

NLC RESIDENTIAL

OWNER · WELCOME

Welcome — here is how this runs

EDITION 2026 · NLC RESIDENTIAL GROUP LLC

Property management for owners who want the door run properly: one point of contact,
statutory deadlines met, and a written record of everything done to the property.

Cumberland

HOKE & ROBESON

Full service

IN EN AND ES



NLC Residential Group LLC

Real People. Real Service. Real Results.



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Thank you for trusting us with your property. This page tells you what happens now, what each month looks like, and how to reach us — so you are never wondering.

WHAT HAPPENS IN THE FIRST TWO WEEKS

WHEN	WHAT WE DO	WHAT WE NEED FROM YOU
Days 1–3	Set up your property and owner ledgers, open your portal access	Signed agreement, W-9, insurance certificate
Days 1–7	Document the property end to end with dated photographs	Keys, remotes, and access to the property
Days 1–7	Verify smoke and CO alarms and fit new batteries	Nothing
Week 2	Deliver a written rent recommendation from live comparable rentals	Your target timeline
Week 2	List, market and begin showings	Approval of the rent

WHAT EVERY MONTH LOOKS LIKE

DAY	WHAT HAPPENS
25th of the prior month	Rent reminder to your tenant; autopay confirmed
1st	Rent due. Everything received is posted to your ledger the same day
2nd–5th	Grace period. No late fee may lawfully be charged until rent is five days late
6th	Late fee applied where due. Our first contact is a phone call, not an email
10th	Delinquency review
10th–12th	Approved vendor invoices paid
15th	Your money by ACH, and your statement published
Month end	Trust accounts reconciled

The 15th is not a target, it is a commitment.

An owner who has to ask where their money is has already started shopping for another manager. If the 15th falls on a weekend or a holiday, you are paid before it, not after.



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REPAIRS — WHO DECIDES WHAT

SITUATION	WHO DECIDES
Routine repair at or under \$500	We handle it and report it. You are not called about a dripping tap
Anything over \$500	You approve first, in writing, with the quote attached
Over \$1,500	You get competing bids where a second qualified vendor exists
Emergency — danger, loss of an essential service, or a habitability condition	We act immediately and notify you within 24 hours
Rent, renewals, and who gets approved	You decide, on our written recommendation

We add nothing to a repair bill.

No markup, no administrative surcharge, no coordination fee on routine work. What the plumber charges is what you pay. We make our money managing your property.

INSPECTIONS YOU GET, AT NO EXTRA CHARGE

- ☐ **Move-in** — photographed, signed by the tenant. This is what makes a deposit deduction stick later.
- ☐ **Two interior inspections a year** — photographed, with a written report to you.
- ☐ **Move-out** — compared line by line against the move-in report.

ABOUT YOUR TENANT'S SECURITY DEPOSIT

It is held in a separate trust account, it is never your income and never ours, and it is accounted for to the tenant within thirty days of the tenancy ending. It appears on your statement as **held**, not as money available to you. That is North Carolina law, and it is also the single most common way a landlord loses a dispute they would otherwise have won.



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WHAT WE NEED FROM YOU, ONGOING

- ☐ Keep your landlord policy in force, with NLC named as additional insured. Send the new certificate at each renewal.
- ☐ Keep a small operating reserve funded so a repair does not wait on a phone call.
- ☐ Tell us before you list the property for sale, refinance, or change insurers.
- ☐ Send anything that arrives at your address about the property — HOA notices, code letters, tax bills.
- ☐ Route every tenant contact through us. If a tenant reaches you directly, tell them to call us and let us know.

Why we ask you not to deal with the tenant directly.

A tenant who can get a different answer from you than from us will always try. It undoes rent enforcement, it creates promises we cannot see, and it is how a manageable situation becomes a dispute. Send them to us, every time.

REACHING US

WHAT	HOW
Anything routine	Reply to your statement email, or call the office number below
Emergency, any hour	Call — do not email
Your statements, ledger and documents	Owner portal, any time
Year-end	Annual statement and your 1099 each January

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Equal Housing Opportunity. All activity is conducted without regard to race, colour, religion, sex, national origin, handicap or familial status, and without regard to sexual orientation or gender identity. · This welcome summarises the written management agreement; the agreement governs.