



New Tenant Handbook

Allenton Management welcomes you as a new tenant! To achieve a successful tenant/management relationship, we have prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. You may also bookmark it from our website. Inside you will find maintenance guidelines, rent payment information, general information, tenant responsibilities and much more. If you have additional questions after reading this information, please feel free to contact our office.

WELCOME HOME!!

Hours of Operation:

Monday-Friday
9:00am-12:30pm & 1:30pm-5:00pm

Saturday & Sunday
CLOSED

**Please check our website & Facebook for announcements
regarding holiday and inclement weather closings**

Office Location:

3500 Westgate Drive
Suite 800
Durham, NC 27707

Mailing Address:

Rent payments should be mailed to this address

PO Box 3250
Durham, NC 27715

Phone: (919) 490-9050 Fax: (919) 493-1506

Email: info@allenton.com

www.allenton.com

<https://www.facebook.com/allentonmanagement/>

Getting Started with Allenton Management – Checklist

- Carefully review lease email & instructions BEFORE signing the lease agreement.
- Complete Lease Agreement sent to you via DocuSign.
- Bring your security/pet deposit & administrative fee to the office by the stated deadline.
 - **Payments accepted:** personal check, certified check or money order – NO CASH OR CREDIT
 - Deposit & admin fee must be separate payment.
- Get Renters Insurance & provide proof to Allenton prior to move-in
 - **Please note the proof of insurance will need to include the following:
 - First and Last Name of all adults at the residence (separate or joint policies are ok)
 - Address of insured residence must be same as property you are renting from us
 - Renters Policy Number
 - Effective dates of the policy
 - Levels of coverage the policy carries - \$100,000 liability required
 - Allenton Management & the property owner(s) must be listed as additional insured on your policy. Property owner(s) names are on the 1st page of your lease. Please use PO BOX 3250, Durham, NC 27715 as the address for Allenton & the property owner.
- Set-up utilities to begin on the first day of your lease
- START PACKING! 😊
- Pay rent & Pick-up keys at Allenton Office on day of move-in (unless otherwise instructed)
- Do you need to forward mail to new address? <https://www.usps.com/manage/forward.htm>
- Notify bank, credit card companies, magazines, etc. of your new address
- Change your address with the DMV
 - NC residents: <http://www.ncdot.gov/dmv/moving/changeaddress/>
 - New to NC: <http://www.ncdot.gov/dmv/moving/>

After 14 days at your new residence, don't forget to send Allenton TWO lists:

- Maintenance issues/repairs that need to be taken care of. Often times you will find things that need a little TLC as you are getting settled. Make us one good list and we will get your items looked at as soon as possible.
- Things that you do not want to be held responsible for when you vacate. For example, that chip in the counter or cabinet or a scratch on the kitchen floor. We will note these things for your tenant file

**We DO NOT use the “Move-in Inspection” form mentioned in the lease. Instead we find the above is easier for you as a tenant! Email the above lists to info@allenton.com.

Communicating with Our Office

Telephone Calls

When our office is open, your call will be answered in person. If you get our voicemail, that means that we are on another line or you have called during our lunch hour. Our office is closed each day between 12:30pm and 1:30pm for lunch.

Voicemail

If, during the day you reach our voice mail system, use the extension number for the party you are trying to reach. If you don't know who you need to speak to, leave your message in the general mailbox. Voicemail is typically returned within one business day.

In Case of Emergency

When calling during normal business hours, please let us know right away that your situation is an emergency. If you reach the voice mail system during office hours, or after the office is closed, please listen carefully to the options for leaving a message for our emergency on-call person.

What constitutes an emergency?

- **Water leaks/burst pipes.** Please turn off water at main valve (usually in coat closet or pantry in newer homes) then call our office. Begin water clean-up as much as possible to prevent further damage until our staff can assist you.
- **Fire and/or smoke inside the property.** Leave the property and call 911 immediately. Then contact our office for further assistance.
- **Gas odor/carbon monoxide detector alarming.** Leave the property and contact the gas company immediately or call 911. Then contact our office for further assistance.
- **Lock out.** If you find yourself locked out during normal business hours, please call the office and someone will come with a key to let you in or you may drop by our office to check out a key to use. After hours, please contact our preferred locksmith, Don Hill's Lock & Safe at (919) 286-5625.

High priority, but non-emergency? – These items can be submitted through the online work order form or called in to the office. A vendor will be assigned as quickly as possible to assist with your concern.

Please note that our online work order form is **NOT** monitored afterhours or on weekends, so we encourage you to call the following, non-emergency but high-priority items in to the office for the on call person to address:

- No heat if outside temperature is < 50 degrees
- No air conditioning if outside temperature is > 85 degrees
- No hot water
- Refrigerator not cooling

General Maintenance Requests (non-emergency)

Requests can be made several ways:

- Complete online work order form - <http://allenton.com/current-tenants/submit-work-order/>
- Complete a work order thru your Tenant Portal
- Call the office at (919) 490-9050 - If you are leaving a message on voice mail, please describe the issue in detail. Also leave your property address, your name and contact phone number for a staff member to call you back.
- Email us at info@allenton.com

Communicating with You

Please make sure you update us if any of your contact information changes. We will most often contact you by phone and email. You can update your information online at <http://allenton.com/update-contact-information/> or email us at info@allenton.com.

Paying Your Rent

Rent is due on the 1st of each month and is considered late when received after 5:00pm on the 5th of each month. A late fee of \$15.00 will be added to your account after the 5th unless your lease designates something different. If you become a habitual late payer, we reserve the right to increase your late fee to 5% of the monthly rent without notice. If you find yourself paying as late in the month as the 20th or later, we expect payment in certified funds (money order or certified check) only when paying late rent for that current month. Please be aware that tenants paying late are subject to eviction filing as outlined in the late notice you will receive via US mail.

Rent can be mailed to our mailing address, brought in person to our office during business hours or left in the after-hours drop slot in the office door.

We accept personal checks, cashier's checks and money orders. **No Cash or Credit Cards!** All payments should be made out to Allenton Management. Please note your address on your payment to insure your payment is credited correctly.

If your check is returned by the bank of any reason (ex. insufficient funds), you have 10 days to replace the payment with certified funds (certified check or money order). A \$25.00 returned check fee will also be added to your account and must be paid within 10 days. Returned checks will result in us only accepting certified funds from you going forward.

You may also pay your monthly rent thru our online Tenant Portal. After you have signed your lease and paid your deposit(s), we will set up and send you information on accessing your Tenant Portal. Paying online allows you to pay with credit or debit cards as well as your checking account. Each method does have a fee associated.

Online Tenant Portal Payment Fees:

- ACH: \$0.95 per transaction
- Signature Debit Cards:
 - Transaction of \$1,000 or less - \$3.95 per transaction
 - Transaction of more than \$1,000 up to \$2,000 - \$4.95 per transaction
 - Transaction of more than \$2,000 - \$9.95 per transaction
- Credit Cards: Mastercard, VISA, Discover & AMEX – 2.5%
- NOTE: These fees are charged by the processing company; NOT Allenton Management.

Change in Tenancy

Want to add a roommate? Before you finalize plans to add a tenant, please contact our office. Certain housing ordinances may prohibit adding another person. If you are allowed to add someone, they will need to complete an application online and pay the application fee. We will conduct a background check before confirming they are allowed to move-in. We will also prepare the necessary paperwork that must be signed by you, the new roommate and Allenton, before the person can move-in. Please note that having anyone living in your residence that is not on the lease can be grounds for eviction.

Is a roommate leaving? If someone on the lease wants to move out and all parties are agreeable, this can be handled through our office with paperwork signed by all parties. Please keep in mind that the vacating tenant's portion of the rent remains due and must be covered by remaining tenants. No security deposit is disbursed by Allenton until ALL tenants vacate. Vacating tenant must work with current tenants to buy out deposit.

Are you ready to vacate completely? When the time comes that all leaseholders and occupants plan to vacate, please provide a written notice to our office. In most cases a 30-day notice is all that is needed, but

please refer to your lease to make sure you are not required to give 60 days or more notice. Written notice can be submitted to us via email at info@allenton.com. Please call the office to confirm receipt.

Need to vacate before the end of your lease? Per your signed lease you are obligated to the rent, utilities and responsibility for the residence until the end of the lease term. We understand that sometimes things happen! We will gladly begin advertising and showing the property to secure a new renter to take over for you. You must give us written notice of when you plan to vacate. You will be responsible for paying the rent on time each month and keeping the utilities on and paid until the day prior to the new tenant moving in. Once a newly signed lease is completed, we will notify you of when your obligation will end. Please note that you could also be charged for the turnover expenses (cleaning, carpet cleaning, painting, etc.). It is always best to call us and discuss your options if you find yourself in need of breaking your lease.

Remember Your Tenant Responsibilities

As a friendly reminder, below are some of the basic responsibilities of you as a tenant. These things are to be maintained at your expense during your tenancy and should be left complete at move-out.

- Replacement of light bulbs with the correct wattage. This includes appliance lights such as microwave and oven.
- Replacement or cleaning of furnace and air conditioning filters every 2 months or sooner if needed. Failure to do this could result in you being charged for repairs.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at all times. Report non-functioning smoke alarms immediately if batteries do not solve the problem. Do not tamper with or disable the alarms for any reason.
- If you have any fossil fuel burning appliances or a fire place, a Carbon Monoxide detector is present. If you think these are not working properly, please notify us immediately. Do not tamper with or disable the alarms for any reason.
- Reporting all necessary repairs. Do not assume you are helping the property owner or saving them money by not reporting something. We want to maintain your residence appropriately for you and for the property owner. Reporting maintenance concerns quickly can help avoid more costly repairs.
- Allenton Management will not clean carpets while you are living in the residence. It is your responsibility to keep the carpeting and flooring in the condition that you found it. Quickly cleaning up spills and having high traffic areas professionally cleaned is recommended.
- Allenton Management will not paint while you are living in the residence. You should also **NOT** paint.
- Normal insect/pest control (bees, spiders, ants, roaches, etc.).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- If you have a pet, all pet droppings need to be disposed of regularly.
- If the property you are renting is part of an HOA/Community Association, you must abide by all rules, regulations & restrictive covenants. Your lease outlines the name of any such association.

General Maintenance/Things to Know About Your Residence

When you move in to a property it is helpful to know where important items are located. Take the time to know or locate the following:

- Main circuit breaker in the event power goes out or a breaker is tripped
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding – usually in coat closet or pantry in newer homes
- Water shutoff valves below the sinks and behind toilets in case of water leaks

Lease Renewal & Inspection

Approximately 1 ½ months prior to the end of your initial lease term someone from our office will contact you regarding an inspection of the property. An agent from our staff will visit the property and conduct a walk-thru inspection inside and outside of the property. After that inspection the property owner will be contacted regarding any maintenance that needs to occur and we will discuss your lease renewal with the owner at that time. Approximately one month prior to the end of your initial lease term you will receive an email regarding any lease renewal and rent increase that you are being offered. If for some reason your lease is not being renewed, we will give you at least 30 days notice and will do our best to give you more notice if possible. You will want to promptly review any documents that are sent to you via DocuSign and complete by the deadline you are given. Providing updated proof of renters insurance is also required during the lease renewal process.