



**Sandhills
RENTALS**

PROPERTY MANAGEMENT

TENANT HANDBOOK

Sandhills Rentals, LLC

190 Turner Street, Suite D
Southern Pines, NC 28387
Phone: (910) 693-3300
Fax: (910) 693-3301
www.SandhillsRentals.com



National Association of Residential Property Managers



WELCOME TO SANDHILLS RENTALS

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and answer the most common questions you will have while working with a property management company.

Please take a moment to take a look through this packet, it will give you the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call one of our offices or come in and someone will be happy to answer any questions you have and help you in any way we can.

Sandhills Rental & Property Management is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help. We look forward to working with you.

Sincerely,

The Management Team

Staff

Marcus Larose
Owner / Broker - Commercial & Association Property Manager
910 528-2244
Marcus@SandhillsRentals.com

Tammy Stroupe
Director of Operations
910 690-3450
Tammy@SandhillsRentals.com

Todd Camplin - PGA
Vacation Rental Manager
910 315-7014
Todd@SandhillsRentals.com

Office Address
130 Turner Street, Suite B
Southern Pines, NC 28387
Phone: (910) 684-5050
Fax: (910) 693-3301

Hours of Operation
Monday – Friday | 8:30 am – 5:30 pm

Website
www.SandhillsRentals.com

PRIOR TO MOVE-IN

Transfer Utilities

Prior to moving into your new rental please have all utilities transferred into your name on or before the first day of the beginning lease date.

WHEN YOU FIRST MOVE-IN

Get To Know Your Property

When you first move-in, locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breakers or switches, and the breakers for the stove/oven, water heater and air conditioner-heating system.

Also locate the water shut off for the house. It usually is in the front yard near the sidewalk or road. Also locate the water shut off for the water heater and for under all sinks. Locating these items now may prevent or minimize damage later.

GENERAL RULES AND REGULATIONS

Part of Your Lease

This *Tenant Handbook* is part of your lease agreement and is legally binding on both parties.

The Property

You have leased a home...think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

Rent Payment Policy:

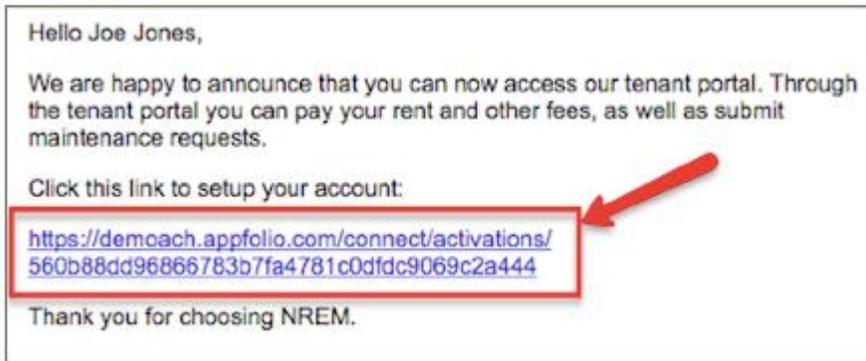
ALL tenants will be able to set up single or reoccurring rent payments online for FREE through your Tenant Portal using your bank account. Credit Card payments will be subject to an additional fee! **ALL rent payments made by check, bank check, money order or CASH will be subject to a \$5.00 CHECK PROCESSING FEE. The check processing fee will be due at the time the payment is made.**

Tenant Portal Overview

Pay your rent and other charges, and submit maintenance requests through your own safe and secure portal. **PLEASE NOTE THAT ALL RENT PAYMENTS MADE BY CHECK ARE SUBJECT TO A \$5 PROCESSING FEE.** There are no fees when paying online via bank account.

Sign In to Your Tenant Portal

You will receive an activation email from Sandhills Rentals containing a unique link. *Click* this **link** to establish a password and sign in to your portal for the first time.



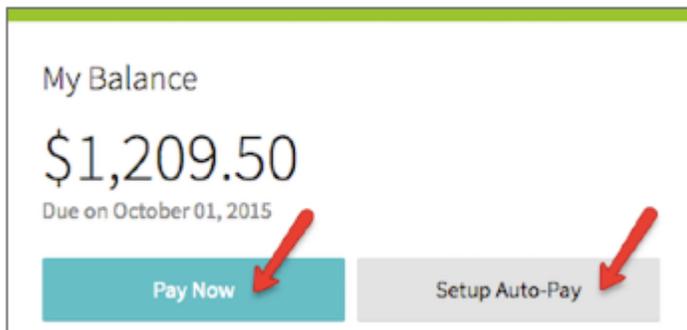
Bookmark or create a shortcut icon for the login page so it is easy return at any time. You will receive a confirmation email once your portal is activated. This email also contains the URL for the login page.

Note: If you have not received a portal activation email but would like to pay your rent online, contact your property manager to confirm your email and request an activation email.

Make a One-Time or Recurring Payment

Once logged in, you will land on the **My Summary** tab where you can view your current balance and details of current and future charges.

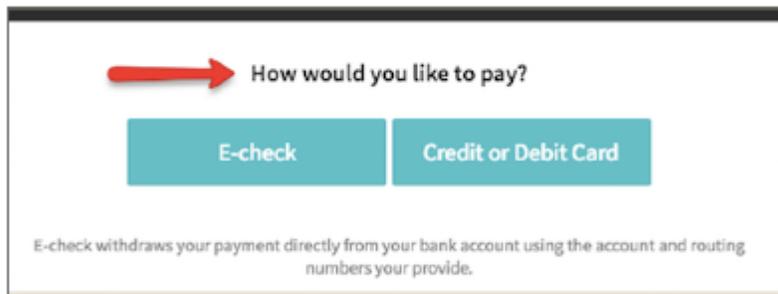
Click **Pay Now** to make a one-time payment, or click **Setup Auto Pay** to create an automatically recurring payment.



Select the **E-Check** or **Credit or Debit Card** option and continue. Please note that the credit/debit card option carries an online portal convenience fee that is added to the Total of your payment. E-check payment fees are instantly-rebated, so they are free to you. Credit/debit card payments carry an online portal fee that varies depending on the payment amount:

Payment Amount	Online Portal Convenience Fee
\$0.01 - \$900.00	\$17.00
\$900.01 - \$1,250.00	\$27.00
\$1,250.01 - \$3,000.00	\$37.00

Credit or debit card payments can be made from a Visa, Mastercard, JCB, or Discover branded card from any country. American Express, gift cards, or pre-paid cards are not accepted.



If you are making a **one-time payment**, continue through the steps to submit payment directly to Sandhills Rentals, LLC. You will receive a confirmation email once the payment is successfully completed.

If you set up a recurring **auto payment**, continue through the steps and select a date for the recurring payment to begin. You will receive a confirmation email once the payment is successfully scheduled.

Tip: With the auto pay option, you specify the account, date and amount to pay. Automatic payments are canceled automatically after your scheduled move out. Recurring payments are canceled automatically after your scheduled move out. This is a simple, easy, and secure way to pay your rent each month.

Rental Payments

All rents are due and payable on or before the 1st day of each month. The new tenant portal will be very user friendly and can be easily accessed from your computer or any of your mobile devices. With the new system ALL tenants will be able to set up single or reoccurring rent payments online for FREE using your bank account. Credit and Debit Card payments will be subject to an additional fee!

ALL rent payments made by check, bank check, money order or cash will be subject to a \$5.00 PROCESSING FEE. The processing fee will be due at the time the payment is made.

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office. Be sure to allow enough days mailing time for delivery of the mail, as payment must be received on or before the close of business on the 5th.

You may pay in person, Monday through Friday, 8:30 am to 5:30 pm. For your after-hour convenience there is a drop box to the left of the front office door. Rents remaining unpaid beyond the 5th day of the month are delinquent and are subject to additional fees. Rents remaining unpaid after the 5th day of the month are subject to additional late fees. Resident will additionally be responsible for charges and fees incurred to deliver a *Three Day Notice*. **Any funds paid late must be in certified funds. No personal checks will be accepted.** Sandhills Rentals, LLC reserves the right to refuse third party checks.

Returned Checks

The amount of any NSF checks, plus a \$25.00 fee must be paid in either certified funds or a money order within 24 hours of notification, or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at time of notification. If a personal check has been returned

for any reason, Sandhills Rentals, LLC reserves the right to insist that all future payments be made by certified funds.

Contact Phone Numbers and E-Mail Addresses

All residents are required to have telephone accessibility and to provide Sandhills Rentals, LLC with their home, cell and work phone numbers and their email addresses. If you have an alarm system, you must notify Sandhills Rentals, LLC of the entry code for this system. Please be sure to notify Sandhills Rentals, LLC when you change any of your contact numbers. **Even unlisted numbers must be provided.** A contact e-mail address should also be provided. Please include your home and work numbers with your first rental payment after you move in, or you may send it to your property manager via fax or e-mail. Please include your full name and address with the phone numbers so the correct information will be placed in your file.

Default of Rental Checks

If the rent is not received by close of business on the 5th day of the month in which it is due, resident will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

Sixty-Day Written Notice

A sixty day (60) written notice (prior to the end of any lease ending date) must be given to Sandhills Rentals, LLC if you desire NOT to renew the lease for another 12 month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. The notice should state a definite moving date.

Keys and Locks

Keys: If you lose or lock yourself out of your home during office hours there is a \$25 dollar charge to make a copy of our back-up set of keys. After office hours (later then 5:00 PM during the weekday or all day on weekends), there is a minimum \$80 dollar fee for an emergency maintenance response.

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Sandhills Rentals, LLC. SHR must have keys to each lock on the house. Sandhills Rentals, LLC may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Sandhills Rentals, LLC upon vacating the premises. If mailbox keys are needed, they may be obtained from the local Post Office. A copy of your lease agreement may be needed to provide proof of residence.

Trash, Garbage and Recycling

All garbage, trash and recyclable materials must be placed in appropriate containers. Sandhills Rentals, LLC does not provide trash receptacles and/or containers. The Resident is required to make arrangements to have garbage and trash picked up weekly. All containers are to be stored out of view from the front of the house. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at any given time.

Condominium/Homeowner Associations

Resident is responsible to obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restrictions of a condominium or homeowners association. Resident agrees to abide by all applicable rules and regulations.

The Rental Agreement is subject to the approval of the condo association or homeowners association and Resident agrees to pay any association application fees necessary for such approval (if applicable).

Should Sandhills Rentals, LLC or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the Residents failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the Residents, the Resident's guest or their invitees, then the Residents are responsible for the cost of curing any violation, legal and attorney fees, court cost, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. and other costs that may be incurred by Sandhills Rentals, LLC or the property owner.

******Disturbances, Noise and Nuisance***

All Residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the house drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-In/Move-Out Condition

When you rent a home from Sandhills Rentals, LLC, we strive to ensure that all items are in good working order. Please report any maintenance or repair request during your first 10 days of possession. If no report has been received, the property will be assumed to be in acceptable condition and any defects brought to our attention after the first 10 days of possession will be considered Resident's responsibility. No exceptions will be made to this policy.

Periodic Property Reviews

Sandhills Rentals, LLC will conduct periodic reviews of the premises to note its condition. You will be given at least 48 hours notice of inspections. We will attempt to accommodate all requests should the tenant want to be present for inspections. However, we reserve the right to enter the property if the tenant is not being cooperative. You will be notified of deficiencies, if any, that are a Resident responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Lease Agreement and grounds for termination.

Parking/Vehicles

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs such as changing a tire) is allowed at anytime. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property.

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 7 days. Only those persons listed on the rental application have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

Insurance

It is strongly urged that you obtain a renter's insurance policy. A copy of your declarations page should be given to Sandhills Rentals, LLC the first month you move in. Please notify your insurance company that Sandhills Rentals, LLC is the Landlord and must be notified of any change.

Resident understands that the Home Owner's property insurance does not cover Resident's personal property or protect Resident from loss or liability. Resident is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect Resident's personal property against loss or damage.

Pets

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by Resident, unless you have specific written permission from Sandhills Rentals, LLC in the lease document (a pet addendum), have completed the pet application and have paid a non-refundable application fee for each pet.

Should Sandhills Rentals, LLC find that a pet is being or has been kept on premises without the required permission, application, application fee and an executed Pet Addendum, the fee as indicated in your Rental Agreement will immediately be assessed, and in addition, the non-compliance may be considered grounds for termination of the Rental Agreement.

Resident will be charged for spraying for fleas and/or repair of any damage caused by the pet. Resident is responsible for your animal at ALL times. **Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.**

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Sandhills Rentals, LLC if you are not able to operate them. Please check the battery regularly, and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Management's signature by the resident with specific location of the installation and name of the service provided. The security/alarm code is to be provided to Sandhills Rentals, LLC within 48 hours of the activation of the system.

IN AND AROUND THE HOUSE

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has “popped” or “tripped”. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually used in locations where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI's are located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip”, reset them. Refrigerators, freezers and other appliances that require constant power should not be plugged into GFI outlets.

Pest Control

Please report any pest problem within your first 10 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered a Resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. Sandhills Rentals, LLC assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Resident will be charged for any damage caused by uncontrolled pests, including but not limited to ants building nests in the HVAC system and damaging the system.

Changing Paint, Wallpaper, Etc.

If you want to change the house décor in any way, inside or outside, please put your proposal in writing and submit it to Sandhills Rentals, LLC along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive a written confirmation. All work tasks must be done in a professional manner, and must be inspected and approved by Sandhills Rentals, LLC after completion. All improvements by the Resident are at the Resident's cost unless agreed to in write by Sandhills Rentals, LLC or the owner.

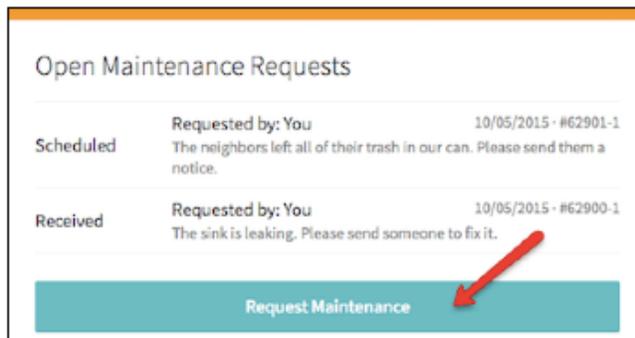
MAINTENANCE, DAMAGE AND REPAIR

For ALL property repairs please call our 24 Hour Service Contact Center at **(855) 442-6538**.

You also have the ability to log into the resident web portal to submit a “ticket” / repair request. This request will be emailed to our rental team and assigned to a team member for handling and follow-through of the repair.

Submit a Maintenance Request

From the My Summary or Maintenance tab, *click Request Maintenance*.



Enter a detailed **description** of the issue, *select* whether the property manager has permission to enter with their key, and *click* **Submit Request**.

Check the progress of your request in the Maintenance tab. The status will update from received, to scheduled, to completed.

The screenshot displays a web interface for maintenance requests. It is divided into two main sections: 'Open Maintenance Requests' and 'Closed Maintenance Requests'.
Under 'Open Maintenance Requests', there are two entries:
1. Status: 'Scheduled' (highlighted with a red box). Requested by: 'You'. Date: '10/05/2015'. ID: '#62901-1'. Description: 'The neighbors left all of their trash in our can. Please send them a notice.'
2. Status: 'Received'. Requested by: 'You'. Date: '10/05/2015'. ID: '#62900-1'. Description: 'The sink is leaking. Please send someone to fix it.'
Below these entries is a teal button labeled 'Request Maintenance'.
Under 'Closed Maintenance Requests', there is one entry:
1. Status: 'Completed on 02/20/2015' (highlighted with a red box). Requested by: 'Property Manager'. Date: '02/19/2015'. ID: '#62647-1'.

EMERGENCY - An emergency exists when danger is present or property damage has occurred or is about to occur. **Do not abuse the emergency system with other types of calls.** In many cases, what a resident considers an emergency is not truly an emergency.

To report an “**emergency**” during normal business hours or after hours please call the office of Sandhills Rentals, LLC at **(855) 442-6538**.

Be sure to report the specific emergency and include your telephone number along with your property address in your message. Resident MUST be able to receive this call. If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling Sandhills Rentals!!

If there is a major water leak, immediately turn off the water supply to the premises and contact Sandhills Rentals, LLC. If there is a gas (natural, LP, propane, etc.) leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify Sandhills Rentals, LLC. See Emergency/Disaster Procedures (page 20) for additional procedures.

Scheduling Maintenance

If you have contacted Sandhills Rentals, LLC for maintenance and/or repair, you are responsible for scheduling any necessary service calls with vendors once the vendor has contacted you. Resident is responsible for granting the vendor access to the premises. Sandhills Rentals, LLC does not provide keys to vendors. Be polite to the vendors. The vendors are there to solve your maintenance problems. They did not cause the problem and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, even if the repair is not complete.

Who Does What

All "breakdowns," system failures and structural defects must be reported to Sandhills Rentals, LLC immediately via the web portal. If an urgent repair is needed (i.e., hot water heater leaking) **Resident is responsible for stopping further damage from occurring**, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Sandhills Rentals, LLC will arrange with vendors to make necessary repairs within a reasonable time. Resident will not be reimbursed for any unauthorized repairs made.

Unauthorized Repairs

Sandhills Rentals, LLC must authorize ALL repairs and/or maintenance that the resident wishes to do. Please do not make any repairs or authorize any maintenance without written permission from Sandhills Rentals, LLC. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once every other month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of debris and other obstructions. Do not allow grass and weeds to grow up around the condenser unit.

NOTE: An HVAC system failure **DOES NOT** constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds

Resident is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; cleaning the roof and gutters of leaves, debris, and pine needles and preventing vines from growing onto the house. Keep shrub and tree growth away from the roof, eaves, and sides of the house. Resident is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. Resident must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Sandhills Rentals, LLC within 10 days of taking possession of premises. If no notice is received, Sandhills Rentals, LLC will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become the responsibility of the Resident. It is the responsibility of the Resident to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of Resident to comply with water restrictions for your area.

Light Bulbs

All burned out light bulbs are to be replaced during the Resident's occupancy (including floodlights). Upon move-out, all lights must be equipped with the proper number and kind of bulb. For decorative bulbs, all bulbs must match.

Plumbing/Septic Systems

Resident is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs (Q-tips), coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the house sewer.

If your property is on a **septic tank** sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property causing costly repairs. Resident **must** purchase an appropriate enzyme product and flush into a functioning toilet, as directed on product. Resident will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Resident will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Resident will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. Do not paint or wallpaper without prior written approval of Sandhills Rentals, LLC. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. If you are a smoker, absolutely no smoking is allowed inside the rental home. If you smoke in the home you will be held responsible for any smoke/tar residue, odor and/or damage to premises that result from smoking. Additional security deposit may be required for smoking on the premises.

Vinyl/Ceramic Tile Floorings

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Resident will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dust mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Resident shall not shellac or refinish floors without management's prior written approval. Use

fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Resident will be responsible for damage to the flooring.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A receipt is required at the time the keys are returned.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Resident will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance. □

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter.

Garbage Disposals

Garbage disposals are not for bones, eggshells, greasy items, meat, pasta, rice or any other similar materials. **If the motor buzzes**, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from what is put into the disposal. If the cause for the repair is from misuse the tenant will be responsible for all cost of repair.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use **"burst resistant stainless steel braided"** washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an **electric water heater** that is not functioning, you may want to first check to see if the reset button or the breaker may have tripped before making a maintenance/repair request.

If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.

CLEANING AND HOW TOS

Sandhills Rentals, LLC works hard to deliver to you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment usable for you. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; Sandhills Rentals, LLC who keeps a record of necessary maintenance and places responsible people in the property; and the Resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Sandhills Rentals, LLC.

Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, windows sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filters once every other month.
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out garage as needed.

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating. □

Kitchen Appliances

Each kitchen appliance must be cleaned regularly particularly, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be clean. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which Resident will be responsible.

Fireplaces

If there is a fireplace in your home, do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, Holiday wrappings, pine needles, etc.

When using the fireplace in your residence:

- 1) Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
- 2) Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
- 3) Do not put anything, including paper and kindling, closer than three (3) feet to the fireplace while it is in use.

- 4) Never leave a fire unattended.
- 5) Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
- 6) Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
- 7) Do not stuff scrap paper, gift wrapping paper or old Christmas trees into the fireplace.
- 8) Do not use excessive amounts of paper or wood to create a roaring fire.
- 9) Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
- 10) Notify Sandhills Rentals, LLC of any problems with the fireplace, such as smoke backing into the room or the flue not working.

MOVING OUT

Written Notice

Before notice to vacate is accepted by Sandhills Rentals, LLC, it MUST be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Follow the Move-Out Procedures to ensure the full return of Resident's security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be the Resident's responsibility to:

- 1) SEE Move-Out Checklist.
- 2) Turn in ALL keys on the expiration date with the "Tenant's Move-Out Checklist" form completely filled out including a forwarding address.
- 3) The electricity and water must be left on for three business days after vacating the premises so Sandhills Rentals, LLC can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for power turn on.
- 4) Sandhills Rentals, LLC may be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period

After you have given notice that you intend to move, the property may be listed for rent or sale. The most probable showing hours are between 9:00am and 6:00pm. Sandhills Rentals, LLC will make an effort to accommodate your schedule, however, the property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are NOT acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out Process

Once the Resident has vacated the premises and keys have been received by Sandhills Rentals, LLC, we will begin the Move-Out process to determine and expedite return of the

Resident's security deposit. Keys MUST be returned to Sandhills Rentals, LLC, please do not leave keys at the premises, per your lease agreement. Resident is fully responsible until the keys have been given to and received by Sandhills Rentals, LLC. All utilities are to be left on for three business days after your keys have been returned to Sandhills Rentals, LLC.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new Resident, as well as any damage to the Lessor, monetary or otherwise, incurred as a result of Resident's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 60-day written notice. You must pay a full month's rent for every month until the property is re-leased or your lease obligation ends, whichever comes first.

Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check-out. The most common charges for breaking a lease are:

- a. A re-leasing fee.
- b. Rent until the new lease takes effect.
- c. Lawn maintenance (you need to arrange for that before leaving)
- d. Utilities (keep them on in your name until notified of a new Resident)
- e. Advertising

Return of the Security Deposit

RESIDENT MAY NOT DICTATE THAT THE SECURITY DEPOSIT BE USED FOR ANY RENT DUE! The security deposit will be refunded within 30 days of your move-out and return of the keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

- f. Resident has given sixty (60) days written notice prior to vacating. The full term of the Agreement has expired and Resident has complied with all other provisions.
- g. All charges due including rents and fees, maintenance or repair costs that are a Resident obligation, utilities costs that are a Resident obligation and any other fees or charges that may be required to be paid by Resident have been paid in full.
- h. No damage to Premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Resident understands that any expenses incurred by Lessor to return Premises to the same condition as when Resident moved in, allowing for reasonable wear and tear shall be paid by Resident.
- i. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
- j. All debris, rubbish, and all personal property has been removed from Premises and disposed of properly.
- k. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
- l. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from Premises.
- m. The gutters are free of debris

EMERGENCY/DISASTER PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.

Two Types of Emergencies

The first type is a Non-Disaster Emergency, one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts).

The second type of emergency is an area wide Disaster (i.e., a hurricane or tornado).

Hurricane/Storm Watch/Storm Warning/Tornado

Living in North Carolina, the chances of experiencing a hurricane or heavy storm is possible. It is important to know and follow proper procedures to safeguard yourself and the property you live in and minimize potential risk and damage.

A Hurricane/Storm **Watch** is when hurricane and/or storm conditions **are** possible in the specified area of the watch, usually **within 36 hours**.

A Hurricane/Storm **Warning** is when hurricane conditions **are expected** in the specified area of the warning, usually **within 24 hours**.

What You Do

Everything an Owner would do to protect the property, the Resident is expected to do. The first priority is to stop additional damage. We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time. Be prepared.

Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and a storm kit. Stay tuned to the local news media and follow all recommended precautions and instructions. During the storm or before leaving, please be sure to:

1. Turn off main breaker to house.
2. Turn off main gas line to house. (Call Power Company for instructions)
3. Turn off main water supply to house.
4. Take all recommended precautions by the local news media and storm bulletin publications. Do not put tape on the windows!
5. Secure your pets, inside. If it is not safe for you outside, it is not safe for your pets either! If you are leaving the property, do not leave your pets behind.
6. Secure all outside items. Bring in swings sets, play houses, small planters, anything that could turn into a flying object during high winds.
7. Secure house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.
8. Make sure Sandhills Rentals, LLC has a key for your house (have you changed locks lately?)

RESIDENT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, RESIDENT IS EXPECTED TO DO.

NON-DISASTER PROCEDURES

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Burst, Tree Falls on House)

Upon first occurrence or discovery of problem, secure from further damage immediately.

Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

Take steps to prevent additional damage immediately.

- Turn off the source of water or electricity or gas, as the situation demands.
- Notify Sandhills Rentals, LLC, if it is after hours use emergency line.
- Make claim on Resident's insurance.
- Notify Sandhills Rentals, LLC of Resident's insurance coverage.
- Provide emergency (police, fire, etc.) report to Sandhills Rentals, LLC within 5 days of the incident.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify Sandhills Rentals, LLC of delays, "no show" appointments, problems with repairs.

Resident is responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.

OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home. Welcome to the Moore County, NC area and to your new association with Sandhills Rentals, LLC. We are pleased to have you as our residents and want to make your new association a pleasant experience.

Our aim, on behalf of the owner of the property, is to give you quality property management service. In return we look forward to your being a responsible resident who pays the rent on time, takes care of the property, and enjoys the home you have rented.

We are located at 130 Turner Street, Suite B, Southern Pines, NC 28374. Our regular office hours are 8:30 am to 5:30 pm Monday through Friday. The office phone number is 910-684-5050.

One property manager has been assigned the responsibility of overseeing the property you are renting. You may contact your property manager using their direct contact information; i.e. email address and office telephone number. If they are unavailable they will contact you within a reasonable amount of time. If you have an emergency anyone at the office can help you. We are looking forward to having you as part of the Sandhills Rentals, LLC resident family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

The Staff and Management of Sandhills Rentals, LLC

Move-Out ... All Departing Procedures **MUST BE FOLLOWED**

KITCHEN

- _____ Range (including oven, storage drawer, & including outside front, sides, back etc.). Do not leave oven cleaner on coils—this will burn out the coils. **DO NOT USE OVEN CLEANER ON SELF-CLEANING OVENS!**
- _____ Clean all drip pans, drip tray, etc., of range very thoroughly. If you intend to replace drip pans, be sure to buy same brand as range itself so they fit properly.
- _____ Be sure to pull refrigerator, range, (if applicable) out from wall (be careful not to tear flooring), vacuum floor behind appliances, vacuum coils on back of refrigerator, etc., mop floor (& wax if necessary), clean appliances on sides, back, etc.
- _____ Check appliance bulbs in refrigerator & range/oven; if burned out, replace with new bulb.
- _____ Refrigerator is to be plugged into electricity & left on low setting. **DO NOT TURN IT OFF!**
- _____ Clean refrigerator thoroughly, inside & outside; polish all appliances with appliance polish.
- _____ Wall Oven & Microwave (if applicable) **BE SURE TO CLEAN OVEN RACKS!**
- _____ Vent Hood & Vent Fan (remove screen & clean entire hood thoroughly & clean grease from screen).
- _____ Remove any & all shelf paper from kitchen cabinets, closets vanity shelves & drawers, then wash shelves & drawers; report any broken or missing hinges or handles to office.
- _____ Damp-mop kitchen, or any other vinyl floors (or wood floors); wax if necessary; (some sheet vinyl does not require waxing).

HOUSEHOLD

- _____ Wash windows (& storm windows) inside & outside also all window sills.
- _____ Wash all doors frames & casings, including top of door & casings.
- _____ Wash all light fixtures (globes & stationary part of fixtures, including chain) & make sure that all light sockets are filled with working bulbs, including outside lights.
- _____ Wash all spoiled spots on wall & ceilings.
- _____ Vacuum entire house thoroughly, including closets, door-tracks, under & behind all appliances, etc.
- _____ All carpet must be professionally steam cleaned by the company recommended by Sandhills Rentals,LLC (Jeremy at Spot On 910 992-4160). Do not shampoo carpeting! Please give receipt for professional steam cleaning to property manager at time you turn in all keys to the property, otherwise, Sandhills Rentals, LLC will have carpeting professionally steamed cleaned after you vacate, at your expense!
- _____ Clean all sinks (bath, kitchen & laundry) & polish; shine all faucets.
- _____ Clean all toilet, tubs & shower areas very thoroughly, including tile walls, etc.; after toilets are cleaned, pour either Clorox or ammonia in stool & let stand. Scour inside of stove, tub & shower, if necessary.
- _____ Vacuum all heat registers, removing if necessary, & clean down inside heat vent; all ceiling vents need to be wiped with damp cloth, removing cobwebs, etc.

- _____ Make sure that all drapery rods, curtain rods, shower rods, towel bars & hooks are secured properly to walls.
- _____ Remove all nails, ceiling hooks, screws, etc., from walls & ceilings, fill holes with spackling (very smoothly—no rough patches!) then wiping clean with damp cloth to remove smear on wall/ceiling.
- _____ Remove all ashes from wood burning stoves or fireplaces & vacuum firebox; if unit has fireplace glass doors, be sure to clean inside and outside.
- _____ Remove all clothes hangers from closets; wipe shelves with damp cloth; wipe clothes rod with damp cloth.
- _____ Wash out medicine cabinet shelves; shine mirrors; vanity cabinet inside & outside.
- _____ All mini-blinds (or Venetian blinds) must be washed clean to remove soil & dust. **If any cords are broken, or slats bent, broken or missing, the mini-blinds will be replaced at your expense.**
- _____ If storm/screens door are installed at property, be sure that glass in doors is cleaned & make sure doors are closed securely; screen to be replaced if torn or out.
- _____ Any broken or cracked glass, missing or broken towel bars, toilet paper dispenser missing or broken, door stops broken or missing, are all reported to Sandhills Rentals when keys are turned in, after cleaning is completed. Make note of any damage to property inside or outside & submit any report to the Property Manager.
- _____ Be sure to turn off all lights when you leave property for last time! Check all doors/locks to make sure they are locked securely, including overhead garage doors.

EXTERIOR

- _____ Remove all trash & debris from inside & outside of property, including basement & garage.
- _____ Make arrangements for final trash pickup with your trash company, we cannot meet your trash company for final pickup; if this is necessary, a charge will be made to tenant for this service. **Trash cannot be left on the curb!**
- _____ If grease & oil spots are in garage or driveway, be sure to clean them up with grease solvent, degreaser, etc., & scrub spots so this is not tracked into the house.
- _____ Sweep out garage, driveway, front & rear porch/deck, & patio area & sidewalks.
- _____ If workbench installed in garage, clean out drawers; dust off top & shelves.
- _____ Remove all trash, weeds, tree trimmings, etc., haul away trash, or make arrangements for pickup by move-out.
- _____ Mow grass & trim around lawn edges & shrubs, removing all weeds, & bagging grass cuttings.
- _____ If water hoses, sprinklers, etc., are left with property for your use, disconnect all hoses from faucets & store in garage neatly.
- _____ Remove any personal identification from mailbox, such as initials or names; if mailbox needs to be painted, please report this to Sandhills Rentals when you turn in keys.
- _____ Wash clean all plug & light-switch covers & wipe off outlet with damp cloth, if dirty.
- _____ Remove any temporary construction you may have installed at property.

- _____ Be sure to leave all fireplace tools/grate with property, if they were left there for you.
- _____ Whereas paint touch-up can improve the appearance of any wall, a poorly matched paint job detracts rather than enhances the appearance.
- _____ Be sure to call for a final reading on all utilities! DO NOT HAVE ANY UTILITIES SHUT OFF if you have utilities shut off & this results in damage to property, you will be responsible for any/all damage.
- _____ Be sure to check fence for any damage. If broken or missing fence boards, repair them, or replace with new boards, as necessary.

The security/damage deposit is your money! Protect it & leave the property in as good or better condition as when you first leased it! Otherwise, your security/damage deposit will be used to bring the property into good condition when you vacate.

All keys & garage door opener controls must be returned do not leave any of these items at the property—you checked out from our office – they must be returned to our office.

Be sure to leave a forwarding address. To vacate the property, return all keys, garage door opener controls, etc., to our office by close of business on the last day of your lease, by no later than 5:00 p.m. and if the last day of your lease falls on a holiday or weekend, other arrangements must be made in advance. If the keys, remotes and garage door openers are not returned to our office by 5:00 pm by the last day of your lease, you will be charged for another month's rent, the cost of rekeying and replacing the missing items. **Make sure that all cleaning, professional carpet cleaning, etc., is done before you turn in your keys.** We will not even plan to do an inspection of the property until you have returned all items to our office and the property is vacant and empty.

As per your lease agreement, we have **30 days** to settle your security/damage deposit. This allows for final utility bills being paid in full by tenants, repairing damage, etc. The better condition you leave the property in, the quicker we can get the security/damage deposit settled to you.

Thank you for your cooperation. We hope you enjoyed your tenancy



Local Service Providers

Cable	Spectrum (Also Road Runner) 390 W. Pennsylvania Ave. Southern Pines, NC 28387	910-692-6684
	Charter Communications (Whispering Pines) 301 E. Cornelius Hartnett Blvd. Lillington, NC 27546	877-728-3121
	Carolina Cable (Cameron)	800-457-5200
Electricity	Duke Energy Progress http://www.duke-energy.com	800-452-2777
	Randolph Electric Membership Corp.	910-948-3401
	Central Electric Membership	1-800-445-7752 or 1-919-774-4900
Water & Sewer	Moore County Public Utilities Carthage, NC 28327	910-947-6315
	Southern Pines 125 S.E. Broad St. Southern Pines, NC 28387	910-692-2206
	Aberdeen Public Works	910-944-7799
	Town of Cameron	910-245-3212
	Town of Carthage	910-947-2331
	Carolina Water SVC (Whispering Pines)	910-949-2010
	Town of Vass	910-245-4676
Telephone	CentryLink (DSL Internet Services)	910-692-7126
	Windstream (Aberdeen)	910-944-2301
	Windstream (Pinebluff)	910-944-3101
Gas	Ferrell Gas (Aberdeen)	910-944-3066
	McNeill Oil & Propane Co.	910-944-2329
	Piedmont Natural Gas	800-275-6264
Garbage Pickup	Aberdeen	910-944-7799
	Carthage	910-947-2331
	Pinebluff	910-281-3124
	Pinehurst	910-295-5021
	Southern Pines	910-692-5800
	Whispering Pines	910-949-3141
	Waste Management Moore County	910-281-4727
Carpet Cleaning	Spot On Carpet Cleaning	910 9924160



Tenant Handbook

Tenant Agreement

Tenant hereby agrees to the eligibility of the undersigned in agreement to the Tenant Handbook according to the terms and conditions as stated herein. Tenant understands and agrees to these terms and conditions; acknowledges that the Tenant Handbook is an addendum to the Residential Rental Contract and to abide by the terms and conditions of the handbook. Sandhills Rentals reserves the right to make changes to any of the policies, terms, and conditions of the Tenant Handbook at any time. If Sandhills Rentals makes changes to its Tenant Handbook, Sandhills Rentals will honor the terms of this agreement prior to such changes during the current lease terms.

Agreed and acknowledged:

Company

Date

Agent

Date