

Tenant Policy and Procedure Addendum

General Policy and Procedure

- Tenants will act in a manner that is respectful to their neighbors and the owner's property in which they live.
- No large parties are allowed. Tenants are responsible for their guests' behavior while on the premises.
- Tenants are prohibited and will refrain from making loud noises and disturbances. Tenants will abide by all local government noise ordinances.
- No smoking is allowed in the home. If smoking occurs outside, cigarettes butts must be disposed of properly.
- Tenants are responsible for ALL tenant use filters (including water filters). **Air filters must be changed every 30 days.** Failure to do so may result in substantial charges for repairs from improper use.
- All light bulbs will be working at the start of the lease. Tenants are responsible for changing ALL light bulbs (interior and exterior), and all light bulbs must be working upon move-out.
- All smoke detectors and carbon monoxide detectors will be working and batteries will be changed/tested at start of the lease. Tenants are responsible for replacing batteries as needed. **A disconnected or unreported damaged smoke detector/carbon monoxide detector will result in a fine during the lease or a charge if found at move out inspection.**
- Hardwood floors require special care and can be easily damaged. Any damage or excessive wear will be deducted from your security deposit. To minimize scratching, tenants will put protective padding beneath furniture coming in contact with the floor.
- Tenants will use all appliances in the proper manner, including but not limited to rinsing dishes before putting them into the dishwasher and not over-loading the washer/dryer. **Tenants will be responsible for repair cost or replacement of appliances caused by neglect, improper use, or improper maintenance.**
- Tenants should not leave HVAC fan set to the "on" position. Tenants should use "auto" to avoid moisture issues. If fan is left in the "on" position and a maintenance issue occurs, tenants may be charged for any damage or necessary remediation.
- Porches and decks should not be used as storage and must be kept neat, clean and uncluttered. No indoor furniture should be on outside decks or patios.
- Portable grills are prohibited in stairwells, breezeways and on elevated porches, balconies and decks. Grills may be stored on ground level patios but must be located at least 10 feet from building prior to use.
- To decorate the property, residents will use small picture nails, push pins and thumbtacks—anything 1/8th of an inch or smaller. **Residents will be charged for any holes exceeding 1/8th of an inch.**
- Tenants will be charge for poster putty, command strips, other tacky strips or tape left on walls at move out. MHP discourages the use of anything sticky or tacky when hanging items on walls. Tenants could be charged for damage created when these types of adhesives are removed.
- Tenants are responsible for cleaning fireplaces if available for use.
- Residents are responsible for all utilities stated in their lease. **Residents' utility accounts must stay active throughout entire tenancy.**
- Even if landlord is responsible for trash/recycling pickup at the property, **tenants are responsible for any fines or fees applied for improper disposal of trash or recycling.**
- Rent is due on the 1st of each month and is late after midnight on the 5th. Rent should be paid through your online tenant portal. Tenants can also drop off/mail a check made out to Mill House properties to 1720 E. Franklin Street.

Maintenance Requests

- **TENANTS WILL BE CHARGED FOR ANY MAINTENANCE THAT THEY CREATE.**
- All non-emergency maintenance requests MUST be submitted in writing online through your tenant portal. **NON-EMERGENCY REQUESTS WILL NOT BE ACCEPTED VIA TELEPHONE. NO EXCEPTIONS.**
- Tenants will fill out the form completely to avoid delays. Tenants will be descriptive and concise. For tenants without internet access, maintenance request forms are available at the office. Please submit separate maintenance requests for separate maintenance issues. Do not include multiple issues on one request.



- For after-hours emergency maintenance call **919-619-7230**. Please call for true emergencies only (significant leaks, no heat in winter, etc.). **Invalid emergency calls are subject to \$100 fee.** Please be respectful of maintenance crew's personal time.
- MHP tries to address all requests within the first 24-48 hrs. Tenants may experience a delay during the move-out/move-in season due to a high volume of requests. During this period, MHP tries to prioritize based on urgency. All requests are important to MHP and we appreciate your patience.
- MHP will only exterminate for true infestations. **If no infestation is found or infestation has been caused by the tenants' actions, treatment will be charged to the tenant.**
- MHP does not handle lockouts. Tenants may check out an extra key from the office if they are locked out during business hours (Monday-Friday, 10am-5pm), but MHP will not meet tenants to let them back into the property. **Tenants will have to call a locksmith and are responsible for fees associated with replacing lost door/mailbox keys and locksmith fees.**
- In the event of an electrical problem, tenants will check all coordinating light switches, flip all switches in the breaker box or push the GFI button on the electrical outlet before sending a maintenance request.
- For leaks, tenants will turn water off at base of toilet/sink and submit a maintenance request. For any major water events, tenants will turn off the water main (most are in the closet near the hot water heater). **If management is not notified of plumbing issue in a timely manner, tenant will be responsible for any additional water fees and/or cost to repair additional damage due to delay in reporting the issue.**
- Tenants must attempt to clear drain or toilet clog before sending a maintenance request. Any repair to a toilet or sump pump due to improper disposal of items such as cotton swabs, diapers, wet wipes, sanitary napkins, tampons, wads of toilet paper, table scraps, clothes, etc. **will be charged to the tenant.**

Subletting and Occupancy Changes

- **Permitted Occupants:** If occupants other than the tenants on the lease will inhabit the property for the summer or other shorter periods of times, tenants must provide MHP with the new occupants' names and contact information. The permitted occupant must apply and pay the \$50 application fee. All tenants must sign an updated lease, agreeing that these occupants can live in the property. Permitted occupants are able to check out keys, pay rent, use a portal, submit maintenance requests, etc., but they are not financially responsible for the property.
- **Change of tenant:** If one or more tenants must leave the lease for a semester or longer, it is up to all tenants to find a replacement. The new tenant(s) will first need to apply, pay the application fee, submit proof of income and be approved by MHP. Then, all parties (incoming, remaining and departing) will sign a change of tenant form. This form exchanges the tenants and states that Mill House will not refund any part of the deposit during this transition. Outgoing tenant(s) will forfeit their deposit unless some agreement is made between the outgoing and incoming tenant(s). **There is a \$100 fee associated with this process (this does not include the application fee).**
- **Early marketing program:** If all tenants were not able to complete the remainder of their lease, Mill House Properties offers an early marketing program to help tenants find someone to take over their lease. All tenants must be leaving to make use of the early marketing program. We do not offer this for roommate changes. Mill House will market the unit and show the property up to 10 times. The new tenant(s) will need to apply, pay the application fee, submit proof of income and be approved by Mill House Properties. Then, all parties (incoming and departing) will sign a change of tenant form, which exchanges the tenants and states that Mill House will not refund any part of the deposit during this transition. Outgoing tenant(s) will forfeit their deposit unless some agreement is made between the outgoing and incoming tenant(s). Mill House will also not be cleaning, turning nor painting the property before the new tenants take possession. **There is a \$250 fee associated with this process (this includes the change of tenant fee but not the application fee). Fee must be paid before marketing or showings begin.**

Moving In

- **IN ORDER TO PICK UP KEYS, ALL RESIDENTS MUST COMPLETE THE FOLLOWING:**
 - Pay first month's rent in full.
 - Turn on utilities in a resident's name and provide MHP with proof of the transaction(s).
 - Activate all resident portals.
- All keys will be given out at the same time to one tenant.
- Move ins begin after 11am on your move in day and must be scheduled with the office.
- Please **complete and return the move-in inspection form within 7 days of move-in**. Please be thorough as this form is for your protection. It informs MHP of the condition of the property when tenants moved in so that you will not be blamed for damage that was already present.
- For any items that need repair, **submit a maintenance request through your tenant portal**. Maintenance requests will NOT be automatically created from the move-in inspection form.
- We realize that everyone has a different definition of "clean", however all properties have been cleaned to the standards of MHP.
- Tenants will write "RTS" on any mail they receive that is not addressed to them and place in outgoing mail. Tenants will not drop off any misaddressed mail to MHP office unless cleared with office first.

Moving Out

- Tenants must submit a notice to vacate. This states that tenants are vacating the premises at the end of the lease and indicates the recipient of the deposit. Please note that only one check will be cut for the security deposit. The security deposit will be refunded from our system within 30 days of the move-out date and then sent to the forwarding address provided.
- Tenants are required to have the carpets in their unit professionally cleaned. **A tenant renting a carpet cleaner machine does not count as a professional cleaning**. If tenants hire a company, they must submit a receipt with their keys. Tenants may leave the carpet cleaning for MHP to complete. That cost will then be deducted from the deposit.
- Tenants must clean the entire property, in and around all appliances. Tenants must also remove all personal items and trash from the property. The goal is to leave the property as tenants found it.
- Tenants will not unplug refrigerator or any other appliance. **This could ruin the refrigerator, and tenants would be responsible for the repair or replacement.**
- Trash companies will not automatically pick up large items left by the side of the road or dumpsters. Tenants will call them and schedule a pickup. Residents with single garbage cans will not leave garbage cans overflowing with items. These need to be taken and retrieved from the road as usual.
- Tenants must cancel auto payments at the end of their lease. **MHP cannot immediately refund any processed payments, and tenants will have to wait until the return of the deposit to receive those funds.**
- Tenants will have their mail forwarded to their new addresses. **MHP is not responsible for retrieving any mail or packages accidentally delivered to an old address.**
- If MHP issues tenants a green parking pass, tenants will return those with their keys. **Failure to do so will result in a \$50 deduction per pass from tenants' deposit.** This does not apply to the parking stickers the HOAs issue Mill Creek and Chancellor Square.
- Tenants must return together all given keys and copies they made by 11:59 p.m. the last day of their lease. MHP does not accept individual keys. Tenants will drop them off at the front desk Monday - Friday, 9 a.m. - 5 p.m. or place all keys in a sealed, marked envelope after hours in the drop slot around the back of the office. Tenants will neither mail nor put keys in the mailbox at our office. If keys are not returned together by the last day of their lease, tenants may be charged for a lock change.



1720 East Franklin Street
Chapel Hill, NC 27514

Tel: 919.968.7226
Fax: 919.968.7995

www.millhouseproperties.com


 millhouseprop

Important Numbers & Common Maintenance Issues

Mill House Properties Office	919-968-7226
Emergency maintenance request	919-619-7230
Finance Manager	919907-0647
Aegis Mobile Locksmith (lockouts outside of business hours)	919-542-0128
Electrical Issues	Check the breaker or press the GFI button before submitting a maintenance request
Non-Emergency Water Issues	Turn water off at base of toilet/sink then submit a maintenance request through your tenant portal.
Emergency Water Issues	Turn off water main (most are in the closet near your hot water heater) then call emergency maintenance. You will also need to submit a maintenance request through your portal.
Emergency Gas Issues	If there is a gas odor or carbon monoxide alarming: leave the property, call the gas company (1-877-776-2427) and call emergency maintenance. You will also need to submit a maintenance request through your portal.
Emergency Fire or Smoke Issues	Leave the property, call 911 and then call emergency maintenance. You will also need to submit a maintenance request through your portal.

ALL TENANTS MUST SIGN TO ACKNOWLEDGE THAT THEY HAVE READ AND AGREE WITH THE TENANT POLICY AND PROCEDURE ADDENDUM:

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____