



**Townsend Rentals Mission Statement:**

To provide the best customer service possible.

**Townsend Rentals Vision Statement:**

To be the first choice in a worry-free property management experience.

# Tenant Handbook

592 Executive Pl.

Fayetteville, NC 28305

(910) 323-8666

[www.townsendrentalhomes.com](http://www.townsendrentalhomes.com)



Thank you for renting from Townsend Rentals. We sincerely appreciate you placing trust in our company to serve your housing needs as we know you have many options.

Our entire focus is to make sure you have an amazing experience. Our primary goal is to provide superior customer service, to both owners and tenants in an honest, ethical and transparent manner. We know that both parties have certain expectations and needs and we will do our best to ensure that these needs are met.

Townsend Rentals is a 3rd-party manager, meaning, we are managing properties owned by others and we have a fiduciary responsibility to represent the interests of the Owner. They hire us and expect us to manage their investment in a professional manner.

The initial focus for our tenants is to ensure that you receive a clean property in good condition with all the features of the property functioning properly. If you have any issues upon moving in, please let us know immediately so that we can make it right.

The rest of this handbook contains issues that could affect you during your lease period. We recommend that you read it thoroughly. Although courtesy and consideration of one's neighbors is always a good substitute for rules, the following guidelines should be helpful in maintaining the satisfaction of all tenants. This handbook is **not** a contract (please refer to your lease for that) but a guide to help you understand your responsibilities as a tenant.

Thank you again and Welcome Home

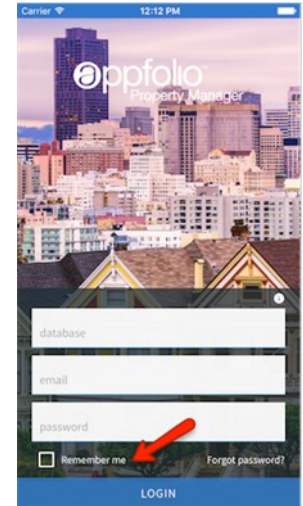
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Office Hours: Mon – Fri 8:30 am - 5:00 pm, Sat. 10-3  
Closed Sunday

## Log In on the Mobile App

The AppFolio mobile app provides all the same functionality you experience while logged into your AppFolio account on a desktop or laptop computer.

1. Tap the **AppFolio icon** on your device's screen. You must log in the first time you use the app.
2. In the **database** field, type your database URL, or just the company name portion of your database URL - townsend.appfolio.com.
3. Type the **email** and **password** you use to log in to AppFolio and select “**Remember me**” so you'll be automatically logged in when you open the app from now on.
4. Tap **LOGIN**.



disputes are reviewed by our disposition team who will carefully review and consider any refund if warranted.

For a complete list of North Carolina's Landlord-Tenant Law please visit:

[https://www.ncleg.net/EnactedLegislation/Statutes/PDF/ByArticle/Chapter\\_42/Article\\_6.pdf](https://www.ncleg.net/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_42/Article_6.pdf)

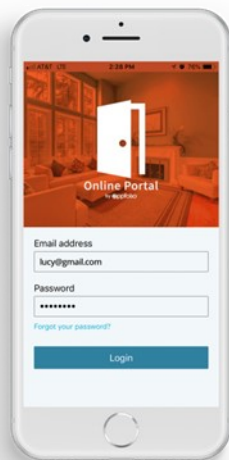
### Download AppFolio Mobile Apps

AppFolio's mobile app for iOS and Android devices is available for download from the App Store® and on Google Play™. Use the mobile app to quickly access your database on the go.

Download the Online Portal mobile app from the App Store®

and Google Play™ to more easily make payments, submit maintenance requests and access shared documents from any mobile device. All of the same features are supported in the mobile app and it features a new login experience. No more forgotten passwords!

\*Your device must be upgraded to **iOS 10** or **Android 6+** to support the mobile app.



### MOVE-IN ORIENTATION

We perform our own walkthrough of your new house or apartment just prior to you moving in. Our goal is to make sure that everything is in working condition and clean. Pictures are taken by us and we do our own punch list of work that needs to be done. We ask that you do your own inspection of the property upon moving in and let us know if you find any problems via email or through the tenant portal. Our expectation is that the property looks just as good, if not better when you move out.

### SECURITY DEPOSIT

Townsend Rentals requires a security deposit on all units rented. At the time of move-out, it will be dispersed as per NC General Statutes - Chapter 42 Article 6. Deposits are not to be used for payment of final month's rent.

### UTILITIES

Tenant shall bear full responsibility through the term of their lease to pay for all *applicable* utility services for the premises, including but not limited to gas, electric, cable, internet, and telephone service. PLEASE NOTE: A violation fee will be applied to your account for failure to turn on utilities.

### PETS

Pets are **not** allowed without the written consent of your property manager. This written consent is a pet addendum and normally requires a **\$250 non-refundable pet fee/pet**. If pets are accepted, you are required to fill out a pet application and register your pet at <https://www.petscreening.com/referral/bxUOSLGtGtaSC5>

## RENT & LATE PAYMENTS

Rent is due on the **1<sup>st</sup>** **by** the **5<sup>th</sup>**. Townsend Rentals makes it easy to pay your rent by offering multiple options:

- Sign up for direct withdraw from your checking account (ACH) through your tenant portal
- Pay by credit card (additional fees apply)
- Personal Check (mailed in or dropped off)
- CASH is **not** accepted

Rent must be **received** in our office **by** the 5<sup>th</sup>. A late fee will be applied to your account on the 6<sup>th</sup> equal to 5% of your rent amount.

All fees collected **will be applied** to the oldest balance owed.

## INSPECTIONS

Townsend Rentals performs at least 1-2 inspections on your house or apartment every year. We will notify you in advance and make arrangements so that you are present if you desire (*though not required*). Our goal with these inspections is to make sure the property is being properly maintained and to alert the owner to potential preventative maintenance issues.

The main issues we are looking for are:

- The exterior of the home is clear and free of debris.
- The yard is properly maintained (grass cannot exceed 3")
- No excessive damage to carpet or walls
- No unauthorized pets

That there are no fire hazards i.e. proper use of surge protectors. Fire Code prohibits the use of extension cords

notice to be effective (required to terminate or renew the Lease), the notice must occur prior to the last day of the month which is two months preceding the intended end of the Lease Term. For example, to end the Lease on April 30, the notice must be received on or before February 28.

Please ensure that the thermostat is set to 65 degrees. Utilities are to be left on for 3 business days following move out.

NOTE: You **must** complete your current lease before you can vacate without penalty. In certain situations, you will not be given a renewal option. In this case, you will be given a notice to vacate at the end of your lease.

Should you provide notice to vacate or if we do not renew your lease, you will need to reference our vacating guidelines found on our website. The expectation is that the home is returned close to the same condition in which you received it.

Part of the expectation is:

- All move outs are on the last day of the lease at our office. You will at that time return the keys and provide a forwarding address for your deposit.
- You are also to provide a professional carpet cleaning receipt (*if the home has carpet*)

After you receive your move out report, 30 days after move out, if you have *any* disputes, you will be required to appeal the report to us in writing, via email to [rent@townsendrealestate.com](mailto:rent@townsendrealestate.com) with photos (*if applicable*) detailing your concerns and reasons for the objection. It is recommended to include photos of the home when you moved in to help us better understand the dispute. All...

always try our best to accommodate you but, in the end, if a repair needs to be done to protect the home, **we will have to access the home with or without you.**

- If it is determined, without reasonable doubt, that a repair is needed due to tenant neglect or abuse, you will be billed for the entire repair.

### REMOVING/ADDING A TENANT (Lease Amendment)

To remove a tenant/roommate from the lease, we will first need to ensure the remaining parties income qualify (we may ask at that time for updated paystubs from remaining tenants).

Each tenant will then be required to submit a signed and notarized document from all leaseholders granting permission to remove the individual. Once received, a new lease will be sent out to all remaining parties.

If occupancy limits allow, you may add a tenant to the lease simply by having them apply on our website and submit a copy of their ID and 1-month income verification. When/if the applicant is accepted, we will send a new lease to all parties, including the new tenant.

There is a Lease Amendment Fee of \$75.

### BREAKING YOUR LEASE

You will need to contact your Property Manager for the process in terminating your lease and note that there *are* fees involved.

### MOVE OUT

When you decide that you are not going to renew your lease, we require that you provide a written 60-DAY NOTICE. For 60-day

as 'permanent wiring'. Portable power strips that are UL listed (fused & grounded) may be used in applications approved by the device's manufacturer. Surge protecting power strips are to be used only on sensitive electronic equipment such as personal computers and their accessories. Surge protectors and power strips must be plugged directly into a wall outlet.

- Smoke/CO Detectors are operational and working
- Furnace Filters are properly changed and maintained

If there is a major issue with any of the above, you will receive a "Notice to Cure" which will state that you correct the issue. We may also address any hazardous issue right away and apply a charge to your ledger (if due to tenant damage). If follow up inspection is needed, tenant is subject to \$25 fee.

### LEASE RENEWALS

A Townsend representative will contact you around 1 ½-3 months prior to your lease end date to discuss possible lease renewal or termination.

Should you wish to renew or terminate your lease, your required notice period is 60 days prior to the lease end date.

### KEYS/LOCKED OUT?

If you lock your self out during normal business hours, you can check out a key from Townsend's office with a key deposit.

If for any reason you get locked out of your home and a property manager or service technician is needed to come and help you gain entry, you will be charged a *minimum* \$50 trip fee.

Any weekend, after hours, and holiday lockouts will require you to call a locksmith at your expense.

If you are requesting a replacement key, a *minimum* \$25 will be assessed and due upon pick up from our office.

### CHANGES TO YOUR HOME

Any changes to your house or apartment must be approved by Townsend Rentals. If you want to paint the walls, add a satellite dish, or make any other change please contact your property manager. These changes must be requested and approved in writing.

### A/C & FURNACE SERVICE AND MAINTENANCE

Dirty furnace filters cause the HVAC unit to work less efficiently, which will result in higher energy bills for you. Per your lease, you are required to change your HVAC filter every month. Some furnaces do not provide easy access for filter changes. Please contact your property manager, if this is the case. If damage is caused due to the filters not being changed, you could be held responsible for that charge.

You are also responsible for changing your own light bulbs and batteries to smoke detectors. Refrigerator filters will be optional to the tenant to change.

### MAINTENANCE REQUESTS & REPAIRS

Listed below is a sampling of issues that we have faced in the past with an explanation on how we will handle the various situations:

- In a NON-Emergency situation, we require that a service request is submitted through your online portal. See page 9 for instructions on how to download our cell phone app.
- Our first order of business is to obtain permission from the owner before any non-emergency work can be done.

Remember, we do not own your property and cannot authorize work on it without the owner's permission. Our staff will make every attempt to contact the owner in a prompt manner.

- If the repair is URGENT (water, no heat/air, flooding, etc.) call us immediately. If the call is after 5:00 pm, holidays or weekends, your call will be routed to our after-hours operator.
- **The after-hours emergency line is for true emergencies.** Here are some examples of *true* emergencies:
  - \*Flooding/leaks
  - \*HVAC (no heat)/AC: If you call the emergency line after business hours for an Air Conditioner or Furnace not working, we follow an "80/40" guideline. In the summer months, we will do our best to dispatch a maintenance person after hours if the external temperature is going to be exceeding 80 degrees. During the winter months, we will dispatch our maintenance team after hours if the temperature is going to be below 40 degrees.
  - \*Electrical/fire hazard
- If you prevent Townsend Rental employees or subcontractors from accessing your home to perform a maintenance repair, you **will be charged a trip fee of \$75.**
- Tenants many times want to be at home when the maintenance staff or contractor arrives to perform a repair. While we want to accommodate your request to be there, we can't always make that happen. Nonetheless, we understand your apprehension and will