

# **CASH HOLDINGS, LLC TENANT HANDBOOK**

(Additions and changes to the Handbook are made without notification. If you have any questions concerning any sections of the Handbook- email the management office for clarification.)

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## **PAGE 1**

**Street Address:** 870 NC Hwy 105 Bypass, Boone  
(Location for dropping & picking up only)

**For general questions- email is best communication.**

**Appointment is required via email if wanting to speak in person to a property manager.**

**Website:** [www.cashholdingsllc.com](http://www.cashholdingsllc.com)

**Mailing Address:** P.O. Box 125, Boone, NC 28607

**Phone:** 828-297-2019 - leave message if no answer.

**Email:** [cashholdingsboone@gmail.com](mailto:cashholdingsboone@gmail.com)

**Reception Office Hours:** Mon – Fri 9am-5pm (closed for holidays and inclement weather)

Cash Holdings is an online, virtual office and does not have typical office hours. All tenant correspondence is communicated through tenant portals, email and texting.

### **EMERGENCY:**

**Police or Fire dial 911**

**CALL 828-348-1350 for Emergency Maintenance**

**SUBMIT WORK ORDER**

### **Emergencies are:**

- No Water
- No Heat in Winter Months (Only if temperature is below 55 degrees)
- No Electricity- call electric company first for outage in your area. (Check to See if Breakers are "On" before - calling. Flip the breaker completely to "off" and then back to "on" position)
- Water Pouring into Unit (ex: from water heater)
- Toilet not operating (emergency only if there is one toilet in the entire unit)

**Locksmith for Unit Lock Outs:** 24 Hour - All Service Locksmith 828-467-2887

### **Utility and Cable Company Numbers:**

#### **Water -**

Town of Boone 828-268-6222 (Must set up account in person.)

#### **Electricity –**

New River Light & Power 828-264-3671 (<https://nrlp.appstate.edu>)

Blue Ridge Electric 828-264-8894 (<https://www.blueridgeenergy.com>)

#### **Cable & Internet –**

Spectrum 888-438-2427 (<https://www.spectrum.com/services/north-carolina/boone>)

Skybest 800-759-2226 (Junaluska Rd Cabins)

AT & T 800-439-7133

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### **RENT PAYMENTS:**

Due on the 1st day of the month and considered late on the 2nd day. Payments not received by 4pm at our office drop box on the 5th day of the month will be charged a 5% late fee. Online payments through your tenant portal are preferred. Acceptable payments are checks, money orders or cashier checks. Cash and credit cards are not accepted at the office. You may use a credit card through your tenant portal with a service fee. If you are mailing your payments- we suggest mailing on the 25th of the month prior to the due date. Payments received are applied to the oldest amount due.

Payments should be made payable to:

Cash Holdings, LLC

P.O. Box 125

Boone, NC 28607

### **PAST DUE NOTICES:**

If payment has not been received by the 5th – expect a Notice to be emailed and texted to you and your co-signer. If payment has not been received by the date on the Notice, legal action will be taken. You will be charged all court and attorney costs we incur for the collection of your late rent payments and unpaid charges. Protect your credit by paying rent on a timely basis. Bad credit will follow you for many years and can affect future loans such as home mortgages and vehicle loans.

### **SECURITY DEPOSITS:**

All security deposits are held in a trust account with Lifestore Bank located at 1675 Blowing Rock Rd, Boone, NC 28607. Security Deposits cannot be used to pay rent payments including the last month's rent payment. Security deposits are refunded within 30 days of the move out date. Damages and unpaid charges, if any, will be deducted. Information concerning your security deposit will not be given over the phone. Email all questions 30 days after the Lease termination date.

### **PET DEPOSITS & FEES:**

Not all rental units allow pets. Before bringing any type of pet to your rental unit- check with our office to see if they are allowed. There are pet fees and deposits required on all rental units allowing pets. Pet Addendums are required on all allowed pets. It is your responsibility to let us know if you have a pet. This is for the safety of our employees and your pet. We want to reduce the chance of pets escaping during maintenance work as well as keeping employees safe from animal bites. If any unapproved pets are found in the rental unit you will be charged a \$250.00 fine as well as requiring the pet to be removed from your unit.

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### **MOVE-IN DAY:**

Move-in date is found on your lease. Please do not request an earlier move-in date.

Maintenance Week and Move-In Day are extremely busy times for our office. The best way to communicate with us during these times is through

email: [cashholdingsboone@gmail.com](mailto:cashholdingsboone@gmail.com)

The August rent payment is due before or at time of key pick up. Online payment is preferred through your tenant portal. Acceptable payment methods are personal checks, money orders and cashier checks. Cash and credit cards are not accepted in the office- only through your tenant portal, with service fee. If you cannot pick up your keys during move-in day hours- notify us and make arrangements for a future date. You are expected to pick up your keys in person. Move-in Inspection forms are provided at move-in and found on our website. Parking can be a challenge on move-in day. Please be patient and considerate when bringing in additional moving vehicles. Parking spaces are limited for our tenants. Remove additional vehicles immediately after unloading so that other tenants can get to their parking spaces. Be aware that neighbors to the rental units and complexes do not allow parking by your visitors and/or family assisting you with your move in.

### **KEYS:**

Bring driver's license and vehicle registration to pick up keys. Original keys are expected to be returned at move-out. If you are locked out of your unit or bedroom - we will loan you a key if a property management employee is available at the office. If loaned key is not returned promptly- you will be charged \$25.00. If an office key cannot be provided you will need to call a 24 hour locksmith and arrange the service and payment. Locksmith fees are not refunded by management. (Property Mgt office does not keep regular business hours.)

### **MOVE IN INSPECTION FORM:**

You are expected to fill out the move-in inspection form and return or email to our office within 5 days of your move-in. The inspection form is for your protection. You could be charged for any damages and/or repairs if you do not report damages within the 5 days of move-in. If you find any maintenance issues or repairs at move-in that require our attention- write the issues on your move-in inspection form **AND** submit a maintenance request through your tenant portal. If you do not return the form within the 5 days- we consider everything to be in good working order.

### **PARKING SPACES:**

For complexes that require parking stickers- you are required to display stickers as instructed. Parking is provided for tenants only. Visitor parking is not provided. **Towing Company MUST be able to see your sticker.** Do not park outside parking space lines, in front of dumpsters, fire lanes and in the yard or grassed areas. Tenants will be charged for damages to lawns and grassed areas. Vehicle(s) obstructing the dumpster areas will be towed at owner's expense regardless if you have a sticker. There will be no exceptions to the parking signs and parking rules. Towing is enforced 24 hours. Property management and owners do not refund towing charges. Do not ask for refunds.

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**MAINTENANCE REQUESTS & TENANT PORTAL:** Report all maintenance requests through your tenant portal. Maintenance requests cannot be accepted through phone calls, emails, text messages or parents. Maintenance requests are handled in order of receipt and severity. When reporting appliance issues - include the brand of appliance in your request. If possible, include the model and serial number of the appliance. Report damages and repairs immediately. Tenants are responsible for their individual bedrooms and bathrooms. All roommates are equally responsible for the common areas. If you and/or your guests have caused damages during the lease period you will be invoiced after the repair(s) and/or replacement(s) are made to your unit. **Light bulbs-** it is the tenants' responsibility for replacing light bulbs.

**PLUMBING- CLOGGED DRAINS:** You are required to keep all drain lines, plumbing and sewer lines clear and open at your expense. This includes sinks, garbage disposals, dishwasher lines, shower & tub and toilets. Tenants are billed for plumbing service calls if it is determined that tenants are the cause of the issue. (i.e. removing foreign objects from a garbage disposal) If we have not received a plumbing maintenance request within 5 days of your move-in, we will consider the plumbing to be in good working order.

### **Here are some helpful tips in keeping the lines open:**

#### **Bathroom Sink & Tub:**

Hair and plastic razor covers are the main culprits for clogs. Purchase drain screens to help prevent clogs. You will be charged to unclog drains.

**Garbage Disposals:** Large quantities of food, peelings, bottle caps, bones, nuts, broken glass etc are not meant to be placed in the disposal. Scrape dinnerware & cookware into the garbage can prior to rinsing off small crumbs into the disposal. Food and hard items become lodged in the disposals and/or drain lines.

**Kitchen Sinks & Dishwashers:** Do not pour grease or oil into drain lines. The drain lines will become clogged. If you are experiencing dishwasher problems- take dishes out of dishwasher and wash by hand. Do not leave dirty dishes in the dishwasher. This attracts insects and causes unpleasant odors. Place a work order through the tenant portal.

**Toilets:** Do not flush non-flushable items. Keep a plunger in your unit for unclogging toilets and sinks.

**PLUMBING-PREVENTING FROZEN PIPES:** Tenants are required to provide heat to the unit during cold and winter months. Freezing temperatures occur from October – April. Frozen pipes can burst resulting in costly water damages and repair charges to tenants. If you have fuel tanks, fill prior to cold weather.

#### **Follow these helpful tips to prevent frozen pipes:**

- 1) Keep the heat set at least at 55 degrees even if no one is going to be home.
- 2) Open kitchen and bathroom cabinet doors to allow heat to the pipes.
- 3) Disconnect outside water hoses.
- 4) Send an email to us letting us know when unit will be vacant for any extended time during these months.

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**ELECTRICAL OUTAGES:** Check breakers before submitting a maintenance request. If you are without power in a bathroom or kitchen- check for an outlet (GFI), along the counters, that has a reset button. If still no power, submit a maintenance request. If you are without heat, contact the emergency line.

**GARBAGE DISPOSAL ISSUES:** Prior to requesting a maintenance request on the garbage disposal- turn off disposal and check for any items obstructing the blades. Typical items that cause blockage include, but are not limited to, silverware, bottle caps, excessive food, nuts, broken glass and bones. Nothing larger than crumbs should be placed into garbage disposals. Check the reset button on the garbage disposal underneath the sink prior to submitting a maintenance request. If you still need to report a maintenance request- place maintenance requests through your tenant portal. Tenants will be charged for removal of items clogging the disposal and for damages to the disposal through misuse.

**DISHWASHER ISSUES:** If the dishwasher has power but will not start – hold the “on” button for 10 seconds. If this does not reset the dishwasher – send in a maintenance request through your tenant portal. If there is water coming out of the dishwasher, turn off and send in a maintenance request. Dishwashers are not considered an emergency and the appliance repairman will be scheduled. You are expected to hand wash your dishes until a repairman arrives. Soiled dishes left in the dishwasher makes repairs difficult. Remove dirty dishes and wash them by hand.

**RENTER’S INSURANCE:** The owner of your rental unit pays for the property insurance on the dwelling only. This insurance covers the building and property of the owner. It is highly recommended to tenants to purchase renter’s insurance to cover personal property and tenant’s liability. Your personal items, inside or outside of the dwelling, are not covered by the owner’s property insurance. Renter’s insurance can be obtained from an insurance company of your choosing and at reasonable rates. Some tenants have been able to obtain renter’s insurance through a parent’s homeowner’s insurance policy. We recommend that you have renter’s insurance in place by the day of move-in. The owner and agent will not cover losses of personal property.

**COMMON AREAS:** Common areas are jointly shared by all tenants of a unit. This includes all rooms in the unit other than your individual bedroom. All tenants are required to keep decks/porches, walkways, yards, parking lots and doorways free of trash and rubbish. Tenants are required to keep items such as furniture, grills and trash bags off of the walkways and decks for safety reasons as well as keeping the property free of unsightly rubbish. Items left out in these areas could be hauled off by maintenance at the tenant’s expense. Do not place furniture, blankets, towels, tarps and any items in the grassed areas that will kill the grass. You will be charged to re-seed and straw these areas.

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**TRASH:** Do not set garbage outside the entry doors. Take trash bags to the trash cans or dumpsters. Place trash into the containers. Do not lay trash outside of the containers. Contact management if dumpsters are full. Do not leave bottles and cans outside. Do not throw cigarette butts on the ground. You will be charged for trash removal if trash is found around your rental unit and on the grounds. If your unit has weekly trash service, you are required to have trash in the cans and placed in the pickup area no earlier than the evening prior to trash day. Trash cans must be returned to the rental unit on the day of trash pickup. If you are not able to place all of your trash into the provided trash containers prior to the scheduled pickup day- take your trash to the local landfill located just past New Market. Trash bags attract animals and insects. Animals will tear open trash bags and make a large mess. You will be charged a fine if maintenance picks up trash from your area.

### **PROHIBITED ACTIVITIES & ITEMS:**

- 1) Parties and loud noises.
- 2) Climbing on to and sitting on the roofs.
- 3) Bonfires, fire pits and barbeque grills. Tenant shall not have open flame fire on the premises other than permitted grills or fire pits that are currently in place. Absolutely no grills are allowed on covered decks. Tenant will be responsible for any damages and repair costs due to any unpermitted fires. It is the responsibility of the tenants to take care and precautions in building fires in the permitted fire pits and grills.
- 4) Dartboards- do not hang dartboards inside or outside of your unit. You will be charged for damages.
- 5) Hazardous Materials- do not store fuel containers or space heaters in or around the premises.
- 6) Waterbeds are not permitted.
- 7) Guns or any type of firearms are not permitted.
- 8) Signs & Posters- do not hang offensive and/or objectionable signs and posters on the inside or outside of the premises that are visible to others through windows. Property Manager has final word on what is offensive and/or objectionable.

**OVERNIGHT AND LONG-TERM GUESTS:** A guest is permitted to stay for an occasional night or a weekend. You must obtain permission from management for allowing a guest to stay longer than 48 hours. Tenants may not allow an additional person(s) to reside in the unit not specified in the Lease Contract. You will be subject to a \$100 per day fine for each unauthorized person occupying the unit.

**LEASE RENEWALS:** We begin pre-leasing for next year in October. Our office will send out a renewal notice to all current tenants. Current tenants in good standing with management will be given a deadline date for notifying our office with their intentions of renewing. After this deadline date- rental units will be assigned to new tenants on our waiting list.

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**BREAKING YOUR LEASE:** Your lease is a legally binding contract. It can be very expensive to break your lease. If you are thinking about breaking your lease-communication with our office is very important. You will still be responsible for all rents and charges if you move out of the unit before the end of the contract date. If payments are not made, legal action will be taken against you and your guarantor. A judgment will be placed against you and your guarantor which can last up to seven years. Bad credit can prevent you from obtaining car loans and mortgage loans as well as other loans.

**SUBLEASING:** We allow subleasing to qualified tenants. Notify our office as soon as you decide to sublease.

### **Subleasing Requirements:**

- 1) Email our office that you want to sub-lease. The Subleasing Requirement and Instruction form is found on our website under the Tenants tab.
- 2) New sublesser must contact our office for an application link. Applicants must also pay an application fee.
- 4) Roommate(s) and their guarantors must sign a form approving the new roommate.
- 5) There is a \$300 lease transfer fee payable to Cash Holdings, LLC.
- 6) Follow the instructions for Move-Out Day prior to moving out.
- 7) Continue to pay rent payments until a qualified tenant is found. You are still responsible for the terms of your lease through the end of the lease period. If your sub-leaser fails to pay rent, you will be contacted and expected to pay the rent and fees.
- 8) Do not disconnect electricity and water. These must stay on in your name until a qualified tenant is found and the utilities are placed in the sublesser's name.

### **MOVE-OUT DAY:**

To lessen the workload and stress of moving out- we suggest that you begin cleaning and making repairs several weeks prior to the day of your move-out. Packing, cleaning and making repairs are not possible in one or two days.

- 1) Follow the move out cleaning instructions found on our website at [cashholdingsllc.com](http://cashholdingsllc.com). Print off the forwarding address form (2nd page to move out cleaning instructions) and turn in with the keys at move out.
- 2) Do not disconnect the electricity and water until the end of your lease period.
- 3) Forward your mail by filling out a form online or at your local post office.
- 4) Pay all utilities and any services to your unit prior to move-out. Do not allow the utility company to disconnect your service due to non-payment. You will be charged a re-connect fee.
- 5) You will be sent an email instructing you to bring keys to the office or to leave them in the unit.



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6) Keys must be turned in by the termination date of the lease to avoid key charges. If keys are not turned in prior or on the day of move out- you are not allowed to mail the keys to our office to avoid re-keying charges.

7) All questions concerning move out must be submitted in writing. Email questions to [cashholdingsboone@gmail.com](mailto:cashholdingsboone@gmail.com).