



NEW RESIDENT INFORMATION

Welcome to your new home!

Below you will find a collection of links and information about The Edwards Companies processes and procedures, as well as some helpful hints for your new home. Please feel free to contact us at any time via phone or e-mail.

HOW TO PAY

Make Checks Payable 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 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 there is a late rent charge that is assessed equal to **\$15, or 5% of your total rent, whichever is greater**. *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

The Edwards Companies, LLC

(919)-630-2932

www.TheEdwardsCompanies.com

info@TheEdwardsCompanies.com

Office Hours: Monday-Friday 9am-5pm

USEFUL CONTACT INFORMATION

See the Getting Utilities Connected section of our website for helpful contact information to set up utilities.



EMERGENCIES

See the Maintenance Instruction resource page for information about non-emergency maintenance issues.

- 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
- Non-working heat or A/C is NOT an emergency-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.
- Emergencies outside of normal business hours may be reported by calling 1-919-630-2932
- 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.

TENANT RESPONSIBILITIES

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

- Tenants can 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**
 - **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**



- o **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 replacing 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 or wind.

Tenants are NOT to do the following:

- Do **NOT** wash draperies
- 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.

RENTER'S INSURANCE

Renter's Insurance covers your furniture and belongings that may get damaged or destroyed. Renter's Insurance also covers you in the event that someone else is injured in your rental or someone's personal property is damaged and they sue you. Renter's Insurance typically costs between \$10 and \$25 per month. Required Limits: (Minimum) **\$15,000 of Personal Property**



coverage and **\$100,000 of Liability Coverage**. Note that higher limits are available with very limited cost.

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.