

NLC RESIDENTIAL

TENANT · WELCOME

Welcome to your new home

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.



Welcome to your new home

Everything you need in one place — how to pay, how to get something fixed, what counts as an emergency, and what we owe you. Keep this where you can find it.

PROPERTY ADDRESS

UNIT

LEASE START

LEASE END

DUE
RENT DATE

PAYING RENT

WHAT	DETAIL
When	Rent is due on the 1st
How	Through your tenant portal — one-time or autopay. Autopay is free and it is the easiest way to never think about this again
Grace period	No late fee can be charged until rent is five calendar days late
Late fee	The greater of \$15 or 5% of your monthly rent, charged once per late payment
Partial payment	Talk to us before the 1st, not after. We can work with a plan; we cannot undo a filing

If money is going to be short, call us early.

A conversation on the 28th has options. A conversation on the 12th has far fewer. We would rather work out a plan than file anything — a filing costs you and it costs the owner.

GETTING SOMETHING FIXED

- ☐ Submit it through the tenant portal so there is a record and a photograph. That record protects you as much as it protects us.
- ☐ **Emergency — call, do not submit online.** No heat between 1 November and 31 March, no water, a gas smell, sewage backing up, flooding, an electrical hazard, an exterior door that will not lock, or a fire-alarm failure.
- ☐ Urgent, 24–48 hours: no air conditioning in summer, the refrigerator out, the only toilet inoperable, a contained roof leak, moisture or mould.
- ☐ Routine, 3–7 days: a dripping tap, an appliance fault, minor drywall, anything cosmetic.

Report water immediately, even if it looks small.

A slow leak under a sink becomes a floor. Reported promptly, it is our problem to fix. Left unreported until it causes damage, it can become yours. There is no penalty for reporting something that turns out to be nothing.

SMOKE AND CARBON MONOXIDE ALARMS

- ☐ Test them monthly. Never disable one, and never remove a battery.
- ☐ Tell us in writing if one fails — we repair or replace it **within 15 days**.
- ☐ A battery going flat during your tenancy is not something you are charged for.



Welcome to your new home

YOUR SECURITY DEPOSIT

AMOUNT HELD

HELD AT — BANK NAME AND ADDRESS

Your deposit is held in a separate trust account. Within **thirty days** of your tenancy ending we send you an itemised accounting and any refund. Ordinary wear and tear is never deducted — worn carpet in a traffic path, small nail holes, faded paint and dulled grout are expected. Give us a forwarding address when you leave so the refund reaches you.

RENTER'S INSURANCE

The owner's policy covers the building. It does not cover your belongings, and it does not cover you. We recommend a renter's policy — they are inexpensive. **You may buy it from any carrier or agent you choose;** we will never require you to use one we designate.

ENTRY TO YOUR HOME

We give **24 hours' notice** before entering, except in an emergency, and we tell you who is coming and why. Vendors are told the same. If someone arrives claiming to work for us and you were not notified, do not let them in — call us.

THINGS WORTH KNOWING

- ☐ **Utilities** in your name from your lease start date. Do not let one lapse — no water or no heat is a habitability problem for everyone.
- ☐ **Animals** as your lease permits. An assistance animal is not a pet: no pet fee, no pet rent, no breed or weight restriction, and we will never ask you about a diagnosis.
- ☐ **Changes to the home** — paint, mounting, installations — ask first, in writing. Most reasonable requests are approved.
- ☐ **If you need a change because of a disability**, ask. We consider every reasonable accommodation and modification request, and asking is never held against you.
- ☐ **Guests and occupants** as your lease provides. If your household is changing, talk to us rather than letting it drift.

MOVING OUT

- ☐ Give written notice as your lease requires. On a month-to-month tenancy North Carolina requires **seven days**; your lease may require more.
- ☐ Special protections exist for **military orders** — a PCS or deployment — and for survivors of domestic violence, sexual assault or stalking. Ask us; these rights cannot be signed away.
- ☐ We inspect against the move-in report you signed, so keep your copy.
- ☐ Return every key, remote and fob, and leave a forwarding address.

REACHING US

WHAT	HOW
Maintenance, non-urgent	Tenant portal
Emergency, any hour	Call (910) 703-7164 — do not email
Rent, your ledger, your documents	Tenant portal
Anything else	Call or email; we answer in both English and Spanish

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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.