

TENANT INFORMATION PACKET

We appreciate your business and look forward to working with you as the owner's agent while you are living here. We hope that this information will answer some questions for you as they come up. However if you have additional questions feel free to call me from 9:00 am - 5:00 pm Monday through Friday, with questions or concerns.

Important Remember: periodically check smoke detectors. It is the owner's responsibility to furnish these in working order with a new battery and the tenant's responsibility to periodically test them and supply batteries as needed.

1. What should I do if I have a problem and need a repair?

A. Determine that you actually need a repair person. Ask, has service from the utility company been interrupted for some reason. Have I checked the breakers and made sure the plug is securely in the outlet. If you request service due to a tripped electrical breaker you will be charged for the service call.

B. If no reason can be located for the problem, decide if it is an emergency repair. (Example: no hot water; no water; refrigerator not cooling; no heat; only water closet stopped up, etc.) If it is an emergency, call the office between the hours of 8:00 am and 5:00 pm, Monday through Friday (704)489-9949 or your property manager: Cathey Harrison- 704-661-8597, Doug Fisher/Kim Freeman- 704-807-7777 or Rod Kerley – 704-502-1679.

REMEMBER THAT SERVICE CANNOT BE IMPLEMENTED LATE AT NIGHT, THERE IS NO NEED TO CALL UNTIL MORNING WHEN SERVICE PEOPLE WOULD BE ARRIVING IN THEIR OFFICES OR SHOPS.

If the call requires the help of fire or police, call directly to the appropriate emergency service at 911; or call your operator.

C. If it is not an emergency, complete the request for service found in the back of this pamphlet and mail, fax or hand deliver to: Hecht Property Management 885 N. Hwy 16, Ste B, Denver, NC 28037. Fax # (704) 631-3483.

2. Who pays for service calls?

ALL SERVICE CALLS TO BE COVERED BY THE OWNERS MUST BE INITIATED FROM THE OFFICE OR YOUR PROPERTY MANAGER, IF YOU CALL A SERVICE PERSON, YOU PAY. The owner will pay for repairs to appliances and mechanical systems which are a result of normal wear and tear. If you have used a system in a way that is not consistent with its purpose, or abused an appliance or system, the repair will be charged to you. (The most common abuse is not regularly changing heat pump filters.) Note: DO NOT FORGET THAT IT IS YOUR RESPONSIBILITY TO PERIODICALLY CHANGE HEAT PUMP FILTERS. If a service call is required due to dirty filters this will be charged to the tenant.

Please report all needed repairs to the office as promptly as possible. This insures that you will not be held responsible for damage caused by the need for repair. (Please be aware that you can be held responsible, if you allow repairs to go unreported and this results in damage to other areas of the home. Example: water leaks that rot the floor; electrical shorts that cause burns or scorches on the walls.)

3. Where do I deliver my monthly rent payments?

Monthly rent should be mailed to: Hecht Property Management, 885 N. Hwy 16, Ste B, Denver, NC 28037 Attn: Betty White. At no time should you pay rent in cash but use a check or money order. All rent payments should be post marketed no later than the first day of the month. Envelopes are provided for your convenience. Rents received after the 6th day of the month at 5:00pm must include a late charge of 5% of your monthly rent and be paid by certified funds or money order. Checks received after the cut off of the 6th day of the month at 5:00 will be returned if not certified funds or do not include a late charge.

If you drop rent payments at satellite offices in Cornelius or Mooresville and these payments fail to arrive or arrive late (after 5:00 on the 5th day of the month) in the Main office in Denver for processing you are responsible for any stop payment charges or late charges.

WE STRONGLY URGE YOU TO MAIL MONTHLY CHECKS TO THE ABOVE ADDRESS.

4. How do I protect myself from being charged for defects that existed in the home before I moved in?

Complete the move in check sheet (found in the back of this booklet) and return to your property manager within ten days. Note on this anything that is not in good repair.

5. What do I do if I want to make improvements to the property?

Any changes in paint, wallpaper, curtains, landscaping, etc., needs approval from the owner. Complete a "request for maintenance" form found in the back, explaining as much as you can about what you want to do. Please include samples of materials to be used and your experience in this type of work. Also include a list of any contribution you expect from the owner. Your property manager will contact the owner with this information and get back to you as soon as possible.

6. Can I get a pet?

The lease is written so that express written permission must be obtained in order to have a pet. Therefore, under no circumstances should you have an animal on the property without a written change to the lease. Any application for change in the lease must be made in writing to this office, and you must receive written notification that the owners have agreed to the change.

7. What happens if I move out before the end of my lease?

You are signing a binding agreement for the period indicated in the lease. You have agreed to make regularly outlined payments in exchange for the use and right to private enjoyment of this property. If you default on that contract in any way the Landlord has the right to pursue satisfaction of that contract in a court of law. Also, because we are a member of the credit bureau, we have an obligation to report people who do not honor their agreements with us and this will become a permanent part of your financial record.

However, when no other alternative can be found, we do work with the tenant as follows. The tenant should give us as much notice as possible of his plans, using the attached form (AGREEMENT FOR VACATING PRIOR TO LEASE EXPIRATION), and then make the property available to be viewed by prospective tenants until an acceptable new tenant is found.

The original tenant will be released from his lease in lieu of the new lessor. By requesting that Hecht Property Management find another tenant the current tenant is accepting the following charges: a lease fee equal to half of one month's rent, any expenses to clean or prepare the house for new tenants, any rent or late charges owed to the owner.

8. What if I have fulfilled the terms of the lease and want to insure the return of my security

deposit?

When vacating see #14 of the Residential Rental Contract.

- A. Give a 30 day notice from the beginning of any month or 30 days prior to the end of the initial term of the lease. (example: If your lease runs from 3/10/04 until 3/9/05, you can give a notice on or before 2/9/05 that you will be vacating on 3/9/05, after that time you can give a notice at the beginning of any month. If you are vacating on 6/30/05, you should give a notice on or before 6/1/05.)
- B. Pay utility bills and have service disconnected. (Notify my office in writing of the date this is to be effective.)
- C. Vacate premises taking all of your personal property with you.
- D. Make repairs that are necessary to return premises to condition as when tenant took possession.
- E. Completely clean the property inside and out.
- F. Fasten and lock all doors and windows.
- G. Return keys to the office.

9. What about insurance?

The owners of the property cover the home for fire. However, your furniture and possessions would not be included in this policy. Because fire, theft, or water damage can be expensive and devastating, we strongly recommend that you protect yourself with a renters policy through the agent of your choice.

10. Can we hang pictures and wall decorations?

Yes, if the proper hangers are used. Use small hooks and the accompanying nails especially made for hanging pictures. These are sold at drug stores, grocery stores, or variety stores. **DO NOT USE LARGE NAILS OR TWO SIDED PICTURE TAPE.** The damages created by these types of hangers are not normal wear and tear.

11. How clean must I leave the home or apartment?

When you moved in the residence was clean. We expect to get it back in the same condition.

- A. Vacuum all carpet and have professionally cleaned.
- B. Sweep and mop all vinyl and hardwood floors
- C. Wipe all baseboards and window sills
- D. Clean all bathroom fixtures.
- E. Change filters in heat pump.
- F. Clean oven/range.
- G. Clean refrigerator, turn off and prop open the door so it will not mildew and empty ice maker bucket.

- H. Wipe out all cabinets, drawers and closets.
- I. Clean light fixtures and replace light bulbs that are burned out.
- J. Wash mirrors.
- K. Sweep sidewalks, porches, and garages.
- L. Mow grass and do trim work.
- M. Clean gutters.

11. Can I just leave the keys in the rental house when terminating the lease?

No. You need to turn all keys in to Hecht Property Management along with your forwarding address. This completes your surrender of the property and signals us to do the inspection and return your Security Deposit within 30 days of the time you return these keys to us. Failure to return keys and leave a forwarding address may delay the release of your security deposit.

| | |
|-----------------|-------------------|
| Betty White | Fax: 704-631-3483 |
| Doug Fisher | Fax: 704-631-3493 |
| Kim Freeman | Fax: 704-631-3493 |
| Cathey Harrison | Fax: 704-631-3490 |
| Rod Kerley | Fax: 704-631-3494 |

Maintenance Request

Please use this form to request repairs and improvements you would like to make to rental property. Only emergencies-no heat, fire, flood, etc. will be handled by phone. All requests will be handled promptly, however in some cases the owner of the property must be contacted before any work can be authorized.

Property _____

Occupant(s) _____

Phone: Home _____

Work _____

Work requested (please be specific)

If necessary, may we enter your apartment? _____

Date _____

Occupant's Signature _____

office use only

Date Received _____

Received by _____

Action Taken:

Date completed

AGREEMENT FOR VACATING PRIOR TO LEASE EXPIRATION

This Agreement made this _____ day of _____ 20____, by and between _____ (hereinafter referred to as Lessees) and Hecht Property Management as agent for _____, owner of premises at _____.

The lessees hereby requested an early termination of their lease and in that regard are requesting the Agent to re-let the premises identified above.

Lessees acknowledge that they are responsible for all rent due until a new tenant takes possession or until the end of their initial lease term, whichever happens first. If a new tenant is found to replace the current lessee, lessee is responsible for the following expenses in addition to the above mentioned rent: 1. a lease fee of half of one month's rent, 2. any cost of clean-up after they vacate, 3. replacing battery in smoke detector, 4. cleaning gutters, 5. refilling any gas or oil tanks if they were filled when tenant took possession, 6. trimming grass and shrubs, and all other work necessary to return the property to the condition it was in when lessee took possession.

Check one to indicate how payment will be made, Lessees

() have attached a check for half one month's rent to help offset these charges, and authorize any and all remaining expenses to be deducted from security deposit.

Or

() authorizes Agent to apply security deposit toward any and all of the above listed charges.

I acknowledge that if charges are greater than moneys held, I am responsible for the difference.

Permission is granted to place a "For Rent" Sign on the property and to show the property during normal working hours in the absence of the Lessees and at other times by appointment with the Lessees.

Telephone contact should be made at the following numbers to make appointment or notify of showings:

(Please list all numbers you would like us to call prior to taking key and showing).

Possession may be granted to a new tenant on or after:

Lessees acknowledge their responsibility to continue paying rent and all utilities in accordance with their lease until such time as a duly approved relief Tenant is actually in residence and paying rent.

Lessee Date

Lessee Date

Notice to Vacate Property

Please complete and mail in time to arrive at the Denver Office at least 30 days before the end of the initial term of your lease. If your lease has already rolled into a month to month lease, this form must be received **before** the start of the last full month you intend to occupy the property. (i.e. If you are vacating at the end of June, a written notice to vacate the property must be received in our office on or before May 31st . If you are vacating on February 28, a notice must be received on or before January 29th .

Attn: Betty White
Hecht Property Management
885 North Highway 16, Suite B
Denver, North Carolina 28037

Tenant(s) Name: _____

Property Address: _____

Phone Number: _____

Date Vacating Property: _____

Forwarding Address: _____

Future Contact Numbers: _____

Date Utilities will be terminated: _____

Additional information:

*Note: This form will not be accepted if you are vacating the property prior to your lease expiration, you need to fill out the form titled **Agreement for Vacating Prior to Lease Expiration** given to you in your move-in packet.*

TO BE PICKED UP BY:

DATE:

RENT DUE:

PROPERTY:

I have received a "TENANT INFORMATION PACKET" and 2 sets of keys for the above address.

Signature _____ Date _____

Print name of person signing to receive keys _____

Tenants current phone number: _____

Tenants e-mail address: _____