



WELCOMES NEW TENANTS!

This welcome package and other important information are also available on our website:
www.weRENTec.com

To facilitate your transition to your new home, enclosed are some essential and helpful information:

- A. Property Management Information
- B. Rent Payments
- C. Maintenance Requests
- D. Property Inspections
- E. Utility Companies
- F. Renter's Insurance


A. Property Management Information:

RE/MAX Coastal Realty
1805 West City Drive, Suite H
Elizabeth City, NC 27909

Phone: (252)331-1300 or (252)331-2600
Fax: (252)331-1325
Email: terrywilson@remax.net

Office Hours: Monday-Friday 8:30am -5:00pm
Saturday 9:00am – 1:00pm
Sunday by appointment only

B. Rent Payments:

Rent payments are due on the 1st of each month, regardless of the day you moved into your rental home. Acceptable forms of payment at our office are cash, money orders and cashier's checks. You may pay online using your checking account or credit card by visiting our website www.weRENTec.com. Simply click  This service is provided by Paylease.com and you may incur convenience fees. Afterhours payments made by money order or cashier's check may be placed in our secure drop box located near the door of our office.

C. Maintenance Requests:

Like all homes, repairs will inevitably be needed. Please call the office during business hours or email anytime to submit a maintenance request. If you have an emergency, please call our office immediately. A copy of the maintenance request is enclosed in this packet. You will need to submit a copy of the request to our office before work can be completed. You may email it, fax it or drop it off at the office, whichever works best for you.

Please keep in mind that all repairs must be authorized by the landlord before ANY work is completed. This may take a few days. The property manager must receive the proper estimates and authorization before the work may be completed. Your patience is greatly appreciated!

Before completing the maintenance request form, please read the trouble shooting guide provided below. Completing these steps can save you time and money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below:

Trouble Shooting Guide

1. Smoke Detectors do not work when tested: Press the test button, replace battery.
2. Smoke Detector beeps: replace battery.
3. No power to plugs or switches: Check and reset breaker panel. Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch.
4. Garbage disposal doesn't work: When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an Allen Wrench. Put the wrench in the center shaft and gently twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test.
5. No hot water: Check and reset breaker in power panel.
6. Plumbing or fixtures leak: Turn off water fixture, turn off water at supply line and notify your property manager immediately.
7. Toilet is clogged: Plunge and test.
8. No heat: Check thermostat. Check filters. Check that furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities on time or issue an order to disconnect the utility?
9. Dishwasher won't drain: Clean food out of bottom of dishwasher.
10. Dishwasher grinds or no water is coming in: Turn off, if no water is in the bottom pour two large glasses of water into the dishwasher and re-start. If problem continues, call your property manager and discontinue use.
11. Refrigerator too warm or too cold: Check if thermostat in refrigerator is set correctly.
12. No Air conditioning: Check all circuit breakers. Clean or replace filter and test.
13. No electricity: Check all breakers; flip them hard to the OFF position and then hard to the ON position.

Other things to consider when dealing with maintenance requests:

1. If the item at question is caused by tenant neglect, the repair bill will be charge to tenant.
2. You must report maintenance issues within **reasonable time of the occurrence**. Failure to do so may result in unnecessary damages which may have been prevented. You could be liable for the repair charges.
3. Tenant failure to be present or make home available for repair when agreed upon of date and time will be charged for the missed appointment. This charge will be determined by the service provider.

D. Property Inspections:

During your tenancy, we will complete several property inspections with you. We will require an initial move in inspection and two inspections during the year. These are performed in June and December. The final inspection is performed after lease termination and move out. The property manager will give you a two week prior notice before the inspections are done. **The date and time of these inspections cannot be rescheduled.** You will not be required to be at these inspections, but you are more than welcome to be there when the inspection is performed. Any issues that are found will need to be addressed by the tenant in a timely fashion. The property manager will contact you about any necessary action that needs to be taken.

E. Utility Companies:

We know moving can be a stressful time, and we want to make sure it goes as smoothly as possible. In this packet you will find a list of all of the necessary utility companies you will need to contact in order to set them up at your new place. Most of them will need a copy of your lease to prove residency. If you have any questions or issues please call the office we are here to help!

Albemarle Electric Membership
252-426-5735
www.albemarle-emc.com

Elizabeth City Utility Department
252-338-3981
www.cityofec.com

Dominion North Carolina Power
888-667-3000
www.dom.com
Perquimans Utility Department
252-426-5311

Currituck Water Department
252-232-2769

Roanoke Electric Cooperative
252-539-2236

Elizabeth City Water Department
252-338-3981

Town of Edenton
252-482-2155

Gates Water Department
252-357-2003

Camden Water & Sewer District
252-338-1919

Pasquotank Water Department
252-335-2240

Chowan Water Department
252-482-7477

Perquimans Water Department
252-426-5311

Piedmont Natural Gas
800-483-5702
www.piedmontng.com

Centurylink DSL/Phone Service
800-366-8201
www.centurylink.com

Time Warner Cable
800-476-7254
www.timewarnercable.com

Mediacom Cable/Internet
866-755-2225

F. Renter's Insurance

When disaster strikes, it doesn't differentiate between rented buildings and owned homes. Renters face the same risk as homeowners. Your landlord may have insurance, but it only protects the building structure, not the personal items inside. Renters insurance can protect your belongings in case of disaster. Also, liability protection is standard with most renters' policies. This means if someone in your unit slips and falls, you're covered for any costs, up to your liability limit. If this person sues you, you're covered for what they win in a court judgment as well as legal expenses, up to your policy's limit.