



## NEW RESIDENT INFORMATION & MOVE IN INSTRUCTIONS

*Please maintain a copy of this document for future reference*

### Welcome to your new home.

Congratulations on becoming a resident of The Edwards Companies. This document outlines a summary of the next steps, helpful links, and information designed to ensure and a smooth transition to your new home.

Frequently asked questions (FAQ) and other information pertaining to prospective and current residents may be found by visiting our website at <http://www.theedwardscompanies.com/resident-resources>.

### **REQUIRED PRIOR TO LEASE START DATE**

*After signing the Lease agreement, residents should plan to execute the following prior to their respective Lease Start/Move In date.*

#### **(1) Utilities Transfer**

**Must be in Resident's Name:** Remember that new residents must have **all utilities** placed in **their name effective no later than 3 business days prior to your Lease Start/Move In date.**

Please see the [Getting Utilities Connected](#) resources section of our website for utility contact information. The information listed on our company website is provide for convenience only – and may be subject to change. Note: It is always the responsibility of the residents to ensure they are contacting the proper utility service provider.

**Proof of Transfer in Writing:** It is the responsibility of the residents, unless the utilities are included in the lease, to secure utilities (water, electric, gas, etc) for their residence. It is the responsibility of every resident to supply **written confirmation from the utility company showing an active account prior to picking up the keys to their new home.** The verification must have the resident's name/address of leased home and date that service was transferred/started. Please see the [Getting Utilities Connected or Transferred \(On-Off\)](#) and [Utilities FAQ](#) resources section of our website for utility contact information.

#### **(2) Remaining Funds Due**

New residents are required to pay any outstanding funds due in total – including the *first month's rent, security deposit, and pet fees* – **no later than 3 business days prior to your Lease Start/Move In date.** Note: Any outstanding applicable fund (or fees) due must be paid in full **by certified funds (i.e. Cashiers Check or Money Order).**



### (3) Renters Insurance

Our residents are solely responsible for insuring their own personal property that is located or stored upon the property leased. Any loss from the risks of damage, destruction or loss resulting from theft, fire, storm and other hazards and casualties are your sole responsibility. Renter's insurance covers your furniture and belongings that may get damaged or destroyed. This policy typically covers you in the event that someone else is injured in your rental or someone's personal property is damaged and file suit against you. A renter's insurance policy typically costs between \$10 and \$25 per month.

#### IMPORTANT:

- (1) Required Minimum Limits are: **\$15,000 of Personal Property** coverage and **\$100,000 of Liability Coverage**. Note that higher limits are available with very limited cost. Please contact your insurance agent with questions regarding renters insurance coverage.
- (2) Additionally, **The Edwards Companies must be listed as an "Additional Insured"** on the resident's renters insurance policy.

New residents are required to provide proof of renters insurance to The Edwards Companies – by emailing a copy of your policy Declaration Page to us - **no later than 3 business days prior to your Lease Start/Move In date.**

### (4) Key Distribution

Keys **will not** be distributed until items 1, 2, and 3 (listed above) have been completed

#### OTHER IMPORTANT ITEMS

##### PAYING RENT

##### **Make Checks Payable and Mail to:**

***The Edwards Companies***

*P.O. Box 21076*

*Raleigh, NC 27619*

**Mailed Checks:** Rent is due on the **1st** of the month and late on the 2nd. Rent must be in our office P.O. Box by the end of the business day on the 5th of the month in order to not incur a late payment penalty. If you pay rent after the 5th of the month a late fee will be charged that is equal to **\$15, or 5% of your total rent, whichever is greater**. *Note: any current month rental payments received after the 5th of the month must be in the form of a certified check or money order; no personal checks will be accepted after the 5th. Additionally, all payments made after the 5th must include the applicable late fee.*



## CONTACT INFORMATION

### The Edwards Companies, LLC

(919)-630-2932

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

[info@TheEdwardsCompanies.com](mailto:info@TheEdwardsCompanies.com)

Office Hours: Monday-Friday 9am-5pm

## NON-EMERGENCY MAINTENANCE

For information about non-emergency maintenance issues, review the [Maintenance Instructions resource page](#) as well as the [Maintenance FAQ](#) and [Maintenance Request](#) pages -- for additional standard maintenance related questions.

- Non-working heat or A/C is NOT an emergency. However, this is a priority and The Edwards Companies will make it a priority with vendors to have the heat or A/C working as soon as possible.
- Certain maintenance items are an inconvenience and, just as if you owned the home, you may decide it is worth the extra cost of night or weekend service to have the repair made outside normal business hours. We will generally provide you with the option to pay this extra cost to get the repair completed more quickly when applicable.

## EMERGENCIES

- What is considered an Emergency? Definition of an Emergency: A life-threatening situation such as a fire, flood, and/or uncontrollable water, electrical problem, smell of gas, etc.
- Emergencies causing immediate danger, such as fire, call 911
- Emergencies involving gas, call the gas company and, if necessary, call 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service
- Emergencies maintenance requests outside of normal business hours may be reported by calling 1-919-630-2932

## GENERAL TENANT RESPONSIBILITIES

### It is the responsibility of all tenants to report all repairs/maintenance problems

- Per the Lease agreement, tenants may incur financial damages if they fail to report maintenance problems.
- Report the following:
  - Any sign of mold in the property immediately
  - All toilet and faucet leaks and any plumbing backups
  - Electrical problems
  - Heating and air-conditioning problems

P.O. Box 21076, Raleigh, NC 27619 | [www.theedwardscompanies.com](http://www.theedwardscompanies.com)

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- Inoperative smoke detectors or CO detectors
- Faulty appliances supplied in property
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Any other necessary repairs or unsafe condition
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations

### **Tenants will be responsible for the following charges**

- If the Tenant fails to report necessary repairs
- If there is a service call and a breaker is tripped
- When oven is on time bake and is not defective
- When residents cause sewer stoppages/blockages
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge
- If the Tenant or Tenant's Guests or Invitees, cause damage to the property
- If the Tenant's pet causes damage to the property
- If the Tenant reports a repair which does not require service
- If the Tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
- For causing the replacement of doors, jambs, broken glass and/or windows due to anything other than normal wear and tear, including forced entry.
- For damage to walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain, wind, or some other condition causing damages to the property.

### **Tenants are NOT to do the following**

- Do **NOT** perform electrical work (this does not include changing light bulbs or batteries).
- Do **NOT** mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do **NOT** perform repairs unless authorized by The Edwards Companies or outlined in this guideline
- Do **NOT** deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by The Edwards Companies. If The Edwards Companies authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

### **SATELLITE DISHES**

If you are interested in having a Satellite Dish installed at the property you are renting, you will be asked to complete a form. You must get permission BEFORE installing a satellite dish on the property or the home.