

TYSON MANAGEMENT COMPANY

Main #'s

252-514-0188

252-633-5766

Email info@tysonandhooksrealty.com

NEW

TENANT

BOOKLET

I have received the Tyson Management Booklet and have read it. I agree to comply with the policies and understand that this booklet is an addendum to my lease.

Resident

Date

Resident

Date

Tyson Management Company

Date

Welcome to your new home. It is our sincere hope that you find everything as you wish, but please do not hesitate to call if there is anything we can do to make the transition easier.

Utilities:

You should have the utilities transferred to your name prior to move in. The names and phones of the various utilities are attached.

Move in inspection form:

It is very important that you complete the inspection form and return to us within 7 days of move in (if possible). The form will be kept in your file. Upon move-out we use this to inspect the property so it is beneficial to you to return it as soon as possible in order to protect your Security Deposit.

Office hours:

Tyson Management Company is open Monday – Friday, 8:30 am to 5:00 pm. Should you have an after-hour maintenance EMERGENCY, you may call 252-514-0188.

Rent:

Your rent payments are due on the first (1st) day of each month. You may mail them in or drop off at the office. We have a drop box for after-hour payments and on the weekend. Your rent is considered late after the 5th day of the month. A late fee will be charged for payments received after that day. There are no exceptions. Please do not send cash through the mail or drop cash in our night drop. You can mail payments to:

Tyson Management Company
PO Box 626
New Bern, NC 28563

On the 6th day of the month if your payment has not been received legal proceedings will begin to collect any unpaid rents. Any check returned for insufficient funds will be assessed a \$30.00 returned check fee as well as a late rent fee. NSF checks not picked up within 3 days of

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notification (by phone or mail) will be turned over to the local Magistrate for legal action. Remember.....the rent is due on the 1st day of the month.

Pets:

Pets are only allowed when they are approved at lease signing, by the Management Company and will be listed on the lease. There is a \$200.00 non-refundable pet fee for the 1st pet and \$150.00 non-refundable pet fee for the 2nd pet (if 2nd pet approved).

Pets not allowed: Rottweilers, pit bulls, dobermans.

Information:

It is very important we have your home phone number, cell phone and e-mail address. A work number is needed as well in case of an emergency. Please keep these numbers up to date with our office.

Maintenance:

Our goal is to provide you with the best maintenance service possible. Please call in or drop off a written explanation of the problem as soon as it occurs. We will need to enter your home to do repairs. A key can be provided if allowed to enter, if not you will need to make sure someone is at home or you will be charged for the service call. This will be the only time we would enter your home, unless there is an emergency situation (broken water pipes, fire, etc.). **It may be difficult to get repairmen at certain times** of the year, at 5:00 pm on Friday night and on weekends. Please be patient, we try to get problems taken care of as soon as possible. Call when you first notice the problem. Tyson Management Company will not be responsible for service people you hire on your own to do repairs (unless approved).

Should you call in a request for a repair and it has been caused by negligence or damage, you will be sent the bill. An example: clogged toilet, broken window or not checking breakers or ground faults before calling. Should you lock yourself out of your residence you may come to our office during business hours and pick up a spare key if we have one?

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After hours, please call a locksmith. You will have to pay for that service call.

Inspections:

Tyson Management Company does, periodically, do inside inspections of the property with sufficient notice. We do this to insure good housekeeping and upkeep of the property.

Insurance:

It is very important that you understand that your personal property is not covered by insurance in case of fire, theft, or any other loss. Renters Insurance is available through most insurance carriers and is inexpensive. We highly recommend it.

Occupants:

The only allowable occupants are those listed on your application and on the lease as permitted occupants. Guests are permitted for a brief visit, but should be listed as occupants if the visit exceeds 2 weeks. Persons not listed as occupants will never be given a key or allowed access to your home.

Noise:

Upon receiving a noise or disturbance complaint you will be notified in writing. This will be the only warning you will receive. A second complaint will result in eviction. This also goes for complaints about unsupervised children. We guarantee all our tenants “quiet” enjoyment of their homes and if your intent is to “party” this is not the company you want to lease through.

Move-out:

A 30-day written notice is required before leaving your home even if the lease has expired. You may mail the notice to us, fax, e-mail or drop by our office to discuss breaking your lease, the fees involved and your options. No refund will be made unless the property can be re-rented

with no damage or rent loss to the property owner. Any tenant that does not comply with his/her lease and is evicted or given notice to

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vacate will lose any security deposit. Should you vacate prior to the end of your lease you will be charged for any repairs, cleaning, and other related expenses incurred in re-renting the property. The full deposit will be refunded to you if you:

- Have occupied the premises for the full term of the lease agreement and any renewal period.

- You have given the proper 30-day written notice prior to vacating.
- You have left the premises clean and undamaged including but not limited to: kitchen cabinets, light fixtures, all carpets and floor coverings, bathrooms and all appliances.
- You vacated on the promised day.
- You have paid all rents and charges due.
- You have returned all keys including the key to the unit and mailbox.
- You removed all trash, debris/rubbish from the grounds and unit.
- You have fulfilled all other terms and conditions as provided in your lease agreement.

Duties upon move-out:

If you have fulfilled the terms of your lease agreement and have given 30-day written notice, you are eligible for a security deposit refund pending completion of the following:

- The refrigerator should be washed clean, unplugged from the wall, the doors left open and underneath cleaned.
- Kitchen cabinets must be washed out along with any drawers and any shelf paper removed.
- All sinks, counters and vanities cleaned.
- The oven, surface units and area beneath the surface units should be cleaned. **Burner's pans or ring replaced if needed. The stove hood and fan must be cleaned.**
- The kitchen floors should be clean and free from any wax accumulation.
- Bathroom fixtures (toilet, tub/shower) floors and tile must be cleaned.
- All walls, windowsills, baseboards, heat vents and grills must be clean and free of dust and cobwebs.
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- Removal of all personal effects from unit and storage areas.
- All carpets must be professionally cleaned with no burn marks or stains.
- All blinds must be in working order and damage free.
- The original light fixtures and/or fans must be clean and in place with any burnt out light bulbs replaced.
- All keys turned into the office including mailbox keys.

Final inspection by Tyson Management Company:

-Please note: in order to determine if your security deposit will be returned a final inspection must be done by Management.

-The lights & water have to be on in order to complete final inspection, if they have been turned off Management will turn on and complete inspection and this charge will be deducted from security deposit.

-Final inspection cannot take place until tenant/s contents have been removed and all move-out duties have been completed.

Grilling:

Should you wish to cook out, please use caution. Move the grill away from the building and stay with it at all times. Remember that should your grill cause a fire you will be responsible for damages and this could be expensive.

Pest control:

If you have a problem with pests within 2 weeks of move in, please let us know and we will do a one-time spray. After that you will be responsible for the regular pest control of your home. Upon move out if there is a flea problem in your home you will be charged for the extermination and it will be taken from your Security Deposit.

Locks:

You are not permitted to change the locks on your doors without management approval. Should you have approval please provide us with a key to the new lock.

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Drug use:

Any illegal drug use on or around any property managed by Tyson Management Company will result in “immediate eviction”. We are a zero tolerance company.

Important:

These rules are considered an addendum to your lease and should be followed.

Phone Numbers

Tyson Management Company	252-514-0188
A-1 Locksmith	252-638-3363
Ernul's Locksmith	252-633-0171
City of New Bern Utilities	252-639-2750
Riverbend Water Dept.	252-638-3870
Craven County Water	252-636-6615
Piedmont Natural Gas	800-275-6264
Progress Energy	800-452-2777
Tideland Electric	800-637-1079
Suddenlink Communications	252-638-3121
Century Link	252-633-9011