

Keystone Property Management

Tenant Rules and Regulations

Payment:

1. Residents are to pay rent by personal check, certified check, or money order. No cash will be accepted. Your name and address MUST be on your payment otherwise a late fee will be added for processing.
2. Rent is due on or before the First day of each calendar month. Rent paid later than 5 PM on the 6th day of any month is delinquent and will be subject to a late fee. Please not any rents that are received through the mail are also late.
3. Court papers will be filed on the 16th of the month on accounts that are past due. No personal checks will be accepted after the 15th of the month if rent for the month is late.
4. A check returned by the bank must immediately be paid by money order or certified check. A charge of \$25 will be added for any returned check. After two (2) returned checks have been received for any rental property, no more personal checks will be accepted.
5. In the state of North Carolina, it is illegal to withhold rent monies for any reason.
6. Each resident is jointly and severally responsible for full payment of monthly rent. Keystone expects residents who have signed leases to pay rent, regardless in what proportion it is paid.

Keys:

1. One set of keys will be provided to a resident(s) who leases a property.
2. Keys should be returned immediately upon moving out so the unit can be inspected. If no keys are returned, the resident(s) of record will be charged for re-keying the unit and rent will be assessed.
3. Residents are prohibited from changing or altering locks installed on the doors of the lease property without written permission.
4. Residents may borrow a key during office hours for the purpose of unlocking their home. The key must be returned on the same day or a \$30.00 charge will be added to the rental account. BRING ID!
5. After regular business hours (8am-5pm) Monday through Friday and on weekends, a locksmith can be called and the resident(s) will be responsible for paying the bill and bringing a key to the office the next business day.

Pets:

1. Pets are only allowed with prior approval.
2. Unless otherwise stated, the pet weight limit is 20 pounds.
3. There will be a \$200.00 fine levied against the resident(s) account for any unauthorized pet(s).
4. The lease may be subject to termination if the unauthorized pet(s) are not removed within 48 hours of notification.

Complex Parking:

1. Keystone reserves the right to control parking for all rental units it manages, and to establish rules and procedures specific to individual properties as necessary.
2. Vehicles including but not limited to: work trucks, boats, motorcycles or buses cannot be parked without written consent of Keystone.
3. Any unauthorized or illegally parked vehicle will be towed at the vehicle owner's expense.
4. No parking on lawns.
5. Vehicles that have expired inspection stickers, expired tags, or flat tires can be towed at the vehicle owner's expense.
6. No repair work is to be done on any vehicles in the parking lot. Ashtrays are not to be emptied in the lot. Make sure that all trash is placed in the proper receptacles.

Maintenance:

1. Please refer to the sheet you signed at move in for emergency maintenance needs.
2. All residents are required to change the air filter to the heating and cooling system on a regular basis.
3. Residents are to furnish their own light bulbs.
4. Non emergency maintenance requests should be submitted in writing.
5. DO NOT PUT DRANO, LIQUID PLUMBER, OR ANY CORROSIVE SUBSTANCE IN ANY PLUMBING FIXTURE INCLUDING SINKS, TUBS, AND TOILETS.
6. You may be charged if the following occurs:
 1. Toilet or sink clogs from resident misuse.
 2. Breakers that have been tripped as a result of circuit overload.
 3. Removing food or foreign objects from dishwasher or garbage disposal.
 4. Resetting ground fault receptacles in the kitchen and bathroom.
 5. If no problem is found when maintenance came to your home.
 6. If maintenance or a contractor is denied entry for repairs due to pets or not being allowed into the unit.
 7. If tenant has changed locks and thereby does not allow maintenance to gain entry.

Move Out Instructions:

1. All tenants on the lease are required to submit a written 30-day notice. Rent will be charged for 30 days upon receipt of notice.
2. ALL KEYS must be returned to the office by the indicated notice date.
3. An inspection of the premises will occur after the keys are turned in and the move out inspection will be compared to the move in sheet you turned in at the time of your occupying the premises.
4. A security deposit disposition will be processed and mailed to your forwarding address within 30 days of receipt of your keys or the end of your 30 days notice.
5. A security deposit cannot be used for the last month's rent.

Lease Termination:

1. The resident(s) of record may try to find someone to assume the lease contract. The future resident(s) must submit an application and be approved by management prior to occupying a property.
2. The resident(s) may request that management try to sublet the property. A one-time administration fee will be charged to the rental account.
3. If joint residents are on the lease, both residents must be moving out.
4. We do not offer roommate matching.
5. Regardless of the situation, the resident(s) of record will be held responsible for the monthly rent until the new resident(s) moves in, or the original lease expires; whichever comes first.

General:

1. The leased premises must be used as intended, not for unlawful uses, or uses that disturb the neighbors.
2. The move in inspection sheet must be completed, signed and returned to our office within 5 business days of moving in and picking up the keys. If not received within the allotted time, then it is no longer valid.
3. Home, work and cell phone numbers should be furnished to the office as soon as possible.
4. Utility service must be in the resident's name before keys will be given out and during the entire term of the lease.
5. Waterbeds are only allowed with written approval and renter insurance, and in downstairs units only.
6. Residents must keep the premises clean of all debris at all times and must not abuse appliances provided. Residents are responsible for the property and all equipment if damaged, destroyed or removed due to tenant's action or negligence.
7. Only use standard picture hangers for hanging pictures or similar items. NO ADHESIVE HANGERS!
8. Alterations to the property are only allowed when submitted in writing and approved by the owner of the property.
9. Entrances, grounds, sidewalks, driveways, or other public areas must not be used for any purpose other than entering and exiting the leased premises. Leaving items of any kind whatsoever in any of these areas is prohibited and items may be impounded if left in such areas. Management is not liable for any loss or damage to any article when left in these areas.
10. Hanging or placing laundry or clothes on the lawns, shrubbery, or about the building is prohibited.
11. Balconies or patios: Residents must keep these areas clean at all times and will not store, hang or drape rugs, towels, laundry, wash or other household items on the railings or any part of the balcony or patio. Do not put upholstered (or any household) furniture anywhere outside the property.
12. Outdoor grills need to be at least 10 feet from the buildings. You cannot grill from a second floor balcony.
13. No TV, radio, or CB antenna, satellite dish, awning or projections and now signs, advertisement, notice, or device of any kind shall be placed or permitted to remain upon any part of the building except with the consent of the management.

Keystone Property Management reserves the right to change these rules, regulations and policies as necessary, effective upon reasonable notice to tenants.