate with your schedule, but we must be allowed access to show the property to prospective tenants.

24. **CHECK-OUT PROCEDURES:** A check-out inspection of your home must be accomplished before any security deposit can be refunded. The check-in inspection will be used as a reference for check-out. Please be certain the property is ready for inspection at the appointed time. **Utilities must be on during the inspection**

25. **CARPET CLEANING:** The property carpeted areas must be cleaned by a professional carpet cleaning company, and a receipt must be provided at move out. New Bern Rentals recommends and uses Van Go Carpet Cleaning & Eastern Shore Carpet Care, please contact New Bern Rentals if you would like their contact information.

26. **MAILBOX KEYS:** If you are renting an apartment unit from New Bern Rentals, please take a copy of your lease to the Post Office located on S. Glenburnie Rd with the \$40 key fee to receive your mailbox key. New Bern Rentals does not keep mailbox keys at the office.

WE HOPE YOU ENJOY YOUR NEW HOME AND LOOK FORWARD TO WORKING WITH YOU



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SECURITY DEPOSIT REFUNDS

Security Deposits will be refunded within 30 days after move out. Please do not call prior to the 30 day time frame to inquire about your refund. Please make sure the following items have been taken care of in order to receive your full refund. If the below items are not taken care of, you will be sent a notice within 30 days and your refund will be sent in 60 days, with a detailed accounting summary.

Security Deposit Refund Checklist

- ✓ All Keys must be turned into our office by close of business on the day of move-out. If you are not able to have the keys in by the close of business please make arrangements with management.
- ✓ Property must be left in a clean condition. This includes:
 - Removal of all trash and personal items both inside and out.
 - Trash receptacles must be cleaned out. Do not leave trash in trash can and make sure trash can is stowed away (Not left at side of road for trash pickup).
 - Appliances have been cleaned inside and out. Stove/oven/vent hood, refrigerator, dishwasher, microwave, washer/dryer, etc.
 - Stove burner pans must be new.
 - Bathroom sinks, showers/tubs, toilets, floors, and walls must be clean.
 - Light bulbs must be working.
 - Kitchen and bath cabinets/drawers must be clean both inside and out.
 - Mirrors, light fixtures, ceiling fans and windows must be clean and free from dirt/dust.
 - Walls, baseboards, doors, and switch plates must be clean and free from holes, stains, and dirt.
 - Fireplaces must be clean.
 - All exterior storage facilities including garage, porches, decks, and storage rooms and buildings must be cleaned out and swept clean. Make sure there are no oil stains, rust spots, or spills.
 - Replace blinds and screens if damaged by you or an occupant or guest.
 - Please empty ice maker and move arm to off position.
 - Make sure all hot/cold water hookups going to washer are completely shut off.
 - HVAC filters must be new and the correct size. Also make sure grates are free of dust.
 - All known pet issues must be handled.
 - Carpets must be professionally cleaned and receipt is required.
 - Lawn must be mowed on last day of lease term. Please make sure bushes are trimmed and there are no weeds in the flower beds and please replenish mulch or pine straw

NOTE: IF ANY OF THE ABOVE ITEMS ARE NOT TAKEN CARE OF BY THE MOVE OUT DATE THE TENANT WILL BE HELD FINANCIALLY RESPONSIBLE AND THESE ITEMS MAY BE DEDUCTED FROM SECURITY DEPOSIT.



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Emergency Maintenance

To report emergency maintenance needs during normal business hours, please call (252) 670-0045 and be sure the office is informed you have a maintenance emergency.

For After Hours Emergency Maintenance requests please call the above number, leaving your name, address, contact information and nature of your emergency. New Bern Rentals will return your call as soon as possible. If the emergency consists of a fire or break in, please call 911. If the emergency consists of a water emergency, please turn the water off at the main.

What is considered an Emergency?

The following are examples of maintenance emergencies:

- The main sewer line is backed up,
- A pipe broke/burst and water is leaking in the home
- There was a break in and you have unsecured entrance to the home
- There is a fire in the home

*If it is after 5pm and before 8am and the call is not an emergency, you could be charged for the maintenance call.

Who to Call and What To Do in the Event of an Emergency

In the event of a plumbing emergency, please locate the main water valve at the street and turn it off until you can reach New Bern Rentals

If you smell gas/propane or a strange odor, please call your gas provider. Immediately leave the area and cease usage of any items that require gas/propane

In the event of a fire/if you smell smoke or you suspect a break in, please call 911. After you have followed their instruction please let a message at (252)-670-0045 and we will follow up with you.

What To Do if You Are Locked Out of Your Rental Property

If you are locked out of your residence within normal business hours, you may come to the office located downtown at 312 S. Front St in New Bern NC and pick up a key. The key must be picked up by the named person(s) on the lease and returned before 5pm the same business day or you will be charged a \$5 key charge. ***If you are locked out of your residence after hours***, please call a local locksmith. New Bern Rentals uses and recommends Ernuls Locksmith. Their contact number is (252) 633-0171.



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Utility Information Sheet

All utilities unless otherwise stated in your lease, must be turned on in your name no later than close of business on the day your lease starts.

Electric/Water/Sewer/Trash/Recycling: City of New Bern
Gas: Piedmont

New Bern Rentals provides a list of Utility Companies for your convenience below:

Utility Type	Provider Name	Telephone
Electric	City of New Bern	252-639-2750
Electric	Duke / Progress Energy	800-777-9898
Electric	Tideland Electric	800-637-1079
Electric	Carteret-Craven Electric	252-247-3107
Water	City of New Bern	252-636-4056
Water	Town of River Bend	252-638-3540
Water	Utilities Inc	800-348-2383
Water	Craven County Water	252-636-6615
Water	Carolina Water Service	252-514-2963
Cable	Suddenlink	252-638-3121
Cable	Time Warner	252-223-5011
Phone	Century Link	252-633-9011
Gas	Eastern Propane	252-638-1193
Gas	AmeriGas	252-633-3179
Gas	Jenkins Gas Company	800-275-6264
Gas	Piedmont Natural Gas	800-752-7504
Schools	Craven County Schools	252-514-6300



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Move In Checklist

A Move In Checklist is provided at time of Security Deposit.

Tenant is responsible for filling out this form and notating any items in the rental property that need attention. Failure to fill out this form and return to New Bern Rentals within 5 days as stated by the lease, may deem tenant responsible for any and all damages noted at Move Out.

Move Out Checklist

Please make sure the Security Deposit Refund Checklist has been followed in order to ensure the necessary items have been taken care of as required by your lease. If not, the cost of the items may be deducted from your Security Deposit. Additionally, please ensure the following are taken care of before Move Out

- ✓ All rent money, late fees, returned check fees or any other charges associated with your account have been paid in full.
- ✓ The carpets (if carpeted) have been professionally steam cleaned at move-out (Receipts are required to be turned in with your keys).
- ✓ House has been cleaned and returned to rent-ready condition.
 - o This includes kitchens, appliances, sinks, tubs, toilets, and any other fixtures inside and outside the residence.
- ✓ All personal belongings have been removed
- ✓ Any and all trash has been properly disposed of
- ✓ If any nails were put into walls, holes have been repaired.
- ✓ All air filters have been changed, and all fixtures are working properly, including working light bulbs in every room where there is a light socket.
- ✓ Yard has been maintained and in the condition you received it in, with pine straw or mulch replenished.
- ✓ Any items noted at Quarterly or Move Out Inspection that are responsibility of tenant have been handled

If you have questions about any of these items please contact New Bern Rentals at (252) 670-0045.