



Resident Handbook

Thank you for choosing to rent a property through us. We are a property management company that leases and cares for homes for a wide variety of property owners. The following information will be useful to you during the time you reside in one of our properties.



Issuance of Keys

Keys to your property will be issued on the day before you are entitled to occupancy during our normal business hours. If the day you are entitled to occupancy falls on a Sunday or holiday, please contact Terri Lynne McNaughton Realtors for arrangements.



Moving In

We have made every effort to have your home in good condition for your arrival. At the time you signed your rental agreement, you were provided with a Move-In Inspection form. You should review this document and inform Terri Lynne McNaughton Realtors in writing within five days following move in if there are any questions or changes you deem necessary to the property condition form. The Move-In Inspection form is for your protection. It should list any pre-existing damage or deficiency in the property. We will utilize this form when we conduct the move-out inspection when you vacate the property. It is therefore in your best interest to carefully review the form. Should you believe it necessary, you are welcome to provide photos or other documentation.



Payment of Rent

In almost all cases, your rent will be due on the first day of each month in our office. Rent is paid based on receipt in our office not postmarked date. For your convenience we

offer a drop box located on the front of Terri Lynne McNaughton Realtors Building. Late fee's are \$25.00 Plus \$5.00 per Day Starting on the 6th of the Month. WE DO NOT WAIVE LATE FEES. If we waive a late fee for one person, we are treating all others unfairly if we do not waive late fees for everyone.



Late Fee Policy

If your rent is received one or more days late you will be charged the late fee as set forth in the rental agreement. Your rental agreement states that rent, late charges, and other legitimate charges will be posted to the resident account. Payments received are applied to the oldest outstanding charge first. If there is an outstanding charge on your account when your rent is due, payments will be applied toward the outstanding charges first and then toward the current rent charge. If the payment is not sufficient to cover past due charges as well as the current rent charge, your current rent will be short. If the rent is short you will incur a late charge. To avoid late charges be sure to pay all rent timely and any charges posted on your account by the time your current rent is due.



Returned Checks

Your rental agreement states the amount you will be charged for each returned check. Our current fee is \$25.00 for each check returned. You will be charged this fee even if the check clears upon re-submission to the bank. In addition, if the returned check is for payment of rent, you will be charged late fees through the date the check clears the bank on re-submission or until you provide certified funds to pay for the returned check.



Deposits

When you signed your rental agreement, you gave us a deposit to cover any potential damage to the property, cost of cleaning at the end of your residency, or unpaid rent. **YOUR DEPOSIT MAY NOT BE USED AS YOUR LAST MONTHS RENT.**

Generally, we want to receive the property clean, and in substantially the same condition as on your move in, normal wear and tear excepted. We do require that all carpets be professionally cleaned using a truck mounted, steam process. Please contact our office if you require a reference for a qualified company to do this work. We will need a paid receipt for this transaction or it would be our pleasure to schedule this for you.



Maintenance

Maintenance and repairs are generally the items of most concern to our residents. For maintenance emergencies, please call our office at (479) 442-9099. Our voice mail system will give you instructions for reporting the emergency. Emergency line should only be used for fire, flood or loss of heat or air in extreme temp.

Minor maintenance issues should be reported to the property manager assigned to your property. It may take as long as two weeks to complete minor repairs. As property managers, we are required to get permission from the property owner prior to undertaking many repairs.

You will be billed for a service call under the following circumstances:

- You scheduled a service call appointment and failed to be present at the scheduled time.
- You requested service for a non-existent problem. This includes re-setting a breaker or Ground Fault Interrupter (GFI) to restore electrical power and re-setting a breaker on a garbage disposal.
- The problem was caused by improper use of the provided facilities. The classic case is the child who flushes a toy or other item and which results in a clogged sewer line.



Specific Maintenance Issues

Please pay particular attention to the following maintenance items:

- Garden Hoses that are left hooked up to outside water faucet. During Cold weather these outside hoses will cause the pipe to freeze and burst and flood the home. If this occurs you are responsible for the damages